

RFX AND QUOTATION SUBMISSION
FOR PROCUREMENT DEPARTMENT

SUPPLIER MANUAL

VERSION

V2

REVISION DATE

30.04.2026

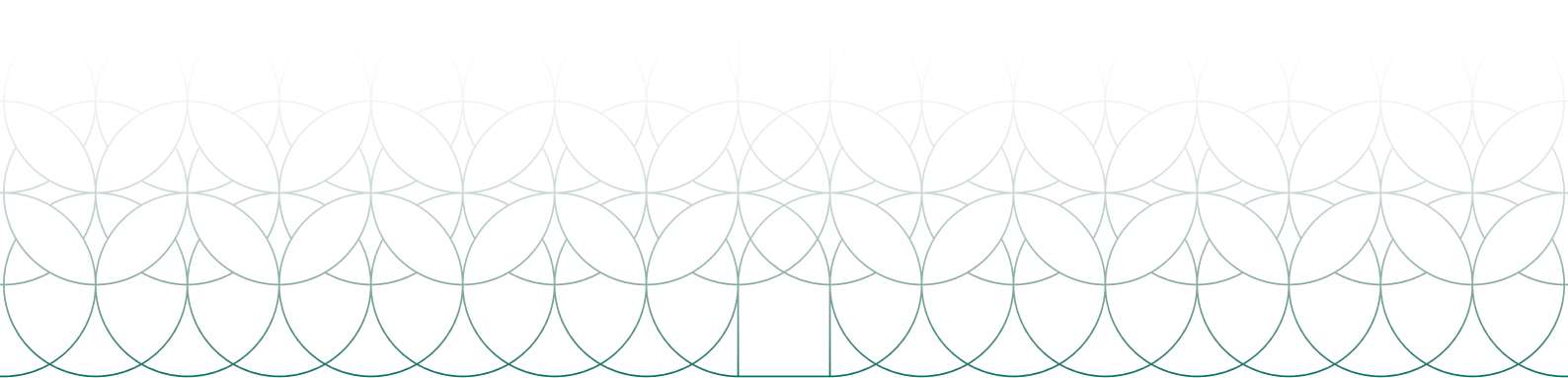


TABLE OF CONTENT

INTRODUCTION	3
SUMMARISED STEPS	4
1. LOGIN INTO DEWA WEBSITE	
1.1 LOGIN AS A SUPPLIER.	5
1.2 LOGIN USING YOUR USER ID AND PASSWORD.	6
2. DISPLAY RFX (INQUIRY)	
2.1 CLICK ON RFX AND AUCTION.....	6
2.2 SEARCHING FOR A PARTICULAR INQUIRY NUMBER	7
2.3 DEFINITION OF COLUMN HEADERS.....	8
2.4 VIEWING AN RFX/INQUIRY.....	9
2.5 DETAILS OF INQUIRY.....	9
2.6 NOTIFYING THE BUYER.....	10
3. CREATE RESPONSE/QUOTATION	
3.1 CREATE RESPONSE	11
3.2 EDIT RESPONSE.....	11
3.3 ENTER PRICE AND OTHER INFORMATION – SUPPLY ITEMS.....	13
3.4 ENTER PRICE AND OTHER INFORMATION – SERVICE/JOB QUOTATIONS.....	14
4. ADDING DISCOUNT AND OR OTHER CHARGES	
4.1 DISCOUNT/CHARGES AT HEADER LEVEL.....	17
4.2 DISCOUNT/CHARGES AT ITEM LEVEL	18
5. ATTACHMENTS	
5.1 VIEW ATTACHMENTS.....	22
5.2 ADDING/UPLOAD SUPPLIER ATTACHMENTS.....	23
6. CHANGE PASSWORD	

INTRODUCTION

This manual provides step-by-step guidance for suppliers on how to use the DEWA supplier portal effectively. It outlines the complete process from logging into the system to viewing inquiries (RFx), submitting quotations and managing account-related settings.

Suppliers will learn how to search for and review inquiries, respond with accurate pricing for supply items and services, and apply any applicable discounts or additional charges. The manual also covers how to upload and manage attachments, communicate with buyers when required and maintain account security through password updates.

By following the procedures described in this document, suppliers can ensure timely and accurate participation in the procurement process, thereby improving efficiency and communication with DEWA.

SUMMARISED STEPS

This section provides a quick overview of the steps required to submit a response to the RFX in the SRM system. Detailed instructions and screenshots are provided in the following sections of this manual.

Supplier Portal Process Overview

1. Log in to the DEWA website

- Access the DEWA supplier portal.
- Log in using your supplier credentials (User ID and Password).

2. View RFX (Enquiries)

- Navigate to the “RFX and Auction” section.
- Search for relevant inquiries.
- Review column headers to understand inquiry details.
- Open and review specific inquiries.
- Check full inquiry details.
- Notify the buyer if required.

3. Create and Submit Quotation (Response)

- Create a new response to the inquiry.
- Edit the response as needed.
- Enter pricing and required details for supply items or services.

4. Add Discounts or Additional Charges

- Apply discounts or charges at the overall (header) level.
- Apply discounts or charges at the individual item level.

5. Manage Attachments

- View existing attachments.
- Upload required documents.

6. Change Password

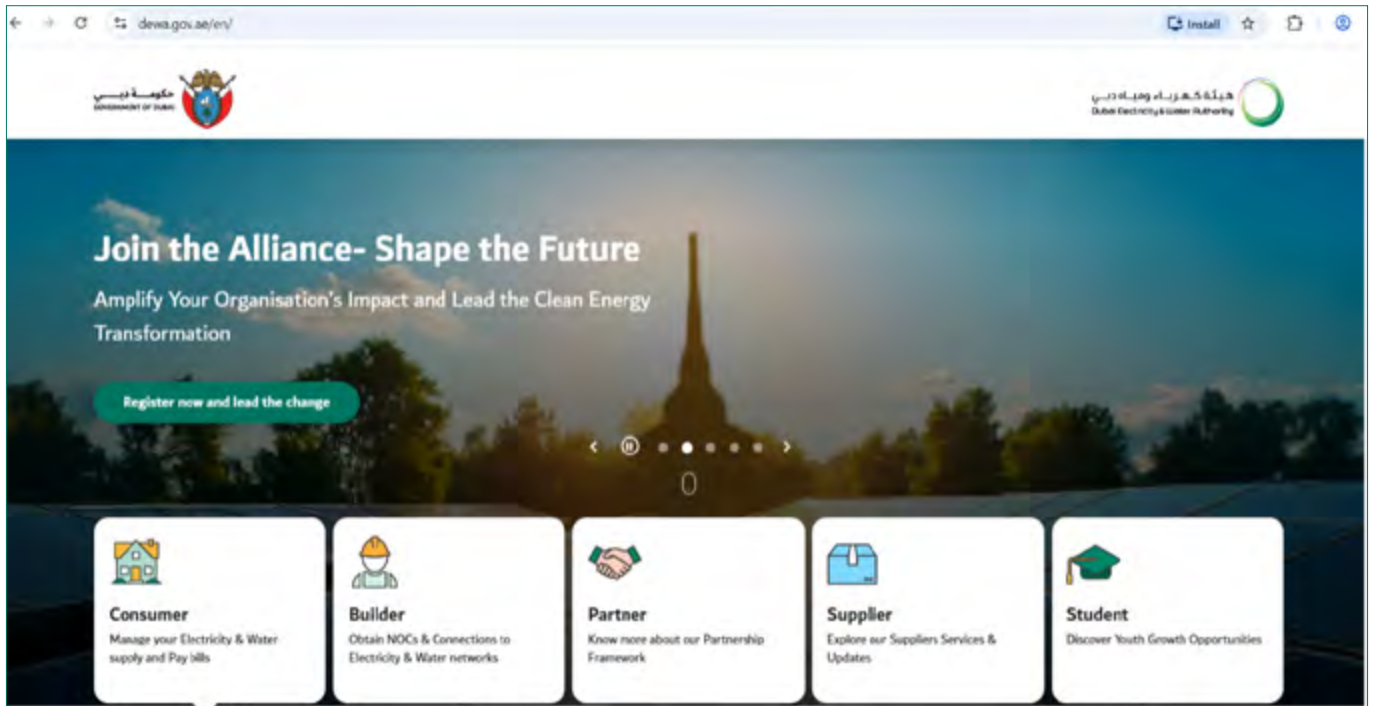
- Update your account password when necessary.

7. Configure Internet Settings

- Ensure correct browser and internet settings for system access.

