

Riyadh Airports Company
Partner Guide

Table of Contents

RIYADH AIRPORTS PROCUREMENT PORTAL..... 2

BRIEF DESCRIPTION..... 2

REGISTER AS A NEW PARTNER..... 3

PARTNER FORM(S) UPDATE 11

RESPONDING TO AN RFX..... 15

SENDING CLARIFICATION MESSAGE TO THE OFFICER..... 23

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

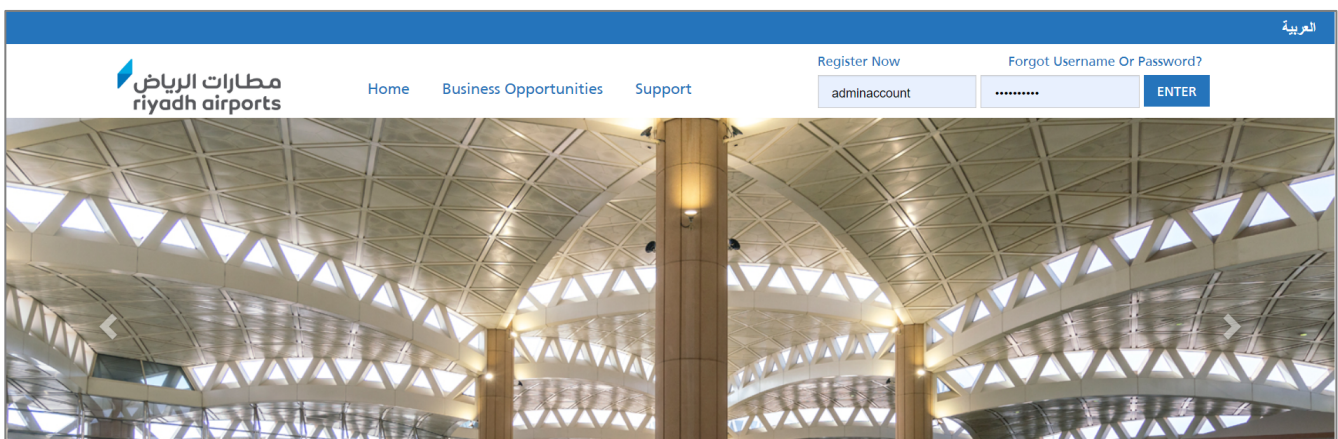
Email: etendering@riyadhairports.com

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	<input type="text"/>
* Trade Market Name	<input type="text"/>
* Address	<input type="text"/>
* Country	SAUDI ARABIA 
* Region	-- 
* ZIP/Postal Code	<input type="text"/>
* Main Organisation Phone Number	<input type="text"/>
Organisation Fax Number	<input type="text"/>
* Organisation Email Address	<input type="text"/>
Web site	<input type="text"/>
* Organisation Legal Structure	-- 
* Company Registration Number	<input type="text"/>

b. User Details. Then click on “Save” on the top right

VAT Number

SaveClose

User Details

Title

-- v

* First Name

* Last Name

* Telephone

* Mobile

(please enter "+" "country code" and "your mobile phone number" with no spaces)

* Email

IMPORTANT: This email address will be used for access to the site and for all communications. Please ensure you enter the address correctly. Please use ';' (semicolon) to separate multiple addresses.

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.

Categories

Registration

ConfirmCancel

Search or Navigate the Tree

Enter filter (type to start search)

