



## Tenderer Guide – Portal Registration and Profile Building

## INTRODUCTION

Dubai Airports aims to provide an exceptional customer experience by offering a wide array of retail and restaurant & beverage outlets. We are interested in partnering with innovative and proven operators who understand our growing customer base and are ready to seize opportunities within our exciting airport development plan.

We have a dedicated platform to manage the entire tender process, from evaluation to selection -

<https://www.dabid.dubaiairports.ae>

This portal allows companies to register and showcase their credentials to be considered for any relevant future business opportunities. It also contains information about current and future commercial opportunities, allowing registered companies to purchase, participate and submit offers for relevant tenders.

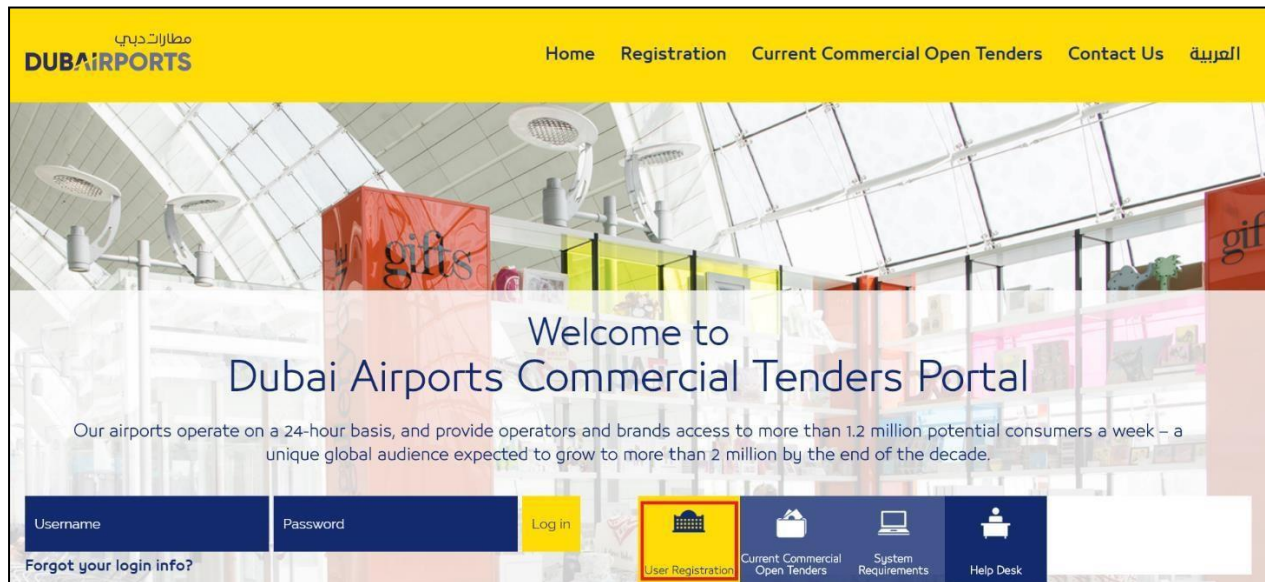
This step by step guide will help you register your company and brand with Dubai Airports and to create your profile to be able to showcase your brand offerings. The entire process consists of the below sections:

1. Register your company and create a user login
2. First login and setting your new password
3. Completing your extended profile and Uploading the Confidentiality Letter of Undertaking\*
4. Selecting Categories and providing Brands operating under the respective category

\*Note: To ease the registration process, the uploading of 'Confidentiality Letter of Undertaking' (LOU) is not required during the registration process. However, in order to participate in any tender published by Dubai Airports on the Portal, Tenderers must **first mandatorily upload** the signed/stamped LOU on the portal as per steps provided in section 3 of this user guide, before making a Tender purchase payment.

