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1) Login in to Dewa website [http://dewa.gov.ae](http://dewa.gov.ae), select the language as English
1.1) Login as a Supplier. Click on My account to logon to supplier portal
1.2) Login using your user id and password.

2) Display RFX (Enquiry).

2.1 Click on RFx and auction and then click on “All” to view the RFX auctions which are posted online. [As shown below]

a) 4 links are provided to view RFx. As shown below in Red box
Link 1 (All) – Will display all Rfx like action taken, pending for action, saved, submitted etc..

Link 2 (Published) – Enquiries which are live will be displayed

**Note:** Always refresh data after login to view complete list of RFx.

### 2.2 Searching a particular enquiry number

This can be done by using various input variables provided under “Quick Criteria Maintenance”.

- **Event Number = RFx or Enquiry Number**
- **Event Status = Current/Live enquiries, completed enquiries (Closed)**
- **My Responses = Enquiries for which Quotations are submitted based on number of days**
- **Event Description = Name of Enquiry**
2.3 Definition of column headers

**Event number** – Event number is the Enquiry number

**Event Description** – Name given to an Enquiry

**Event Type** – There are two kinds of event type. One is from the Local Purchase section (LPS) and the other one Contracts (CTR). Enquiries related to LPS can be opened as there is no tender fee. But enquiries related to the contracts can be opened only after paying the tender fee. You will get error message "Please Register yourself to participate in the RFX"

**End Date:** End date will be the closing date of the RFX

**Response number:** is the quotation number. It will be generated when you create a response for the enquiry page

**Response Status:** Shows status of the quotation either saved or submitted. Quotation will reach to DEWA only when the status is submitted. To know the current status refreshes the page
2.4 Viewing an RFX/Enquiry: Click on any event number to display that RFx.

<table>
<thead>
<tr>
<th>Event Number</th>
<th>Event Description</th>
<th>Event Type</th>
<th>Event Status</th>
<th>End Date</th>
<th>End Time</th>
<th>Response Number</th>
<th>Response Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2527000056</td>
<td>Complete Pump Assemblies at JAPS</td>
<td>CTR Ballis TwoEnv GT</td>
<td>Published</td>
<td>14.11.2017</td>
<td>11:00:00</td>
<td>No Bid Created</td>
<td></td>
</tr>
<tr>
<td>2227010002</td>
<td>LPS Service case for VAT test 5</td>
<td>LPS Service One Env</td>
<td>Published</td>
<td>30.11.2017</td>
<td>00:00:00</td>
<td>2527010002</td>
<td>Submitted</td>
</tr>
<tr>
<td>2027010001</td>
<td>LPS service RFX after egp test 1</td>
<td>LPS Service One Env</td>
<td>Published</td>
<td>05.12.2017</td>
<td>00:00:00</td>
<td>2527010001</td>
<td>Submitted</td>
</tr>
<tr>
<td>1227010004</td>
<td>RF for Turbine after egp test 4</td>
<td>CTR TK Pro TwoEnv GT</td>
<td>Published</td>
<td>30.11.2017</td>
<td>00:00:00</td>
<td>2527010004</td>
<td>Submitted</td>
</tr>
<tr>
<td>1227010003</td>
<td>VATS</td>
<td>CTR Supply TwoEnv GT</td>
<td>Published</td>
<td>10.11.2017</td>
<td>00:00:00</td>
<td>2527010003</td>
<td>Submitted</td>
</tr>
<tr>
<td>1227010002</td>
<td>CTR service for VAT test 6</td>
<td>CTR Service TwoEnv GT</td>
<td>Published</td>
<td>30.11.2017</td>
<td>00:00:00</td>
<td>No Bid Created</td>
<td></td>
</tr>
<tr>
<td>2227000055</td>
<td>CORE AND SHELL DEWA HEAD OFFICE PACKAGES</td>
<td>CTR Service TwoEnv GT</td>
<td>Published</td>
<td>22.11.2017</td>
<td>11:00:00</td>
<td>No Bid Created</td>
<td></td>
</tr>
<tr>
<td>2027010005</td>
<td>LPS stock Item RFX after egp test</td>
<td>LPS Goods One Env</td>
<td>Published</td>
<td>30.11.2017</td>
<td>00:00:00</td>
<td>2527010005</td>
<td>Submitted</td>
</tr>
</tbody>
</table>

2.5) View the complete details of the enquired item and or services: Item details can be viewed by downloading the printout by selecting print button or by referring to details under "notes and attachments" tab.

a) Click on the print option. (Pop up should be allowed)
b) Second method to refer details

Click on “Notes and Attachments” tab, and then click on links given under category to see the complete description. After you click on the links; a popup box will open which will have a detail description of the item
2.6 Decision Making/Sending notification for intention against enquiry – In the enquiry page three options are provided.

You will have to click on either Participate, Do not participate and Tentative

- **Participate** – Denotes that you are ready to take part in the RFX
- **Do Not Participate** – Regret
- **Tentative** – You are not sure that you will participate or not at the moment

3 Create Response/Quotation
3.1 In case you are selecting “Participate” / “Tentative”, next step is to click on create response icon in the enquiry page (In the same page), as shown below.

