



EXPO 2020 إكسبو 2020
دبي، الإمارات العربية المتحدة
DUBAI, UNITED ARAB EMIRATES

Dear Valued Supplier,

Welcome to the EXPO 2020 eSourcing Portal user guide.

This document will guide you through the process of responding to tender opportunities through a step-by-step approach.

If you are facing difficulties at any time during the process you can contact our helpdesk.

Email: esource.support@expo2020.ae
Telephone: +971 800 8363377 (800 Tenders)

The helpdesk operates Sundays to Thursdays 8:00am – 5:00pm (GMT + 4:00) Abu Dhabi, Muscat.

Sincerely,

EXPO 2020 Dubai



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Step 1:

Visit <https://esource.expo2020dubai.ae> and **Login** to your account.

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

The screenshot shows the login page of the EXPO 2020 eSourcing portal. At the top left is the EXPO 2020 logo and text in Arabic and English. The main content area is divided into two columns. The left column is titled 'Login' and contains a username input field, a password input field with masked characters, a 'Log In' button, a 'Forgotten your password?' link, and a 'Supplier / SME / Individual Registration' button. The right column is titled 'Helpdesk' and contains contact information: 'Need assistance? Please contact our eSourcing Helpdesk:', 'Phone: (800 Tenders) +971 800 836 33 77', 'Email: esource.support@expo2020.ae', and links for 'Call me back', 'Supplier, SME and Individual Help Guides', and 'How to connect with Expo'. Below the Helpdesk section is an 'Opportunities' section with a link to learn about upcoming procurement activities. At the bottom of the page is a 'WARNING' notice regarding system security and authorized users.



Step 2:

If you have been invited to participate in a request for information (RFI) or a request for quotation (RFQ), please click on the **RFI** or **RFQ** icon.

If you have not been invited to a request for information (RFI) or a request for quotation (RFQ) but wish to view public opportunities please click on the **RFIs open to all suppliers** or **RFQs open to all suppliers**.

The example process that we will follow below assumes that you have been invited to participate in a RFQ.

Click on the **RFI/ RFQ** title that you would like to respond to.

The screenshot shows a dashboard for the 'Supplier area'. On the left, there are several icons for 'Current Opportunities', 'RFIs', 'RFIs Open for All Suppliers', 'RFQs' (highlighted with a red border), 'RFQs Open for All Suppliers', 'Contracts Management', and 'Auctions'. On the right, there is a 'User Profile' section with links for 'Registration data', 'Modify password', 'Multi user', and 'LOGOUT'. Below that is a 'Helpdesk' section with the text 'Need assistance? Please contact our eSourcing Helpdesk:' and contact information: 'Phone: (800 Tenders) +971 800 836 33 77' and 'Email: sourcingsupport.prep@tejari.com'. At the bottom right, there is an 'Opportunities' section with the text 'Click [here](#) to learn about upcoming procurement activities'.



Step 3:

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

RFQ Code	RFQ Title	Project Code	RFQ Status	RFQ Closing Date/Time	Buyer Organisation	Response Status
1	rfq_29	tender_2	Running	25/06/2016 21:00	Expo 2020	No Response Prepared
Total 1						10 Page 1 of 1

Step 4:

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

Item Reference	Description	Remarks	Unit of Measurement	Quantity	Unit Price	Price	Comments
1.1.1	1	* Phase 1 of the Project	Each	1		0	
1.1.2	2	* Phase 2 of the Project	Each	1		0	
1.1.3	3	* Phase 3 of the Project	Each	1		0	
Section Sub Total						0	



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

Warning: You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.

RFQ Details Messages (Unread 0)

Settings Buyer Attachments (1) **My Response** User Rights

Submit Response

My Response Summary

1. Commercial Response Mandatory fields missing (3) Total Price (excluding optional sections) 0

View Response Index Only

1. Commercial Response (Line Items: 3, Questions: 0) Edit Response

1.1 Fee Breakdown - Price Section

Item Reference	Description	Remarks	Unit of Measurement	Quantity	Unit Price	Price	Comments
1.1.1 1	* Phase 1 of the Project		Each	1		0	
1.1.2 2	* Phase 2 of the Project		Each	1		0	
1.1.3 3	* Phase 3 of the Project		Each	1		0	
Section Sub Total						0	

From this page you will be able to:

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

Step 5:

Search for Attachments that may have been uploaded by EXPO 2020 from the navigation at the top left of the page by clicking on **Buyer Attachments**.

RFQ Details Messages (Unread 0)

Settings **Buyer Attachments (1)** My Response User Rights

Submit Response

My Response Summary

1. Commercial Response Mandatory fields missing (3) Total Price (excluding optional sections) 0

View Response Index Only

1. Commercial Response (Line Items: 3, Questions: 0) Edit Response



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 these can all be downloaded at once by clicking the **Mass Download** button.

The screenshot shows the 'Buyer Attachments' page. At the top, there are tabs for 'RFQ Details' and 'Messages (Unread 0)'. Below that, there are sub-tabs for 'Settings', 'Buyer Attachments (1)', 'My Response', and 'User Rights'. The 'Buyer Attachments (1)' tab is active. The page shows a path 'Path: root >' and a 'Mass Download' button. A table lists the attachments:

Folder/File Name	Description	Last Modification Date
1 Confidentiality Agreement.docx		23/06/2016 00:36:03

At the bottom, it shows 'Total 1', a dropdown menu set to '10', and 'Page 1 of 1'.

Step 6:

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

The screenshot shows the 'My Response' page. The sub-tabs at the top are 'Settings', 'Buyer Attachments (1)', 'My Response', and 'User Rights'. The 'My Response' tab is active. The rest of the page, including the path, 'Mass Download' button, table, and pagination, is identical to the previous screenshot.



