

Supplier Registration Guide

منطقة عجمان الحرة
Ajman Free Zone



Supplier User Guide – Register on the Portal

Dear Valued Supplier,

Welcome to the “Ajman Free Zone eProcurement Portal” user guide.

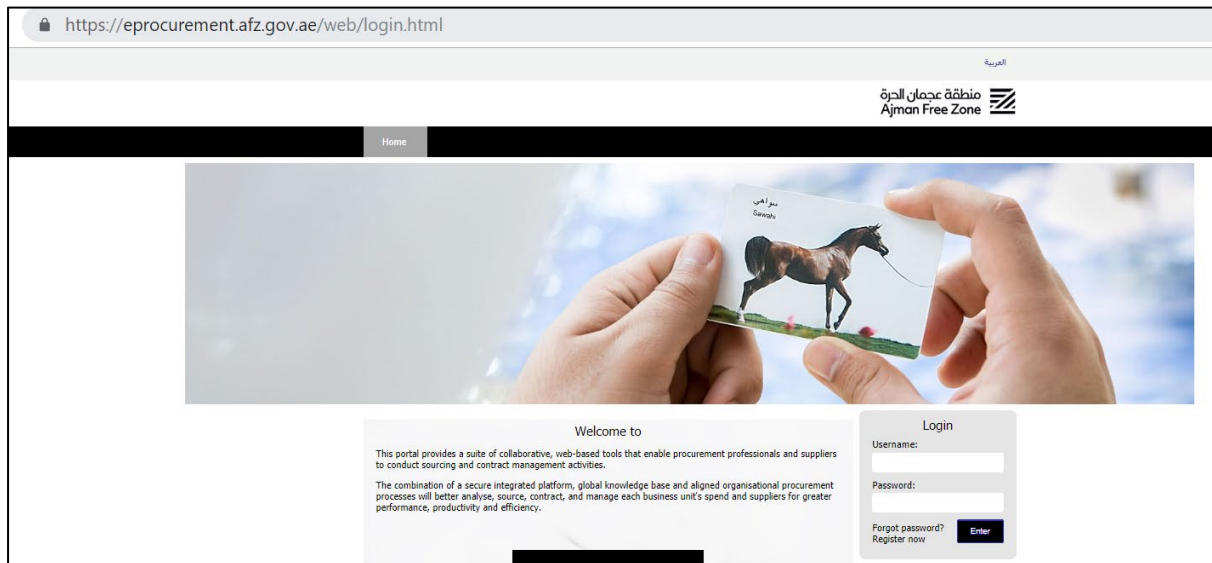
This user guide will lead you through Ajman Free Zone Registration process and will be delivered through a step-by-step approach.

Simply follow the bellow steps to register your organization as a **supplier** with Ajman Free zone.

If you are facing difficulties at any time during the registration process, you can dial +971 800 8363377 (800 Tenders) for telephonic support from Sundays to Thursdays 8:00 AM – 5:00 PM (GMT + 4:00) Abu Dhabi, Muscat.

Step 1: Register as a Supplier

Visit <https://eprocurement.afz.gov.ae/web/login.html> and click on the “**Register Now**” button.



A close-up view of the login form. It features a title "Login" at the top. Below the title are two input fields: "Username:" and "Password:". At the bottom left, there is a link "Forgot password? Register now" where "Register now" is highlighted with a red box. To the right of this link is a dark blue button labeled "Enter".



A new browser window detailing the Ajman Free Zone eProcurement Portal **User Agreement** will open up. Please Note that you may be required to set your browser to ‘Temporarily allow pop-up’ windows.

Step 2: Read and Accept the User Agreement

After you click on “Register Now”, you are required to review the Ajman Free Zone **User Agreement** carefully and click on “**I agree**” and click “**Next**” to proceed with your registration.

