

Ariba Supplier Guide

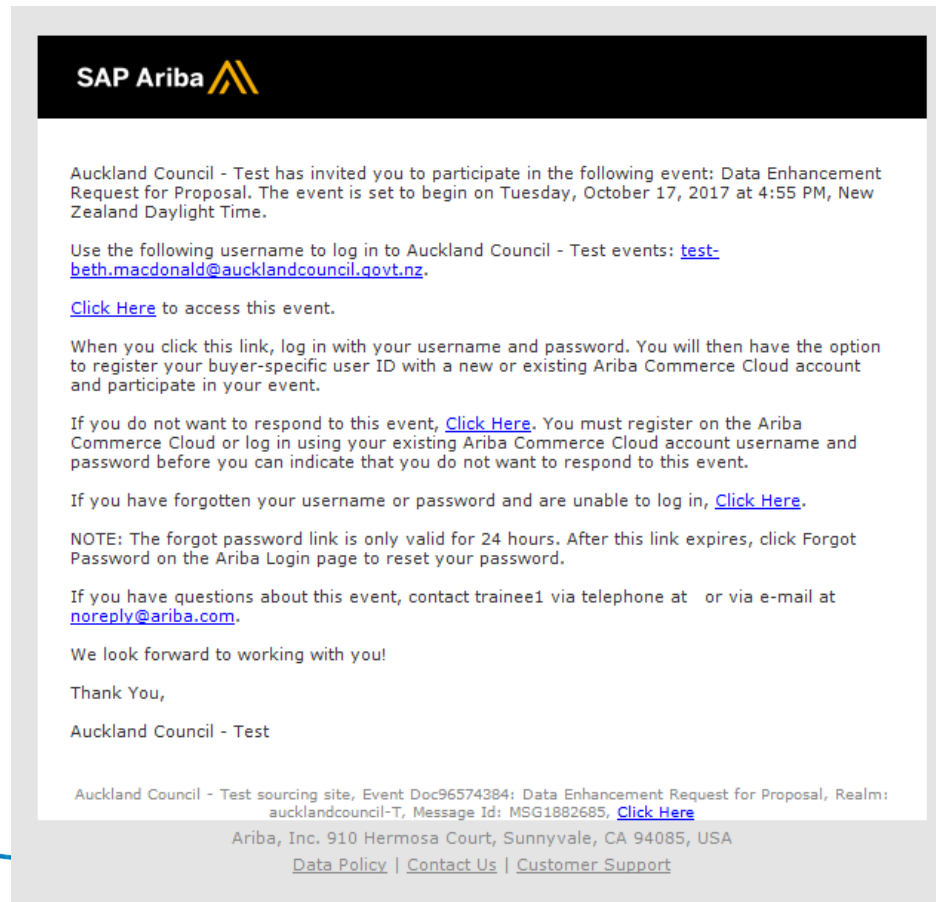
Responding to Bid Events

Contents

1. Invitation for events
2. Event screen
3. Key steps in RFx event
4. Ariba Help
5. FAQ

Invitation Email

- When you are invited to participate in an event (tender) you will receive an email like the one below



Login

- When you click on the link in the invitation email, it should take you to the login page.
- If not, please go to supplier.ariba.com

Supplier Login

Login

Having trouble logging in?

New to Ariba?

[Register Now](#) or [Learn More](#)

Intro to integration: July 19



Streamline your account receivables by automating your customer transactions. See how it's done in less than 30-minutes. Register for the webinar and live Q&A on July 19 at 2pm EDT.

[Learn More](#)

Events

To access RFx events, you need to go to the Events page and open the RFx you have been invited to.

The screenshot shows the Ariba Sourcing interface for Auckland Council. The header includes 'Ariba Sourcing' and navigation links for 'Company Settings', 'Procurement Systems', and 'Help Center'. The left sidebar contains sections for 'Auckland Council Requested Profile' and 'Public Profile Completeness'. The main content area features a welcome message, a red-bordered 'Events' button, a table of events, and a 'Tasks' section.