Step 7:

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

1. Commercial Response Mandatory fields missing (3) Total Price (excluding optional sections) 0

[View Response Index Only](#)

1. Commercial Response (Line Items: 3, Questions: 0) [Edit Response](#)

1.1 Fee Breakdown - Price Section

Item Reference	Description	Remarks	Unit of Measurement	Quantity	Unit Price	Price	Comments
1.1.1	1	* Phase 1 of the Project	Each	1		0	
1.1.2	2	* Phase 2 of the Project	Each	1		0	
1.1.3	3	* Phase 3 of the Project	Each	1		0	
Section Sub Total						0	

Step 8:

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

Edit Mode

[Save and Return](#) [Save and Continue](#) [Cancel](#)

[Refresh](#) [Validate Response](#)

Total Price (excluding optional sections) 0

1. Commercial Response (Line Items: 3, Questions: 0)

1.1 Fee Breakdown - Price Section

Item Reference	Description	Remarks	Unit of Measurement	Quantity	Unit Price	Price	Comments
1.1.1	1	* Phase 1 of the Project	Each	1	<input type="text"/>	0	<input type="text"/>
1.1.2	2	* Phase 2 of the Project	Each	1	<input type="text"/>	0	<input type="text"/>

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.



Edit Mode

Save and Return Save and Continue Cancel

Refresh Validate Response

Total Price (excluding optional sections) 0

1. Commercial Response (Line Items: 3, Questions: 0)

1.1 Fee Breakdown - Price Section

Item Reference	Description	Remarks	Unit of Measurement	Quantity	Unit Price	Price	Comments
1.1.1 1	* Phase 1 of the Project		Each	1	123	0	N. 512
1.1.2 2	* Phase 2 of the Project		Each	1	123	0	

Note:

For security purposes the portal will log you out after 30 minutes of inactivity.
Please do not leave your computer with any unsaved changes to your response.

Step 9:

If you were required to download any attachment to your computer and then upload the updated document (Attachment) in your response, click on **Add/View Attachments** and then **Upload new file**. If this button is not available the buyer has not allowed additional attachments to be uploaded.

1. Commercial Response (Line Items: 3, Questions: 0)

Save and Return Save and Continue Cancel

1.1 Fee Breakdown - Price Section

Item Reference	Description	Remarks	Unit of Measurement	Quantity	Unit Price	Price	Comments
1.1.1 1	* Phase 1 of the Project		Each	1	123	0	N. 512
1.1.2 2	* Phase 2 of the Project		Each	1	123	0	N. 512
1.1.3 3	* Phase 3 of the Project		Each	1	123	0	N. 512
Section Sub Total						0	

Add/View Attachments

1.2 Additional Attachments Area

No Attachments



Search / browse for the attachment on your local computer and then, click on the **Confirm** button (at the top of the page)”

Edit Mode

[Confirm](#) [Cancel](#)

Select an attachment to upload. Please keep attachments to a manageable size in order to facilitate downloading.
The platform allows individual attachments up to a maximum size of 50 MB but it is recommended that you keep attachments to 2MB or less.

File extensions not permitted: .exe, .bin, .dmg

[Replace Files](#) [Remove All Files](#)

Attachments

#	Type	File Name	Size
1	PUB	dummy attachment.pub	58.5 kb

Step 10:

When you have uploaded all of the required attachments, click on the **Save All** button (at the top of the page)

Edit Mode

Path: root >

[Save All](#) [Cancel All](#)

[Upload New File](#) [Mass Download](#) [...](#)

Folder/File Name	Description	Last Modification Date	
1	dummy attachment.pub	23/06/2016 01:39:13	Settings

Total 1

10 Page 1 of 1



Step 12:

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)

Edit Mode

Save and Return
Save and Continue
Cancel

Refresh
Validate Response

Total Price (excluding optional sections) 0

1. Commercial Response (Line Items: 3, Questions: 0)

1.1 Fee Breakdown - Price Section

Item Reference	Description	Remarks	Unit of Measurement	Quantity	Unit Price	Price	Comments
1.1.1 1	* Phase 1 of the Project		Each	1	0	0	N. 512
1.1.2 2	* Phase 2 of the Project		Each	1	0	0	N. 512

Step 13:

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 middle-top of the page).

Submit Response

My Response Summary

1.	Commercial Response	All quoted items completed	Total Price (excluding optional sections)	85
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View Response Index Only

1. Commercial Response (Line Items: 3, Questions: 0) Edit Response

1.1 Fee Breakdown - Price Section

Item Reference	Description	Remarks	Unit of Measurement	Quantity	Unit Price	Price	Comments
1.1.1 1	* Phase 1 of the Project		Each	1	5	5	
1.1.2 2	* Phase 2 of the Project		Each	1	50	50	
1.1.3 3	* Phase 3 of the Project		Each	1	30	30	
Section Sub Total						85	



Step 14:

Once you click on **Submit Response** you will receive an email notification from EXPO 2020 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 EXPO 2020 DUBAI eSourcing Portal:

Type: RFQ - Request for Quotation
Code: rfq_2
Title: Facilities Management
Date of response: 17/03/2015 10:01:44 (GMT + 4:00)

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

- Connect to <https://expo2020dubai-prep.tejari.com>
- Enter your Username and Password
- Browse to the Projects module.
- Click on RFQ - Request for Quotations
- Click RFQ - Request for Quotation Code rfq_2 to view details of the RFQ - Request for Quotation.

Note:

It is important to submit your response BEFORE the closing date and time specified by EXPO 2020.

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!