| User Agreement | |
|---|--|
| <u>Suppliers' Stipulations to use Purchases Portal of Ajman Free zone</u> | |
| <p>1- Preamble</p> <p>1-1 This document describes the stipulations to be followed by the user (supplier) who is dealing with Ajman Free Zone through the e-purchase portal of Ajman Free Zone (the buyer) and who is authorized to access and use of e- purchase system (system) at the invitation of Ajman Free Zone to participate in the purchase process.</p> <p>1-2 The user (the supplier) hereby pledges that he had carefully reviewed this document and agreed to follow all instructions and stipulations. He undertakes to achieve optimal use according to the service system and bears full responsibility for any errors occurring due to misuse, whether by him or any of his subordinates. He releases the AFZ liability from any losses that may rise due to misuse of the process / system. He also releases the AFZ liability from any damages, directly or indirectly, or other special, consequential or economic damages because of this use.</p> <p>1-3 Purchase process may include a Pre-Qualification Questionnaire (PQQ) or a Request For Information (RFI) or a Request for Quotation (RFQ) or an Invitation to Negotiate (ITN), or an Invitation to Participate in Dialogue (ITPD) or an Invitation to Submit Final Offer (ITSFQ) or an Invitation to Submit Final Tender (ITST) or Best and Final Offer (BAFO) or a Request for Proposal (RFP) or a Request for Quotation (RFQ) or E-Auction or E-Contract. This above list of individual purchases is a reference and description not comprehensive of commonly used terms. The buyer's institution may have its own terms applied in each case.</p> <p>1-4 This system was provided by Tejan Solutions FZ LLC to be used by Ajman Free Zone. These stipulations apply to the supplier and its employees proposed to use the system. The supplier acknowledges the access of his employees to the system using the ID and password of the supplier that was provided to him as per his agreement to be bound by this document.</p> <p>1-5 The supplier shall only use the system to respond to an invitation to participate in a purchase process in accordance with the requirements of this system and any other rules that have been clarified or included in the system or by the AFZ.</p> | |
| <p>2- Access</p> <p>2-1 Ajman Free Zone allows to supplier, free of charge, to access to the system by supplier's users for the purpose of responding to any invitation to participate in the purchase process.</p> <p>2-2 Ajman Free Zone may immediately reject the access to the system by the supplier and / or one or more of his users by providing written notice to the supplier in the event of any of the following events:</p> <p>2-2-1 If the supplier commits any material breach of any of its obligations under this document; and</p> <p>2-2-2 If the supplier fails to rectify, or is still committing any breach of any of its obligations set forth in these stipulations after it has been notified in writing to rectify or stop this breach within ten (10) business days.</p> <p>3.2 Without prejudice to any other rights of the AFZ, the AFZ shall have the right to suspend access to the system without prior notice due to any technical or legal reasons.</p> | |
| <p>3- Registration</p> <p>3-1 In order to grant access to the system, the supplier shall register any person he wants to be his user by providing the required registration data as well as user identification and password.</p> <p>3-2 User ID and password are specifically belong to the supplier's user and non-transferable. The supplier shall ensure that all users will not disclose user ID or password to third parties. In the event that the supplier or any of its users aware that the user and / or password have been disclosed or discovered by any third party, he should immediately notify the Free zone Purchases Department.</p> <p>3-3 The supplier shall, just in case, specify a user name to manage access to the system on behalf of other supplier's users provided that the supplier shall notify the Free zone Purchases Department with his name and the means of communication.</p> <p>3-4 The supplier shall immediately notify the Free Zone Purchasing Department if any user left the work with him, or is no longer required to access to the system. The AFZ maintains shall have the right to turn off the "user ID" and "Password" for any user if there was no access for a period of sixty (60) days.</p> | |
| <p>4-Invitation to Participate</p> <p>4-1 The AFZ shall, through the system, send an invitation to participate in a specific purchase process to prospective suppliers who were registered and activated on the system. Also, the data and information relating to the specific purchase process shall be available to all the invitees' suppliers.</p> <p>4-2 The AFZ must configure the system which goes along with every purchase process. The configuration settings specified for purchase process should be displayed on the system to be reviewed by the invitees' suppliers. The supplier should be bound by these configuration settings.</p> <p>4-3 All materials displayed through the system and related to these purchases shall remain the property of the Free Zone and must be used only for the purposes of these purchases.</p> | |
| <p>5- Supplier Obligations</p> <p>5-1 The supplier should circulate these stipulations, the subject of this document, to all his subordinates in order to ensure the proper use for the system.</p> <p>5-2 The supplier should exert his reasonable efforts and skills to perform his obligations in accordance with these stipulations.</p> <p>5-3 The supplier should provide its users with the equipment and software necessary to access and use the system.</p> <p>5-4 The supplier should provide a platform to ensure the security of the system should exert his efforts to protect the system from viruses when accessed and used by supplier users.</p> <p>5-5 The supplier should use of the system for legitimate purposes only. He should, in all cases, comply with all the relevant rules and regulations applicable at the AFZ.</p> <p>5-6 In particular, the supplier agrees that he will not:</p> <p>5-6-1 Deal with any information provided on the system in a way that will lead to inaccurate and misleading display for the information displayed;</p> <p>5-6-2 Offer, communicate or publish any information on or via the system which are or may be harmful or obscene or defamatory or otherwise illegal;</p> <p>5-6-3 Use the system in a way which causes or may cause a violation of the rights of any party / other parties.</p> <p>5-6-4 Use any routine software or device to interfere or attempt to interfere electronically or manually in the operation of the system, including, download or make files that contain viruses or corrupt data available through any means.</p> <p>5-7 The supplier agrees that the supplier users will work as authorized agents for or on behalf of the supplier to respond to any invitation to participate in the purchase process on the system.</p> <p>5-8 The supplier shall be responsible for any unauthorized or erroneous or misleading response to an invitation to participate in the purchases process that are sent using the ID and password of any supplier users.</p> <p>5-9 The supplier undertakes and ensures the following:</p> <p>5-9-1 all information he provides is accurate, complete and accurately represents the supplier's potentials.</p> <p>5-9-2 that he has the right, through actual ownership or otherwise, to provide the product or service that is the subject of any response to any invitation to participate in the purchases process.</p> | |