## I. Register on Dubai Airports' Commercial Tenders Portal

1. Navigate to [the portal](#) and click on "User Registration"



2. Read the User Agreement page and click on "I Agree" and then click on "Continue"

DUBAIRPORTS 14:53 Gulf Standard Time

**User Agreement** Adobe PDF File Close

**USER AGREEMENT**

**1. Introduction**

1.1 This User Agreement is between Dubai Airports Corporation referred in this User Agreement as "Dubai Airports Commercial Tenders Team" and the **Tenderer**.  
 1.2 This Agreement governs the access and use of the eTendering System (the System) by the Tenderer to respond to an invitation from the Dubai Airports Commercial Tenders Team to participate in a Tender process.  
 1.3 A Tender process may include a Pre-Qualification Questionnaire (PQQ), a Request for Information (RFI), an invitation to Submit Final Offer (FSFO), invitation to Submit Final Tender (FSFT), a Best And Final Offer (BAFO), a Request for Proposal (RFP). This above list of individual Tender processes is indicative and a non-exhaustive representation of commonly used terminology. Dubai Airports Commercial Tenders Team may have their own, unique terminology to be applied on a case by case basis.  
 1.4 The System is provided by Jaggaer Solution FZ LLC and operated by the Dubai Airports Commercial Tenders Team. This User Agreement applies to the Tenderers and its Tenderer Users' access to and use of the System. The Tenderer acknowledges that by a Tenderer User accessing the System using the user ID and password provided by, or on behalf of the Dubai Airports Commercial Tenders Team, the Tenderer agrees to be bound by this User Agreement.  
 1.5 The Tenderer shall only use the System to respond to an invitation to participate in a Tender process in accordance with this User Agreement and any further rules expressed and presented in the System. In the event that 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 Dubai Airports Commercial Tenders Team grants to the Tenderer, free of charge, access to the System by Tenderer Users for the purpose of responding to any invitation to participate in a Tender process, subject to this User Agreement.  
 2.2. The Dubai Airports Commercial Tenders Team may immediately deny access to the System by the Tenderer and/or one or more Tenderer Users by giving notice in writing to the Tenderer if any of the following events occur:  
 The Tenderer commits a material breach of any of its obligations under this User Agreement; and

**I have read and agree to the User Agreement**

I agree

I do not agree

- Fill all the mandatory information marked with a red asterisk (\*) on the “Registration Data” page which is comprising of your basic Organization Details.

Reset

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**Organisation Details**

- \* Organization Name “as per Trade License”  
(If your company has a registered office in UAE, mention the name as per Trade License of the main company/office in UAE)
- \* Address
- \* City
- \* Country
- Region
- \* ZIP/Postal Code  
(If no ZIP/ Postal code please input '0')
- \* Organisation Email Address
- Web site
- \* Organisation Legal Structure
- Other Organisation Legal Structure
- \* Trade License Number / Company Registration Number  
(If your company has a registered office in UAE, mention the number as per Trade License of the main

	<input type="text" value="Supplier Registration"/>
	<input type="text" value="Jumairah"/>
	<input type="text" value="Dubai"/>
	<input type="text" value="UNITED ARAB EMIRATES"/>
	<input type="text" value="Dubai"/>
	<input type="text" value="100005"/>
	<input type="text" value="DubaiAirports@DubaiAirports.com"/>
	<input type="text"/>
	<input type="text" value="Limited Liability Company"/>
	<input type="text"/>
	<input type="text" value="CC-1231123"/>

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**User Details**

- Title
- \* Last Name
- \* First Name
- \* Phone Number  
Please enter “+” “country code” and “your phone number” with no space
- \* Email Address  
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.
- \* Username  
(please do not forget your username)
- \* Preferred language for use in system interface
- \* Time Zone
- \* Email Address Validation

	<input type="text" value="..."/>
	<input type="text" value="[Redacted]"/>
	<input type="text" value="[Redacted]"/>
	<input type="text" value="047777777"/>
	<input type="text" value="[Redacted]"/>
	<input type="text" value="supplierregistration"/>
	<input type="text" value="English (UK)"/>
	<input type="text" value="(GMT + 4:00) Abu Dhabi, Dubai, Muscat"/>
	<input type="button" value="Send Validation Code"/> <input type="text" value="Enter Validation Code"/>

- Click on “Send Validation Code” on the Registration Data page. You will receive a validation code through an email on the email address provided in step 3.

