Supplier's instructions for working with tender processes

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Revision history

Date	Version	Comment
17.05.2021	1.0	Original version

Content

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1.   Definitions, designations, abbreviations

Term	Definition
SAP Ariba	Automated procurement workflow management system
Ariba Network	A tool that provides Suppliers with access to Yandex procurement processes
Event	In SAP Ariba, events refer to Requests for Information (RFI), Requests for Proposals (RFP), and auctions
Procurement process	The sequence of actions for the procurement of goods or services by the customer (event)
Request for Information (RFI)	The event format used for market research purposes, without requesting price information
Request for Proposals (RFP)	The event format used for selecting Suppliers with the options to specify both price and non-price evaluation criteria. The Supplier selection process may include some non-price criteria or be based only on price criteria
Auction	An online process for submitting bids. The system supports auctions of various formats, both for purchase and sale

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2.   Technical requirements

The following browser versions are recommended for working in SAP Ariba:

- Microsoft Edge (32-bit)
- Chrome 54+ (64-bit)
- Mozilla Firefox 49+ (64-bit)
- Safari 9+ (64-bit)
- Mozilla Firefox 17+
- Safari 5
- The mobile version of Safari for iPad (iOS 6 and higher).

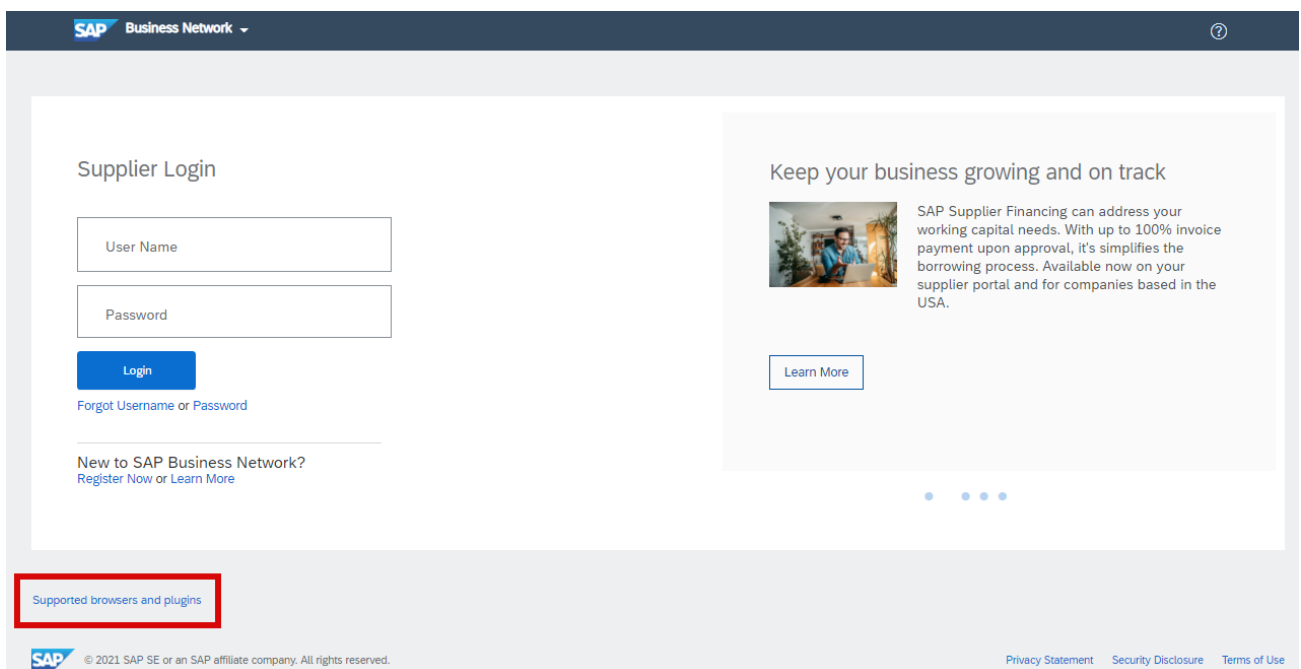For up-to-date information about supported browsers, see the login page of the Ariba Network (Figure 1).

Figure 1

To determine your browser version, consult the documentation provided by the browser developer.

Before getting started with SAP Ariba, it is recommended that you delete temporary internet files, cookies, the cache, and the browsing history in your browser to avoid errors.

