مطارات الرياض
riyadh airports

Riyadh Airports Company

Partner Guide

Table
of Contents

Riyadh Airports Procurement Portal

Brief Description

This is a guide that will illustrate to all Partners the various activities that can be done and a step by step guideline to know how to execute these activities.

The activities below will assist you on conducting all the different steps; however, if you feel lost or stuck in a certain activity please don't hesitate to communicate with our helpdesk team
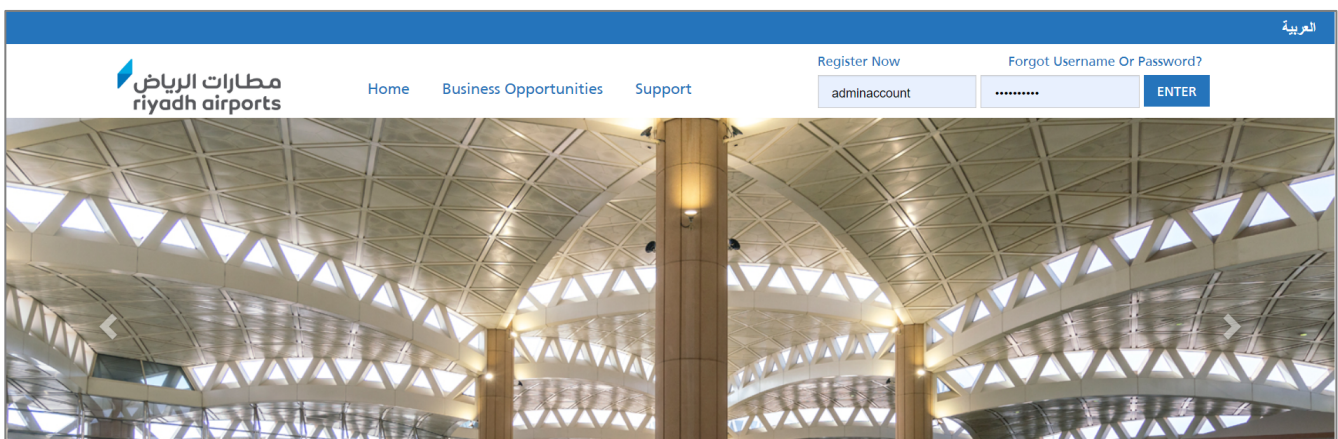
Email: etendering@riyadhairports.com
Contact: +971 4 800 836 3377

Register as a New Partner

1. Access the URL: https://tendering.riyadhairports.com/web/login.html and click on "Register Now"

2. You will reach the User Agreement page. Read the user agreement and click on "I Agree" and "Next" to proceed.

USER AGREEMENT

1. Introduction
1.1. This User Agreement between owner of this Portal (Riyadh airports Company) and the Partner users to respond to an invitation from the RAC Officer to participate in a RAC Tenders.
1.2. The participation in this portal may include a Pre-Qualification Questionnaire (PQQ), a Request for Information (RFI), an Request for Quotation (RFQ), an Invitation to Negotiate (ITN), an Invitation to Participate in Dialogue (ITPD), an Invitation to Submit Final Offer (ITSFO), Invitation to Submit Final Tender (ITSFT), a Best And Final Offer (BAFO), a Request for Proposal (RFP) an electronic Auction or an electronic Contract. This above list of individual exercise processes is indicative and a non-exhaustive representation of commonly used terminology. RAC officer may have their own, unique terminology to be applied on a case by case basis.
1.3. The Portal is provided and operated by RAC. This User Agreement applies to the Partner and the Partner Users' to access and use of the Portal. The Partner acknowledges that by a Partner User accessing the Portal using the user ID and password provided by or on behalf of RAC, the Partner agrees to be bound under this User Agreement.
1.4. The Partner shall only use the Portal to respond to an invitation to participate in a Tender exercise in accordance with this User Agreement and any further rules expressed and presented in the Portal. If there is any conflict between this User Agreement and any such further rules, then the provisions of such further rules shall take precedence over this User Agreement.