**User Details**

- Title
- \* Last Name
- \* First Name
- \* Phone Number  
Please enter “+” “country code” and “your phone number” with no space
- \* Email Address  
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.
- \* Username  
(please do not forget your username)
- \* Preferred language for use in system interface
- \* Time Zone
- \* Email Address Validation

	<input type="text" value="..."/>
	<input type="text" value="[Redacted]"/>
	<input type="text" value="[Redacted]"/>
	<input type="text" value="047777777"/>
	<input type="text" value="[Redacted]"/>
	<input type="text" value="supplierregistration"/>
	<input type="text" value="English (UK)"/>
	<input type="text" value="(GMT + 4:00) Abu Dhabi, Dubai, Muscat"/>
	<input style="border: 2px solid red;" type="button" value="Send Validation Code"/> <input type="text" value="Enter Validation Code"/>

5. Copy the "Validation Code" from the email received.

Dear User,

The following email address has been entered on Dubai Airports Company- Commercial Tenders Portal as new user email address: [REDACTED] This email is to confirm that the email address entered belongs to the user and is able to receive the email.

If you are the user that has requested this email, please enter the following Validation Code into the 'Validation Code' field in the registration page in order to save the email address to the account.

Validation Code: **48719266016ED4FE869C**

If you have closed the Registration Data page where this request was generated, you must reopen the page and request a new Validation Code as the validation code in this email will be no longer valid.

NOTE: If you did not request this email address Validation email, please disregard this message.

For assistance please contact our Helpdesk:

6. Paste the Validation Code on the registration page.

Title	---
* Last Name	[REDACTED]
* First Name	[REDACTED]
* Phone Number <i>Please enter "+" "country code" and "your phone number" with no space</i>	0477777777
* Email Address <i>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.</i>	[REDACTED]
* Username <i>(please do not forget your username)</i>	supplierregistration
* Preferred language for use in system interface	English (UK)
* Time Zone	(GMT + 4:00) Abu Dhabi, Dubai, Muscat
* Email Address Validation	<input type="button" value="Send Validation Code"/> Enter Validation Code: <b>48719266016ED4FE869C</b>

7. Click on "Save" on the top right-hand side of the page.



- Provide further information in the “Basic Profile” section. Once all the questions have been answered, click on “Save and Continue”

You can always click on “Save & Continue” at any point in time and come back to complete your profile later.

- Select the relevant business categories which are operated by your company/brand. Search the category for keywords, or expand the entire tree to have an overview. Select as many categories as applicable with a minimum of one category. Click on “Confirm” once all relevant categories are selected

- Use the “Search or Navigate the Tree” to find the relevant category of your service.
- Click on the check mark to select your relevant category
- Click on Confirm

10. List all the brands separated by a semicolon in the “Category Specific Form” page. Example: Brand One; Brand Two (if applicable).

Click on “Save & Continue” once you have provided names of all brands under each category selected in previous step

11. You have successfully registered your account with Dubai Airports Commercial Tenders Portal. Please change your login password and complete your extended profile by following the steps mentioned in Section II and III of this document.

## II. Accessing the portal after registration completion

1. Copy the temporary password you will receive through an email notification from the portal. Click on the portal link in the notification email or go to <https://www.dabid.dubaiairports.ae>
2. Enter your “Username” and “Temporary Password” and click on “Log In”





- Specify a new password that is unique to you and 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!  
 ⓘ Warning! Your password must contain both alphabetic and numeric characters, and must contain at least one of the following special characters: \!£\$%&/'()=?^\*€[]#@,;:~\_-><\*+

