1. WHAT IS ACWA POWER PORTAL?
It is the official platform that will be used by ACWA POWER to manage their entire tender process.

2. WHY IS ACWA POWER USING AN EPROCUREMENT PORTAL FOR ITS TENDER PROCESS?
The ACWA Portal provides a suite of collaborative, web-based tools that enable procurement professionals and suppliers to conduct sourcing activities. It provides a simple, secure, and efficient means for managing sourcing activities, reducing the time and effort required for both buyers and suppliers.

3. HOW DO I CREATE A PROFILE?
Companies can create A profile by clicking on the 'Register' button on the sign in page of https://acwapower.tejari.com/web/login.html and filling out the required company related fields as well as the user's details. A temporary email will be sent to the user's entered email address.

4. CAN MULTIPLE USERS FROM MY ORGANIZATION REGISTER ON THE E-PROCUREMENT PORTAL?
Each company must have one account only. Admin user can create different divisions, sub-users, user roles, and departments to manage employees access to the eProcurement Portal. For further details, please refer to User Guide.

5. CAN WE SET DIFFERENT ACCESS LEVELS FOR DIFFERENT USERS IN OUR ORGANIZATION ON THE PORTAL?
Yes, during the registration process the Admin user need to create sub-user accounts first, then create user roles. User role is a way of managing and controlling sub-user access to RFQ, RFP, Projects, and organizational details. For further details, please refer to User Guide

6. MY ORGANIZATION HAS MANY DIVISIONS AND BRANCHES AROUND THE WORLD. SHOULD WE CREATE ONE ACCOUNT OR MULTIPLE ACCOUNTS TO REPRESENT OUR ORGANIZATION ON THE E-PROCUREMENT PORTAL?
If the branch has a separate trade license, then yes, you will need to create a separate account for it. On the other hand, if a company has many divisions, there is no need to create a separate account. You can create divisions and assign division managers within the same account. For further details, please refer to User Guide

7. IS THE PASSWORD SECURED?
Passwords are encrypted at the database level and are not known even to our System Administrator. It is known only to you. As a part of the security policy, we advise you to change the password frequently.

8. IS THERE A TIME-OUT LIMIT ON THE PORTAL?
The ACWA POWER 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.

9. CAN I USE MY USER ACCOUNT ON A DIFFERENT COMPUTER?
You can use your Portal account anywhere in the world, and on any computer that meets the minimum system requirements. System requirements details is found at the bottom of the page under “Support Area” - “System Requirements”.

10. WHAT ADDITIONAL SUPPORT MATERIALS ARE AVAILABLE FOR Suppliers / Vendors?
In addition to the FAQ section which will be updated on a regular basis, there will be Supplier User Guides to the support section of the site.

11. HOW CAN WE SEND OUR PROCUREMENT CLARIFICATION QUESTIONS TO ACWA POWER VIA THE E-PROCUREMENT PORTAL?
Each published RFx (RFQ, RFP, etc...) has its own messaging tool. You will be receiving clarifications, announcements, tender amendments, from the buyer to a specific RFx. You can also communicate with the buyer in case you have any clarification with regards to the respective RFx.

12. I HAVE FORGOTTEN MY PASSWORD. WHAT SHOULD I DO?
If you have forgotten your password, you should click on the 'Forgot Username or Password' link on the homepage. You will then be requested to provide your username and email address. A temporary password will then be emailed to you to reset.
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.

13. I HAVE FORGOTTEN MY USER ID. WHAT SHOULD I DO?
If you have forgotten your Username, you should click on the 'Forgot Username or Password' link on the homepage, followed by 'Forgot Username' You will then be requested to provide your email address. A temporary password will then be emailed to reset.

14. WHAT IS THE STATUS OF MY REGISTRATION?
A supplier must complete all the ACWA registration forms to have an active supplier account in the portal.

15. CAN I EDIT MY COMPANY NAME AFTER COMPLETING THE REGISTRATION?
Supplier cannot edit the company name after registration completion, Contact Help Desk for change required.

16. IS THERE ANYONE I CAN SPEAK TO IF I HAVE ANY QUERIES ON HOW TO REVIEW THE ENQUIRY OR TO SUBMIT THE OFFERS ON E-PROCUREMENT?
Partner can click on 'Contact Us', for Helpdesk information.