

## REGISTRATION OF NEW VENDORS

**MODULE NAME** : REGISTRATION OF NEW VENDORS  
**ISSUED BY** : IHCL CORPORATE

### Objective

This process outlines the steps required for the registration of new vendors with IHCL. Qualified vendors will not be empaneled with IHCL if they do not demonstrate safety capability at the time of registering with IHCL.

#### Registration of New Vendors:

1. **Registration by the Central Material Group:** The Vendor Empanelment form (VEF) is to be obtained giving details of vendor before registering vendor as a preferred vendor. The said form is only to be obtained post vendor evaluation and user trails.
2. **Registration at the Unit Level:** It would not be necessary to register the firms at the unit level for carrying out local purchase. However, the reputation, capacity and credibility must be ascertained before obtaining quotations from or placing supply orders on a firm. However, vendors from whom purchases are made one time, need not be registered
  - I. Once prospective Vendor approaches IHCL to get empaneled, Central Materials Group (CMG) at Corporate, Hotel Materials Team in hotels or Projects Office emails the Vendor Empanelment Kit to the prospective vendor. The kit consists of:
    - a. Vendor Registration Form.
    - b. IHCL Contractor Terms & Conditions for vendors dealing with manpower supply and services that involve their personnel to work on IHCL premises like for AMC's, commissioning of any machinery, pest control, etc.; OR, IHCL Supplier Terms & Conditions for vendors who only supply goods like fruits & vegetables, cutlery, housekeeping supplies, etc.
    - c. IHCL Safety & Security Policy.
  - II. Vendor Registration Form has two purposes, first is a standard form to capture the basic details regarding the vendor organization, product/services offered, past performance records, statutory compliances and the contact details of key personnel, etc., and second is the Safety Information that captures relevant details regarding the safety potential of the new vendor.
  - III. The registration form along with relevant support documents is sent for evaluation to a cross functional team called Vendor Assessment Group (VAG).
    - a. For the engagement of contractors, VAG will consist of the Materials Head, the Human Resources Head and the Safety Champion as permanent representatives and the function/department head for which the contractor is being registered. (E.g. for housekeeping services, the Executive Housekeeper will become a part of VAG). For VAG at corporate, HR will be represented by a person nominated by VP – HR-Operations.
    - b. For the engagement of suppliers, VAG will consist of the Materials Head, and the Safety Champion as permanent representatives and the function/department head for which the supplier is being registered.

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- IV. This cross functional team will be formed in IHCL Corporate Office, in each individual hotel and project site as required.
5. The VAG reviews the vendor registration form, and, based on the parameters filled by the vendor, accepts or rejects the vendor for empanelment and document the same. **Even if all parameters are acceptable but Safety requirements are not fulfilled, the vendor application is to be rejected.**
6. Vendor who has been rejected is explained the reason for rejection of his application by VAG and the vendor may apply again after 6 months' time post ensuring due compliance to the requirements including safety as mentioned in the vendor registration form.
7. Vendors who are empaneled by CMG, hotel or project are eligible to bid for any jobs that the organization announces either internally to the empaneled vendors or through open bids/tenders in the market.
8. **In case a vendor is found to have falsified any information including safety performance, the said vendor will be blacklisted for a period of not less than 3 years.**

### Flowchart – Registration of New Vendors

#### Registration of New Vendors