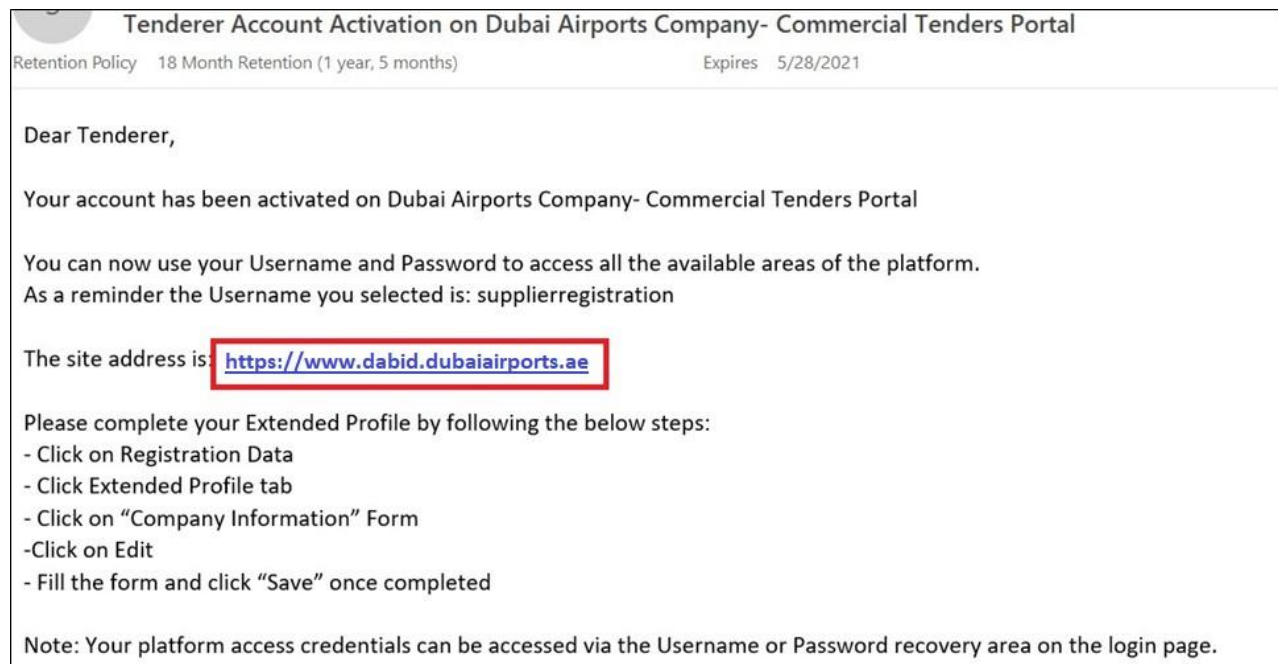
**New Password**

**Confirm Password**

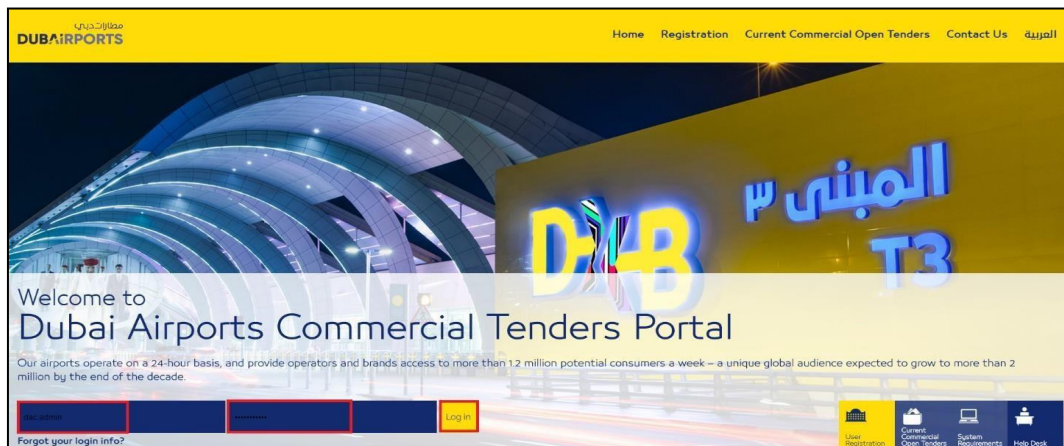
- You will now reach to the landing page of your account. Follow the steps mentioned in Section III to complete your extended profile.

