Supplier Guide-All you need to know about bidding through Synergy's Ariba e-Procurement System



# Contents Page

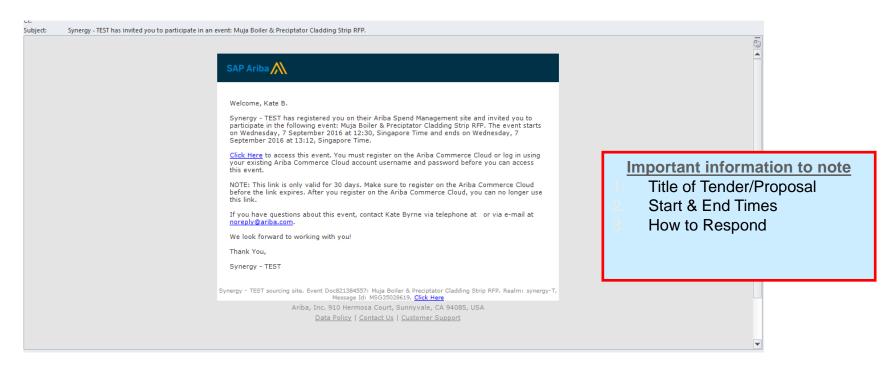
### Click the link to be taken to that page

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# **New User Invitation Email**

### What It Looks Like



Note: Make sure you access the Ariba Login page by clicking the 'Click Here' link in the event invitation email you received



# **About Ariba and Ariba Commerce Cloud**

### What is the Ariba Commerce Cloud?

Ariba is a business commerce network that allows buyers to store contracts; submit and evaluate tenders; and for suppliers to complete the Synergy accreditation pack online. It is a worldwide company that is part of the SAP Company, with over 1,300 buyers and 700,000 sellers using and transacting worldwide.

As a respondent to a Synergy tender, you will be asked to register for the Ariba Commerce Cloud, to be able to submit your tender response via Ariba.

The Ariba Commerce Cloud is a website that allows you to submit your tender responses online. You will have one login and one account that will allow you to submit tenders online with all of your customers transacting through Ariba.

If you already have an Ariba Commerce Cloud, Ariba Network or Ariba Discovery account, you can link your sourcing events to your existing Ariba user ID.

### **Ariba Commerce Cloud Profiles**

Sellers now have a single company profile in the Ariba Commerce Cloud, shared across all Ariba On-Demand solutions and visible to all their potential and existing buyer relationships. Ariba Commerce Cloud profiles include company account and configuration settings, company profile information, and user information. Ariba Commerce Cloud profiles allow you to maintain a single company profile, from one account, for all your customer relationships.

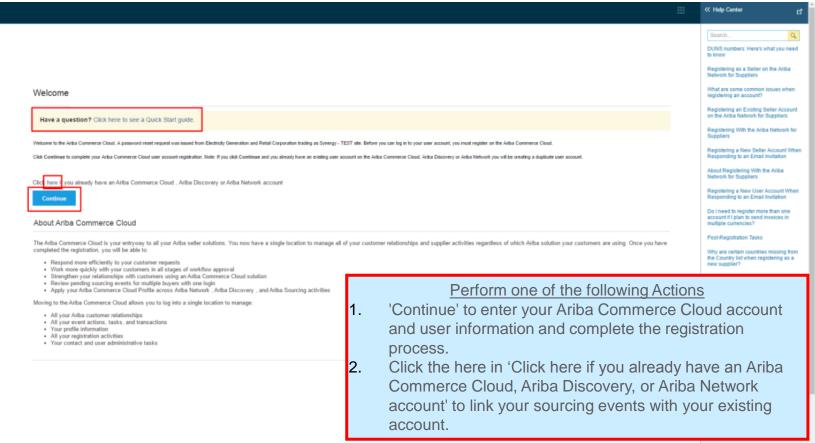
### Registering on the Ariba Commerce Cloud

How to register: please see the information on slides 5 & 6 for instructions on how to register for the Ariba Commerce Cloud



# How to Access Sourcing Events the First Time You Receive an Email Invitation

After clicking the link in the event email invitation, Ariba displays the welcome to Ariba Commerce Cloud page as below.

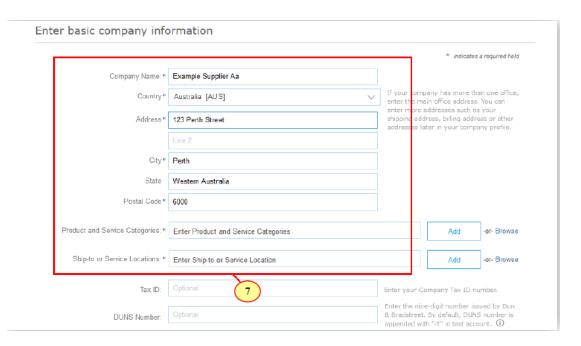




# Complete Registration (First Time User Only)

After clicking Continue, the Ariba Commerce Cloud Registration Page will be displayed:

What It Looks Like



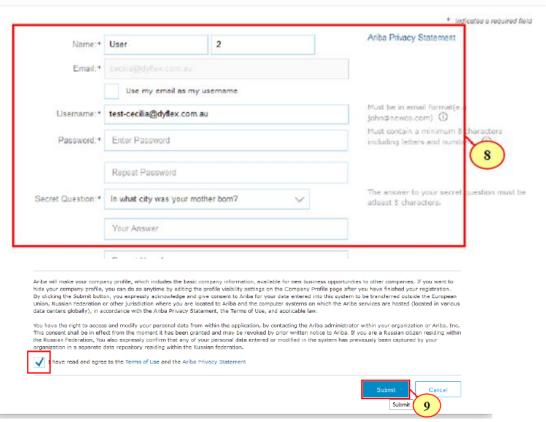
### What It Means

- Enter your basic company information and your user account information. Keep the following in mind:
  - The Products and Service Categories fields are required to be filled in, in order to complete registration. However, you can change these values at any time in your Company Profile.
  - Note: If you cannot find the commodity that best represents your business please select the next best alternative.
  - The Tax ID and Dun and Bradstreet Number (DUNS) fields are optional and can also be updated at any time in your Company Profile.
  - If you require further explanations on specific fields consult the relevant information icons



# Registering a User

Enter user account information



### What It Means

- Enter your desired user account details.
- Note: The Username field must be in email format.
- The person whose name is entered in the user account information section becomes the account administrator automatically. Account administrators can transfer the Administrator role to another user later.
- Read the Terms of Use and Privacy Statement and click the check box if you agree to the terms.
- · Click Submit.
- If you require further explanations on specific fields consult the relevant information icons



# **Completing Registration**

# CONFIRM DOMAIN The domain you specified does not match your company's domain. Do you still want to use it? Yes Yes Test M SYNERGY - TEST Required Profile Fields Your customer has requested that you complete the following information before they conduct business with you. Click Go to Compa events. Required Profile Fields From Synergy - TEST • Customer Requested Fields Go to Company Profile >

### What It Means

- You may receive the Confirm Domain prompt if your email address does not match your business name. Click on the Yes button to proceed.
- Then click on Go to Company Profile

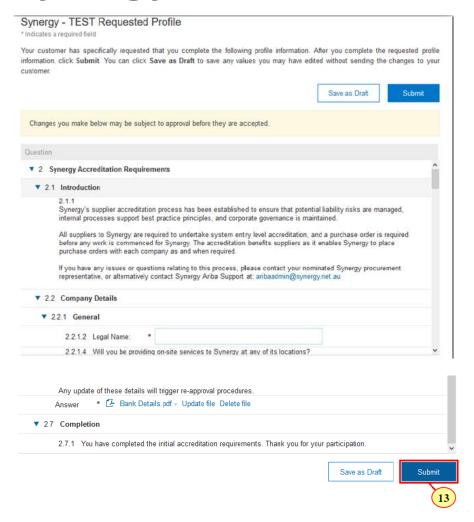


Tip: Use the down arrow 

■ button to collapse a section once you have finished those questions.



