

شركة البترول الوطنية الكويتية

إحدى شركات مؤسسة البترول الكويتية
A Subsidiary of Kuwait Petroleum Corporation

KNPC



Vendors & Contractors Pre-Qualification Booklet



مؤسسة البترول الكويتية
Kuwait Petroleum Corporation



شركة نفط الكويت
Kuwait Oil Company K.O.C



البترول الوطنية
KNPC
إحدى شركات مؤسسة البترول الكويتية
A Subsidiary of Kuwait Petroleum Corporation



شركة صناعة الكيماويات البترولية
Petrochemical Industries Company



شركة البترول الكويتية العالمية
Kuwait Petroleum International



شركة ناقلات النفط الكويتية
Kuwait Oil Tanker Company



الشركة الكويتية للاستكشافات البترولية الخارجية ش.م.ك.
Kuwait Foreign Petroleum Exploration Company K.S.C



الشركة الكويتية لتزويد الطائرات بالوقود
Kuwait Aviation Fuelling Company K.S.C



الشركة الكويتية لنفط الخليج (ش.م.ك.)
Kuwait Gulf Oil Company (K.S.C)



Mission :

Carryout a superior assessment of suppliers for materials & services, utilizing quality/efficient practices to perform evaluation process in order to produce a list of competent suppliers which KNPC can perform business with in a professional manner.

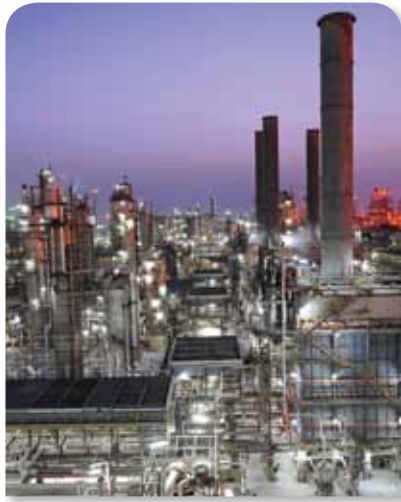
Vision :


Establish a partnership culture between KNPC and suppliers to maximize the benefits for both parties and create loyalty to enforce our relationship.

Values :

- We commit to a cordial relation
- We commit to mutual respect and understanding
- We commit to fairness and transparency
- We commit to continuous improvements
- We commit to professionalism

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Introduction



Kuwait National Petroleum Company (KNPC) was established in October 1960 as a shareholder company owned by the government and private sector. In 1975 the company became a fully owned by State of Kuwait.

Upon the creation of Kuwait Petroleum Corporation (KPC) in 1980, KNPC became a subsidiary to KPC which is owned by the State of Kuwait. When the Oil Sector was restructured, KNPC was entrusted with the responsibilities of three oil refineries Mina Al-Ahmadi, Mina Abdulla and Shuaiba in addition to the LPG plant in Mina Al-Ahmadi, as well as the distribution of petroleum products for local market.

V & CEC Committee was formed in December 1984 in order to carry out the evaluation process for Vendors/Contractors for different types of work and material/equipment supply. The Committee is headed by Chairman V & CEC and consists of seven members of Team Leader level representing different disciplines from the Refineries, Projects Department and Local Marketing Department.

Registration of Vendors & Contractors is handled by Commercial Department (PQ & Supplier Development Division), located in KNPC Head Office. Commercial Department has produced this booklet which is intended to help suppliers in explaining the steps for pre-qualification process, involvement of the Vendors & Contractors Evaluation Committee in various tasks related to qualifying manufacturers and contractors, conducting site visits to evaluate facilities and assessing contractor's /manufacturer's performance.

In this context, Commercial Department proudly announces that the new online prequalification system was successfully launched in December 2013 in order to improve and enhance the overall evaluation process.

Product Index

Class	Description
06	Chemical
07	Metals, Bars, Sheets etc.
10	Wire & Woven Wire Products
11	Hose & Hose Fitting
12	Piping & Tubing
14	Tube, Pipe & Heaters Fittings
15	Special Pipe Fitting & Accessories
16	Valves
17	Special Valves
18	Gaskets & Packing
21	Paints and Related Products
22	Insulation & Refractory Material
24	Industrial Air-conditioning & Refrigeration
31	Fasteners
33	Bearing and Oil Seals
35	Mechanical Seals, Coupling and Gears
37	Welding Material, Equipment & Accessories
38	Inspection & Cathodic Protection
40	Special Package Units
42	Pressure Vessels
44	Refinery Miscellaneous Equipments
45	Heat Exchangers
46	Instruments
47	Boilers and Fired Heaters
49	Steam and Gas Turbines
54	Compressors and Blowers
56	Pumps
67	Power Generators, Transformers, Rectifiers, etc.
69	Electric Motors, Starters MCC & Contactors
71	Switch Gears, Circuit Breakers and Control Panel
73	Electric Cables and Accessories

74	Lighting Fixtures, Conduits & Fittings
77	Information Systems (Telecommunications)
78	Information Systems (Hardware, Software & Accessories)
80	Marine Equipment
88	Fire & Safety Equipment
91	Catalyst
92	Filling Stations Equipment
93	Specialized Carwash Systems
94	Depots Equipment
96	Specialized Lubes Plant Equipment
97	Tank Accessories

Note: The product index is continuously revised based on KNPC requirements. Please refer to our online website for the latest edition.



Service Index

Type of Work	Description
01	Civil Works
02	Tanks for Petroleum Products
03	Piping, Valves and Associated Works
05	Plant Maintenance
06	Heating, Ventilation, Air Conditioning & Refrigeration
07	Electrical Works
08	Instrumentation Works
10	Heavy Equipment
11	Industrial Cleaning Operations & Services
12	Catering Services
13	Administration
14	Refinery Plant Maintenance and Services
15	Information Technology (Telecommunication)
16	Industrial Insulation & Refractory Works
17	Marine Services
18	Fire, Security and Safety
19	Condition Monitoring & Trouble Shooting of Rotating Equipment
20	Catalyst Handling Services
21	Elevators
22	Information Technology
23	Inspection Services
24	Petrol Stations
25	Consultancy Services
26	EPC (Engineering, Procurement & Construction) Work
27	PC (Procurement & Construction) Work
28	Management System Consultancy & Certification
30	Environmental Services
31	Supply of Industrial Gases

Note: The service index is continuously revised based on KNPC requirements. Please refer to our online website for the latest edition.

Vendor Registration


KNPC procures materials like pipes, pipe fittings, valves, cables, instruments etc, equipment like pumps, compressors, turbines, heat exchangers, pressure vessels, electrical equipment etc, and installed equipment spares from reputed/qualified manufacturers.

