



HM Revenue
& Customs



SAP Ariba

Sourcing Professional

Suppliers'

Guide



Contents

<u>Supplier Registration Process</u>	3
<u>Adding Additional Users to a Suppliers account</u>	7
<u>Supplier Response/Proposal Process</u>	7
<u>Submit Supplier Responses</u>	16
<u>Revise Response</u>	17
<u>Supplier Communication</u>	19
<u>Supplier Support</u>	19



Supplier Registration Process

Supplier Registration Process

1. From 14 May 2016 users will not be able to access SAP Ariba using Microsoft Internet Explorer versions 6, 7 and 8 (IE6/7/8).

Supported browsers and plugins:

Browser/Plug-in Support

Supported Browsers

- Microsoft Edge 32-bit
- Microsoft Internet Explorer 11 32-bit
- Microsoft Internet Explorer 10 32-bit
- Microsoft Internet Explorer 9 32-bit
- Chrome 47+
- Firefox 43+
- Safari 4+

Supported Plug-ins

- Adobe Flash Player 11
- Adobe Flash Player 10
- Adobe Flash Player 9
- Adobe Flash Player 8
- Adobe Flash Player 7

Depreciation Schedule

- Safari 4 through 8 (effective December 31, 2016)
- Microsoft Internet Explorer 9 and 10 (effective December 31, 2016)

2. HMRC manages the inclusion of all suppliers to procurement events regardless of whether or not they have an existing SAP Ariba account. The steps laid out below assume a supplier doesn't have an existing account.

Please note that: HMRC SAP Ariba best practice is that, unless absolutely required, organisations should only have 1 supplier account, there is the functionality for suppliers to add additional/alternative users to their existing primary account. Suppliers will need to contact their account owner to request additions (HMRC can help identify who this is, alternatively Ariba Customer Support can direct you to the Administrator of the Account) and once the changes have been made they will need to notify the contact detailed within the contract notice to confirm which participants should be invited to the event.

3. To register for an Ariba account please fill out the registration form on the following link:

<http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full>



4. The following log in screen will appear to enable the supplier to register, **please note**: only the fields marked with the asterisk are compulsory:
 If an existing SAP Ariba supplier has not registered with HMRC SAP Ariba, then they will need to click on the Login box at the top of the screen.
 For all new HMRC

5. An onscreen prompt appears stating what action you need to take

Confirm Your Email Address

ACTION REQUIRED

Check your email inbox for a message from Ariba. An email has been sent to Yourmail@wherever.com

Click on **Activate** link in the email to activate account and complete the HMRC requested profile.

If you do not receive an activation email:

- Check your junk mail folder or email filter settings to verify that automated emails from Ariba are not blocked from your inbox.
- Click **Resend** to have another activation email sent to you.

[Resend](#)

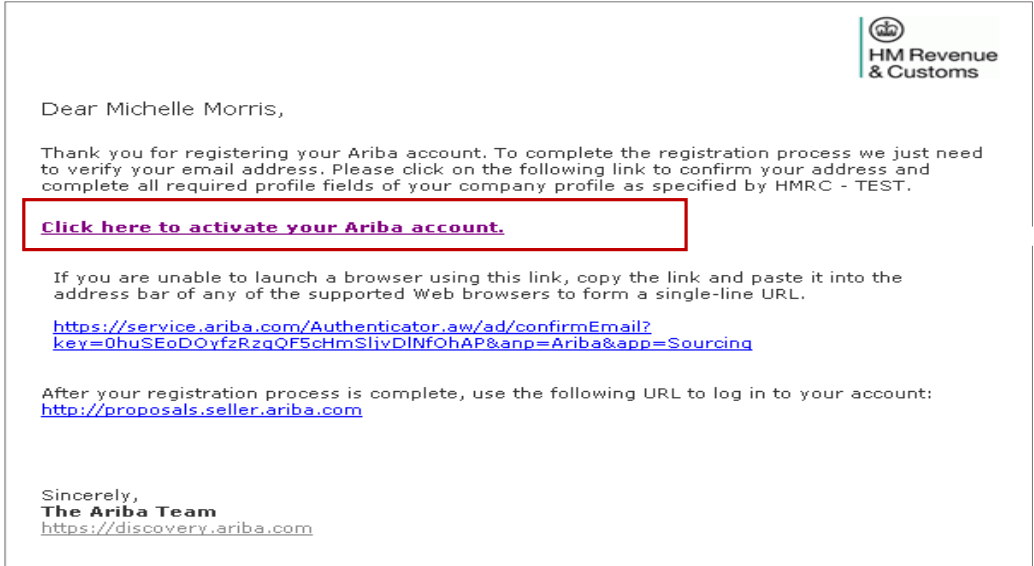
- If you have more than one email address, you can enter another email address and click **Send**. Your email address in your profile will be updated accordingly.

