

Energy Queensland Ariba Supplier Guide

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Introduction

Energex, Ergon Network, Yurika, Metering Dynamics and Nexium (all Energy Queensland brands) use the SAP Ariba® platform to manage Tenders and other sourcing events.

Energy Queensland Tenders will continue to be advertised on QTenders but managed and awarded in Ariba.

This document will assist you to use SAP Ariba® to respond to Energy Queensland QTender sourcing events.

About Ariba

SAP Ariba is a software company that provides cloud-based procurement, spend management and supply chain services that enable suppliers and buyers to connect and do business globally over a shared digital platform. Once registered on the global Ariba Network and joined the Energy Queensland realm on that network, suppliers will be able to transact with Energy Queensland on the platform, either by responding to sourcing events, negotiating and executing contracts, monitoring supplier performance or simply managing and updating their own contact and business details.

Supplier registration

Suppliers may be invited to participate in Energy Queensland sourcing events without being registered in Ariba, but you must be registered and have joined the Energy Queensland realm in order to see the event in Ariba and respond. Registering on Ariba is free.

If you are registering in order to participate in a sourcing event, you must inform the Energy Qld Team Member running the sourcing event (Project Owner) whose details appear on the relevant QTender advertisement so they can invite you to the event once you are registered. They will not automatically be notified of your registration by the system.

You may indicate your interest in an event advertised on QTender and request an invitation to participate by contacting the Project Owner whose details are on the relevant QTender advertisement.

Suppliers are encouraged to register on the Ariba network even if they are not currently participating in Energy Qld sourcing events be it through a Tenders or Vendor Panel quoting i.e. they have simply provided a quote for which Energy Qld will be sending them a purchase order to confirm acceptance. There are two benefits to registered on the Energy Qld realm in this circumstance, the first being that you can manage and update your own contact and business-related details without needing to contact someone within Energy Qld to action. The second is that should you find that you want to be invited to a sourcing event, you are already set up and ready to participate.

Updating company information

All Energy Queensland's current supplier details have been migrated to Ariba from our legacy systems. When you are first invited to register on the Ariba network and join the Energy Queensland realm, you will be asked to check that the details we have migrated are current and to make any necessary changes, as well as adding further information. Instructions for this process will be contained in the invitation to join the Energy Qld realm.

Note that once you have registered on Ariba, you will be able to update and maintain your company details, including contact information and bank details.

Note: To update your user information:

1. Click your initials in the upper-right corner of the application and select My Account.
2. Update the information on the Account Settings tab. Enter your personal information as well as settings for your preferred language, time zone, and currency.

It is very important to ensure the time zone reflects AEST as this could impact your future submissions.

How to register

Steps to register and join the Energy Queensland realm.

For more information and instructions on registering on Ariba visit www.energyq.com.au/suppliers.

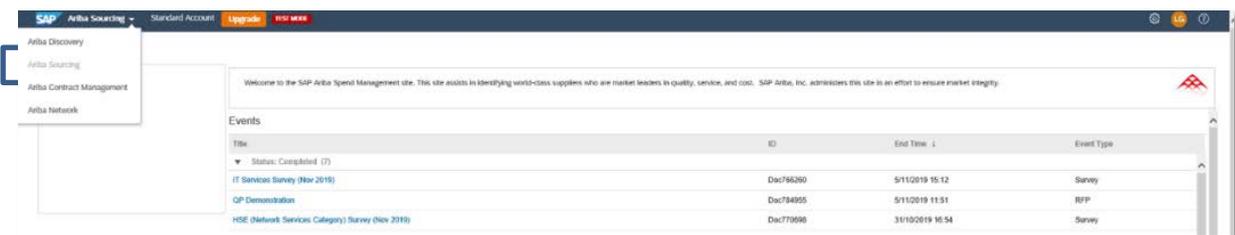
Supplier registration forms and questionnaire

The supplier registration form, which must be completed before you are able to view and respond to an event can be found on the supplier dashboard (Figure 2). As part of the registration process you will also be required to complete a supplier questionnaire, which can also be found on your dashboard.

Once you have submitted your registration, we will process it and you will receive a notification when it has been approved. We will contact you directly if we require more information.

Navigating the SAP Ariba supplier portal

Once you have registered on Ariba you will see a dashboard. You will need to click the link to the Ariba Sourcing view to see your registration form, which must be completed before you can respond to an event (Figure 1). View the full dashboard at Figure 2 below.