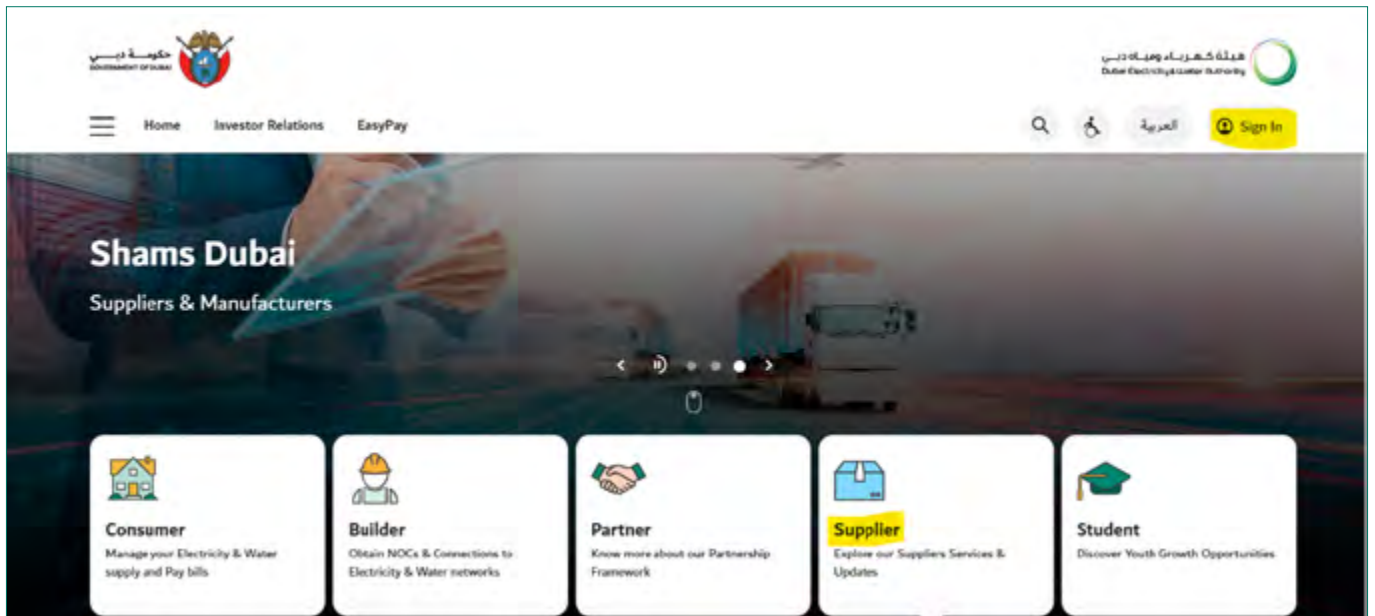
1. LOGIN INTO DEWA WEBSITE

http://dewa.gov.ae, select the language as English

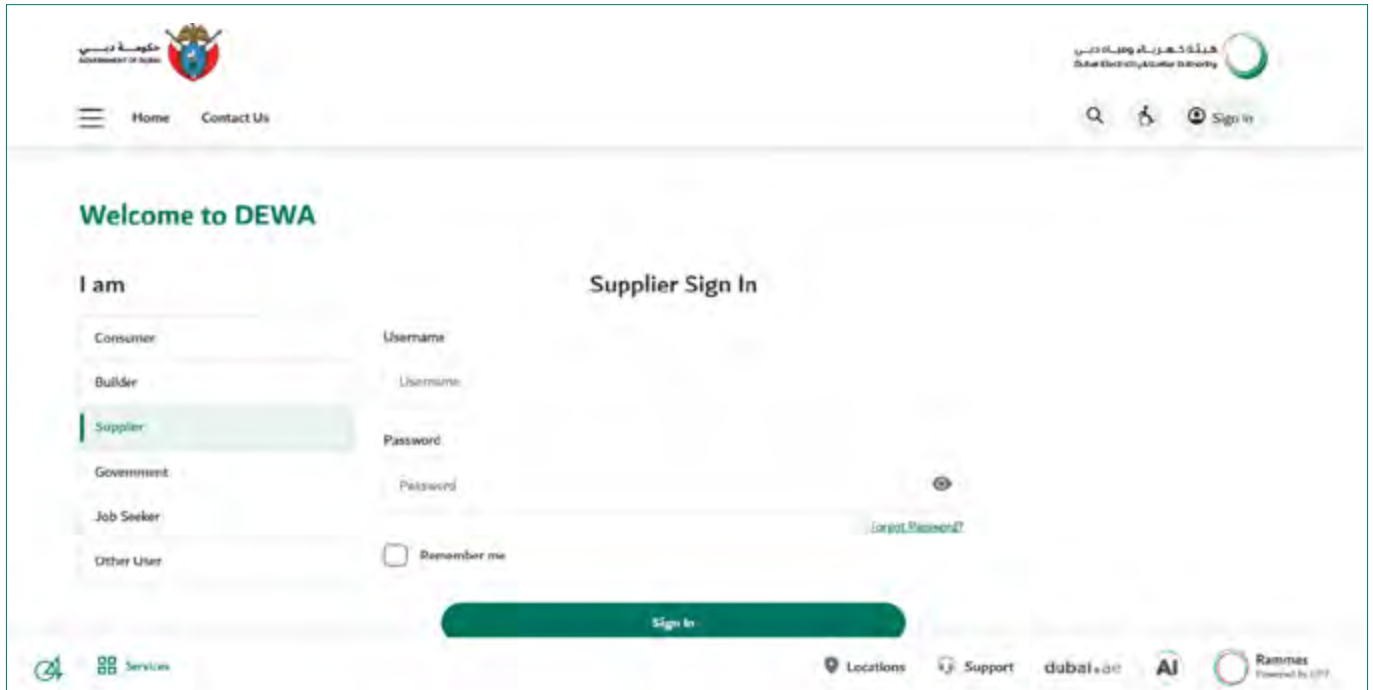


1.1 LOGIN AS A SUPPLIER.

Click on My account to logon to supplier portal



1.2 LOGIN USING YOUR USER ID AND PASSWORD.



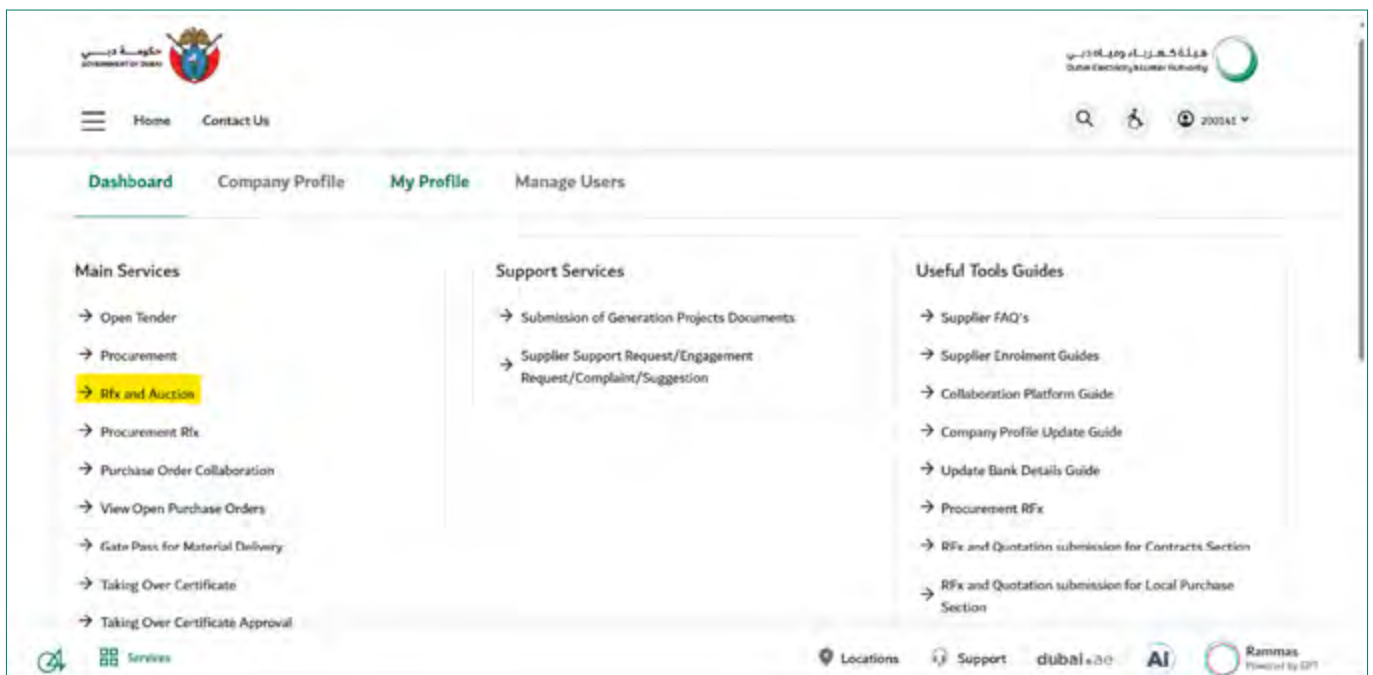
2. DISPLAY RFX (INQUIRY)

2.1 CLICK ON RFX AND AUCTION

And then click on “All” to view the RFX auctions that are posted online [as shown below].

- a) Four links are provided to view RFX (as shown below in red boxes).
- b) Link 1 (All) – Will display all RFX (action taken, pending for action, saved, submitted, etc.).
- c) Link 2 (Published) – Inquiries that are live will be displayed.

Note: Always refresh data after logging in to view the complete list of RFX.



2.2 SEARCHING FOR A PARTICULAR INQUIRY NUMBER

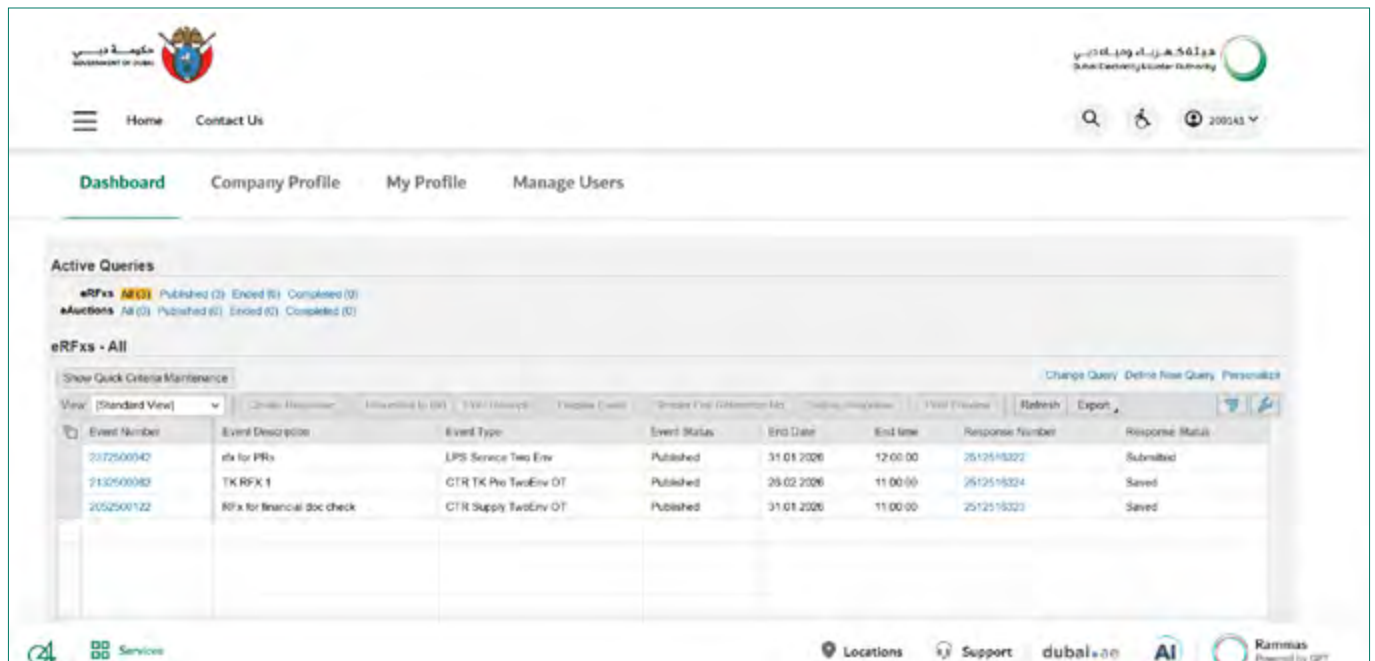
This can be done by using various input variables provided under “Quick Criteria Maintenance”.

- **Event Number** = RFX or inquiry number
- **Event Status** = Current/live inquiries, completed inquiries (Closed)
- **My Responses** = Inquiries for which quotations are submitted (based on number of days)
- **Event Description** = Name of inquiry

The screenshot displays the 'Quick Criteria Maintenance' search interface within a web application. At the top, there is a navigation bar with the Ministry of Energy and Water logo and the State Electricity Regulatory Authority logo. Below the navigation bar, there are tabs for 'Dashboard', 'Company Profile', 'My Profile', and 'Manage Users'. The main content area is titled 'Active Queries' and includes filters for 'eRFxs' and 'eAuctions'. The 'eRFxs - All' section is currently selected, showing a search form with the following fields: 'Event Number' (with 'To' and '+'), 'Event Status' (set to 'Current RFX'), 'Creation Date' (with 'To' and '+'), 'Deadline Date Flag', 'Status', and 'Response Timeframe'. There are 'Apply' and 'Clear' buttons at the bottom of the search form. The interface also includes a 'Hide Quick Criteria Maintenance' button and links for 'Change Query', 'Define New Query', and 'Personalize'.

2.3 DEFINITION OF COLUMN HEADERS

- **Event number** - Event number is the inquiry number
- **Event Description** - Name given to an inquiry
- **Event Type** - There are two kinds of event type. One is from the Local Purchase section (LPS) and the other one Contracts (CTR). Inquiries related to LPS can be opened as there is no tender fee. But inquiries related to the contracts can be opened only after paying the tender fee.
- **End Date** - End date will be the closing date of the RFX
- **Response number** - 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 DEWA only when the status is submitted. To know the status, please refresh the page.

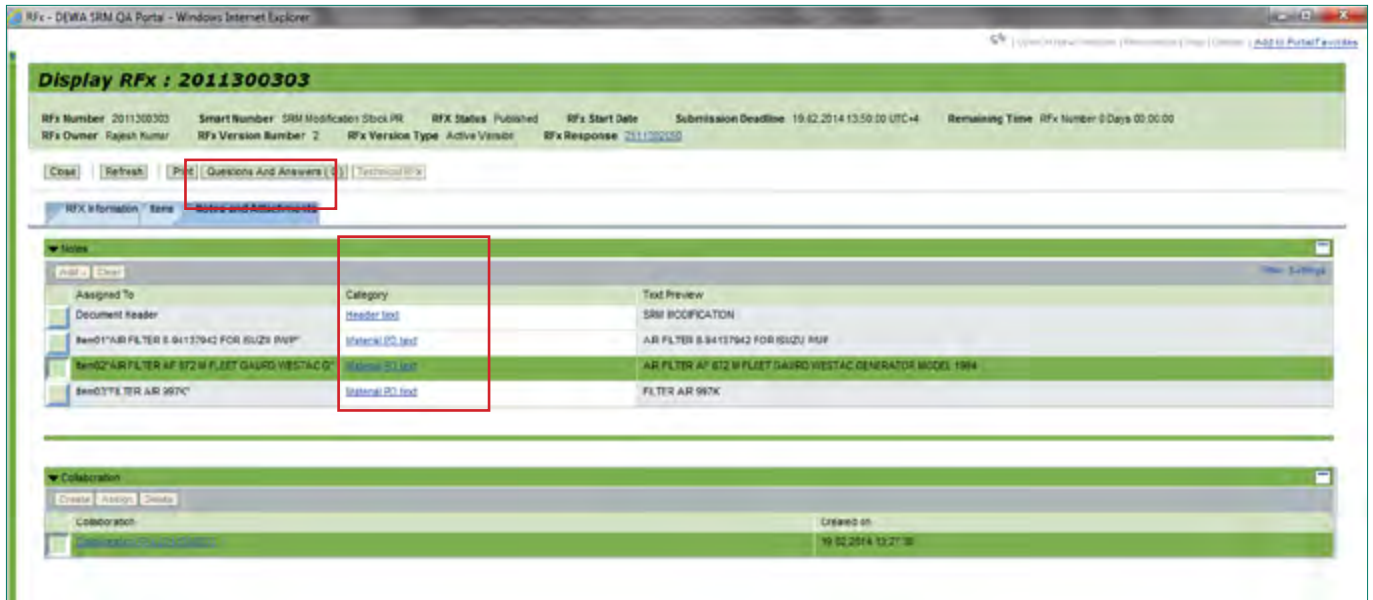


The screenshot displays the 'Active Queries' section of a procurement system. It includes a navigation bar with 'Home' and 'Contact Us', and a main menu with 'Dashboard', 'Company Profile', 'My Profile', and 'Manage Users'. The 'Active Queries' section shows a summary for 'eRFxs' and 'Auctions'. Below this, there is a table titled 'eRFxs - All' with columns for Event Number, Event Description, Event Type, Event Status, End Date, End time, Response Number, and Response Status. The table contains three rows of data.

Event Number	Event Description	Event Type	Event Status	End Date	End time	Response Number	Response Status
2372500042	rfs for PRs	LPS Service Two Env	Published	31.01.2026	12:00:00	2512515322	Submitted
2132500042	TK RFX 1	CTR TK Pro TwoEnv OT	Published	28.02.2026	11:00:00	2512515324	Saved
2052500122	Rfx for financial doc check	CTR Supply TwoEnv OT	Published	31.01.2026	11:00:00	2512515323	Saved

a) 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 pop-up box will open that will have a detailed description of the item.