Selected Items: 0

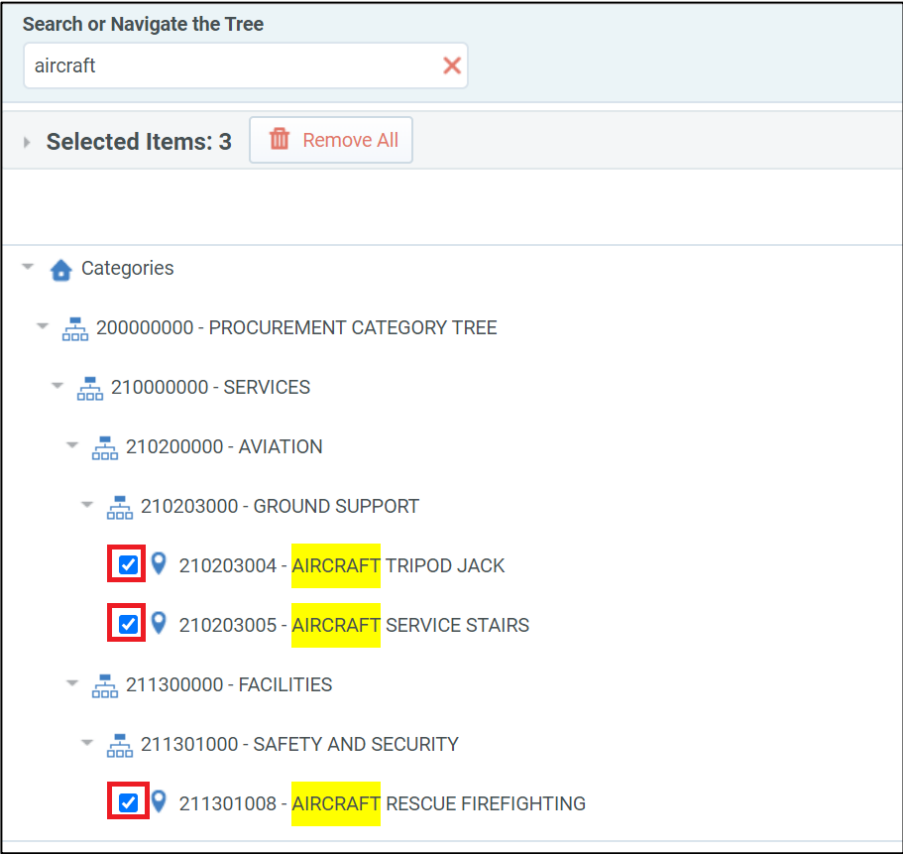
Expand AllCollapse All

Categories

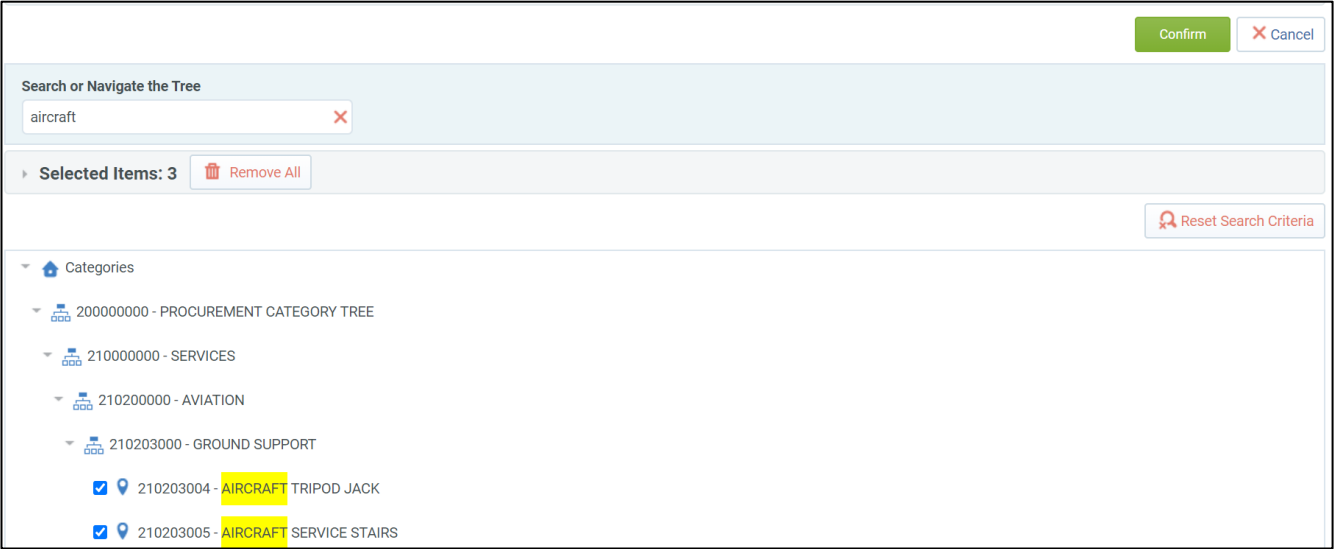
100000000 - COMMERCIAL CATEGORY TREE

200000000 - PROCUREMENT CATEGORY TREE

5. Select relevant catefories that appear under your category description



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.

The screenshot shows a web form titled "Form: 001 Company Location". In the top right corner, there are two buttons: "Save & Continue" (green) and "Cancel" (blue with a red X). Below the title, there is a section labeled "Category linked" with a plus icon. The main content area is titled "Local / International Company" and contains a table with three columns: "Label", "Description", and "Response".

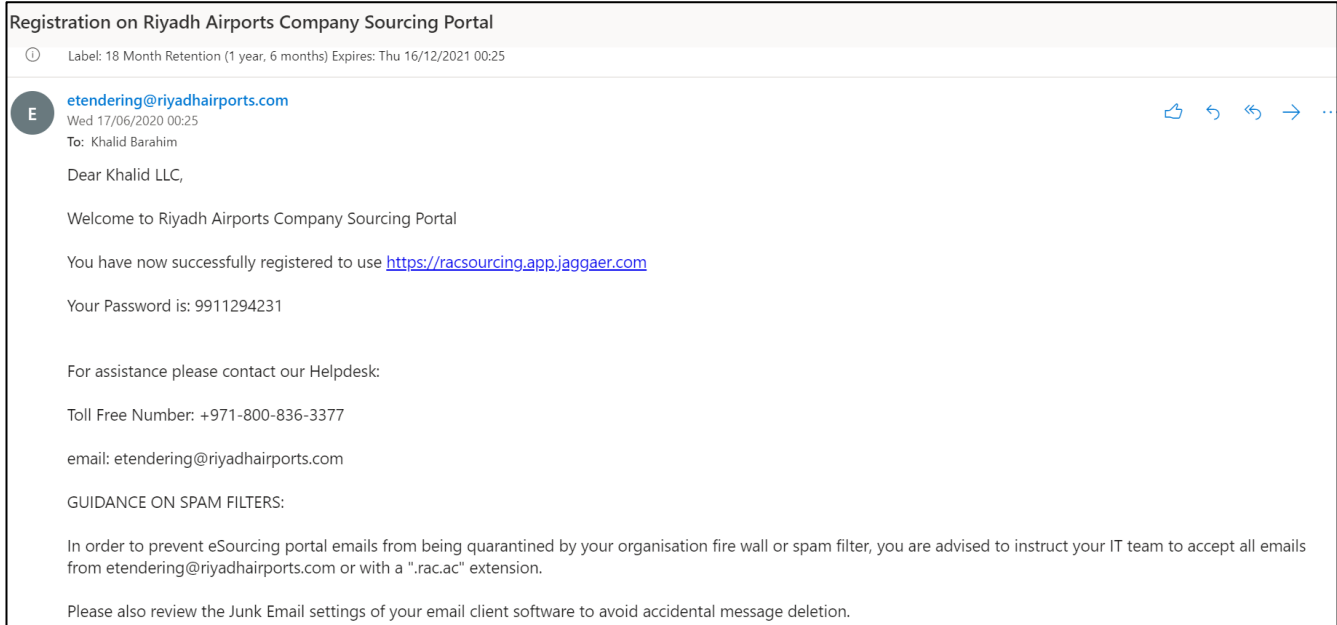
	Label	Description	Response
1	Company Location	★ Where is the company being registered located?	<input type="text"/>

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.