KNPC has identified and codified the required material/equipment under different 'Classes' and then into 'Sub Classes', which are specified in the Vendor Product Index available on KNPC website https://esourcing.knpc.com/esop/kuw-kpc-host/public/attach/VEC_Product_Index.xls

Vendors interested in supplying materials to the refineries must obtain prior approval from Vendors & Contractors Evaluation Committee.

KNPC has a list of approved vendors for different product codes. Whenever a requirement arises, KNPC will float a limited tender among the approved listing of manufacturers.





Manufacturers can submit one PQ application for more than one product class along with necessary attachments such as original product catalogue, copies of certificates/approvals and copies of executed orders to prove past experience.

KNPC shall evaluate PQ applications and a site visit may be required to the applicant's manufacturing facilities and/or obtains opinion from the applicant's clients on the credibility of their products.

KNPC shall request for additional details if the submitted information along with PQ application is inadequate.

The application will be scrutinized and the applicant shall be advised about the V & CE Committee decision. This approval cycle is 4 to 5 weeks.

Also KNPC shall elaborate the reason for rejection of applied products. A new application must be submitted if an approved Vendor wishes to include additional product codes or to include an additional manufacturing facility.



Vendor Performance Report

All the registered Vendors are expected to fulfill but not limited to the following requirements, for Vendor's Performance Measurement:

- a) The vendor should accept the awarded purchase orders. If the vendor declines to accept award or request to cancel or an extension of delivery time, that will adversely affect the vendor's performance rating.
- b) Vendor should supply the ordered materials as per the requirements within the committed delivery date.
- c) Vendor to supply material as per specification. In case of discrepancies, the vendor should rectify the same on an urgent basis.

Contractor Registration

KNPC has identified and classified the required 'Specialized Services' such as EPC/PC, Consultancy, Construction Works, Maintenance etc. under different 'Types of Work' and then into 'Sections' which are specified in the Service Index available on KNPC website https://e-sourcing.knpc.com/esop/kuw-kpc-host/public/attach/service_index.xls

Applicants whose line of activities falls within the specified works in Service Index should be approved with KNPC in order to be allowed to participate in tenders.

The applicant should furnish all related information like manpower, organisation, resources and copies of executed contracts to prove their past experience.

The application will be evaluated and if necessary the applicant's facilities will be inspected and/or opinion from the applicant's clients will be obtained on their credibility.

KNPC shall request for additional details if the submitted information is inadequate. The applicant shall be informed about V & CEC decision. This approval cycle is 4 to 5 weeks.

New application has to be submitted if an approved Contractor wishes to apply for a higher category or additional Type of Work.

For the listed below specialized services, local contractors must be qualified by KNPC as well as the Central Tenders Committee (CTC):

SL. NO.	TYPE OF WORK	SECTION	DESCRIPTION
01	Civil Works	A1	Earth and Soil Moving Works including Grading, Leveling, Compaction, Soil Replacement and Excavation
01		A3	Road and Dykes Construction and Maintenance
01		B1	Building Construction
01		B4	Civil Maintenance Works Including Building Maintenance and Modifications
06	Heating, Ventilation, Air Conditioning & Refrigeration	A1	Procurement and Installation of HVAC Systems
06		A2	Maintenance of HVAC Systems

Contractor Financial Classification

Contractors are required to select the applicable financial category base on their previous experience and completed contract values. The 7 financial categories are as follows:

Category	Value of Contract
1	Above KD 250 Million up to KD 500 Million
2	Above KD 100 Million up to KD 250 Million
3	Above KD 30 Million up to KD 100 Million
4	Above KD 10 Million up to KD 30 Million
5	Above KD 1 Million up to KD 10 Million
6	Above KD 250,000 up to KD 1 Million
7	Above KD 50,000 up to KD 250,000

Contractor can apply for more than one financial category, as the tender/project will be issued based on one of the above categories.

Contractor Performance Report

KNPC monitors the Contractor's Performance every six months during the execution of contract with standard evaluation criteria.

The below specified fields/parameters are considered:

Maintenance Service Contract

- A. Project Management
- B. Time Management
- C. Management of Contractor Personnel, Subcontractors and Suppliers
- D. Contract Administration
- E. Co-operative Relationship
- F. HSE Rules and Regulations

EPC/PC Contract

- A. General
- B. Engineering
- C. Procurement
- D. Construction
- E. Local Sector Participation
- F. KNPC HSE Rules and Regulations
- G. Performance During Warranty Period

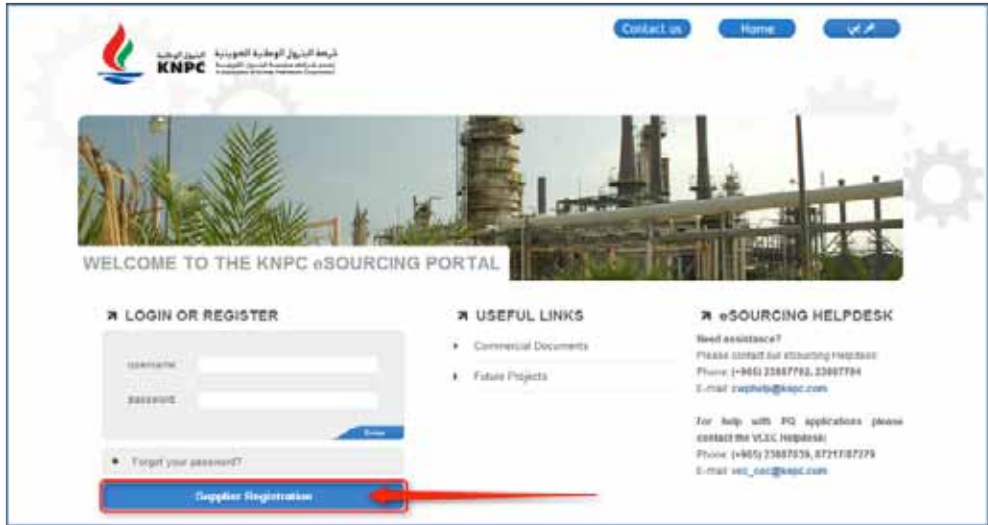
Supplier Registration & Authentication Process

Any new Supplier (Local or International) who wishes to get Prequalified or participate in Tenders run by KNPC must register on the KNPC eSourcing portal. The registration form can be accessed by visiting <https://esourcing.knpc.com> and clicking on the 'Supplier Registration' button. Suppliers will have to provide some Basic Company information before a temporary password is sent to the registered user's email address.