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3. Login and navigation

3.1. Logging in to the system

Follow the link to log in to the Ariba Network. Enter your account credentials. Enter your username (email address) and password, then click "Login" (Figure 2).
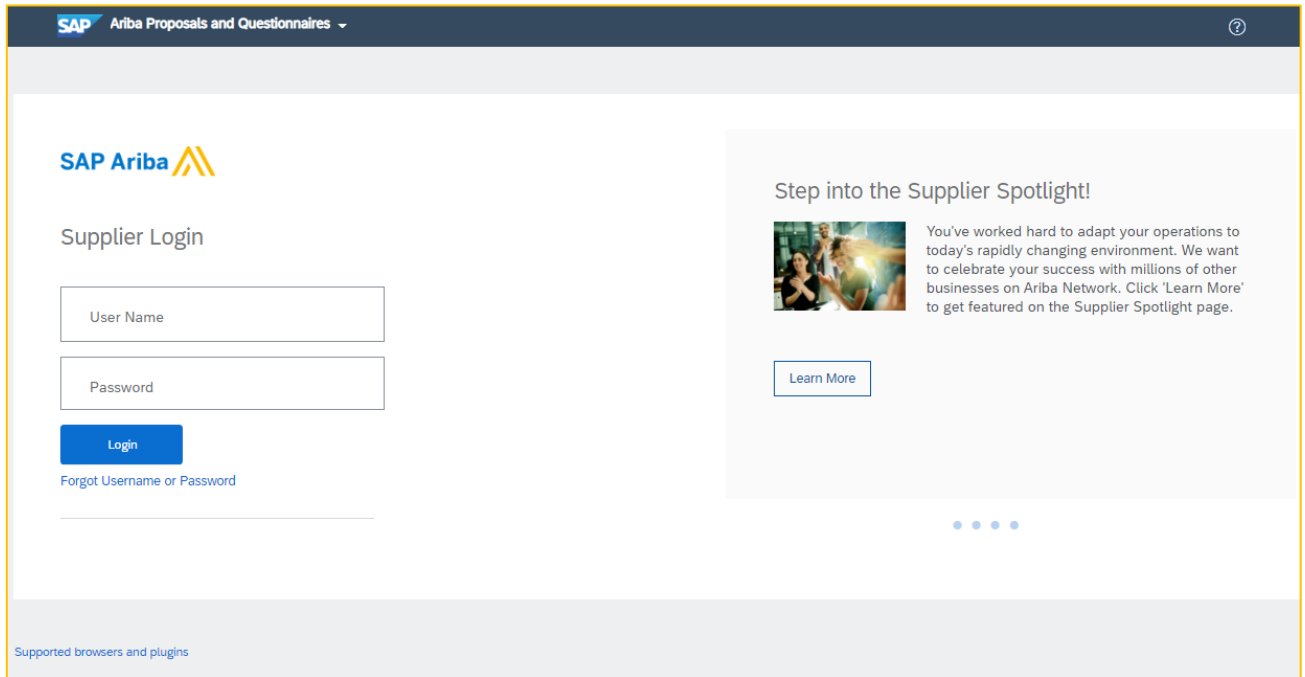

Figure 2

After logging in, you will be redirected to the Ariba Network home page. To view the procurement processes you are taking part in, click Business Network on the left and select Ariba Proposals And Questionnaires (Figure 3).
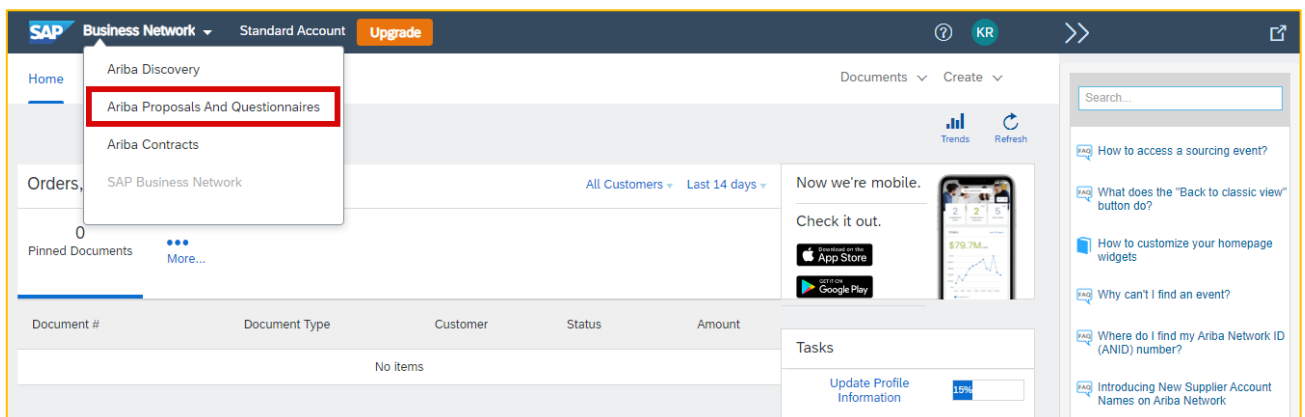

