



User Manual Supplier Insights

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1. Introduction

The Digital Government Authority works to enhance digital performance within government entities, improve the quality of services provided, and enhance the service experience, in line with the ambitious vision of the Kingdom 2030, and achieve the strategic directions of the Digital Government Authority, which are represented in increasing investment efficiency through greater participation of the private sector and developing local content.

Given the importance of promoting the principle of decision-making based on data and information from the technical private sector to support and enable digital transformation leaders and digital government procurement in relation to the best-qualified companies to meet government demand, the Authority has prepared an "Introductory Guide to Supplier Insights" which explains the mechanism of benefit and the key steps to be followed by digital transformation leaders and government procurement.



2. The Digital Government Cluster

The Digital Government Cluster is under the patronage of the Digital Government Authority with the aim of advancing the digital transformation of government investment strategies, procurement and tendering processes, and the delivery of digital goods and services within the framework of a governance system that enhances transparency among all parties.

3. Supplier Insights

This service will provide insights, information, and classifications of tech companies to digital transformation leaders and government procurement. It will enable beneficiaries to make the best decisions by selecting the best tech companies to meet digital government demand according to the relevant categories.

4. Registration via Raqmi

Currently, the Digital Government Authority provides digital transformation leaders with access to the "Raqmi" portal, where a representative can be appointed for each government entity and appropriate roles and responsibilities can be defined to benefit from the Supplier Insights service.



1. To proceed with registering and assigning the appropriate user roles in Raqmi, the CIO or CIO Delegate can go to this URL: <https://raqmi.dga.gov.sa/RaqmiServices/>

Note: The Raqmi portal is available in Arabic language only.

2. Login to Raqmi using the CIO or CIO Delegate user credentials
3. Navigate to User Management Tab
4. Select the appropriate user and grant the user the permissions to the role and click to Save



3. Login with National ID, User should enter their National ID, and click Sign In

- **For first time login:**
 - **Update Password:** The user should enter the national ID registered in Raqmi portal.
 - **Password:** The user will be prompted to update their password, once a password update has been completed, the user will login.
- **Existing user login:**
 - **Password:** User will need to enter their password and proceed with the next step.

Note::

- If the user has forgotten the password, the user can reset via the DGC or contact their administrator (CIO Delegate) to reset.
- If the user is not registered, they must be registered via Raqmi.

Sign in as a Government Entity 

Enter your account credentials to sign in.

National ID Or Iqama ID *

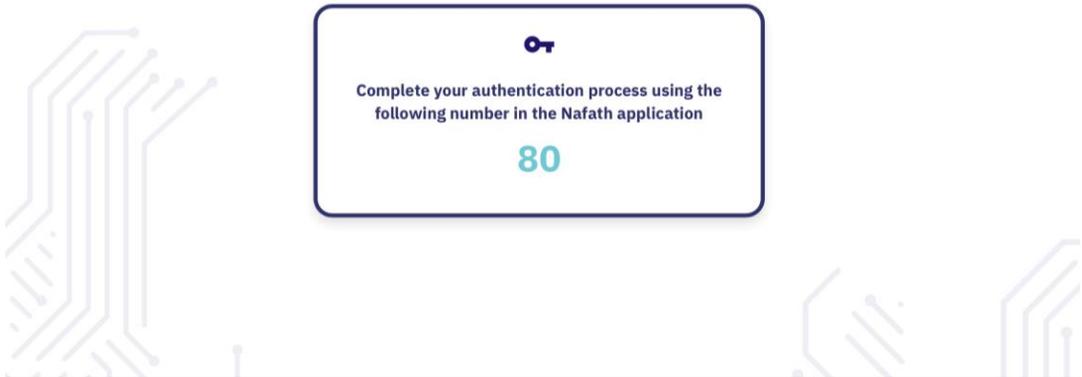
[Forgot Password?](#)

Not registered? [join here](#)