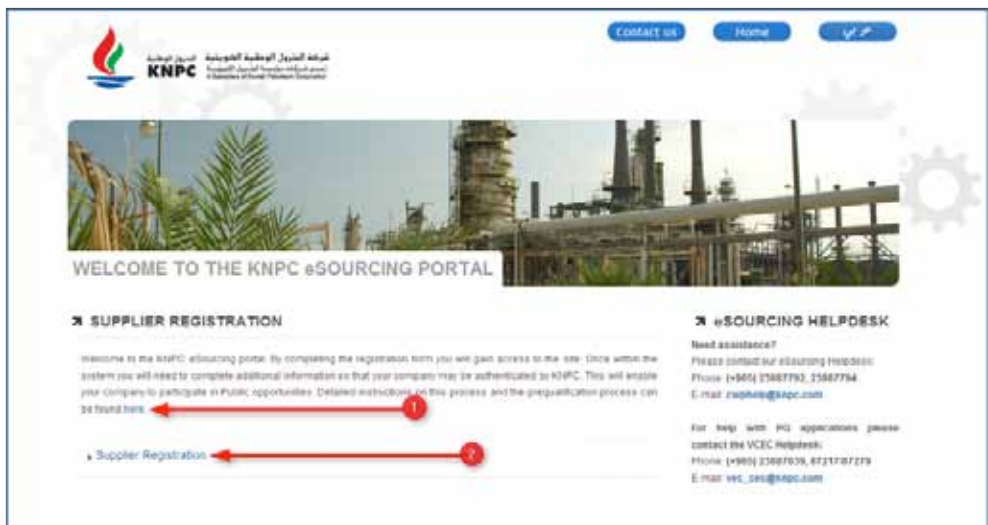
Once the registration process is completed KNPC will need to Authenticate your company before you are granted access to the main site.

The following step by step instructions will guide you through the Registration & Authentication Process on the KNPC eSourcing portal.

Visit <https://esourcing.knpc.com> and click on the 'Supplier Registration' button found in the bottom left hand side of your screen.



Read the information on this page accessing the supporting documentation (1) if required and then continue to the registration page by clicking on the 'Supplier Registration' link (2).



Complete the Registration form. Fields that are marked with a red asterisk (*) are mandatory and must be completed to move on.

The screenshot shows a web form titled "Registration Data". At the top right, there are "Save" and "Back" buttons. The form is divided into two main sections: "Organization Details" and "User Details".

Organization Details:

- Organization Name:
- Address:
- City:
- Country:
- State/County:
- Postal Code:
- Main Organization Phone Number:
- Organization Fax Number:
- Organization E-mail Address:
- Web site:
- Organization Legal Structure:
- Contract Registration Number / Column of contracts #:

User Details:

- Title:
- Last Name:
- First Name:
- Phone Number (please enter "00" country code and "your phone number" with no spaces):

Once you have successfully saved your Registration form you will be presented with the 'Supplier Authentication' form. All mandatory questions in this form must be completed for KNPC to start the Authentication process for your Company.

The screenshot shows a web form titled "Registration Basic Profile Form" with a sub-section "Supplier Authentication". At the top right, there is a "Save & Exit" button.

Mandatory Information:

To gain access to the full offering of all mandatory questions in this form must be answered.

Company Type: Manufacturer
 Contractor
 Designer
 Principal
 Assistant
 Manufacturer/Supplier
 Consultant
 Other
 Other

Local/Foreign: Local
 Foreign

Additional Contact Information:

Additional Contact Person: (Characters available: 2000)

Telephone: (Characters available: 2000)

Additional Telephone No. 2: (Characters available: 2000)

Additional Fax Number: (Characters available: 2000)

Other Address: (Characters available: 2000)

The Authentication process differs for local and foreign suppliers.

Local Suppliers

After completing all of the mandatory questions within the form Local suppliers must visit KNPC Head Office with all documents listed in this form. If all the documents are provided, you will be Authenticated and able to access the main eSourcing site.

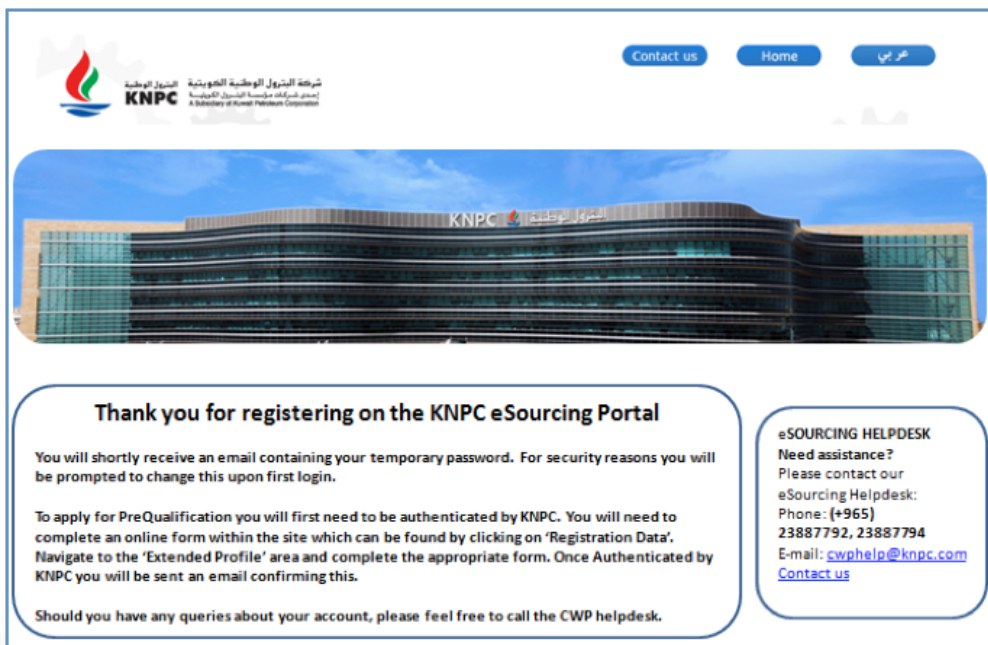
Foreign Suppliers

Once all mandatory questions have been answered KNPC will review your response. If information is missing or not in the required format, KNPC will provide comments within the form detailing what is required and alert you via email.

All Suppliers (Local and Foreign) – Save & Exit

Once you have completed the Supplier Authentication form click 'Save and Exit'. You have now registered as a Supplier on the KNPC eSourcing Portal and will receive an email with your username (created by you) and a temporary password (automatically generated by the system).