## **Synergy Accreditation Requirements**



### What It Means

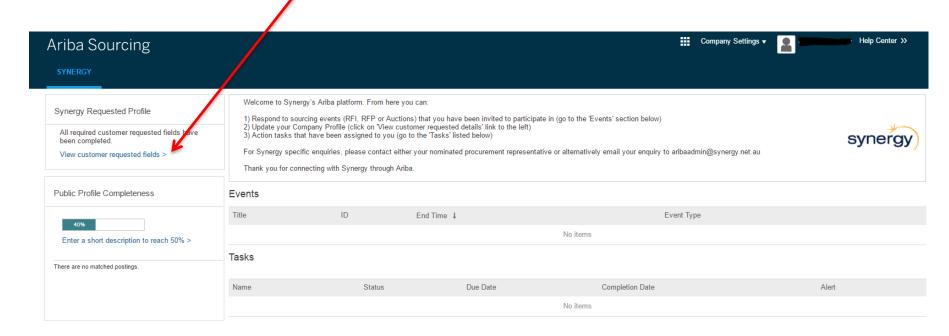
- The Synergy Requested Profile input screen is displayed. Please answer the questions provided. Be sure to Save as Draft if you are leaving your computer for an extended period to ensure you do not lose information
- Once you have completed the initial accreditation requirements, click on
   Submit
- If you have missed any information you will receive an error message advising what you have missed.



# **Updating your Synergy Accreditation Requirements**

### What It Means

- You may need to update your Synergy information such as bank details or address or insurance information.
- To go back into these fields click on 'View customer requested fields'. Once updated hit 'Submit'.

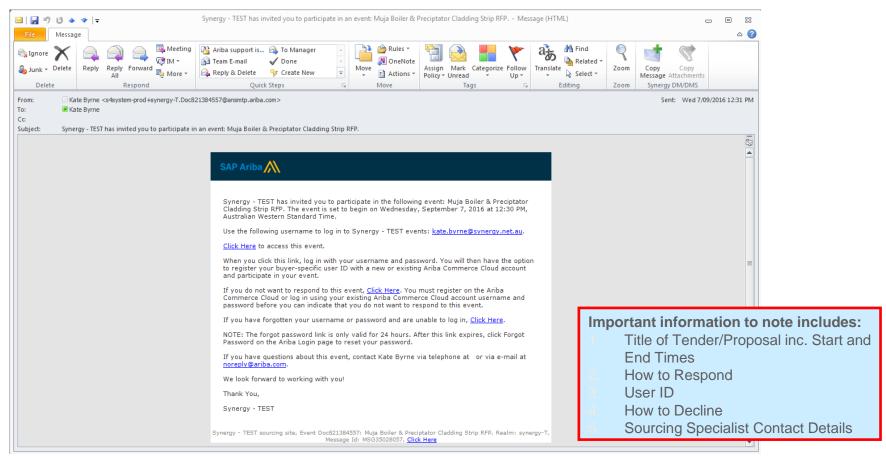




# Invitation Email to Suppliers Already Registered on Ariba Commerce Cloud

If you have previously registered on Ariba Commerce Cloud and you are invited for another event, you will receive an invitation email as follows.

What It Looks Like



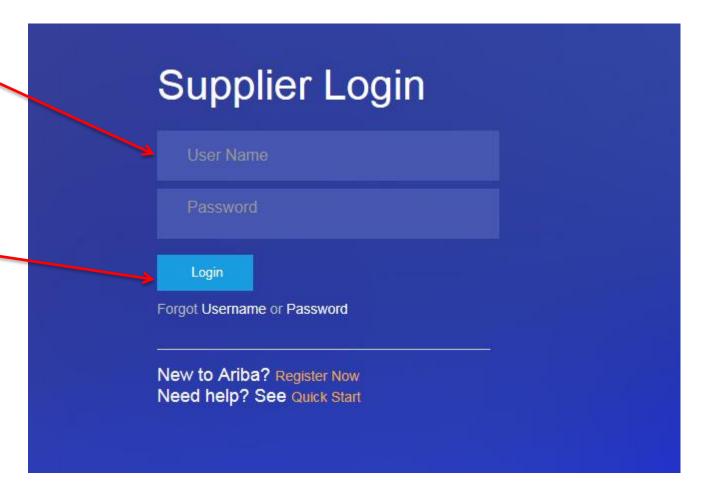


# Logging in to Ariba

What It Looks Like

Enter your existing Ariba Commerce Cloud or Ariba Network username and password. Click 'Login'

If you do not remember your username or password, follow the 'Forgot Username' or 'Forgot Password', Find the steps in the following slide.





# How to Reset Your Password or Retrieve Your Username

If you forget your password or username, you can now have your username sent to your e-mail and reset your password without contacting Ariba Customer Service.

### What It Looks Like

# Forgot Username To retrieve your username and regain access to your account, enter your email address registered with your Ariba account. You will receive an email message with further instructions after this information is confirmed. Email Address: Forgot Password Enter your username or email address. You will receive an email message with further instructions on how to reset your password. Username or Email Address: Username or Email Address:

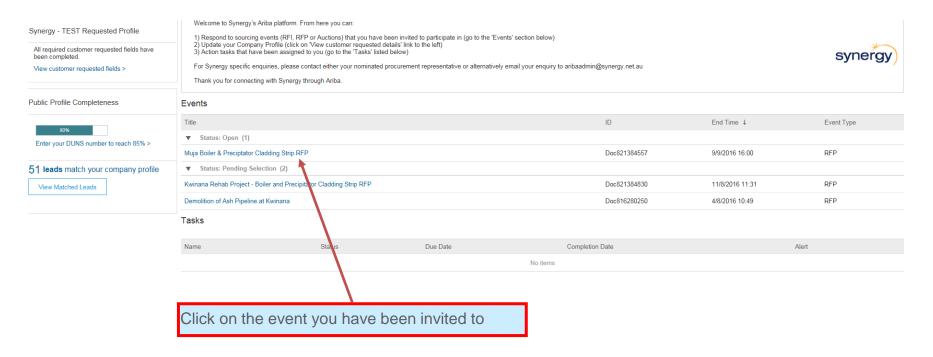
### What It Means

- Select 'Forgot Password' or 'Forgot Username' on the login page
- For username, type in your e-mail address and your username will be sent to the e-mail address on record. If you do not receive an email immediately, check your spam filter
- For password, you will be taken through the password reset wizard, where you will be asked to answer the secret question you set up in your user profile
- After you answer correctly, type in your new password and confirm.



# **Accessing Bid Event/s**

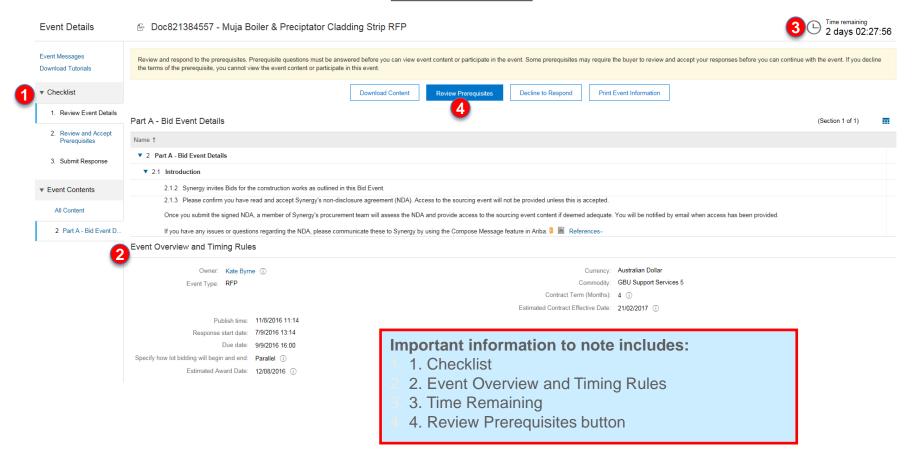
After successfully logging into Ariba, your home screen will look as below.