The screenshot shows the SAP Ariba Sourcing portal dashboard. The top navigation bar includes 'SAP Ariba Sourcing', 'Standard Account', 'Approve', and 'Not work'. A left sidebar contains navigation options: 'Ariba Discovery', 'Ariba Sourcing', 'Ariba Contract Management', and 'Ariba Network'. The main content area displays a welcome message and an 'Events' table. The table has columns for 'Title', 'ID', 'End Time', and 'Event Type'. It lists three events: 'IT Services Survey (New 2019)', 'QP Demonstration', and 'HSE (Network Services Category) Survey (New 2019)'. The first event is highlighted in blue.

Title	ID	End Time	Event Type
IT Services Survey (New 2019)	Doc766260	5/11/2019 15:12	Survey
QP Demonstration	Doc784955	5/11/2019 11:51	RFP
HSE (Network Services Category) Survey (New 2019)	Doc779998	31/10/2019 16:54	Survey

Figure 1

Ariba Supplier Dashboard

The screenshot shows the Ariba Supplier Dashboard interface. At the top, there is a navigation bar with the SAP logo, 'Ariba Sourcing', and 'Standard Account'. There are buttons for 'Upgrade' and 'TEST MODE'. The main content area is divided into several sections: 'Events', 'Registration Questionnaires', 'Qualification Questionnaires', 'Questionnaires', and 'Certificates'. Each section contains a table of items with columns for Title, ID, End Time, and Status. Callout boxes provide instructions on how to use the dashboard, such as checking login status, managing account settings, and viewing event details.

Callout Boxes:

- Check that you are logged into the Ariba EQL Realm here.
- Check that you are logged into the Ariba Sourcing app here.
- Manage your username and password settings, log in and out here
- Manage your Ariba company account settings here
- Sap Ariba help and support
- Events to which EQL has invited you will appear in this section. You can view a summary of event information here.
- Click on the blue link for event details, to respond to an event, or to modify your response

Table 1: Events

Title	ID	End Time ↓	Event Type
▼ Status: Completed (2)			
HPK	Doc835360	22/11/2019 16:12	RFP
RFT for 10445 Parallel Groove Clamps	Doc829670	20/11/2019 15:55	RFP
▼ Status: Pending Selection (1)			
WS1058349 RFT Parallel Groove Clamps	Doc1060550	18/12/2019 15:44	RFP

Table 2: Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Supplier Registration Form	Doc757940	27/10/2020 09:25	Registered

Table 3: Qualification Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Completed (1)					
Supplier Qualification Form	Doc758206	28/10/2019 09:34	Electrical cable and acce... View more	SEQ South East Queensland	Qualified

Table 4: Questionnaires

Title	ID	End Time ↓	Commodity	Regions	Status
▼ Status: Open (1)					
ISO27002	Doc1063170	17/12/2020 14:21	All Commodities All	AU Australia	Approved

Figure 2

Automatic notifications from SAP Ariba sourcing

If you are participating in a sourcing event you will receive notifications from Ariba to the email address we have on file for you.

Other notifications may include, but not be limited to, updates on the event status, any changes to the event (e.g. extensions), and notifications of messages logged on the event message board. Instructions on how to respond to a notification will be contained within the email.

Participating in sourcing events

Types of sourcing events

There are 3 types of Energy Queensland sourcing events that will be managed in Ariba – Request for Quote (RFQ), Expression of Interest (EOI) and Request for Tender (RFT). RFQ will be managed using the Ariba Quick Projects functionality. EOI and RFT events will use Full Projects, which require more detailed supplier responses.

Sourcing events on QTender

Energy Queensland will continue to advertise sourcing events on QTender. The advertisement overview will provide details of the scope of work, invitation and conditions of tendering. It will also include detail on how to submit a response. In order to participate in an event you will be required to register on Ariba and notify the project owner of your intention to participate. Contact details of the Project Owner will be included in the relevant QTender advertisement.

Responding to sourcing event invitations

When Energy Queensland invites you to a sourcing event, you will receive a system-generated notification to your email address.

The system will automatically detect if you are registered and will send you to the relevant page within Ariba.

You can access more information about how to register on our website at www.energyq.com.au/suppliers.

If you do not wish to respond to the event, you must decline the invitation using the *Decline* link in the email. You will need to be registered on Ariba to decline.

Logging in and viewing the event in Ariba

Click on the *Click Here* link to be taken to the Ariba login screen which looks similar to the image at Figure 3 below. Enter your username and password.