Figure 3

A window for managing procurement processes opens (Figure 4).
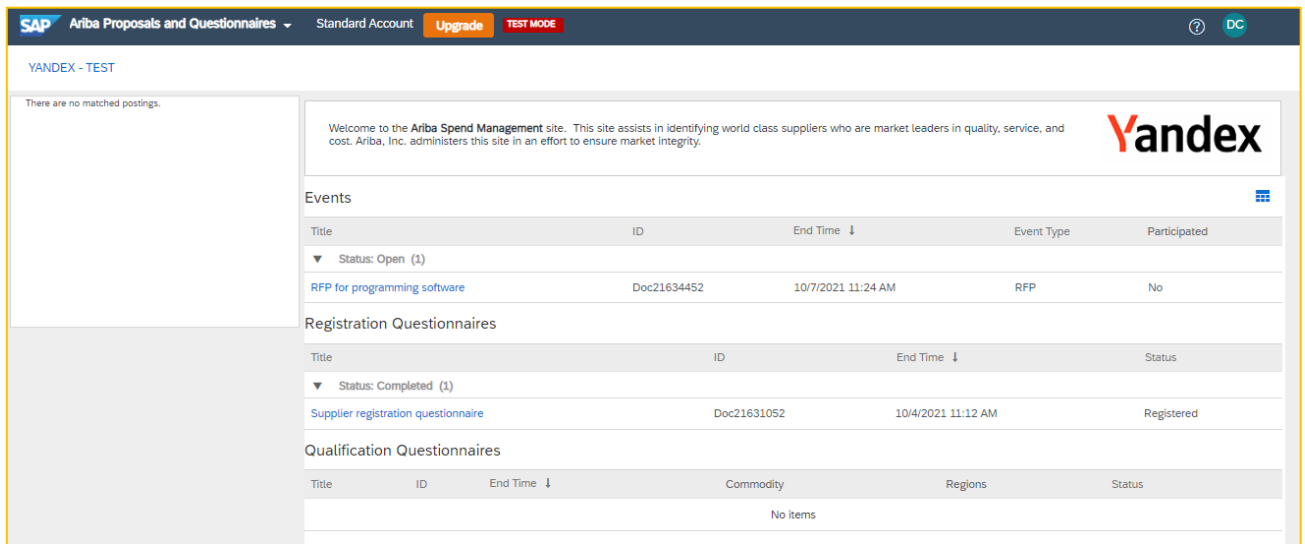
Figure 4

3.2. Navigating the Ariba Proposals And Questionnaires page

The page displays all the events (both completed and new) which you were invited by the buyers to, and the following main characteristics:

1. Title.

2. Document ID.

3. Event type.

4. A flag showing whether you bided for the event.

The event status is shown above the names of events. You can use the status to sort documents quickly. Ariba Network displays the following statuses (Table 1).

Table 1

Status	Description
Open	The event is open for bidding
Selection pending	The event has finished, but selection of the winner is in progress
Completed	The event has finished and the winner has been selected

4. Participating in procurement processes

When a buyer publishes an event in Ariba, you receive an email (Figure 5).

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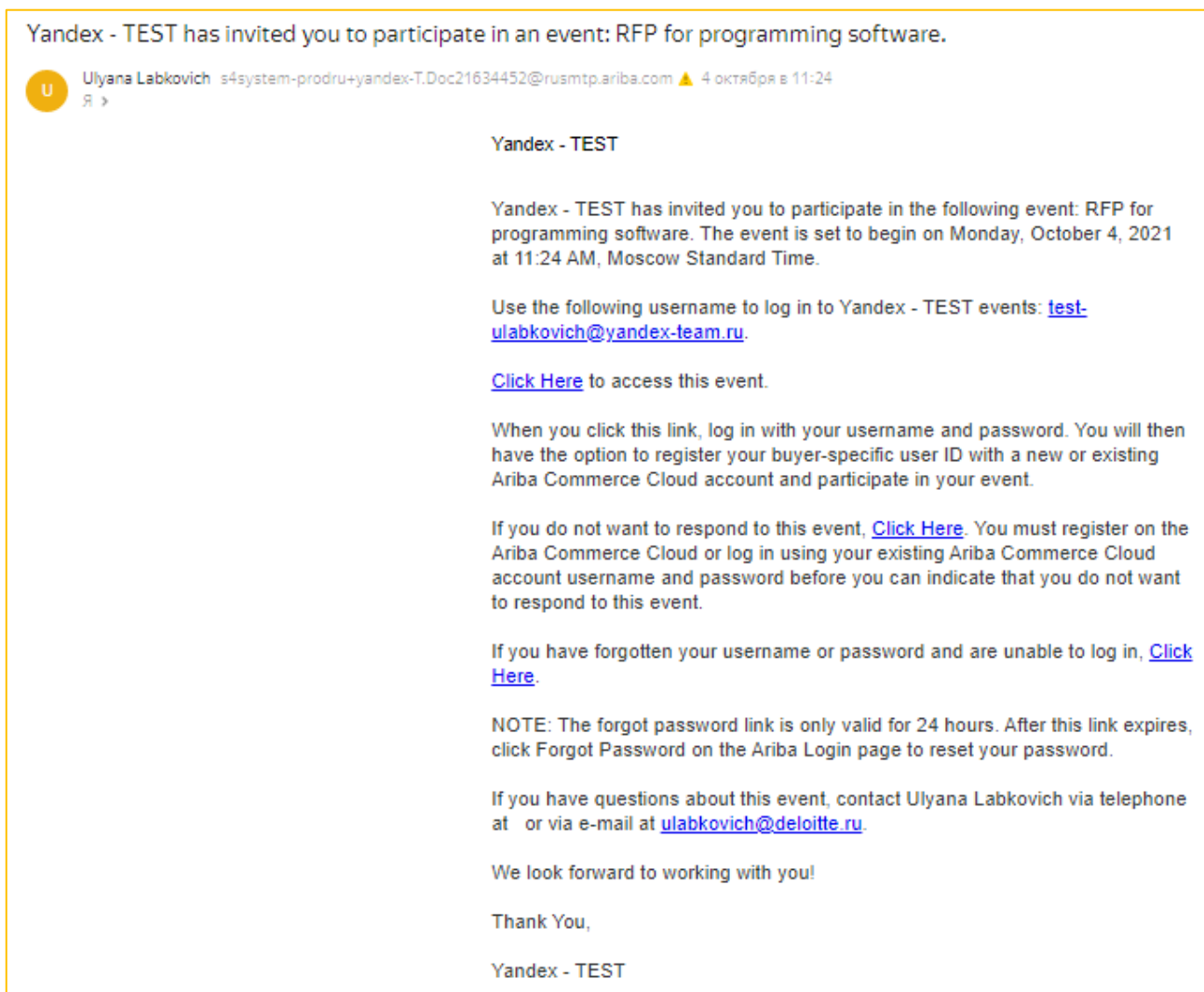
Figure 5