Yourmail@wherever.com

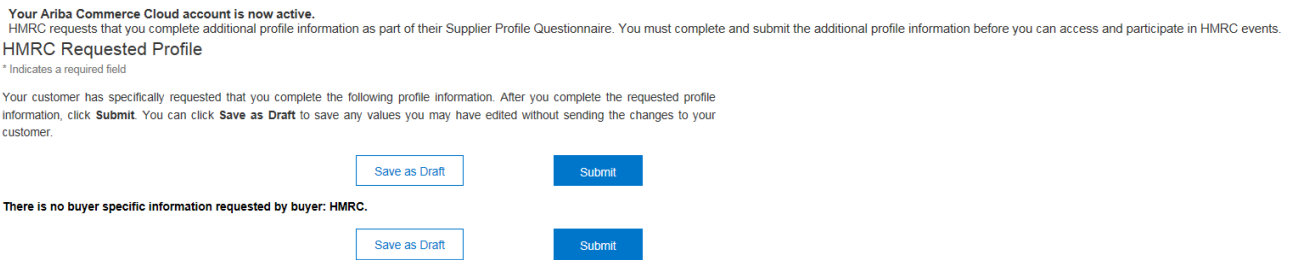
[Send](#)



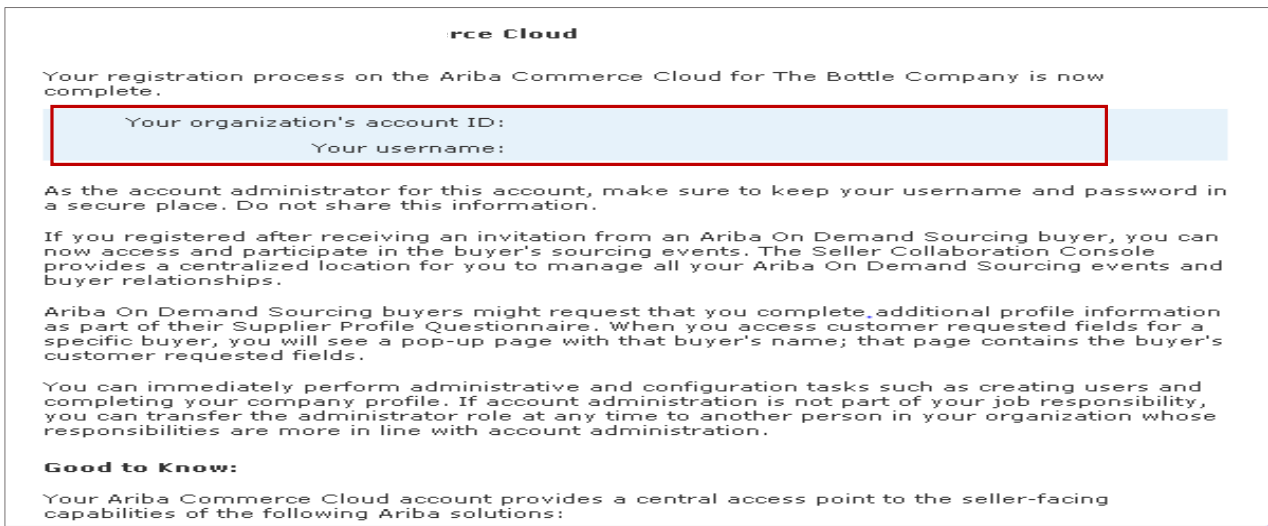
6. Supplier receives an account validation/activation e-mail to the address provided at point of registration.



7. Clicking on the above activation link displays the below account activation screen

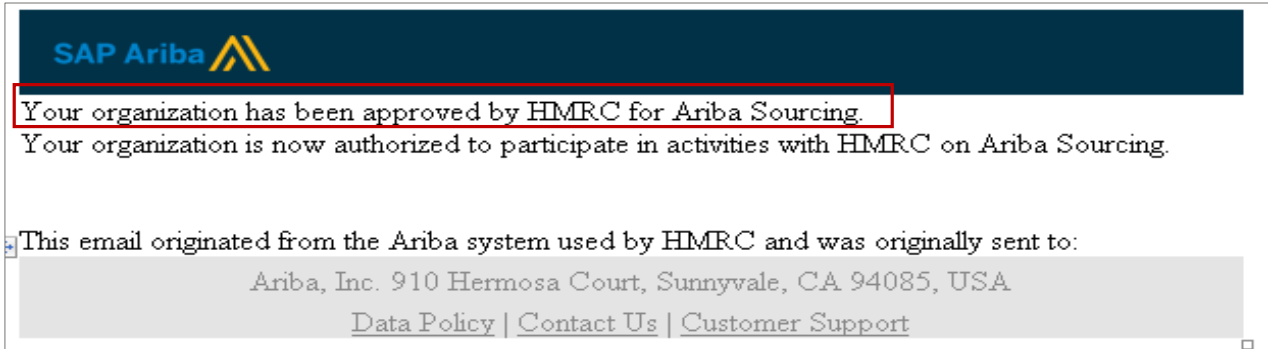


8. The supplier also receives an account welcome e-mail with username and unique company identifier (this is the ANID identifier, the supplier can communicate this number to HMRC)