# **Review Event Details**

This is the Home screen for the RfX event you have been invited to participate in.





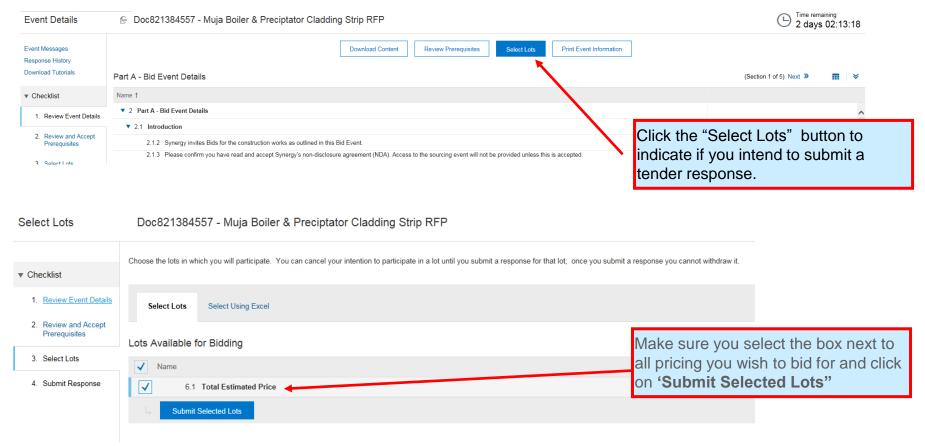
# Accepting the Pre-requisites

Doc821384557 - Muja Boiler & Preciptator Cladding Strip RFP Prerequisites To continue with this event, complete the prerequisites below. Some of the prerequisites might be access gate questions that you must answer before you can see the event information. Other prerequisites might serve as a participation gate that restricts you from submitting your ▼ Checklist response unless you have responded to them. In some cases, your responses to the prerequisites require buyer review before you can continue with the event or submit a response 1. Review Event Details Would you like to accept the Bidder Agreement2. View Bidder Agreement 2. Review and Accept accept the terms of this agreement. Prerequisites I do not accept the terms of this agreement 3 Submit Response Prerequisites Name ↑ ▼ 2 Part A - Bid Event Details ▼ 2.1 Introduction 2.1.3 Please confirm you have read and accept Synergy's non-disclosure agreement (NDA). Access to the sourcing event will not be provided unless this is accepted Once you submit the signed NDA, a member of Synergy's procurement team will assess the NDA and provide access to the sourcing event content if deemed adequate. You will be notified by email when access has been provided. If you have any issues or questions regarding the NDA, please communicate these to Synergy by using the Compose Message feature in Ariba. 🛭 📓 Reference Important information to note includes: 1. In order to bid you must Accept the Bidder Agreement. 2. If there is an NDA Requirement you must download the Reference document and complete it. 3. Attach the completed NDA 4. Click 'OK'



# Intend to Participate

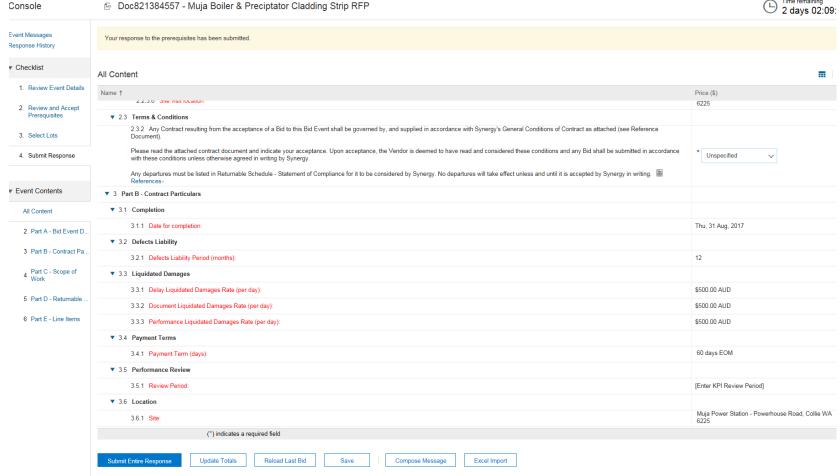
This is the Home screen for the RfX you have been invited to participate in.





# Response Screen

This is the Response Screen that you will see once you are in the "Submit Response" stage of the Checklist.





# **Decline to Respond**

Doc821384557 - Muja Boiler & Preciptator Cladding Strip RFP

### What It Looks Like

1 day 05:08:52

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 buyer to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisite, you cannot view the event content or participate in this event. Decline to Respond **Download Content** Review Prerequisites Print Event Information Part A - Bid Event Details (Section 1 of 1) Name ↑ ▼ 2 Part A - Bid Event Details ▼ 2.1 Introduction 2.1.2 Synergy invites Bids for the construction works as outlined in this Bid Event. 2.1.3 Please confirm you have read and accept Synergy's non-disclosure agreement (NDA). Access to the sourcing event will not be provided unless this is accepted. Once you submit the signed NDA, a member of Synergy's procurement team will assess the NDA and provide access to the sourcing event content if deemed adequate. You will be notified by email when access has been provided. If you have any issues or questions regarding the NDA, please communicate these to Synergy by using the Compose Message featule in Ariba. 🎚 📓 References **Event Overview and Timing Rules** Currency: Australian Dollar Owner: Kate Byrne (i) Commodity: GBU Support Services 5 Event Type: RFP Contract Term (Months): 4 (i) Estimated Contract Effective Date: 21/02/2017 (i) Publish time: 11/8/2016 11:14 Response start date: 7/9/2016 13:14 Due date: 9/9/2016 16:00 Specify how lot bidding will begin and end: Parallel (i) Estimated Award Date: 12/08/2016 (i) Click 'Decline to Respond' if you do not wish to respond to the tender.

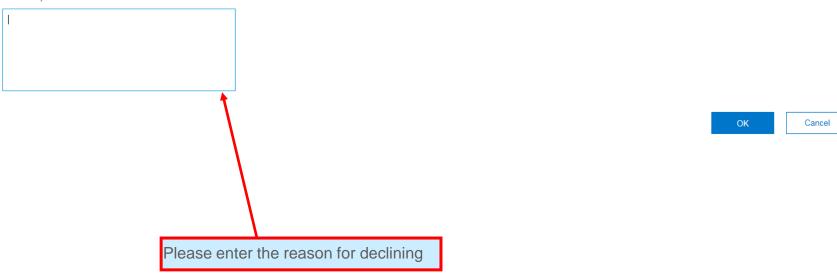


# Decline to Respond cont.

### What It Looks Like

### Reason for Declining to Respond

Declining to respond will temporarily remove your accessibility to this event. If you decide to respond to this event later, click the 'Intend to Respond' button for this event. Please enter the reason for declining (limited to 500 characters).





# Deciding to Respond After Initially Declining

Once you have declined to respond your access to the event will be temporarily removed. If you decide to respond to this event later, click the 'Intend to Respond' button for this event.

