

SAP Ariba Supplier Lifecycle and Performance

Supplier Information Session



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Changes to Bidding on City Contracts

What is Changing?

The City of Toronto is implementing the new Supplier Lifecycle Performance module. This tool is used to onboard, manage, and segment suppliers. It is integrated with the SAP Ariba Sourcing module currently in place at the City, supporting a smooth transition for supplier registration and maintenance.

Why the change?

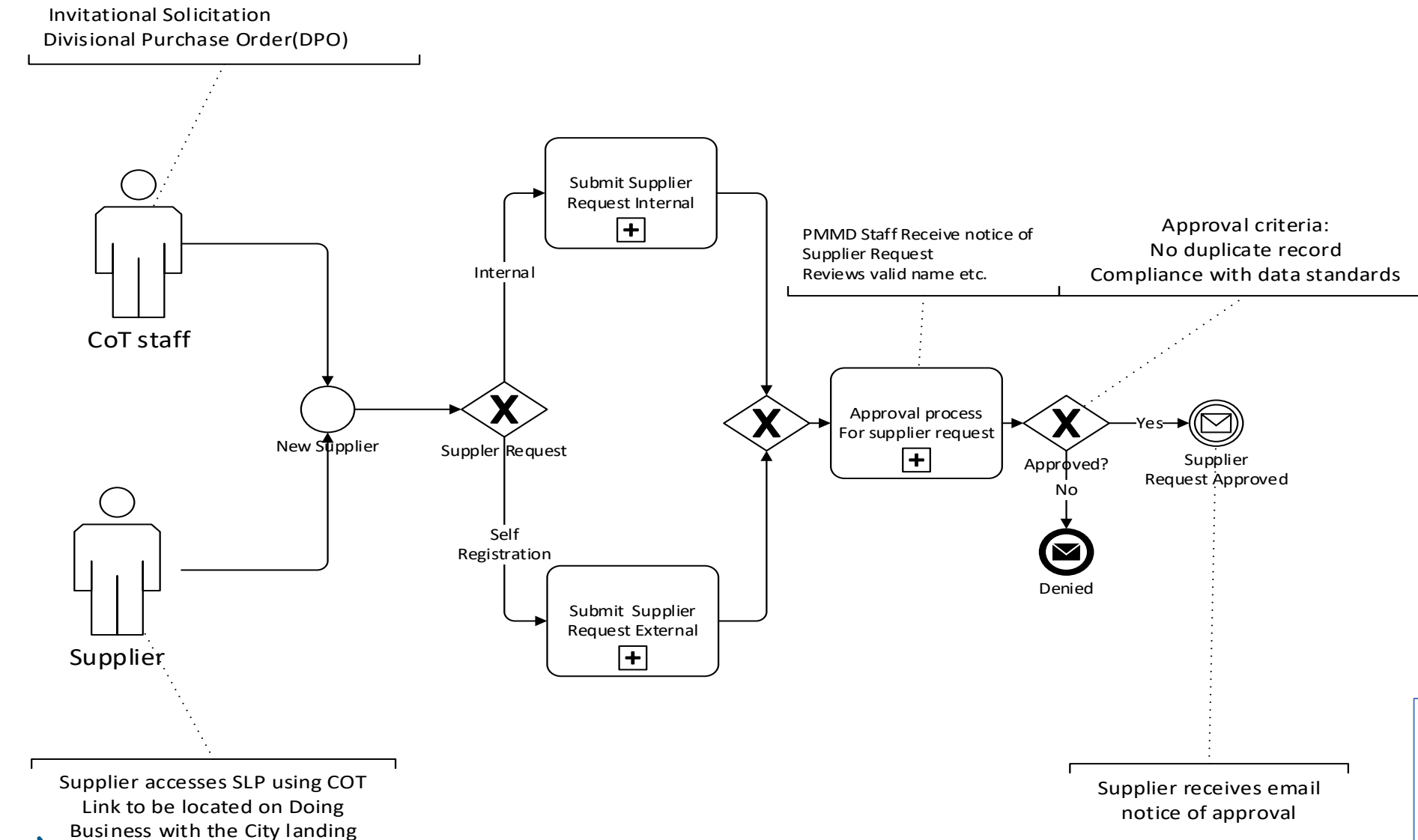
In an effort to support the City's Social Procurement initiatives and utilize the Ariba system existing framework, the addition of the Supplier Lifecycle Performance module helps reduce onboarding times and also supports long term supplier management.

Changes and Benefits for Suppliers

What does the change mean for Suppliers?

- A unique City of Toronto link is available for suppliers to register if interested in doing business with the City.
- All suppliers will be able to keep profile information current and accurate through the intuitive, self-service application.
- Current and active suppliers will be asked to fill out a registration questionnaire to support the City in our efforts to collect a supplier code of conduct agreement.
- Once the registration questionnaire is approved, Suppliers will continue to have access in order to bid on City procurement opportunities.
- To support social procurement and ensure more inclusive procurement/employment opportunities, suppliers may be asked to respond to requests to upload their certificates and detail any relevant certification information (i.e.: diverse supplier, WSIB, COR, etc.).
- Supplier participation in SLP will assist the City in our journey to build better interactive relationships with you that support achieving goals that benefit our communities.

Supplier Journey via the Supplier Request



Supplier Data Fields

- Supplier Full Legal Name
 - Supplier Main Address
 - Primary Supplier Contact
 - Contact First Name
 - Contact Last Name
 - Contact Email
 - Contact Phone
 - Contact Location and Communication Language
 - Additional Information
 - Category
 - Region
- As the City moves toward to Ariba Buying and Invoicing(B&I) are you interested in information regarding doing business through the Ariba Network?

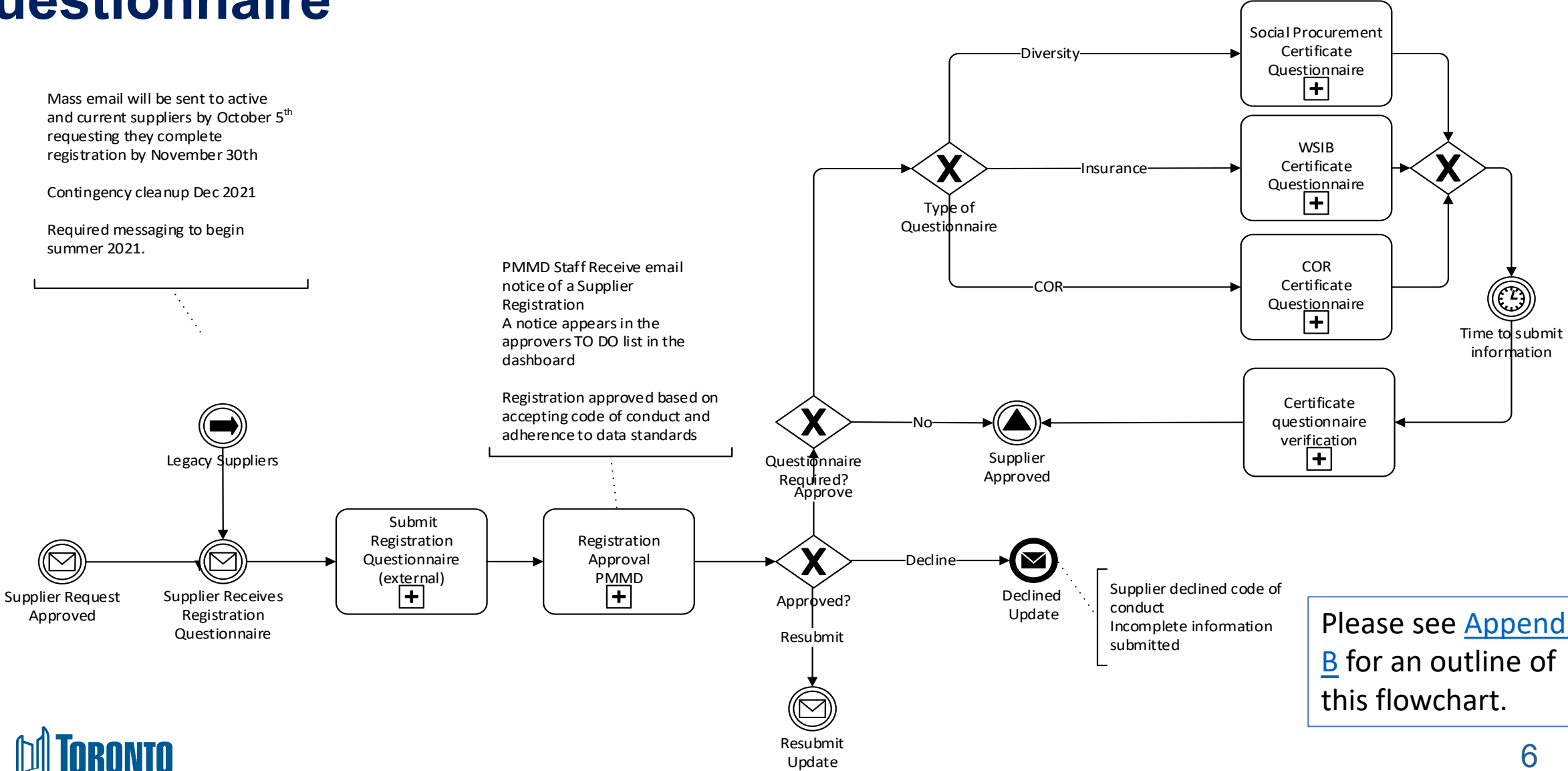
Please see [Appendix A](#) for an outline of this flowchart.