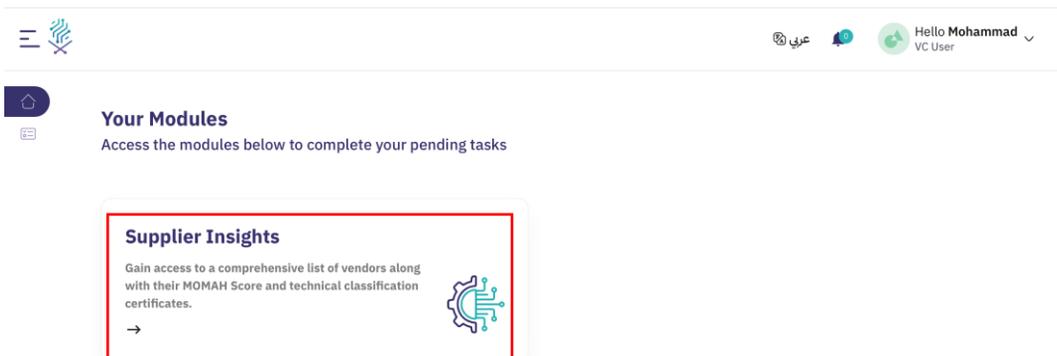
4. Navigate to the government portal

Complete NAFATH identify authentication and confirm the MFA code in the NAFATH applications



5. Authorization

Once authenticated, you will have access to Supplier Insights if the government agency CIO has provided access to the “Supplier Insights Service” role for the specific user. (if role is not assigned, an error will be displayed to the Raqmi administrator from the users government entity).





6. Supplier Insights Homepage

1. Homepage

Once the user visits the home page, the user will be able to view the list of suppliers, view & edit and filters, download certificate and export supplier list.

The screenshot shows the 'Supplier Insights' homepage. At the top, there is a navigation bar with a menu icon, a language selector (عربي), a notification bell, and a user profile (Hello Mohammad VC User). Below the navigation bar, the page title 'Supplier Insights' is displayed. The main content area features four summary cards: '9 Classified Supplier', '37 Local Registered', '8 Registered SMEs', and '1 International Registered'. A search bar is located below the cards, with an 'Export' button and a 'Hide Filters' dropdown. The search bar is currently empty. Below the search bar, there are several filter dropdowns: 'Categories, Activities, and Value Chains', 'MOMAH Classification Level', 'Supplier Score', 'Supplier Badge', 'Supplier Performance', and 'Status'. A legend for 'Supplier Performance' is shown below the filters, with three categories: Orange (0% to 62.9%), Purple (63% to 75%), and Green (75.1% to 100%). The main table displays a list of suppliers with columns for 'Supplier Name', 'Gov. Projects', 'Distribution by Category', 'Supplier Performance', 'MOMAH Classification Level', 'Score', and 'Status'. The table contains three rows of data:

| Supplier Name | Gov. Projects | Distribution by Category | Supplier Performance | MOMAH Classification Level | Score | Status |
|----------------------|---------------|-----------------------------|----------------------|----------------------------|-------|----------------|
| Google | 3 | Hardware 17%, Software 6... | 33% | Level 2 | 71 | Classified |
| Vendor Name Testi... | 3 | Hardware 10%, Software 8... | 67% | Level 3 | - | Not Classified |
| Vendor Name Testi... | 1 | Hardware 25%, Software 5... | 100% | Level 4 | - | Not Classified |

2. Search Capability

User can search by Supplier Name and CR Number, once a value is entered in this field the list will refresh to show the matching records.

This screenshot is identical to the previous one, but the search bar is highlighted with a red border to emphasize its search capability. The search bar contains the text 'Search by Supplier Name, CR Number'.



3. Filter Capability

Filter by Project Performance, Supplier Single Score, Supplier Badge, MOMAH Classification Level, ICT Categories, Activities and Value Chains, Classification Status. Once a value is chosen in any of these filters the list will refresh to show the matching records.

The screenshot shows the 'Supplier Insights' dashboard. At the top, there are navigation icons and a user profile for 'Hello Mohammad VC User'. Below the title 'Supplier Insights', there are four summary cards: '9 Classified Supplier', '37 Local Registered', '8 Registered SMEs', and '1 International Registered'. A search bar is present with the text 'Search by Supplier Name, CR Number'. To the right of the search bar are 'Export' and 'Hide Filters' buttons. Below the search bar, there are six filter dropdown menus: 'Categories, Activities, and Value Chains', 'MOMAH Classification Level', 'Supplier Score', 'Supplier Badge', 'Project Performance', and 'Status'. A red box highlights these filter menus. At the bottom of the filter area, there is a legend: 'Orange: 0% to 62.9%', 'Purple: 63% to 75%', and 'Green: 75.1% to 100%'.