### III. Completion of Extended Profile and uploading the signed Confidentiality Letter of Undertaking

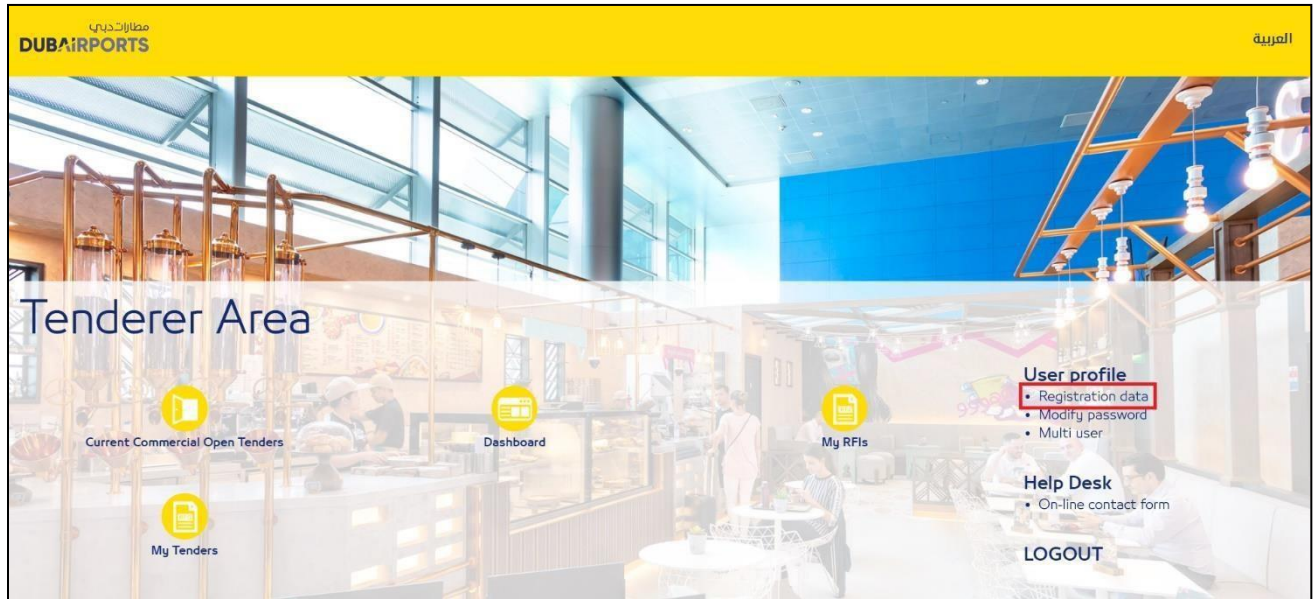
1. Once your registration is complete, you will receive an email of Account Activation which will include the steps needed to complete your “Extended Profile”. Click on the site address to access the portal.



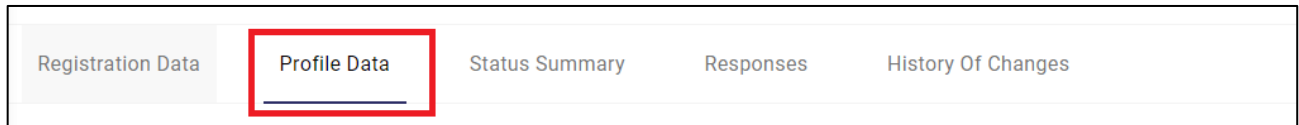
2. Enter your username and password.



3. Click on “Registration Data”



4. Click on “Profile Data” tab



5. Click on “Company Details” section and click “Edit” to start filling the required information.

Showing Result 1 - 6 of 6		Show: 10				
		PHASE	TITLE	COMPLETION	DOCUMENT EXPIRY DATE (FIRST TO EXPIRE)	LAST MODIFIED DATE
1	>	Onboarding	<a href="#">Company Details</a>	●	10/12/2020 ▲	28/12/2021 11:05
2	>	Additional	<a href="#">Brand and Experience Profile</a>	●	29/01/2020 ▲	27/05/2022 09:15

Organisation Profile ✎ ...