Events Table:

Title	ID	End Time ↓	Event Type
▼ Status: Pending Selection (2)			
Final offer	Doc84187115	5/9/2017 15:20	RFP
RFx	Doc84187114	5/9/2017 14:59	RFP

Tasks Table:

Name	Status	Due Date	Completion Date	Alert
No items				

To get to the Events Page from another area of the site, please click on the navigation icon to the left of “Company Settings” and select “**Proposals**”.

The screenshot shows the navigation menu in the Ariba Sourcing interface. The 'Company Settings' dropdown is open, displaying options: 'Go To My', 'LEADS', 'PROPOSALS' (highlighted with a red box), and 'ORDERS & INVOICES'. The navigation icon (a grid of squares) is also highlighted with a red box.

Event status

RFxs are grouped by status. You can only submit a response when a RFX's status is "Open".

Status	Description
Open	The event is open for the participant to respond. You can put in a submission, withdraw a submission and resubmit.
Pending Selection	The event is closed to responses and is pending award by Auckland Council.
Completed	The event is completed. A contract has been awarded.
Canceled	The event owner has canceled the event. The event no longer exists.

Event Details

Event Messages

Response History

Download Tutorials

Response Team

Check message sent and received via Ariba

Click to see who else from your organisation has been invited to this event. You can also add users to the response team.

▼ Checklist

1. Review Event Details

2. Review and Accept Prerequisites

3. Select Lots

4. Submit Response

Checklist lists the steps which you need to follow in order to submit a response.

We will explain the steps in detail in the following pages.

▼ Event Contents

All Content

1 Introduction

2 Requirement

3 Non-price Response

4 Price Response

Event Contents shows the structure of a tender document by listing all the section names.

For example, in this sample case you should find all requirement information under section **2 Requirement**.

Event Details

Event Messages

Response History

Download Tutorials

Response Team

▼ Checklist

1. Review Event Details

2. Review and Accept Prerequisites

3. Select Lots

4. Submit Response

This step allows you to view the RFX event content, i.e. requirements, questions, but there is no option to respond here. Also you cannot view the pricing section of the event. Choose either Review Pre-requisites or Declined to Respond.

To progress further, select Review Pre-requisites, we would see your organisation's event status updated to 'Intended to Participate'.

The prerequisites is the terms and conditions for the tender. In order to bid you must read and agree to the pre-requisites first. Once you agree to the pre-requisites, we would see your organisation's event status updated to 'Accept Agreement'.

Select Lots allows you to select the items you intend to price for within the tender. In most cases, there will be a single lot item. However, there may be tenders with more than one lot item.

For example, a tender has specified services to be contracted by areas. If you want to submit for only one area but not others, you would need to select that related lot.

Here is where you prepare and complete your submission. You can fill out the answers, upload documents, and enter the pricing information. Once you are happy with your response, press Submit.

Once confirmed, we would see your organisation's event status updated to 'Participated'.

Checklist 1. Review Event Details

There are three options:

1. To progress further with the event, click 'Review Prerequisites';
2. To accept, click 'Accept to Respond'. (**Note:** You have to accept Prerequisites if you'd like to participant)
3. To decline, click 'Decline to Respond' and provide rationale;
4. After selecting 'Decline to Respond', if you change your mind you can select 'Intend to Respond'.

Ariba Sourcing

Test Mode

Company Settings

Go back to Auckland Council - Test Dashboard

Event Details

Doc96574384 - Data Enhancement Request for Proposal

Event Messages

Download Tutorials

▼ Checklist

1. Review Event Details

2. Review and Accept Prerequisites

3. Select Lots

4. Submit Response

▼ Event Contents

All Content

1 Requirement

2 Non-Pricing Attribute

3 Pricing Attribute

4 Conflict of Interest

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

Download Content

Review Prerequisites

Decline to Respond

Print Event Information

Requirement

(See)

Name ↑

▼ 1 Requirement

1.1 Auckland Council is now delivering a range of services from a single consolidated solution. As Council enables further digital engagement with its customers, a number of initiatives are being envisaged. Key to these initiatives is the underlying quality of customer data and the ability to have a single unique view of the customer across the transactions and interactions. Council is in the process of embarking on a project to enhance customer data quality. They key objective of this RFP is to select a supplier who will work with council representatives to identify and cleanse duplicate customer data along with the alignment of associated master and transaction data leveraging tools / products that already exist in the Council landscape. The project is expected to form the base for council as they embark on putting together a formal master data governance, which in turn will align with supporting the digital enablement roadmap for council's customers and other initiatives.

