



دائرة الخدمات العامة
Public Services Department

Getting Started with Ras Al Khaimah Public Services Department

Supplier.rak.ae
Powered by Coupa

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What is Coupa Supplier Portal (CSP)?

Coupa Supplier Portal (CSP) is a cloud-based platform for buyers and suppliers to collaborate.

Suppliers can use it to view and acknowledge their purchase orders (POs), create and submit invoices and even manage their invites to bid, prepare, and submit proposal for all RFIs and RFQs/

The portal also allows suppliers to check the status of all their transactions and payments, without having to contact an AP department.

View the status of invoices and payments in real time

Quickly flip POs to invoices; ability to do partial invoicing

purchase orders (POs) and view how much has already been invoiced

Decrease paperwork and manual effort through new automated steps

Streamline invoice processing through electronic workflows

Receive invites to bid,

Submit your proposal for all RFIs/RFQs

Send comments to PSD in real time



What does this mean for you as a supplier?

Working with Ras Al Khaimah Public Services Department now means working together via the Coupa Supplier Portal.

Ras Al Khaimah Public Services Department wants to work with our suppliers to improve the way we do business with each other. Through Coupa, an industry-leading procure-to-pay system, we are able to optimize how we work with you from purchase to payment and everything in between.

Via your Coupa Supplier Portal, you will:

- › Electronically receive Purchase Orders (POs) from *Ras Al Khaimah Public Services Department*
- › Be able to acknowledge receipt of POs & communicate with RAK-PSD through 'comments'
- › Create electronic invoices by 'flipping' the electronic PO
- › View the status of your orders, invoices and payment online, in real time.
- › Participate in sourcing events, Response in Public tenders in the CSP.

Public Services Department will send an email link that will allow you to participate directly in a sourcing event.



Respond to RFI/EOI



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Response to RFI/EOI

You will receive an invitation via email (registered in supplier profile) containing username

- 1. Click on I intend to participate (login page is open)**
- 2. Enter username (mentioned in invitation email) and password**
- 3. Click on Sign in to login into sourcing response portal**

Public Services Department Test Sourcing Event - English-auction-training #459 Invitation

XXXX Solutions has been invited by Public Services Department to participate in a sourcing event for English-auction-training.

Participation and submission is easy and all done within the system. Response may require forms, attachments, price quotes, and/or descriptions of products or services. If you have responded to the event, please ignore this message.

Competitive Bidding starts on **Tuesday, 17 December 2024 06:39 AM +04**

Responses are due by **Tuesday, 17 December 2024 07:09 AM +04**

Your username is **XXXX**

I intend to Participate **I decline to Participate**

View Event

Public Services Department

Powered by coupa

Sign In

Username or Email Address

Password

[Forgot username or password?](#)

Sign In



Response to (RFI/EOI)

- 1. Select I intend from dropdown.**
- 2. Accept term and condition by selecting Yes.**
- 3. Click on Send to event owner button.**
- 4. Populate the invoice number generated by your finance system.**

You will not be able to submit your response until you accept the term and condition

Training-event-EOI - Event #420 Active

Event Ends **05 : 07**
hrs mins

Event Info

Supplier has been invited by **Public Services Department** to participate in a sourcing event for **Training-event-EOI**. Participation and submission is easy and all done within the system. Response may require forms, attachments, price quotes, and/or descriptions of products or services. If you have responded to the event, please ignore this message.

Do you intend to participate?

Accept Terms and Conditions

Terms and Conditions
[Attachment_file.xlsx](#)

Do you accept these Terms and Conditions?

Yes
 No

Send to Event Owner



Response to (RFI/EOI)

- 1. In event information & bidding rules you will see information about the event.**
- 2. Click on Enter response to submit your response.**

 Event Information & Bidding Rules  Buyer Attachments

Event will end at the Event End Time.

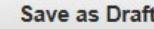
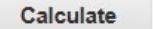
Your responses are viewable by buyer once submitted
Buyer may choose to award individual line items

 Timeline

 Dec 19 Event Start 11:33 AM Asia/Dubai 5h : 26min

 Dec 19 Event End 05:00 PM Asia/Dubai 00:00

 Enter Response

 Delete  Cancel  Save as Draft  Calculate  Submit



Response to (RFI/EOI)

1. Download the attached document and review it.
2. Click on file to attach the relevant document in your response section.