Important: The username and password sent via email will only grant you access to the Supplier Authentication form. If you were unable to answer all the questions at time of registration you can go back and complete them.



Thank you for registering on the KNPC eSourcing Portal

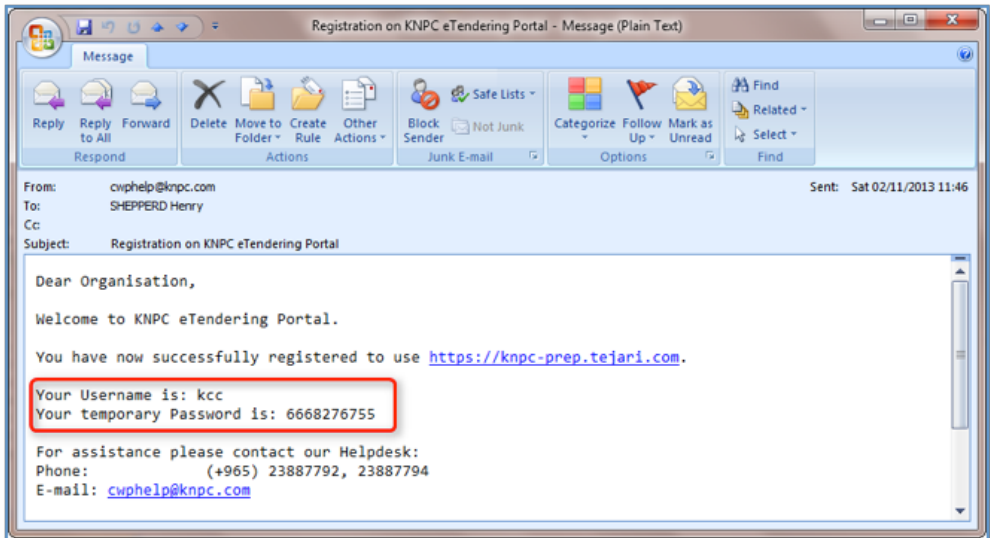
You will shortly receive an email containing your temporary password. For security reasons you will be prompted to change this upon first login.

To apply for PreQualification you will first need to be authenticated by KNPC. You will need to complete an online form within the site which can be found by clicking on 'Registration Data'. Navigate to the 'Extended Profile' area and complete the appropriate form. Once Authenticated by KNPC you will be sent an email confirming this.

Should you have any queries about your account, please feel free to call the CWP helpdesk.

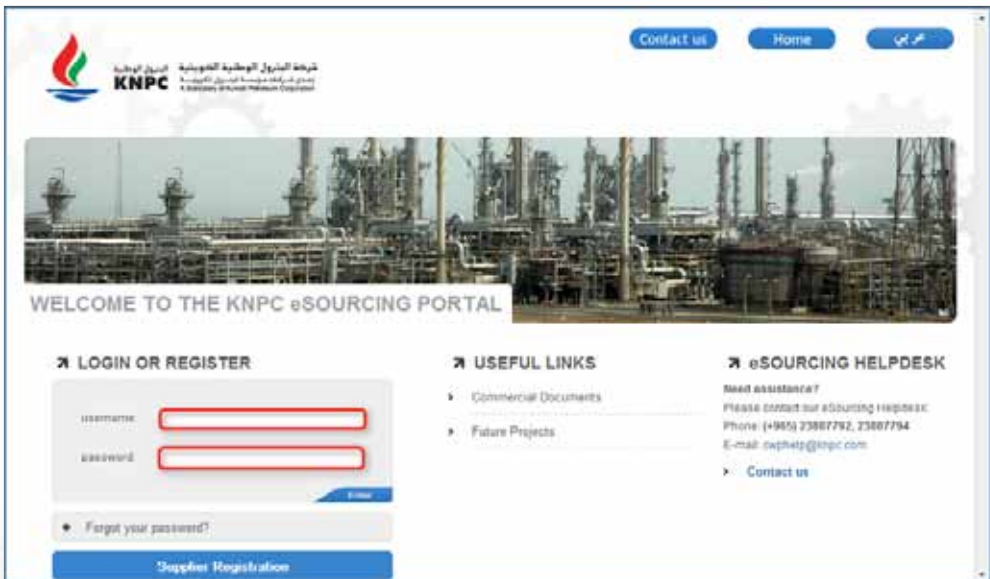
eSOURCING HELPDESK
Need assistance?
Please contact our
eSourcing Helpdesk:
Phone: (+965)
23887792, 23887794
E-mail: wphelp@knpc.com
[Contact us](#)

Go to your registered email address inbox to retrieve your login details. This will have been sent from cwphelp@knpc.com.



Navigate to the KNPC eSourcing portal and use the login details provided within the email to login.

Note: You will not be able to access the eSourcing site until you have been authenticated by KNPC. Until Authentication is complete suppliers will only be allowed access to the Supplier Authentication form to ensure all the necessary information has been provided.



Upon entering the KNPC eSourcing portal for the first time you will be presented with a 'User Agreement' which needs to be reviewed. Entry to the site is only granted following acceptance of this agreement.

ATTENDING USER AGREEMENT

4. Introduction

1.1 This User Agreement between Kijal National Petroleum Company (the Buyer) and the Supplier governs the access and use of the KNPC eSourcing Portal (the System) by the Supplier to respond to an invitation from the Buyer to participate in a procurement exercise.

1.2 A procurement exercise may include a Pre-qualification Questionnaire (PQQ), a Request for Information (RFI), a Request for Quotation (RFQ), an Invitation to Negotiate (ITN), an Invitation to Participate in Design (ITPD), an Invitation to Submit Proposals (ITSP), an Invitation to Submit Proposals (ITSP), a Request for Proposal (RFP), a Request for Quotation (RFQ), an electronic auction or an electronic Contract. This allows full of essential procurement exercise processes to include and a non-exclusive representation of commonly used terminology. Buyer Organizations may have their own unique terminology to be applied on a case to case basis.

1.3 The System is provided by Tajaritubuh Kijal LLC and operated by the Buyer. This User Agreement applies to the Supplier's and its Supplier Users' access to and use of the System. The Supplier acknowledges that by a Supplier User accessing the System using the user ID and password provided by or on behalf of the Buyer, the Supplier agrees to be bound by this User Agreement.

1.4 The Supplier shall only use the System to respond to an invitation to participate in a procurement exercise in accordance with this User Agreement and any further rules expressed and presented in the System, in the event that there is any conflict between this User Agreement and any such further rules, then the provisions of such further rules shall take precedence over this User Agreement.

