

Pre-Qualification for Third Party Companies Client Procedure (CP)

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1. Purpose

The purpose of this procedure is to ensure that the services rendered to the clients within Trakhees jurisdiction (examples, Water Tank and Kitchen Duct Cleaning companies...etc.) by Trakhees approved- Third Party companies are in accordance with the correct practices and complying with the existing rules and regulations.

2. Scope

This procedure covers all the service providing Third Party Companies possessing Dubai License, approved by Trakhees to render their services (various cleaning services) to all the clients under Trakhees Jurisdiction.

3. Definitions

3.1 COA : Certificate of Approval.

4. Procedure

4.1. Issue / renew a Certificate of approval:

4.1.1. The Third Party Servicing Company must be registered under Trakhees Single Client (TSC). Company should send the below required documents by e-mail to Retail.Operation@trk.pfc.ae:

- Properly completed and signed Third Party Pre-Qualification Application Form (CRC-F04a) and all required documents listed therein.
- Signed Declaration regarding Blacklisting and Litigation Template (CRC-F04b) incorporated in the company letter head.
- Signed Conflict of Interest Clause (CRC-F04c) incorporated in the company letter head.

4.1.2. Trakhees will review the submission. In case of any observations, justifications, and recommendations the same will be communicated to the company as per the contact information provided in the application form. The Third Party Company shall provide / submit all the required documents or additional information requested by Trakhees by email for review.

4.1.3. After ensuring satisfactory submission through the document review, A Payment Advice for service fee will be generated and e-mailed to client.

4.1.4. Client should settle the payment and notify Trakhees with the payment settlement receipt through email.

4.1.5. When the payment settlement is notified to Trakhees, Certificate of Approval shall be sent to the client by email once it is approved by the Section Manager and the Department Director.

Note: In case of renewal, Third Party Approved Companies must initiate the renewal of their Certificate of Approval at least a month prior to its expiration date.

4.2. Suspension/ Cancellation of Certification



Trakhees has the right to suspend/ cancel the Certification of any approved Third Party Company, if they are found to be practicing beyond their approval. Complaints received from the clients to whom the Third Party offers the service, also will be considered while deciding on suspension or cancellation by the management

5. Service Completion Time

No.	Service	Completion time
5.1	Review client application/ additional documents (from the date of submission)	2 Working days
5.3	Issue the certificate of approval (from the date of client notify the payment settlement)	3 Working days

6. Service Fees*

No.	Service	Fees (AED)
6.1	New Issuance/Renewal of the Certificate of Approval	2,000.00

* 10 AED Innovation fees and 10 AED knowledge fees are to be added for each service.

7. Related Forms

- 7.1. CRC-F04a, Third Party Pre-Qualification Application Form.
- 7.2. CRC-F04b, Declaration regarding Blacklisting and Litigation.
- 7.3. CRC-F04c, Conflict of Interest Clause.

8. Workflow