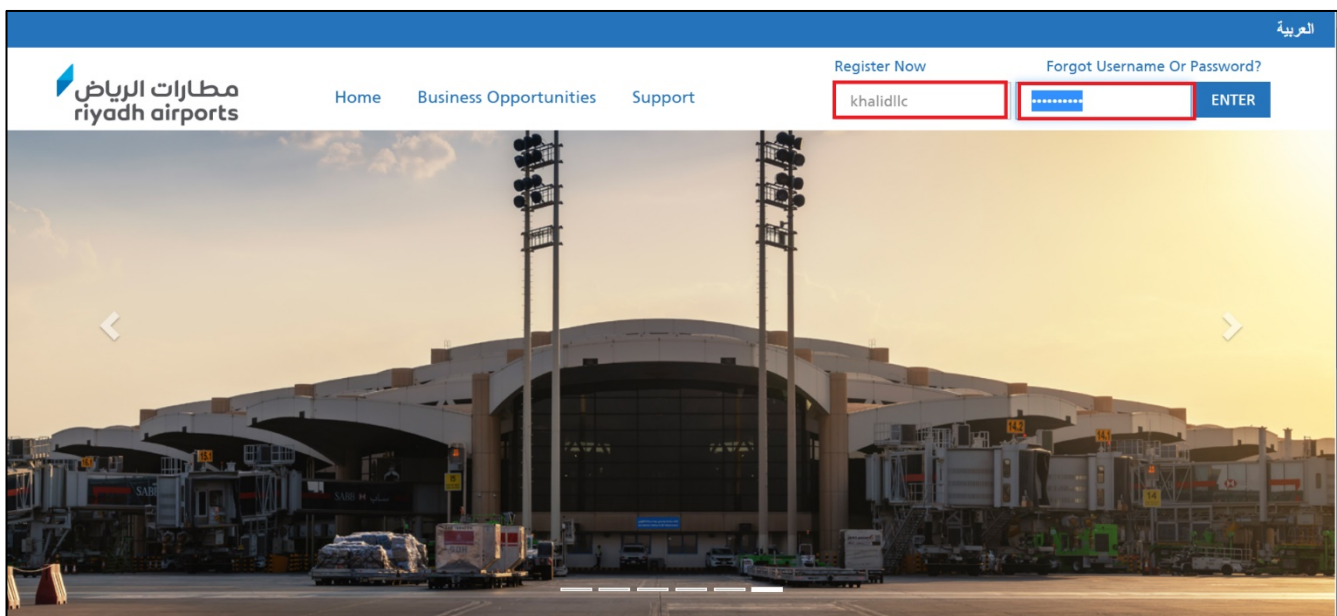
The screenshot shows a confirmation page with the "مطارات الرياض" (Riyadh Airports) logo in the top left. The main heading is "Registration Confirmation". In the top right corner, there is a button labeled "Close Window" with a red X icon. A green message box at the bottom contains the following text:

✓ The Registration phase of your Account has been Completed. The Activation of your account will be evaluated and communicated to you via email. You will be able to log in with your selected username and the Password you received on registration once your account has been activated.

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.




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

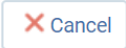
 Password must be different from login

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 from 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?quu=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

- 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.

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

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

Total 2 Page 1 of 1

- 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.

Title	Description	Response
Contact Title	* Contact Title	<div>Mr. <input type="text" value="bae"/> <input type="button" value="v"/> <small>Characters available 1997</small></div>
Contact Last Name	* Contact Last Name	<div>ron <input type="text" value=""/> <input type="button" value="v"/> <small>Characters available 1997</small></div>
Contact First Name	* Contact First Name	<div>04223232 <input type="text" value=""/> <input type="button" value="v"/> <small>Characters available 1992</small></div>
Contact Phone Number	* Contact Phone Number	<div>050 123112 <input type="text" value=""/> <input type="button" value="v"/> <small>Characters available 1990</small></div>
Contact Mobile Number	* Contact Mobile Number	<div>123@123.com <input type="text" value=""/> <input type="button" value="v"/> <small>Characters available 1989</small></div>
Contact Email Address	* Contact Email Address	

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

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”.