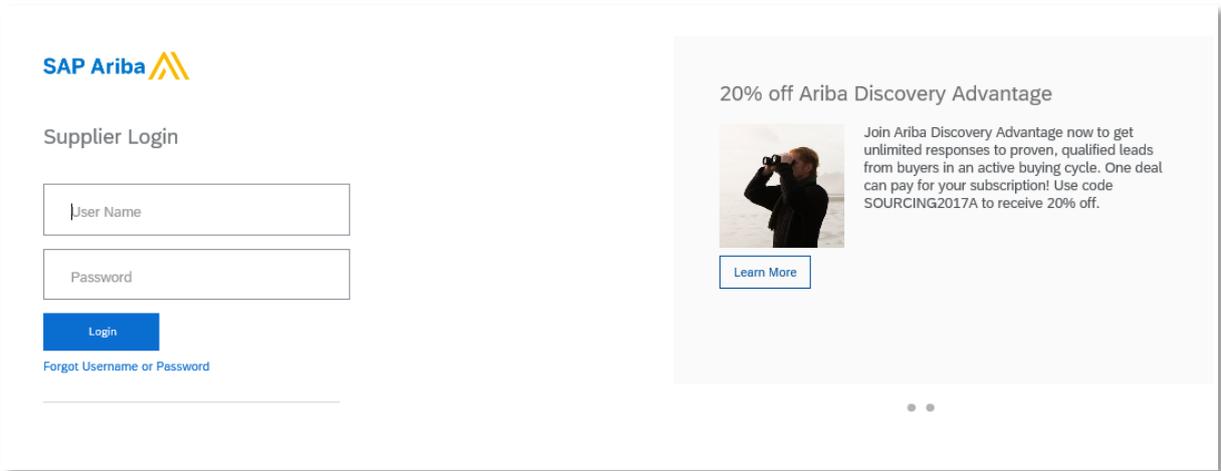


Figure 3

After you log in you will be taken directly to the sourcing event screen at Figure 4 below:

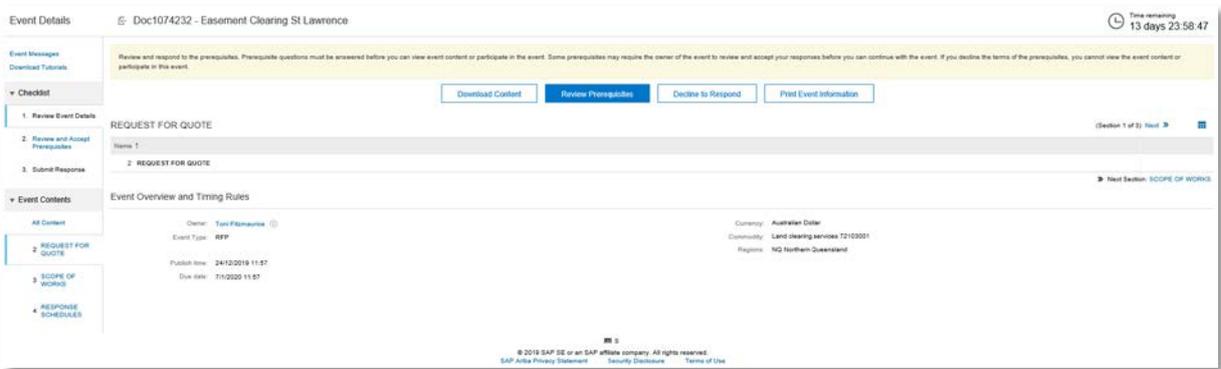


Figure 4

Note that if you are already working within your Ariba dashboard and you are invited to participate in a sourcing event you will see the event appear in the Events section within Ariba Sourcing as seen in Figure 5 below:

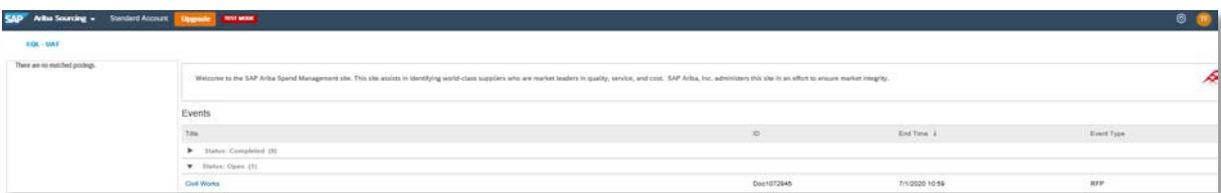


Figure 5

Viewing the event information

Click on the event name to review the relevant event information (Figure 6 below).