Note:

The star (*) fields are mandatory you must need to fill

Event Info [My Response](#)

 Attachments

Provided by Imran Khan	Your response
Attachment for RFI training	Response to Attachment for RFI training
Attachment Attachment_file.xlsx	Attachment * Add File



Response to (RFI/EOI)

1. Scroll down to the forms section.
2. Fill all the form fields of EOI-Participation Confirmation with correct information.

 Forms

1. EOI-Participation Confirmation

Please answer the questions below.

Name of the firm	XXXX
Status (Legal entity)	other
Address with pin code	XXXX
Contact person (Management)	XXXX
Contact number	XXXX
Fax No.	XXXX
Mobile No.	XXXX
Email Id.	XXXX
Web address	XXXX
Year of Registration and Valid Upto	XXXX



Response to (RFI/EOI)

- 1. Fill all the form fields of EOI-
Participation Confirmation with
correct information.**
- 2. Click on Save button to save your
information.**
- 3. Scroll down and click on submit
response button.**

Note:

Your response will be submitted to buyer

Attach Commercial [Capture1.JPG](#)
Licenses to be furnished
(Change, Clear)

Details of Commercial Licenses

Copy of Commercial Licenses to be furnished No file chosen

Details of VAT Registration No.

Copy of VAT Registration number to be furnished No file chosen

Contact person (Name & Address)

Contact person Mobile / telephone no.