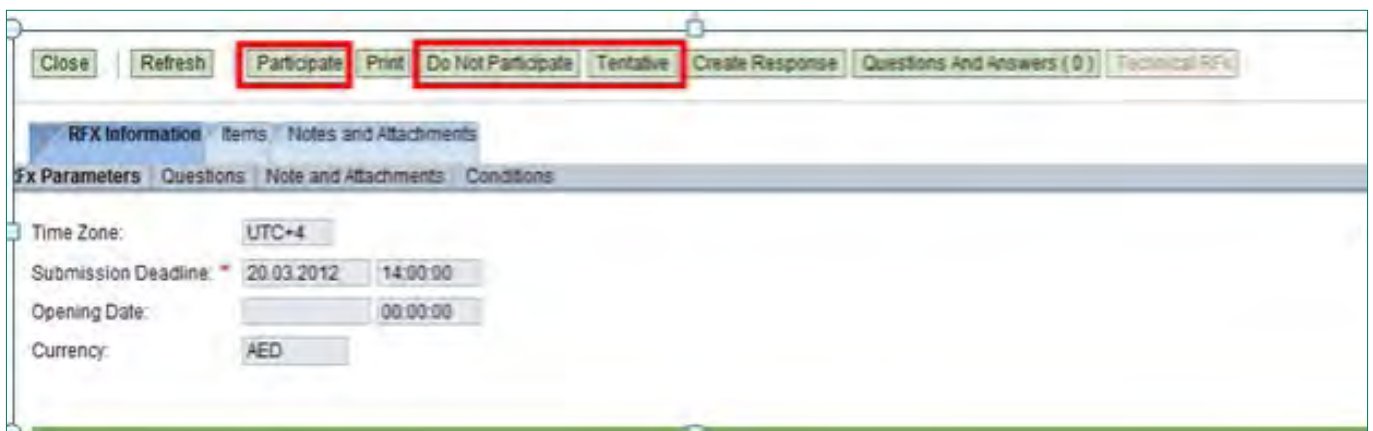


2.6 NOTIFYING THE BUYER

Decision making/sending notification for intention against inquiry – In On the inquiry 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 CREATE RESPONSE

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

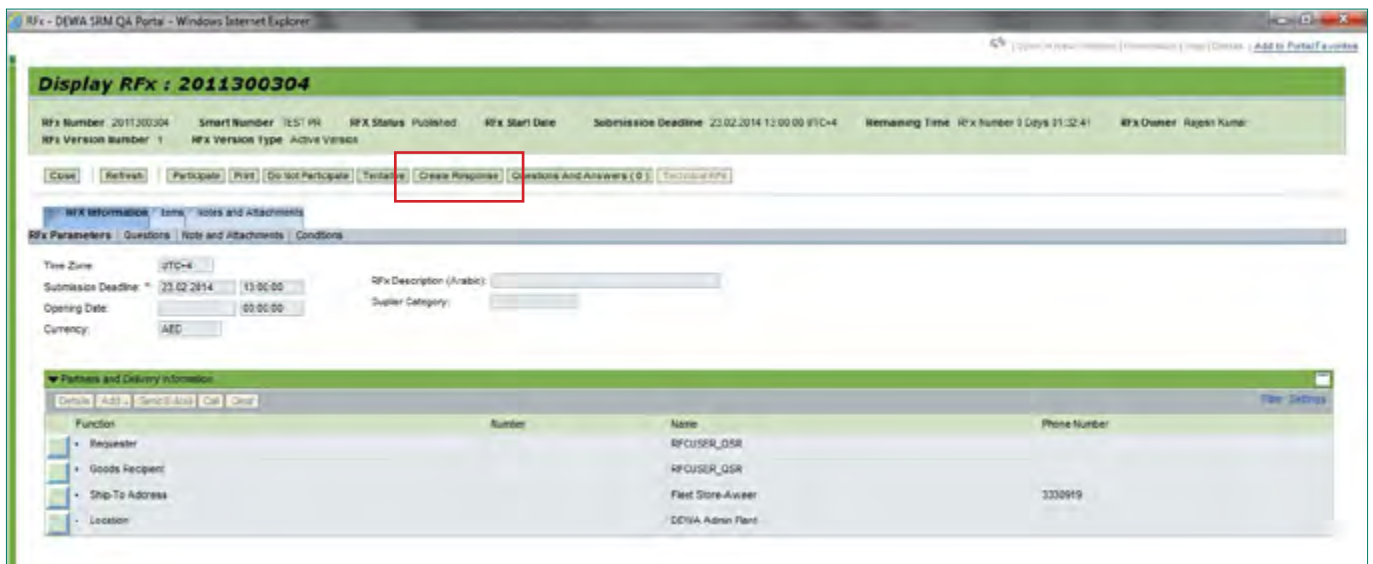
A new page will open. This is vendor quotation/response page.

3.2 EDIT RESPONSE

Editing an Rfx Response [For Supply Items]

On the response page, messages will be shown.

Messages marked in red colour are error messages. These actions are mandatory and the supplier has to enter the information specified in the messages 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 inquiry or an alternate offer. These four alternatives are “Main, Alt1, Alt2 and Alt3”. Suppliers can submit up to four alternate quotations against one single inquiry. There are four user IDs provided to you for this purpose. Any one of the user IDs can be used to submit the quotation. In case one user ID is used to submit the “main” offer, in the second quotation the offer type should be Alt 1, Alt 2 or Alt 3. Offer type “main” cannot be used again.

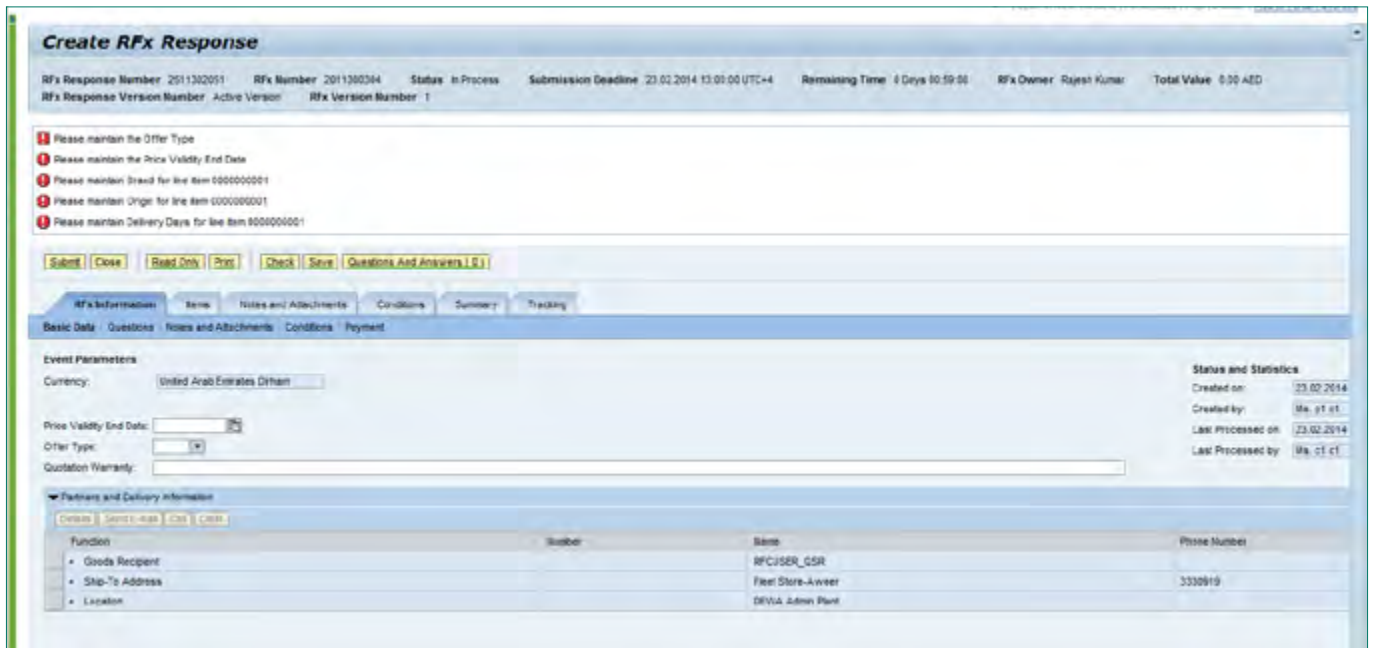
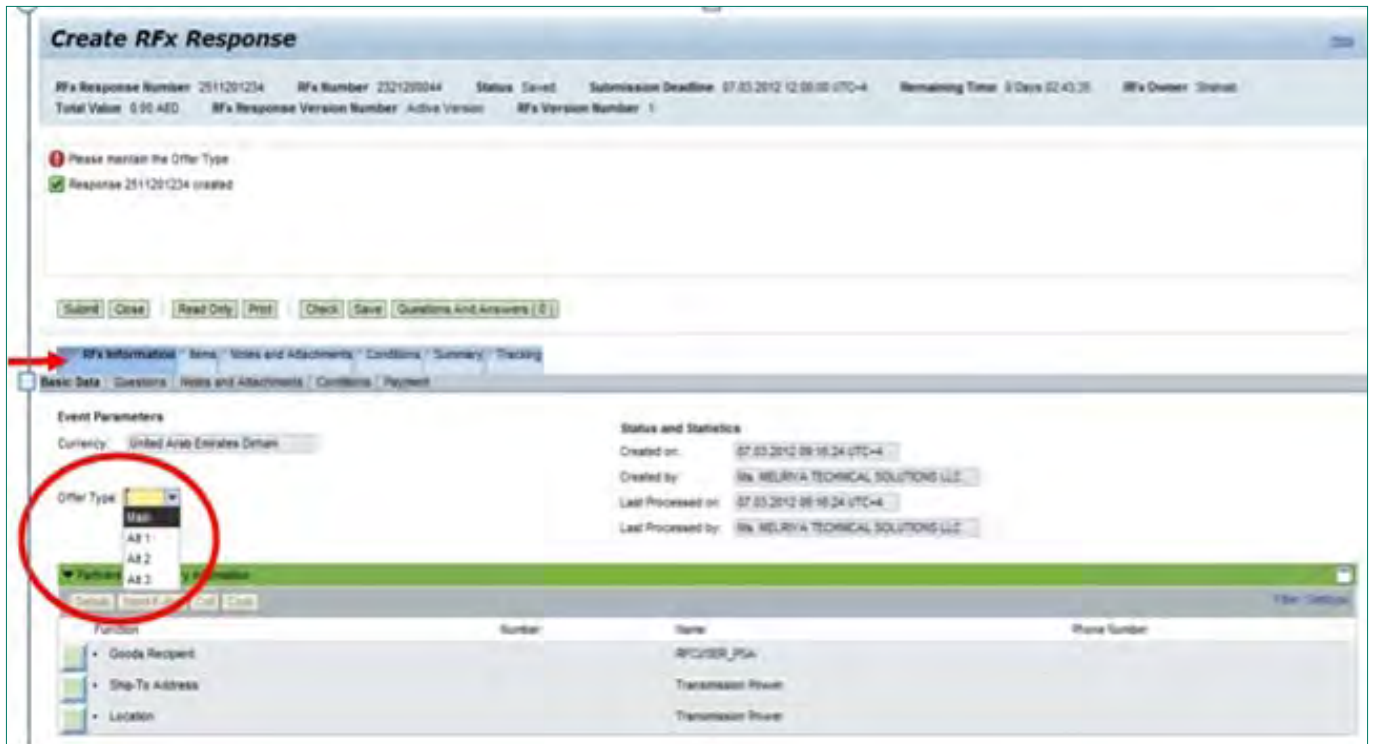
Once utilised, the same offer type cannot be used again.

Price validity end date: Date until which the offered prices remain valid.