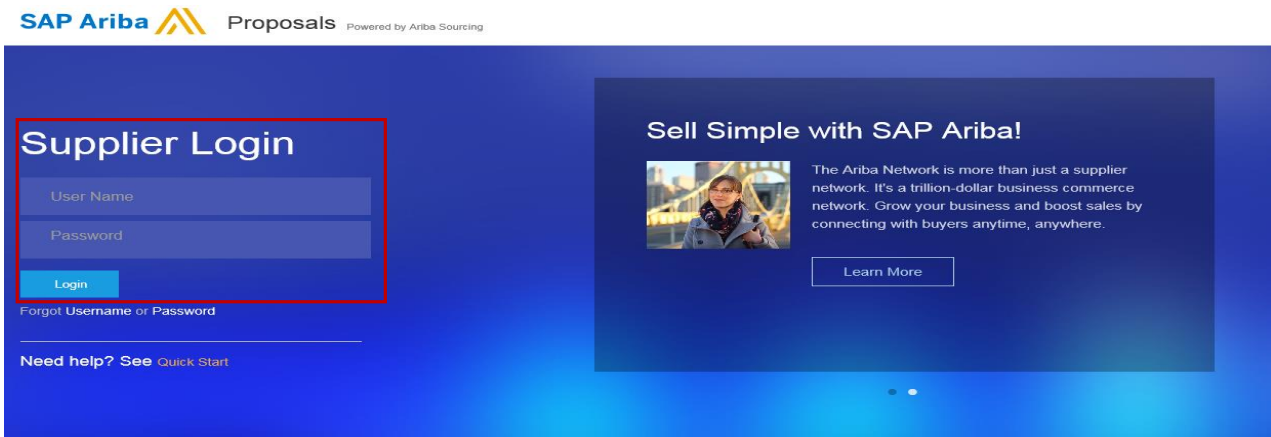




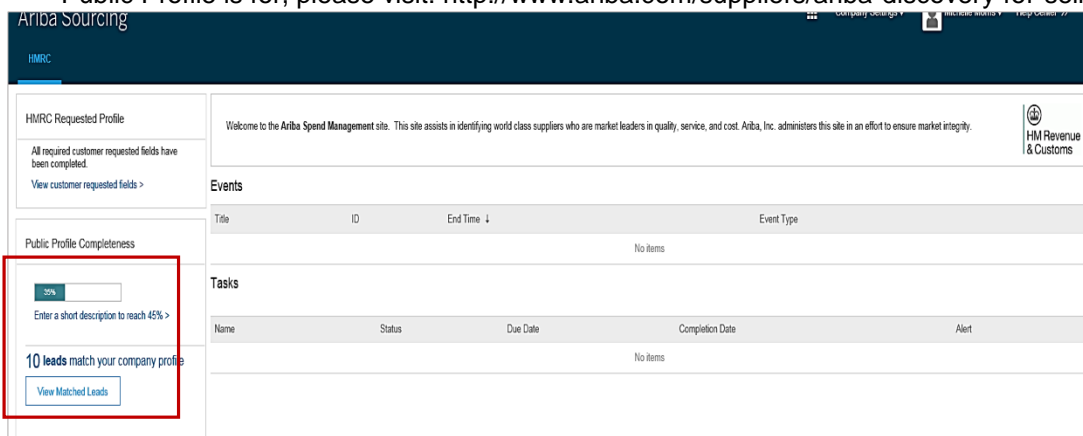
- 9. The Supplier receives an email from Ariba Systems confirming their organisation has been approved and they are now authorised to participate in activities with HMRC on Ariba Sourcing.



- 10. The supplier can then log into their account using the details they originally registered with.



- 11. Once a supplier has validated/activates their account they are taken through the SAP Ariba Commerce Cloud dashboard page.
- 12. On the left hand side of the landing page there is an area highlighting to the supplier how much of their public profile i.e. the compulsory detail provided at registration is complete and provides the opportunity to provide further detail and gain 100% completeness. (Please note it is not compulsory to have a 100% complete “public” profile to be able to participate in HMRC tenders. To find out more about what the Public Profile is for, please visit: <http://www.ariba.com/suppliers/ariba-discovery-for-sellers>).





Adding Additional Users to a Suppliers account

Only your company's account administrator can add users to your account. If you are the account administrator, you can add users with the following steps:

To add users to the account, you must first create at least one role. You can assign multiple users to the same role or create a separate role for each user.

To create a role:

1. Click **Company Account Settings** in the upper right corner of the **Home** page.
2. Select **Users** under Account Settings.
3. Click **Create Role**.
4. Enter a **Name** for the role.
5. Select the [appropriate permissions](#) using the check boxes.
6. Click **Save**.

