



بنك الإمارات دبي الوطني
Emirates NBD

2018

Bidder FAQ's and Tips

Emirates NBD eProcurement Portal

<https://proc.supplier.emiratesnbd.com>

3/1/2018

FREQUENTLY ASKED QUESTIONS

Welcome to Frequently Asked Questions (FAQ)

The FAQ'S published here are intended to help answer common concerns of our Supplier community. In case you have queries not listed hereunder, please get in touch with our eProcurement Helpdesk.

1. What is eProcurement?

eProcurement is an integrated software package provided by our partner Tejari that allows Emirates NBD to perform their entire bid process electronically. All suppliers are now required to participate in the bidding process on-line.

2. How does eProcurement benefit my company?

Emirates NBD has decided to utilize web enabled solutions as part of a strategic decision to move to eProcurement. The overall benefits include increasing the efficiency and effectiveness of the Procurement process.

The key benefits for suppliers include:

1. Reduce participation costs by eliminating the need for paper, print and manual submission
2. Improve communication by having a single communication channel for all suppliers. Given that the portal is available 24 hours a day and is 'self-service', suppliers can avoid delays caused from waiting for returned emails or telephone calls
3. Flexibility and efficiency in bid preparation or response submission – suppliers can simply download tender documents electronically; once submitted the supplier automatically receives an email alert confirming receipt of their documentation; and a submitted response can easily be edited before a tender deadline if required.
4. Improved access to opportunities – Suppliers will not be constrained by location when receiving and engaging in tender opportunities.

3. How do I register my organization on the Emirates NBD eProcurement Portal?

Companies must register through the Emirates NBD eProcurement portal prior to being granted access to Emirates NBD's RFI's or RFQ's. Please visit <https://proc.supplier.emiratesnbd.com> and click on 'Supplier Registration' to access the Registration form.

If your Registration has been successful you will receive a system generated alert with a Username and Temporary password to login to the Emirates NBD eProcurement Portal.

IMPORTANT – Please ensure that you take extra care when entering your email address, as this email address will be used by Emirates NBD as the main source of communication for all eProcurement related activity.

4. How do I login to the Emirates NBD eProcurement Portal & create a company profile?

Companies can log into the Emirates NBD eProcurement Portal by visiting <https://proc.supplier.emiratesnbd.com>. The first time you login to the portal you will be prompted to change your temporary password. Your password must be at least 8 characters long and alphanumeric.

5. Are there any minimum system requirements for accessing the Emirates NBD eProcurement Portal?

If you experience any technical difficulties with accessing the system or using its functionality, please ensure that your PC/Laptop meets the minimum system requirements. The 'System Requirements' link can be accessed from the bottom right hand-side of the Portal homepage.

6. What Technical Support is available when using the Emirates NBD eProcurement Portal?

The Tejari Helpdesk shall provide you with technical assistance with using the Emirates NBD eProcurement Portal.

Please call 800-TENDERS (800-836-3377) from Sunday - Thursday between 8:00 AM and 5:00 PM UAE Time or alternatively via email at sourcingsupport@tejari.com.

IMPORTANT – The Tejari Helpdesk will only be able to assist with technical queries related to the portal. They will not be able to support you with specific questions/clarification related to Emirates NBD online tenders.

7. What additional support materials are available for suppliers?

Please refer to the homepage of the Emirates NBD eProcurement Portal where you will find links to various simple step-by-step User Guides to help familiarize yourself with the main supplier features of the portal. If you require any further assistance, please feel free to contact the Tejari eProcurement Helpdesk.

The Supplier User Guides include – Creating Multiple Users; Responding to Online RFIs/RFQs; and Sending RFI/RFQ related Clarification Messages.

8. I have forgotten my password. What should I do?

If you have forgotten your password, you should click on the ‘Forgot username/password’ link on the homepage of the eProcurement Portal. You will then be requested to provide your username and email address. A temporary password will then be emailed to you shortly.

Each time you request a new temporary password, you will have to change it to something more secure and memorable the first time you login. Your password must a minimum of characters and be alpha-numeric.

IMPORTANT – your password will expire automatically after 90 days and you will be prompted by the system to provide a new password.

9. I have forgotten my User ID. What should I do?

If you have forgotten your User ID, you must click on “Forgot username/password” and then the “Recover Username” option and type in the registered email address and validation code (mentioned on the screen itself). You may then click on “Request Username Link” and wait for the automated email which will include the username link.

For future reference, please retain your user ID as this will be required each time you wish to login to the Emirates NBD eProcurement Portal.

10. How will the Suppliers be notified of Tendering Opportunities?

You will receive a system generated alert (to your registered email address) inviting you to participate in tendering opportunities that you have been invited to by Emirates NBD.

11. Are there any costs involved for my company to use the Emirates NBD eProcurement Portal?

The portal is available 'free-of-charge' to all registered suppliers.