Brand: Name of the manufacturer of the quoted item

County of Origin: Country of origin for the quoted item

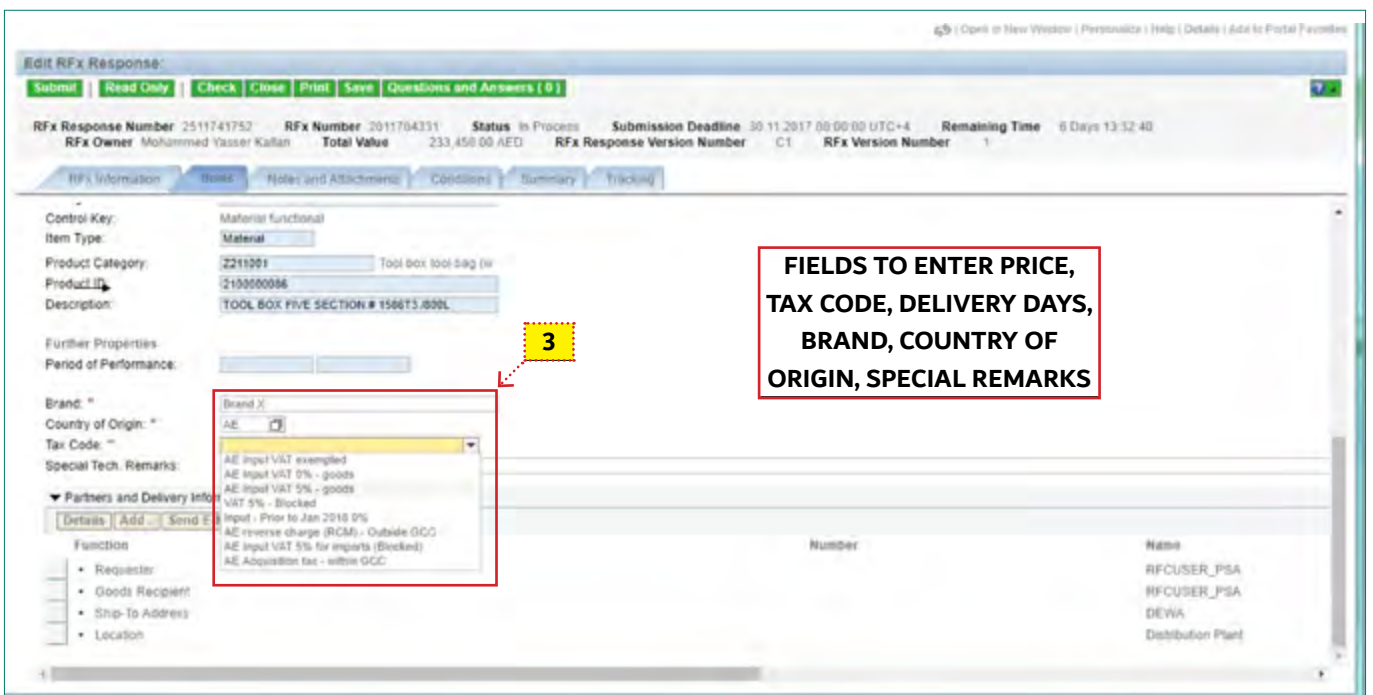
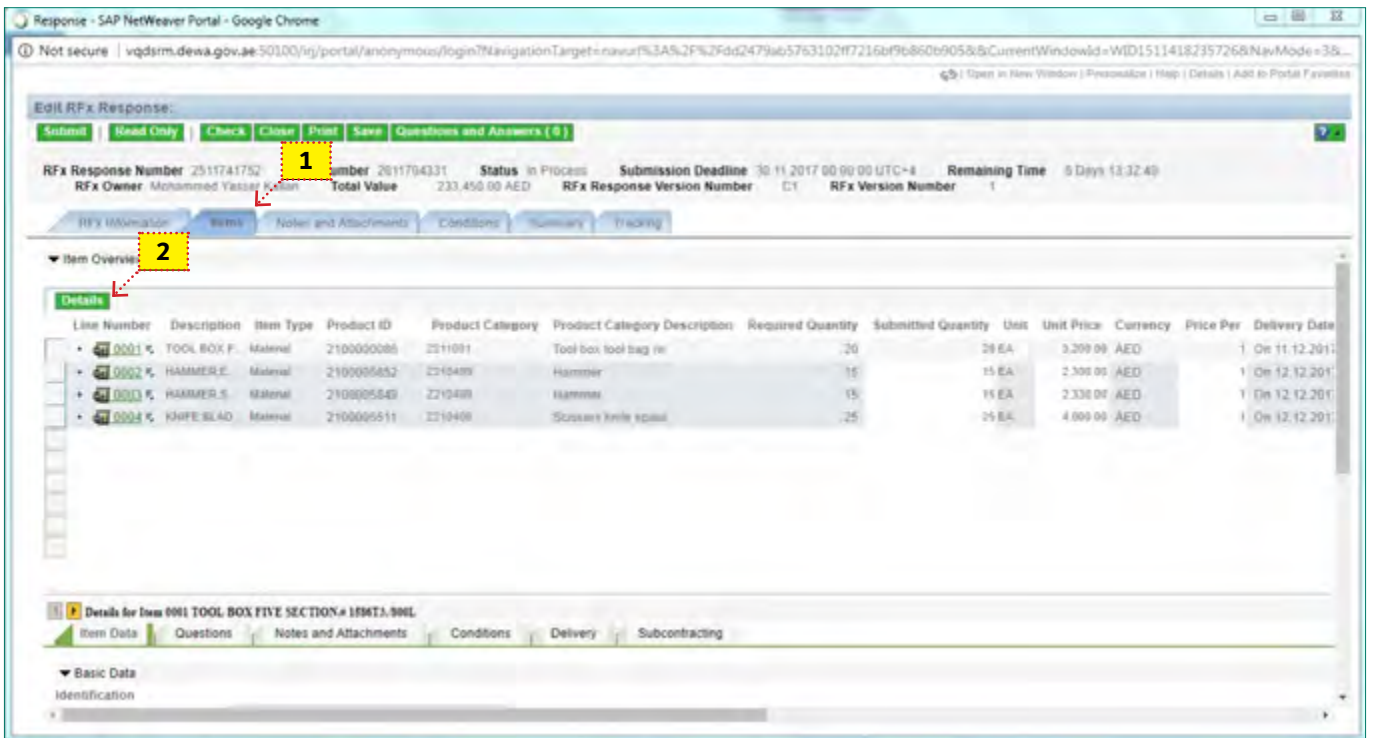
All above mandatory fields must be entered in respective fields as shown on the screen below.

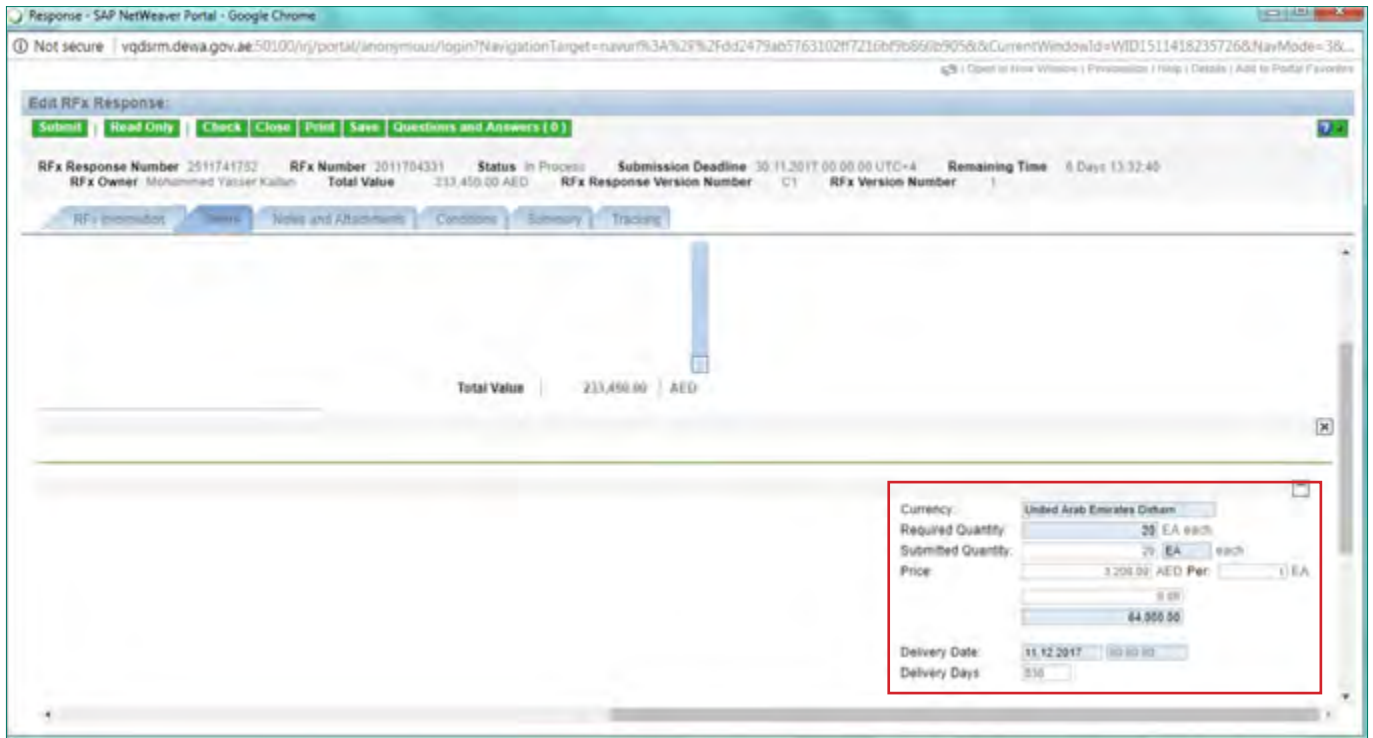


3.3 ENTER PRICE AND OTHER INFORMATION – SUPPLY ITEMS

Entering price, tax code, delivery days and remarks (Supply Items)

1. Select the Items tab
2. Click on Details
3. Enter price, delivery days, brand, country of origin and special technical remarks
- 4) Enter VAT code





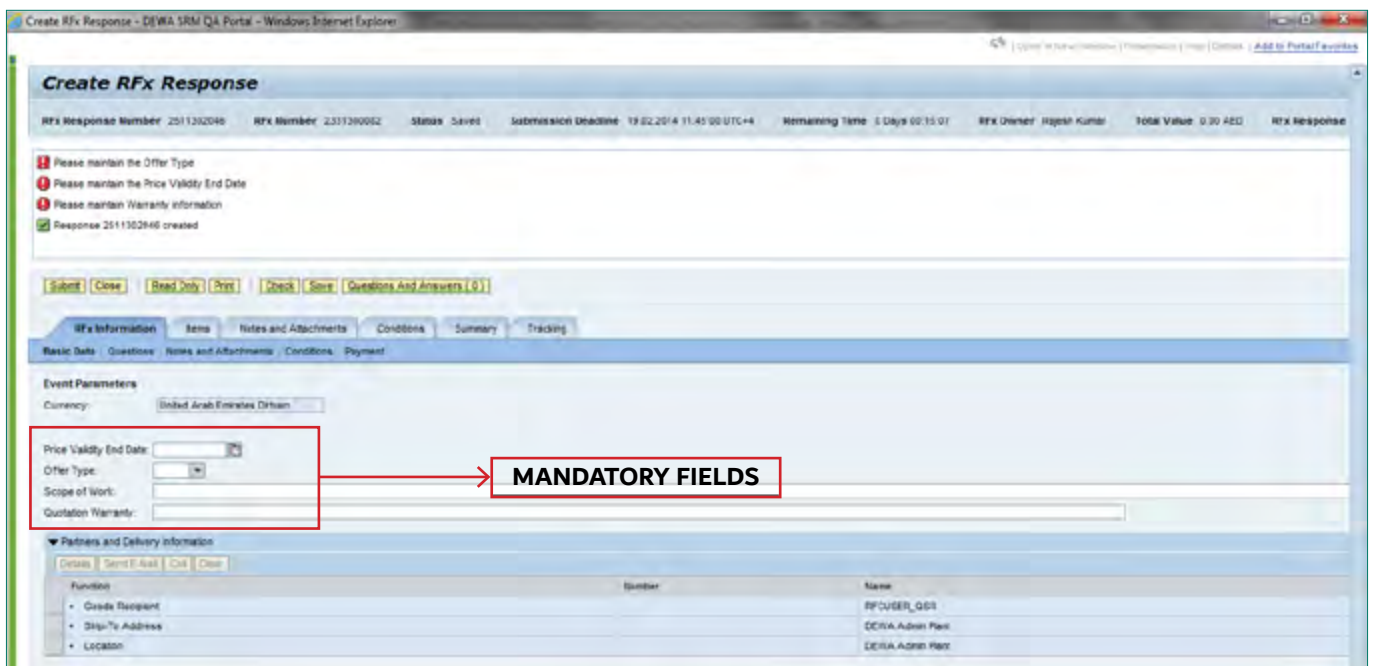
3.4 ENTER PRICE AND OTHER INFORMATION – SERVICE/JOB QUOTATIONS

Entering price, delivery days and remarks (Service/job inquiries)

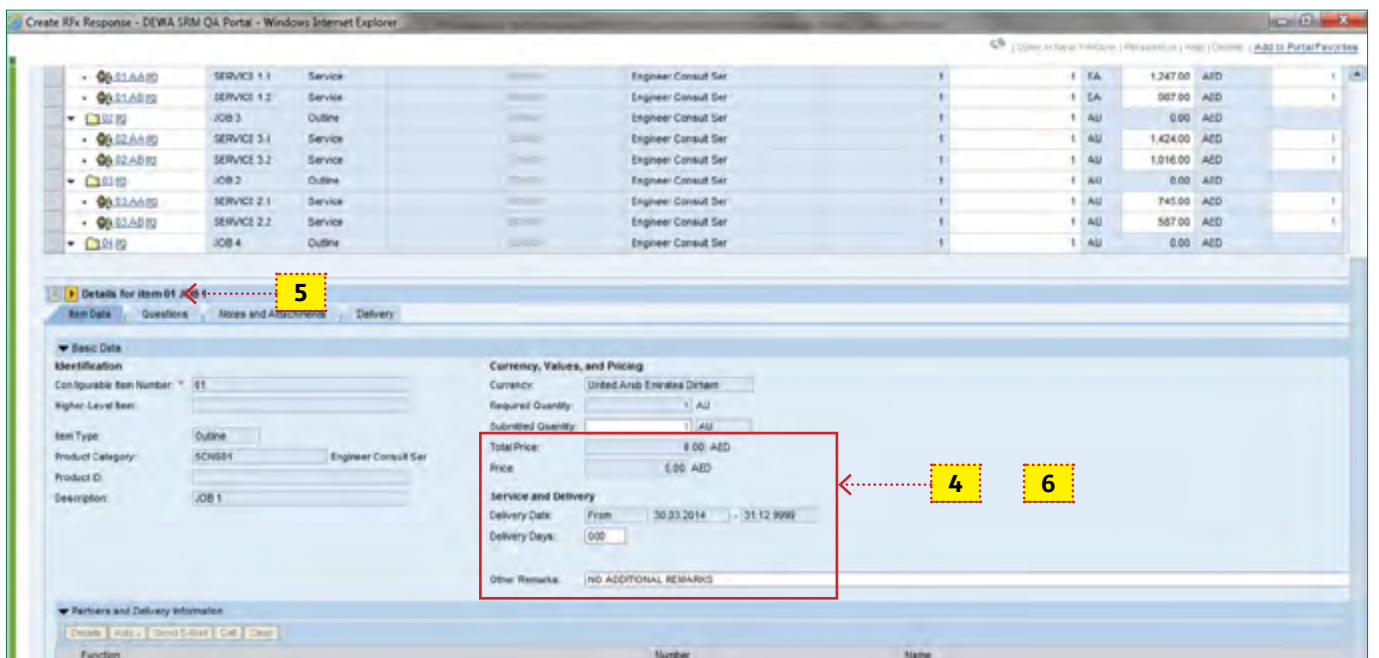
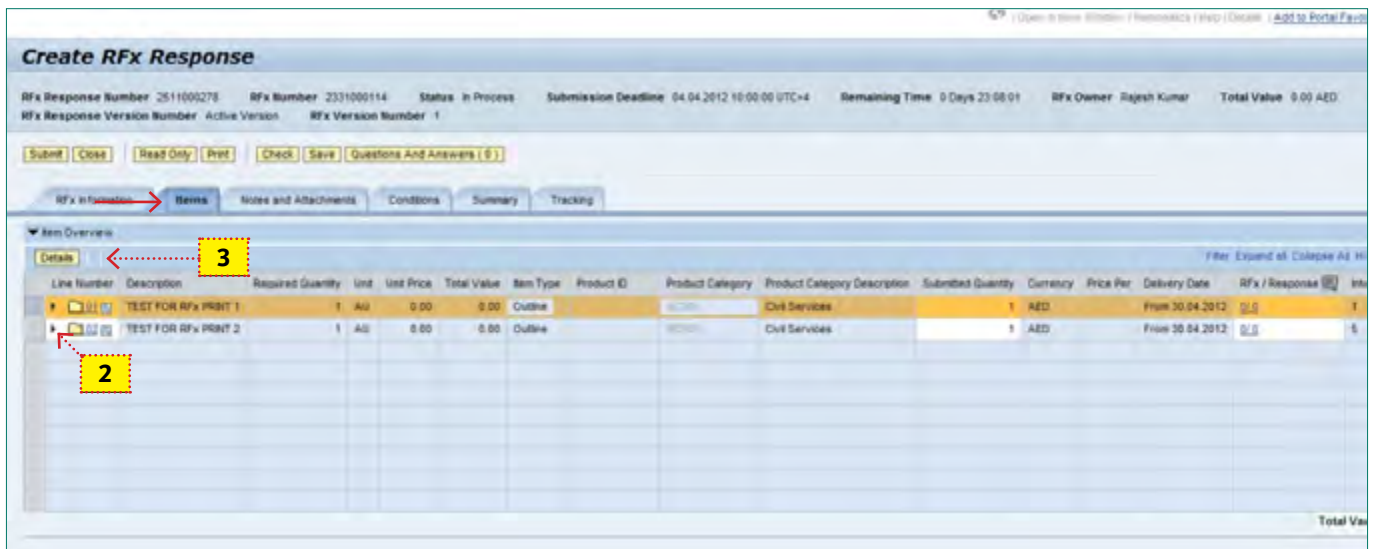
Under Rfx. Information tab