Step 3: Complete the Registration Page

Complete the Registration page by filling in your **Organization Details** and the **User Details**.

You must put the e-mail address of the individual who will be responsible for the tendering activities carried out on Ajman Free Zone eProcurement Portal.

Kindly note that the temporary password and all portal notifications will be sent to the same e-mail address that was specified in the user details section.

Once you have entered all your details in the registration page, click on **Save** to be directed to the **Basic Profile page**.

Step 4: Complete the Basic Profile Page

Complete your registration by filling out the Basic Profile and choosing your categories.

Please ensure that you have fully completed the below forms; uncompleted forms will not allow you the opportunity to be qualified and ultimately you will lose access to the tendering opportunities.

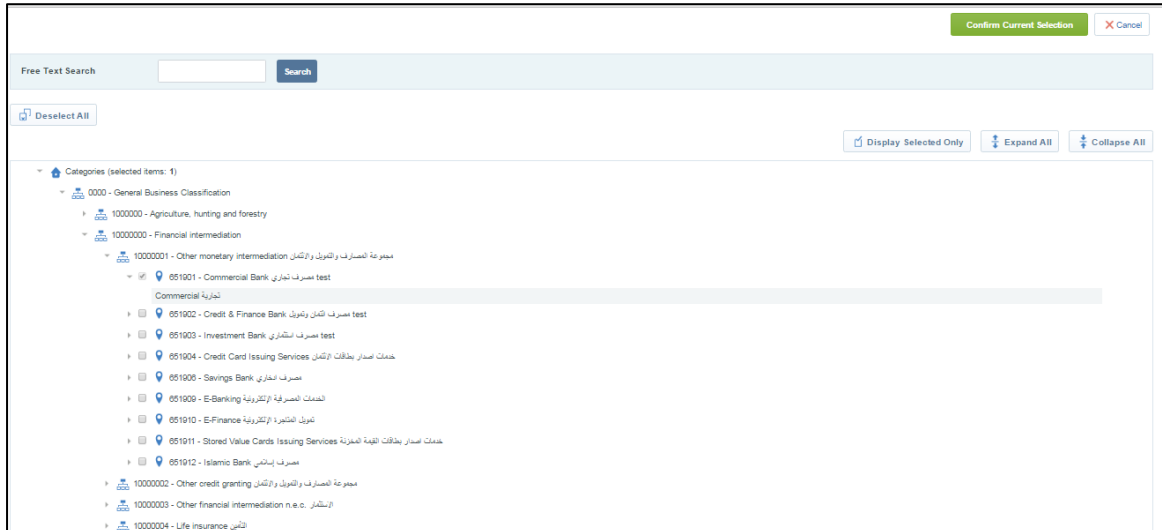
| Basic Profile Details: Qualification Form | | |
|---|--|--|
| Edit | | |
| Organization Details | | |
| Company Profile - ملف الشركة * | Please attach herein the company profile. الرجاء إرفاق ملف الشركة هنا | Sample attachment.docx (13 KB) |
| Company Trade / Commercial license - رخصة الشركة التجارية * | Please attach herein the company trade license الرجاء إرفاق الرخصة التجارية للشركة هنا | Sample attachment.docx (13 KB) Expiring on: |
| Chamber of Commerce Certificate - شهادة غرفة التجارة * | Please attach herein the chamber of commerce certificate. الرجاء إرفاق شهادة غرفة التجارة هنا | Sample attachment.docx (13 KB) |
| Type of Supplier - نوع المورد * | Please select the type of products that the company will provide to AFZA; are they Service type, or Material type or Both? الرجاء إختيار نوع المنتج الذي ستقدمه شركتكم لمنطقة عجمان الحرة: هل هي خدمات، مواد أو النوعين معاً؟ | Both |
| UAE Registered Supplier - مورد مسجل في الإمارات العربية المتحدة * | Is this company registered in the UAE? هل الشركة مسجلة في الإمارات العربية المتحدة؟ | Yes |
| Number of Employees - عدد الموظفين | Please indicate the number of employees within your organization. الرجاء إدخال عدد الموظفين في الشركة | 50 |
| ISO Certification - شهادة أيزو | Please select your ISO certification. الرجاء تحديد شهادة أيزو الخاصة بك | No Certification |
| ISO Certification Document - وثيقة شهادة أيزو | Please attach herein your ISO certification document. الرجاء إرفاق وثيقة شهادة أيزو | Sample attachment.docx (13 KB) |
| SME Supplier - مورد من مشروع الشيخ محمد بن راشد * | Kindly indicate if you are a SME (Sheikh Mohammed Bin Rashid Establishment) supplier. | |