12. Is my company information stored securely on the Emirates NBD eProcurement Portal?

The Emirates NBD eProcurement Portal is a fully secure and accredited solution.

The Solution is ISO 27001:2013 accredited has user authentication through username and password protocols; all sensitive data is stored in an encrypted format; and has high level https security that guarantees confidentiality and reliability of data exchange.

Suppliers can be reassured that their information is stored securely and is not accessible by unauthorized users.

13. Can my company attach documents as part of my tender submission on the Emirates NBD eProcurement Portal?

The eProcurement portal, if permitted by Emirates NBD, allows suppliers to attach documentation as part of their tender response.

Each RFI/RFQ configuration may be slightly different depending on the nature of the goods/services that Emirates NBD is seeking. For example, some tenders may allow 'general attachments' to be uploaded where the supplier can attach any supplementary documents they feel are appropriate, and other tenders may have 'question specific attachments' where only a single file attachment can be uploaded to that particular part of their response.

Files can be attached in any format (e.g. PDF, Word, Excel, PowerPoint etc.) It is recommended that you do not attach very large files as the maximum individual file size has been limited to 50MB per file. Also, you should only upload attachments that are being requested by Emirates NBD.

14. Is there a time-out limit on the Emirates NBD eProcurement Portal?

The Emirates NBD eProcurement Portal will log you out after 30 minutes of inactivity due to security protocols. Any 'unsaved' changes to your online response may be lost as result of the time-out. It is therefore extremely important that you click the 'Save and Continue' button regularly when completing online responses.

It is also recommended that you do not leave your response until the last minute – if you have any problems you may not be able to resolve them before the deadline.

16. How do I create and submit my online tender response?

Please refer to the user guide area on the homepage of the Emirates NBD eProcurement Portal where you will find a link to a step-by-step guide on responding to online tenders.

IMPORTANT – A common mistake is that suppliers will only save their response on the portal which will not be visible to Emirates NBD. You must ensure that you click the 'Submit Response' button to officially submit your response and make it visible to Emirates NBD.

17. How can I track the status of my tender submission on the Emirates NBD eProcurement Portal?

Suppliers can track the status of their tender submission by viewing the RFx Status and Response Status columns. As an example, Suppliers can monitor tenders that are currently open and in a running state or tenders currently under evaluation.

18. Is the password secured?

Passwords are encrypted at the database level. It is known only to you. Even the System Administrator does not know your password. As a part of the security policy, we advise you to change the password frequently.

19. What if I want to use my Emirates NBD eProcurement Portal account on a different computer?

You can use your Emirates NBD eProcurement Portal account anywhere in the world, and on any computer, that meets the minimum system requirements.

The 'System Requirements' link can be accessed from the bottom right hand-side of the Portal homepage.

20. Do I have to compulsorily submit my tender through the Emirates NBD eProcurement Portal?

Yes. For all Emirates NBD online tenders which are hosted on Emirates NBD eProcurement Portal, the Technical and Commercial responses must be submitted online only. However, documents which necessarily must be submitted in originals like Tender/Performance Bonds and any other documents mentioned in the tender documents must be submitted offline to Emirates NBD by the deadline stated in the tender.

21. Can I change the Bid after submitting it?

Bids once submitted, can be changed only before the expiry of the bid submission deadline. Only the final submission will be visible to Emirates NBD.

22. What is the process to request for extension of the bid closing date?

Bidders can communicate their request through the messaging console within the specific online tender on the Emirates NBD eProcurement Portal. It is important that the communication is sent within the eProcurement Portal otherwise the request will not be considered.

23. Can Emirates NBD buyers view the bids before the bid closing date and time?

Emirates NBD buyers can view the bids only after the expiry of the bid submission date and once the internal processes for the same have been completed.

24. Can the bidder withdraw from the online tender after they click "Create Response"?

Yes, bidders who initially decide to create a response to an Emirates NBD online tender have the flexibility to "Delete" their response and instead submit a regret notice by clicking "Decline to respond" where they need to provide Emirates NBD with a reason for their decision. This change can only be done prior to the closing date and time of the online tender.

Similarly, bidders who initially “Decline to Respond” and prior to the closing date and time, decide that they would like to instead create and submit a response to Emirates NBD’s online tender can “Undo” their decision to decline and instead click “Create Response” to prepare their submission and submit it prior to the closing date and time.

25. If a Supplier is granted access to the eProcurement Portal, how long is it valid?

In principle, your access shall be active as long as your business exists. However, you must demonstrate compliance with the mandatory regulatory requirements such as but not limited to valid licenses to do business. Emirates NBD reserves the right to withdraw the access in case it notes any violation of the Emirates NBD eProcurement Portal User Agreement or in cases where the company is Blacklisted by Emirates NBD.

Need Assistance?

Please contact our eSourcing Helpdesk:

Phone: (800 Tenders) +971 800 836 33 77

UAE Opening Hours:

8:00 AM – 5:00 PM (Sunday – Thursday)

Email: sourcingsupport@tejari.com