City of Toronto SAP Ariba Supplier Training Guide

TORONTO

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Changes to Bidding on City Contracts

What is Changing?

In September 2019, the City of Toronto transitioned to SAP Ariba Sourcing. The tool is used for procuring goods, services and construction and allows suppliers to download solicitation documents free of charge through the SAP Ariba portal. Paper copies of solicitations are no longer be sold via the Tender Office.

As of September 2021, 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, supporting a smooth transition for supplier registration and maintenance.

Why the change?

The move to electronic procurement reduces paper based and manual processes, like dropping off a paper submission or participating in a public opening.

The addition of the Supplier Lifecycle Performance (SLP) 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 new 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 new 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
- All notices will continue to be posted on the Toronto Bids Portal (TO Bids) with a link to the sourcing event (or tendering opportunity) that directs suppliers to Ariba Discovery
- All bids and proposals, except when identified otherwise, must be submitted electronically
- Questions about a specific solicitation should only be posted in SAP Ariba through the event messages in the sourcing event.
- Addenda to a specific solicitation will only be posted in SAP Ariba sourcing event.

Learning about Bidding Opportunities

- If you gain access to a solicitation via the link on the City's TO Bids Portal and have not registered in SAP Ariba previously, you will be redirected to the registration page where you are expected to register.

- If you have registered on Ariba Discovery, you may receive electronic notifications when public Solicitations (Request for Proposals, Request for Quotations, Request for Tenders, etc.) are issued for those **commodities that are listed on your profile.**

- Although you can access Ariba Discovery through your supplier dashboard please register with the City using the registration page link as this will allow the City to communicate with you regarding updates to procurement programming.

How To Register

Step 1: How to Register with the City

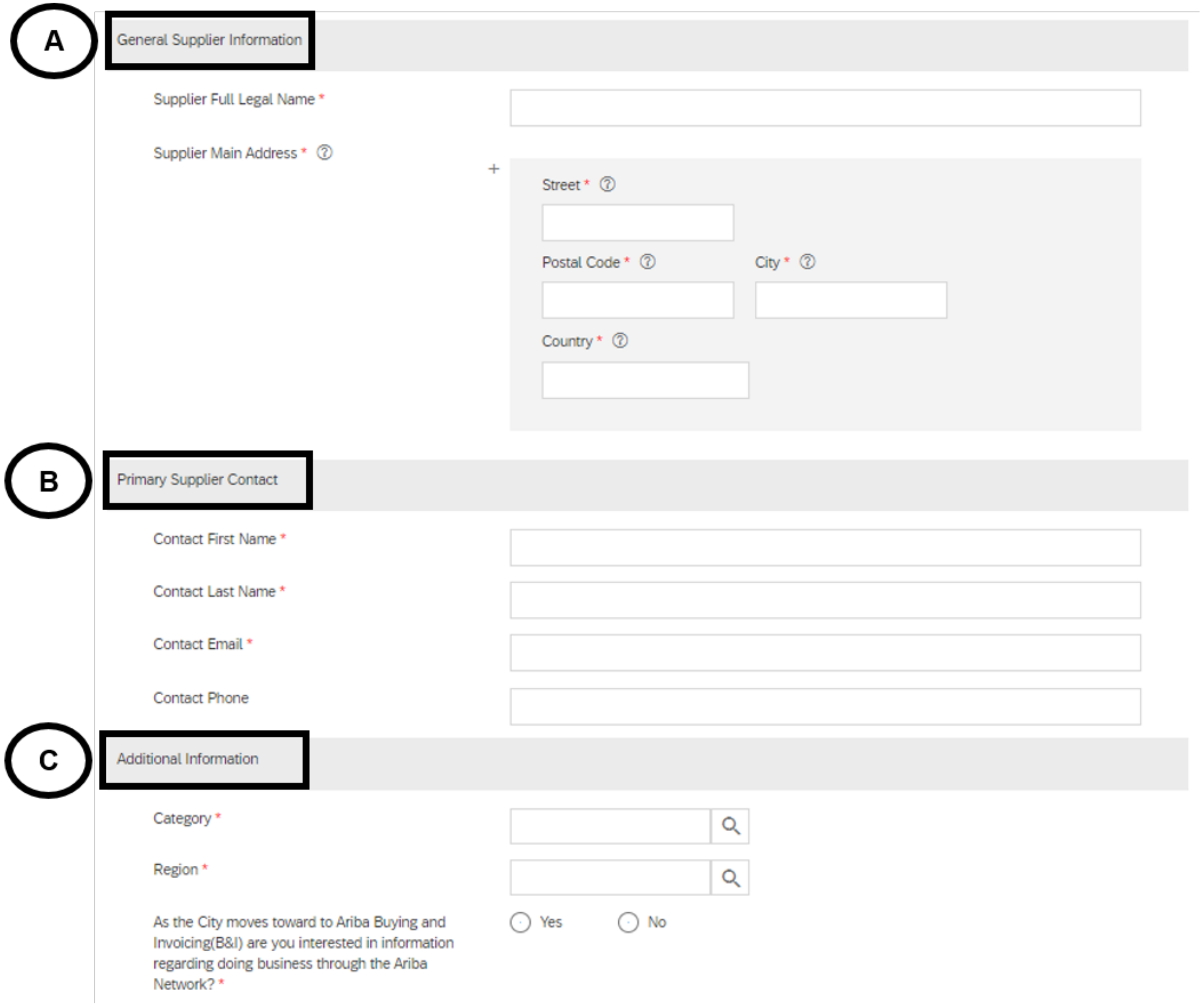
Please <u>do not use</u> the general account creation process.
If you open an Ariba Network account from the SAP Ariba general webpage, your new account will not automatically create a trading relationship with the City of Toronto.