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)



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 the details icon as shown below.
4. Enter price [Note: Price must be entered only at service level, i.e., against line items appearing after expanding the folders. In the picture below, price must 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 to different items by clicking on the forward/backward arrows as shown below.
7. Enter other remarks, if applicable.



Response - SAP NetWeaver Portal - Google Chrome

vgdsrm.dewa.gov.ae:50100/vj/portal/anonymous/login?NavigationTarget=navur%3A%2F%2Fdd2479ab5763103ff7216b9b860b905&&CurrentWindowId=WD15114182357268&NavMode=3&PrevNavTarge...

Edit Rfx Response:

Submit Read Only Check Close Print Save Questions and Answers (0)

Rfx Response Number 2511741757 Rfx Number 2331701902 Status In Process Submission Deadline 30.11.2017 00:00:00 UTC+4 Remaining Time 8 Days 12:57:42

Rfx Owner Mohammed Yasser Kattan Total Value 10,000.00 AED Rfx Response Version Number C.1 Rfx Version Number 1

Rfx Information Items Notes and Attachments Conditions Summary Tracking

Item Overview

Line Number	Description	Item Type	Product ID	Product Category	Product Category Description	Required Quantity	Submitted Quantity	Unit	Unit Price	Currency	Price Per	Deliver
0001	T & C - IR Ca	Outline	SIC01	Calibration Services	Calibration Services	1,000	1,000	001	0.00	AED		From 12
0001.00	T & C - IR Ca	Service	SIC01	Calibration Services	Calibration Services	1	1	EA	1,000.00	AED		From 12
0002	T & C - IR Ca	Outline	SIC01	Calibration Services	Calibration Services	1,000	1,000	001	0.00	AED		From 12
0003	T & C - IR Ca	Outline	SIC01	Calibration Services	Calibration Services	1,000	1,000	001	0.00	AED		From 12
0004	T & C - IR Ca	Outline	SIC01	Calibration Services	Calibration Services	1,000	1,000	001	0.00	AED		From 12

Details for Item 0001 T & C - IR Calibrator

Item Data Notes and Attachments Delivery Subcontracting

basic data

Identification

Configurable Item Number: * 0001

Control Key: Outline (statistical)

Item Type: Outline

Product Category: SIC01 Calibration Services

Product ID:

Description: T & C - IR Calibrator

Lot:

Further Properties

Period of Performance:

Tax Code * AE Input VAT 5% - goods

Other Remarks:

Partners and Delivery Information

AE Input VAT 5% - goods
 AE Input VAT exempted
 AE Input VAT 5% - goods
 AE Input VAT 5% - goods
 VAT 5% - blocked
 Input - Prior to Jan 2016 0%
 AE reverse charge (RCM) - Outside GCC

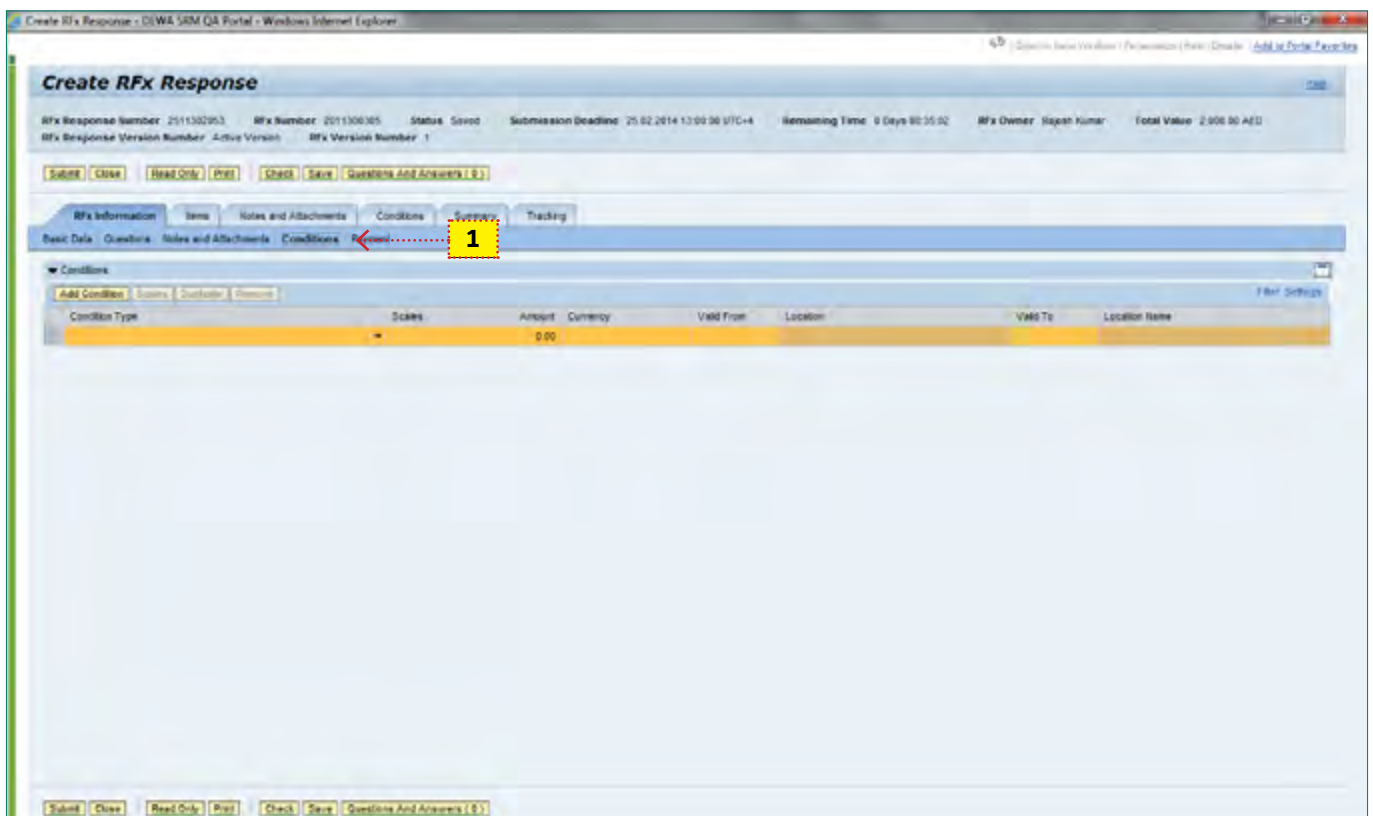
4. ADDING DISCOUNT AND OR OTHER CHARGES

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

4.1 DISCOUNT/CHARGES AT HEADER LEVEL

Entering discount / additional charges at header level

1. In the response page, click on conditions under “RFx Information” Tab as shown below.

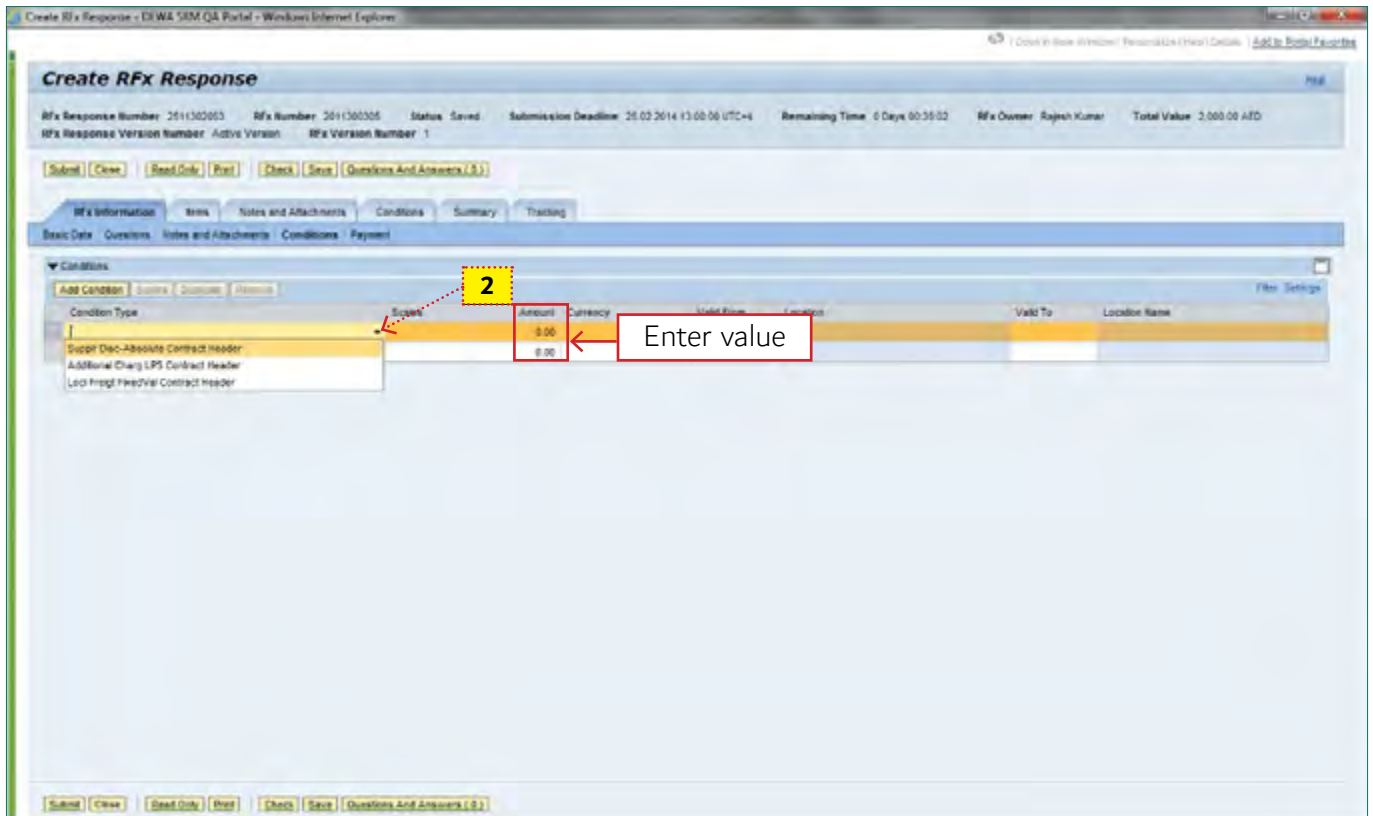


2. Select the condition from the drop-down list as shown below.

For discount select – “Supplier Disc-Absolute Contract Header”

For additional charges like freight, documentation, customs charges etc. select – “Additional Charge LPS Contract Header”