Contact person email ID

Interest of Participation

Detail of Presentation Participations

Organization Name

Nos OF Representative

Name of Representative

Designation

Contact Email

Contact Mobile Number



Response to Sourcing Event RFQ



1
2

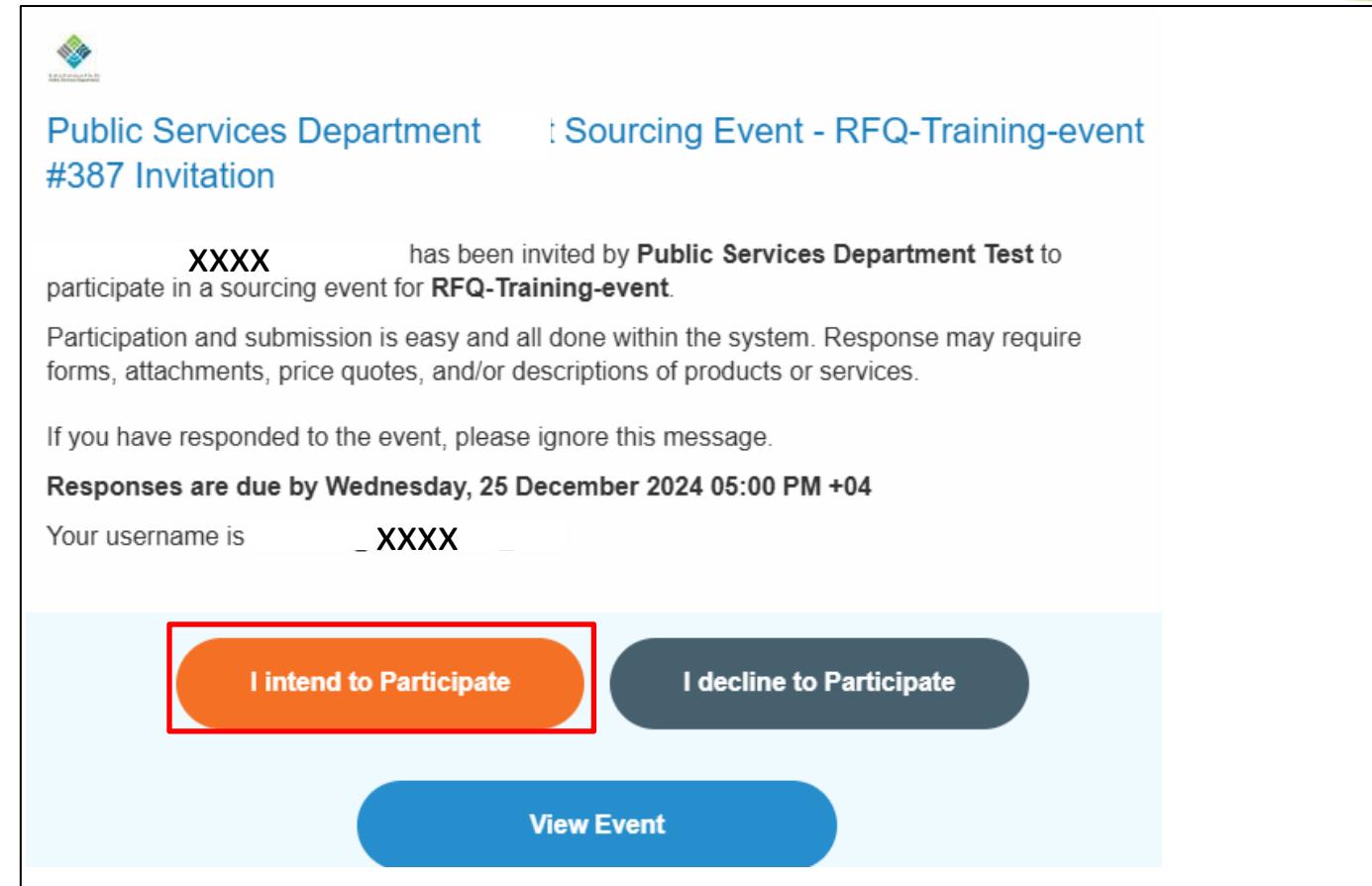


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Response to RFQ

You will receive an invitation via email (registered in supplier profile) containing username

- 1. Click on I intend to participate (login page is open)**
- 2. Enter username (mentioned in invitation email) and password**
- 3. Click on Sign in to login into sourcing response portal**



Response to RFQ

1. Select I intend from dropdown
2. Accept term and condition by selecting Yes
3. Click on Send to event owner button
4. In timeline section you will see event timeline e.g. event start and end date
5. Click on enter response button, and provide response name
6. Download the attached document and review it
7. Click on file to attach the relevant document in your response section

RFQ-Training-event - Event #387 Active

Event Ends **03 : 17**
days hrs

Event Info

Supplier has been invited by **Public Services Department Test** to participate in a sourcing event for **RFQ-Training-event**. Participation and submission is easy and all done within the system. Response may require forms, attachments, price quotes, and/or descriptions of products or services.

If you have responded to the event, please ignore this message.

Do you intend to participate in this event?

Indicate your intent to participate. Buyer will be notified of your intent.

Do you intend to participate?

Accept Terms and Conditions

Terms and Conditions
[Term_Con.txt](#)

Do you accept these Terms and Conditions?

Yes
 No

Send to Event Owner

Event Information & Bidding Rules

Event will end at the Event End Time.

Your responses are viewable by buyer once submitted
Buyer may choose to award individual line items

Timeline

Event Start
Dec 20
(Start time may change based on approvals)
12:14 PM Asia/Dubai
5d : 4h : 45min

Event End
Dec 25
(End time may change based on approvals)
05:00 PM Asia/Dubai
00:00

Enter Response

Attachments

Provided by Imran Khan	Your response
Attachment for training Please review and fill the attached document and upload Attachment Attachment_file.xlsx	Response to Attachment for training Attachment * <input type="button" value="Add File"/>

Public Services Department



Response to RFQ

1. Scroll down to the forms section
2. Fill all the form fields of Request for Quotations (RFQ)PSD T&C with correct information and select Yes/No for each term and condition
3. Incase any term and condition is not accepting kindly provide the reason (reason for not accepting is mandatory)
4. Complete filling of the form and than click on save button to save your information

Forms

1. Request for Quotations (RFQ)PSD T&C

Please answer the questions below.

Public Services Department

Dear Sir/Madam,

Public Services Department,PSD Contracts & Procurement department hereby invites you to submit your best technical and commercial offer subject to our terms and conditions attached for the material/services mentioned below:

Terms and Conditions

Condition	Description
Delivery Terms	Your Price quotation shall include the cost of items as well as the shipping cost

Delivery Terms
Acceptance
Confirmation

Yes

Condition Description

Condition	Description
Ship To	PSD Central Warehouse

Ship To Acceptance
Confirmation

No

* Ship To Deviation
Reason

provide the reason for not accepting

Please provide the reason in case of disagree



Response to RFQ

- 1. After attaching the require document if any you want to attach to the event.**
- 2. Scroll down to end and click on import from excel button (new window will be open).**
- 3. Click on Response template to download the excel template and fill all the fields in excel and save.**
- 4. Once the excel template is filled out and completed click on Choose file button and selected the excel template to upload.**
- 5. Click on start upload button.**
- 6. Click on Submit response button.**

