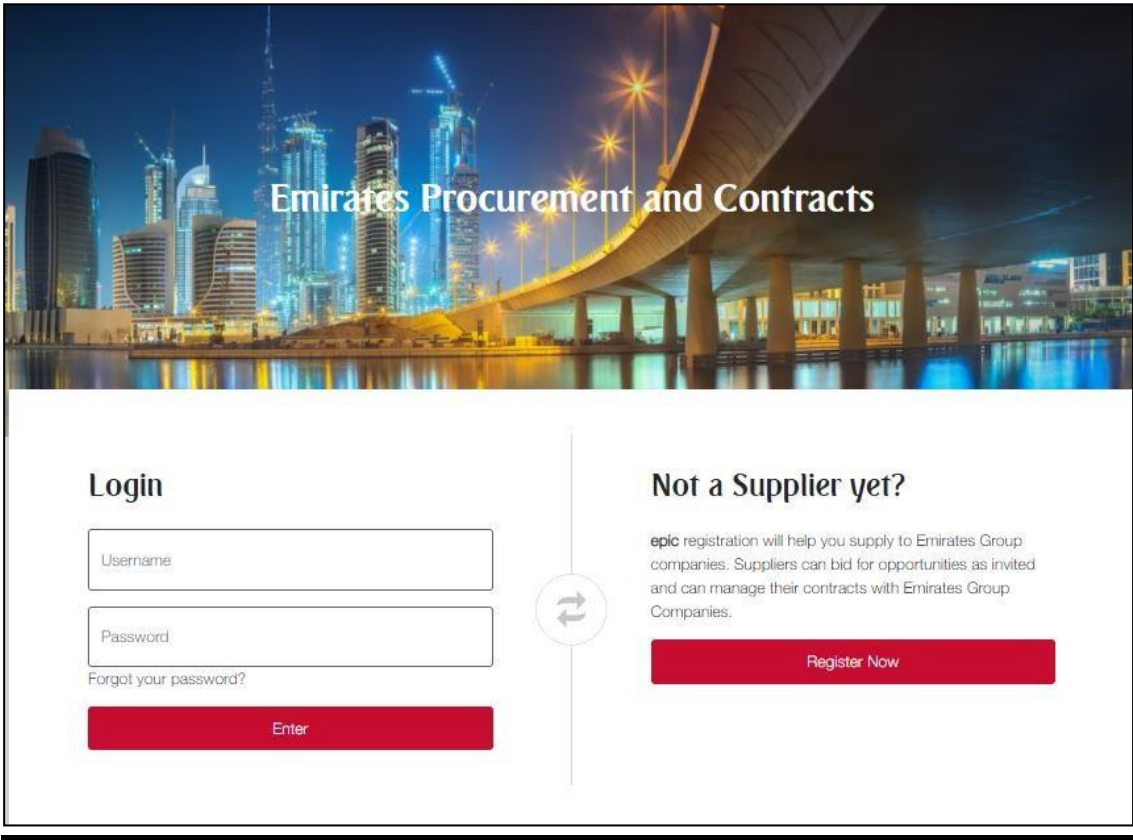


Responding to Online Tenders Suppliers User Guide

Quick Guide Step By Step



The screenshot shows the homepage of the Emirates Procurement and Contracts (epic) system. The top banner features a night view of the Dubai skyline with the text "Emirates Procurement and Contracts". Below the banner, there are two main sections: "Login" and "Not a Supplier yet?".

Login

Username

Password

[Forgot your password?](#)

Not a Supplier yet?

epic registration will help you supply to Emirates Group companies. Suppliers can bid for opportunities as invited and can manage their contracts with Emirates Group Companies.

Dear Valued Supplier,

This document will guide you through the process of responding to online tenders on ePIC.

Simply follow the below steps to respond to online tenders using your 'ePIC' account.

If you face any difficulties during this process, you may submit a supplier support request through the link:
<https://jaggaer.my.site.com/SupplierSupportRequest/s/>

Alternatively, you can dial **+971 800 032 00 58** for telephone support from Sundays to Thursdays 8:00 AM – 5:00 PM (GMT + 4:00) Abu Dhabi, Muscat.

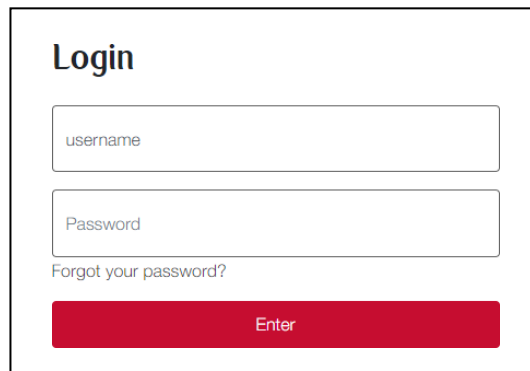
Sincerely,
Emirates Group Procurement & Contracts

How to Respond RFI\RFP

As qualified supplier you have access to RFIs (Requests for Information)/RFP Request for Proposal) open to all suppliers/ by invitation.