Questions marked in (*) red asterisks are mandatory and should be completed.

Click on “Save and Continue” to proceed with selecting your business categories.

Step 5: Selecting Business Categories

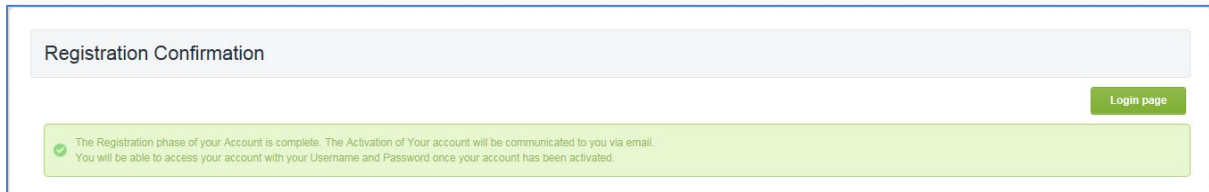
After you have completed and saved the **Basic profile** you will be prompted to complete your company classification by choosing all the categories that are relevant to your organization's line of business.



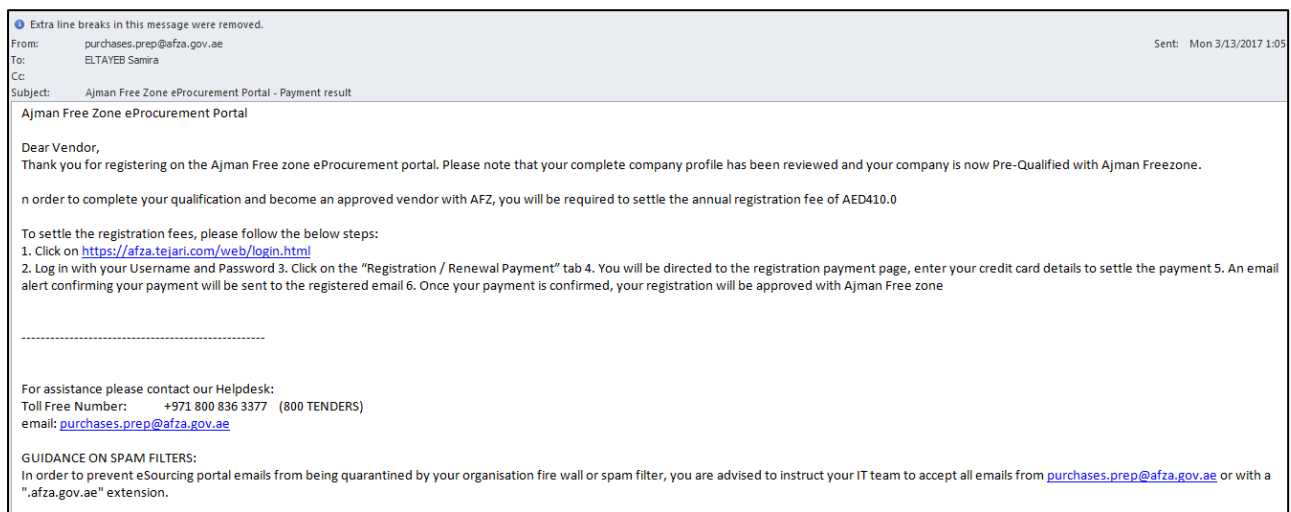
Once you have completed your selection proceed to clicking on **“Confirm Current Selection”**.