For new suppliers who have not done business with the City of Toronto previously:
Register using Supplier self-registration request form

Step 2: Supplier Self-registration Request Form

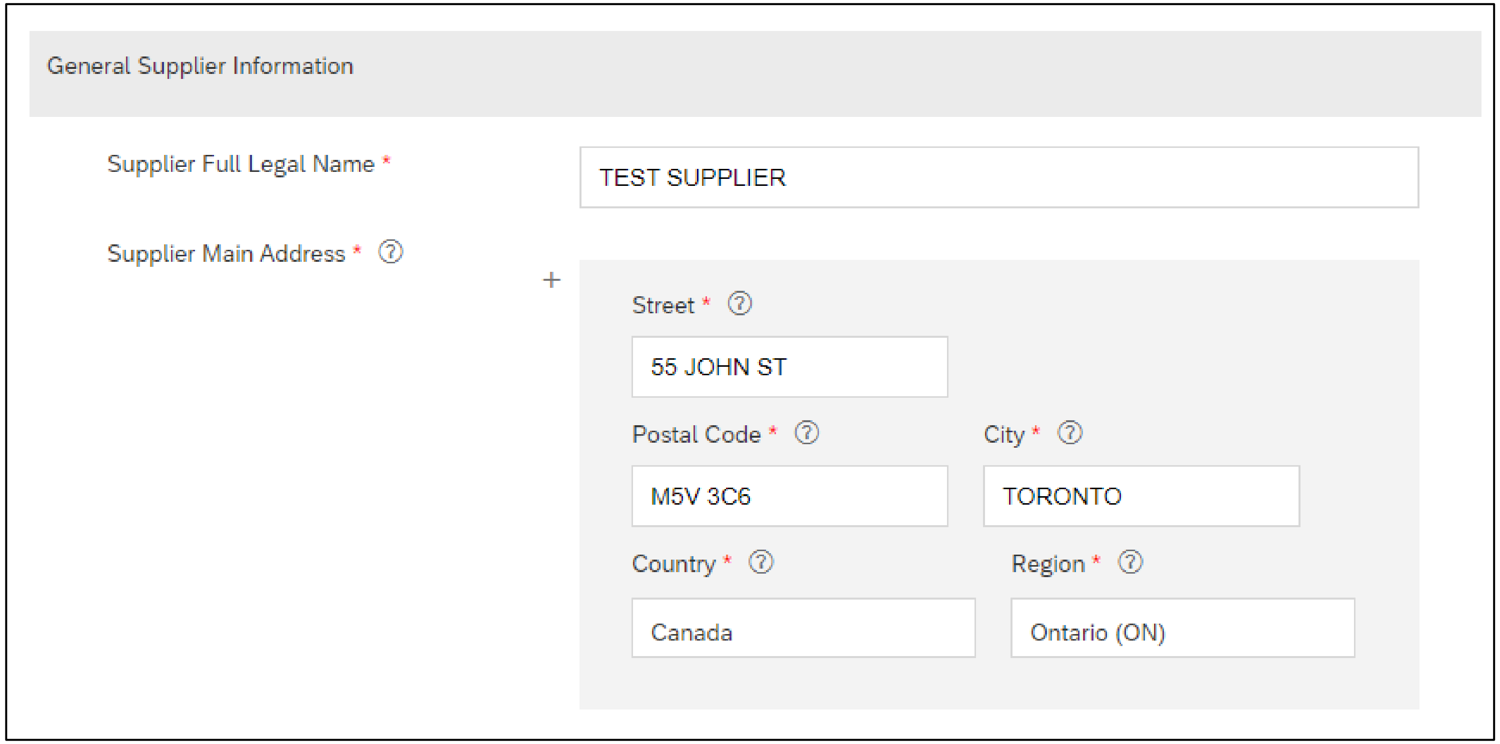
2. After clicking on the registration link you will be taken to the self-registration landing page. It is divided into three sections.