1.2 Background and detail requirements

1.3 Draft Contract

1.4 Timeline

Event Overview and Timing Rules

Owner: trainee1

Event Type: RFP

Publish time: 17/10/2017 16:55

Currency: New Zealand Dollar

Commodity: Information technology

Checklist 2. Review and Accept Pre-requisites

Read and agree to the pre-requisites.
This is the terms and conditions of tender.

13.2 Participants must not make any public statement regarding the RFX process without the express prior written consent of the Council Organisation.

13.3 The Council Organisation may, if it considers it appropriate, require a participant to sign a confidentiality deed before releasing any confidential or commercially sensitive information to the participant. The participant agrees to sign the confidentiality deed, if requested.

13.4 The Council Organisation reserves the right to exclude any participant from the RFX process if the Council Organisation becomes aware that the participant has breached any of the obligations set out in this clause 13.

13.5 The Council Organisation and the Administrator are subject to the Official Information Act 1982. Information provided by participants may be required to be disclosed under that act.

14. Publishing of information

14.1 Auckland Council regularly publishes information on its procurement activities, spending and contracting as part of its public information programme ("the Programme") to further promote openness and transparency of Council operations. As such, the successful participant will consent to Council disclosing information about the award of the contract to the Programme, including but not limited to:

- a description of the services being supplied;
- the name of the participant;
- the term of the agreement/contract;
- the value of the agreement/contract.

In addition the successful participant will also consent to Council disclosing information regarding an agreement or contracts between the participant and Council over a certain time period (which Council will set at its own discretion).

Applied to RFP, RFT and RFQ only

15. Preferred participant

15.1 If a participant is selected as 'a preferred participant' then such selection does not constitute an acceptance by the Council Organisation of the participant's proposal, or imply or create any obligations on the Council Organisation to award the contract to that participant.

15.2 The Council Organisation may at any time, without being liable to the participant, cease discussions or negotiations with any preferred participant and award a contract to that party.

End of area

16. Administrator will have no liability

16.1 Clause 16.2 will apply where the Administrator is not the same as the Council Organisation.

16.2 The participant acknowledges that the Administrator is a separate legal entity from the Council Organisation and, notwithstanding the Administrator's involvement in the RFX process:

- a) the Administrator will not be liable in contract, tort or in any other way for any direct or indirect damage, loss or cost incurred by any participant or other person in any way relating to the RFX process, its conduct or outcome; and
- b) no legal or other obligations will arise between the Administrator and any participant in relation to the RFX process, its conduct or outcome.

☒ I accept the terms of this agreement.

☐ I do not accept the terms of this agreement.

selection does not constitute an acceptance by the Council Organisation of the par

e to the preferred participant, cease discussions or negotiations with any preferred p

as the Council

ate legal entity

way for any di

and any partic

3

Submit this agreement?

Click OK to submit.

OK

Cancel

2

OK

Cancel

Checklist 3. Select Lot

Select the lots (items) you want to bid (price) for

▼ Checklist

1. Review Event Details

2. Review and Accept Prerequisites

3. Select Lots

4. Submit Response

Select Lots

Select Using Excel

Lots Available for Bidding

☐

Name

☐

3.1 Lump sum for implementation

☐

3.2 Daily rate for Project Manager

☐

3.3 Daily rate for Business Analyst

2 →

Submit Selected Lots

Checklist 4. Submit Response

Now you can start on your responses to the requirements. This is done through entering your answers in the text box provided or uploading any documents as required.

You do not need to complete your response in one-go, you can save your work and come back to it later.