The title of the email message contains the name of the event you are invited to. The message body includes the date and time of the start of the procurement process and a link to log in to the Ariba Network.

Clicking on the link opens the Ariba Network page, where you need to log in (enter your username and password; for more information, see "Logging in to the system"). Then the event opens with the following key characteristics shown:

- Project owner (buyer);
- Event type (Request for Information, Request for Proposal, or auction);
- The time of event publication in Ariba;
- Closing time (the time when the event closes);
- Allow overtime (whether it is possible to extend the event);
- Description (a text description of the procurement process);

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- Currency;

- Commodity (procurement category).

You can see an example of an event in the Ariba Network below. The time remaining until the end of the event is displayed in the upper-right corner. The blue "Review prerequisites" button highlights the next action needed to proceed to the lots/line items (Figure 6).

Figure 6

The following actions are also available on the left side of the page (Figure 6):

- **Event messages**: Send a message to the buyer before submitting any proposals (for more information, see Managing messages in an event);

- **Download tutorials**: A page with useful articles about the basics of SAP Ariba (for more information, see Viewing articles in SAP Ariba Help Center).

A little lower down, you can see the "Checklist" section (Figure 6). By clicking on the items in this section, you can go back to the previous steps and double check the information you entered.

After you have reviewed prerequisites (selected "I accept the terms of this agreement") and clicked "OK", you need to confirm your action (Figure 7).
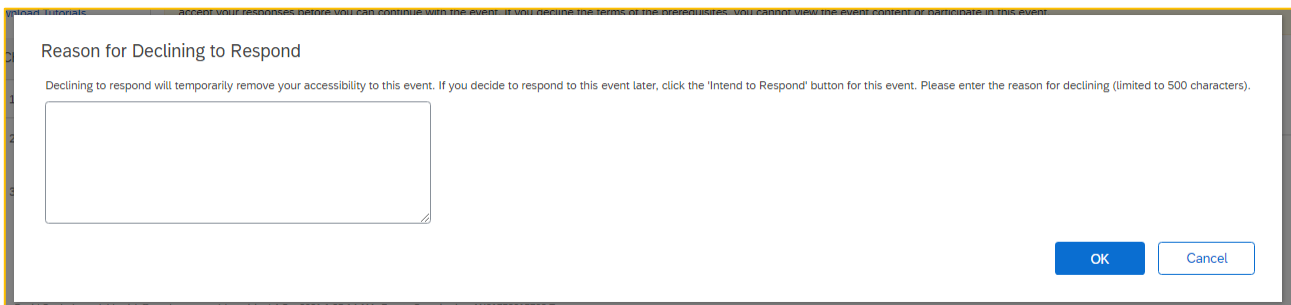
Figure 7