### What It Looks Like

Doc821384557 - Muja Boiler & Preciptator Cladding Strip RFP You have declined to respond. Click on the 'Intend to Respond' button if you are intending to participate in the event Print Event Information Download Content Intend to Respond Part A - Bid Event Details Click 'Intend to Respond' Name 1 ▼ 2 Part A - Bid Event Details ▼ 2.1 Introduction 2.1.2 Synergy invites Bids for the construction works as outlined in this Bid Event. 2.1.3 Please confirm you have read and accept Synergy's non-disclosure agreement (NDA). Access to the sourcing event will not be provided unless this is accepted. Once you submit the signed NDA, a member of Synergy's procurement team will assess the NDA and provide access to the sourcing event content if deemed adequate. You will be notified by email when access has been provided If you have any issues or questions regarding the NDA, please communicate these to Synergy by using the Compose Message feature in Ariba. I References **Event Overview and Timing Rules** Currency: Australian Dollar Owner: Kate Byrne (i) Event Type: RFP Commodity: GBU Support Services 5 Contract Term (Months): 4 (i) Estimated Contract Effective Date: 21/02/2017 (i) Publish time: 11/8/2016 11:14 Response start date: 7/9/2016 13:14 Specify how lot bidding will begin and end: Parallel (i) Estimated Award Date: 12/08/2016 (i)

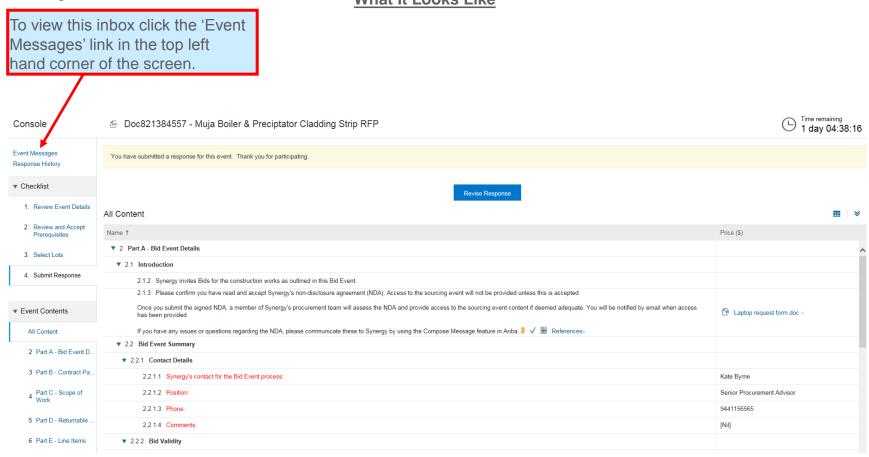


# **Ariba Message Inbox**

All event-specific messages sent to and from you are stored in your Ariba Message Inbox.

Note: Messages with attachments sent to users from Synergy can be downloaded from the relevant message in 'Event Messages'.

What It Looks Like





# Ariba Message Inbox

Here you will find all the messages relating to this specific Tender/Proposal.

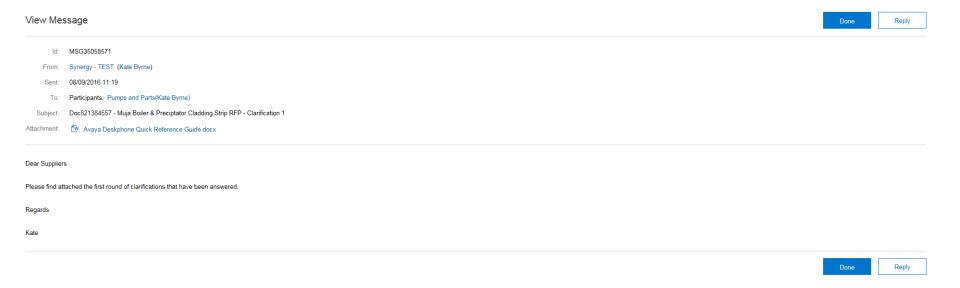
What It Looks Like

Event Messages - Muja Boiler & Preciptator Cladding Strip RFP Back to Console 1 day 04:36:04 Messages Reply Sent Sent Date ↓ From Contact Name To Subject MSG35058571 Kate Byrne Kate Byrne Doc821384557 - Muja Boiler & Preciptator Cladding Strip RFP - Clarification 1 MSG35028624 07/09/2016 13:14 Synergy - TEST Kate Byrne Synergy Ariba: Event Muja Boiler & Preciptator Cladding Strip RFP has been reopened. Kate Byrne MSG35028618 07/09/2016 13:13 Synergy - TEST Event Muja Boiler & Preciptator Cladding Strip RFP has changed Kate Byrne Kate Byrne MSG35028608 07/09/2016 13:12 Kate Byrne Event Muja Boiler & Preciptator Cladding Strip RFP is no longer accepting responses. MSG35028605 Event Muja Boiler & Preciptator Cladding Strip RFP is now resumed. 07/09/2016 13:12 Kate Byrne Synergy - TEST Kate Byrne MSG35028601 Event Muja Boiler & Preciptator Cladding Strip RFP is now paused. 07/09/2016 13:11 Synergy - TEST Kate Byrne Kate Byrne MSG35028089 Kate Byrne Kate Byrne Event Muja Boiler & Preciptator Cladding Strip RFP has been extended by 1 day 3 hours 59 minutes G35028066 Not Applicable 07/09/2016 12:31 Kate Byrne Kate Byrne Synergy - TEST has invited you to participate in an event: Muja Boiler & Preciptator Cladding... MS 635028057 Not Applicable 07/09/2016 12:30 Kate Byrne Kate Byrne Synergy - TEST has invited you to participate in an event: Muja Boiler & Preciptator Cladding... MSG 5028056 07/09/2016 12:30 Synergy - TEST Kate Byrne Kate Byrne Synergy Ariba: Event Muja Boiler & Preciptator Cladding Strip RFP has been reopened. MSG3-378109 11/08/2016 11:31 Synergy - TEST Kate Byrne Event Muja Boiler & Preciptator Cladding Strip RFP is no longer accepting responses. MSG34378044 Not Applicable 11/08/2016 11:27 Participants (0) Team (5) Response (ID=ID570675296) in event Muja Boiler & Preciptator Cladding Strip RFP has been submitted. MSG3437 011 Not Applicable 11/08/2016 11:25 Kate Byrne Response of prerequisite 2.1.3 submitted by Pumps and Parts (Kate Byrne) has been accepted. MSG34377 86 Not Applicable 11/08/2016 11:24 Pumps and Parts Kate Byrne Pumps and Parts (Kate Byrne) has responded prerequisite 2.1.3 Response (ID=ID570675295) in event Muja Boiler & Preciptator Cla From this screen you can: MSG3437798 Not Applicable 11/08/2016 11:24 1. View a message MSG3437779 Event Muja Boiler & Preciptator Cladding Strip RFP is now accept 2. Reply to a message MSG34377783 Not Applicable 11/08/2016 11:14 Synergy - TEST Kate Byrne Synergy - TEST has invited you to participate in an event: Muja Bo 3. Compose a new message Download all attachments Compose Message 4. Download all attachments from all messages To view a message, click You can send a new message to the 5. Go back to the event home screen "Back to on the radio button to the Sourcing Specialist in charge of the Console" left of the chosen message, event at any time by simply clicking and click the 'View' button. the 'Compose' Message button at the

bottom of the screen.

# Ariba Message Inbox

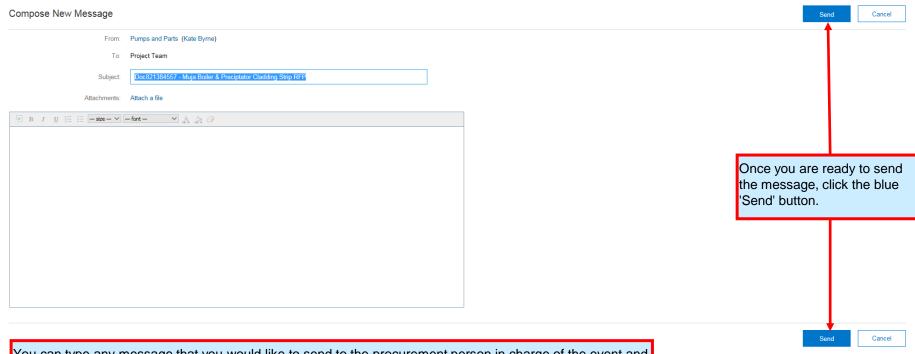
Here you can see the details and content of the message. You also have the opportunity to reply to the message by clicking the 'Reply' button.