2. Access
2.1. The RAC Officer grants to the Partner, free of charge access to the Portal by Partner Users for the purpose of responding to any invitation to participate in a Tender exercise, subjected to under this User Agreement.
2.2. RAC Officer may immediately deny the access to the Portal by the Partner and/or one or more for the Partners Users by giving notice in writing to the Partner if any of the following events occur:
2.2.1. The Partner commits a material breach of any of its obligations under this User Agreement; and 2.2.2. The Partner fails to remedy, or persists in, any breach of any of its obligations under this User Agreement after having been notified in writing to remedy or desist such breach within a period of ten (10) Working Days.
2.3. Without prejudice to any of the RAC Officer's other rights, the RAC Officer reserves the right to suspend access to the Portal without notice for technical or legal reasons.

I have read and agree to the User Agreement

- ● I agree
- ○ I do not agree

Next

3. A "Registration Data" page will appear, and you must fill only the fields with a Red Asterisk next to it (*).

a. Organization Details Section

Organisation Details

* Organisation Name	
* Trade Market Name	
* Address	
* Country	SAUDI ARABIA
* Region	---
* ZIP/Postal Code	
* Main Organisation Phone Number	
Organisation Fax Number	
* Organisation Email Address	
Web site	
* Organisation Legal Structure	---
* Company Registration Number	

b. User Details. Then click on "Save" on the top right

4. You will reach to the category selection page. In the "Search or Navigate the Tree" area, insert a description of a service or an item you can provide.