Event Info My Responses ALPAH TRADING L.L.C - #541

* Name

 **Attachments**

Provided by Imran Khan	Your response
Attachment for training Instructions Please review and fill the attached document and upload Attachment <input type="file" value="Attachment_file.xlsx"/>	Response to Attachment for training Attachment * Add File <input type="file" value="Attachment_from_supplier.xlsx"/>

Import from Excel **Save** **Submit Response**

Steps for uploading your response in Excel

1. Download the [Response Template](#) (Note: This template will only work for this event)
2. Fill in or update the Excel file.
Fields marked with a "*" are mandatory. Do not unlock/unprotect the Excel file if you plan to upload it.
Values in the uploaded file will replace anything currently saved to your response.
Once you click "Start Upload" values in the excel file will be saved, but not submitted.
Once upload is complete, review your response and click "Submit." Your response will not be sent until you do so.
3. Load the updated file
 No file chosen
Uploading will only save your response. You must click "Submit" to send it to the buyer.

Start Upload

Import from Excel **Save** **Submit Response**



Response to RFQ

In excel file sheet#1 is items and services detail.

1. Enter the item price for each item.
2. And sheet #2 contain fields information of questionnaire form.
3. Provide answer to the questions.

Item / Service	Item / Service Fields			Supplier Response Fields						
Item Description (Text)	Expected Quantity (Number)	Unit of Measurement (Text)	Need by Date (Date)	Capacity (Number)	Unit Bid Price (Number)	Bid Price Currency (Text)	Lead Time (Integer)	Supplier Item Name (Text)	Item Part Number (Text)	Item Description (Text)
Bearing	10	Each		10	80	AED				
Motor 50 HP 1800 RPM	20	Each		20	90	AED				

The yellow cells below are your input fields. You can upload this file to save the information you entered in the editable cells to your response.
NOTE: This Excel file is locked to ensure it uploads correctly, and you must still click "submit" after uploading to submit!

Form	Question Fields				Answer Fields
Form Name (Text)	Label (Text)	Type (Text)	Required (Text)	Answer	
Request for Quotations (RFQ)PSD T&C	Delivery Terms Acceptance Confirmation	Drop Down	No	No	
Request for Quotations (RFQ)PSD T&C	Ship To Acceptance Confirmation	Drop Down	No	Yes	
Request for Quotations (RFQ)PSD T&C	Freight terms Acceptance Confirmation	Drop Down	No	No	
Request for Quotations (RFQ)PSD T&C	Freight Terms Deviation Reason	Text Field	Yes	NA	
Request for Quotations (RFQ)PSD T&C	Validity of Quotations Acceptance Confirmation				
Request for Quotations (RFQ)PSD T&C	Acceptance Confirmation	Drop Down	No	Yes	
Request for Quotations (RFQ)PSD T&C	Annexure A	Attachment	No		
Request for Quotations (RFQ)PSD T&C	Annexure B	Attachment	No		