2. Access

2.1 The Buyer grants to the Supplier, free of charge, access to the System by Supplier Users for the purpose of responding to any invitation to participate in a procurement exercise, subject to this User Agreement.

2.2 The Buyer may immediately deny access to the System to the Supplier and/or one or more Supplier Users by giving notice in writing to the Supplier if any of the following events occur:

2.2.1 The Supplier commits a material breach of any of its obligations under this User Agreement; and

2.2.2 The Supplier fails to remedy, or persists in, any breach of any of its obligations under this User Agreement after having been notified in writing to remedy or discontinue such breach within a period of ten (10) Working Days.

2.3 Without prejudice to any of the Buyer's other rights, the Buyer reserves the right to suspend access to the System without notice for technical or legal reasons.

3. Registration

3.1 To be granted access to the System, the Supplier must register each person which the Supplier wishes to use as a Supplier User by providing the required registration data and supplying a user ID and password.

3.2 User ID and password are strictly personal to the Supplier User and non-transferable. The Supplier shall ensure that its Supplier Users do not divulge or disclose their user ID or password to third parties. In the event that the Supplier or a Supplier User becomes aware that a user ID and/or password may have been divulged, disclosed or discovered by any third party, they shall immediately notify the Buyer.

I have read and agree to the eSourcing User Agreement

I agree

I do not agree

Submit

For security purposes you are required to change your password. Ensure that you keep your username and password secure.

Please specify a new password and click "Submit" in order to proceed.

For reasons of security you are required to change your Password.
Please enter a new Password in the fields below, and click "Submit" to continue.

Passwords must contain at least 6 characters.
Password must be different from login!
Warning! The new password must be different from the previous 3 passwords.
Warning! Your password must contain both alphabetic and numeric characters, and must contain at least one of the following special characters: !@#\$%^&*()=-?~`~<~>~<~>~<~>

New Password

Confirm Password

Submit Cancel

Complete all the mandatory fields (1) and click 'Save & Exit' (2). You are not required to complete the form within one login session. You are able to save your response and log back in at a later time or date to complete all the fields required.

Your Authentication form is now complete. You will receive an email from the CWP Helpdesk once the information submitted has been reviewed.



If unsuccessful you will be advised to login to the KNPC eSourcing portal and review your submission which will also contain notes from KNPC. Suppliers that fail to get authenticated within 6 months of Registration will have their account terminated.

If successful you will be advised that you have been granted full access to the site and can now participate in Public Tenders and seek Prequalification for categories of interest.



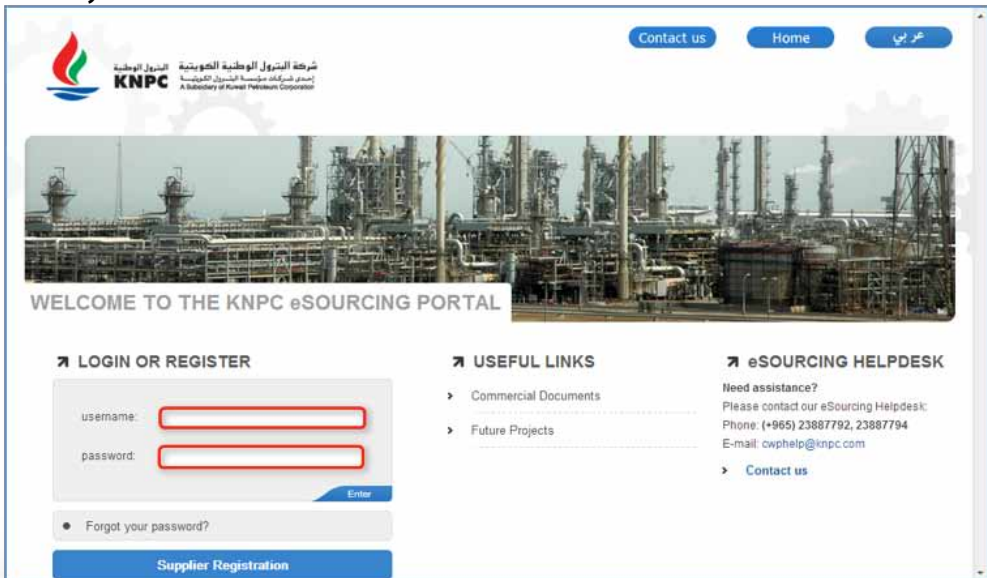
PreQualification Process - Manufacturers & Contractors

Go to <https://esourcing.knpc.com> and login.

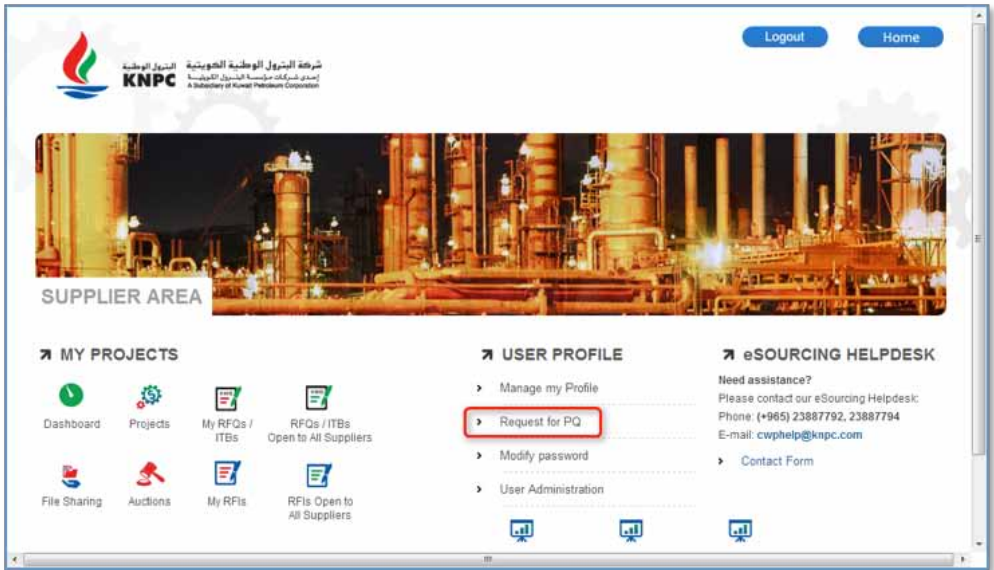
Note: If you do not have a login to the eSourcing portal you must first register on the site and go through the “Supplier Registration & Authentication Process” detailed in the above section.

The following step by step instructions will guide you through the Prequalification Process on the KNPC eSourcing portal.

