2016

Responding to Online Tenders & Sending Clarification Messages Guide

Supplier User Guide – Responding to Online Tenders & Sending Clarification Messages

Dear Valued Supplier,

Welcome to DMCC eSourcing Portal user guide.

This user guide will take you through the online tender response process as well as the process of sending clarification messages to the buyer. This process will be delivered through a step-by-step approach.

Simply follow the below steps to successfully respond to tenders floated on "DMCC Specialized Engineering" portal.

If you are facing difficulties at any time during the registration process, you can email our help desk for assistance at sourcingsupport@tejari.com.
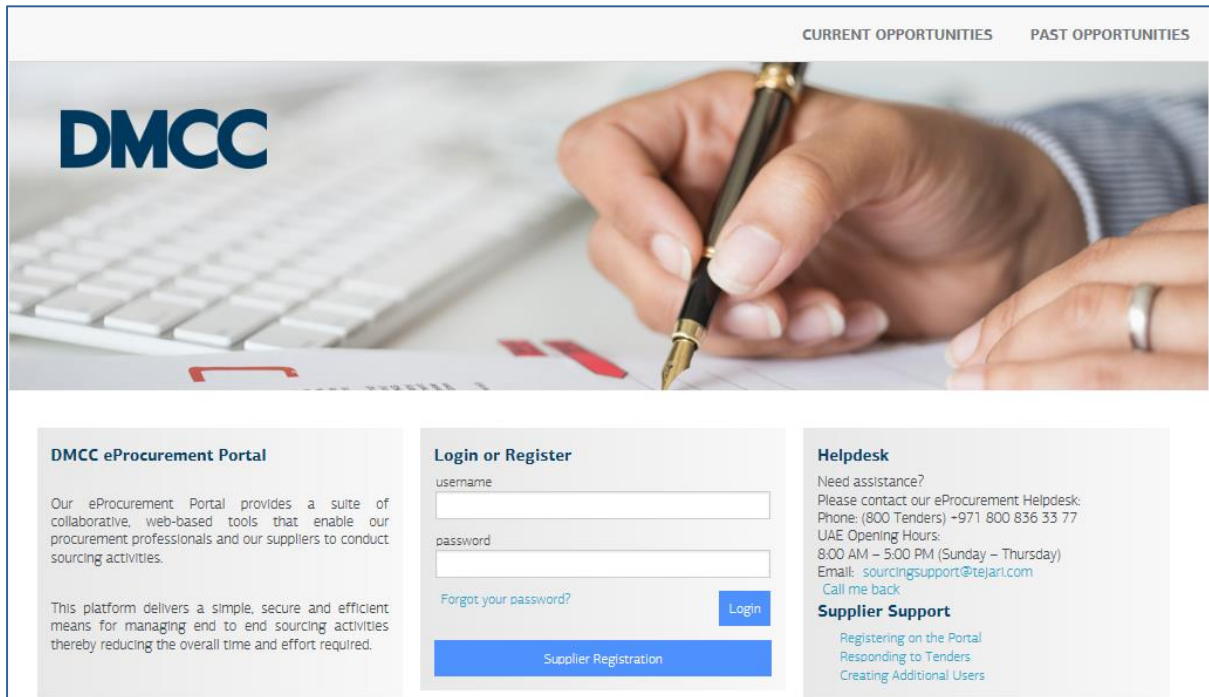
Alternatively you can dial +971 800 8363377 (800 Tenders) for telephonic support from Sundays to Thursdays 8:00 AM – 5:00 PM (GMT + 4:00) Abu Dhabi, Muscat.

Sincerely,

DMCC Contracts & Procurement

Step 1:

Visit https://dmcc.tejari.com/web/login.html and log in to your account.

Once you have successfully logged in, you will be directed to the DMCC landing page.

Step 2:

The example process that we will follow below assumes that you have been invited to participate in a request for quotation (RFQ), please click on the **My RFQ** icon.