Step 1:

Visit <https://epic.emirates.com/> and Insert your Username\Password and click on **Enter**



Login

username

Password

[Forgot your password?](#)

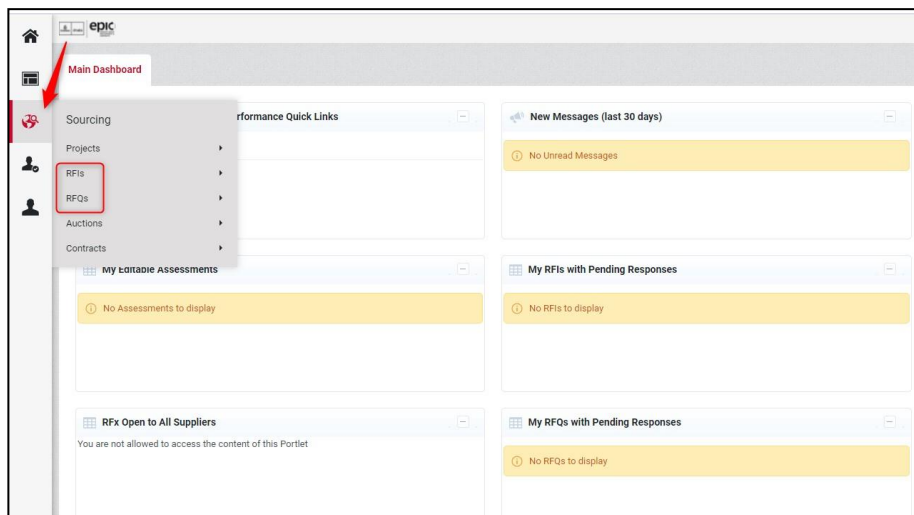
Enter

Note: If this is your first time to login, you will be asked to select a new password.

Once you have successfully logged in, you will be directed to the Home Page.

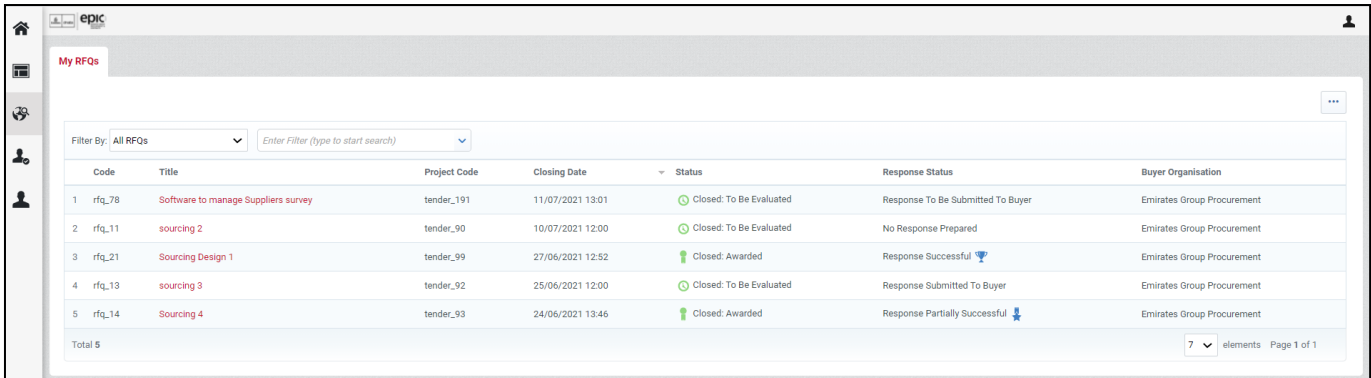
Step 2:

To access your RFI\RFP, you may navigate from the main navigation bar on the left-hand side and select the area you would like to access.



Step 3:

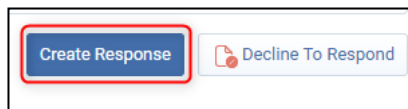
Clicking on 'RFI' / 'RFP' link will direct you to 'My RFI' / 'My RFP' page.