5. Select relevant catefories that appear under your category descirption
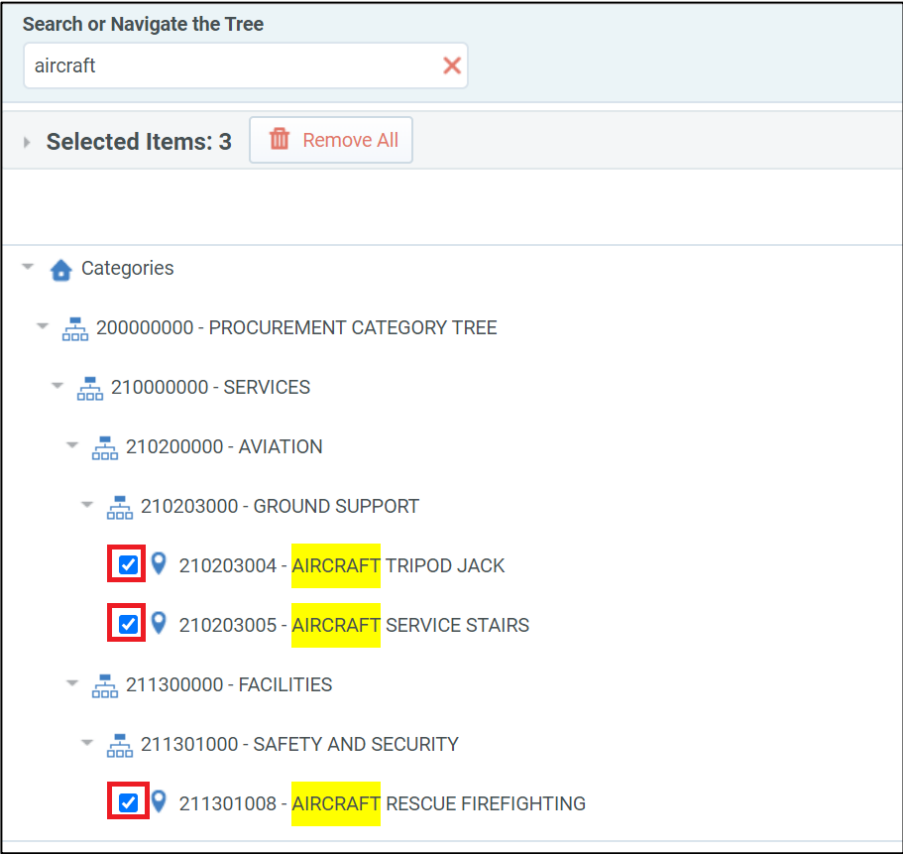
6. Click on Confirm on the top right.
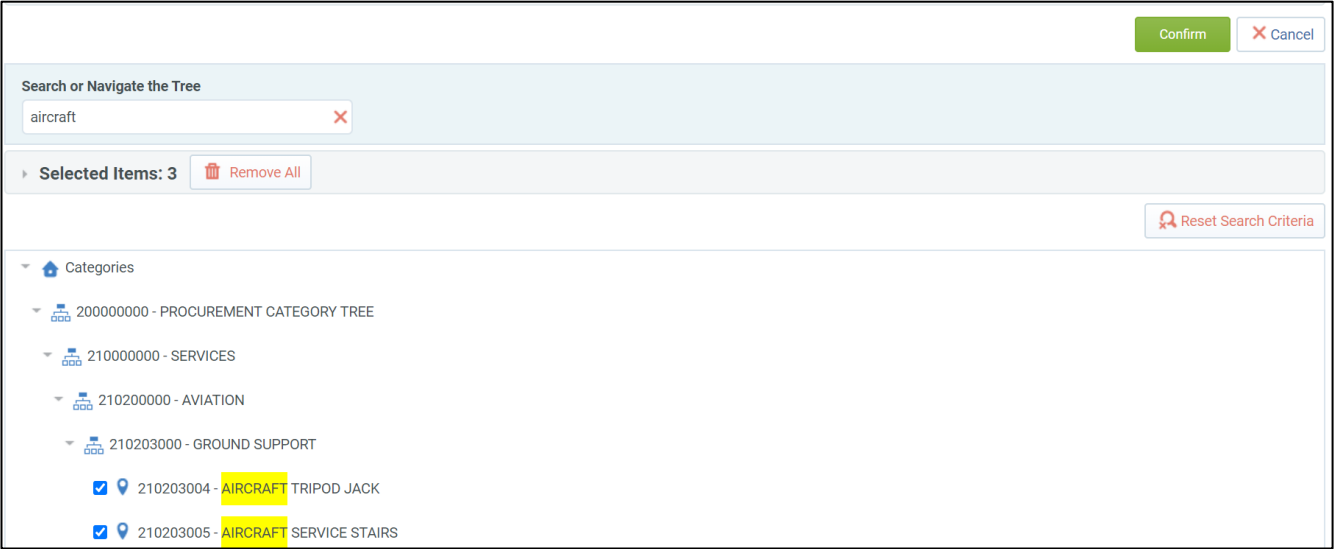
7. The next page will have questionnaires that you need to fill to complete your registration. Once you complete all the questions click on "Save & Continue" on the top right side.