3. Enter total discount/total expenses in the field under the “Amount” column.

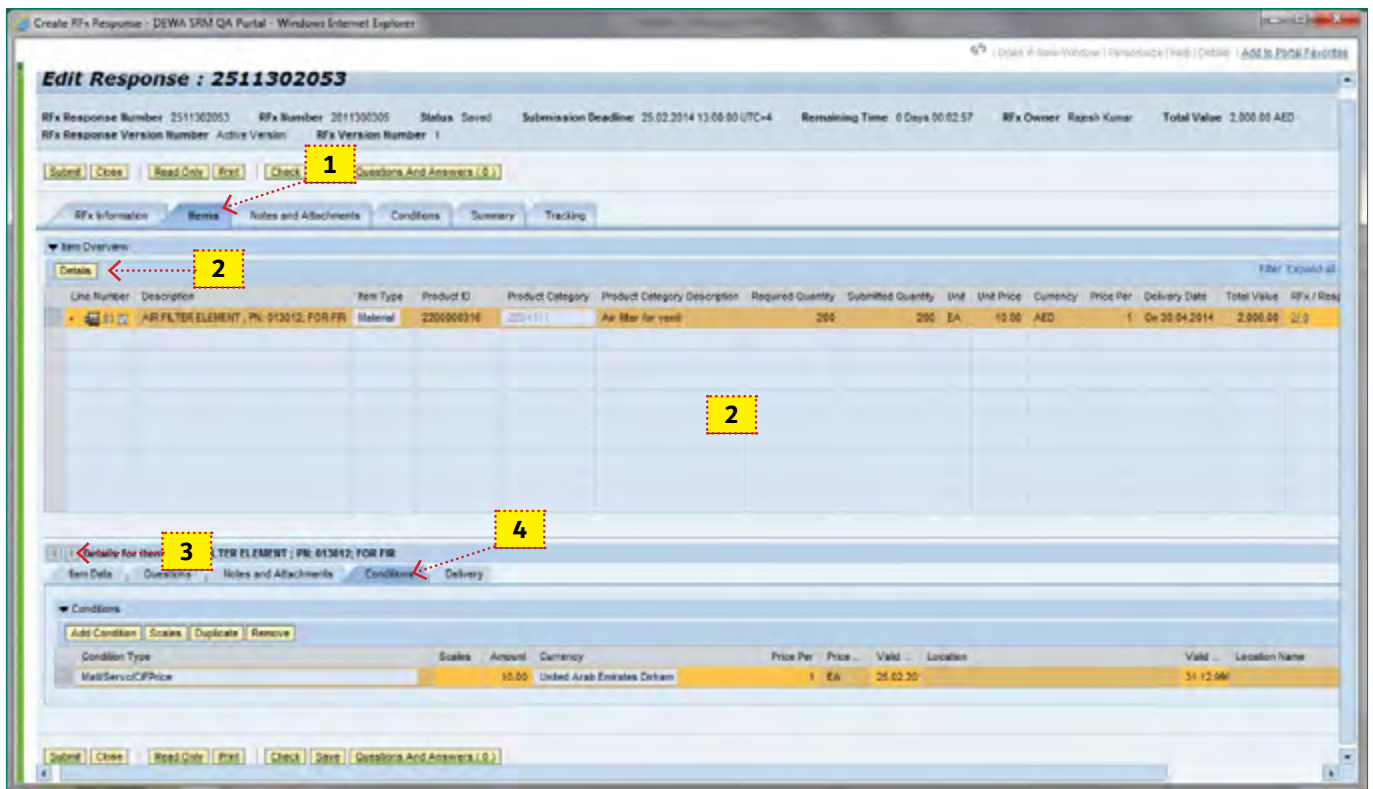


4.2 DISCOUNT/CHARGES AT ITEM LEVEL

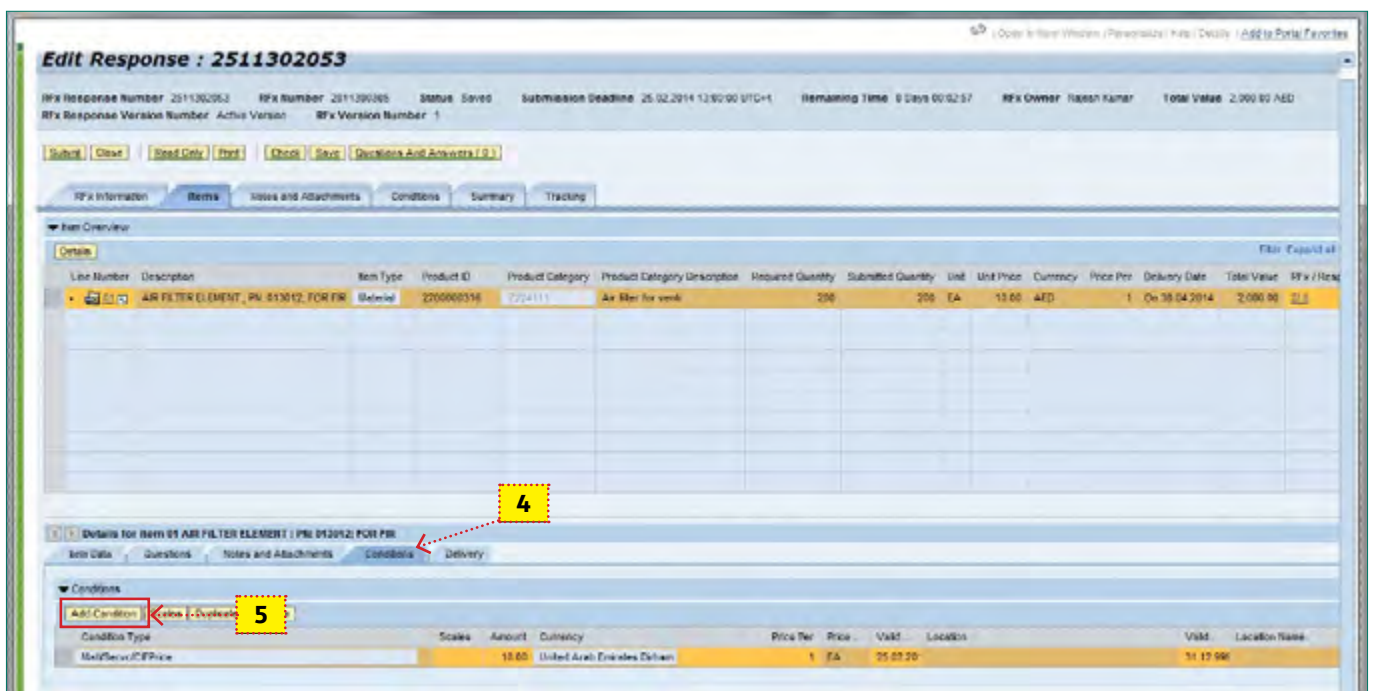
DEWA's SRM system provides suppliers with the ability to submit quotations with discounts and additional charges at the item level.

On the response page:

1. Select the 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 the conditions tab.



1. Click on Add Condition
2. Select the type of condition to be added from the drop-down list: Supplier Discount % – Value to be entered must be in percentage Supplier Discount Absolute – Total discount for that item Supplier Discount/Qty – Discount on unit price per quantity
3. Enter value for selected condition under the Amount column.



Edit Response : 2511302053

RfX Response Number: 2511302053 | RfX Number: 2011300305 | Status: Saved | Submission Deadline: 25.02.2014 13:00:00 UTC+4 | Remaining Time: 0 Days 00:02:57 | RfX Owner: Rajesh Kumar | Total Value: 2,000.00 AED

Buttons: [Submit](#) [Close](#) [Read Only](#) [Print](#) [Check](#) [Save](#) [Questions And Answers \(0\)](#)

Navigation: [RfX Information](#) [Items](#) [Notes and Attachments](#) [Conditions](#) [Summary](#) [Tracking](#)

Item Overview

Line Number	Description	Item Type	Product ID	Product Category	Product Category Description	Required Quantity	Submitted Quantity	Unit	Unit Price	Currency	Price Per	Delivery Date	Total Value	RfX / Resp
1	AIR FILTER ELEMENT (PN: 010312) FOR FR	Material	2200000318	0224111	Air filter for vent	200	200	EA	10.00	AED	1	On 25.04.2014	2,000.00	

Conditions

Condition Type	Stacks	Amount	Currency	Price Per	Price	Vald	Location	Vald	Location Name
Mat/Servo/C/FF/Price		10.00	United Arab Emirates Dirham	1	EA	25.02.20		31.12.99	
Supplier Discount %		0.00							

Delivery

6 ← DIFFERENT CONDITIONS

Discount in %

Edit Response : 2511302053

RfX Response Number: 2511302053 | RfX Number: 2011300305 | Status: Saved | Submission Deadline: 25.02.2014 14:00:00 UTC+4 | Remaining Time: 0 Days 00:35:30 | RfX Owner: Rajesh Kumar | Total Value: 2,000.00 AED

Buttons: [Submit](#) [Close](#) [Read Only](#) [Print](#) [Check](#) [Save](#) [Questions And Answers \(0\)](#)

Navigation: [RfX Information](#) [Items](#) [Notes and Attachments](#) [Conditions](#) [Summary](#) [Tracking](#)

Item Overview

Line Number	Description	Item Type	Product ID	Product Category	Product Category Description	Required Quantity	Submitted Quantity	Unit	Unit Price	Currency	Price Per	Delivery Date	Total Value	RfX / Responses
1	AIR FILTER ELEMENT (PN: 010312) FOR FR	Material	2200000318	0224111	Air filter for vent	200	200	EA	10.00	AED	1	On 25.04.2014	2,000.00	

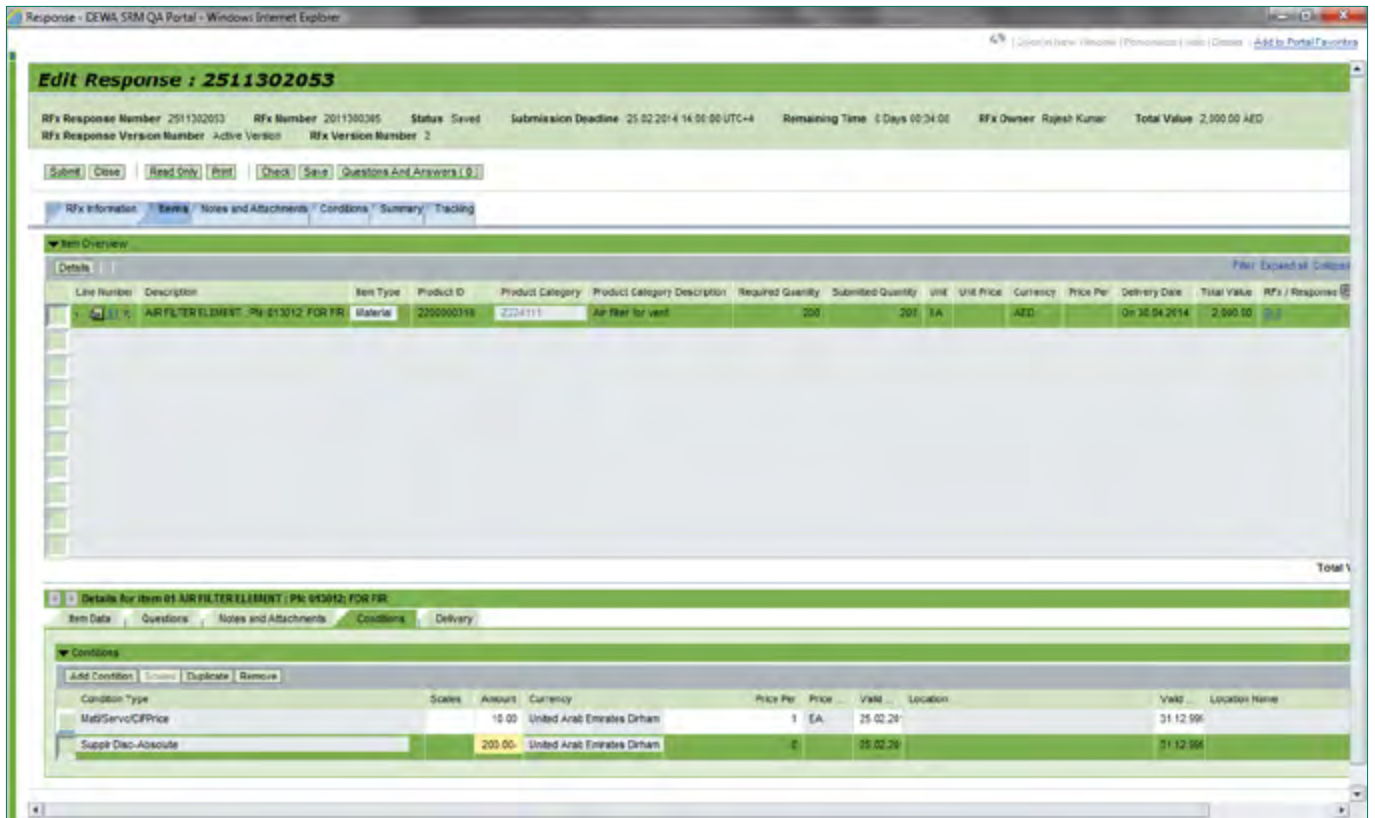
Details for Item 01 AIR FILTER ELEMENT (PN: 010312) FOR FR

Item Data | Questions | Notes and Attachments | **Conditions** | Delivery

Conditions

Condition Type	Stacks	Amount	Currency	Price Per	Price	Vald	Location	Vald	Location Name
Mat/Servo/C/FF/Price		10.00	United Arab Emirates Dirham	1	EA	25.02.20		31.12.99	
Supplier Discount %		2.00	%			25.02.20		31.12.99	

Discount Absolute [Total for a particular item]