To create a user:

1. Click **Company Account Settings** in the upper right corner of the **Home** page.
2. Select **Users** under Account Settings.
3. Click **Create User**.
4. Enter the user's information (**Username, Email Address, First Name, Last Name and Phone**).
5. Assign the user a role in the **Role Assignment** section.
6. Click **Save**.

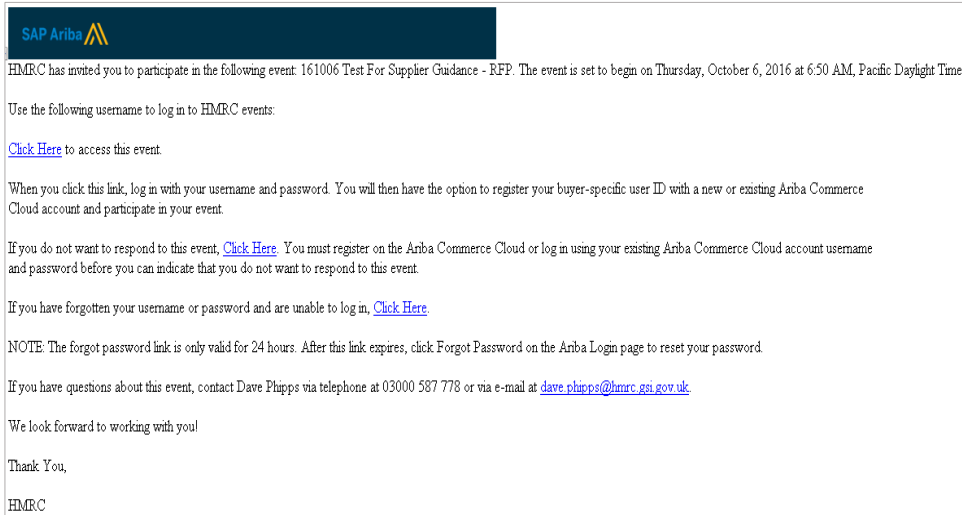
After you create the user, the user receives an email with the username and a temporary password. The user must access the account and change the password when logging in for the first time.

Supplier Response/Proposal Process

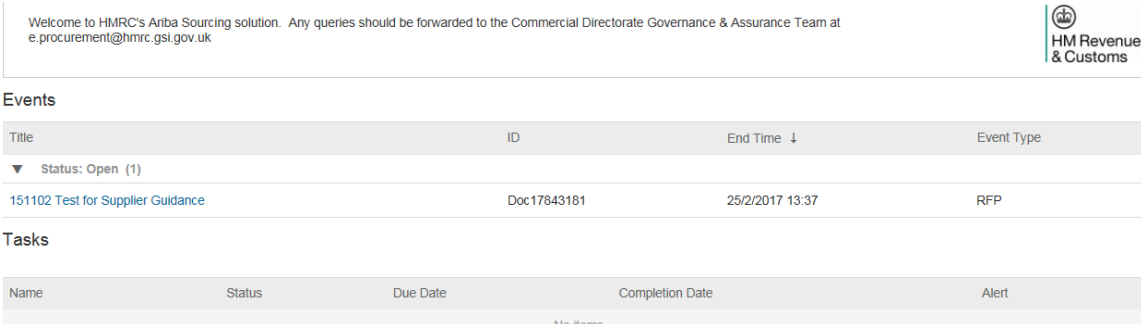
1. When the supplier has registered and been approved on HMRC SAP Ariba, the supplier will need to contact the relevant HMRC Buyer (the buyer can be found on the Contract Notice) requesting to be added onto the event



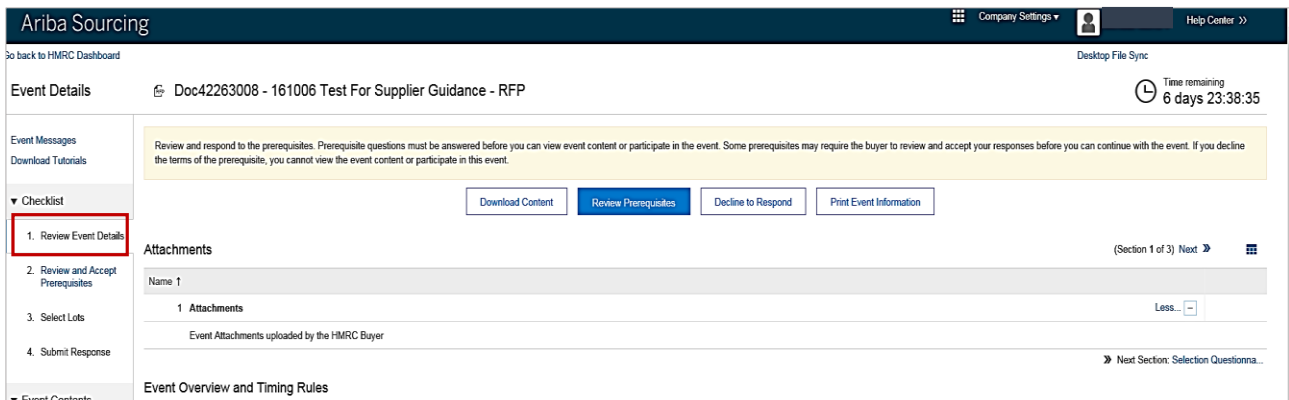
- 2. Once HMRC Buyers have added a supplier to an event, the supplier will receive an email inviting them to the event