← > Company Details

▼ COMPANY INFORMATION

QUESTION	DESCRIPTION	RESPONSE	EDITABLE BY
1	Company Name (Arabic)	Kindly provide company name as mentioned in Trade License in Arabic	Tenderer

▼ AUTHORIZED SIGNATORY

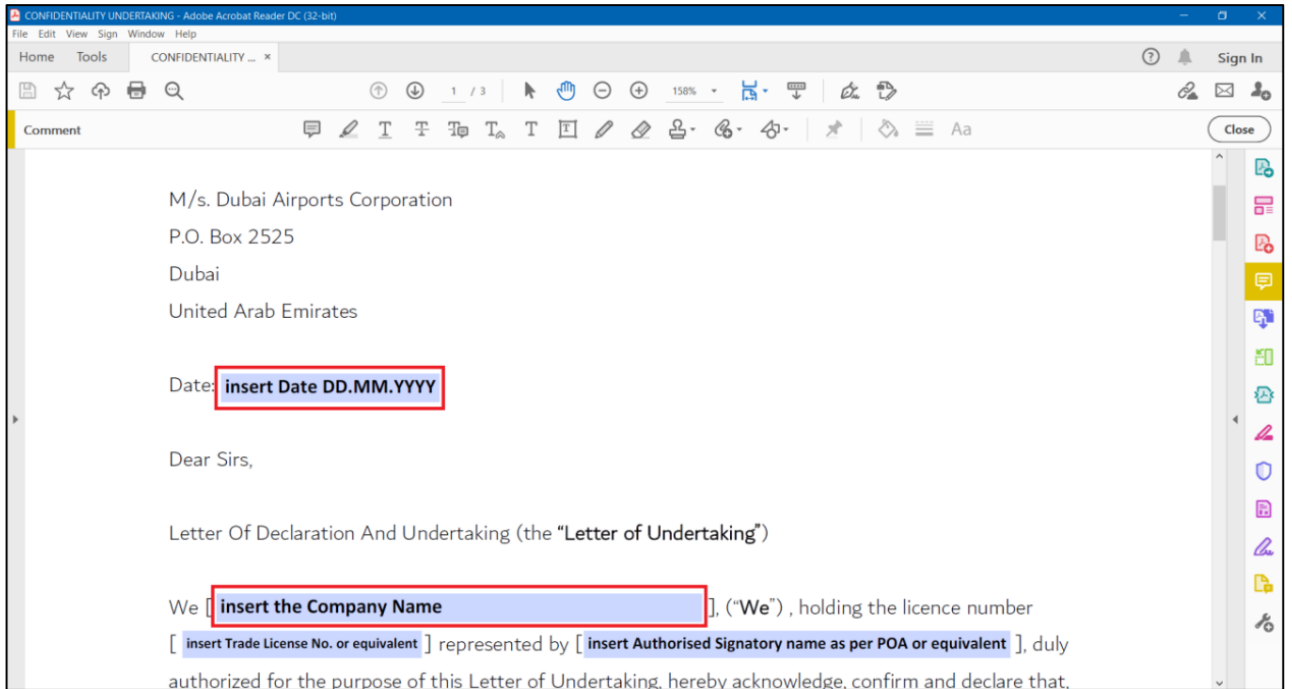
5. At the bottom of this section, you must download the “Confidentiality Letter of Undertaking” template. Fill, sign and stamp the template and re-upload the document in this section

Click on “Download Template”

▼ CONFIDENTIALITY LETTER OF UNDERTAKING

QUESTION	DESCRIPTION	RESPONSE	EDITABLE BY	
1	Letter of Undertaking	<p>Please download the Letter of Undertaking template. Kindly fill in the template and print on your company letterhead and sign it by the Authorised Signatory. Once done, please upload the signed letter of undertaking on the portal.</p> <p>This step can also be completed post registration. However, kindly make sure you upload the same before participating in any tender.</p>	<div style="border: 1px solid gray; padding: 5px; display: flex; align-items: center;"> <span style="margin-right: 5px;">+ Attach File</span> <input style="flex-grow: 1;" type="text"/> </div> <div style="border: 1px solid gray; padding: 2px; display: inline-block; margin-top: 2px;">Download Template</div>	Tenderer

Save the Template. Open the template in Adobe Acrobat. Fill in all the highlighted fields



Once all the information has been filled in and signed/stamped, please upload the document in the same section by clicking on "Attach File".