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots
4. Submit Response

▼ Event Contents

All Content

- 1 Requirement
- 2 Non-Pricing Attribute
- 3 Pricing Attribute
- 4 Conflict of Interest

Name ↑

▼ 1 Requirement

1.1 Auckland Council is now delivering a range of services from a single consolidated solution. As Council enables further digital engagement with its customers, a number of initiatives are being envisaged. Key to these initiatives is the underlying quality of customer data and the ability to have a single unique view of the customer across the transactions and interactions. Council is in the process of embarking on a project to enhance customer data quality. The key objective of this RFP is to select a supplier who will work with council representatives to identify and cleanse duplicate customer data along with the alignment of associated master and transaction data leveraging tools/products that already exist in the Council landscape. The project is expected to form the base for council as they embark on putting together a formal master data governance which in turn will align with supporting the digital enablement roadmap for council's customers and other initiatives.

1.2 Background and detail requirements [References](#)

1.3 Draft Contract

1.4 Timeline

1.5 Evaluation Method is Weight Attribute

▼ 2 Non-Pricing Attribute

▼ 2.1 Management Skills (*) indicates a required field

[Submit Entire Response](#) [Update Totals](#) [Save](#) [Compose Message](#) [Excel Import](#)

Checklist 4. Submit Response - continued

To complete your response, complete all the mandatory sections, by entering the required information and/or adding the attachments.

To submit, click 'Submit Entire Response' and click 'OK' to confirm

The screenshot shows a web interface for submitting a response. At the bottom left, a red box labeled '1' highlights the 'Submit Entire Response' button. In the center, a white dialog box titled 'Submit this response?' with a green checkmark icon contains the text 'Click OK to submit.' and two buttons: 'OK' (highlighted with a red box and a red '2') and 'Cancel'. The background interface includes a table with columns 'Name', 'Extended Price', 'Price', and 'Quant'. The table has sections for '2.4 Referees', '2.5 Declaration' (with sub-items 2.5.1, 2.5.2, and 2.5.3), and '3 Pricing Attribute' (with sub-item 3.1). At the bottom, there are buttons for 'Update Totals', 'Save', 'Compose Message', and 'Excel Import'. A note at the bottom left states '(*) Indicates a required field'.

Checklist 4. Submit Response - continue

You have the option to revise your response at any stage prior to the event closing time.

You have submitted a response for this event. Thank you for participating.

1 [Revise Response](#)

All Content

Name ↑	Extended Price	Price
▼ 4 Conflict of Interest		
4.1 Does any person in your organisation have a close friend or relative who is (or could be) involved in any evaluation or decision-making relating to this procurement process?	No	
4.3 Has any person in your organisation recently offered any special discounts, gifts, trips, hospitality, rewards or favours to any person involved in any evaluation or decision-making relating to this procurement process? (e.g. free travel, free samples for personal use)	Yes	
4.4 Please insert the details	We invited our Council contacts to the All Black game last weekend.	
4.5 Does any person involved in any evaluation or decision-making stage have a financial interest in your organisation or a shareholder in, your organisation?		
4.7 Are you aware of anything that might give the appearance that any person involved in the evaluation stage or decision-making stage has a financial interest in your organisation? (e.g. the person has used...		

2 [OK](#) [Cancel](#)

Once you have updated your submission, you can submit the submission following the steps shown in earlier slides.

For help and support

- The Ariba Help Centre is available on the top right of the screen.

The screenshot shows the SAP Ariba Supplier Login interface. The top navigation bar includes the SAP Ariba logo, the text 'Orders & Invoices', and 'Powered by Ariba Network'. A red box highlights the 'Help Center' link in the top right corner. The main content area features a 'Supplier Login' section with input fields for 'User Name' and 'Password', a 'Login' button, and links for 'Having trouble logging in?' and 'New to Ariba?'. A central banner for 'SAP Ariba Makes Commerce Faster, with Fewer Errors' features a video of Jeremie Chauvin and a 'Learn More' button. The right sidebar contains a search bar, a list of FAQ topics, a 'View more' link, and a 'Can't log in? Let us help you!' button. The footer includes links for 'Documentation' and 'Support', and the 'Council' logo with the text 'Te Kaunihera o Tamaki Makaurau'.

SAP Ariba Orders & Invoices Powered by Ariba Network

Supplier Login

User Name

Password

Login

Having trouble logging in?

New to Ariba?

Register Now or Learn More

SAP Ariba Makes Commerce Faster, with Fewer Errors

Jeremie Chauvin, Project Manager, shares the ways SAP Ariba helps businesses for their business.