- 3. Within the SAP Arriba Proposals page suppliers will be able to see within the 'Events' field which procurement events they are currently invited to participate in. To view procurements the supplier must click the hyperlink within the 'Events' field



- 4. Please note that should suppliers wish to participate/decline the event they must review and accept/decline the prerequisites field accordingly.





- 5. Suppliers are able to review the procurement by accessing the relevant sections on the 'Events Content' field.

- 6. In order to see questionnaire and individual question weightings a supplier must open the 'Table Option Menu' within the top right hand corner of an event.

- 7. Select/filter participants and select the overall weight option.



8. A tender response can either be done online or offline by saving and completing an Excel spreadsheet.

Online - To complete a tender response online suppliers must take the following steps:

1. Enter the 'Select Lots' field
2. Enter the 'Select Lots' tab and mark which lots the supplier intends to bid for. Please note that suppliers will be notified if it is mandatory to complete all lots. Please note that no bid is submitted at this stage: only the intention to participate.
3. Select the 'Submit Selected Lots'

4. For ease of navigation to each section select "Table Options Menu" and then "Collapse All".



Console Doc42263008 - 161006 Test For Supplier Guidance - RFP

Event Messages
Response History

▼ Checklist

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

▼ Event Contents

All Content

1 Attachments

2 Selection Questionna...

3 Award Questionnaires

All Content

Event Attachments uploaded by the HMRC Buyer

▼ 2 Selection Questionnaires

▼ 2.1 Organisation Details, Tendering Instructions, Conditions of Tender

2.1.1 ORGANISATION DETAILS

2.1.2 Please provide full name of organisation tendering (or of the organisation acting as the lead where a consortium bid is being submitted)

(*) indicates a required field

Submit Entire Response | Update Totals | Save | Compose Message | Excel Import

Participants...
Pivot Table Layout
✓ Show Detail Rows
Expand All Detail Rows
Collapse All Detail Rows
Show / Hide Columns
✓ Price per unit
✓ Quantity
✓ Total Price
✓ Weight
✓ Description
✓ Requirements
✓ Attachments
Outline Expansion
Expand All
Collapse All
Export to Excel
Export all Rows
Export Current Page

5. Drill down into each question and complete all the relevant sections, note that (*) indicates a required field

Console Doc42263008 - 161006 Test For Supplier Guidance - RFP Time remaining 3 days 04:26:43

Event Messages
Response History

▼ Checklist

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

All Content

1 Attachments More... +

► 2 Selection Questionnaires

► 3 Award Questionnaires

(*) indicates a required field

Submit Entire Response | Update Totals | Save | Compose Message | Excel Import



6. Select “Save” as they progress as the entries will not be submitted to the event owner and can still be amended until the supplier selects “Submit Entire Response”.

Console Doc42263008 - 161006 Test For Supplier Guidance - RFP Time remaining 3 days 03:02:29

Event Messages
Response History

✓ Your entries have been saved but have not yet been submitted to the event owner. Continue working on your response and submit it when you are finished.

▼ Checklist

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

▼ Event Contents

All Content

Name ↑	Price per unit	Quantity	Total Price
be applicable.			
2.1.19 CONDITIONS OF TENDER			
2.1.20 As referred to in the Tendering Instructions, to promote Information Sharing in Government, please confirm that you agree that HMRC may disclose the Candidate's/Tenderer's information/documentation submitted during this procurement more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes.			* Yes, we agree that the HMRC may disclose the information/documentation. ▼
2.1.21 Using a selection from the list provided, Please confirm that no person from within your organisation has canvassed, nor will canvass, any members of the Board of HMRC, any employee of HMRC or any person acting on behalf of HMRC in the conduct of the procurement procedure or may influence the outcome of the procurement?			* We confirm that no person from within our organisation has, nor will, canvass ▼
2.1.22 Please confirm that you will comply with HMRC's mandatory Purchase Order policy and that you will only process purchase orders forwarded to you electronically via the automated ERP system detailed in the Supplying to HMRC Guide referred to in the Tendering Instructions			* Yes ▼

(*) indicates a required field

7. Once the supplier finishes completing all the sections they will then select the “Submit Entire Response” and submit their response.