8. You will reach to the page in the screenshot below. It's to confirm you have filled all your information and you will be reviewed by RAC. Click on "Close Windows" on the right to exit.
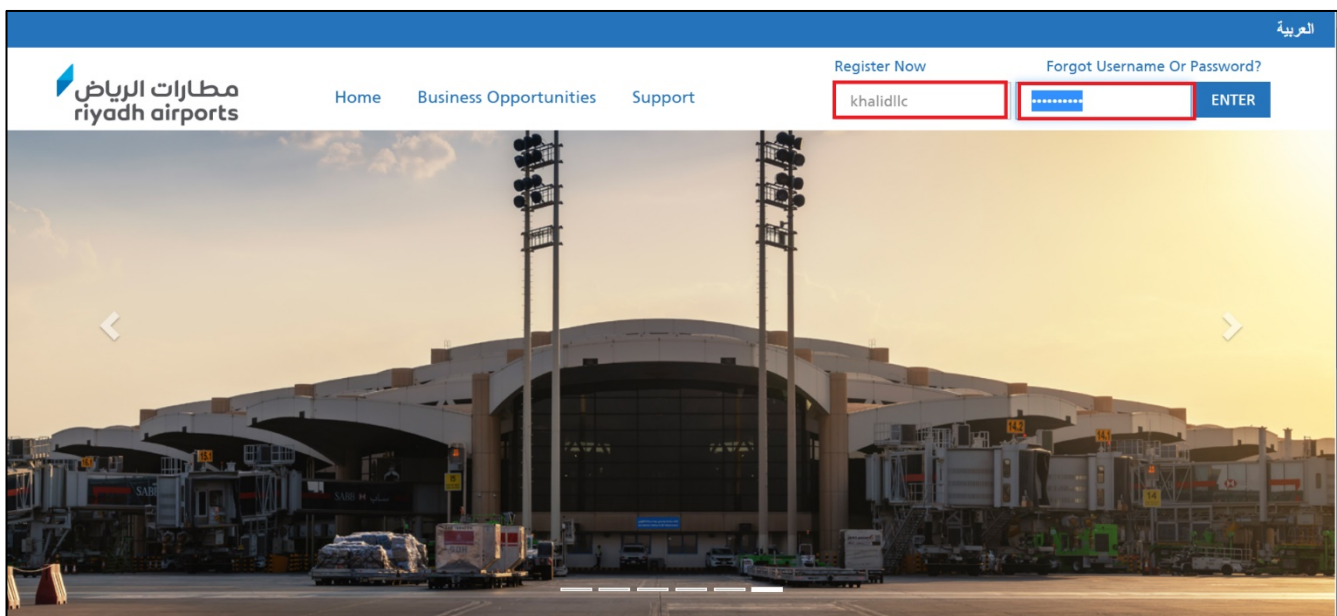
9. You will receive an email from etendering@riyadhairports.com with your temporary password. Copy the Password in the email and click on the portal link.

Registration on Riyadh Airports Company Sourcing Portal

Label: 18 Month Retention (1 year, 6 months) Expires: Thu 16/12/2021 00:25

etendering@riyadhairports.com
Wed 17/06/2020 00:25
To: Khalid Barahim

Dear Khalid LLC,

Welcome to Riyadh Airports Company Sourcing Portal

You have now successfully registered to use https://racsourcing.app.jaggaer.com

Your Password is: 9911294231

For assistance please contact our Helpdesk:

Toll Free Number: +971-800-836-3377

email: etendering@riyadhairports.com

GUIDANCE ON SPAM FILTERS:

In order to prevent eSourcing portal emails from being quarantined by your organisation fire wall or spam filter, you are advised to instruct your IT team to accept all emails from etendering@riyadhairports.com or with a ".rac.ac" extension.

Please also review the Junk Email settings of your email client software to avoid accidental message deletion.

10. Enter your username and password.

11. On your first time logging in, the system will request you to enter a new password as the one generated by the system is "Temporary". Once you enter your new password click on "Submit"

Specify a new Password in order to proceed

⚠ **For reasons of security you are required to change your Password.**
Please enter a new Password in the fields below, and click "Submit" to continue.
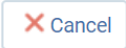
ⓘ Passwords must contain at least 8 characters
Password must be different from login
New password must be different from the previous 2 passwords

New Password

Confirm Password

Submit

✕ Cancel

Partner Form(s) Update

1. Once the vendor registration department has finalized your company profile review, the reviewer might send you a request to update a specific form on your profile in case a document is unclear or insufficient. You will receive the below notification form the system to update the form(s). click on the link provided in the notification to access the form(s).

Category Assessment Form Review Requested by Buyer Organisation Riyadh Airports Company (RAC) on Riyadh Airports Company Sourcing Portal

ⓘ   Label: 18 Month Retention (1 year, 6 months) Expires: Thu 16/12/2021 01:04

S   **sourcingsupport.prep@jaggaer.com**
Wed 17/06/2020 01:04
To: Khalid Barahim

Dear Khalid Barahim LLC,

The Buyer Organisation Riyadh Airports Company (RAC) has requested that you complete any required data and review Category Assessment Forms on Riyadh Airports Company Sourcing Portal

Assessment Group Name: Contractor

Officer Comment (optional):

To access the Form Questions (provided your access allows you) click the following link and enter your Username and Password https://racsourcing-prep.app.jaggaer.com/esop/guest/login.do?qvu=608493140172BEF1A606

Or browse as follows:

- Connect to https://racsourcing-prep.app.jaggaer.com
- Enter your Username and Password
- Go to Assessments in the My Organisation Area
- Click Editable Assessments
- Select the Forms to be reviewed and completed
- Click 'Return Forms to Officer' to send the Forms back to the Officer.