Supplier Journey Approved Request triggers Registration Questionnaire

Mass email will be sent to active and current suppliers by October 5th requesting they complete registration by November 30th

Contingency clean up Dec 2021

Required messaging to begin summer 2021.



Please see [Appendix B](#) for an outline of this flowchart.

Registration Questionnaire External

General Supplier Information

Acceptance of City's Policies, Legislation and Supplier Code of Conduct

Supplier Full Legal Name

Supplier Full Legal Name Validation Documents

Main telephone number

Mobile telephone number

Supplier main address

Internet homepage address

Diverse Supplier Information & Community Involvement

Does your organization have a valid certificate from one of the Diverse Supplier certification organizations listed below?

*Canadian Aboriginal and Minority Supplier Council

* Canadian Gay and Lesbian Chamber of Commerce

* Inclusive Workplace Supply Council of Canada

* Women Business Enterprise Canada

* Canadian Council for Aboriginal Business

If you are currently in the process of a Diverse Supplier Certification, please provide evidence of your registration and progression through the program

Are you interested in receiving information regarding our Workforce Development Program?

Environmental Information

Is your organization committed to having Net Zero emissions by 2050?

Additional Information

Is your organization Payment Card Industry (PCI) compliant?

Are you required to submit or update a valid Certificate of Recognition (COR) or equivalent such as the ISO 45001 - Occupational Health and Safety certificate?

Are you required to submit or update a valid Workplace Safety & Insurance Board certificate?

Awarded Supplier Information

Are you a newly or previously awarded supplier? Do you need to submit or update your banking information for payment reasons?

Bank Information

Please note your Bank Code + Transit Number = Bank Key

Please note either populate your Account Number or IBAN number, not both

To ensure the accuracy of our account information, you must submit a physical copy void cheque or an electronic void cheque with a bank stamp or an authorized letter from the bank confirming the account holder information or any authorized bank document with bank account information.

Transaction Currency

Transaction Information

E-mail address for purchase orders

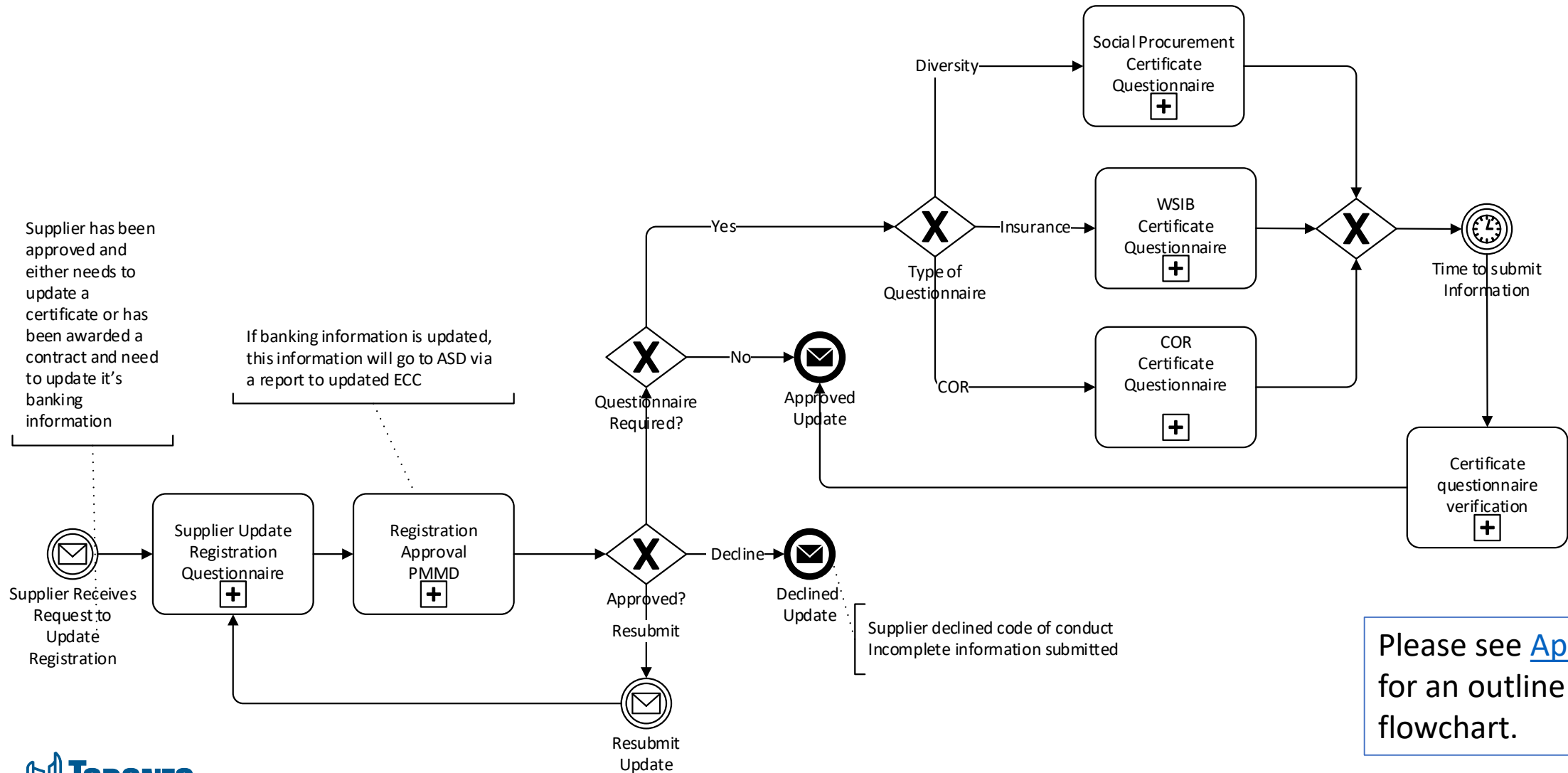
E-mail address for accounts receivable

Tax Information

Tax number(s) – GST/HST Number

Please attach official supporting documentation that supports the tax information provided

Supplier Journey Update Survey send out Certificate Questionnaire



Please see [Appendix C](#) for an outline of this flowchart.

Ariba Supplier Lifecycle and Performance (SLP)

Supplier Onboarding & Registration Supplier Certificates & Status



Centralized Registration Survey early identification of Diverse Suppliers



Follow-up Certification request to validate authenticity of response



Leverage centralized reporting across the organization to identify Diverse suppliers

- Supplier Request and Supplier Registration Templates
- Preferred Supplier Template
- Supplier Performance Management
- Optional – Automatic Synchronization to ERP



SLP Demo



How To Register

Step 1: How to Register with the City

Please do not use the general account creation process.

If you open an Ariba Network account from the SAP Ariba general webpage, your new account will not automatically create a trading relationship with the City of Toronto.