Console Doc42263008 - 161006 Test For Supplier Guidance - RFP Time remaining 3 days 02:30:18

Event Messages
Response History

▼ Checklist

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

All Content

Name ↑	Price per unit	Quantity	Total Price
1 Attachments	Less... -		
Event Attachments uploaded by the HMRC Buyer			
▶ 2 Selection Questionnaires			
▶ 3 Award Questionnaires			£5,400,000.00 GBP

(*) indicates a required field



Console Doc42263008 - 161006 Test For Supplier Guidance - RFP Time remaining 3 days 02:19:42

Event Messages Response History

All Content

▼ Checklist

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

▼ Event Contents

All Content

1 Attachments

Submit Entire Response Update Totals Reload Last Bid Save Compose Message Excel Import

3.6 Award Criteria - Schedule J Cost Effectiveness

3.6.1 Please confirm you have completed the bid section for this... completed as this will be the basis of the commercial evaluation of... during the tender process will be included in Schedule J (Pricing S... successful tenderers. There will be no opportunity to directly negot... used at the outset. The Client does reserve the right to clarify costs... any explanation of your proposed costs then please do so in the te...

3.6.2 Bid Section

3.6.2.1 Line Item 1

3.6.2.2 Line Item 2

(*) indicates a required field

Submit this response? ✓
Click OK to submit.
OK Cancel

Name	Price per unit	Quantity	Total Price
3.6.2.1 Line Item 1	£3,000.00	1,000 Each	£3,000,000.00 GBP Fx*
3.6.2.2 Line Item 2	£40.00	10,000 Each	£400,000.00 GBP Fx*

8. Once a successfully response has been submitted a message will be displayed advising the supplier and thanking them for participating.

Console Doc42263008 - 161006 Test For Supplier Guidance - RFP Time remaining 3 days 02:16:16

Event Messages Response History

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites

All Content

Name ↑ Price per unit Quantity Total Price

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

Revise Response

Offline – To complete a tender response offline, suppliers must take the following steps:

1. Enter the 'Select Lots' field
2. Enter the 'Select Lots' tab and mark which lots the supplier intends to bid for. Please note that suppliers will be notified if it is mandatory to complete all lots. Please note that no bid is submitted at this stage: only the intention to participate.



3. Select the 'Submit Selected Lots'

Select Lots Doc42263008 - 161006 Test For Supplier Guidance - RFP Cancel

Choose the lots in which you will participate. You can cancel your intention to participate in a lot until you submit a response for that lot; once you submit a response you cannot withdraw it.

▼ Checklist

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

A dimmed check box indicates lots for which bidding is required, or for which you have already placed a bid. You cannot modify your intent to bid on these lots.

Lots Available for Bidding

Name	Price per unit	Quantity	Total Price
3.6.2.1 Line Item 1			
3.6.2.2 Line Item 2			

Submit Selected Lots

Cancel

4. Step 1 - Select "Excel Import"

Console Doc42263008 - 161006 Test For Supplier Guidance - RFP Time remaining 3 days 03:02:29

Event Messages
Response History

✓ Your entries have been saved but have not yet been submitted to the event owner. Continue working on your response and submit it when you are finished.

▼ Checklist

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

▼ Event Contents

All Content

Name ↑	Price per unit	Quantity	Total Price
be applicable.			
2.1.19 CONDITIONS OF TENDER			
2.1.20 As referred to in the Tendering Instructions, to promote Information Sharing in Government, please confirm that you agree that HMRC may disclose the Candidate's/Tenderer's information/documentation submitted during this procurement more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes.			* Yes, we agree that the HMRC may disclose the information/documentation. ▼
2.1.21 Using a selection from the list provided, Please confirm that no person from within your organisation has canvassed, nor will canvass, any members of the Board of HMRC, any employee of HMRC or any person acting on behalf of HMRC in the conduct of the procurement procedure or may influence the outcome of the procurement?			* We confirm that no person from within our organisation has, nor will, canvass ▼
2.1.22 Please confirm that you will comply with HMRC's mandatory Purchase Order policy and that you will only process purchase orders forwarded to you electronically via the automated ERP system detailed in the Supplying to HMRC Guide referred to in the Tendering Instructions			* Yes ▼

(* indicates a required field)

Submit Entire Response Update Totals Save Compose Message Excel Import



- Select "Download Content" to download the relevant lot and all of the procurement questioning into Excel format and save to local drive

Select Lots Doc42263008 - 161006 Test For Supplier Guidance - RFP Cancel

Choose the lots in which you will participate. You can cancel your intention to participate in a lot until you submit a response for that lot, once you submit a response you cannot withdraw it.

Checklist

- Review Event Details
- Review and Accept Prerequisites
- Select Lots
- Submit Response

Select Lots **Select Using Excel**

You are invited to participate in 2 lot(s) and are required to select 2 of them. You currently have selected 2 lot(s). To change your intent to bid, follow the instructions below.