4. Export Supplier List in excel (CSV)

This screenshot is identical to the one above, showing the 'Supplier Insights' dashboard. The 'Export' button is highlighted with a red box, indicating the action to export the supplier list in CSV format. The rest of the dashboard, including the summary cards, search bar, and filter menus, remains the same.



5. Re-Order the Supplier List by clicking on the column header "Supplier Name"

Main > Supplier Insights

Supplier Insights

9 Classified Supplier 37 Local Registered 8 Registered SMEs 1 International Registered

Search by Supplier Name, CR Number Export Hide Filters

Categories, Activities, and Value Chains MOMAH Classification Level Supplier Score Supplier Badge

Supplier Performance Status

● Orange: 0% to 62.9% ● Purple: 63% to 75% ● Green: 75.1% to 100%

| Supplier Name | Gov. Projects | Distribution by Category | Supplier Performance | MOMAH Classification Level | Score | Status |
|----------------------|---------------|--------------------------|----------------------|----------------------------|-------|------------|
| 7565121212 : مصنف | - | - | - | Level 2 | 51 | Classified |
| Vendor Name Testi... | - | - | - | Level 1 | 78 | Classified |

6. Download certificate of any classified supplier by clicking on the arrow button at the end of any supplier record.

Main > Supplier Insights

Supplier Insights

9 Classified Supplier 37 Local Registered 8 Registered SMEs 1 International Registered

Search by Supplier Name, CR Number Export Hide Filters

Categories, Activities, and Value Chains MOMAH Classification Level Supplier Score Supplier Badge

Supplier Performance Status

● Orange: 0% to 62.9% ● Purple: 63% to 75% ● Green: 75.1% to 100%

| Supplier Name | Gov. Projects | Distribution by Category | Supplier Performance | MOMAH Classification Level | Score | Status |
|----------------------|---------------|--------------------------|----------------------|----------------------------|-------|------------|
| 7565121212 : مصنف | - | - | - | Level 2 | 51 | Classified |
| Vendor Name Testi... | - | - | - | Level 1 | 78 | Classified |



7. Detailed Supplier Card

1. Supplier Insight Detailed Card

The user can view detailed information available on the supplier card, including details about the vendor website, linked in, address, contact information, and other demographical details (Saudization rates, employee count, gender ratios).

Vendor Name Testing for CrNumber : 1112225544
Operates in Saudi - 1010295439
HQ in Saudi Arabia - Registered As Entire company - Founded in 2005 - Privately owned

Supplier Overview

softdsds

Company Details
with 260-499 employees

Branches
Unavailable

Registered As
Entire company

Branch Details
NA

Categories and Activities of Operations
Software, Application Development
Hardware, Data center storage and processing hardware technical support
ICT Professional Services, ICT Managed Services
[View detailed list](#)

Supplier Technical Classification
Score: 80 (Expires on 2025-07-17)
[Download Certificate](#)

MOMAH Classification Level ⓘ
Level 3

Number of Governmental Projects ⓘ
4

Project Distribution per ICT Category ⓘ
التطوير 20%
البرمجيات 3%
الخدمات المهنية 79%
الشبكة والاتصالات 3%

Supplier Performance ⓘ
75%

Enterprise Size Statistics ⓘ
Employees count: 100
Male/Female Ratio: 75/25
Saudization Ratio: 16%



2. Supplier Operations

View list of Categories, Activities that this supplier operates in.

Vendor Name Testing for CrNumber : 1112225544
Operates in Saudi - 1010295439
HQ in Saudi Arabia - Registered As Entire company - Founded in 2005 - Privately owned

Supplier Overview

Company Details
with 250-499 employees

Branches
Unavailable

Registered As
Entire company

Branch Details
NA

Categories and Activities of Operations
Software, Application Development
Hardware, Data center storage and processing hardware technical support
ICT Professional Services, ICT Managed Services
[View detailed list](#)

Supplier Technical Classification
Score: 80 (Expires on 2026-07-17)
[Download Certificate](#)

MOMAH Classification Level
Level 3

Number of Governmental Projects
4

Project Distribution per ICT Category
20% الأمانة
3% البرمجيات
75% الخدمات التقنية
3% الشبكة والاتصالات

Supplier Performance
75%

Enterprise Size Statistics
Employees count: 100
Male/Female Ratio: 75/25
Saudization Ratio: 16%