For new suppliers:

Register using Supplier self-registration request form hyperlink

For existing suppliers:

You do not need to complete the supplier self-registration request form. You will receive an email directly from the City to complete the Supplier Registration Questionnaire. Please skip to Step 7 (slide 19)

Step 2: Supplier Self-registration Request Form

2. After clicking on the registration link you will be taken to the self-registration landing page. It is divided into three sections.

- A. General Supplier Information
- B. Primary Supplier Contact
- C. Additional Information

Supplier self-registration request form

A General Supplier Information

Supplier Full Legal Name *

Supplier Main Address *

+

Street * ? House Number * ?

Street 2 ?

Street 3 ?

District ?

Postal Code * ? City * ?

Country * ?

B Primary Supplier Contact

Contact First Name *

Contact Last Name *

Contact Email *

Contact Phone

Contact Location and Communication Language *

C Additional Information

Category

Region

As the City moves toward to Ariba Buying and Invoicing(B&I) are you interested in information regarding doing business through the Ariba Network? *

Yes No

Step 3: Enter General Supplier Information

3. Complete the required General Supplier Information

- Supplier Full Legal Name
- Supplier Main Address
 - Street Name and Number
 - Postal Code
 - City
 - Country
 - Region

General Supplier Information

Supplier Full Legal Name *

Supplier Main Address * +

Street * House Number *

Street 2

Street 3

District

Postal Code * City *

Country * Region *

Step 4: Enter Primary Supplier Contact

4. Complete the required Primary Supplier Contact information:
- Contact First Name
 - Contact Last Name
 - Contact Email
 - Contact Location and Communication Language

Primary Supplier Contact

Contact First Name *	<input type="text"/>
Contact Last Name *	<input type="text"/>
Contact Email *	<input type="text"/>
Contact Phone	<input type="text"/>
Contact Location and Communication Language *	<input type="text"/>

Step 5: Additional Information

5. Complete the required Additional Information:

- Category
- Region
- Interest in receiving information regarding doing business through the Ariba Network

Note: You can select as many categories as you wish – simply click on the search button to browse and select categories

Additional Information

Category

Region

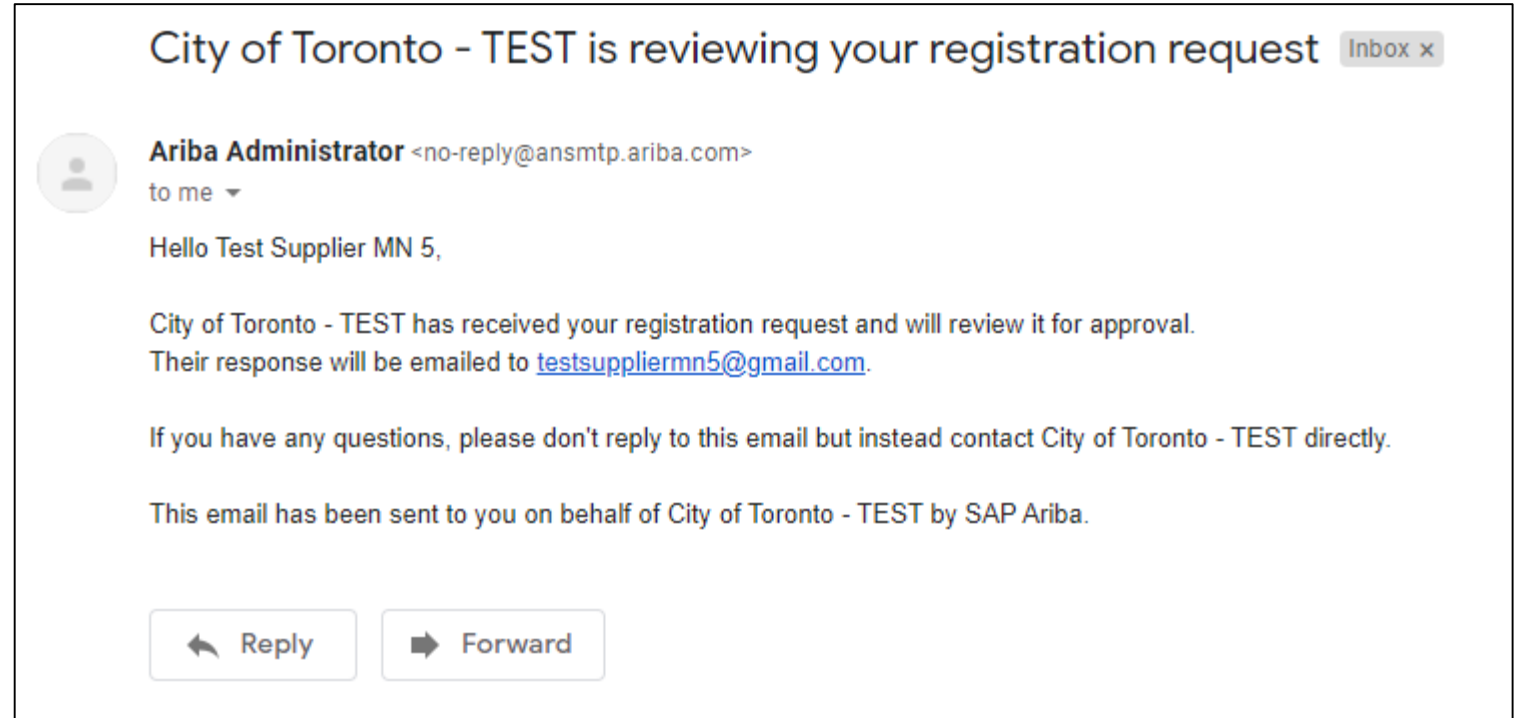
As the City moves toward to Ariba Buying and Invoicing(B&I) are you interested in information regarding doing business through the Ariba Network? * Yes No

Category

- All Commodities
- Landscape Architecture Service >
- Apparel and Luggage and Personal Care Products >
- Building and Construction Machinery and Accessories >
- Building and Construction and Maintenance Services >
- Chemicals including Bio Chemicals and Gas Materials >
- Cleaning Equipment and Supplies >
- Commercial and Military and >