Learn More

Search...

FAQ How do I participate in my buyer's event using an email invitation?

FAQ Can my company have multiple accounts?

Supplier Basics (4:33)

FAQ How do I register a new account?

FAQ What browser versions are certified for SAP Ariba cloud solutions?

FAQ Why did the link in the password reset email expire?

View more

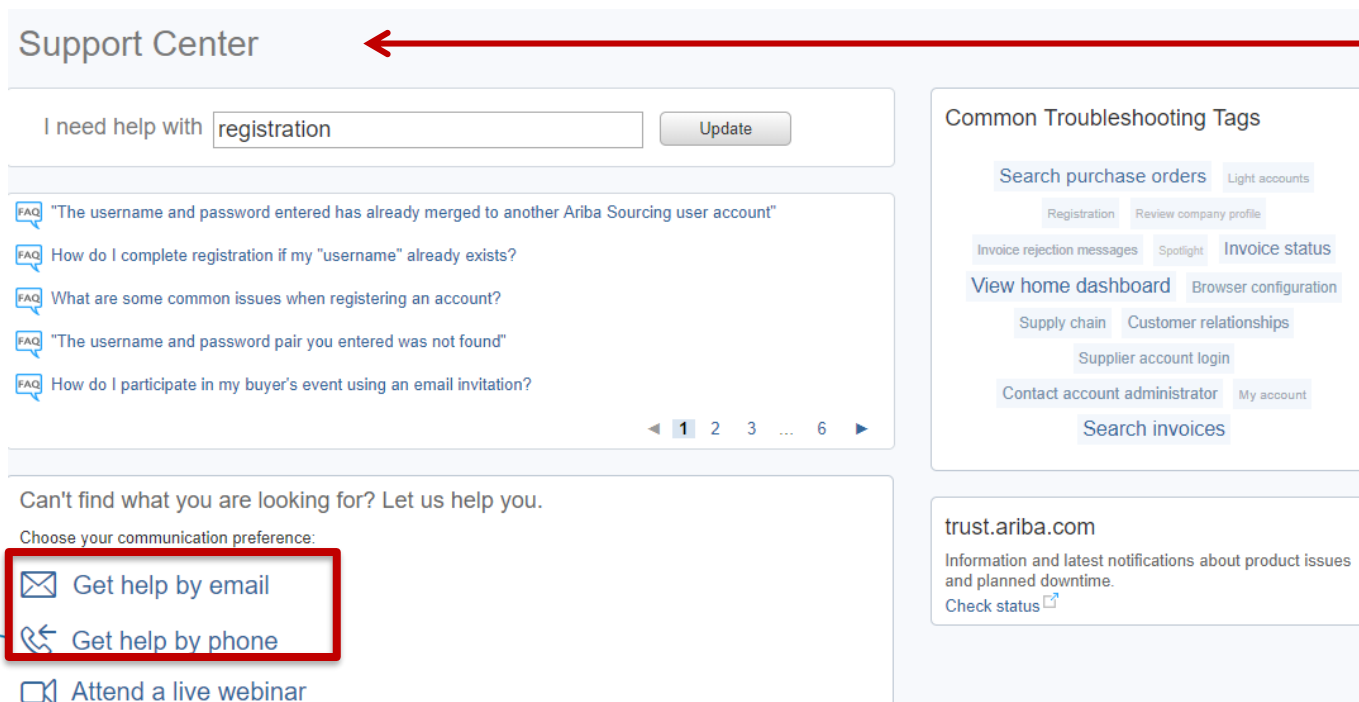
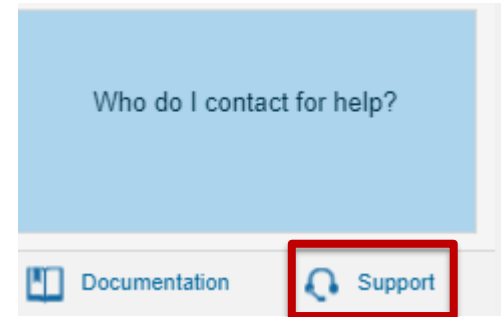
Can't log in? Let us help you!