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



Step 3: Enter General Supplier Information

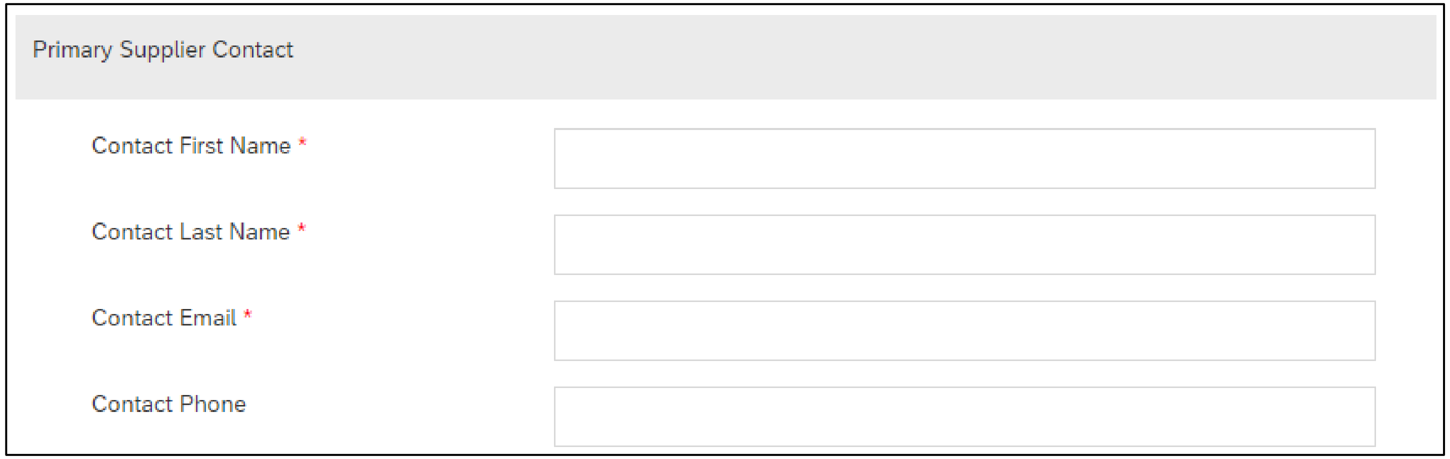
3. Complete the required General Supplier Information
   - Supplier Full Legal Name
   - Supplier Main Address
     - Street
     - Postal Code
     - City
     - Country
     - Region
   - **Note:** Supplier Full Legal Name and Address must be in uppercase letters



TORONTO

Step 4: Enter Primary Supplier Contact

4. Complete the required Primary Supplier Contact information:
    - Contact First Name
    - Contact Last Name
    - Contact Email
    - Contact Phone