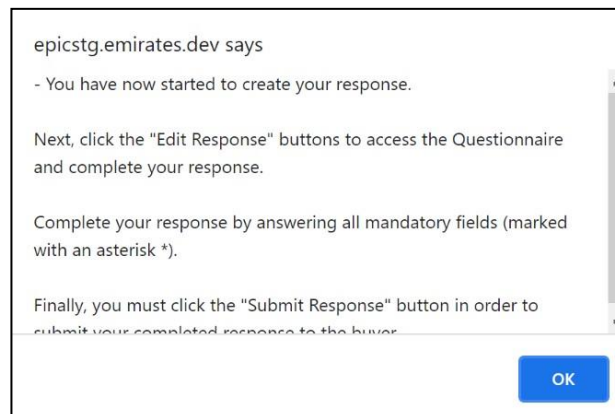
Code	Title	Project Code	Closing Date	Status	Response Status	Buyer Organisation
1	rfq_78 Software to manage Suppliers survey	tender_191	11/07/2021 13:01	Closed: To Be Evaluated	Response To Be Submitted To Buyer	Emirates Group Procurement
2	rfq_11 sourcing 2	tender_90	10/07/2021 12:00	Closed: To Be Evaluated	No Response Prepared	Emirates Group Procurement
3	rfq_21 Sourcing Design 1	tender_99	27/06/2021 12:52	Closed: Awarded	Response Successful	Emirates Group Procurement
4	rfq_13 sourcing 3	tender_92	25/06/2021 12:00	Closed: To Be Evaluated	Response Submitted To Buyer	Emirates Group Procurement
5	rfq_14 Sourcing 4	tender_93	24/06/2021 13:46	Closed: Awarded	Response Partially Successful	Emirates Group Procurement

Click on that specific RFI/RFP you would like to respond to, you will be redirected to the Details Page.

To begin creating response, please click on the **“Create Response”** button or **“Decline to Respond”** if required.

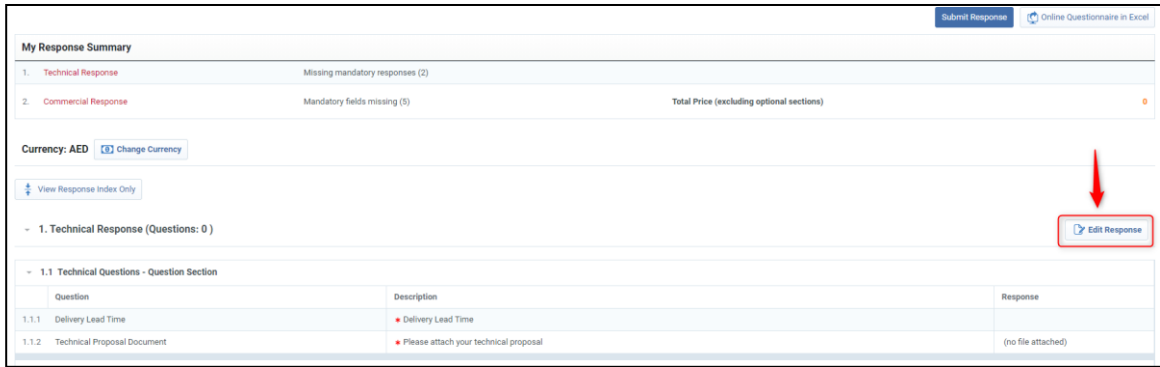


An automated prompt guiding you through the response process will appear. Click on **“OK”** to proceed.

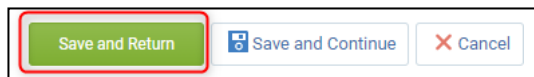


The **“My Response”** page will be loaded; from this page you will be able to view the questionnaire and start editing your response.

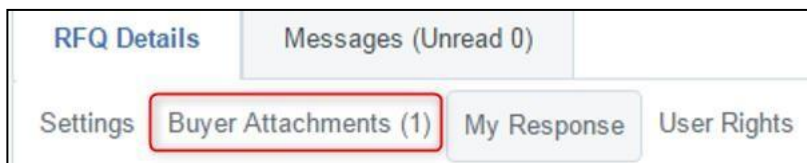
Click on **“Edit Response”** to start responding.



Fields that are marked with a red asterisk (*) are mandatory. Such fields must be completed to be able to submit your response. When you have filled the required data fields, click on the 'Save and Return' button at the top of the page.



Also, you may view any RFI\RFP attachments provided by buyer, under "Buyer Attachments"

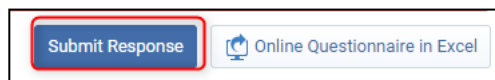


To Download the buyer attachments, you may click on the file name to download it or use Mass Download to mass download attachments if required.

Step 4:

The last step in responding process is to submit the completed response so that will be come visible to the buyer.

To Submit your response, please click on "Submit Response"



Upon successful submission you will be receiving confirmation email.

Note: it is important to submit your response BEFORE the closing date and time that is specified by Emirates. The deadline is clearly visible in the RFI\RFP settings page as well as the email invitation you have received.