If you don't agree with any clause of the agreement, you must select the "Decline to respond" button. Then an additional window will open where you can enter the reason (optional) (Figure 8).
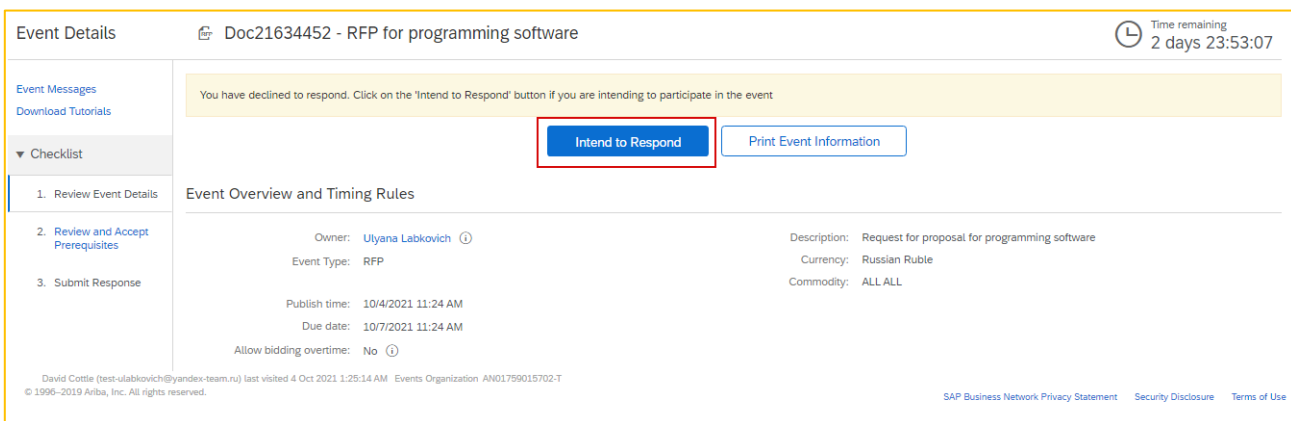
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Figure 8

If the reason for decline is resolved, the system offers actions that allow you to resume bidding. To do this, go back to the event and click "I intend to bid". The system will then let you view the mandatory conditions (Figure 9).

Figure 9

4.1. Selecting and submitting lots

After you accept the agreement, you can view the contents (questions, cost characteristics, and investments) to decide on lots to bid on.

Next, on the main screen, click the "Select lots" button (Figure 10) to move on to selecting lots/line items.

Figure 10

The next step is to confirm the selected lots/line items (Figure 11). Select a checkbox next to the lot or line item (3), then click "Confirm Selected Lots" (1). At this step, you may also decline a lot or line items. Don't select any checkboxes in this case and select the reason for declining from the drop-down list (2). If there are multiple lots in the event, you can confirm some of the lots and decline the others. The standard reasons are listed below:

- We don't carry a compatible part/material.

- We don't supply at the requested quantity.

- Discontinued Item.

- We are at full capacity currently.

- Missing/Lack of information provided.

- Other.

Figure 11

After you click "Confirm Selected Lots", the system won't request additional actions for declined lots.

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4.2. Downloading and viewing event attachments

When you familiarize yourself with an event, you might need to view the attached documents. To do this, you can click the attachment name once, then select "Download this attachment" (Figure 12 and Figure 13).

Figure 12

Figure 13

The second download method, "Download all attachments", downloads all attachments from the event as a ZIP archive. To do this, select all the event's sections and click "Download attachments" (Figure 14).

Figure 14

4.3. Managing messages in an event

If you have any questions about the procurement procedure, you can use the feedback form to write a message to the buyer over the Ariba Network.

To do this, select "Event Messages" while inside the event, and you will be redirected to a page with the message list (Figure 15).

Figure 15

To create a new message, click "Compose Message" (1). If you need to view a message or respond to it, select the checkbox (2) next to the message and choose an action (Figure 16).
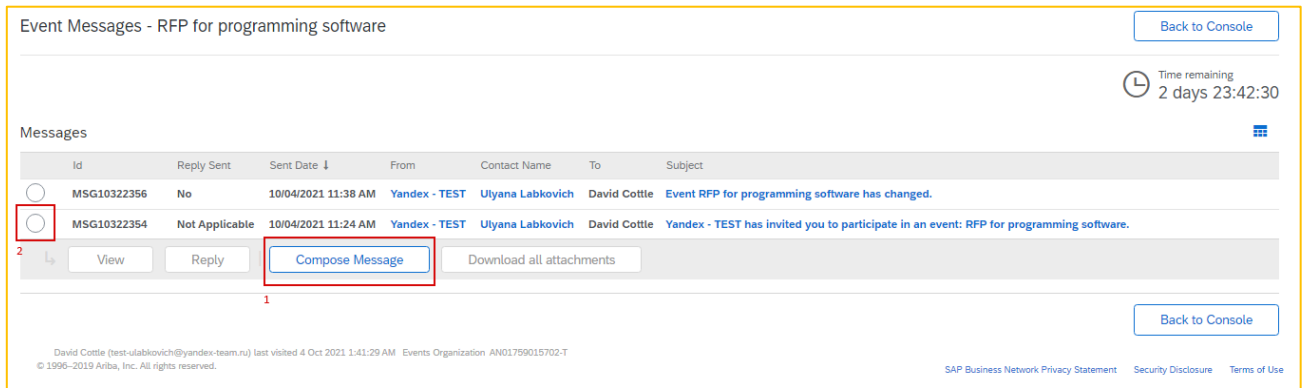
Figure 16

The Compose New Message page includes a toolbar and the following fields (Figure 17):

- **From**: The system automatically inserts the name of your Ariba Network profile.

- **To**: The system automatically inserts the "Project Team" value.

- **Subject**: The system inserts the event name here, but you can type in your own name.