Step 6: Registration Completion

Once you have completed the registration process you will receive the below message:



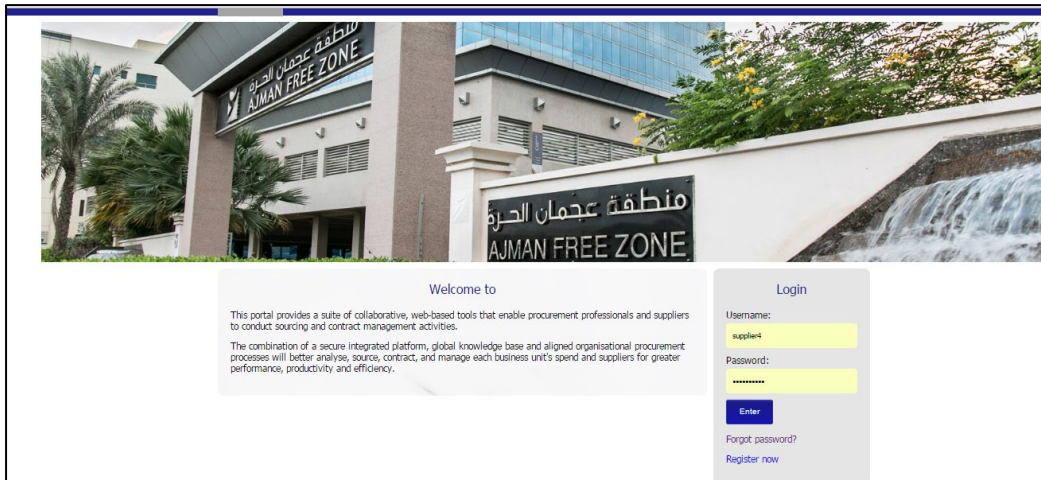
Please note that in the meantime the Ajman Free Zone Supplier Registration team will review your application.