CONFIDENTIALITY LETTER OF UNDERTAKING			
QUESTION	DESCRIPTION	RESPONSE	EDITABLE BY
1	Letter of Undertaking	<p>Please download the Letter of Undertaking template. Kindly fill in the template and print on your company letterhead and sign it by the Authorised Signatory. Once done, please upload the signed letter of undertaking on the portal.</p> <p>This step can also be completed post registration. However, kindly make sure you upload the same before participating in any tender.</p>	<p><b>+ Attach File</b></p> <p>Download Template</p>
			Tenderer

Click on Save on top right

- Click on “Brand and Experience Profile section” and answer all the mandatory fields. Please ensure to upload your Brand profile attachment. If you wish to upload multiple files, please zip the files and upload.

Once done, click on “Save”.

BRAND AND EXPERIENCE PROFILE			
EXPERIENCE PROFILE			
QUESTION	DESCRIPTION	RESPONSE	EDITABLE BY
1	Brand Profile Attachment	* Kindly attach the Brand Profile (for Brands operated by your Company). In case of multiple brands, please merge into a single attachment or upload under "Additional Attachments" section.	(no file attached)
2	Brand Profile Description	Kindly provide a short summary of the Brand Profile (for the Brands operated by your Company). Alternatively, please provide Brand Profile(s) as an attachment in the "Brand Profile Attachment" section below.	test case study

- Following the same approach, complete all the forms and save the information.

Extended Profile Details: UAE Based Companies

[Save and Continue](#) [Cancel](#)

**UAE Company Details**

UAE VAT registration number \* Kindly provide the UAE VAT registration number, if VAT registration number is not available, Kindly enter 0.

Chamber of Commerce and Industry Membership \* Kindly attach valid copy of the certificate of registration of membership Chamber of Commerce and Industry.

Expiring on:

Extended Profile Details: Sole Ownership

[Save and Continue](#) [Cancel](#)

**Company Owner**

First Owner Name \* Kindly provide first Owner's name

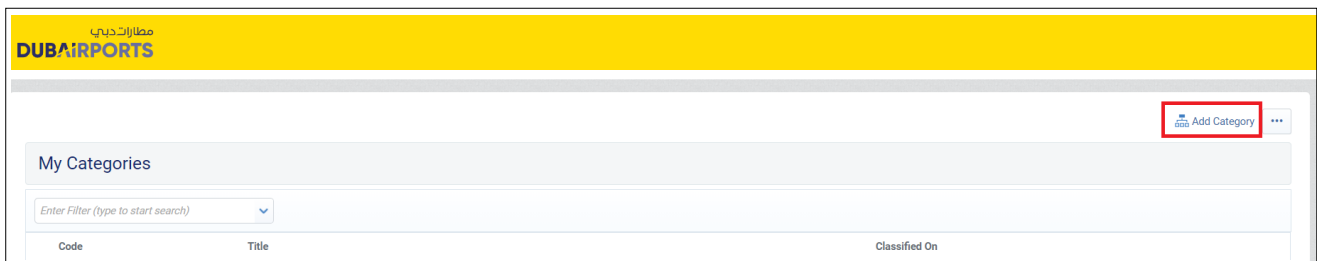
- You have successfully completed your extended profile

## IV. Selecting Category and Brand Section

1. From the home page, Click on "My Categories"



2. Click on "Add Category"



3. Select the relevant Category and click "Confirm". Provide the Brand Names separated by ';

Click on "Save"

Categories Selected in the Previous Page

Save Cancel

Category List:  
>Trade Category>Retail>Financial Services (Bank, ATM, FX)

Form Title: Financial Services Category

Financial Services Brand		
Title	Description	Response
1	Financial Services Brands List	Please list out the brands operated by your parent company under "Financial Services". Separate multiple values by semicolon ";"

Response

Characters available 2000

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The following guidelines will help you provide the Brand information in correct format:

- The Brand names should be the Brand Name operating under your Company Name (i.e. as mentioned in your Trade License/Permit). Please do not mention the brands you sell.
- If your Brand Name is same as Company Name, please mention the same (i.e., Company Name) in the field
- Please ensure to select the relevant category under which your Brand operates
- Please ONLY mention the brand names as mentioned in your Trade License/Permit. Do not use “other”, “etc.” or any other explanatory terms in the fields
- Separate multiple brand names by ;



## [Additional Section] Respond to Editable Profile Forms

Note: This section is applicable if your profile information is inaccurate or more details are requested by Dubai Airports

1. You will receive an email notification from the portal to review your profile forms and re-submit new answers. Click on the notification on the email to log in and access the profile.