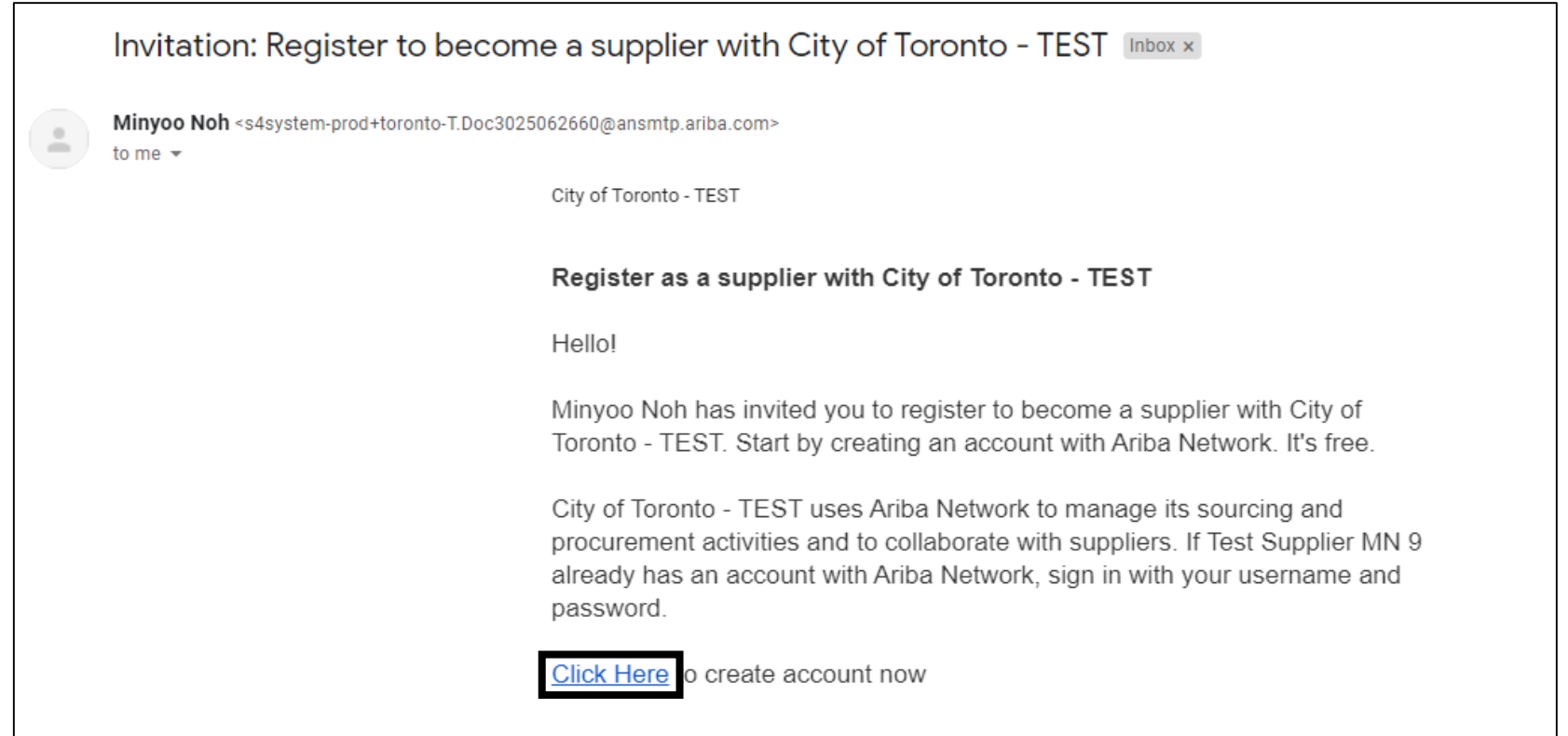
Step 6: Submit and await approval

6. Once you have populated all required fields, click 'Submit' at the bottom of the page. You will receive an automated email from Ariba that the City has received your registration request



Step 7: Registration Invitation

7. Once your registration request is approved, you will receive an email inviting you to register. Click on the 'Click Here' hyperlink within the email. Existing Suppliers will receive this email once Registration is open, without having to self-request



Step 8: Sign up or Log In

8A. If you are new to Ariba, click Sign up to create an account

8B. If you have an existing account, click Log In and sign in with your credentials

SAP Ariba Proposals and Questionnaires

Welcome, Test Supplier

Have a question? [Click here to see a Quick Start guide.](#)

Sign up as a supplier with **City of Toronto - TEST** on SAP Ariba.

City of Toronto - TEST uses SAP Ariba to manage procurement activities.

Create an SAP Ariba supplier account and manage your response to procurement activities required by City of Toronto - TEST. **Sign up** **8A**

Already have an account? **Log in** **8B**

Step 9: Supplier Registration Questionnaire

- 9. After signing in or creating an account, you will be taken directly to the Supplier Registration Questionnaire. Populate all mandatory and optional fields as applicable. Note that mandatory fields are marked with a red asterisk (*)

Console Doc3058979639 - Supplier registration questionnaire Time remaining 29 days 23:50:25

Event Messages
Event Details
Response History
Response Team

▼ Event Contents

- All Content
- 1 General Supplier Inf...
- 2 Diverse Supplier Inf...
- 3 Environmental Inform...
- 4 Additional Information
- 5 Awarded Supplier Inf...

All Content

Name ↑

▼ 1 General Supplier Information

1.1	Please confirm you have read, understood and agree to comply with the City's Policies and Legislation found on the City's website. Including the Supplier Code of Conduct found in Article 13 of the Toronto Municipal Code - Chapter 195	* Unspecified ▾
	Link: https://www.toronto.ca/business-economy/doing-business-with-the-city/understanding-the-procurement-process/purchasing-policies-legislation/	
1.2	Supplier Full Legal Name	* CoT Test Supplier 2
1.3	Supplier Full Legal Name Validation Documents ⓘ	* Attach a file 📎
1.4	Country Code (Main and Mobile telephone numbers)	* Unspecified ▾
1.5	Main telephone number	* <input type="text"/>

(*) indicates a required field

[Submit Entire Response](#) | [Save draft](#) | [Compose Message](#) | [Excel Import](#)

Step 9: Supplier Registration Questionnaire (cont'd)

9. You must confirm that you have read, understood, and agree to comply with the City's Policies and Legislations, including the Supplier Code of Conduct. If you answer 'No', your registration will not be approved

▼ 1 General Supplier Information

1.1
Please confirm you have read, understood and agree to comply with the City's Policies and Legislation found on the City's website. Including the Supplier Code of Conduct found in Article 13 of the Toronto Municipal Code - Chapter 195

Link:
<https://www.toronto.ca/business-economy/doing-business-with-the-city/understanding-the-procurement-process/purchasing-policies-legislation/>

* Yes ▾

Step 10: Diverse Supplier Information & Community Involvement

- 10A. If you are a Certified Diverse Supplier with a valid certificate from one of the organizations listed, select the organization
- 10B. If you are currently in the process of obtaining a Diverse Supplier certification, attach evidence of registration and progress through the program

▼ 2 Diverse Supplier Information and Community Involvement

2.1 Does your organization have a valid certificate from one of the Diverse Supplier certification organizations listed below?

- Canadian Aboriginal and Minority Supplier Council
- Canadian Gay and Lesbian Chamber of Commerce
- Inclusive Workplace Supply Council of Canada
- Women Business Enterprise Canada
- Canadian Council for Aboriginal Business

2.2 If you are currently in the process of a Diverse Supplier Certification, please provide evidence of your registration and progression through the program?

10A

- Canadian Aboriginal and Minority Supplier Council
- Canadian Gay and Lesbian Chamber of Commerce
- Inclusive Workplace Supply Council of Canada
- Women Business Enterprise Canada
- Canadian Council for Aboriginal Business

10B

[Attach a file](#)

Step 11: Environmental & Other Information

11. Answer the questions listed under Part 3 – Environmental Information and Part 4 – Additional Information:

- Net Zero emissions (learn more about [TransformTO and Net Zero Strategy](#))
- PCI Compliance
- Certificate of Recognition (COR) or ISO 45001
- WSIB Certificate

▼ 3 Environmental Information	
3.1 Is your organization committed to having Net Zero emissions by 2050?	* Unspecified ▼
▼ 4 Additional Information	
4.1 Is your organization Payment Card Industry(PCI) compliant?	* Unspecified ▼
4.2 Are you required to submit or update a valid Certificate of Recognition(COR) or equivalent such as the ISO 45001 - Occupational Health and Safety certificate?	Unspecified ▼
4.3 Are you required to submit or update a valid Workplace Safety & Insurance Board certificate?	Unspecified ▼

Step 12: Awarded Supplier Information

- 12A. If you are a newly or previously awarded (active contract with the City of Toronto) supplier, answer 'Yes' to Question 5.1. Sections 6-8 will appear
- 12B. If you are a prospective supplier (no active contract with the City of Toronto), answer 'No'. You are not required to submit banking information. Skip to Step 15

▼ 5 Awarded Supplier Information	
5.1 Are you a newly or previously awarded supplier? Do you need to submit or update your banking information for payment reasons?	* Unspecified ▼

Step 13: Add Bank Information

13. To add banking information:
- Click 'Add Bank Information' under Section 6
 - On the resulting screen, click 'Add Bank Information'
 - Populate your banking information (following fields are mandatory):
 - Country
 - Either Account number AND Bank Key/ABA Routing Number or IBAN number
 - Attach bank reference or bank statement
 - Transaction Currency
 - Click 'Save'

Bank Information (1)

Name ↑	
Bank Information #1	Delete

Bank account information including:
Bank Code XXXX
Transit Number XXXXX
Account Number

Please attach a bank reference or bank statement from the nominated bank account

Transaction Currency

Bank Type: No Choice

Country: Canada

Name:

Bank Branch:

Street:

City:

State/Province/Region:

Postal Code:

Account Holder Name:

Bank Key/ABA Routing Number: 1234567

Account Number: 12345678

IBAN Number:

SWIFT Code:

Bank Account Type: No Choice

* Test doc.docx Update file Delete file

* CAD

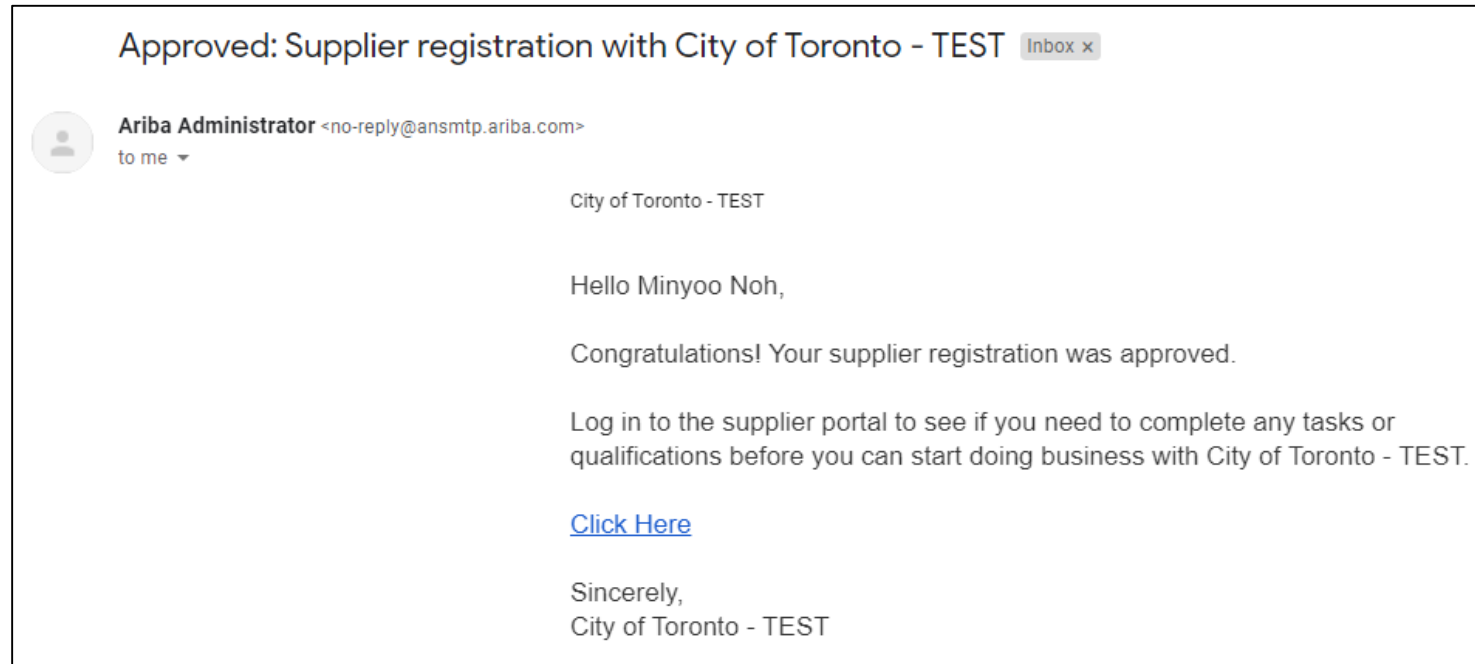
Step 14: Transaction & Tax Information

14. Populate Section 7 – Transaction Information and Section 8 – Tax Information. You will also need to attach documentation to support the tax information provided

▼ 7 Transaction Information	
7.1 E-mail address for purchase orders	* <input type="text"/>
7.2 E-mail address for accounts receivable	* <input type="text"/>
▼ 8 Tax Information	
8.1 Tax number(s)	* Country: <input type="text" value="(no value)"/> ⓘ
8.2 Please attach official supporting documentation that supports the tax information provided	*Attach a file 📎

Step 15-16: Submit Registration and Await Approval

15. Once you have populated all fields, click 'Submit Entire Response' at the bottom of the screen. If you have missed any mandatory fields, an error message will appear. You will also receive an email confirming that the City of Toronto has received your registration information
16. The City will review your registration and contact you if further information/documentation is required. Once your registration is approved, you will receive an email confirming your approval





Modular Questionnaires


Modular Questionnaires

In the Registration Questionnaire, if you have indicated the following:

- Certified Diverse Supplier, and/or
- Required to submit/update Certificate of Recognition (COR) and/or ISO 45001 – Occupational Health and Safety Certificate, and/or
- Required to submit Workplace Safety & Insurance Board (WSIB) Certificate,

You will be contacted by the City to complete additional Modular Questionnaire(s) to verify your certificate(s) before you can be fully approved

Action needed: Complete questionnaire from City of Toronto - TEST Inbox x

 **Minyoo Noh** <s4system-prod+toronto-T.Doc3062593520@ansmtp.ariba.com>
to Test ▾

City of Toronto - TEST

Hello Test Supplier,

City of Toronto - TEST has invited you to complete a questionnaire. This is required so Test Supplier MN 9-3 can do business with City of Toronto - TEST.

Questionnaire Overview
Questionnaire name: Modular Questionnaire CGLCC
Respond by: Fri, 08 Jul, 2022

[Submit questionnaire](#)

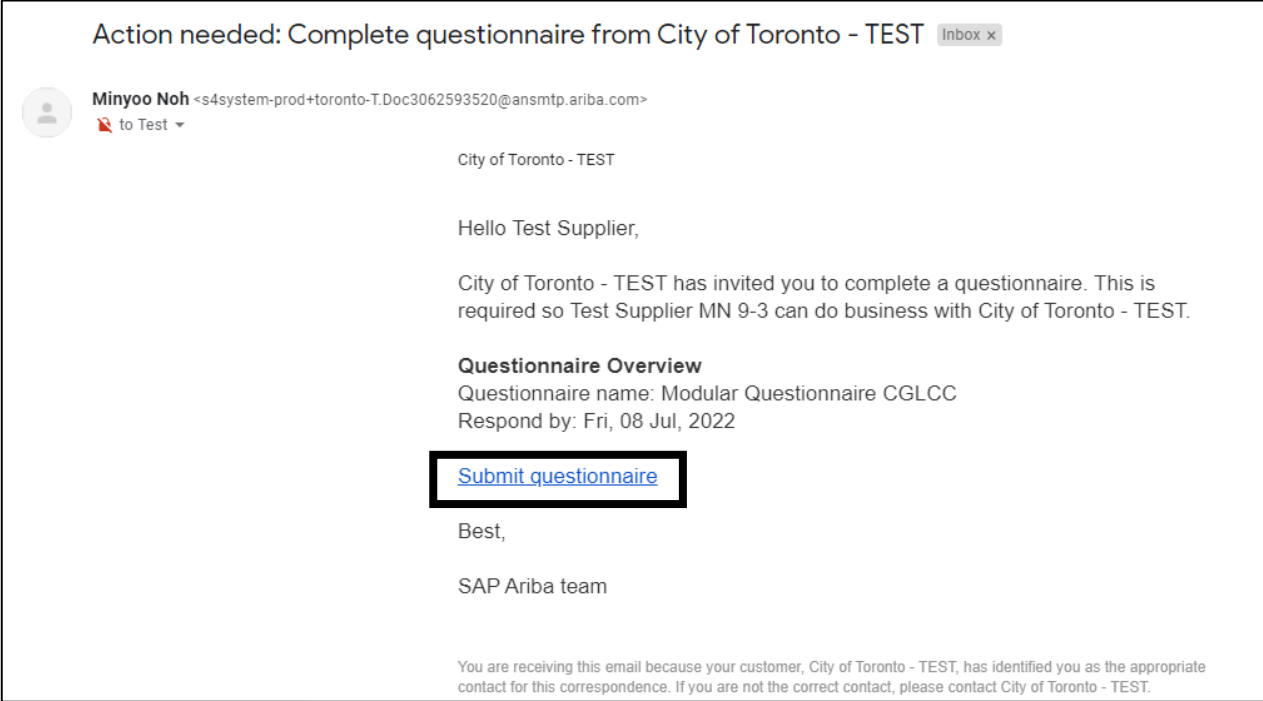
Best,

SAP Ariba team

You are receiving this email because your customer, City of Toronto - TEST, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact City of Toronto - TEST.