Primary Supplier Contact

Contact First Name *

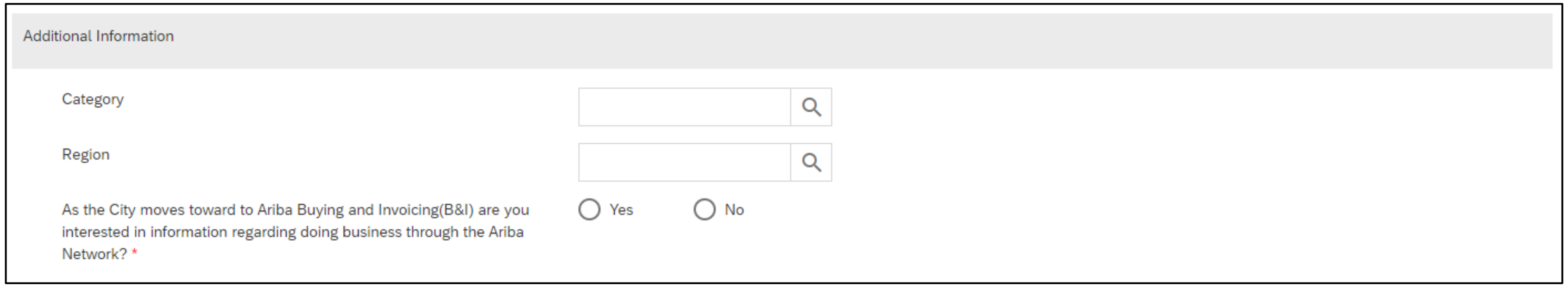
Contact Last Name *

Contact Email *

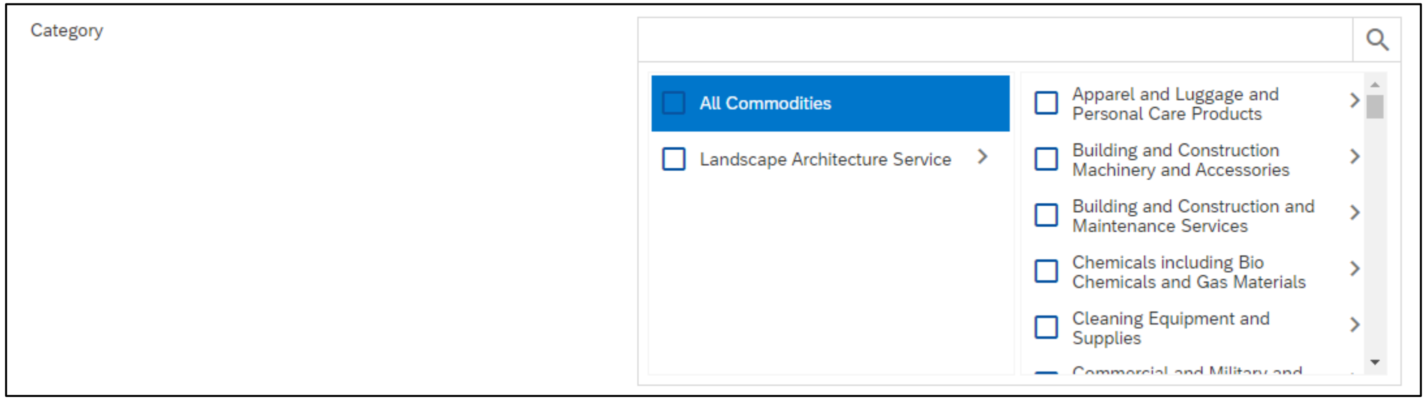
Contact Phone

Step 5: Additional Information

5. Complete the required Additional Information:
   - Category (goods and/or services offered)
   - Region
   - Interest in receiving information regarding doing business through the Ariba Network