# Compose Message

### What It Looks Like



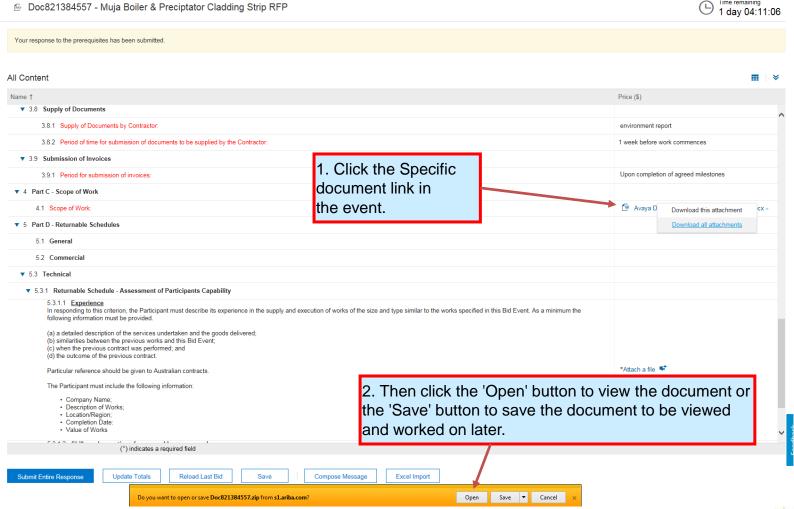
You can type any message that you would like to send to the procurement person in charge of the event and attach any file where appropriate. The 'Subject' field is automatically filled, but feel free to edit the Subject to notify the Sourcing Specialist about what the message is related to.



### **Download an Attachment**

For some sections you may be required to download reference files either solely for your information or for editing and submission.

What It Looks Like





### **Download All Attachments**

An easy way to look through all the Tender/Proposal documents and save them to your PC is to Download All Attachments. Note: Using this option you can also download specific documents.

### What It Looks Like I ime remaining Doc821384557 - Muia Boiler & Preciptator Cladding Strip RFP 1 day 04:04:29 Your response to the prerequisites has been submitted. All Content Name ↑ Price (\$) ▼ 3.9 Submission of Invoices Upon completion of agreed milestones 3.9.1 Period for submission of invoices ▼ 4 Part C - Scope of Work 1. Click on any document link 4.1 Scope of Work: Download this attachment in the event. Download all attachments ▼ 5 Part D - Returnable Schedules 5.1 General 5.2 Commercial ▼ 5.3 Technical ▼ 5.3.1 Returnable Schedule - Assessment of Participants Capability 2. Then click In responding to this criterion, the Participant must describe its experience in the supply and execution of works of the size and type similar to the works specified in this Bid Event. As a minimum the following information must be provided. 'Download (a) a detailed description of the services undertaken and the goods delivered; all attachments' link (b) similarities between the previous works and this Bid Event; (c) when the previous contract was performed; and (d) the outcome of the previous contract. \*Attach a file 哮 Particular reference should be given to Australian contracts. The Participant must include the following information: · Company Name: · Description of Works: Location/Region: Completion Date: Value of Works 5.3.1.2 Skills and expertise of proposed key personnel In responding to this criterion, Participants must: \*Attach a file 哮 (a) identify the proposed key personnel that will be undertaking the Services together with a brief curriculum vitae for each of them; (b) detail the availability of the key personnel during the period of the Contract; and (c) describe the industry experience of all specified personnel ▼ 6 Part E - Line Items (\*) indicates a required field Submit Entire Response Update Totals Reload Last Bid Compose Message Excel Import



# **Download All Attachments**

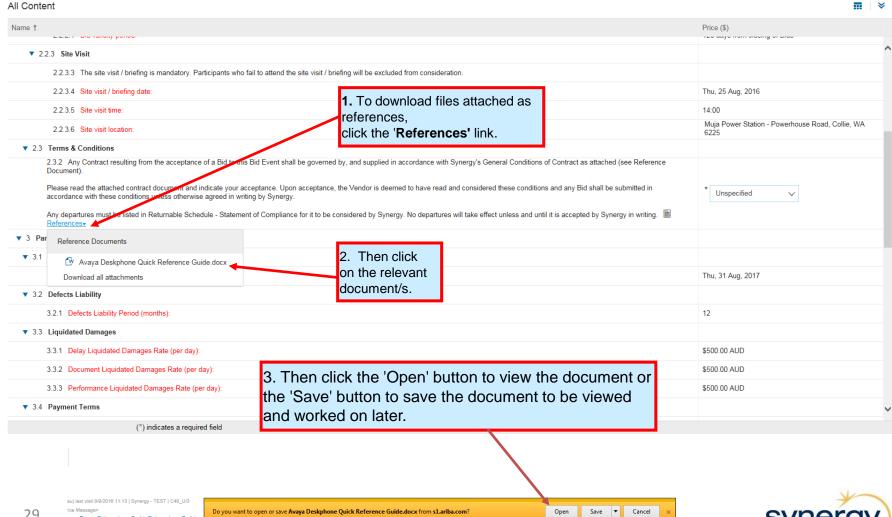
After clicking on 'Download all attachments' you will arrive at the following screen

Download Attachments	What It Looks Like	Done
Choose items for which you need to download the attachments. The amount of the control of the co	nount of time it takes to download is proportional to the total number and total size of the attachments.	
Selected Attachments Summary		Download Attachments
Total Size (MB): 0.3  Max Size (MB): 0.17  Total Number: 2	Click on the boxes individually to select specific documents to download      Click on 'Do	ownload
Selected Items  Title  Totals	Attachments you have m	
2 Part A - Bid Event Details	selection	
2.1 Interduction		
	Synergy's non-disclosure agreement (NDA). Access to the sourcing event will not be provided unless this is accepted. Once you submit the signed NDA, a member of Synergy's procuremy u will be notified by email when access has been provided. If you have any issues or questions regarding the NDA, please communicate these to Synergy by using the Compose Message	
2.2 Bid Event Summary		
2.2.1 Contact Details		
2.2.2 Bid Validity		
2.2.3 Site Visit		
2.3 Terms & Conditions		
✓ acceptance, the Vendor is deemed to have read	te of a bid to this Bid Event shall be governed by, and supplied in accordance with Synergy's General Conditions of Contract as attached (see Reference Document). Please read the attact d and considered these conditions and any Bid shall be submitted in accordance with these conditions unless otherwise agreed in writing by Synergy. Any departures must be listed in Retu effect unless and until it is accepted by Synergy in writing.	
3 Part B - Contract Particulars		
3.1 Completion	<ol><li>Then click the 'Open' button to view the document or</li></ol>	
3.2 Defects Liability	the 'Save' button to save the document to be viewed	
3.3 Liquidated Damages	and worked on later.	
3.4 Payment Terms		
3.5 Performance Review		
3.6 Location		
3.7 Security		
	Do you want to open or save Doc821384557.zip from s1.ariba.com? Open Save ▼ Cancel ×	Done



### **Download Reference File**

For some sections you may be required to download an individual attached file either solely for your information or for editing and submission. What It Looks Like





### Attach a File

For some sections you may be required to attach files supporting your response.