Step 1. Click "Download Content" to download and review your event in an Excel Spreadsheet.
Skip this step if you wish to import a previously downloaded file. If you want to start over, click "Download Original Excel Bid Sheets".

Download Content

Step 2. Declare your intention to respond and enter your response in the Excel spreadsheet and save the file to your computer.

Step 3. Locate the saved Excel file on your computer using the Browse button.

Browse...

Step 4. Click **Upload** to import the contents of the Excel file to your event.
Note: Values in the Excel file will overwrite and delete any values you may have entered in your saved response.

Upload

- Select Save then open folder. Open the saved Excel spreadsheet and complete the yellow shaded cells in the "Selection Questionnaire" tab and "Award Questionnaire" tab

Number	Name	Description	Table Section Column	Answer
2.1	Organisation Details, Tendering Instructions, Conditions of Tender			
2.1.1	ORGANISATION DETAILS			
2.1.2	Please provide full name of organisation tendering (or of the organisation acting as the lead where a consortium bid is being submitted)			The Bottle Company
2.1.3	Please provide contact details for enquiries about this response which should include: Organisation name, Organisation full correspondence address with post code. Primary Contact's Name, Primary Contact's Phone Numbers, Primary Contact's e-mail. Secondary Contact's Name, Secondary Contact's Phone Numbers, Secondary Contact's e-mail (as referred to above you must inform us of any changes to the contact at any			The Bottle Company 123 Any Street Any Town Manchester M1 2SQ

Number	Name	Description	Table Section Column	Answer	Intend To Respond	Currency	Unit of Measure	Price per Unit	Quantity
3.1	Award Criteria - Social, Environmental and Innovative Characteristics								
3.1.1	For further information in relation to the questions in this questionnaire please refer to the Tendering Instructions, Section 15, Requirements								
3.1.2	Tendering Instructions								
3.1.3	Please confirm that prior to providing a response to any of the award criteria questionnaires/questions, you have read and taken into account all of the information contained in the Tendering Instructions document attached to this event, and in the case of an incumbent provider that special attention has been paid to Section 3, Conditions of			Yes					
3.1.4	As per the Tendering Instructions, Section 10, Publication of Contract Award, please			Yes					



- 7. Once a supplier has completed all of the detail offline within Excel, return to the ‘Select Lots’ field, enter the ‘Select Lots Excel’ tab and complete Steps 3 and 4 of the instructions contained within it.

Select Lots Doc42263008 - 161006 Test For Supplier Guidance - RFP Cancel

Choose the lots in which you will participate. You can cancel your intention to participate in a lot until you submit a response for that lot, once you submit a response you cannot withdraw it.

Checklist

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

Select Using Excel

You are invited to participate in 2 lot(s) and are required to select 2 of them. You currently have selected 2 lot(s). To change your intent to bid, follow the instructions below.

Step 1. Click "Download Content" to download and review your event in an Excel Spreadsheet.
Skip this step if you wish to import a previously downloaded file. If you want to start over, click "Download Original Excel Bid Sheets".

Step 2. Declare your intention to respond and enter your response in the Excel spreadsheet and save the file to your computer.

Step 3. Locate the saved Excel file on your computer using the Browse button.

Step 4. Click Upload to import the contents of the Excel file to your event.
Note: Values in the Excel file will overwrite and delete any values you may have entered in your saved response.

- 8. The “Import Successful” notice will appear

Console Doc42263008 - 161006 Test For Supplier Guidance - RFP Time remaining: 3 days 01:41:37

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

Import Successful

Your response has been imported successfully. Click the **Revise Response** button, then click the **Submit Entire Response** button.

Submit Supplier Responses

- 1. To submit a response the supplier must select the “Submit Entire Response”

All Content

Name ↑

- 1 FORM A: Organisation Details, Tendering Instructions, Conditions of Tender
- 1.1 A1 ORGANISATION DETAILS

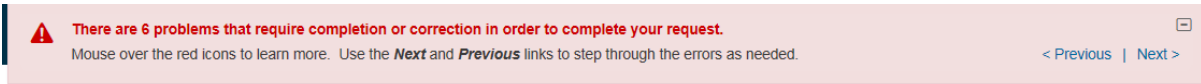
1.1.1 A1.1 Please provide full name of organisation tendering (or of the organisation acting as the lead where a consortium bid is being submitted)

1.1.2 A1.2 Please provide contact details for enquiries about this response which should include:
 Organisation name,
 Organisation full correspondence address with post code.
 Primary Contact's Name,
 Primary Contact's Phone Numbers,
 Primary Contact's e-mail.