2. Enter your username and password

Login Page

Username

khalidbarahim

Password

··········

Submit

🔑 Forgot Password

3. Click on "OK" after reading the instruction.

racsourcing-prep.app.jaggaer.com says

The Buyer Organisation has requested you update or review Forms associated to this Assessment.

Click 'OK' to Go directly to Editable Forms

OK   Cancel

4. Please click on the form which is provided in the screenshot to proceed on editing the form. Also, please note that the Reviewer will be notified once you have accessed the form to review it.

		Supplier Form Status		Document Expiry Date (First to Expire)	Last Modification Date	Form Editing Allowed on	Forms Viewed
	Title	Mandatory	Optional				
1	Basic Profile Questions	100%	0%	23/12/2019	23/12/2018 10:25	13/01/2019 12:19	No

Request by Buyer Organisation: TELECOMMUNICATION REGULATORY AUTHORITY
Request Received On: 13/01/2019 12:19
Return Status: Forms To Be Returned To Buyer

Details   Messages (Unread 0)
Editable Forms

Editable Forms   Return Forms To Buyer

Total 2   Page 1 of 1

5. Click on "Edit".

Details   Messages (Unread 0)
Editable Forms

Form Information   Edit

Last Supplier Modification Date
23/12/2018 10:25

Editable Forms

Form Editing
Editable by Supplier

Current Editing Allowed

13/01/2019 12:19	Last Editing Stopped

6. A page with your responses is now editable and you can update your answers.

7. Once you have made all the changes, please click on "Save and Continue"

8. The system will provide the below options after you have done editing the form(s); however, if you are done and you want to send the forms back to the supplier, please click on "Return Forms to Buyer".

Responding to an RFx

1. When you are invited to participate in an RFQ/P, you will receive an email notification. Click the link in the notification to access the RFx.

Dear Partner,

Riyadh Airports Company (RAC) invites you to participate in the following RFQ - Request for Quotation on Riyadh Airports Company Sourcing Portal:

Type: RFQ - Request for Quotation
Code: rfq_5
Title: Operation Procurement Template
Project Code: tender_9
Project Title: Supplier Guide

IMPORTANT:
In order to participate in the RFQ - Request for Quotation you must now create and submit a response to the Officer. Instructions are provided below. The deadline for submitting a response to the RFQ - Request for Quotation is:
Date: 17 Jun, 2020
Time: 00:45 (Arabia Time)

It is important that you comply with the above deadline as late submissions may not be accepted and you will risk exclusion from this RFQ - Request for Quotation.

To view the details of the RFQ - Request for Quotation please click the following link and enter your Username and Password:
https://racsourcing-prep.app.jaggaer.com/esop/guest/login.do?qvu=861743410172BF0635E4