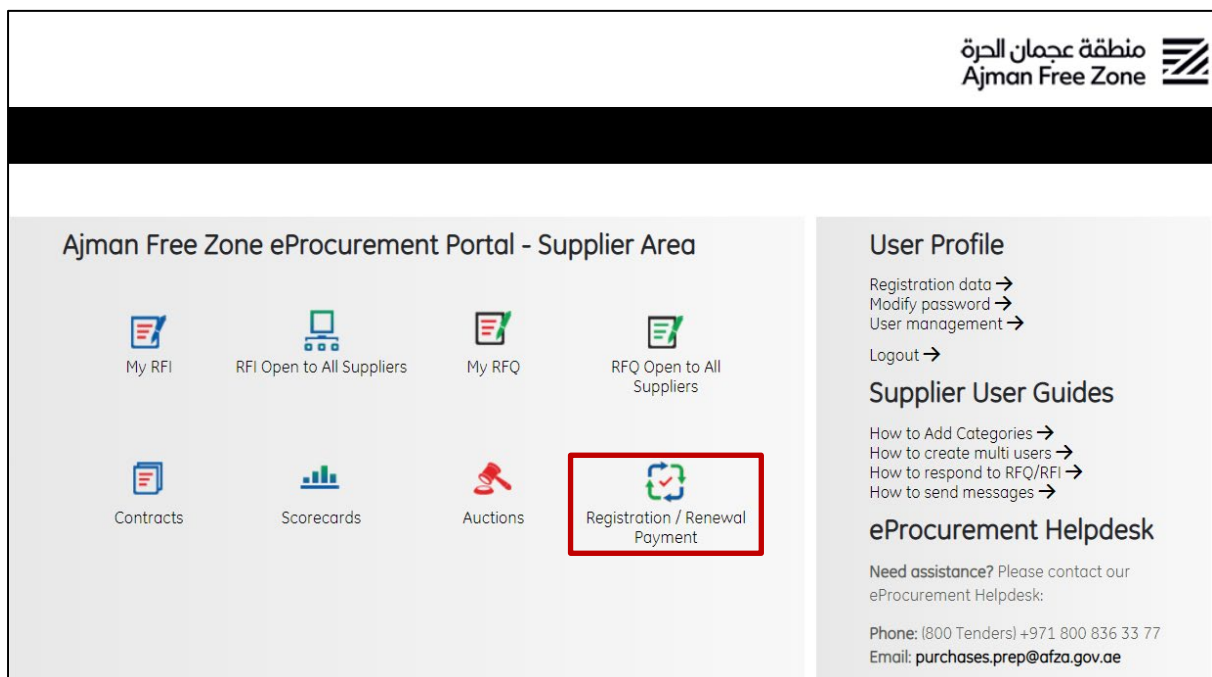
If your application is Pre-qualified, you will receive an email alert prompting you to complete your registration by settling the registration fees online through the Ajman Free Zone eProcurement portal.

Step 7: Settle Registration Payment

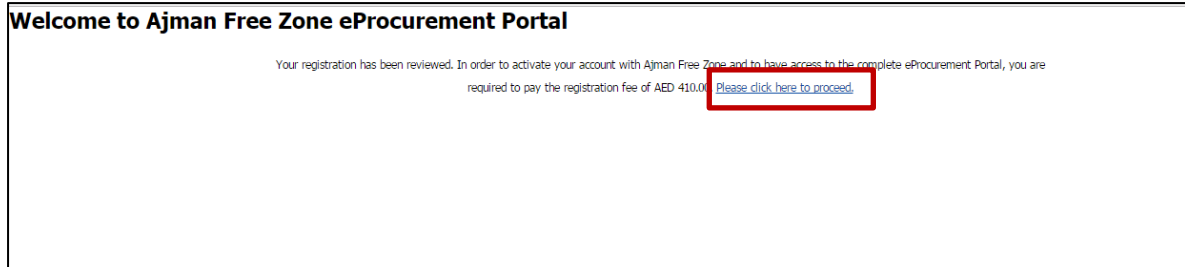
Log into the Ajman Free Zone eProcurement portal using your username and password.



Once you have logged in, on the main page please select the Registration / Renewal Payment icon to be directed to the payment page.



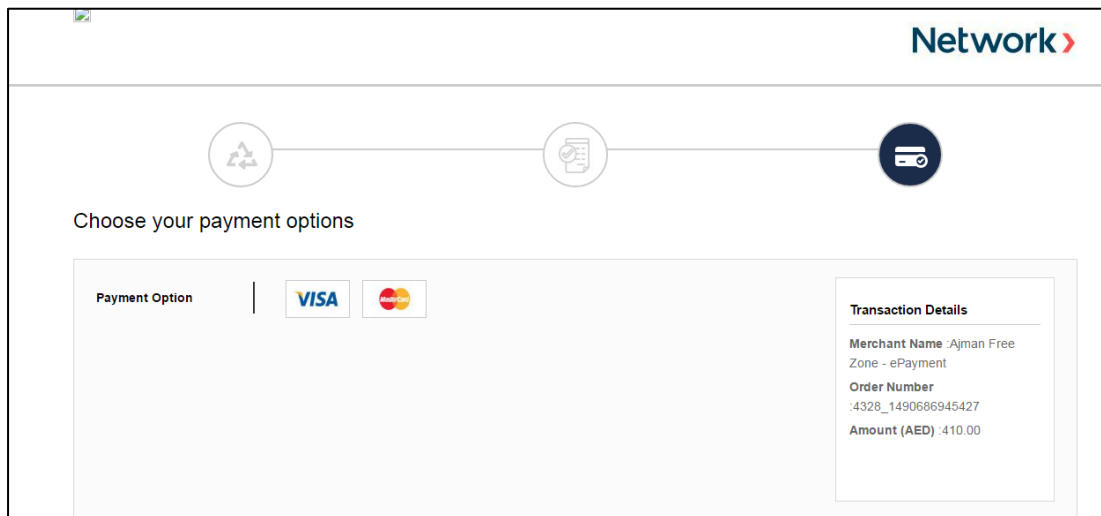
A new page will appear indicating that your application has been reviewed and in order to be an approved supplier with AFZ you will be required to pay the annual registration fees of AED 410 (Or Renewal fees of AED 210).