Items and Services Forms



Response to English Reverse Auction

18

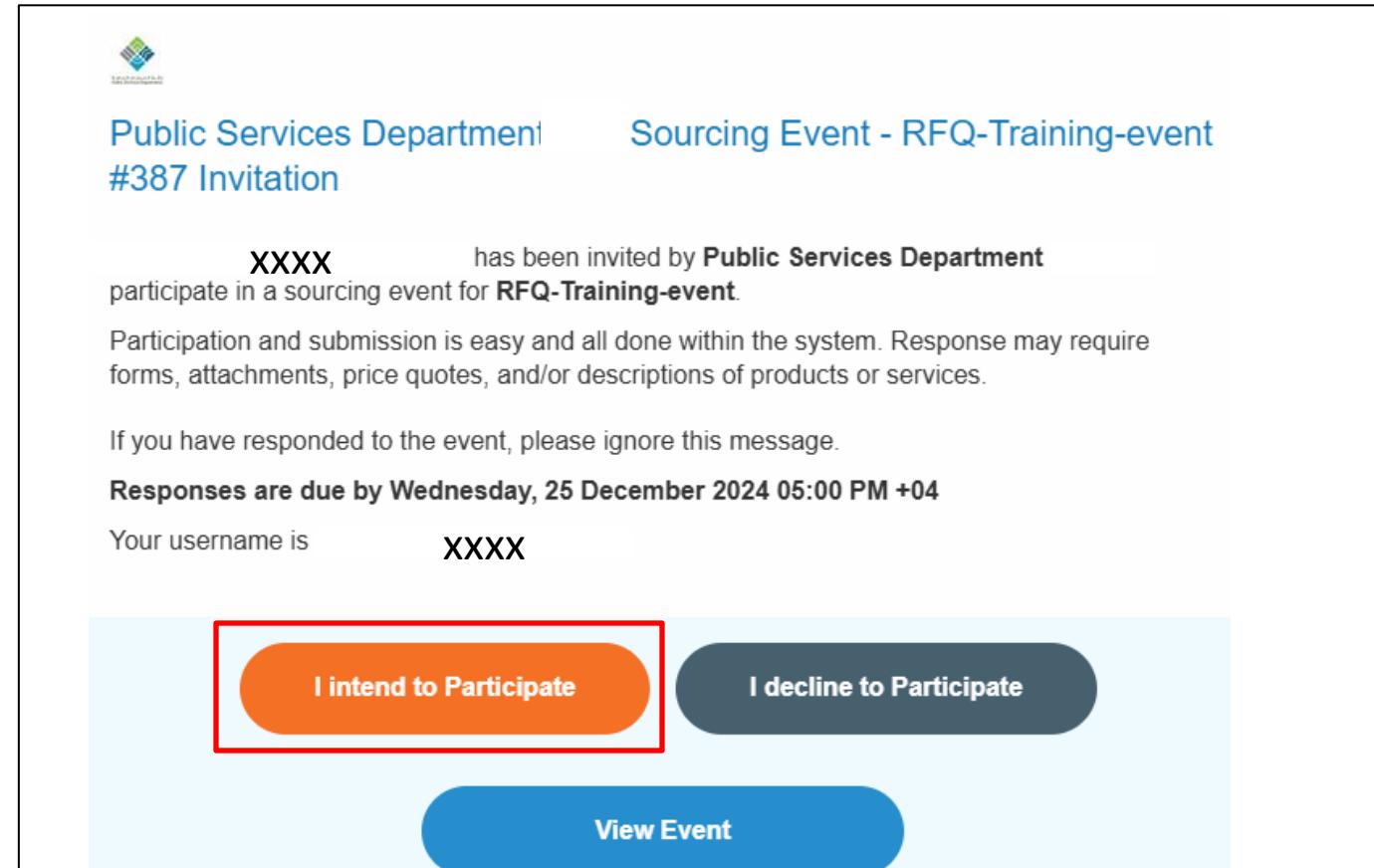


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Response to English Reverse Auction

You will receive an invitation via email (registered in supplier profile) containing username.

- 1. Click on I intend to participate (login page is open).**
- 2. Enter username (mentioned in invitation email) and password.**
- 3. Click on Sign in to login into sourcing response portal.**



Response to English Reverse Auction

1. Click on event# blue hyper link.

Welcome to your Sourcing Response Portal!

Supplier has been invited by **Public Services Department** to participate in a sourcing event f **XXX** **Reverse Auction**. Participation and submission is easy and all done within the system. Response may require forms, attachments, price quotes, and/or descriptions of products or services. If you have responded to the event, please ignore this message.

All Sourcing Events

Showing results for English-auction-training 						
Event #	Event Name	Start Date	End Date	Status	Type	Responses
459	English-auction-training	12/17/24	12/17/24	Auction	Auction	0



Response to English Reverse Auction

- 1. Select I intend from dropdown.**
- 2. Accept term and condition by selecting Yes.**
- 3. Click on Send to event owner button.**

Note:

You will not be able to submit your response until you accept the term and condition

English-auction-training - Event #459 Bidding in Progress

Bidding Countdown **23 : 01**
mins secs

Event Info

Supplier has been invited by **Public Services Department** to participate in a sourcing event for **English-auction-training**. Participation and submission is easy and all done within the system. Response may require forms, attachments, price quotes, and/or descriptions of products or services. If you have responded to the event, please ignore this message.

Do you intend to participate in this event?

Indicate your intent to participate. Buyer will be notified of your intent.

Do you intend to participate?