Dear Supplier Registration,

Dubai Airports Company - Commercial Tendering has requested that you complete any required data and review Qualification Assessment Forms on Dubai Airports Company- Commercial Tenders Portal

Assessment Group Name: Qualification Assessment

Dubai Airports - Commercial Comment (optional): Kindly review the profile UAE Based Companies and resubmit the following

1. A
2. B
3. C

To access the Form Questions (provided your access allows you) click the following link and enter your Username and Password <https://www.dabid.dubaairports.ae/esop/guest/login.do?qvu=40093585016ED5720D39>

Or browse as follows:

2. Click "OK" on the pop up to start the editing of the forms.

dubaairports.tejari.com says

The Dubai Airports Commercial Company has requested you update or review Forms associated to this Assessment.

Click 'OK' to Go directly to Editable Forms

3. Click on the form.

Title		Tenderer Form Status		Document Expiry Date (First to Expire)	Last Modification Date	Form Editing Allowed on	Forms Viewed
		Mandatory	Optional				
1	UAE Based Companies	<span style="background-color: green; color: white; border-radius: 50%; padding: 2px;">100%</span>	<span style="background-color: #ccc; border-radius: 50%; padding: 2px;">0%</span>		05/12/2019 13:33	05/12/2019 13:44	<span style="background-color: red; color: white; border-radius: 50%; padding: 2px;">No</span>
Total 1							

Page 1 of 1

4. Click on “Edit”

Edit

**Form Information**

Last Tenderer Modification Date  
05/12/2019 13:33

**Editable Forms**

**Form Editing**  
Editable by Tenderer

**Current Editing Allowed**  
05/12/2019 13:44 Last Editing Stopped

**Form Title: UAE Based Companies**

**Form Description**

**UAE Company Details**

Title	Description	Response
UAE VAT registration number	Kindly provide the UAE VAT registration number, if VAT registration number is not available, Kindly enter 0.	1000002324231
Chamber of Commerce and Industry Membership	Kindly attach valid copy of the certificate of registration of membership Chamber of Commerce and Industry	(no file attached) Expiring on: _____

5. Re-submit your answers and click on Save & Continue.

**Form Information**

Last Tenderer Modification Date  
05/12/2019 13:33

**Editable Forms**

**Form Editing**  
Editable by Tenderer

**Current Editing Allowed**  
05/12/2019 13:44      Last Editing Stopped

**Form Title: UAE Based Companies**

**Form Description**

**UAE Company Details**

Title	Description	Response
UAE VAT registration number	Kindly provide the UAE VAT registration number, if VAT registration number is not available, Kindly enter 0.	1000002324231 Characters available: 1987
Chamber of Commerce and Industry Membership	Kindly attach valid copy of the certificate of registration of membership Chamber of Commerce and Industry	+ Click to attach file Expiring on: ddMM/yyyy

6. Once all the questions have been resubmitted, you will receive a pop up, click on “Return Forms to Dubai Airports Commercial”

**Note**

All Forms have been reviewed and all mandatory fields completed

Return all listed Forms to the Dubai Airports Commercial or go back to the Forms and Return them later

**Return Forms to Dubai Airports Commercial**      No, I will do it later

7. You have successfully updated your extended profile.

**\*\*End of tutorial\*\***

# Need assistance?



**Helpdesk – software support**

Local business hours of operation (e.g. 08:00 – 17:00 in the UAE)



Free-phone: (+971) 800 032 0058



Email: [sourcingsupport@jaggaer.com](mailto:sourcingsupport@jaggaer.com)



Web: Helpdesk Icon on the Main Page



\*All calls monitored / recorded and available for fully auditable evidence purposes

If you are not satisfied with the helpdesk or have a non-technical query, please write to:

[commercial.tenders@dubaiairports.ae](mailto:commercial.tenders@dubaiairports.ae)