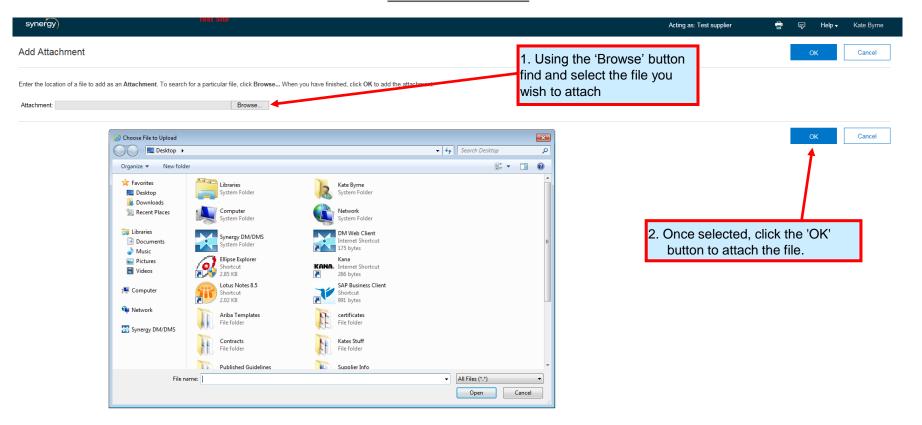
Note: To attach multiple files, create a folder on your computer with all of your documents in it and zip this folder. The zipped folder can then be attached in Ariba.

What It Looks Like

Doc821384557 - Muja Boiler & Preciptator Cladding Strip RFP 1 day 04:02:57 Your response to the prerequisites has been submitted. All Content ▼ 4 Part C - Scope of Work 4.1 Scope of Work: W Avaya Deskphone Quick Reference Guide.docx ▼ 5 Part D - Returnable Schedules 5.1 General 5.2 Commercial ▼ 5.3 Technical ▼ 5.3.1 Returnable Schedule - Assessment of Participants Capability 5.3.1.1 Experience In responding to this criterion, the Participant must describe its experience in the supply and execution of works of the size and type similar to the works specified in this Bid Event. As a minimum the following information must be provided. (a) a detailed description of the services undertaken and the goods delivered; (b) similarities between the previous works and this Bid Event: (c) when the previous contract was performed; and (d) the outcome of the previous contract. \*Attach a file 📑 Particular reference should be given to Australian contracts. Click 'Attach a File' link The Participant must include the following information: · Company Name; · Description of Works; · Location/Region; Completion Date: Value of Works 5.3.1.2 Skills and expertise of proposed key personnel In responding to this criterion, Participants must: \*Attach a file 📑 (a) identify the proposed key personnel that will be undertaking the Services together with a brief curriculum vitae for each of them; (b) detail the availability of the key personnel during the period of the Contract; and (c) describe the industry experience of all specified personnel.



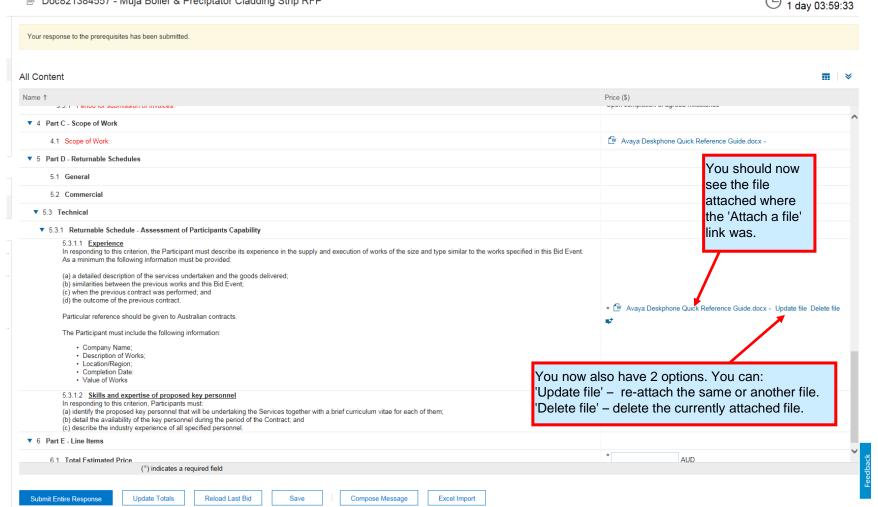
# Attach a File





# Attach a File

### What It Looks Like





Time remaining

# **Adding Comments**

When responding to the Tender/Proposal, you can also add additional comments to attached files within Ariba.

What It Looks Like

Time remaining 1 day 03:57:00 Your response to the prerequisites has been submitted. All Content Name ↑ Price (\$) J.J. 1 - 1 enou for adminisation of involces ▼ 4 Part C - Scope of Work W Avava Deskphone Quick Reference Guide.docx v 4.1 Scope of Work: ▼ 5 Part D - Returnable Schedules 5.1 General 5.2 Commercial ▼ 5.3 Technical ▼ 5.3.1 Returnable Schedule - Assessment of Participants Capability 5.3.1.1 Experience In responding to this criterion, the Participant must describe its experience in the supply and execution of works of the size and type similar to the works specified in this Bid Event. As a minimum the following information must be provided. (a) a detailed description of the services undertaken and the goods delivered; (b) similarities between the previous works and this Bid Event; (c) when the previous contract was performed; and (d) the outcome of the previous contract. \* W Avaya Deskphone Quick Reference Guide.docx - Update file Delete file Particular reference should be given to Australian contracts. The Participant must include the following information: To do this, simply click on · Company Name; · Description of Works; the speech bubble · Location/Region; Completion Date: picture of the Value of Works corresponding 5.3.1.2 Skills and expertise of proposed key personnel In responding to this criterion, Participants must: attachment. (a) identify the proposed key personnel that will be undertaking the Services together with a brief curriculum vitae for each of them; \*Attach a (b) detail the availability of the key personnel during the period of the Contract; and (c) describe the industry experience of all specified personnel. ▼ 6 Part E - Line Items 6.1 Total Estimated Price



/#\ i=di=ata = = ===ii=d E=ld

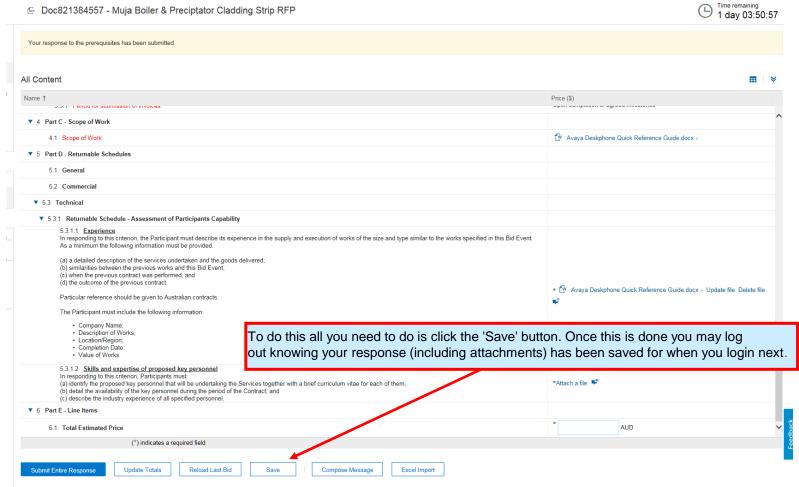
# **Adding Comments continued**





# Save Work in Progress

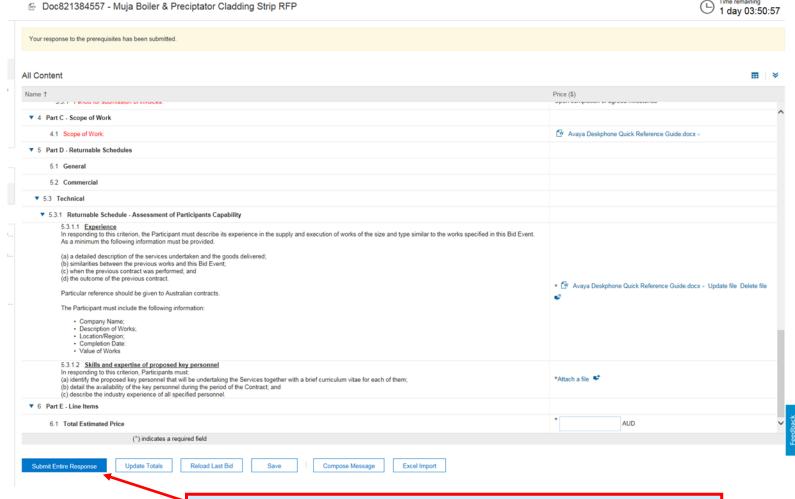
At any stage you can Save your response so that you can work on it at a later date. If you don't click save before leaving the system, or if you leave it for too long without any activity you will lose any work unless you hit 'Save'.





