

هيئة الأشغال العامة  
Public Works Authority

# Ashghal Tender Procurement and e-Payment Guide



**Welcome to the Public Works Authority 'Ashghal' tender procurement and e-payment guide that will assist you with important information on procuring tender documents issued by the authority. Our aim is to continuously improve the tendering process in order to make tender procurement easier for consultants, contractors and suppliers.**

To achieve this, we are pleased to introduce our new online payment mechanism for purchasing tenders. The simple, accessible, fast and effective system will allow companies to purchase and download tender documents through Ashghal's website anytime, anywhere, along with assuring the confidentiality of all transactions.

The new automated system will allow companies to not only pay online but also gain real-time access to tender documents directly from the Ashghal website. Going forward, we encourage all companies to use the user-friendly, online system to benefit from Ashghal's e-payment gateway.

To avail this facility companies are recommended to review the following guidance in the use of this new system.



# 1

## Online Company Registration Process

### Why do you need to register?

If you are simply browsing or searching the Ashghal website you do not need to register. However to receive automatic notification on business opportunities, access and purchase tender documents you must register your company on the Ashghal website.

### Existing users

If you have previously registered on Ashghal website, you can log in by entering your username and password into the 'Login' box on top of the screen. If you have forgotten your password select forgot password link to reset your password.

### New user registration

If you have not previously registered on Ashghal's website you can do so by going to [www.ashghal.gov.qa](http://www.ashghal.gov.qa) and select 'Register' button on the top right side. For accessing and procuring tender documents you will be required to register under "register as a company".

Register ▼

Register as an Individual

Register as a Company

The new registration form will appear, complete all mandatory fields. Please read the 'Terms and Conditions' before the registration process.

**Upload all the necessary documents which are mandatory for registration**

### ↑ **Commercial Registration Copy (CR Copy) / Trade License**

- CR copy or trade license from the country of origin should be put in a pdf format (image or zip) and uploaded only once
- CR should be valid
- Company name should match with name mentioned in the CR

**Note:** the last uploaded file is the one that is stored in the system and this will automatically overwrite the previous file.

### **Companies Eligible to Tender**

- **Category I** - Qatari companies only (nationality on the CR should be Qatari)
- **Category II** - Joint Venture (JV) companies (Companies which include a Qatari company with a minimum of 51% shareholding of the JV)
- **Category III** - Non-Qatari companies (any nationality)
- **Category IV** - International and local consultants with proof of valid company registration (CR)/Trade License

Once this page is completed please proceed to the second page by clicking **NEXT** and add the company contact details.

### **Tips for registration:**

For creating password, please use **CAPITAL** letters, **small** letters, **numbers** and special characters\*

(Or Password should include both **CAPITAL** & **small** letters, **numbers** and special characters\*



Registration entitles your company to create your profile, edit and update online, buy tender documents online, in addition to receiving notifications about new tenders and tender closure alerts. You can also track, email and print your invoices.

**Please note:** that you are responsible for your company registration and company information you provide. Ashghal takes no responsibility for the accuracy of the information provided.

## 2

### View Project Brief

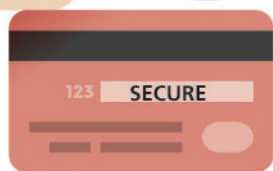
- Go to tender list by clicking **'Tenders & Auctions'** on the menu bar
- Open and select the required tender by clicking the tender number
- You will get the scope of works by opening **'Brief Description'**

## 3

### Process Payment and Download Tender Documents

Please make sure from your bank that you are pre-authorized to engage in online purchase from Qatar.

# 3



If you find any difficulty in processing the payment online, please call the Ashghal Contact Centre on 44951111. The Contact Centre works around the clock, seven days a week.

1. You can download the tender documents by clicking the button 'BUY TENDER DOCUMENT(S)'.
2. Select your preferred payment method (only ). You will be redirected to a secure website. Please note that credit card details are not stored by us at any point in time.
3. Before proceeding with payment please carefully read and agree to the terms and conditions.
4. Enter your card details.
5. Click Pay.
6. If your payment is successful, you will receive an email on your email address provided. Please keep this as proof in your record then download the tender documents.
7. Companies will be required to hand-deliver submission of the completed bid documents to the relevant tender committees at the Ashghal office. During submission payment and company registration will be re-validated.