- **Attachments**: This field lets you add files to the message.
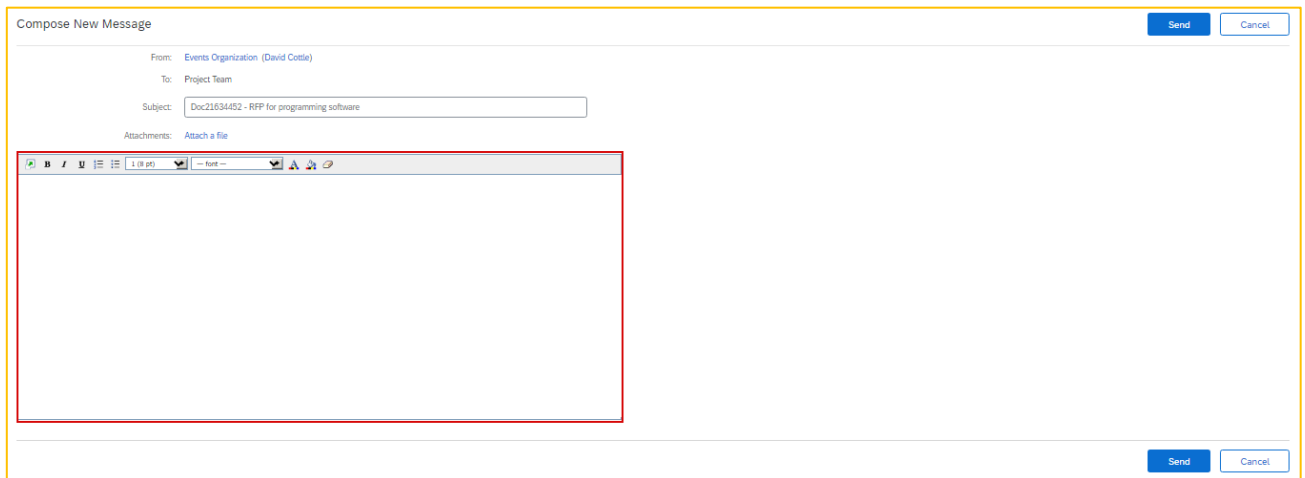

Figure 17

In the right part of the screen, you can see the "Send" and "Cancel" buttons. The message text is shown in the area below the toolbar. After you've composed the message and are ready to send it, click the "Send" button. If the message is no longer relevant, click "Cancel".

4.4. Submitting bids

After you confirm the lots, the system opens the contents of the lot/line item (Figure 18).

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Figure 18

At this step, you must first review the event terms, in particular: view the questions in the "Technical part" section and check the attached document (a specification or quote) (to learn more about file download, see "Downloading and viewing event attachments").

If you have any questions about the contents, message the buyer about this (to learn more about managing messages, see "Managing messages in an event").

After you review the terms and documents, you can start responding to the mandatory questions and/or fill out the mandatory fields labelled with an asterisk (*). Questions can have the following types (Table 2).

Table 2

Type	Description	Field example
Investment	You'll need to attach a file from your computer in this field	*Attach a file
List	The field is assigned a single-choice list of values	CPT ∨
Yes/No	This type of field can accept one out of two possible responses	Yes ∨
Text field	You can type any text into it	*
Date	In the field, you can click the calendar icon and select the date or fill in the date manually using the DD.MM.YYYY format	31.05.2021 📅
Amount	Number recognized by the system as the amount in any currency	18540 RUB

The icon indicates that you can add a comment and attachment to a field.

The following actions are available at the bottom of the event contents screen (Figure 19):

- Submit entire response (1): All the required fields are filled in and you are ready to submit your bid.

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- Update totals (2): Shows the total amount of the lot/line item and the results of other formulas.

- Save as Draft (3): Saves the pre-filled values of the fields so that you can exit the event and return to it later.

- Compose Message (4): Opens the event's Compose New Message interface.

- Excel Import (5): Import the data from MS Excel.

Figure 19

When all the required fields are filled in, click the "Bid" button and confirm your action (Figure 20).

Figure 20

The system will display an information message saying that your bid has been submitted (Figure 21). You may edit your bid before the end of the event and continue exchanging messages under the event.

Figure 21

If there are any errors in the field values, the system will display an information message at the top of the page and highlight the fields with errors (Figure 22). Edit the values in this case, then click "Bid" again.

Figure 22

If there are multiple errors, the system will also display an information message at the top with "Back" and "Next" buttons to navigate between erroneous fields (Figure 23).
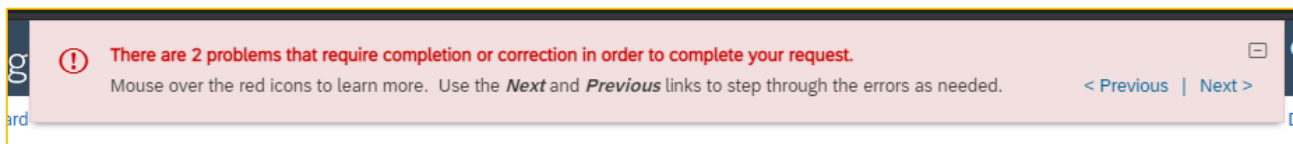
Figure 23