# **Submit Response**

What It Looks Like

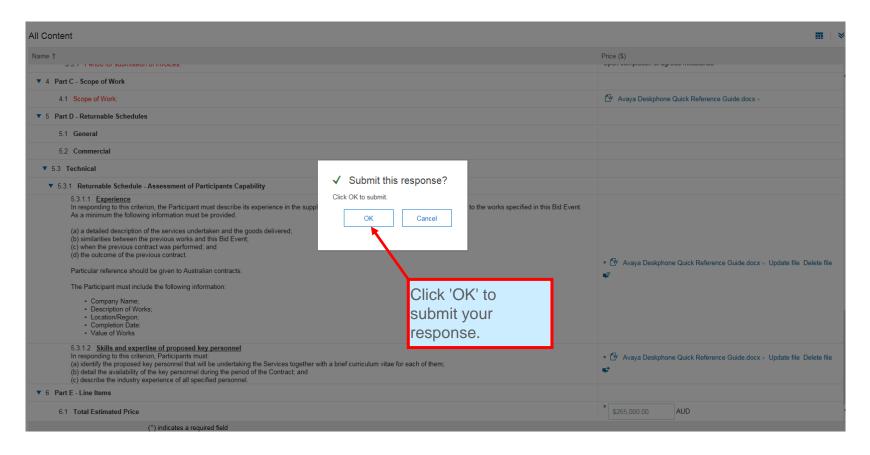




Time remaining

# **Submit Response**

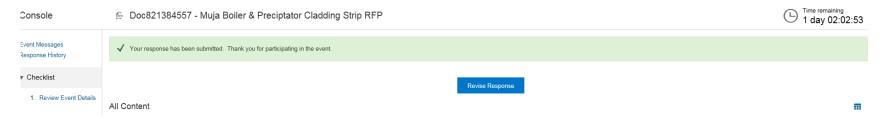
If your response is complete and there are no errors, a popup box will appear asking you to confirm your submission.





# **Submit Response**

If your response has been submitted correctly you will see a green bar at the top stating that "You have submitted a response for this event."

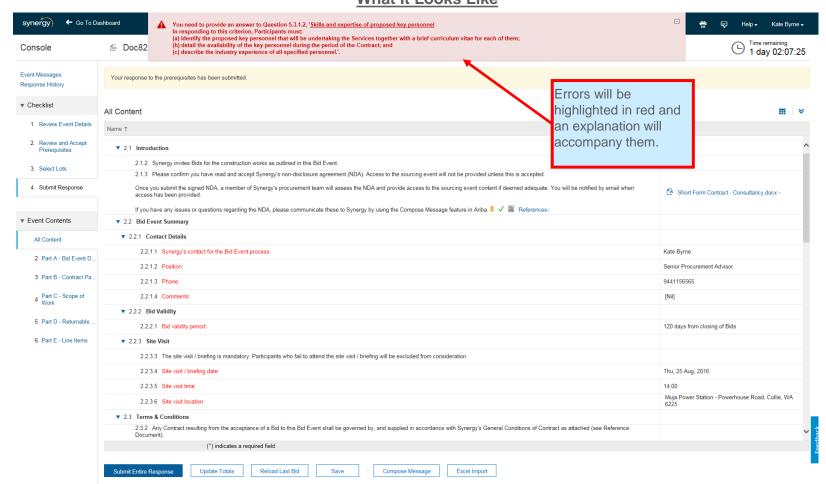




# **Submission Errors**

If you have failed to answer any of the questions or attach documents where required you will be notified of each error. Please ensure you allow time to check you have filled all fields in correctly so you can submit your response before the due date/time.

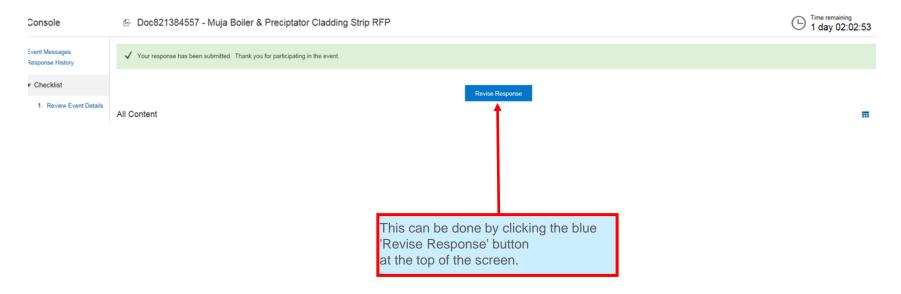
What It Looks Like





# Revise Response

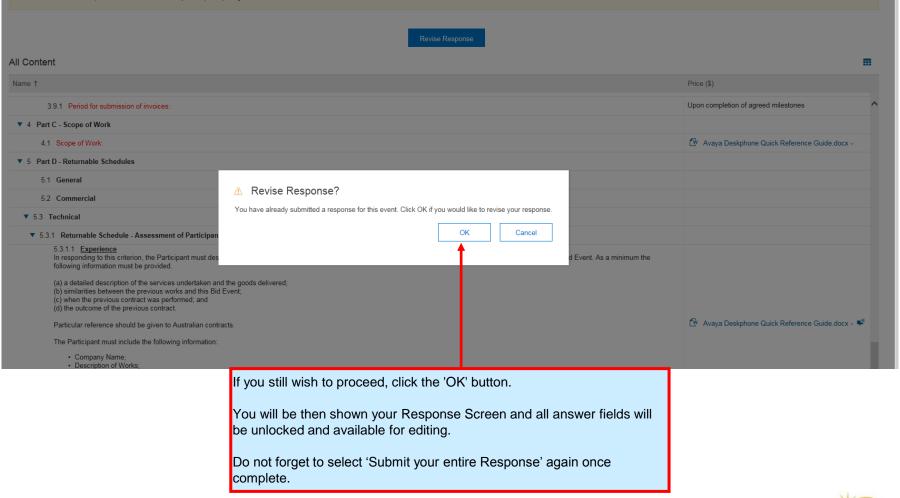
After submitting your response you can go back and revise your response, provided the event has not yet closed.





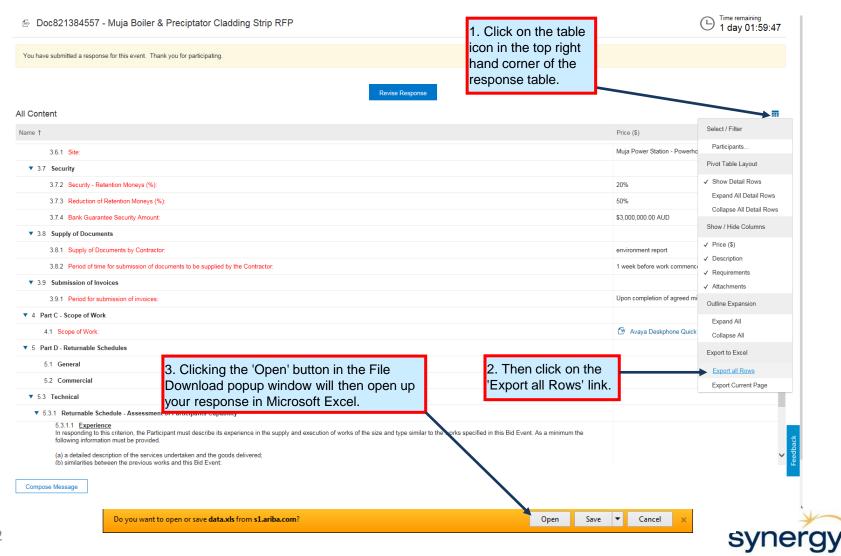
# Revise Response

You will then be asked to confirm whether you would like to revise your response or not.