Documentation Support

Council Te Kaunihera o Tamaki Makaurau

For help and support

- For further support click on 'Support' at the bottom of the Help Center panel. A new screen will open and you can see related articles, or you can get help by email or phone.



FAQ – Why can't I see the tender event?

Common Causes 1

Your company has been invited to a tender event, but you are not on the invitee list for your company.

Check – if you have not received an email invite from Ariba directly to participate in an event, you are not invited.

Fix – contact your supplier account administrator to add you to the Response Team for the tender event. Also make sure your account administrator assigns the correct role to your profile, so you have the right to respond to events.

FAQ – Why can't I see the tender event?

Common Causes 2

You do not have the correct role assigned to your profile. You can not find the Event page or the Proposal option, despite having received an Ariba email invite.

Check – if you can not see the event page.

Fix – contact your Ariba (supplier) account administrator to assign the correct role to your profile.

FAQ – how to add others to the Response Team for a tender

Event Details

Event Messages
Response History
Download Tutorials
Response Team

1. Go to the tender event, click 'Response Team'

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots
4. Submit Response

Review the list of members from your organization who can participate in this event with you. You may add team members to this list as needed.

Name ↓
Beth Macdonald
Beth Macdonald

2. Click Add to search the user who you want to add to the team

Note: If you wish to add a new user that is not already in your Ariba account you will need to add them to the account first.

Add Team Member

☐	Name ↑
☐	Ahmed Hafez

3. Tick the box in front of the user (name) to select, then click OK.

FAQ – how to download attachments in a RFx event

Click on the document which you want to download, and a pop-up box will show at the bottom of the page

All Content

Name ↑

▼ 1 Requirement

1.1 Auckland Council is now delivering a range of services from a single consolidated solution. As Council enables further digital engagement w of initiatives are being envisaged. Key to these initiatives is the underlying quality of customer data and the ability to have a single unique view of transactions and interactions. Council is in the process of embarking on a project to enhance customer data quality. They key objective of this RF will work with council representatives to identify and cleanse duplicate customer data along with the alignment of associated master and transacti products that already exist in the Council landscape. The project is expected to form the base for council as they embark on putting together a for which in turn will align with supporting the digital enablement roadmap for council's customers and other initiatives.

1.2 Background and detail requirements  [References▼](#)

1.3 Draft Contract

1.4 Timeline

Reference Documents

 Backgrounds and Detail Requirements.docx

Do you want to open or save **Backgrounds and Detail Requirements.docx** from **s1-2-eu.ariba.com?**

Open

Save ▼

Cancel



Note: We do not recommend you use the 'Download all attachments' option.

FAQ – how to upload attachments

- When you see this symbol  it indicates that there is an option to attach documents. Please read the question clearly, which would indicate if an attachment is mandatory or optional.
- Click on the icon to attach a file

All Content

Name ↑	Extended Price	Price	Quantity
2.1.1 Please outline your management and escalation structure / mechanism.		The area of the organisation providing this service is a team that reports to the IT Manager. Escalation structure would be to GM via email.	
2.1.2 Outline your ability to provide measurable and tangible KPIs based on success criteria for this engagement.	*	Delivery milestone would be agreed in the statement of work and project status regularly reported on.	
2.1.3 Describe any constraints you see with our mandate to leverage existing tools / products and your approach to mitigate the impact of these.	*	We see no constraints to this requirement.	

(*) indicates a required field

FAQ – how to upload attachments - continued

- Once you click on the icon this screen will appear, enter a comment to identify the attachment and attach a file

Add/Edit Comment

Comment: *

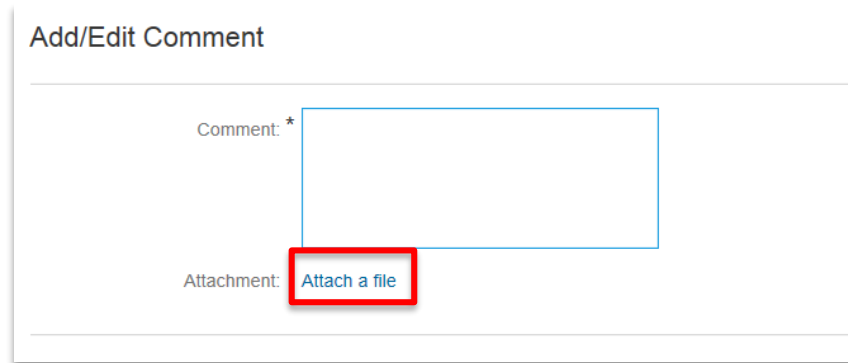
Attachment: [Attach a file](#)