Click on the hyperlink provided to proceed with paying the registration fees.

Step 8: Enter Credit Card Details

In the payment page you are required to first Select your credit card type (Visa / Mastercard).

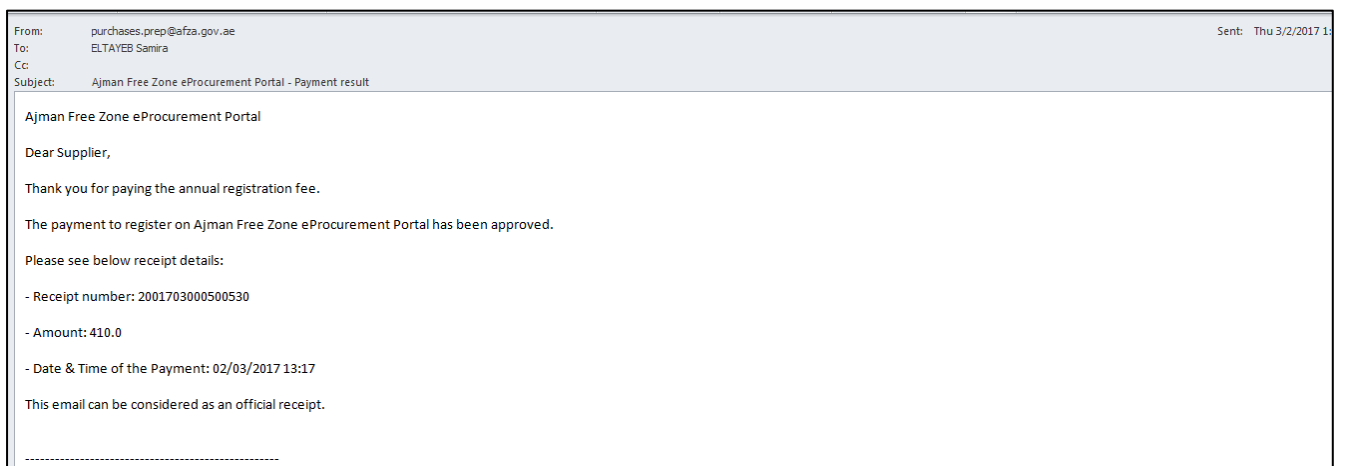


Upon selecting the credit card type, you will be required to enter the credit card details.

The screenshot shows a payment interface with the 'Network' logo in the top right. Below the logo is a navigation bar with three circular icons: a recycling symbol, a document with a checkmark, and a credit card. The main heading is 'Choose your payment options'. The interface is divided into two main sections: 'Payment Option' and 'Transaction Details'. Under 'Payment Option', there are VISA and Mastercard logos. Below them are input fields for 'Card Number' (412345013100138), 'Card Holder Name' (John), 'Expiry Date' (MAY, Year), and 'CVV Number' (three dots). At the bottom of this section are 'PAY NOW' and 'CANCEL' buttons. The 'Transaction Details' section on the right lists: 'Merchant Name :Ajman Free Zone - ePayment', 'Order Number :4328_1490686945427', and 'Amount (AED) :410.00'.

Click on the **“Pay Now”** button to make the payment.

Once you have paid the registration payment online, you will receive and email alert confirming your registration payment of AED 410.



Upon the confirmation for the registration payment, please note that you are now an approved supplier with Ajman Free zone.

Technical Support

If you are facing difficulties at any time during the registration process, you can dial +971 800 8363377 (800 Tenders) for telephonic support from Sundays to Thursdays 8:00 AM – 5:00 PM (GMT + 4:00) Abu Dhabi, Muscat.

You can also email us on purchases@afza.gov.ae