5. How to use Help

When you use the Ariba Network, you may have various questions. Most of the questions have already been answered in the Ariba Network Help. To view the information, select "Help Center" in the upper-right corner: a separate window will open in the browser (Figure 24).
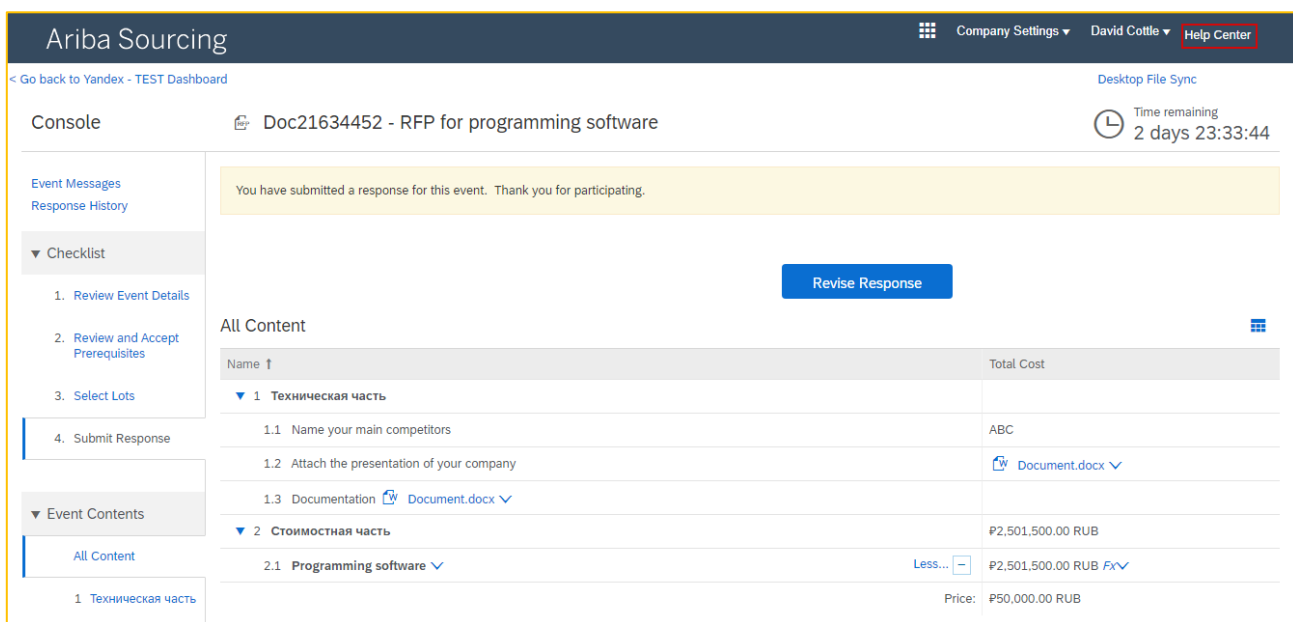

Figure 24

On the SAP Ariba Network Help Center home page, you can see the following tabs (Figure 25):

- Home: The home page of the portal;
- Learning: A library of interactive videos about how to use the Ariba Network;
- Contact us: Here you can search for information and contact Ariba support.
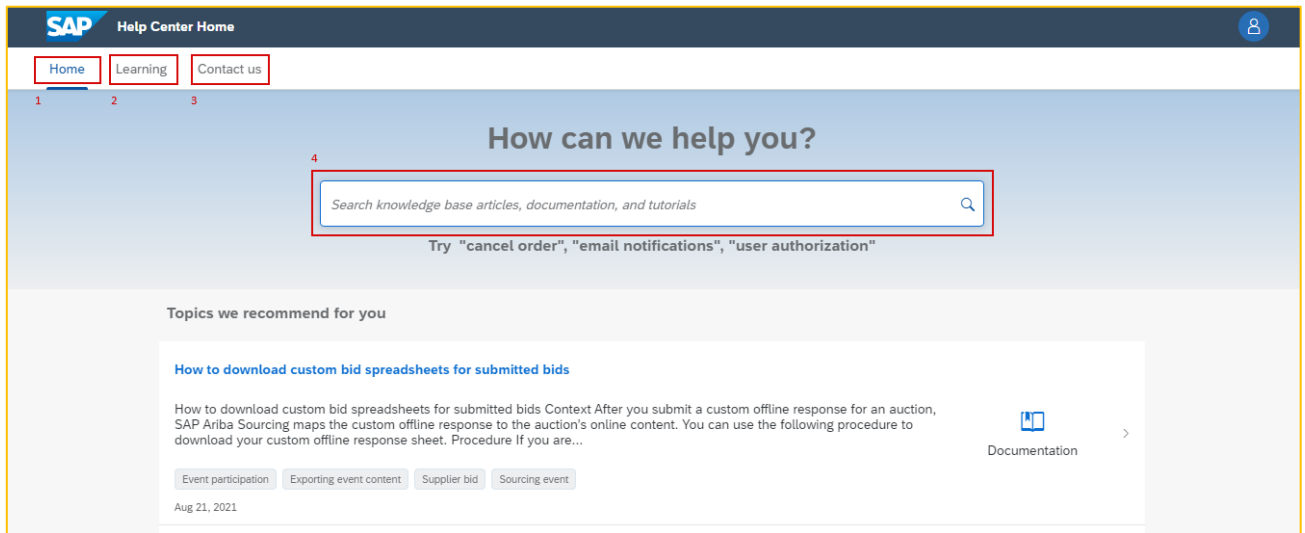
Figure 25