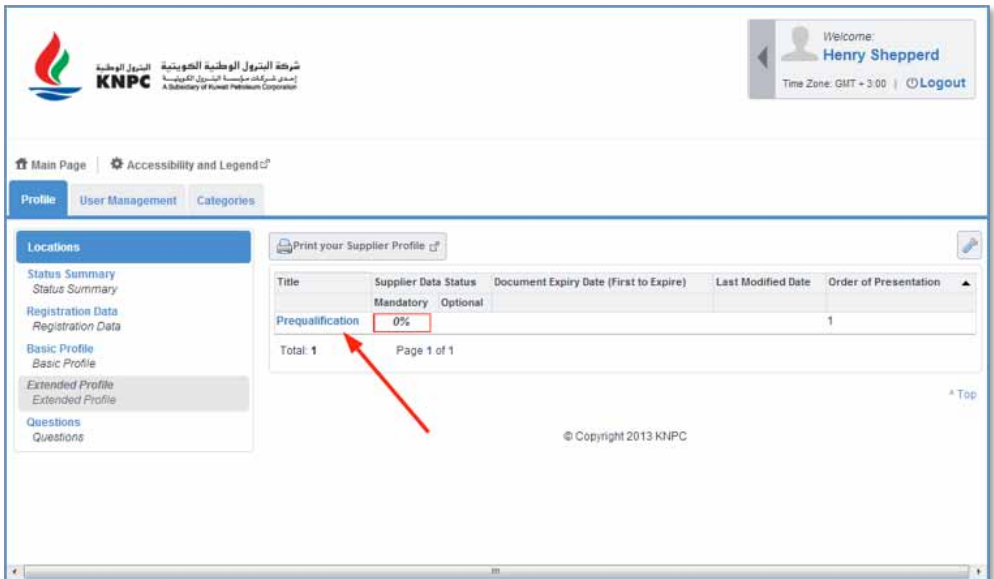
Enter your Username and Password to enter the site.



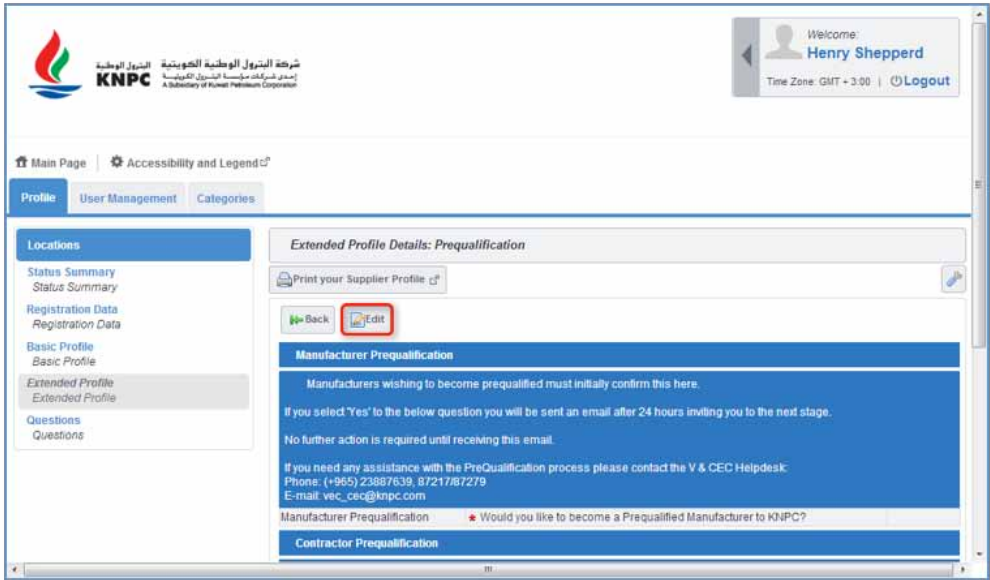
If you have already been authenticated by KNPC you will be presented with the below screen. Click on the link 'Request for PQ'.



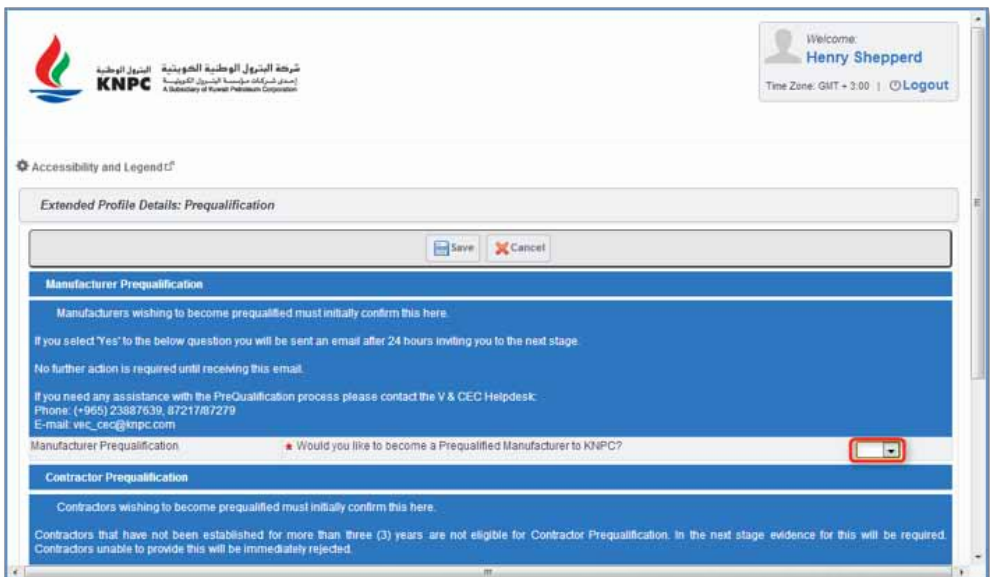
Click on the link titled 'Prequalification' to make a request for PQ.



You must read the instructions relating to Manufacturer and Contractor Prequalification and then click the 'Edit' button to start completing the form.



In 'Edit' mode you can start providing answers to the questions.



Once you have answered all the questions in this form click the 'Save' button to store your answers.

Extended Profile Details: Prequalification

Manufacturer Prequalification

Manufacturers wishing to become prequalified must initially confirm this here.

If you select 'Yes' to the below question you will be sent an email after 24 hours inviting you to the next stage.

No further action is required until receiving this email.

If you need any assistance with the PreQualification process please contact the V & CEC Helpdesk:
Phone: (+965) 23887639, 8721787279
E-mail: vec_cec@knpc.com

Manufacturer Prequalification Would you like to become a Prequalified Manufacturer to KNPC?

Contractor Prequalification

Contractors wishing to become prequalified must initially confirm this here.