Note

All Forms have been reviewed and all mandatory fields completed

Return all listed Forms to the Buyer or go back to the Forms and Return them later

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://rac-sourcing-prep.app.jaggaer.com/esop/guest/login.do?quu=861743410172BF0635E4>

2. Enter your username and password.

Login Page

Username

khalidbarahim

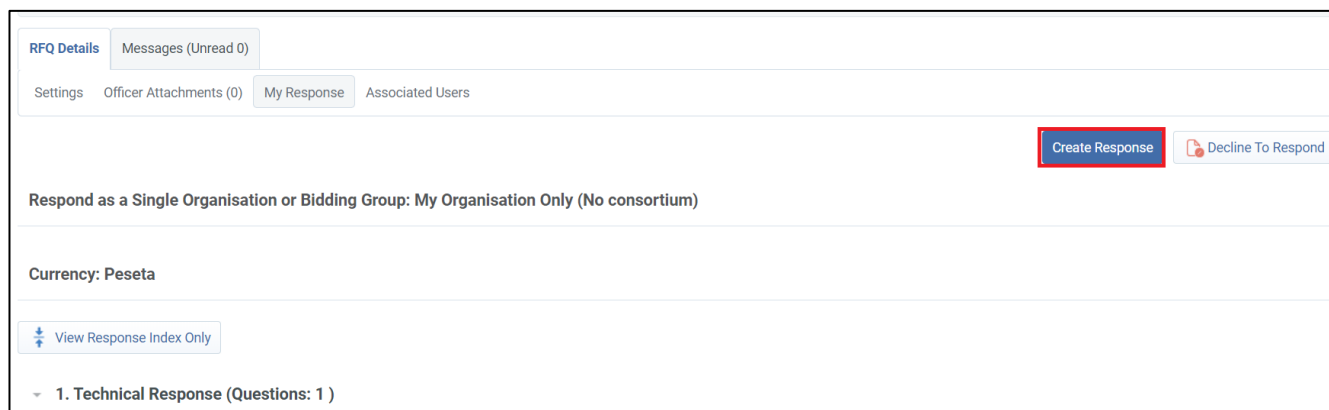
Password

.....

Submit

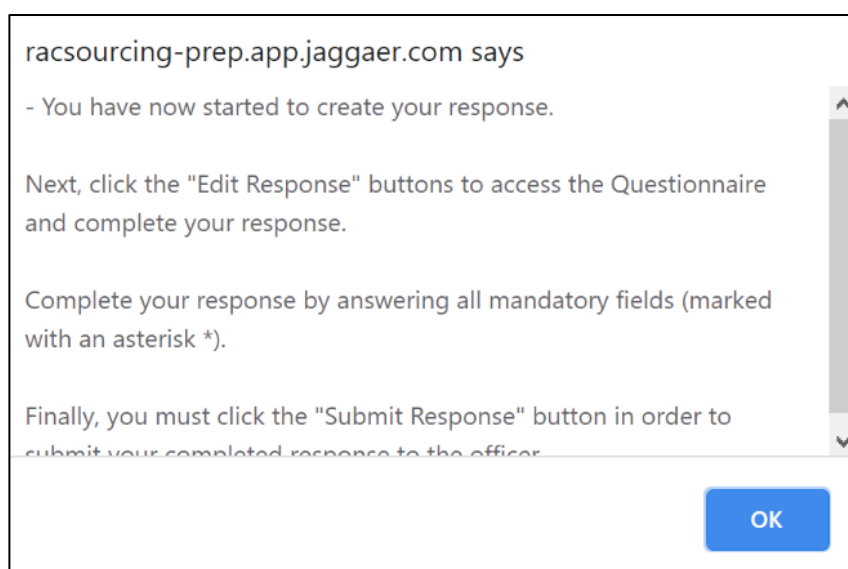
 [Forgot Password](#)