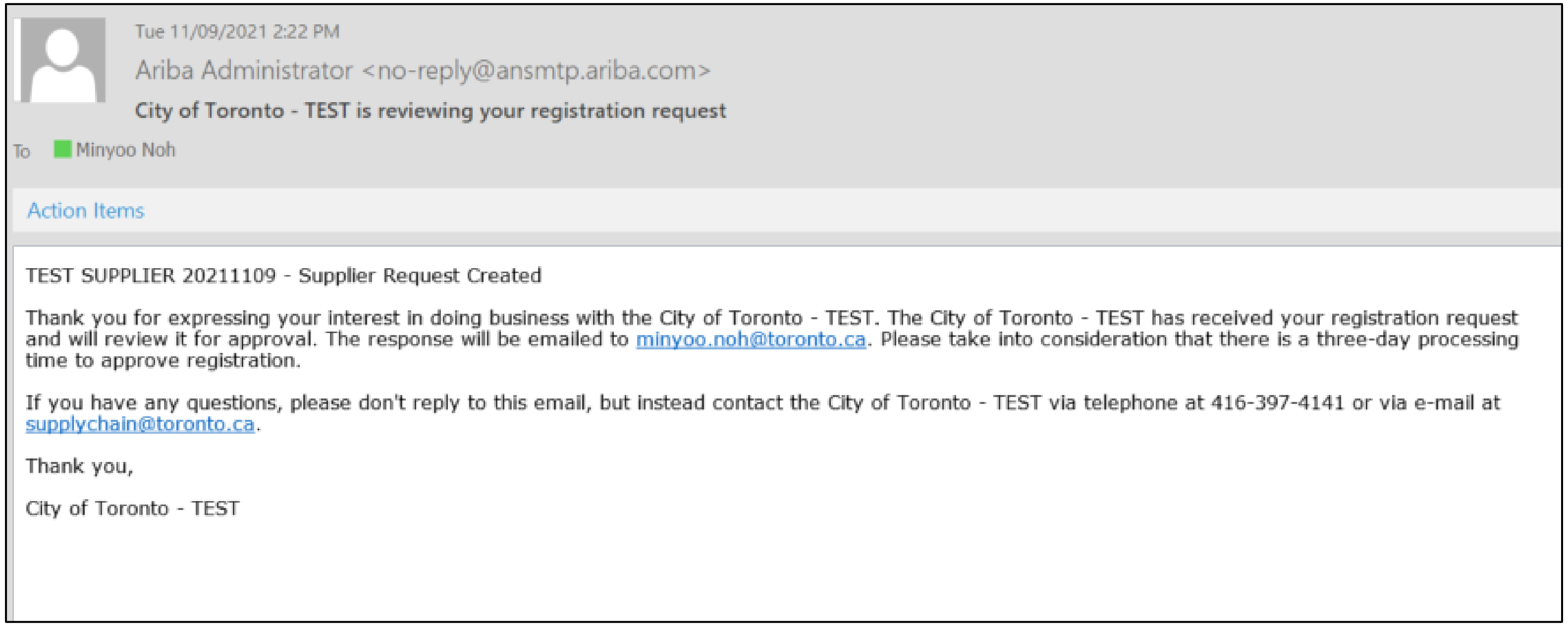


Note: You can select as many categories as you wish – simply click on the search button to browse and select categories



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



Tue 11/09/2021 2:22 PM

Ariba Administrator <no-reply@ansmtp.ariba.com>

City of Toronto - TEST is reviewing your registration request

To Minyoo Noh

Action Items

TEST SUPPLIER 20211109 - Supplier Request Created

Thank you for expressing your interest in doing business with the City of Toronto - TEST. The City of Toronto - TEST has received your registration request and will review it for approval. The response will be emailed to minyoo.noh@toronto.ca. Please take into consideration that there is a three-day processing time to approve registration.

If you have any questions, please don't reply to this email, but instead contact the City of Toronto - TEST via telephone at 416-397-4141 or via e-mail at supplychain@toronto.ca.

Thank you,

City of Toronto - TEST

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Note: Email Notifications Upon completing a Supplier Request

- Once you have completed the supplier request form, the City conducts a brief review of the account to verify your profile information and check for duplicate profiles.

- The service response time to approve an account is 3 business days, please make allotment for this in your business dealings.