A new page will open. This is vendor quotation / response page.

![Vendor Manual](image)

3.2 Editing an Rfx Response [For Supply Items]

In the response page messages will be shown.

Messages marked with red color are error messages. These actions are mandatory and supplier has to enter the information as specified in the messages in order to successfully submit the offer.

Definitions of error messages
**Offer type:** Offer type means what you are offering. It can be the exact offer matching with the enquiry or an alternate offer. These 4 alternatives are “Main, Alt1, Alt2 and Alt3”. Suppliers can submit up to 4 alternate quotations against one single enquiry. There are 4 user id’s provided to you for this purpose. Any one of the user id’s can be used to submit quotation. In case one user is used to submit “main” offer, in second quotation the offer type should be Alt 1, Alt 2 or Alt 3. Offer type “main” cannot be used again.

If the enquiry is sent by DEWA to One user id, supplier has to click on **Register Button** to participate if they are quoting using an alternative user id.

**Once utilized, the same offer type cannot be used again.**

**Price Validity end date:** Date till the offered prices are valid

**Brand:** Manufacturer name of the quoted item

**County of Origin:** Country of origin for the quoted item

**Delivery Days:** Period, in days, to deliver the item, in case of receipt of order

**Tax code:** Select VAT code from the list

All above mandatory fields has to be entered in respective fields as shown in below screen.
3.3 Entering price, Tax code, delivery days and remarks (Supply Items)

1) Select Items Tab
2) Click on Details
3) Enter Price, Delivery Days, Brand, country of origin and special technical remarks
4) Enter VAT code
FIELDS TO ENTER PRICE, TAX CODE, DELIVERY DAYS, BRAND, COUNTRY OF ORIGIN, SPECIAL REMARKS
3.4 Entering price, delivery days and remarks (Service / job enquiries)

Under Rfx. Information tab

Enter mandatory fields
1. Price validity Date
2. Offer Type
3. Warranties

1. Select items tab
2. Expand all the line numbers (click on the arrow before the folder icon)
3. After expanding all line items click on details icon as shown below
4. Enter price [Note: Price has to be entered only at service level, i.e. against line items appearing after expanding the folders. In below picture, price has to be entered against line items 01.AA, 01.AB etc.
5. Enter VAT code at item level. Enter against each line item 01, 02, etc
6. You can navigate reach different items by clicking on forward / backward arrow as shown below
7. Enter other remarks, if applicable
4. Adding additional charges; discounts and other conditions

Discounts and additional charges like freight, documentation, etc. can be added at the header level (Applicable for all items or services) or at item / service level. Please follow below instructions

4.1 Entering discount / additional charges at header level
1) In the response page, click on conditions under “RFx Information” Tab as shown below.

2) Select the condition from the drop down list as shown below.

For Discount select – “Supplr Disc-Absolute Contract Header”
For Additional Charges like freight, documentation, customs charges etc. select – “Additional Charg LPS Contract Header”

3) Enter total discount / total expenses in the field under “Amount” column
4.2 Entering discount / additional charges at item level

DEWA SRM system provides suppliers the facility to submit quotations with discounts and or additional charges at item level as well.

In response page

1. select items tab
2. click on details
3. navigate to the item [using forward / backward arrows] on which discount or additional charge needs to be added.
4. Select conditions tab

Enter value here
5 Click on add condition
6 Select the type of condition to be added from drop down list
   - Supplier Discount % - Value to be entered must be in percentage
   - Supplier Discount Absolute – Total discount for that particular item
   - Supplier Discount/Qty – Discount on unit price per quantity
7 Enter value for selected condition under amount column
Discount in %
Discount Absolute [Total for a particular item]
Save and Submit offer  
After uploading/attaching the documents double check the price and other relevant information, in summary tab of response page as per below screen shot.

Note: Only gross price will be shown. Discount, additional charges will not be shown here.

In case offer is satisfactory, response/quotation can be submitted by clicking on submit icon

Click here to submit quotation
5.1) View attachments

1. Click on Response number to open the Response page. Below page will appear.
2. Select notes and attachment tab
3. Go to “Attached Files” area
4. Click on the document icon to view the attachment send by DEWA buyer.
5.2 Adding/upload supplier attachments

1. Go to right side attachments area.
2. Use choose file option and selection attachment from PC and press “Attach” button to upload document.
3. After attaching all documents use “Upload” option to save attachments.

<table>
<thead>
<tr>
<th>File Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attachment 2 (1).pdf</td>
<td>Uploaded</td>
</tr>
<tr>
<td>Attachment 5.pdf</td>
<td>Uploaded</td>
</tr>
</tbody>
</table>
Press “Upload” option to save documents.
Use “Delete” option to remove files uploaded
6 CHANGE PASSWORD

1. Select change password from Vendor eServices
2. Enter current / old password and choose a new password of your choice meeting the password policy