---

2. Enter your username and password.

Login Page

Username

khalidbarahim

Password

••••••••••
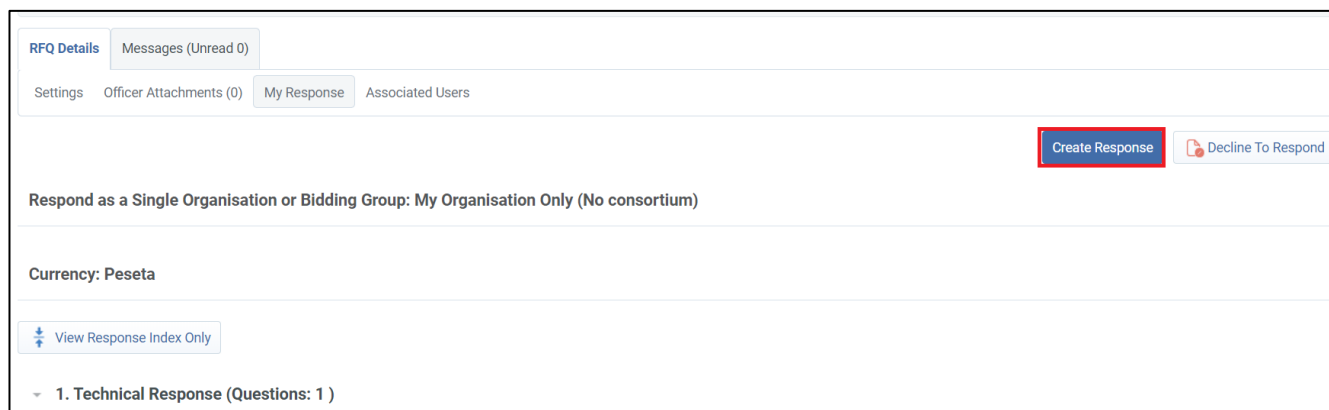
Submit
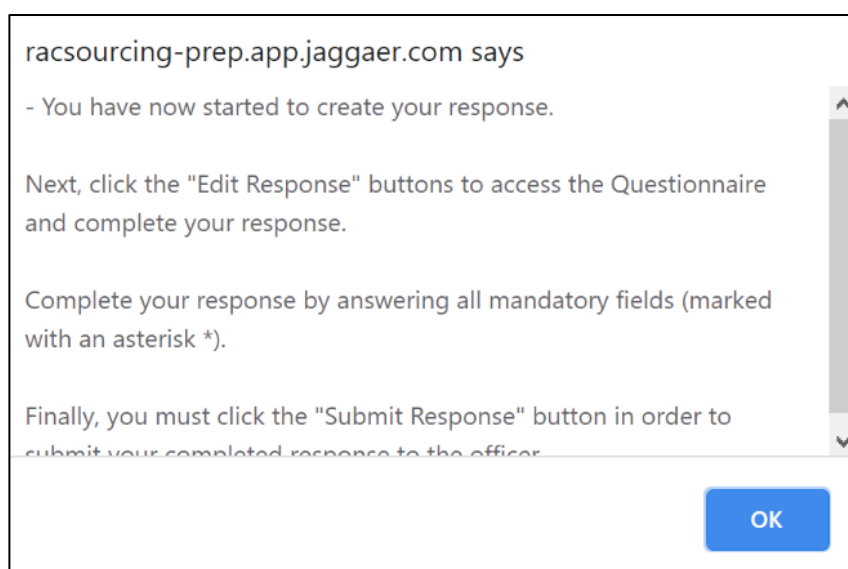
🔑 **Forgot Password**

---

3. To start creating a response, click on "Create Response" on the right.

4. Read the instructons in the pop up which will assist you step by step to submit you response and then click on "OK"

5. To view the attachments associated to the RFx shared by the officer, click on hyperlinked warning area.

6. You can click on the attachments associated directly to download it, or click on "Mass Download" to download all the document in one go.