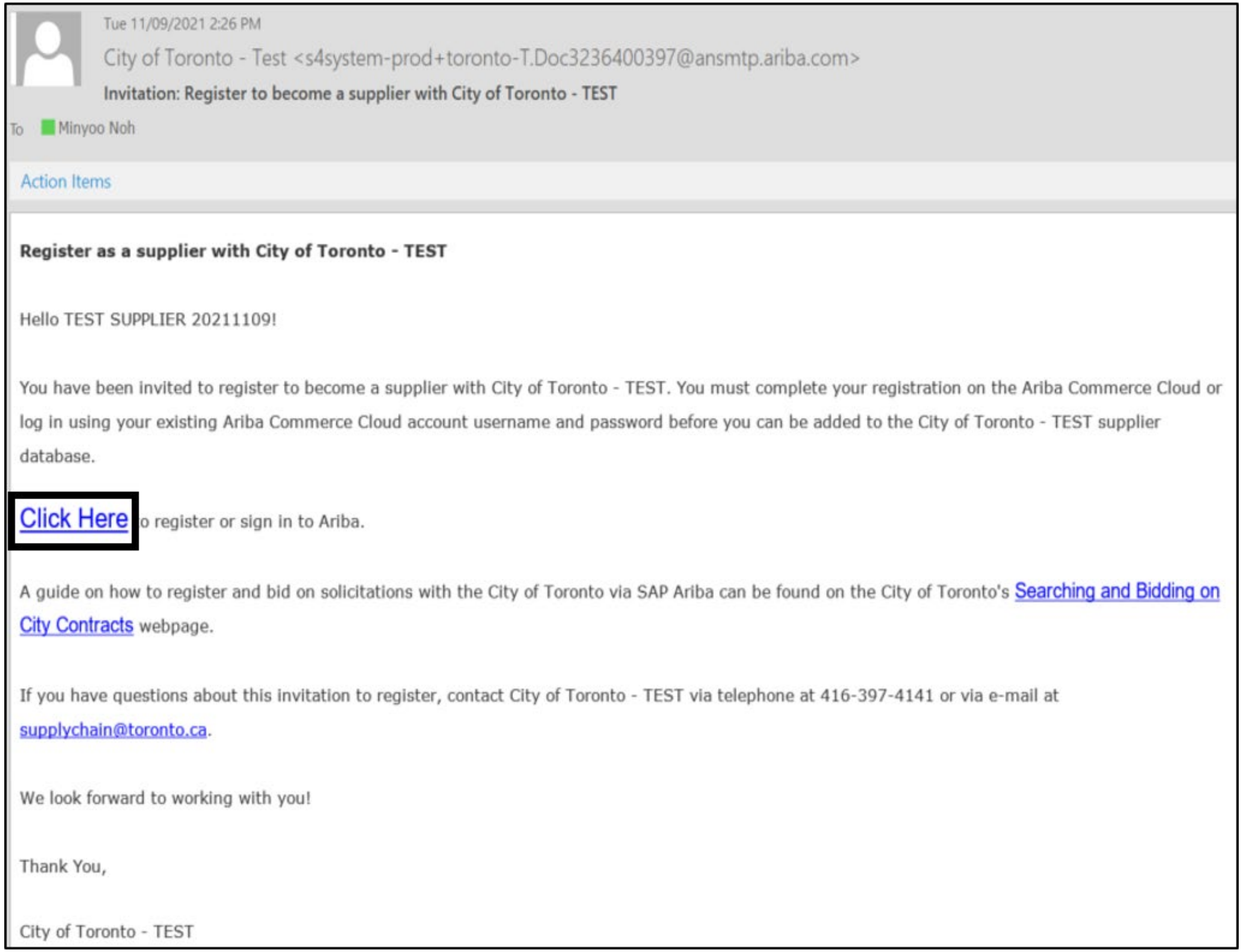
- Once your request is approved, you will receive an email notification from SAP Ariba indicating that you have been invited to register and become a supplier with the City of Toronto.

- The City may send a non-system email (i.e. not from SAP Ariba) within the service response time of 3 days to request verification or inform you of a duplicate account.

- Please monitor your inbox following submission of the supplier request form, and respond back to follow-up emails quickly in order to complete the registration process and be approved.

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.