Accept Terms and Conditions

Terms and Conditions
[Term_and_Condition.docx](#)

Do you accept these Terms and Conditions?

Yes
 No

Send to Event Owner



Response to English Reverse Auction

In event information & bidding rules you will see information about the event.

Event Information & Bidding Rules

Automatic Bid Extentions

You will have at least 5 minutes to respond after a new best price is submitted.

Competitive Ranking

During competitive bidding, you will see your 'Competitive Ranking' only.

Example 'You are ranked 3 of 7'.

Incremental Bidding (Auction) Rules

Ties for 1st place are allowed for:

- Event Total
- Lots
- Individual Items

During competitive bidding, you must improve your bid by:

- Event Total — 1.00 AED
- Lots — 1.00 AED
- Items — 1.00 AED

Your responses are viewable by buyer once submitted

Buyer may choose to award individual line items

Buyer Attachments



Response to English Reverse Auction

In timeline section you will see event timeline e.g. event/bidding start and event end date

- 1. Click on enter response button.**
- 2. Download the attached document and review it.**
- 3. Click on file to attach the relevant document in your response section.**

Note:

The star (*) fields are mandatory you must need to fill
You will not be able to submit the response when the event is ended.

Timeline

Dec 17	Pre-Bid Start (Start time may change based on approvals) 06:39 AM Asia/Dubai 0h : 0min	Dec 17	Bidding Start (Bidding time may change based on approvals) 06:39 AM Asia/Dubai 3h : 35min	Dec 17	Event End (End time may change based on approvals) 10:14 AM Asia/Dubai 00:00
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[Enter Response](#)

Event Info [My Response](#)

Attachments

Provided by Imran Khan	Your response
Attachment for training	Response to Attachment for training
Instructions Please review and fill the attached document and upload it	Attachment * Add File
Attachment Attachment_for_header.docx	Attachment_from_supplier.xlsx



Response to English Reverse Auction

1. Enter and provide price per unit.
2. Click on submit response button.

Note:

Your response will be submitted to buyer.

Items and Services

Items Not In Lots (1 items)