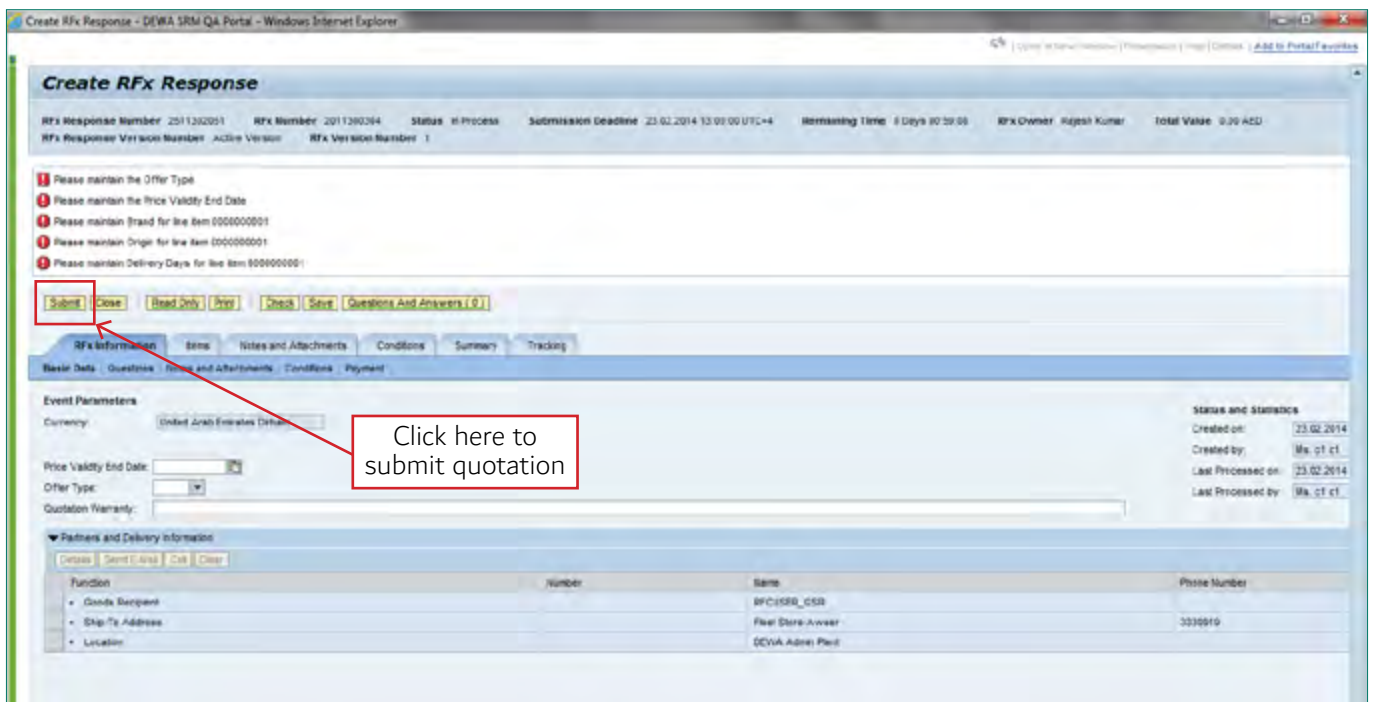


Save and Submit offer

After uploading/attaching the documents, double check the price and other relevant information in the summary tab on the response page, as per the below screen shot.

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

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

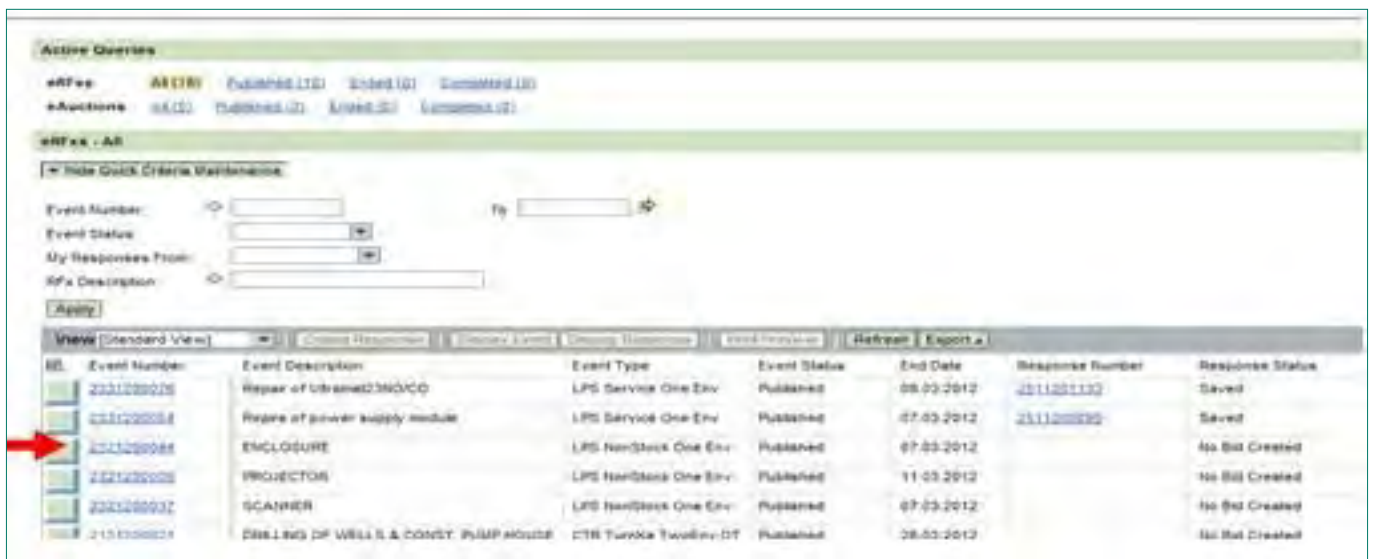


5. ATTACHMENTS

5.1 VIEW ATTACHMENTS

1. Click on Response number to open the Response page. The page below will appear.
2. Select the Notes and Attachment tab
3. Go to the Attached Files area

Click on the document icon to view the attachment sent by the DEWA buyer.



Active Queries

RFx - All

Hide Quick Criteria Markings

Event Number: To:

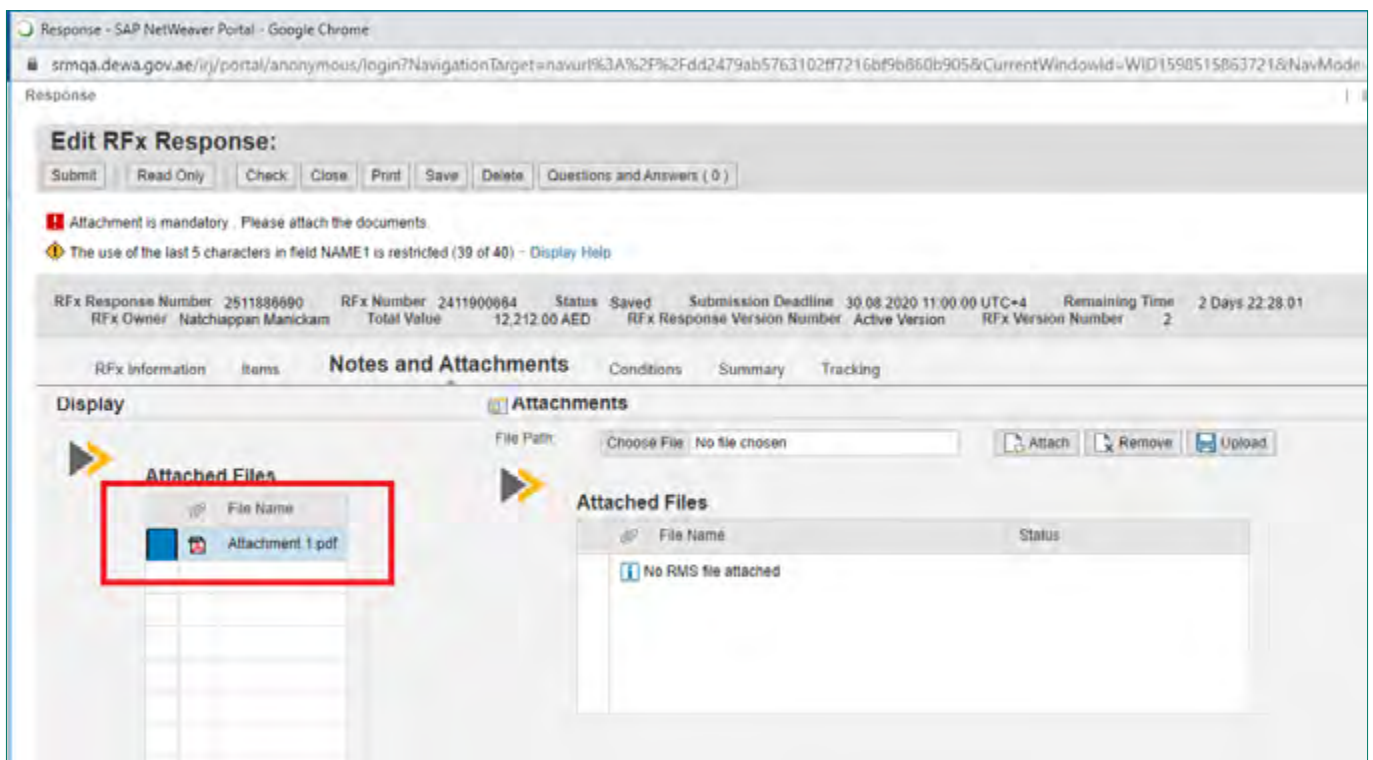
Event Status:

My Responses From:

RFx Description:

Apply

View	Standard View	Closed Response	Open Event	Open Response	Work In Progress	Refresh	Export
RFx	Event Number	Event Description	Event Type	Event Status	End Date	Response Number	Response Status
<input type="checkbox"/>	241190064	Repair of Urban230VCO	LPS Service One Env	Published	08-03-2012	2511201130	Saved
<input type="checkbox"/>	241190064	Repair of power supply module	LPS Service One Env	Published	07-03-2012	2511200990	Saved
<input checked="" type="checkbox"/>	241190064	ENCLOSURE	LPS NonStock One Env	Published	07-03-2012		No Bill Created
<input type="checkbox"/>	241190064	PROJECTOR	LPS NonStock One Env	Published	11-03-2012		No Bill Created
<input type="checkbox"/>	241190064	SCANNER	LPS NonStock One Env	Published	07-03-2012		No Bill Created
<input type="checkbox"/>	241190064	DIS-LAND OF WILLS & CONST. PUMP HOUSE	ITR Turbine TwoEnv-DT	Published	08-03-2012		No Bill Created



Response - SAP NetWeaver Portal - Google Chrome

srmqa.dewa.gov.ae/itj/portal/anonymous/login?NavigationTarget=navurl%3A%2F%2Fdd42479ab5763102f7216bf9b660b905&CurrentWindowId=WID1590515063721&NavMode=...

Response

Edit RFx Response:

Submit Read Only Check Close Print Save Delete Questions and Answers (0)

Attachment is mandatory. Please attach the documents.

The use of the last 5 characters in field NAME1 is restricted (39 of 40) - Display Help

RFx Response Number: 251188690 RFx Number: 241190064 Status: Saved Submission Deadline: 30-08-2020 11:00:00 UTC+4 Remaining Time: 2 Days 22:28:01
RFx Owner: Natchiappan Manickam Total Value: 12,212.00 AED RFx Response Version Number: Active Version RFx Version Number: 2