Tue 11/09/2021 2:26 PM

City of Toronto - Test <s4system-prod+toronto-T.Doc3236400397@ansmtp.ariba.com>

Invitation: Register to become a supplier with City of Toronto - TEST

To Minyoo Noh

Action Items

Register as a supplier with City of Toronto - TEST

Hello TEST SUPPLIER 20211109!

You have been invited to register to become a supplier with City of Toronto - TEST. You must complete your registration on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can be added to the City of Toronto - TEST supplier database.

Click Here to register or sign in to Ariba.

A guide on how to register and bid on solicitations with the City of Toronto via SAP Ariba can be found on the City of Toronto's Searching and Bidding on City Contracts webpage.

If you have questions about this invitation to register, contact City of Toronto - TEST via telephone at 416-397-4141 or via e-mail at supplychain@toronto.ca.

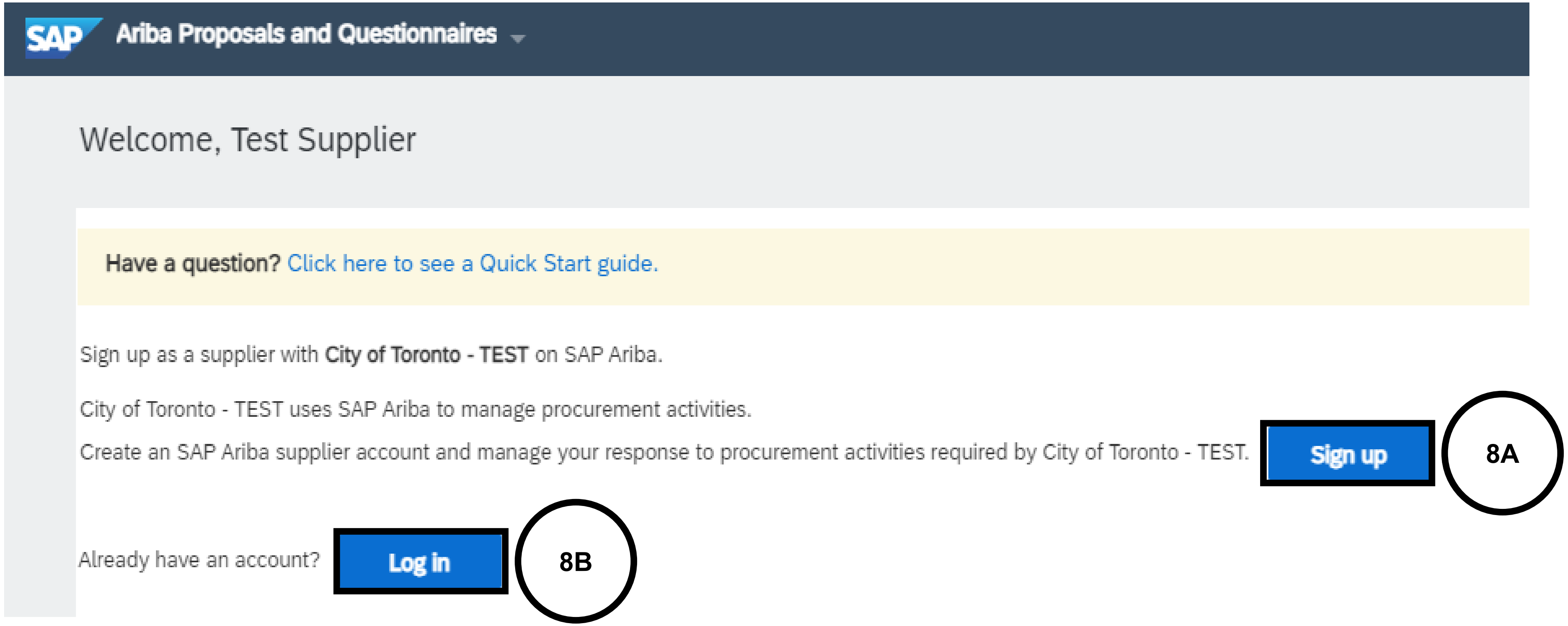
We look forward to working with you!