Expected Quantity	Capacity	* Price per Unit	* Currency
50 Each	50	120	AED

0.00 AED
Expected Quantity x Price per Unit

Enter Price

* Required field

Total 0.00 AED Enter Price

History

Import from Excel Submit Response



Response to Sourcing Event

25

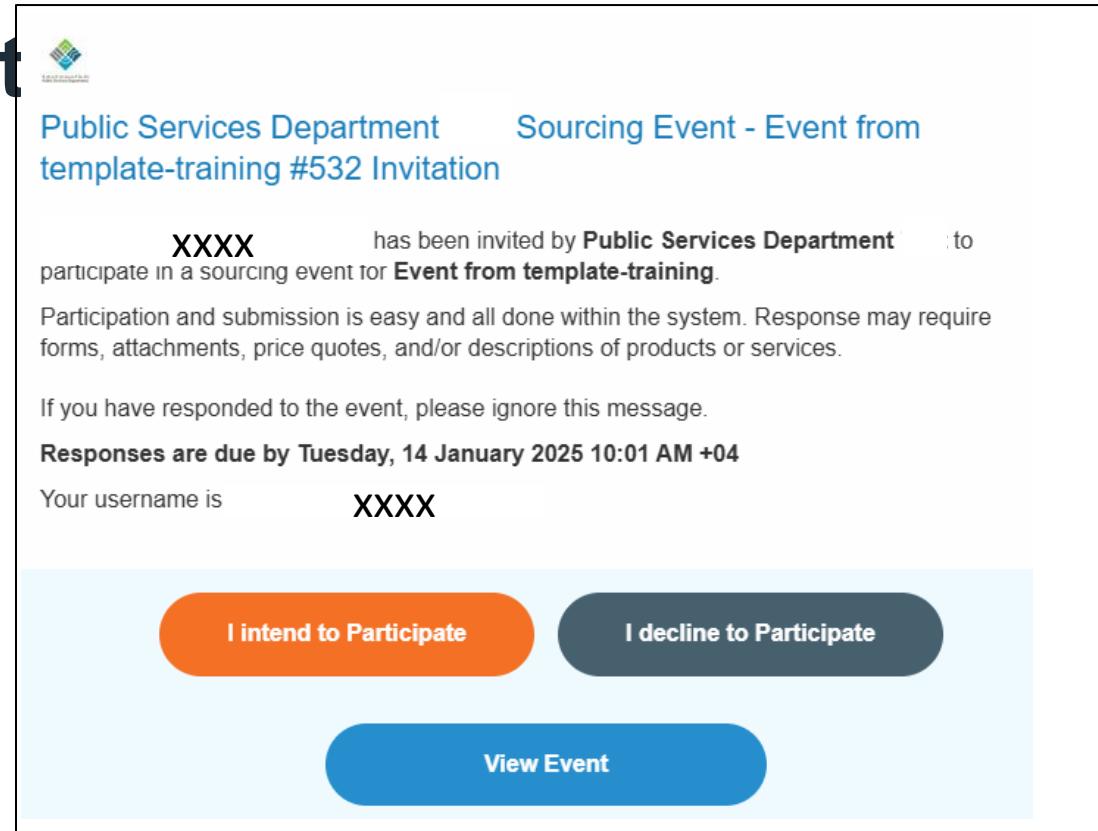


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Resolve to Sourcing Event

You will receive an invitation via email (registered in supplier profile) containing username.

- 1. Click on I intend to participate (login page is open).**
- 2. Enter username (mentioned in invitation email) and password.**
- 3. Click on Sign in to login into sourcing response portal.**



Response to Sourcing Event

1. Select I intend from dropdown.
2. Download and View term and condition.
3. Accept term and condition by selecting Yes.
4. And click on Send to event to owner.

Event from template-tr... - Event #532 Active

Event Ends **14 : 16**
days hrs

Event Info

Supplier has been invited by **Public Services Department** to participate in a sourcing event for **Event from template-training**. Participation and submission is easy and all done within the system. Response may require forms, attachments, price quotes, and/or descriptions of products or services.

If you have responded to the event, please ignore this message.

 Do you intend to participate in this event?

Indicate your intent to participate. Buyer will be notified of your intent.

Do you intend to participate?

 Accept Terms and Conditions

Terms and Conditions
[Term_and_Condition.docx](#)

Do you accept these Terms and Conditions?

Yes
 No

Send to Event Owner



Response to Sourcing Event

- 1. In timeline section you will see event timeline e.g. event start and event end date detail.**
- 2. Click on enter response button (new window will open containing total price).**

 Event Information & Bidding Rules

Event will end at the Event End Time.

Your responses are viewable by buyer once submitted
Buyer may choose to award individual line items

 Timeline

 Dec 30	Event Start (Start time may change based on approvals) 05:01 PM Asia/Dubai 14d : 17h : 0min	 Jan 14	Event End (End time may change based on approvals) 10:01 AM Asia/Dubai 00:00
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Enter Response



Response to Sourcing Event

- 1. Enter response name in the Name field.**
- 2. Click on enter response button.**
- 3. Download the attached document (Pre-qualification form) and fill out all the required information.**
- 4. Upload the downloaded Pre-qualification form in your response section, by clicking on file and then choose file.**

Event Info My Responses GulfTech Industrial Solutions - #547

* Name

 Attachments

Provided by Imran Khan	Your response
PS-01-01 PRE-QUALIFICATION FORM FOR CONSULTANTS	Response to PS-01-01 PRE-QUALIFICATION FORM FOR CONSULTANTS
Instructions Please download attached Prequalification form fill it and upload it in your response section.	Attachment * Add File
Attachment PS-01-01_PRE-QUALIFICATION_FORM...	



Response to Sourcing Event

- 1. Click on I intend to participate (login page is open).**
- 2. Enter username (mentioned in invitation email) and password.**
- 3. Click on Sign in to login into sourcing response portal.**
- 4. Fill out all the information of Pre-qualification assessment Commercial form.**
- 5. Provide answer to all question by selecting the correct answer from drop down.**
- 6. Click on Save button to save your information.**

1. Pre-Qualification Assessment (Technical) Form for Consultants

Please answer the questions below.

Government Authority affiliation (prequalification, certification, accreditation, etc.)	XXXX
Experience and credentials of key personnel and organisation structure	XXXX
Technical and supervisory personnel strength	XXXX
Local Experience	XXXX
International experience	XXXX
Assessment of submitted company profile	XXXX
Environmental, Health and Safety Manual	XXXX
QA / QC manual and accreditation and planning	XXXX

2. Pre-Qualification Assessment (Commercial) Form for Consultants

Please answer the questions below.