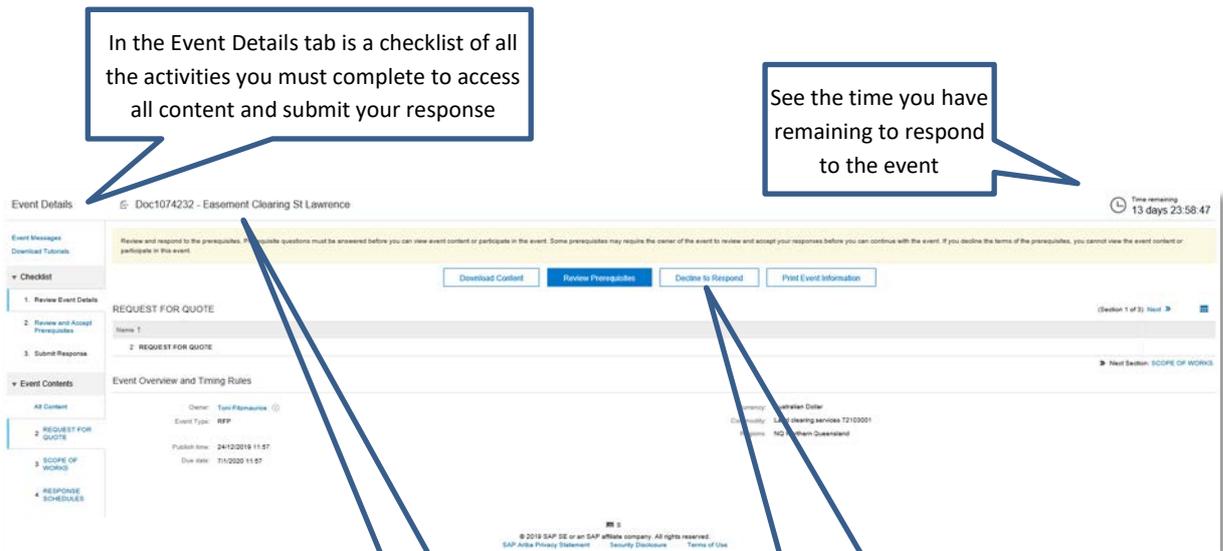


Figure 6

Reviewing the event details

Review Event Details contains a general overview of the details of the event.

Reviewing and accepting prerequisites

To begin to participate in the event, click the *Review and Accept Prerequisites* link in the Event Details tab. You will note a link to the Bidder Agreement titled *View Bidder Agreement*. You must accept the Terms of the Bidder Agreement before you can respond to the event. The Bidder Agreement is an agreement defining the terms under which you participate in the SAP Ariba online event, which must be accepted to participate in the event. Select *I accept the terms of this agreement* radio button at the bottom of the page, then click *OK*. (Figure 7)



Figure 7

Viewing the event contents

Next, click on the *Event Contents* dropdown to view the list of content (Figure 8).

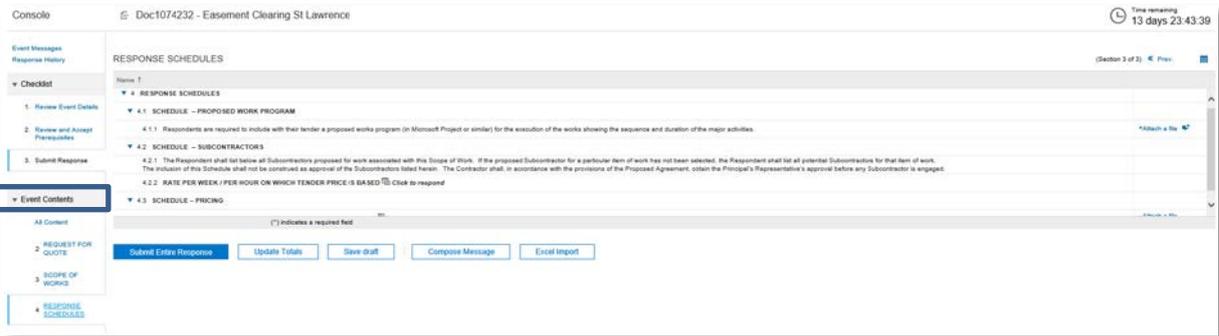


Figure 8

The *Event Contents* link contains all the relevant information for the event and is where you will upload and submit your response. Respond to the questions on the event in the boxes provided on the right-hand side of the screen. You may also be required to upload information to the page where indicated, by clicking on the hyperlink and attaching a file from your computer. Questions that require a mandatory response are marked with an asterisk (*).

It is recommended that you click the *Save Task* button while you are working on your response, as the system will not automatically save your work.

Working in Excel (optional)

If you prefer to work in Excel rather than typing your response into the page, or if you need different members of your team to complete parts of the response, you may download the Event Content into an Excel spreadsheet and work on it offline, then upload to the Event.