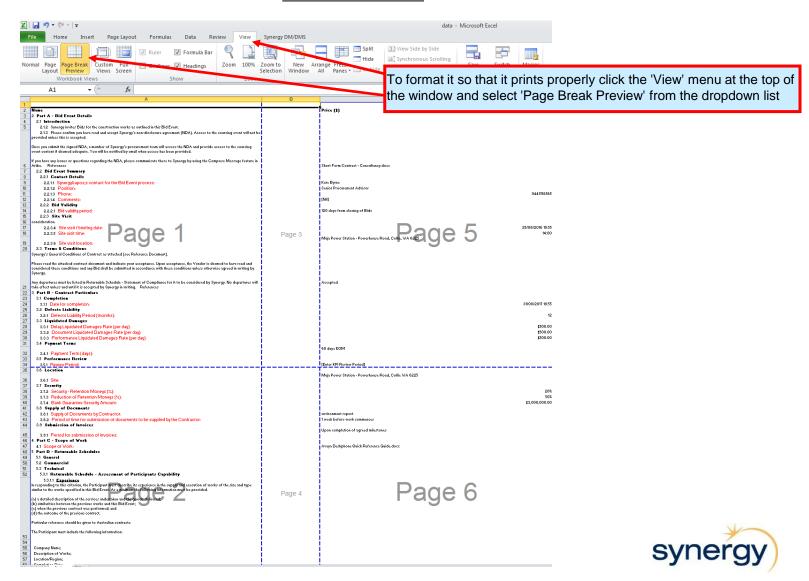


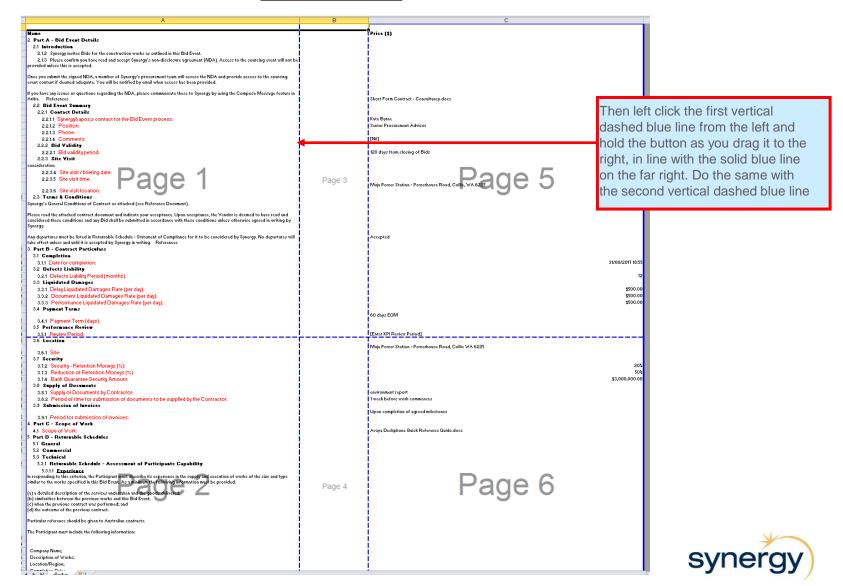


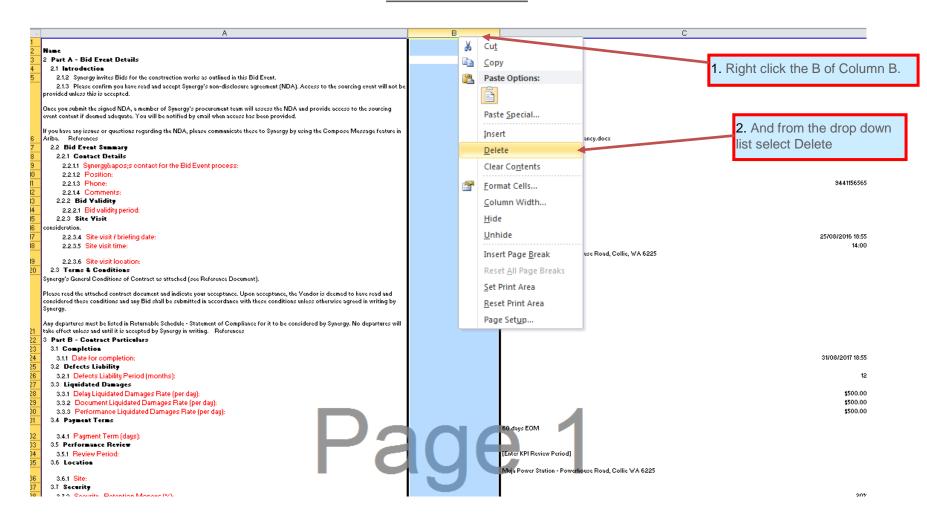
If you wish to keep a hard copy of your response it can be exported from Ariba and printed.



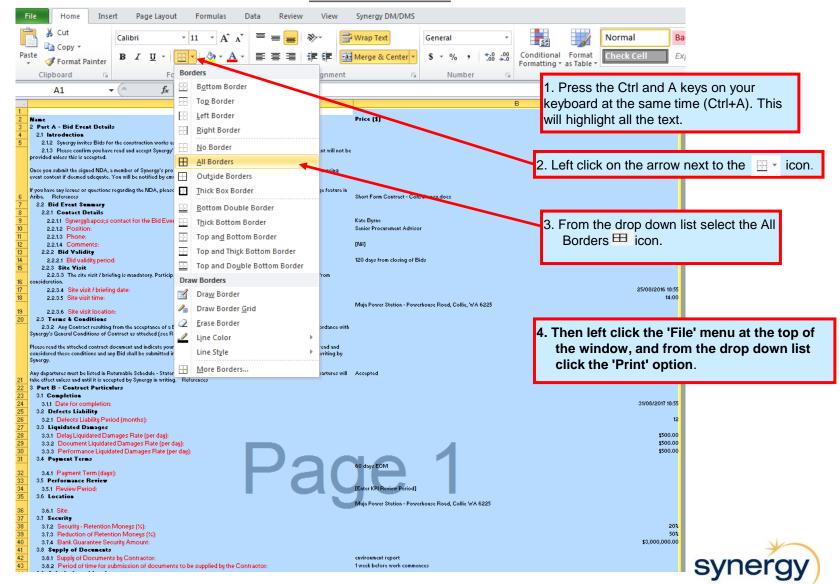
Here you will see the whole response





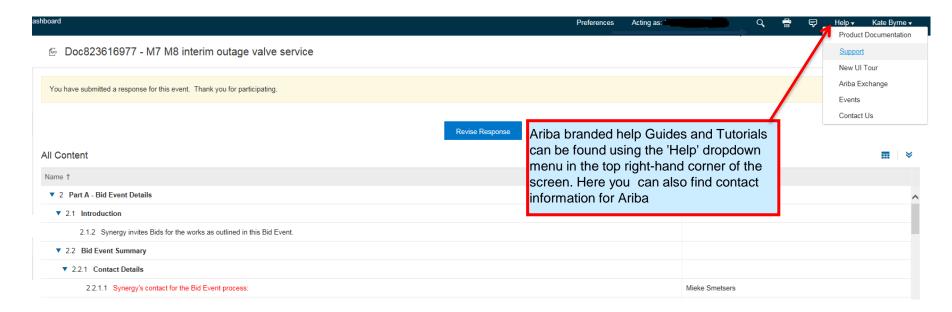






# **Ariba Help**

### What It Looks Like



For Ariba related issues you can contact Synergy at ariba.admin@synergy.net.au.

Alternatively you can contact Ariba directly on 1800 766 694