7. Click / Tick the Select all and then click on "Download Selected Files"
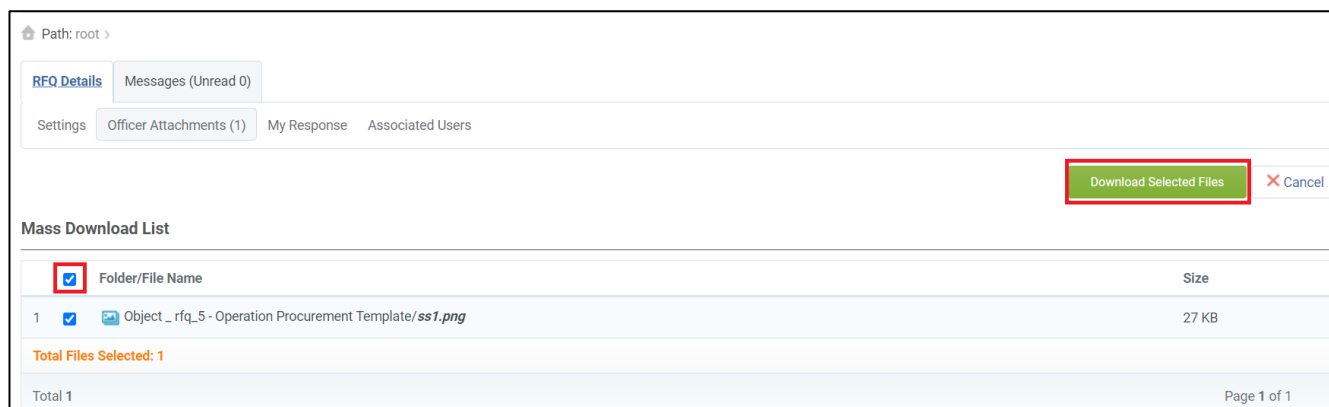
8. Click on "OK" on the pop up message to start downloading.
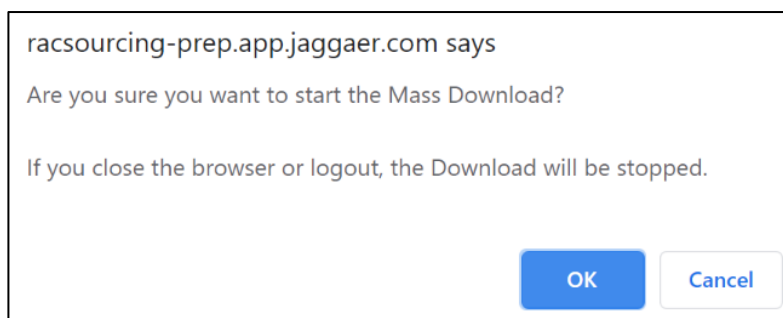
9. A Zip File will be downloaded, open it to view all the attachments in the RFx.
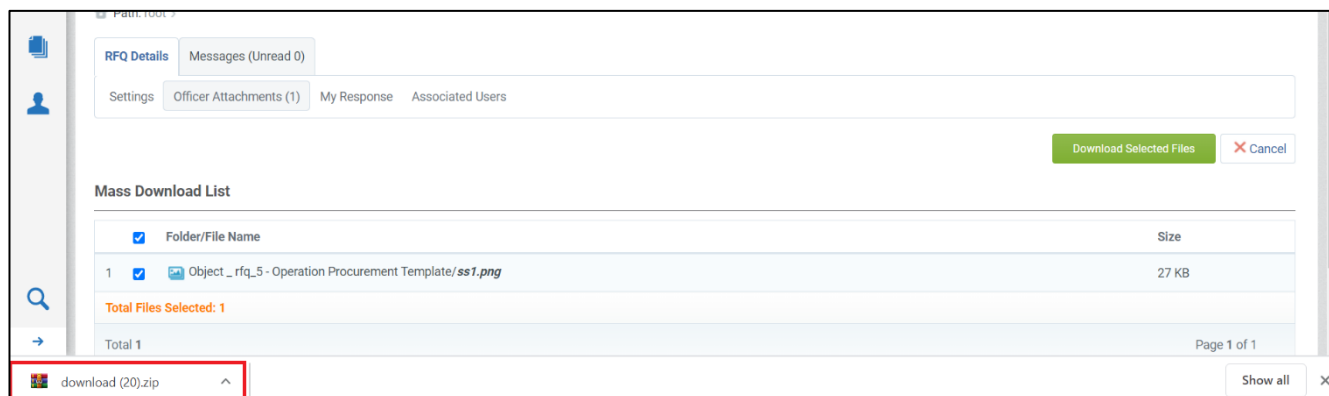
10. To Review the Technical and Commercial Envelopes, click now on "My Response"
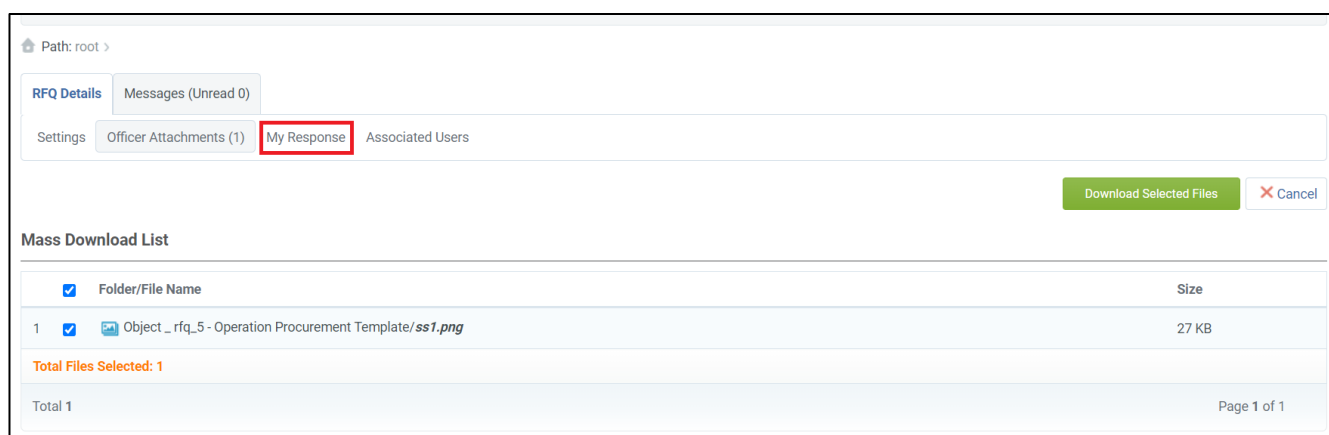
11. To response to the technical envelope, click on "Edit Response" against the Technical Envelope section.