To work in Excel, click the *Excel Import* button which opens up a new page. Click the *Download Content* button to download the event content in an Excel Spreadsheet. It will look similar to the example below (Figure 9), where each column name corresponds to a field on the Ariba system.

Number	Name	Description	Table Section Column	Answer
4.1	SCHEDULE – CONTRACTOR'S LICENCES			
4.1.1	Respondents are required to complete the attachment and attach current copies of the nominated licences			

Figure 9

Save the spreadsheet to your computer, enter your responses in the spreadsheet, and when it is finalised, use the *Browse* button to locate the Excel file on your computer and click the *Upload* button to import it to your event. It is important to ensure that the structure of the Excel file (columns, fonts, additional cells) is not changed while you are working on it, and the response is in the specified format (e.g. text, numbers) to avoid upload errors. Also, ensure that you save the final version of the file before uploading, as only the most recent version will be entered into the response. See Figure 10 below

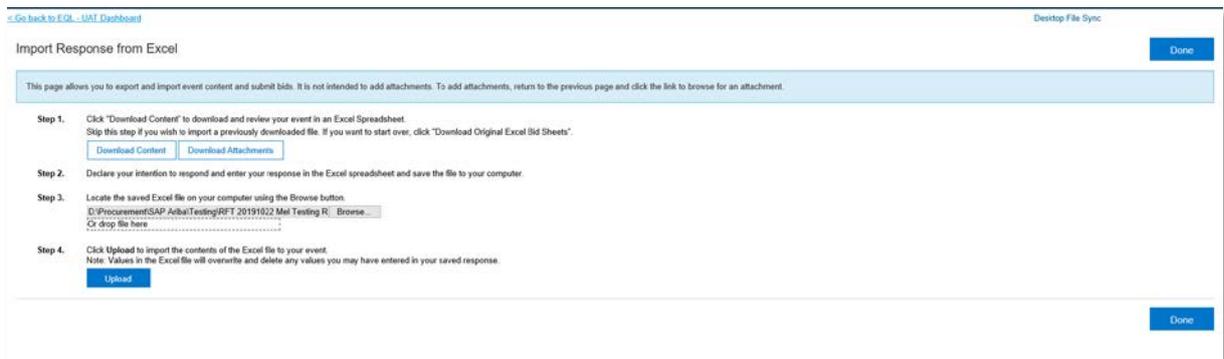


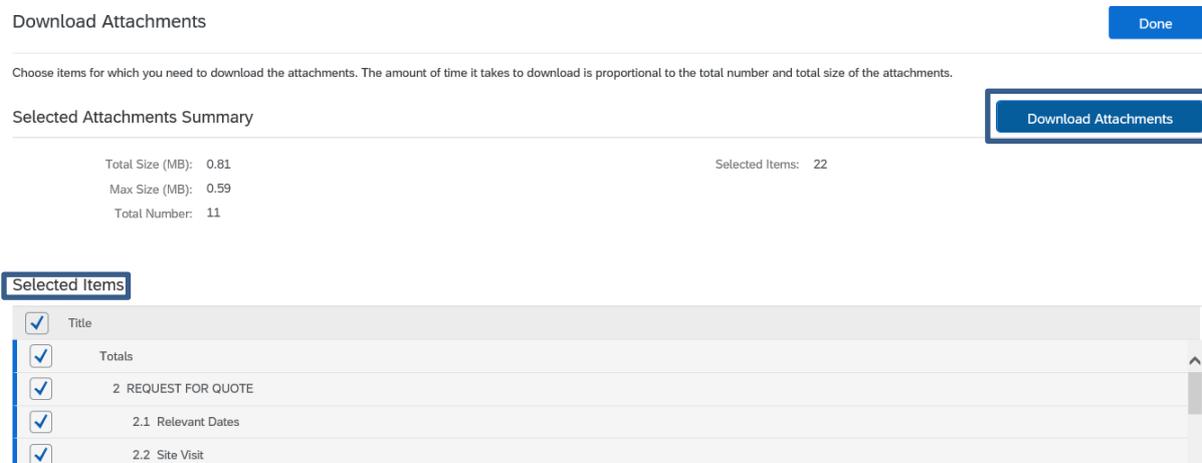
Figure 30

Downloading attachments

You may download all attachments one-by-one or extract all of them to zip folder.

- Select Download Content
- Select Download Attachments
- Individually select the attachments you wish to download by using the “Selected Items” tick boxes or tick the top box which will select all (a tick will appear in every box).
- Select Download Attachments

This will create a zip folder which you can then save externally.