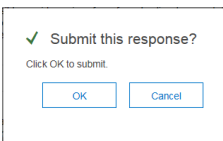
(*) indicates a required field



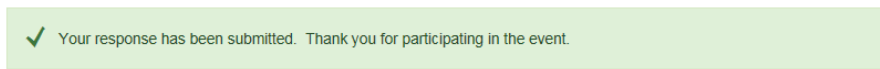
- If there are any mandatory fields that are blank the supplier will receive an error message on screen stating how many errors there are



- When there are no errors the following additional confirmation will appear



- When the response has been submitted a confirmation message is shown



Revised Response

- A supplier can change their response at any time up until the event closes – the time remaining for an event is displayed at the right hand corner of the screen.
- To revise a proposal select the “Review Response” and select ok.

Console Doc42263008 - 161006 Test For Supplier Guidance - RFP ⌚ Time remaining 3 days 01:31:58

Event Messages
Response History

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

Revise Response

▼ Checklist

- Review Event Details
- Review and Accept Prerequisites
- Select Lots
- Submit Response

All Content

Name 1	Price per unit	Quantity	Total Price
1 Attachments			
Event Attachments uploaded by the HMRC Buyer			
▼ 2 Selection Questionnaires			



Console Doc42263008 - 161006 Test For Supplier Guidance - RFP Time remaining 3 days 01:28:03

Event Messages
Response History

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

Checklist

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

All Content

1 Attachments

Event Attachments uploaded by the

2 Selection Questionnaires

2.1 Organisation Details, Tendering Instructions, Conditions of Tender

2.1.1 ORGANISATION DETAILS

Revise Response

Revise Response?

You have already submitted a response for this event. Click OK if you would like to revise your response.

OK Cancel

	Price per unit	Quantity	Total Price
Less...			

All Content

Name ↑

1 FORM A: Organisation Details, Tendering Instructions, Conditions of Tender

1.1 A1 ORGANISATION DETAILS

1.1.1 A1.1 Please provide full name of organisation tendering (or of the organisation acting as the lead where a consortium bid is being submitted)

1.1.2 A1.2 Please provide contact details for enquiries about this response which should include:
Organisation name,
Organisation full correspondence address with post code,
Primary Contact's Name,
Primary Contact's Phone Numbers,
Primary Contact's e-mail.

(*) indicates a required field

Submit Entire Response Update Totals Save Compose Message Excel Import

3. The supplier can amend the details and resubmit following the instructions for online/offline process shown above and then select "Submit Entire Response". The supplier will then see a message advising them that a revised response has been submitted.

Console Doc42263008 - 161006 Test For Supplier Guidance - RFP Time remaining 3 days 01:24:05

Event Messages
Response History

✓ Your revised response has been submitted. Thank you for participating in the event.

Checklist

1. Review Event Details
2. Review and Accept Prerequisites

All Content

Name ↑	Price per unit	Quantity	Total Price
2.1.15 The Public Contracts Regulations 2015, Regulation 56, General Principles in Awarding Contracts describes the need for the Tender to comply with the requirements, conditions and criteria set out in the contract notice and in the			



Supplier Communication

Should a supplier wish to communicate with the procurement project, in writing, they must use the 'Compose Message' field within SAP Ariba and type the message. Please note copying and pasting your message from another system into Ariba will distort the message.

All Content

Name ↑

- ▼ 1 FORM A: Organisation Details, Tendering Instructions, Conditions of Tender
- ▼ 1.1 A1 ORGANISATION DETAILS

1.1.1 A1.1 Please provide full name of organisation tendering (or of the organisation acting as the lead where a consortium bid is being submitted)

1.1.2 A1.2 Please provide contact details for enquiries about this response which should include:
 Organisation name,
 Organisation full correspondence address with post code.
 Primary Contact's Name,
 Primary Contact's Phone Numbers,
 Primary Contact's e-mail.

(*) indicates a required field

Submit Entire Response Update Totals Save **Compose Message** Excel Import

Console Doc42263008 - 161006 Test For Supplier Guidance - RFP Time remaining 3 days 00:30:18

Event Messages
Response History

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

▼ Checklist

1. Review Event Details **Revise Response**

2. Review and Accept Prerequisites

3. Select Lots

4. Submit Response

▼ Event Contents

All Content

Name ↑	Price per unit	Quantity	Total Price
1 Attachments	Less		
Event Attachments uploaded by the HMRC Buyer			
▶ 2 Selection Questionnaires			
▶ 3 Award Questionnaires			£3,300,000.00 GBP

Compose Message

Ariba Sourcing

Go back to HMRC Dashboard Desktop File Sync

Compose New Message **Send** Cancel

From: The Bettle Company (Michelle Morris)

To: Project Team

Subject: Doc42263008 - 161006 Test For Supplier Guidance - RFP

Attachments: Attach a file

Supplier Support

Suppliers can use the in-situ guides (accessible on the right hand side of the screen), or can contact Customer Support via phone, tickets (Service Requests), or chat. They can also schedule to be



HM Revenue
& Customs



contacted back at a time convenient for them. All these options are available from Help > Help Center > Support Center.