

**Supplier Registration and Removal from Supplier Lists**

**Supplier Registration**

The University maintains lists of suppliers which are required for purpose of issuing tender/quotation invitations and ordering. Any firms are welcome to apply for inclusion in the supplier lists via the University's Supplier Portal providing correct and updated company particulars including:

1. A valid business registration certificate
2. Primary registered email address for receiving tender/quotation notification
3. Product lines/services that provided by the firm
4. Bank account information with supporting documents issued by bank for receiving order payment via electronic transfer
5. Declaration on conflict of interest

Subject to confirmation of credentials, new suppliers will be included in the Probation List. Suppliers assessed with satisfactory performance will be considered for inclusion in the Approval List which are eligible for contracts/orders of significant amount. Suppliers will be required to provide additional information such as financial statement and customer reference to be assessed for listing on the Approval List. The continued inclusion of suppliers in the supplier lists will depend on the suppliers' demonstrated ability to comply with the requirements of the University.

- a. To respond to requests for quotations and tenders
- b. To comply fully with order/contract requirements after award of order/contract
- c. To accept electronic payment transfer and send invoice fully comply with requirements specified by the University

**Supplier Removal**

A supplier will be considered for removal from the supplier lists if:

- a. The university experiences continued poor performance, or specific serious poor performance e.g. delays in delivery, sub-standard quality, poor service, financial strength, integrity
- b. Business fraud or any unethical practice
- c. The supplier fails to comply with the university's purchasing procedures
- d. The supplier is inactive over a period of three years

Supplier's performance on contract/order is evaluated in terms of delivery, product quality, after-sale or supporting service, response to queries, management of its sub-contractor, workmanship, site safety etc. that is applicable to the contract/order. Written warning will be issued to poorly performed supplier. If it is found that the supplier should be held responsible for the problem and it fails to take reasonable remedial actions and fails to comply with the University's requirements, the supplier will be removed from the supplier lists.