Submitting your response

Once your response is complete, click the *Submit Entire Response* button to submit your response. Note that your response will not be submitted until this button is clicked. (Figure 11)



Figure 41

Once your response has been successfully submitted, you will see an acknowledgement of submission on your screen (Figure 12).

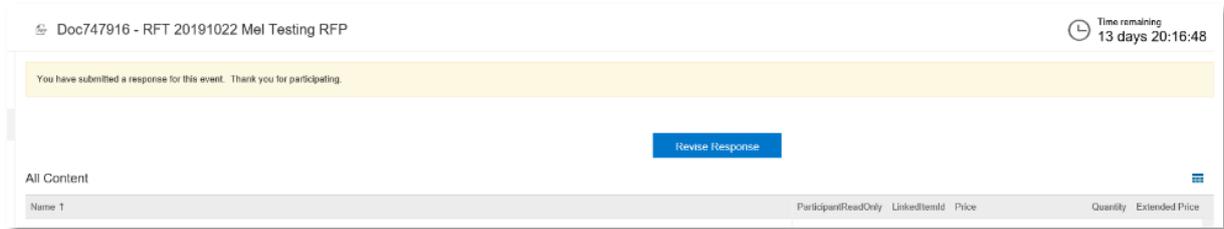


Figure 52

You will also receive an email acknowledgement similar to the below (Figure 13)

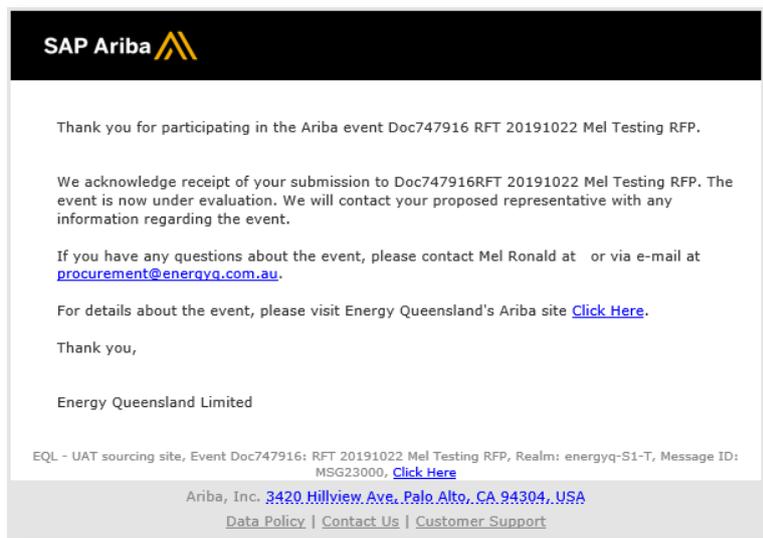


Figure 63

Revising your response

You can edit your response at any time during the response period, provided the event is not closed, paused, cancelled or in pending selection status. To edit your response, navigate to the *Submit Response* screen using the left-hand links, then click on the *Revise Response* button and make your changes either in the system or via an Excel download and upload as you did for your submission. (Figure 14)

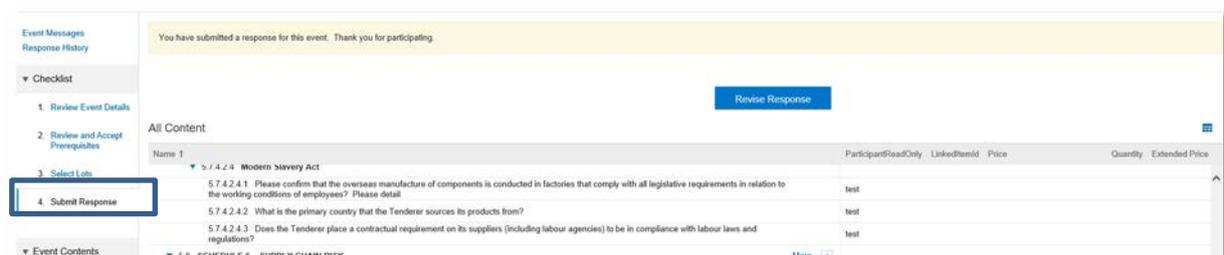


Figure 74

Then click the *Submit Entire Response* button as you did for the original submission to submit your revisions (Figure 15)



Figure 85

Event messages

If you have queries about the content or wish to contact Energy Queensland about the event, you can do so via the Compose Message button (Figure 16) which will log a message on the event message board for the Energy Queensland project team. Their message response will also be received here. The message board replaces email as a means of communication with the project team about the event.