As you type in the search bar (1), the system fetches relevant suggestions from our database. To run the search, click the icon (2) at the end of the bar or press Enter on the keyboard (Figure 26).
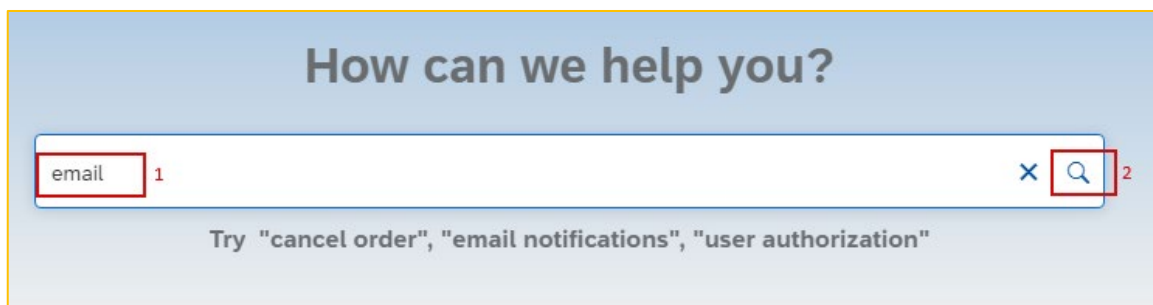

Figure 26

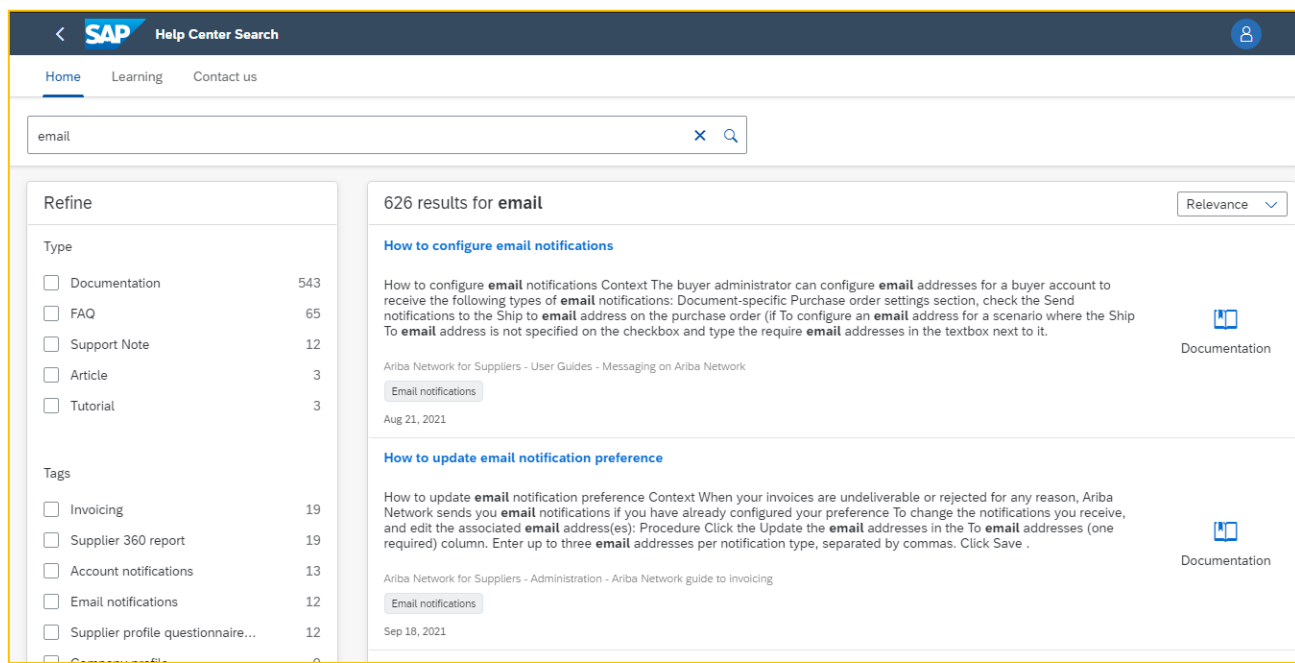The search results are displayed at the center of the page (Figure 27).

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Figure 27

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6. Support

If you encounter any errors in the Ariba Network, write an email to zakupka@yandex-team.ru with the "SAP Ariba" tag in the message body. Please also provide details of your problem and attach a screenshot of the error/example, if possible.