Insurance existence and adequacy	Can provide any required insurance and adequacy
Completeness of required documents as per prequalification requirement	Insufficient and low quality

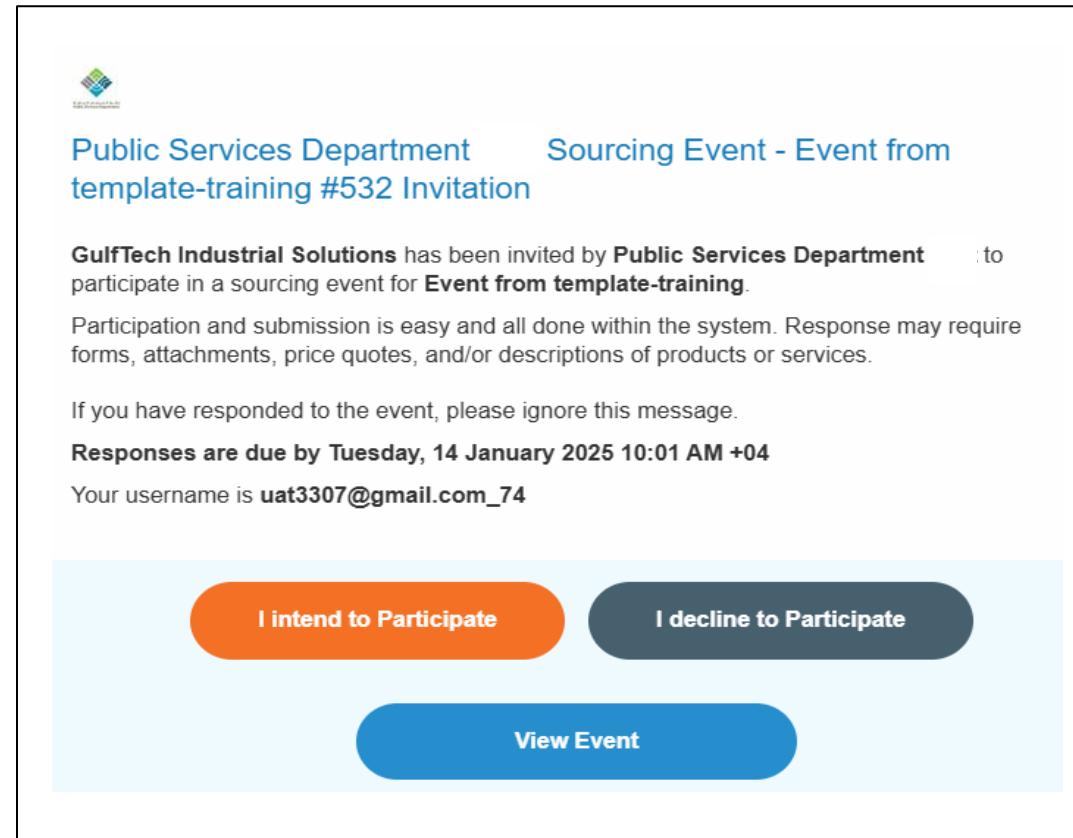
Save



Response to Sourcing Event

You will receive an invitation via email (registered in supplier profile) containing username

- 1. Click on I intend to participate (login page is open).**
- 2. Enter username (mentioned in invitation email) and password.**
- 3. Click on Sign in to login into sourcing response portal**



Response to Sourcing Event

1. Provide Price per unit for each item.
2. Click on Submit response button to submit your response to the buyer.

Note:

Your response will be submitted to the buyer

Items and Services

Items Not In Lots (2 items)

Item	Expected Quantity	Capacity	Price per Unit	Currency
Bearing	50 Each	50	90	AED
Motor 50 HP 1800 RPM	20 Each	20	55	AED

Total 5,600.00 AED

* Required field

History

Import from Excel Save Submit Response



Additional Resources



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Helpful Resources

To help you get up and running, we've put together several helpful resources that address some frequently asked questions.

- › [FAQs about CSP](#)
- › [Helpful Tutorial Videos](#) – Short tutorial videos to help get you started

Note: Please contact Coupa directly for login issues or technical issues submitting an invoice:

- Email: supplier@coupa.com or use the [Supplier Support Chat window](#)