RFx Information Items **Notes and Attachments** Conditions Summary Tracking

Display Attachments

File Path: Choose File No file chosen Attach Remove Upload

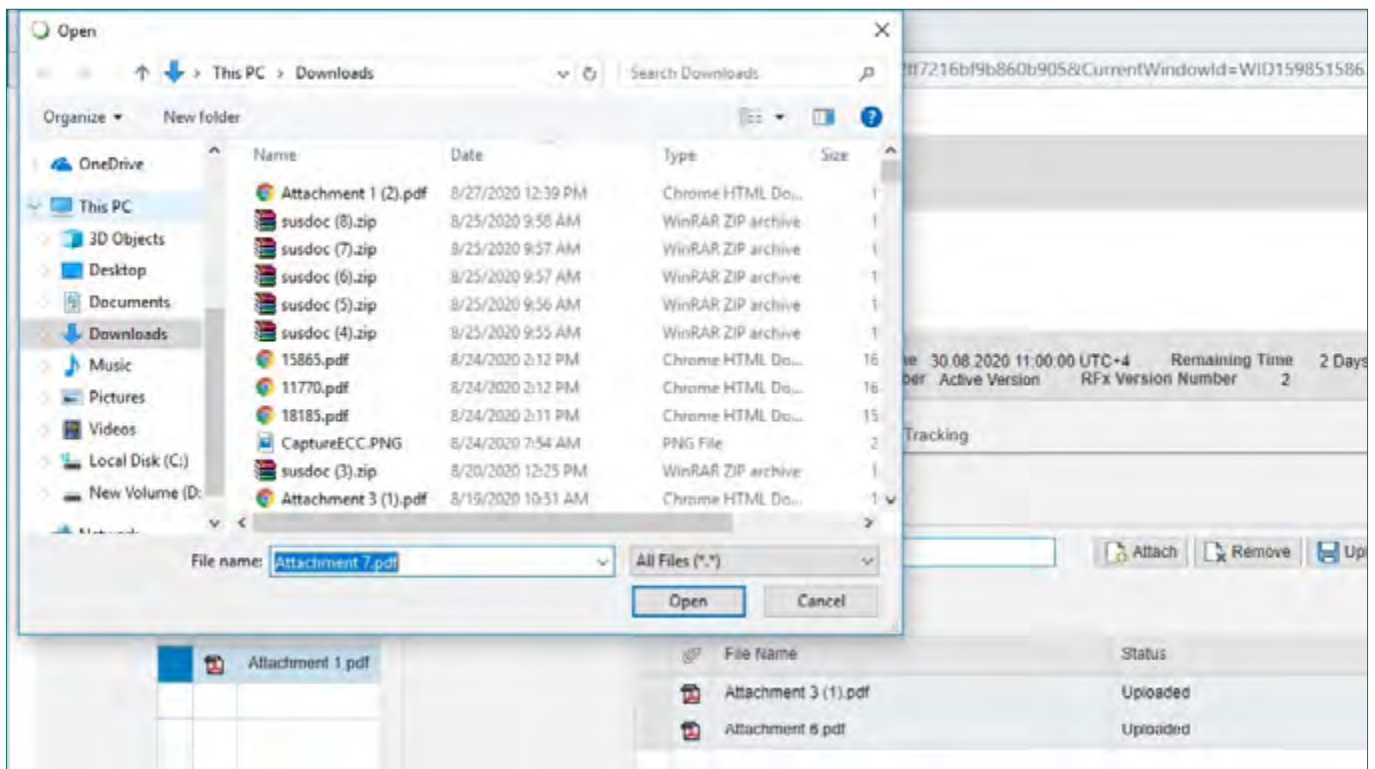
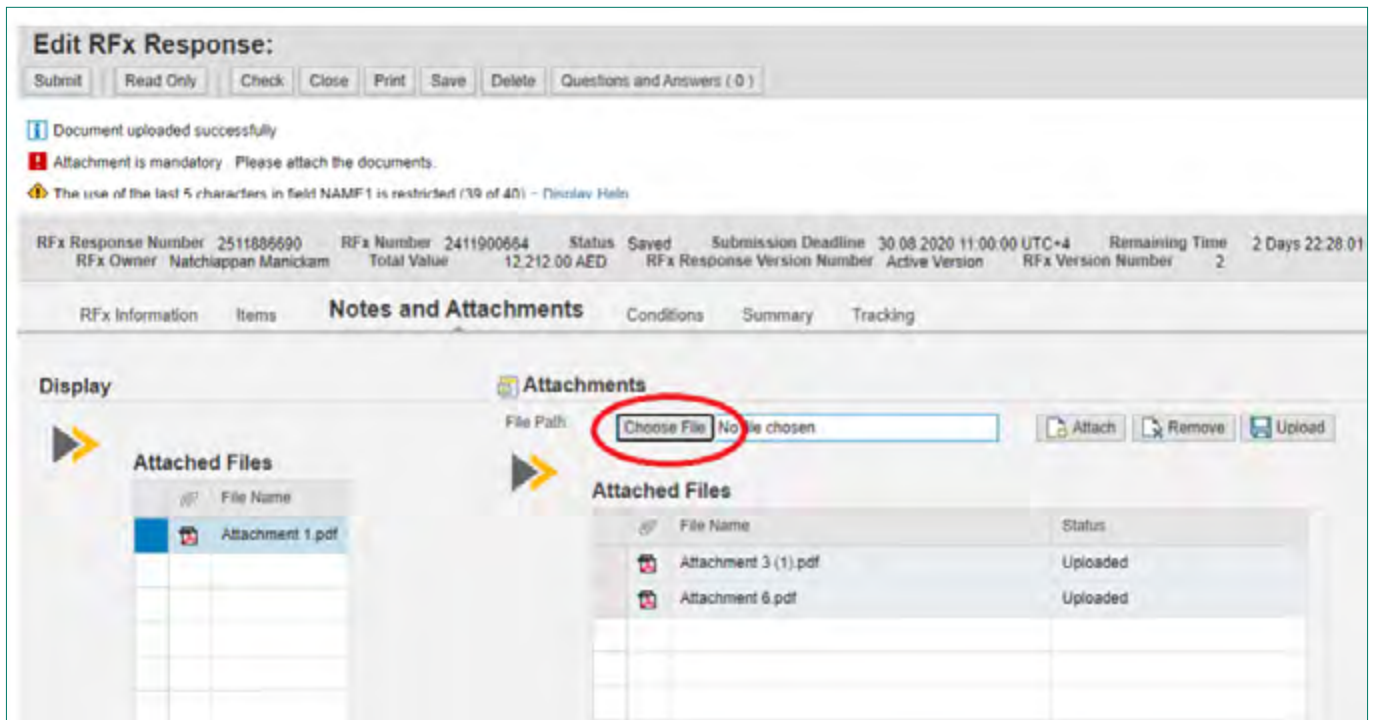
Attached Files

File Name	Status
Attachment 1.pdf	

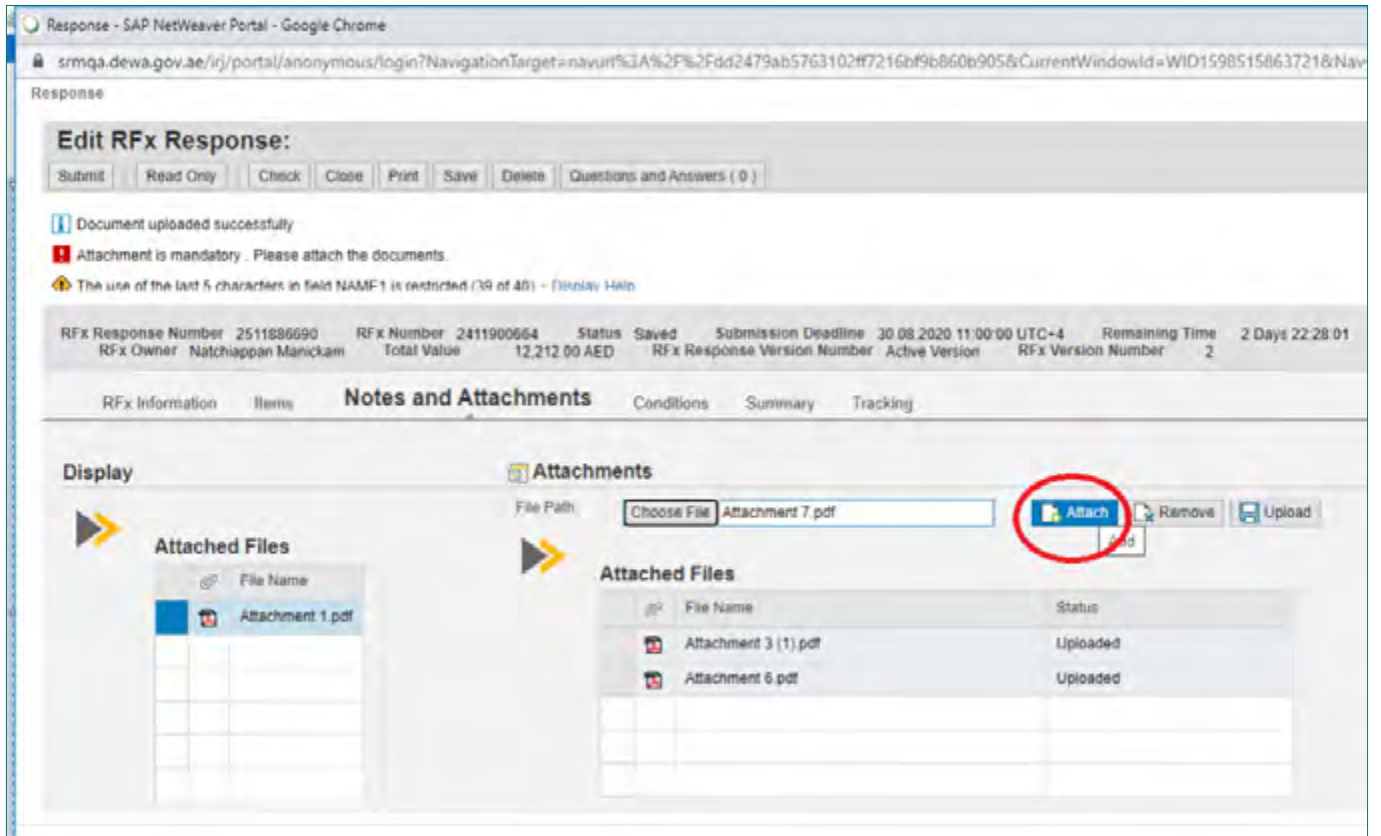
No RMS file attached

5.2 ADDING/UPLOAD SUPPLIER ATTACHMENTS

1. Go to right side attachments Attachments area.
2. Use the choose Choose file File option and selection your attachment from your PC, and then press the “Attach” button to upload the document.
3. After attaching all documents, use the “Upload” option to save attachments
4. File title to should not exceed 25 characters limitation.

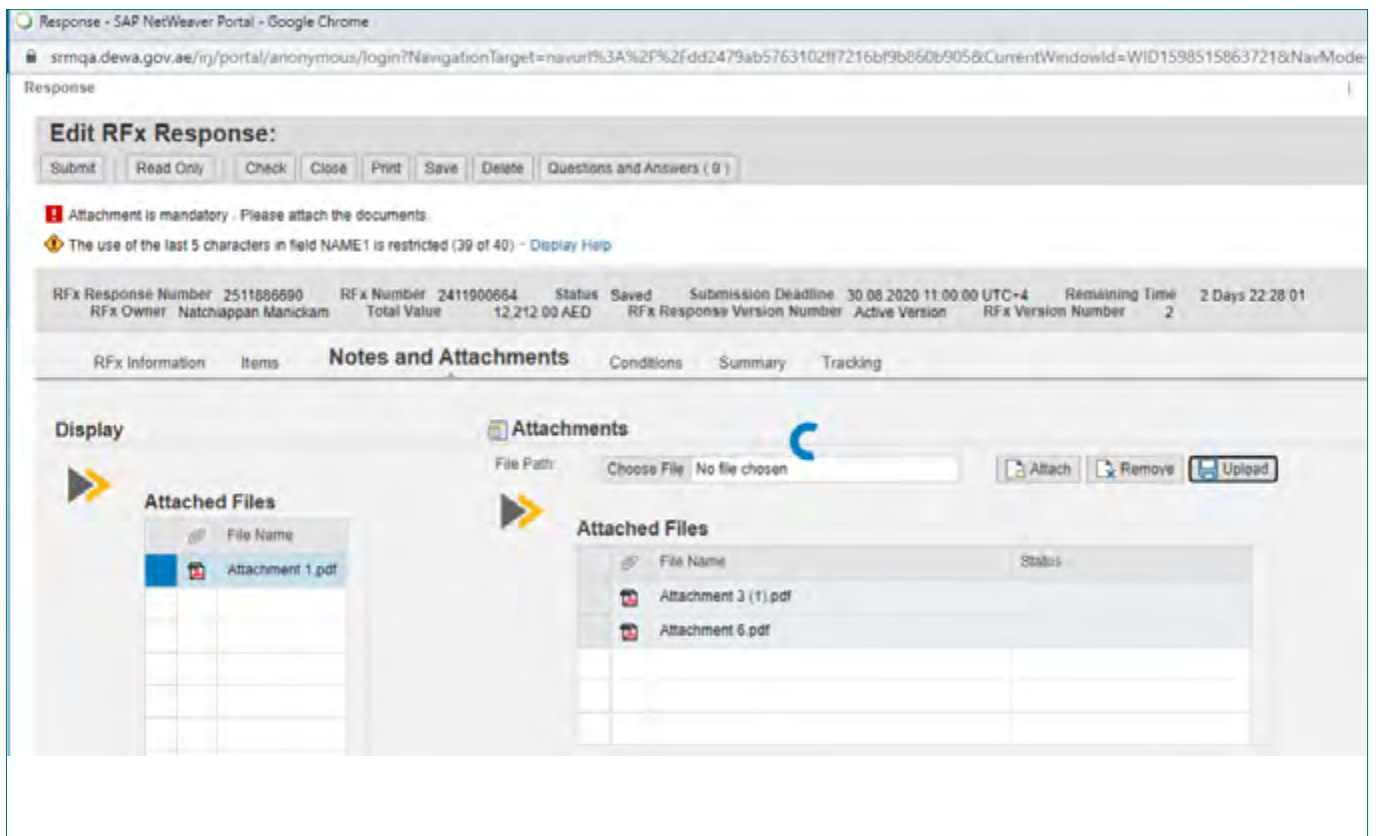


Press attach.



Press the “Upload” option to save documents.

Use the “Delete” option to remove files uploaded.



Use the “Delete” option to remove files uploaded

Response History

Edit RFX Response:

Submit Read Only Check Close Print Save Delete Questions and Answers (0)

i Document uploaded successfully
! Attachment is mandatory . Please attach the documents.
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RFX Response Number 2511886690 RFX Number 2411900684 Status Saved Submission Deadline 30.08.2020 11:00:00 UTC+4 Remaining Time 2 Days 22:28:01
RFX Owner Natchappan Manickam Total Value 12,212.00 AED RFX Response Version Number Active Version RFX Version Number 2

RFX Information Items **Notes and Attachments** Conditions Summary Tracking

Display **Attachments**

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Attached Files

File Name	Status
Attachment 1.pdf	
Attachment 3 (1).pdf	Uploaded
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Response

Edit RFX Response:

Submit Read Only Check Close Print Save Delete Questions and Answers (0)

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File Name	Status
Attachment 1.pdf	
Attachment 3 (1).pdf	Uploaded
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6. CHANGE PASSWORD

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