Figure 96

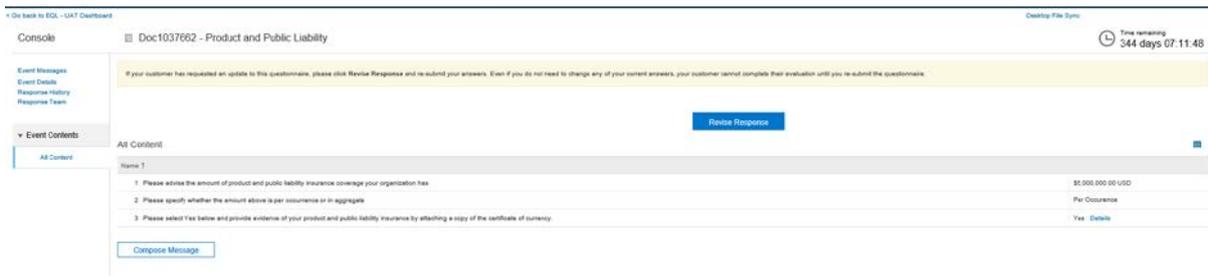
You can also select the *Event Messages* link at the top of the Checklist for the event to access the Event message board.

Select *Compose Message* and complete your message. You can attach files if needed using the *Attach a File* link. When you're finished, click *Send*.

Supplier qualification

During a sourcing event, suppliers may be requested to complete questionnaires relating to third party accreditation, insurance and other criteria such as commercial and risk management. Responses to these questionnaires will be assessed and those suppliers who are awarded contracts will be qualified by commodity and region.

Title	ID	End Time	Commodity	Region	Status
Worker's Compensation	Doc70057	7/11/2018 14:28	All Commodities AU	AU Australia	PendingApproval
Worker's Compensation	Doc1037298	11/12/2020 18:00	All Commodities AU	AU Australia	Expired
Product and Public Liability	Doc1037962	11/12/2020 14:59	All Commodities AU	AU Australia	Expired
Cyber	Doc104871	12/11/2020 13:31	All Commodities AU	AU Australia	Expired
BPX Monitor	Doc714711	23/10/2020 13:04	All Commodities AU	AU Australia	Approved
BPX Monitor	Doc700945	22/10/2020 11:29	All Commodities AU	AU Australia	Approved
BPX Monitor	Doc104868	11/10/2020 19:21	All Commodities AU	AU Australia	Expired
BPX Monitor	Doc740130	17/10/2020 13:52	All Commodities AU	AU Australia	Approved



Notifications (Figure 17) will be sent to qualified suppliers to update their details upon certificate expiry or on an annual basis.

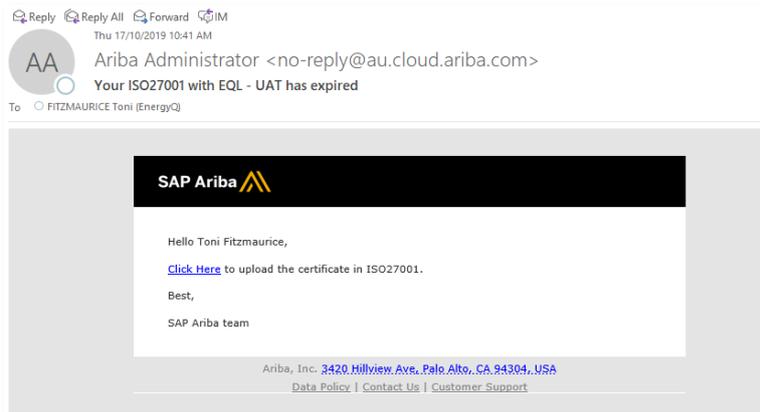
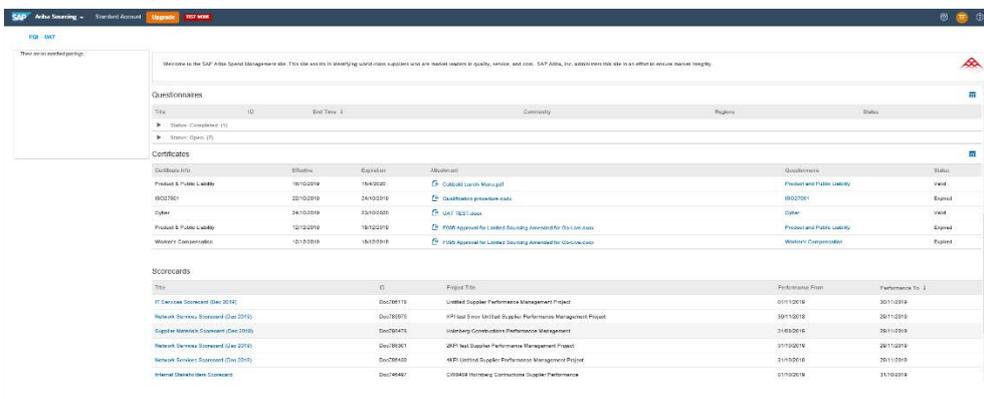


Figure 107

You can access the request via the link in the email notification or alternatively you will see what certificates are valid or expired in the Certification section of your portal.