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



The screenshot shows the 'RFQ Details' page with tabs for 'Messages (Unread 0)', 'Settings', 'Officer Attachments (0)', 'My Response', and 'Associated Users'. The 'My Response' tab is active. On the right side, there are two buttons: 'Create Response' (highlighted with a red box) and 'Decline To Respond'. Below these buttons, it says 'Respond as a Single Organisation or Bidding Group: My Organisation Only (No consortium)'. Further down, it shows 'Currency: Peseta' and a 'View Response Index Only' button. At the bottom, there is a section for '1. Technical Response (Questions: 1)'.

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



The pop-up window contains the following text:

rac sourcing-prep.app.jaggaer.com says

- You have now started to create your response.

Next, click the "Edit Response" buttons to access the Questionnaire and complete your response.

Complete your response by answering all mandatory fields (marked with an asterisk *).

Finally, you must click the "Submit Response" button in order to submit your completed response to the officer.

At the bottom right of the pop-up is a blue button labeled 'OK'.

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

RFQ: rfq_5 - Operation Procurement Template

Project:tender_9- Supplier Guide
Closing Date: 17/06/2020 02:05:00
Response Last Submitted On: 17/06/2020 02:03:38

Running

Warning: You have unread Officer Attachments (1). Click here to read the files before Submitting your Response.

RFQ Details

Messages (Unread 0)

Create Message Received Messages Sent Messages Draft Messages

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

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

RFQ Details

Messages (Unread 0)

Settings Officer Attachments (1) My Response Associated Users

Path: root >

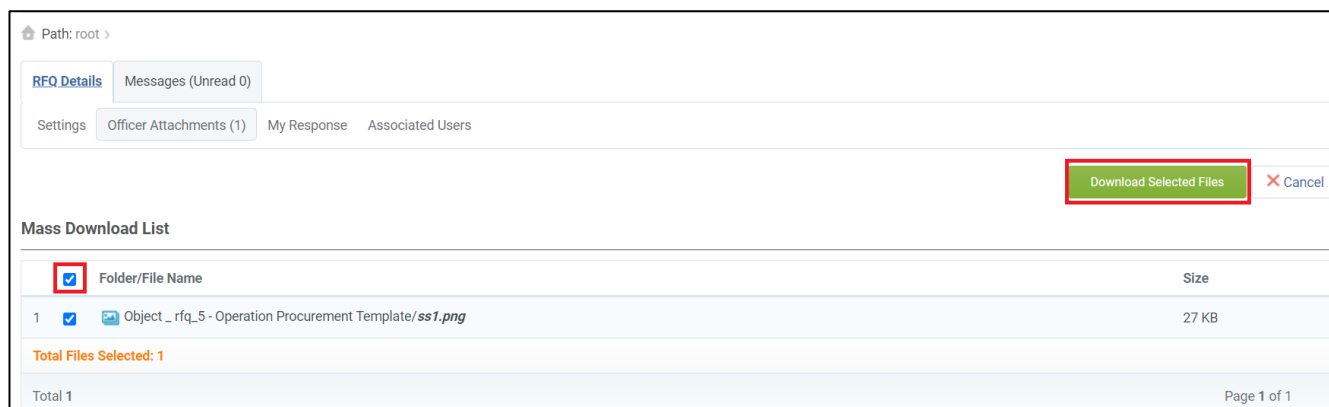
Mass Download

Enter Filter (type to start search)