Enter the location of a file to add as an **Attachment**. To search for a particular file, click **Browse...** When you have finished, click **OK** to add the attachment.

Attachment:

FAQ – how to upload attachments - continued

- Once you click on the icon this screen will appear, enter a comment to identify the attachment and attach a file

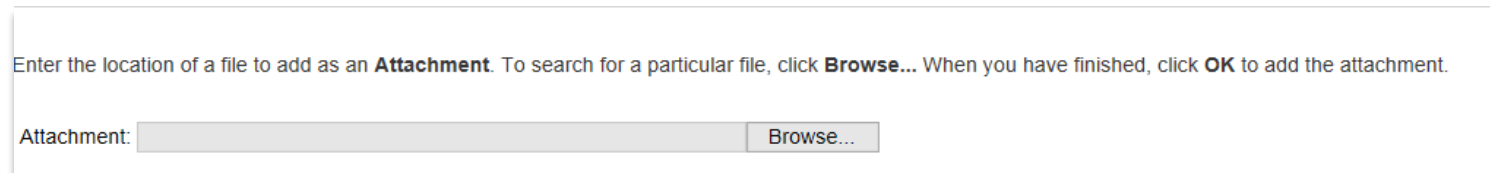


Add/Edit Comment

Comment: *

Attachment: [Attach a file](#)

- Browse and select the file you want to attach



Enter the location of a file to add as an **Attachment**. To search for a particular file, click **Browse...** When you have finished, click **OK** to add the attachment.

Attachment: [Browse...](#)

FAQ – how to submit Assumptions, or Departure

Download the 'References' file, then enter the information. Once completed, upload the completed version by clicking on 'Attach a file'

▼ 2.5 Declaration	
2.5.1 Please attach the statement of departure  References▼	*Attach a file
2.5.2 Change to terms and conditions  References▼	*Attach a file
2.5.3 Assumptions  References▼	*Attach a file

Below is a screenshot of the Statement of departure

Statement of departure

Please list below all departures from the standard requirements of the RFP **OR** if there are no departures, check the box below to confirm

	
Description of departure	Relating to
insert description of departure	insert reference to requirements or response
insert description of departure	insert reference to requirements or response
insert description of departure	insert reference to requirements or response

FAQ – how to fill out References

You may be required to provide references

▼ 2.4 Referees

2.4.1 Please specify 2 references  Click to respond

Click on the icon, a new window will open. If you cannot see the 'Click to respond' icon, check if you are at the right step of the Checklist.

You can only fill out the referees information in the **Submit Response** step.

Please specify 2 references

	First referee	Second Referee
Name ↑		
Name of referee *		
Name of organisation *		
Goods and Services provided *		
Date of provision *		
Address	Street:	Street:
	City: *	City: *
	State/Province/Region: ⓘ	State/Province/Region:
	Postal Code: *	Postal Code: *
	Country: * (no value)	Country: * (no value)
Phone number *		
Email *		

< (*) indicates a required field

OK

FAQ – how to ask questions on the tender

If you have a question for the tender facilitator about the tender, select 'Compose Message'. A new window will open and you can type in your message and attach files, if required, then send it.

All Content

Name ↑

2.3.3 Outline your proposal to engage relevant stakeholders including business user representatives, functional, technical and management representat

▼ 2.4 Referees

2.4.1 Please specify 2 references  Click to respond

▼ 2.5 Declaration

2.5.1 Please attach the statement of departure  References▼

2.5.2 Change to terms and conditions  References▼

2.5.3 Assumptions  References▼

▼ 3 Pricing Attribute

(*) indicates a required field

Submit Entire Response

Update Totals

Save

Compose Message

Excel Import