Troubleshooting

Error messages

If you have not completed a mandatory question you will receive an error message on the screen which will highlight the error and the required information. You will be unable to submit your response until the error is fixed. Complete the question and click Submit again to resubmit your response. (Figure 18)



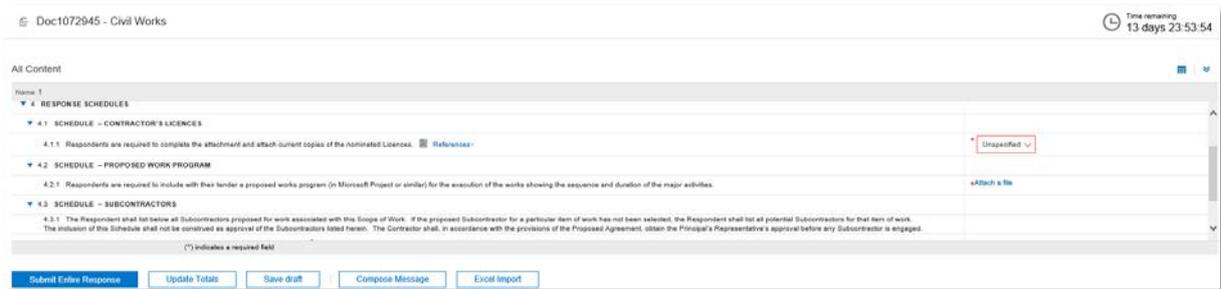


Figure 118

Support using Ariba

You can access the SAP Ariba Help Centre which will assist with most troubleshooting questions via the icon in the top right-hand corner of the screen. (Figure 19)

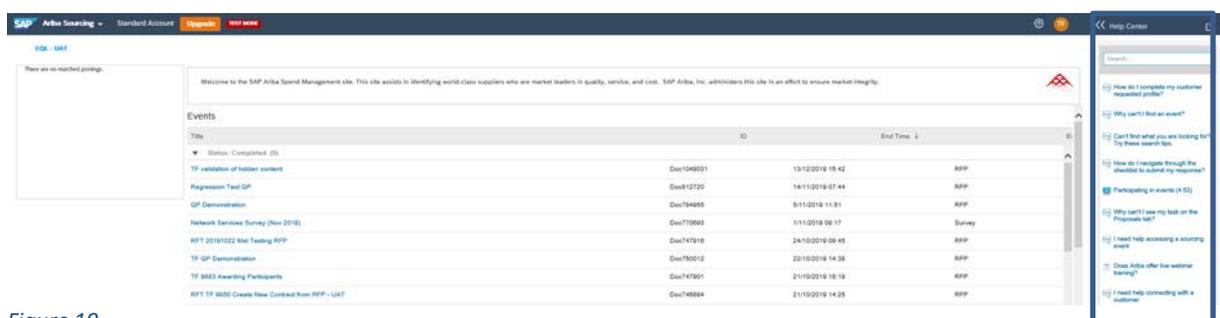


Figure 19

If you have technical queries, such as a lost password, you have a query about your settings, or Ariba is not working as it should, you can contact Ariba directly to log a service call, via the Ariba website.

Questions about the event

Please message us using the Message Board if you have any questions about the content of an event. If you need any further non-technical support please email supplierengagement@energyq.com.au or contact the Project Owner directly.

Ariba System Hints and Tricks

- Internet Explorer is preferred for the best Ariba experience.
- * Are mandatory fields that require completion
- The Ariba system does not like having multiple tabs open in one session. If you wish to open a second screen, select File > New Session
- Ariba is case sensitive for log-in
- Supplier login Page is <https://service.ariba.com/Supplier.aw>
- Save the Supplier Login page to your favourites for future references.
- All documents are available for individual download by clicking on the document.
- When you see word 'References' in a question, this mean there is a link to a document to assist suppliers with their response. Just simply click the word 'References'.
- When a response is required to a question and there is small icon next to the text field (small speech bubble with a + sign) this means that additional comments and attachments can be added.
- SAP Ariba has a Help Centre to assist with most troubleshooting questions. This can be found in the top right-hand corner of the screen. This is a very helpful tool.