Vendor User Manual

SRM – SUPPLIER RELATIONSHIP MANAGEMENT

VERSION 1.2
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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

![Image of the supplier portal layout with highlighted My Account button]

Our partners. Our family.

Our valuable partners are part of our major resources needed to operate successfully.

Services
1.2) Login using your user id and password.
2) Display RFX (Enquiry).

2.1 Click on RFx and auction and than 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.
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.
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
The Tax Codes Used by DEWA and the Vat Scenarios are as follows:

<table>
<thead>
<tr>
<th>Tax Code</th>
<th>Description</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>VV</td>
<td>Out of Scope</td>
<td>Vendors who are not eligible to register for VAT</td>
</tr>
<tr>
<td>V0</td>
<td>Input VAT exempted</td>
<td>To be used by domestic suppliers located in UAE for goods and services which are VAT exempted (example: Rent of residential building / rent of staff accommodation)</td>
</tr>
<tr>
<td>V1</td>
<td>Input VAT 0% - Goods/Services</td>
<td>To be used by domestic suppliers located in UAE for goods and services which fall under ZERO rated VAT (such as medical expenses)</td>
</tr>
<tr>
<td>V2</td>
<td>Input VAT 5% - Goods/Services</td>
<td>To be used by domestic suppliers located in UAE for goods and services liable for VAT 5%</td>
</tr>
<tr>
<td>VB</td>
<td>VAT 5% - Blocked</td>
<td>To be used by domestic suppliers located in UAE for goods and services on which DEWA cannot claim VAT input credit (such as gift items)</td>
</tr>
<tr>
<td>VP</td>
<td>Input - Prior to Jan 2018 0%</td>
<td>To be used by all suppliers for goods/services delivered on or before 31.12.2017</td>
</tr>
<tr>
<td>Vendor Manual- 1.2</td>
<td>Page 18 of 36</td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>----------------</td>
<td></td>
</tr>
<tr>
<td>VX</td>
<td><strong>Reverse charge (RCM) Import - Outside GCC</strong></td>
<td></td>
</tr>
<tr>
<td><strong>For Goods:</strong></td>
<td>This tax needs to be selected by supplier located outside UAE where Country of origin for goods is Outside GCC country (example UK, USA ..) and importer of goods is DEWA/Supplier.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>This tax needs to be selected by supplier located in outside UAE where Country of origin for goods is Within GCC outside UAE (example Saudi, Oman ..) and importer of goods is Supplier.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>This tax needs to be selected by supplier located in UAE where Country of origin for goods is Outside GCC country (example UK, USA ..) and importer of goods is DEWA.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>If supplier is located in fenced free zone and supplying material to DEWA, this tax needs to be selected by supplier</td>
<td></td>
</tr>
<tr>
<td><strong>For Services:</strong></td>
<td>Supplier providing services to DEWA and are located outside GCC countries</td>
<td></td>
</tr>
<tr>
<td>VZ</td>
<td><strong>Reverse charge (RCM) Import - Within GCC</strong></td>
<td></td>
</tr>
<tr>
<td><strong>For Goods:</strong></td>
<td>This tax needs to be selected by supplier located in UAE and outside UAE where Country of origin for goods is GCC country outside UAE and importer of goods is DEWA.</td>
<td></td>
</tr>
<tr>
<td><strong>For Services:</strong></td>
<td>Supplier providing services to DEWA and located within GCC countries outside UAE</td>
<td></td>
</tr>
</tbody>
</table>
### VAT Scenarios