Step 1: Access the Modular Questionnaire

- 1. In the email invitation, click the 'Submit questionnaire' hyperlink which will direct you to the Ariba Network Log in page. Log in with your credentials



Step 2: Complete the Modular Questionnaire

2. Once you have logged in, you will be taken to the Modular Questionnaire. Select 'Yes' to Question 1.1, then click 'Details' which will appear beside the response

Note: The example shown below is for the Certified Diverse Supplier – Canadian Gay and Lesbian Chamber of Commerce Certificate. However, all modular questionnaires will follow the same format

The screenshot displays a web interface for a modular questionnaire. At the top left, the document ID 'Doc3062593520 - Modular Questionnaire CGLCC' is shown. At the top right, a clock icon indicates 'Time remaining 364 days 23:48:47'. Below this is a section titled 'All Content' with a grid icon on the right. A table with a 'Name ↑' header contains one entry: '1 Diverse Supplier Certificate'. Under this entry, question '1.1 Please attach your Canadian Gay and Lesbian Chamber of Commerce Certificate' is listed with an information icon. To the right of the question is a dropdown menu with 'Yes' selected and a 'Details' link. A red asterisk is next to the dropdown. Below the question, a note states '(*) indicates a required field'. At the bottom, there are four buttons: 'Submit Entire Response' (blue), 'Save draft', 'Compose Message', and 'Excel Import'.

Step 3: Attach Certificate and Populate Details

3. On the resulting pop-up, populate all fields:
 - A. Issuer
 - B. Year of Publication
 - C. Certificate Number
 - D. Certificate Location
 - E. Effective Date
 - F. Expiration Date
 - G. Attach your CertificateClick 'OK', then 'Submit Entire Response'

1.1 Please attach your Canadian Gay and Lesbian Chamber of Commerce Certificate

Enter details for **Certificate**. Enter the location of a file to add as an **Attachment**. To search for a [More](#)


Certificate Type: Canadian Gay and Lesbian Chamber of Commerce Certificate


Issuer: *

Year of Publication: *

Certificate Number: *

Certificate Location: *

Effective Date: * 

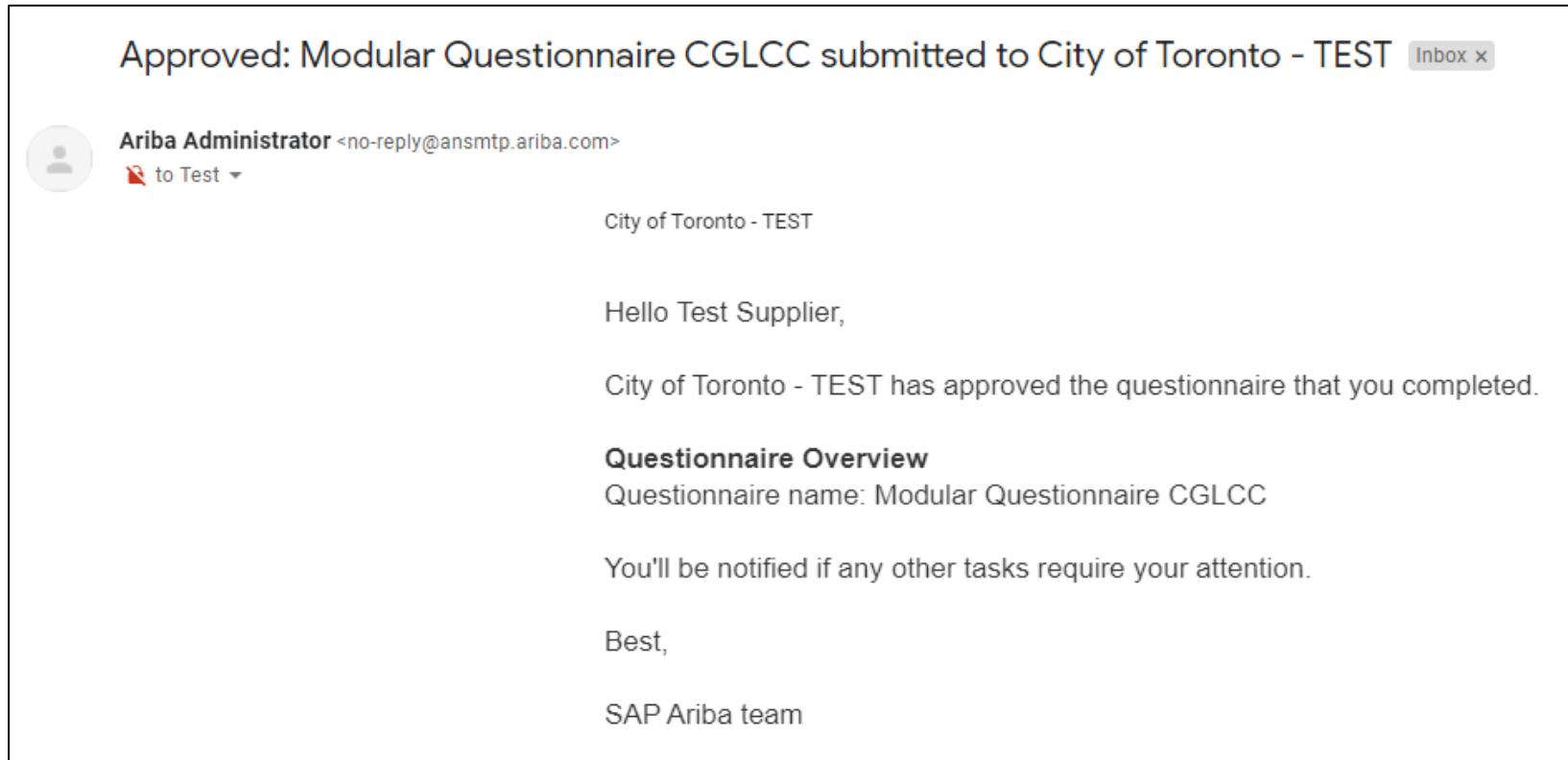
Expiration Date: * 

Attachment: * No file chosen

Description:

Step 4: Submit Certificate and Await Approval

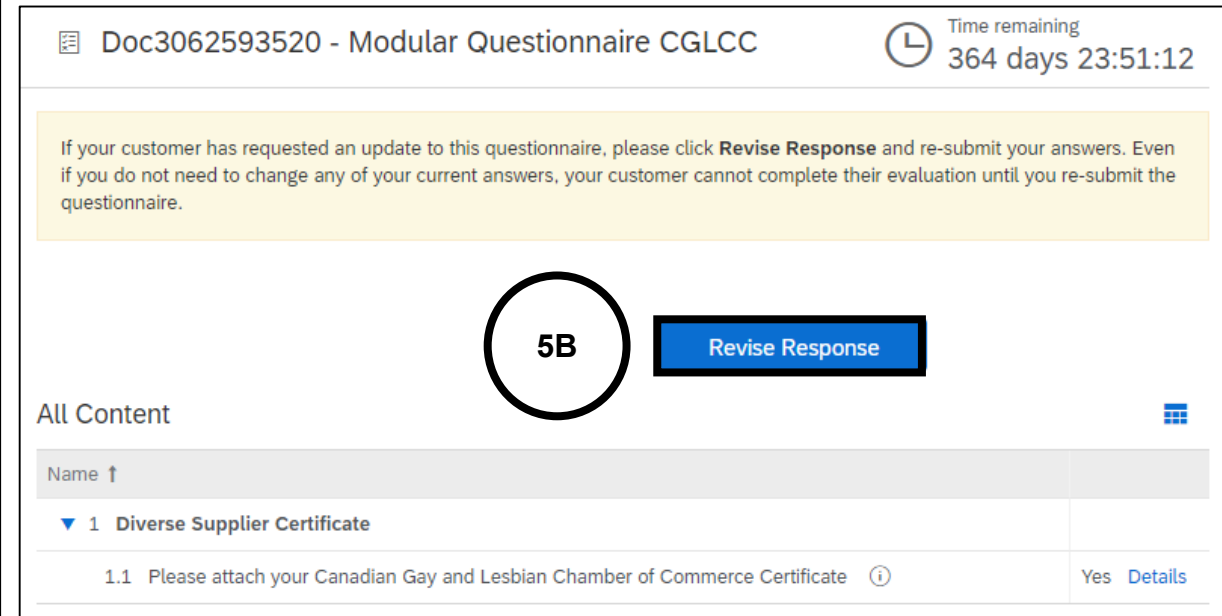
4. Click 'Submit Entire Response', then 'OK'. Your certificate will be submitted to the City for approval. If approved, you will receive an email confirmation. The City may also contact you prior to approval if they required additional information