## Secure Credit Card Payment

When purchasing online using your credit card, all of your information will be entered into a SSL secure web page. Your information will then be SSL-encrypted and sent directly to our credit card provider's network, where your card and transaction will be authorized and approved. Your credit card information will not be stored in our servers.



## Frequently Asked Questions

### **How can joint venture (JV) companies register on Ashghal website?**

JV companies should register one time with their companies detail and this JV registration is valid for one particular tender at the time only.

### **Is it necessary to submit all the Commercial Registration (CR) copies of JV companies?**

Yes. Companies should submit CR copies of all the companies involved in the JV.

### **Our company is registered in another country and we do not have CR in Qatar. How can we submit our CR?**

If your company is eligible to participate; submit the CR copy issued in company's country of origin (E.g. Turkey, USA, India etc.).

### **Can a black listed company purchase the tender document online?**

No. Black listed companies cannot purchase tender document during the prohibition period.

### **We are already registered on the Ashghal website. Can we update company data later?**

Yes. You are allowed to update your data by clicking the upload button.

### **Do we need to pay for downloading the 'Project Brief'?**

No. 'Project Brief' can be downloaded free of cost.

### **Can we register individually to purchase tender documents?**

No. Company registration is essential to get access to purchase documents.

### **Our company is new and we do not have Commercial Registration (CR). Can we purchase tender documents?**

No. Valid Commercial Registration is essential to purchase tender documents.

## Online tendering service

This website is operated by Public Works Authority (ASHGHAL). Throughout the site, the terms “we”, “us” and “our” refer to (ASHGHAL). (ASHGHAL) offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

By registering in our website and/ or purchasing Tender document(s) from us, you engage in our “Service” and agree to be bound by the following terms that apply to your use of Ashghal’s Online Tendering service . You should review all of these Terms and other notices regularly in order to apprise yourself of any such changes.

### **TERMS OF SERVICE**

1. We reserve the right to change this TERMS OF SERVICE from time to time without notice , you acknowledge and agree that it is your responsibility to review this TERMS OF SERVICE periodically to familiarize yourself with any modifications, your continued use of this site after such modifications will constitute acknowledgment and agreement of the modified terms and conditions.

2. You agree that your access to the Online Tendering services is solely for you and/or your company and you may not pass on your login information to a third party, you may not redistribute by electronic form or whatsoever, the information you get accessing the Online Tendering Service.

3. Your access to the Online Tendering services may be cancelled or revoked if found that your company is on active blacklist or pass on your login username or password or confidential information to a third party.

4. Ashghal reserves the right to suspend or cancel the registration of any user who contravenes any of the terms and conditions that apply to use of this website and the Online Tendering Service.



## Online tendering service

5. Upon settlement of tender document(s) fee, you will be given access to view / download the Tender Document(s) and subsequent entitled services.

6. The information contained in the purchased Tender Document(s) has been prepared solely for the purpose of providing information to the interested parties.

7. It is your company's responsibility to keep your contact details updated and visit regularly the online tenders for future Tender circulars.

8. If required, you should be able to produce a proof of Tender Document(s) purchasing, registration details upon submission.

9. Your access to the purchased Tender Document(s) does not imply a license to reproduce and / or distribute this information without the prior approval.

10. In some circumstances, successful purchase of the tender document(s) does not necessarily make you entitled the participation of the submission of this tender.

11. You agree to comply with all Qatar rules (issued and upcoming) regarding online conduct and acceptable content.

12. All technical and payment complaints related questions should be addressed to Ashghal telephone call center +974 44951111

### 13. Refund policy:

All monetary transactions with Ashghal online tender payment are considered final and no refund, partial or full, however any other technical defect found in the downloaded tender documents Ashghal is responsible to resolve.

**For help or advice:** Please contact the  
Ashghal Contact Centre by phone or email  
**Phone:** 44951111  
**Email:** [customerservice@ashghal.gov.qa](mailto:customerservice@ashghal.gov.qa)



[www.ashghal.gov.qa](http://www.ashghal.gov.qa)