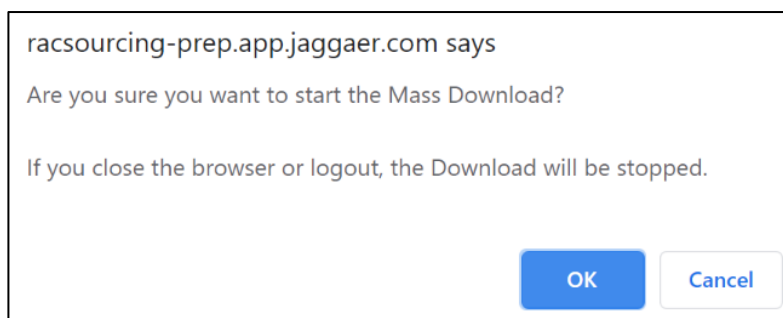
Folder/File Name	Description	Last Modification Date
1 ss1.png		17/06/2020 02:04:37

Total 1 10 Page 1 of 1

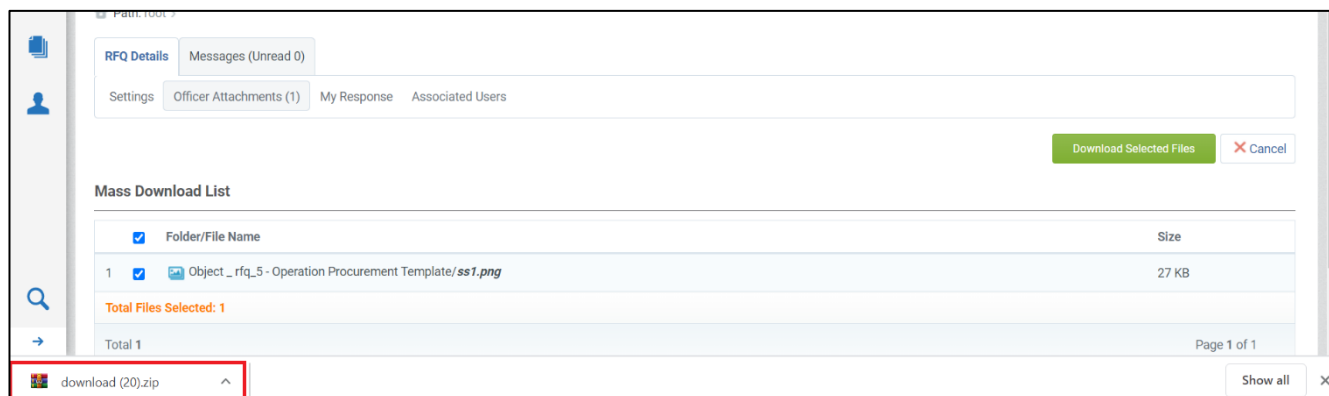
7. Click / Tick the Select all and then click on "Download Selected Files"



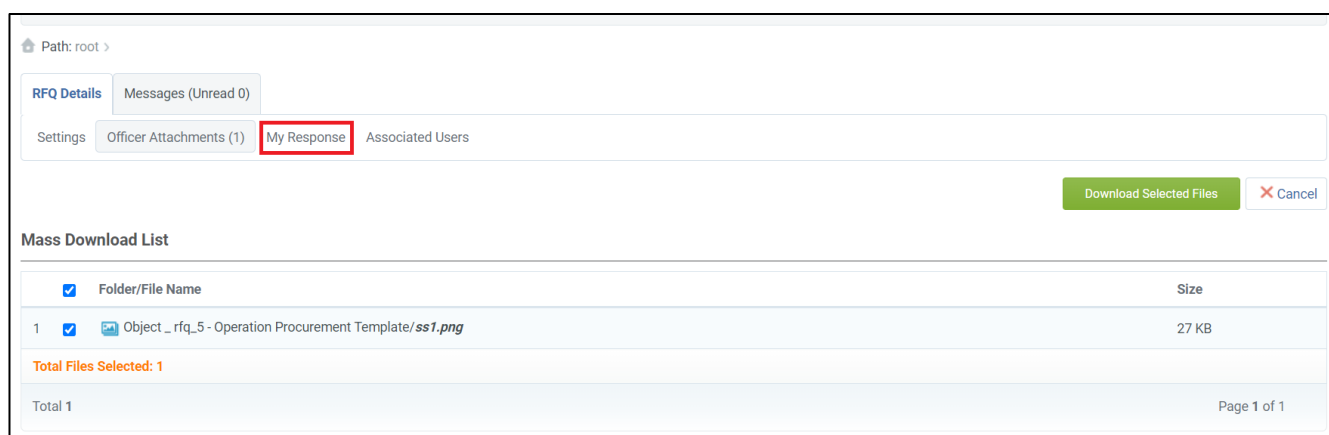
8. Click on "OK" on the pop up message to start downloading.