Step 5: Update Certificate prior to Expiry

5A. You will receive an email when it is time to update your certificate. Click on the 'Click Here' hyperlink within the email and log in with your credentials

5B. Click 'Revise Response' and 'OK' to update your certificate. Click 'Submit Entire Response' once done





Updating your Information

Step 1-2: Sign In and Open Registration Questionnaire

- 1. To update your information at any time, sign in to [Ariba Network](#)
- 2. In the Ariba Proposals and Questionnaires tab, click on 'Supplier registration questionnaire' under Registration Questionnaires



Registration Questionnaires			
Title	ID	End Time ↓	Status
▼ Status: Completed (1)			
Supplier registration questionnaire	Doc3049234437	6/29/2021 9:36 AM	Registered

Step 3: Revise Registration Questionnaire

3. Click 'Revise Response' then 'OK'. Update fields as necessary and click 'Submit Entire Response' once done. The updated Registration Questionnaire will be submitted to the City for review and approval

Doc3067562616 - Supplier registration questionnaire

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

[Revise Response](#)

Next Steps

- The SLP module will launch in October 2021. An email will be sent to all suppliers when Registration goes live. Suppliers must complete the Registration by November 30 in order to continue doing business with the City of Toronto
- We are looking for a focus group to collect supplier feedback. Please contact supplychaintransformation@toronto.ca if you are interested in participating

Q&A – 1

Question	Answer
Will the slide deck be made available later?	Yes the slides will be sent as soon as possible when all questions are answered. Ideally within the next two weeks.
Will this be recorded so we can review later if needed?	We are working through if/how to best share a video walkthrough.
If we were invited to the meeting, can we assume we are registered as suppliers?	Yes, our stakeholder list is built on from our supplier database.
Are we able to edit our profile after the registration is submitted?	Yes, you will be able to access your user profile, via the link using your login credentials at your convenience.
When are you expecting to send the registering email?	The registration email will be sent starting October 1 st and the deadline to complete the registration process is November 30 th .
Can we complete the registration process now?	No, as noted above, the registration email will be sent starting October 1 st
Will there be another session to talk about invoicing?	When the Buying and Invoicing module is rolled out the City will be contacting suppliers with a similar type of training.

Q&A – 2

Question	Answer
<p>Will invoicing, previously emailed, now need to be completed through this system? Does City of Toronto require that suppliers submit invoices through Ariba?</p>	<p>No, at this time we are not processing invoices through SAP Ariba. When the Buying and Invoicing module is rolled out the City will be contacting suppliers with a similar type of training.</p>
<p>Is there a process if a category doesn't exist?</p> <p>With the in-depth registration, will we be notified that there are tenders that relate to our categories?</p>	<p>SAP Ariba uses the UNSPSC classification scheme for goods and services. If you are having trouble finding your category or are not receiving emails announcing solicitations on the market from City of Toronto please send an email to supplychaintransformation@toronto.ca and one of our business analysts will work with you to identify how these situations can be resolved.</p>
<p>I registered, I have not yet received any leads why is this?</p>	<p>If there is a category you believe is missing there is a mechanism within the application to forward this concern to Ariba. Adding new codes to the Global standard may take several years and it is advisable to instead email supplychaintransformation@Toronto.ca and a business analyst will work with you to identify a best match.</p>

Q&A - 3

Question	Answer
What is the email address we should contact to review our account settings to ensure we get matches correctly	Please contact supplychaintransformation@Toronto.ca
Ariba has Standard Accounts and Upgrade. What is the difference?	Ariba has standard and upgraded accounts that offer different levels of service once Buying and Invoicing is in place. For more information please review the enablement information available in your profile portal.
Are we able to find out how/who registered our company on SAP/Ariba if we no longer have current login details? How do I know if I am registered with the City of Toronto on Ariba if someone from my company had registered us quite a while ago?	Please contact supplychaintransformation@Toronto.ca for assistance.

Q&A - 4

Question	Answer
Under our registered profile we have an administrator and 2 users set up. Should the Registration update be completed by the administrator only or is each user required to complete it?	The supplier registration questionnaire is sent to a single primary contact at the supplier. The contact, who is to receive the questionnaire, either signs in or signs up on the Ariba network to complete the questionnaire. This contact may be an admin for the supplier in Ariba. There can be multiple supplier admins, but only one registration should be completed.
The diverse Suppliers section, would that include a visible minority group	Yes please see the list on slide 7.
Can there be more than one person as a Administrator?	Yes, there can be multiple supplier administrators. The City will only send one administrator a registration for your Company, this must be decided internally.
How do we find out if we have multiple accounts? or if it is one parent account and have child accounts..	Please contact supplychaintransformation@Toronto.ca
If we are already registered on Ariba through the Government of Alberta, do we need to register specifically for Toronto?	You may use your existing Ariba Network account, however you will still need to complete the registration questionnaire for the City of Toronto if you want to receive notices for City solicitations coming to market.

Q&A - 5

Question	Answer
Will we have to re-register if we are already linked as a supplier on Ariba with the City?	All suppliers who are already linked to the City of Toronto in the SAP Ariba Sourcing module will still need to complete the registration questionnaire. The registration questionnaire will be emailed to existing City of Toronto suppliers in October 2021.
What are the Health and Safety requirements (such as COR) that are required to be a City of Toronto supplier? Is COR a must for any type of product or service supplied?	Any Health and Safety requirements such as COR and WSIB will be outlined in the specific solicitation document and proof may be required at the time of bid submission. Suppliers will not need to provide proof of COR certification to become registered. For general information on COR, please visit Certificate of Recognition Program .
Is there a list of certificates that suppliers are supposed to have?	Any certificate requirements will be outlined in the specific solicitation document. Prospective suppliers (i.e. does not hold active contract with the City of Toronto) do not need to provide proof of certificates to become registered with the City of Toronto.

Q&A - 6

Question	Answer
Will we then not be seeing solicitations on the Doing Business with the City website?	The Online Call Document System on the Doing Business with the City website will remain active until a new portal is developed.
If we are already registered in Ariba, how do we become a supplier with the City of Toronto?	Before the implementation of SLP in October 2021, suppliers interested in becoming a City of Toronto supplier to access current events can log in with their existing Ariba credentials here .
If a company has multiple divisions that may bid on work with the City, does each division need to set up a separate registration/profile?	No, this is discouraged.
I am currently registered on SAP Ariba with the City of Toronto and the information that you are currently going through is not required. It says our registration is complete.	Yes that is correct as the City has not transitioned to SLP yet. The transition is taking place October 1 st and all suppliers will be asked to complete the City of Toronto-specific registration questionnaire which will be sent to existing suppliers starting October 1st 2021.

Q&A - 7

Question	Answer
<p>If we get certificates after our original registration, will these questionnaires come through when we are submitting proposals?</p>	<p>Supplier Registration and submission of certificates through the Supplier Lifecycle Performance application are not linked to solicitations requirements.</p>
<p>Will documents such as COR certificates need to be uploaded for each tender during submission or will this be eliminated since we are uploading it during registration?</p>	<p>All proposals will stipulate where COR or WSIB certificates are to be uploaded as part of the solicitation. Certificates uploaded as part of the Registration process are done so to provide additional information to the City to help us improve our reporting capacity which informs how we shape our programs and interactions with the supplier community.</p>
<p>Once the new questionnaires are launched for suppliers to complete, will our current access to bids be interrupted until the new questionnaires are completed?</p>	<p>Access to bids will not be interrupted without warning, Suppliers must complete their registration questionnaire by November 30th.</p>
<p>What effect will these changes have on the promptness of payment from the City?</p>	<p>The SLP module does not impact the invoicing process.</p>