#### Goods Procurement

<table>
<thead>
<tr>
<th>Country of origin (Material)</th>
<th>Importer of Goods</th>
<th>Supplier Location</th>
<th>Taxable</th>
<th>VAT%</th>
<th>Tax Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within UAE</td>
<td>NA</td>
<td>Within UAE</td>
<td>Yes</td>
<td>5</td>
<td>V2</td>
</tr>
<tr>
<td>Within GCC outside UAE</td>
<td>DEWA</td>
<td>Within UAE</td>
<td>No</td>
<td></td>
<td>A Tax</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>VZ</td>
</tr>
<tr>
<td>Within GCC outside UAE</td>
<td>Supplier</td>
<td>Within UAE</td>
<td>Yes</td>
<td>5</td>
<td>V2</td>
</tr>
<tr>
<td>Within GCC outside UAE</td>
<td>DEWA</td>
<td>Outside of UAE</td>
<td>No</td>
<td></td>
<td>A Tax</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>VZ</td>
</tr>
<tr>
<td>Outside GCC</td>
<td>DEWA</td>
<td>Within UAE</td>
<td>Yes</td>
<td></td>
<td>RCM</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>VX</td>
</tr>
<tr>
<td>Outside GCC</td>
<td>Supplier</td>
<td>Within UAE</td>
<td>Yes</td>
<td>5</td>
<td>V2</td>
</tr>
<tr>
<td>Outside GCC</td>
<td>DEWA</td>
<td>Outside of UAE</td>
<td>Yes</td>
<td></td>
<td>RCM</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>VX</td>
</tr>
<tr>
<td>Outside GCC</td>
<td>Supplier</td>
<td>Outside of UAE</td>
<td>Yes</td>
<td></td>
<td>RCM</td>
</tr>
</tbody>
</table>

#### Goods procurement from fenced free zone

<table>
<thead>
<tr>
<th>Supplier Location</th>
<th>Supplier region</th>
<th>Tax code</th>
<th>Tax description</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within UAE</td>
<td>Fenced Free Zone</td>
<td>VX</td>
<td>Reverse charge (RCM) Import - Outside GCC</td>
<td>This tax needs to be selected if supplier is located in UAE in Fenced free zone</td>
</tr>
</tbody>
</table>

#### Service Procurement

<table>
<thead>
<tr>
<th>Service</th>
<th>Supplier Location</th>
<th>Taxable</th>
<th>VAT%</th>
<th>Tax Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within UAE</td>
<td>Yes</td>
<td>5</td>
<td>V2</td>
<td></td>
</tr>
<tr>
<td>Within GCC outside UAE</td>
<td>Yes</td>
<td>A Tax</td>
<td>VZ</td>
<td></td>
</tr>
<tr>
<td>Outside GCC</td>
<td>Yes</td>
<td>RCM</td>
<td>VX</td>
<td></td>
</tr>
</tbody>
</table>
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
Tax code entry
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

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 %

DIFFERENT CONDITIONS
Discount Absolute [Total for a particular item]
### Edit Response: 2511302053

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Description</th>
<th>Item Group</th>
<th>Product ID</th>
<th>Product Category</th>
<th>Product Category Description</th>
<th>Required Quantity</th>
<th>Submitted Quantity</th>
<th>Unit</th>
<th>Unit Price</th>
<th>Currency</th>
<th>Price Per</th>
<th>Price Per</th>
<th>Valid From</th>
<th>Location</th>
<th>Valid To</th>
<th>Location Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Air Filter Element PM 101512 Ceramic Filter</td>
<td>Internal</td>
<td>2541180418</td>
<td>2541180418</td>
<td>Air Filter for vent</td>
<td>296</td>
<td>296</td>
<td>EA</td>
<td>1200</td>
<td>AED</td>
<td>1200</td>
<td>1200</td>
<td>1200</td>
<td>1200</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total: 1

### Conditions

<table>
<thead>
<tr>
<th>Condition Type</th>
<th>Details</th>
<th>Valid From</th>
<th>Location Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>NoOrder/DefPrice</td>
<td>16.66</td>
<td>25.02.20</td>
<td>1212.99</td>
</tr>
<tr>
<td>Total Def. Amount</td>
<td>300.00</td>
<td>25.02.20</td>
<td>1212.99</td>
</tr>
</tbody>
</table>
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 event number [enquiry number] to open the enquiry page. Below page will appear.
2 Select notes and attachment tab
3 click on “Collaboration link” as shown below. New Page [C-Folder] will open
1. Click on “Folder”
2. Link to attachment can be seen as shown below, in current version column
3. Click on the link to open the file. Note: Popup should be allowed
5.2 Adding attachments

1. Click on Folder
2. Select Create – 4 Options will appear
   - Bookmark
   - Discussion
   - Document
   - Notes

Note: Select only documents as shown below. DEWA is not using other 3 features time being
3 Click on document link as shown below
4 Give name to the file and click continue
5 Click on “browse” and choose the file
6 Save two times
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