Contractors that have not been established for more than three (3) years are not eligible for Contractor Prequalification. In the next stage evidence for this will be required. Contractors unable to provide this will be immediately rejected.

Only contractors who confirm that they have been established for more than three (3) years will be sent an email after 24 hours with details of the next stage.

No further action is required until receiving this email.

If you need any assistance with the Prequalification process please contact the V & CEC Helpdesk:
Phone: (+965) 23887639, 8721787279
E-mail: vec_cec@knpc.com

Contractor Prequalification Would you like to become a Prequalified Contractor to KNPC?

Establishment Date Please confirm whether you have been established for more than three (3) years

Establishment Date Please enter the date of your Company Establishment: (dd/mm/yyyy)

Suppliers who have requested PQ will be invited to submit a response to a Request for Information (RFI). Suppliers will be sent an email invitation and will be able to access the RFI by logging into the eSourcing portal. Within this RFI, suppliers will be required to submit further information to KNPC for evaluation.

Mandatory Documents/Requirements to Submit PQ Application

1. Minimum three years experience is required for contractors.
2. Minimum five years experience is required for International Manufacturers.
3. Past experience is not required for local manufacturers. Resources/capabilities will be assessed based on site visit.
4. Refinery and petrochemical experience is mandatory to conduct business with KNPC for critical materials and services.

5. ISO 9001 Certificate stating that the applicant has a manufacturing facility for the applied commodities or to provide documents to substantiate that the applicant has a QA/QC system in place (applicable for manufacturers).

6. Latest three years financial reports containing:

- a. Auditor Report
- b. Balance Sheet
- c. Income Statement/Profit and Loss Statement
- d. Cash Flow Statements
- e. Notes of Accounts

7. ISO 9001 Certificate for Contractors or to provide the following documents / procedures to substantiate that they have a Quality Management System in place:

- a) Define management responsibility
- b) Basic quality principles
- c) Conduct internal quality audits
- d) Conduct contract/order reviews
- e) Calibrate/control test measuring equipment
- f) Identify inspection and test status
- g) Control non-conforming activities
- h) Carry out corrective action
- i) Procedures for handling, storage, packing and delivery
- j) Maintain records of training/staff selection
- k) Control purchase / subcontract

8. Material Specification/Catalogues (applicable for manufacturers).

9. Copy of Purchase Orders to substantiate supply of materials / equipment to Oil & Petrochemical Industries (applicable for manufacturers).

10. Copy of Contracts to substantiate execution of projects in Oil & Petrochemical Industries (applicable for contractors).

Updating Vendor & Contractor Information

The following proof of documents are required to amend the manufacturer's/contractor's name and/or local agent relationship in KNPC Records.

Change of Name (International)

The following documents are required to change the foreign manufacturer's/contractor's name in KNPC records:

1. Certificate of Incorporation on Change of Name from the Registrar of Companies.
OR
2. Official Documentation from the respective Government/ Statutory Authorities.

The above documents to be legalized by respective Arab Chamber of Commerce & Kuwait Embassy.

If the foreign company (Principal) has a local agent, below specified documents are required to be submitted along with the above documents:

1. Copy of Agency Certificate from the Ministry of Commerce & Industry in the New Name.



Change of Name (Local)

The following documents are required in order to change the local manufacturer's/contractor's name in KNPC record:

1. Article of Memorandum from Ministry of Justice.
2. Company Licence from Ministry of Commerce & Industry.
3. Copy of Kuwait Chamber of Commerce & Industry registration card for the current year.
4. Copy of Central Tenders Committee (CTC) registration card for the current year.

Change/Termination of Local Agent Relationship

The following documents are required in order to change the Local Agent relationship in KNPC records:

1. Letter from Principal addressed to KNPC indicating the name of new local agent in Kuwait.
2. Copy of Agency Certificate from the Ministry of Commerce & Industry (by local agent).

The following documents are required in order to delete the Local Agent relationship in KNPC records:

1. Letter from Principal addressed to KNPC requesting to remove the existing local agent.
- OR
2. Expired local agency certificate.

Local Manufacturers

Mandatory documents required from Kuwaiti Manufacturers:

Approval from Kuwait Govt. Authorities:

1. Public Authority for Industry
2. Ministry of Public works
3. Public Authority for Housing Welfare
4. Ministry of Defence



Vendor/Contractor Poor Performance

The performance of approved Vendors/Contractors is continuously monitored and recorded in order to ensure that they are meeting KNPC standard and level of quality.

V & CE Committee is responsible to take action against any approved Vendor & Contractor in case of poor performance. KNPC has three types of actions against poor performing Vendors/Contractors (Warning, Suspension or Quarantine).

The responsible End User shall provide a performance report to the V & CE Committee and corrective actions will be initiated against poor performing Vendors/Contractors which may include Warning, Suspension or Quarantine in addition to implementation of contract terms & conditions.

Vendors /Contractors will be advised of their inadequacies in writing by the V & CE Committee and shall be requested to pursue corrective actions within an agreed time frame.

Those Vendors/Contractors failing to properly and positively respond to such requests shall be placed on one of the following lists:

Warning List

A “Warning List” is defined as a list of Manufacturers/Contractors with whom KNPC has experienced difficulties.

Their performances will be closely monitored by KNPC with specified time limit recommended by V & CE Committee. However, KNPC will be continuing business with them.

Suspension List

A “Suspension List” is defined as a list of Manufacturers/Contractors with whom KNPC has experienced major difficulties due to various reasons such as financial instability, poor performance, unethical business practices, etc. These Manufacturers/Contractors shall not be allowed to participate in any new Tenders for a specific duration.

Quarantine List

A “Quarantine List” is a listing of Manufacturers/Contractors who failed to rectify their performance inspite of repeated suspension status or present a major risk to carry out KNPC requirements.

All approvals/businesses with these Manufacturers/Contractors shall be terminated permanently, unless or otherwise decided by V & CE Committee.

List of Frequently Asked Questions (FAQ)

1. **How can I access the Vendors & Contractors PQ application form?**
<https://esourcing.knpc.com>
2. **How long is the review cycle?**
The review cycle is 4 to 5 weeks provided that the PQ application is complete and no additional information is requested from the applicant.
3. **Is the Financial Section mandatory for all contractors and vendors?**
Yes, all vendors and contractors are required to submit their last 3 years audited financial statements.
4. **Is HSE Section mandatory for all contractors?**
No, please refer to PQ application for more details.
5. **How can I submit my PQ application?**
You can submit your request on-line <https://esourcing.knpc.com> for obtaining Username and Password. Upon receiving the Username & Password you can submit your application online along with all required documents.
6. **How much is the PQ fees?**
Application processing fee is KD 50 (for local companies) or US\$ 200 (for foreign companies) per applied Product SubClass / Service Section. Fees to be deposited in the following account numbers and carbon copy of original challan to be attached along with PQ application.