Please note the steps incurred in responding to an RFI are similar to responding to an RFQ.
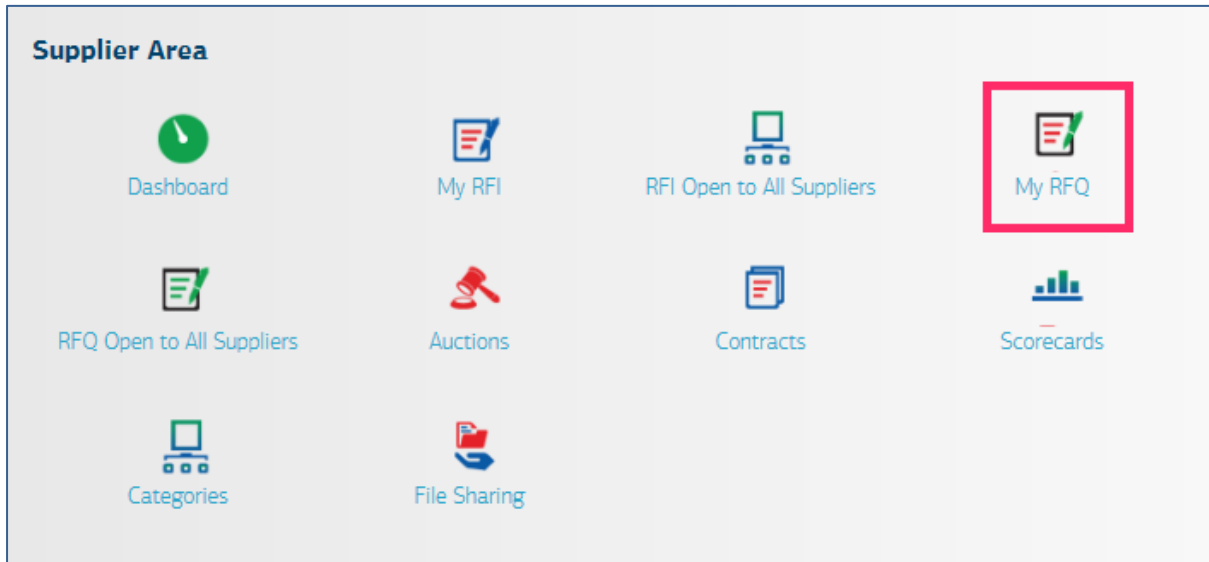
Step 3:

Once you have clicked on the **My RFQ icon,** click on the RFQ title that you would like to respond to.

Now that you have selected the RFQ you will be taken to the RFQ Details page.

Step 4:

To start to respond to an RFI/ RFQ, click on the **Create Response** button (at the top right hand of the page).

An automated prompt guiding you through the response process will appear. Read the prompt carefully and then, Click on the **OK** button.

The **My Response** page will now be loaded.

From this page you will be able to:

- Access the tender details
- Download attachments from the buyer
- Upload attachments along with your response
- Communicate with the buyer through the messaging tool
- Submit a response to questions found in the 'Qualification', 'Technical' and 'Commercial' envelopes

Step 5:

Search for Attachments that may have been uploaded by DMCC from the navigation at the top left of the page by clicking on **Buyer Attachments**. A Warning Message will advise you to view the buyer attachments in the case that you have not done so already.

Once you have been directed to the **Buyer Attachments** page and you wish to download the attachment(s), select the attachment that you would like to download and click on the **File Name**.

If there are multiple attachments theses can all be downloaded at once by clicking the **Mass Download** button.

Step 6:

To return to the **My Response** page, click on **My Response** link located under the RFQ Details option list.

Step 7:

To proceed to respond to the RFI/RFQ, click on **Edit Response** button (at the right of the page)

Step 8:

The **Edit Response** button will direct you to a web form that contains the questions which you are required to answer.

Please complete the questionnaire and note that the fields marked with a red asterisk (*****) are mandatory.

Unsaved changes and updates to your response will be lost; hence, it's highly advisable to save your work/input regularly. To save your response intermittently and continue responding without exiting the page, click on the **Save and Continue** button.