3. Download Supplier Certificate

Vendor Name Testing for CrNumber : 1112225544
Operates in Saudi - 1010295439
HQ in Saudi Arabia - Registered As Entire company - Founded in 2005 - Privately owned

Supplier Overview

Company Details
with 250-499 employees

Branches
Unavailable

Registered As
Entire company

Branch Details
NA

Categories and Activities of Operations
Software, Application Development
Hardware, Data center storage and processing hardware technical support
ICT Professional Services, ICT Managed Services
[View detailed list](#)

Supplier Technical Classification
Score: 80 (Expires on 2026-07-17)
[Download Certificate](#)

MOMAH Classification Level
Level 3

Number of Governmental Projects
4

Project Distribution per ICT Category
20% الأمانة
3% البرمجيات
75% الخدمات التقنية
3% الشبكة والاتصالات

Supplier Performance
75%

Enterprise Size Statistics
Employees count: 100
Male/Female Ratio: 75/25
Saudization Ratio: 16%



8. Terms & Definitions

The following terms and expressions - wherever they appear in this document - shall have the meanings indicated on the opposite side of each of them, unless the context requires otherwise:

| Term | Definitions |
|------------------------|---|
| Authority (DGA) | Digital Government Authority. |
| Digital Government | Promotes administrative, organizational, and operational processes between various government agencies in their transitioning to a comprehensive digital transformation to allow easy and effective access to government digital information and services. |
| Government Agency | Ministries, authorities, public institutions, councils, national centres including any additional form of a public agency. |
| Supplier | A physical or legal person who is legally authorized to carry out - individually or jointly - the execution of government contract. |
| Category / Categories | The six digital Categories shown in DGA's digital Categories classification: hardware - software - networks and communications - cloud computing - emerging technologies - technical professional services – in the field of communications and information technology. |
| Activity / Activities | A type of subsidiary business in a category |
| Final Technical Score | The total technical result obtained by the supplier when evaluating him technically |
| Digital classification | Categorizing digital government solutions and services into relevant Categories and activities. |
| Evaluation Matrix | A matrix combining the Technical and Financial Tiers to calculate the overall tier a supplier will achieve. |
| Portal | The electronic Portal managed by DGA to carry out the Technical Classification process – Digital Government Cluster (DGC) Portal. https://sdif.dga.gov.sa/ |
| Technical Tier | The technical evaluation of supplier's capabilities by DGA, across applicable categories and activities |



| Term | Definitions |
|---|--|
| Overall Classification Certificate | The certificate issued by the Ministry of Municipal and Rural Affairs that combines the Technical Classification from the Digital Government Authority and the Financial Classification from the Ministry of Municipal, Rural Affairs and Housing. |
| Technical Classification | Technical evaluation of the supplier's technical capabilities by DGA, in accordance with the National Classification of Economic Activities (ISIC4), which includes the relevant Categories and activities, as well as the levels of the value chain. |
| Technical Classification Certificate | The certificate issued by DGA, which summarizes the results of Technical Classification for the supplier. |
| Value chain | <p>The process by which a contractor adds value to a product or service includes four levels of the value chain:</p> <p>Research, Development, and Innovation (RDI): Focuses on innovation, research, and development to improve products, services, and processes.</p> <p>Implementation and Integration Services (IIS): Involves designing and implementing products or services with comprehensive solutions provided by the contractor.</p> <p>Support Services (SS): Entails maintenance and delivery support for products or services post-implementation.</p> <p>Sales and Distribution (S & D): Involves selling and replacing products or services for monetary value</p> |
| National Classification for the Economic Activities (ISIC4) | A guideline that unifies description of economic activities for each sector and economic activity, within a unified classification and code. The (National Classification for the Economic Activities) stems from the International Standard Industrial Classification of all economic activities in the Kingdom of Saudi Arabia - (ISIC4) issued by the Economic and Social Council of the United Nations. |



9. Abbreviations Insights

| Term | Definitions |
|-------|---|
| CR | Commercial Register |
| RDI | Research, Development, and Innovation |
| IIS | Implementation and Integration Services |
| SS | Support Services |
| S&D | Sales and Distribution |
| CIO | Chief Information Officer |
| ICT | Information & Communication Technology |
| MOMAH | Ministry of Municipal and Housing |



هيئة الحكومة الرقمية
Digital Government Authority