Kuwaiti Dinar Account Number & Details:

Account Name: **Kuwait National Petroleum Co.**

Bank Name: **National Bank of Kuwait**

Branch: **Head Office**

Swift Code: **NBOKKWKW**

IBAN Account Number: **KW69NBOK000000000001000007909**

US Dollar Account Number & Details:

Account Name: **Kuwait National Petroleum Co.**

Bank Name: **National Bank of Kuwait**

Branch: **Head Office**

Swift Code: **NBOKKWKW**

IBAN Account Number: **KW66NBOK0000000000001000314968**

7. **Are you accepting Cheque or Demand Draft?**
No, fee should be deposited in one of the above mentioned accounts only.
8. **Can someone initially review my application before submission?**
Yes, V & CEC helpdesk is available from 10am to 2pm Sunday, Tuesday and Thursday to initially check PQ applications prior to submission.
9. **How many years experience does a vendor/contractor need prior to submitting a PQ application?**
For Manufacturers:
 - 5 years experience is mandatory for international manufacturers.
 - Past experience is not required for local manufacturers. Resources/capabilities will be assessed based on site visit.For Contractors:
 - 3 years experience is mandatory.
10. **Do international manufacturers/contractors need a local agent in Kuwait to submit a prequalification application?**
Local agent is not mandatory to submit PQ application.
11. **Are you conducting site visit to the applied companies?**
For Contractors:
Yes, all new local contractors will be subject to site visit. For international contractors it will be based on the importance of the works.

For Manufacturers:
Yes, for critical items the manufacturer will be subject to site visit.
12. **Are you approving Stockiest or Distributors?**
No. We are not approving Stockiest or Distributors, however they could apply for inclusion on Commercial Directory.

13. What is the difference between approved vendor & non-approved vendor?

Approved vendors can participate in KNPC limited tenders and they can supply materials to EPC/PC contractors for KNPC Projects. Non approved vendors can only participate in KNPC general inquiries.

14. How can we register as a supplier to participate in KNPC general inquiries?

CWP helpdesk is available from 7.00am to 3.00pm to help you register as a supplier.

Contact Tel: 2388 7792 email id: cwphelp@knpc.com

15. We have manufacturing facilities in multiple locations in the same country. Can we submit separate PQ application for each facilities?

Not required, one PQ application is enough with registered office name.

16. We have manufacturing facilities worldwide. How can we register our facilities?

Separate PQ application along with all necessary documents(country wise) is required for each facility.

17. We are in the KNPC approved manufacturers list. However, we have a sales office in middle east nearest to Kuwait to provide better service to our clients. Can we register our sales office?

Of course, we need an authorization letter from the approved manufacturer, stating that, "our middle east office will participate in KNPC tenders on our behalf" this letter should be addressed to Chairman V & CEC.

18. We are in the KNPC approved manufacturers list. However, we only conduct business via our authorized distributors/stockiest. Hence, we are not interested to participate directly in KNPC tenders. Can we register our nearest distributor to participate in KNPC tenders for our products?

Yes, we can make a relationship with your distributor. However, an authorization letter is required from the approved manufacturer addressed to Chairman V & CEC stating that, "our distributor M/s._____ will participate in KNPC tenders on our behalf" the same should be attested by the respective country Arab Chamber of Commerce and Kuwait embassy.

19. **If we are rejected for a product code/type of work due to a specific reason, when can we reapply again?**

Applicants can reapply after six (6) months from date of rejection fax / email provided that they rectify the areas of concern highlighted earlier by KNPC.

20. **How long is our approval letter valid for?**

For Contractors: 5 years

For Manufacturers: 5 years

21. **If KNPC conducted a site visit to assess our manufacturing facility and rejected the same, when can we reapply to be scheduled for a site visit?**

The manufacturer can reapply after 5 years in order to be rescheduled for a site visit. The same is not applicable for local manufacturers.

Definitions

Registration:

The process of registering a Supplier for participating in public tenders, without assessment.

Pre-qualification:

The process of assessing a Supplier, for a product or a service, in order to ensure that the Supplier resources & capabilities are in line with KNPC requirements.

Shortlisting:

The process of assessing an already pre-qualified Supplier or not pre-qualified Supplier for a specific tender.

Supplier:

This generic term covers: Contractor, Vendor, Manufacturer, Associate, Principal, Stockiest and Local Agents.

Contractor:

Provide services to KNPC. These services cover: consultancy, EPC/PC, construction, operations, maintenance, etc.

Stockiest:

A company that is stocking materials, which are relevant to KNPC's requirements.

Manufacturer:

Location-specific plant (local or overseas) that produces or fabricates equipment or materials that are required by KNPC.

Principal:

An overseas Supplier that can supply products / services to KNPC through a Local Agent.

Associate:

A Supplier that can provide support services to KNPC for their products.

Parent Supplier:

The mother/holding company that owns a group of companies (the companies are managed centrally by a head office, while the individual companies work independently).

Owner(s):

The natural person(s) or legal entities whose names are mentioned in the Supplier licenses.

Sponsor:

The natural person or legal entity that sponsors the Supplier.

Local Agent:

A company who represents a Principal.

Agency Certificate:

An agency certificate issued by the Kuwait Ministry of Commerce & Industry (Exclusive/ Sole agent).

Representation:

A letter of appointment for product representation and distribution.

Commercial Directory:

A computerized database of KNPC Suppliers.

Site Visit:

The process of conducting a site visit to the Supplier's premises in order to verify their capabilities.

Site Visit Questionnaire:

A set of questions which the Supplier shall complete and submit to the Site visit team prior to conducting a site survey.

End User:

The party which is primarily concerned with the Product or Service to be provided.

Under Assessment/Review:

The product or service offered by a Supplier is currently being assessed through the pre-qualification process.

Not Recommended:

The product or service offered by a Supplier is not suitable to KNPC requirements.

Recommended:

The product or service offered by a Supplier is technically acceptable and to be included in KNPC approved list.

Reviewer/ Expert:

The technical staff involved in the assessment of the applicant information for pre-qualification.

Submitted:

Supplier submitted application for pre-qualification.

Incomplete:

Missing documents from Supplier application/documents.

Review:

Under review by End User, HSE and Finance departments.

Assessed:

Assessment done by End User, HSE and Finance departments.