Step 9:

If you wish to upload additional attachment to your response, you may click on **Add/View Attachments**. If this button is not available the buyer has not allowed additional attachments to be uploaded.

Click on **Upload New File**.

Click on **Select Files to Upload** to (browse) the attachment on your local computer or alternatively you can drag and drop the file into the box shown below. Then, click on the **Confirm** button (at the top of the page)

Click on **Save All** to be redirected to **My Response** page.

Step 10:

You will also be able to communicate with the buyer for clarifications to the RFI/RFQ by clicking on the **Messages** tab. You can create, send, receive and forward message through this tool.

Click on the **Create Message** button to send a message to the buyer.

Insert the subject and content of the message. If required you may also attach relevant attachments to your message. Once completed click on **Send Message** to send the message to the buyer.

If the buyer responds to your message, you will receive an email alert informing you to login to the portal and view it.

Navigate to the relevant RFI/RFQ and review the message by clicking on the **Received Messages** button.

By Clicking on **Sent Messages** button, you can view the messages that you have previously sent to the buyer.

By clicking on the **Draft Messages** button, you can check saved messages, which you have yet to send.

Using the **Forwarded Messages** button will enable you to view the messages you have forwarded. You may send the messages received from buyers to an external email ID.

Step 11:

Having completed your response, it is time to submit it to the buyer. When your response is complete, click on the **Save and Return** button (at the top of the page)

Once you have clicked on **Save and Return**, a prompt message will appear, read the prompt carefully and then, click on the **OK** button
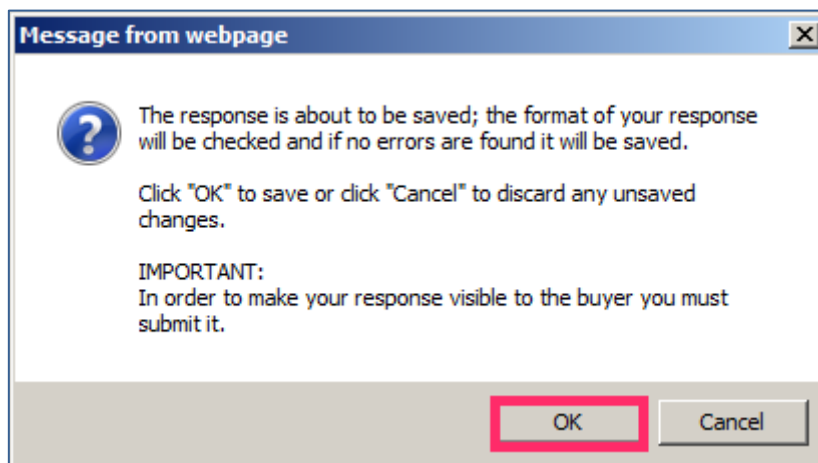
Step 12:

The last step of the process is to submit the completed response so that it will become visible to the buyer. To submit the completed response to the buyer, click on the **Submit Response** button (at the top of the page).
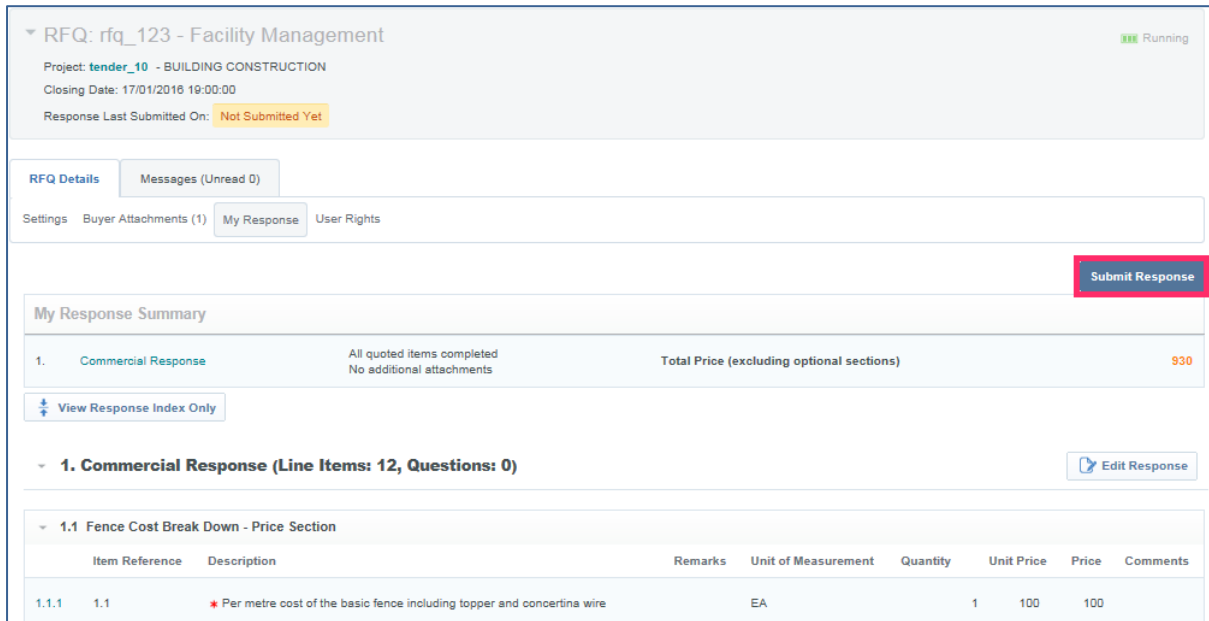
Step 13:

Once you click on **Submit Response** you will receive a reminder message to ensure that your response is complete before submission.

Click **Ok** to receive another message confirming your response submission.

Message from webpage

⚠ - You have successfully submitted your response to the buyer, if you wish you can update the response and submit your changes anytime before the deadline.

[OK]

Furthermore, you will receive an email notification from DMCC eSourcing Portal confirming your submission.

Dear Supplier,

This email is to confirm that you have successfully submitted your response to the following RFQ - Request for Quotation on DMCC e-Procurement Portal:

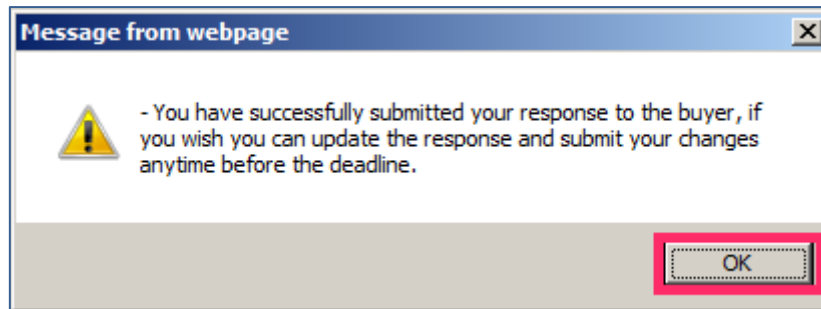Type: RFQ - Request for Quotation
Code: rfq_123
Title: Facility Management
Date of Response: 17/01/2016 18:15:05 (GMT + 4:00)

To view the details of the RFQ - Request for Quotation and review your response:

- Connect to https://dmcc-prep.tejari.com
- Enter your Username and Password
- Go to RFQ - Request for Quotations
- Click RFQ - Request for Quotation Code rfq_123 to view details of the RFQ - Request for Quotation

To change and resubmit your response to the RFQ - Request for Quotation:

- Click on Edit Response
- Edit your Response as required
- Click Keep Changes to save the response
- Click Submit Changes to send your Response to the buyer

Important Note:

It is important to submit your response BEFORE the closing date and time specified by DMCC.

This deadline is clearly visible in the RFI/ RFQ setting page as well as in the email that you received when you were invited to tender.

Congratulations, you have just successfully submitted a response to a tender!

Need assistance?
Please contact our eSourcing Helpdesk:

Phone: (800 Tenders) +971 800 836 33 77
UAE Opening Hours:
8:00 AM – 5:00 PM (Sunday – Thursday)
Email: sourcingsupport@tejari.com