Q&A – 8

Question	Answer
<p>Is this program used for IT staff augmentation? Or is it a separate program? For recruiting IT contractors, will it be going through this program?</p>	<p>The RFSQ process for identifying IT contractors is not changing; any open solicitations will continue to be advertised publicly on the Online Call Document System on the City’s website and posted on the Ariba Discovery platform.</p>
<p>Is there cost to enroll? Is there a fee for suppliers to use Ariba?</p>	<p>There is no cost associated to access to solicitation documents. For information on Buying and Invoicing enablement please view your portal profile for Supplier Enablement information.</p>
<p>We get a message that profile completeness is at 95% and it's asking us for DUNS number. Can you please confirm why it may ask us for that?</p>	<p>A DUNS number is not required to become a registered supplier with the City of Toronto. The completeness status of the Ariba profile does not reflect registration status with the City of Toronto.</p>
<p>Why does the City of Toronto require all this information? Do we have to submit all this information if we want to work with the City of Toronto?</p>	<p>All mandatory fields on the registration questionnaire will need to be completed to become a registered supplier with the City of Toronto. Please refer to Slides 3 and 4 for the reason for the change and the benefits to the Suppliers.</p>

Q&A - 9

Question	Answer
How do we ensure that our separate business units are contacted properly from this system?	The primary supplier contact listed on the Supplier profile will be used to contact the supplier.
As an existing supplier there is nothing for us to do at the moment until the questionnaire is sent to us sometime in October, correct?	Yes this is correct.
Who is best for primary supplier contact? Account managers? AP/AR? Business Development?	The primary supplier contact is best suited for the person who is responsible for overseeing procurements in the supplier organization.
Is the City of Toronto Ariba same with Ariba discovery?	The City of Toronto uses Ariba Discovery to advertise and post solicitations. Suppliers need their accounts linked to the City of Toronto in order to access and respond to solicitations, and receive notifications of solicitations on the market.
What information is going to be on the Supplier webpage on the City's website?	The City's Doing Business with the City website will be updated in the near future to reflect updates to the Supplier Registration process.

Q&A - 10

Question	Answer
As registered suppliers, can we view all open opportunities or are we limited to our selection, or by invitation only?	Registered suppliers may view all open City of Toronto opportunities. The City does issue invitational solicitations where permitted by the Purchasing By-law which would be by invitation-only.
How do we change the Primary Contact for our company?	Please refer to Step 3 of this Ariba help link
Do you plan on providing links/notifications to bids related to our services (commodities) for suppliers?	Suppliers can elect to receive email notifications from Ariba when solicitations are posted that match the commodities they have selected. For information on how to turn on notifications, please refer to the Supplier Guide .
Any future communication from City, will it only send to the Company's primary contact email account?	Yes.
Will future seminars like this be available in August and September?	There are no additional sessions for the SLP module scheduled at this time. A recording of this session will be shared in the near future.
Will there be another session to go over the bidding process?	There is no information session for the Sourcing Module scheduled at this time. There are resources for suppliers including the Supplier Guide and mock solicitations available on the Doing Business with the City webpage .

Q&A - 11

Question	Answer
Will the City be emailing suppliers when our certificates (WSIB, COR, etc) are expiring?	Yes, once you have submitted your certificates through the questionnaire, the system will send an automatically-generated email when your certificate is close to expiry, and once it has expired. Suppliers will be able to access the system via the hyperlink within the email and update the certificates.
Will the system track project budget vs project actuals?	No, Ariba is not being used to track project budget at this time.
Will this affect the Vendor of Record process?	No, the Vendor of Record and roster process will remain the same.
How would we be able to apply or get invited to an RFSQ opportunity?	The RFSQ process is not changing; any open solicitations will continue to be advertised publicly on the Online Call Document System on the City's website and posted on Ariba.
Once the questionnaire is completed, will we see all opportunities that apply to our business on Ariba automatically?	Once you are a registered supplier with the City of Toronto, you will be able to access all competitive City of Toronto solicitations. You can elect to receive email notifications from Ariba for opportunities that match your product/service categories.

Appendix A – Supplier Journey via the Supplier Request

Title: Supplier Journey via the Supplier Request

Beginning of the flowchart begins with a new supplier being created by either the CoT Staff or Supplier. Either CoT Staff creates a new supplier request for invitational solicitation or Divisional Purchase Order (CPO), or a Supplier creates a new supplier request by accessing SLP using CoT Link to be located on Doing Business with the City landing page. From the Supplier request,

1. “Internal Registration” goes to “Submit Supplier Request”
 - a) “Approval process for supplier request” begins. In this step, PMMD Staff Receive notice of Supplier Request, Reviews valid name, etc. The Approval criteria: No duplicate record, and compliance with data standards. There are two results:
 - i. Supplier is Approved, “Supplier Request Approved” and supplier receives email notice of approval
 - ii. Supplier is Denied
2. Self-registration goes to “Submit Supplier Request External”
 - a) “Approval process for supplier request” begins. In this step, PMMD Staff Receive notice of Supplier Request, Reviews valid name, etc. The Approval criteria: No duplicate record, and compliance with data standards. There are two results:
 - i. Supplier is Approved, “Supplier Request Approved” and supplier receives email notice of approval
 - ii. Supplier is Denied

Appendix B – Supplier Journey Update Survey Send Out Certificate Questionnaire

Title: Approved Request Triggers Registration Questionnaire – Differentiates between Awarded Supplier and Triggers Certificate

Beginning of the flowchart indicates that the Supplier Request is approved. For legacy Suppliers, a mass email is sent to active and current suppliers by October 5th requesting they complete registration by November 30th, contingency clean-up takes place December 2021, and required messaging to begin summer of 2021.

1. “Supplier Registration Questionnaire” step is an external process
2. “Registration Approval” step is completed by PMMD. PMMD Staff receive email notice of a Supplier Registration. A notice appears in the Approver’s “To Do” list in the dashboard. Registration approval is based on accepting the Code of Conduct and adherence to data standards. When the Supplier Registration requires approval, there are three options:
 - a) Supplier Registration is set to “Resubmit” , then the Supplier must Resubmit an updated Supplier Registration
 - b) Supplier Registration is set to “Declined”, because the Supplier declined the code of conduct or there is incomplete information submitted
 - c) Supplier registration is “Approved”
 - i. One needs to determine if a Questionnaire is required.
 - A. If “Yes”, a questionnaire is sent based on three types of questionnaires:
 - i. If “Diversity” is selected, Social Procurement Certificate Questionnaire is sent, then when it is time to submit information, the certificate questionnaire is verified and approved.
 - ii. If “Insurance” is selected, WSIB Certificate Questionnaire is sent, then when it is time to submit information, the certificate questionnaire is verified and approved.
 - iii. If “COR” is selected, COT Certificate Questionnaire is sent, then when it is time to submit information, the certificate questionnaire is verified and approved.
 - B. If “No”, Supplier is marked as Approved and no questionnaire is sent

Appendix C – Supplier Journey Update Survey Send Out Certificate Questionnaire

Title: Supplier Journey Update Survey Send Out Certificate Questionnaire

Beginning of the flowchart starts with the Supplier receiving a request to update registration. Supplier has been approved and either needs to update a certificate or has been awarded a contract and needs to update their banking information.

1. “Supplier Update Registration Questionnaire” is triggered.
2. “Registration Approval” step is completed by PMMD. If banking information is updated, this information will go to ASD via a report to updated ECC. When the Supplier Registration requires approval, there are three options:
 - a) Supplier Registration requires “Resubmit” , then the Supplier must Resubmit an updated Supplier Registration and the Supplier returns to Step 1: “Supplier Update Registration Questionnaire”.
 - b) Supplier Registration is “Declined”, because the Supplier declined the code of conduct or there is incomplete information submitted
 - c) Supplier registration is “Approved”
 - i. One needs to determine if a Questionnaire is required.
 - A. If “Yes”, a questionnaire is sent based on three types of questionnaires:
 - i. If “Diversity”, Social Procurement Certificate Questionnaire is sent, then when it is time to submit information, the certificate questionnaire is verified and approved.
 - ii. If “Insurance”, WSIB Certificate Questionnaire is sent, then when it is time to submit information, the certificate questionnaire is verified and approved.
 - iii. If “COR”, COT Certificate Questionnaire is sent, then when it is time to submit information, the certificate questionnaire is verified and approved.
 - B. If “No”, Supplier is marked as Approved and no questionnaire is sent

Thank you!

If you have any questions please send an email to :
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