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.

Currency: Peseta

[View Response Index Only](#)

1. Technical Response (Questions: 1) [Edit Response](#)

1.1 Technical Submission - Question Section

	Question	Description	Response
1.1.1	Technical Submission	★ Please attach technical submission	(no file attached)

1.2 Additional Attachments Area

① No Attachments

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

Edit Mode

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

1. Technical Response (Questions: 1)

1.1 Technical Submission - Question Section

	Question	Description	Response
1.1.1	Technical Submission	★ Please attach technical submission	ss1.png (52 KB) Refresh Download Delete

[Add/View Attachments](#)

1.2 Additional Attachments Area

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

2. Commercial Response (Items: 2, Questions: 5)
Edit Response

2.1 RFQ Details - Question Section

	Question	Description	Response
2.1.1	Delivery Date	* Please specify the applicable delivery date	
2.1.2	Payment Terms	* The Standard Payment Terms are 45 Days; however, if you do not agree click on "I Don't Agree" and specify your payment terms below.	
2.1.3	Incoterms	* The required Incoterm is DDP; however, if you are incapable, please select no and define the type	

2.2 Incoterm Replacement - Question Section

2.3 Payment Terms - Question Section

2.4 Bill of Quantity - Price Section

	Code	Description	Remarks	Unit of Measurement	Quantity	Unit Price	Price
2.4.1		* Item 1		EA	1		0
2.4.2		* Item 2		EA	100		0

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”

2. Commercial Response (Items: 2, Questions: 5)
Save and Return
Save and Continue
Cancel

2.1 RFQ Details - Question Section

	Question	Description	Response
2.1.1	Delivery Date	* Please specify the applicable delivery date	26/06/2020
2.1.2	Payment Terms	* The Standard Payment Terms are 45 Days; however, if you do not agree click on "I Don't Agree" and specify your payment terms below.	I Agree
2.1.3	Incoterms	* The required Incoterm is DDP; however, if you are incapable, please select no and define the type	Yes

2.2 Incoterm Replacement - Question Section

2.3 Payment Terms - Question Section

2.4 Bill of Quantity - Price Section

	Code	Description	Remarks	Unit of Measurement	Quantity	Unit Price	Price
2.4.1		* Item 1		EA	1	100	0
2.4.2		* Item 2		EA	100	6	0

Section Sub Total 0

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

RFQ: rfq_5 - Operation Procurement Template

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”

RFQ: rfq_5 - Operation Procurement Template Closed: To Be Evaluated

Project: tender_9- Supplier Guide
Closing Date: 17/06/2020 01:45:00
Response Last Submitted On: 17/06/2020 01:48:45 Late Response

RFQ Details Messages (Unread 0)

Create Message Received Messages Sent Messages Draft Messages

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

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

Send Message Save as Draft Cancel

Message

Subject
Time Extension

Message
Dear,
Can you extend the Submission deadline by 2 days?
Thanks
Khalid

3. When the Officer responds to the message you will receive a notification on your 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?quv=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.

REQ Details

Messages (Unread 0)

SettingsOfficer Attachments (0)My ResponseAssociated Users

Received Messages

Back

ReplyPrint

Message

Date

17/06/2020 01:57

Sent by

Riyadh Airports Company (RAC)

Subject

Re: Time Extension

Message

It will be extended for 2 days.