12. Answer all the mandatory questions required in the technical envelope, then click on "Save and Return"

13. Now to respond to the commercial envelope scroll down and click "Edit Response" against the Commercial Envelope Section.

14. Similarly to the Technical envelope, you will find some questions and items. Fill all the mandatory items and then click on "Save and Return"

15. Now to submit you response, scroll up to the beginning of the page and you will see "Submit Response"

RFQ: rfq_5 - Operation Procurement Template   ▦ Running
Project:**tender_9**- Supplier Guide
Closing Date: 17/06/2020 01:45:00
Response Last Submitted On: Not Submitted Yet

RFQ Details   Messages (Unread 0)

Settings   Officer Attachments (0)   My Response   Associated Users

                                                        Submit Response   Export/Import Response

My Response Summary

1.	Technical Response	All questions answered No additional attachments		
2.	Commercial Response	All quoted items completed No additional attachments	Total Price (excluding optional sections)	700

16. In the pop up click on "OK" after reading the instructions.

racsourcing-prep.app.jaggaer.com says

IMPORTANT: Please ensure that you have reviewed your response for completeness, including any file attachments. To continue with your submission, click "OK". To return to your response without submitting, click "Cancel".

OK   Cancel

Sending Clarification Message to the Office

1. In the RFx, click on "Messages", "Create Message"

2. Insert a "Subject", "Message" and then click on "Send Message"

3. When the Officer responds to the message you will receive a notification on you email. Click the link in the notification to access the message received by RAC.

Dear User,

You have received a new Message relating to the following RFQ - Request for Quotation on Riyadh Airports Company Sourcing Portal:

Message from: Riyadh Airports Company (RAC)
Subject: Re: Time Extension

Type: RFQ - Request for Quotation
Code: rfq_5
Title: Operation Procurement Template

To view the details of the Message please click the following link, and enter your Username and Password:
https://racsourcing-prep.app.jaggaer.com/esop/guest/login.do?qvu=908170940172BF238216

---

4. Enter your username and password.

Login Page

Username

khalidbarahim

Password

••••••••••

Submit

🔑 **Forgot Password**

---

5. You will land directly on the officer response to your message.