Thank You,

City of Toronto - TEST

Step 8: Sign up or Log In

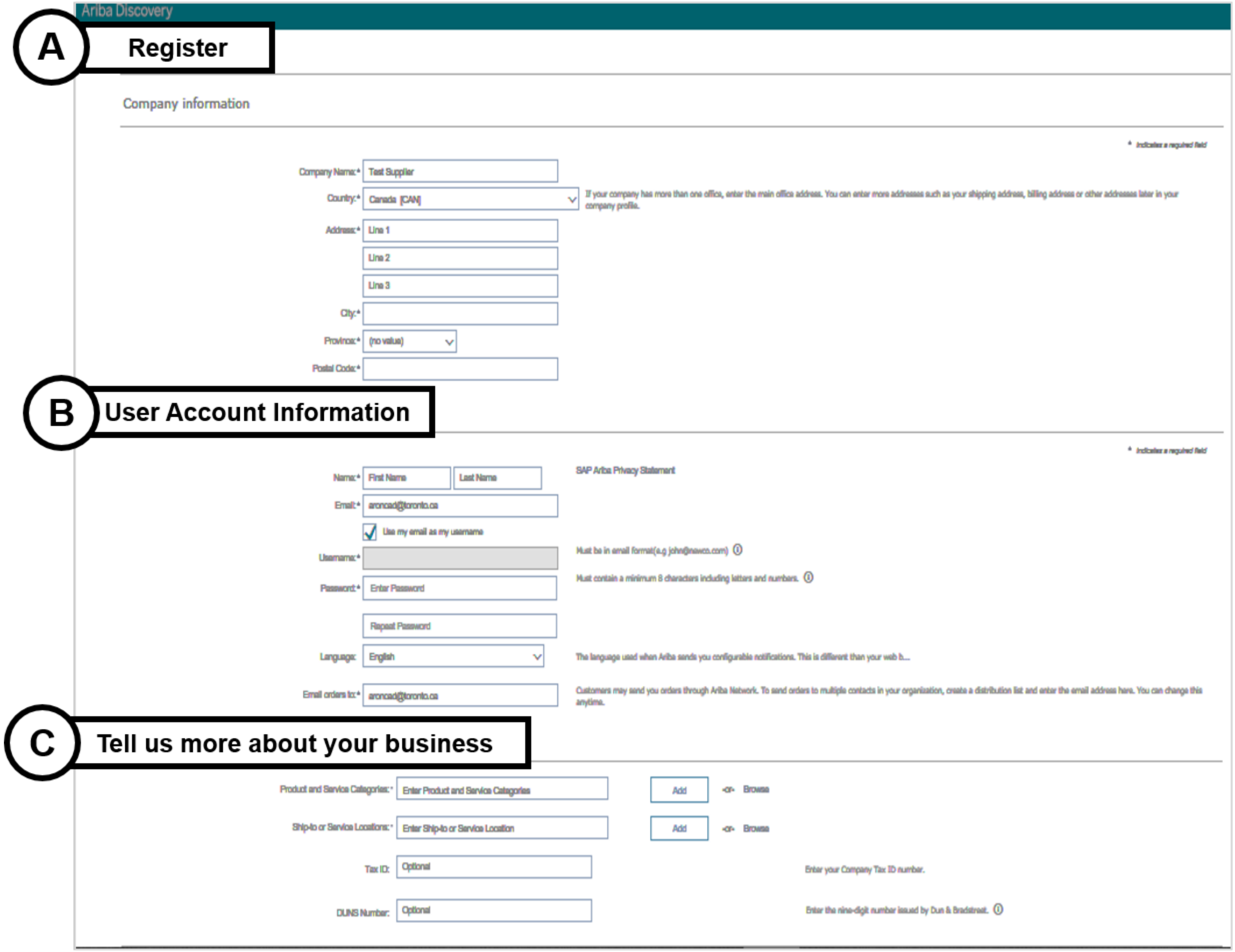
8A. If you are new to Ariba, click Sign up to create an account
8B. If you have an existing account (not previously linked with City of Toronto), click Log In and sign in with your credentials. Skip to slide 23 of this presentation



Step 8A-1: Registration Landing Page

8A-1. After selecting the registration link you will be taken to the registration landing page. It is divided into three sections.

A. Register
B. User Account Information
C. Tell us more about your business



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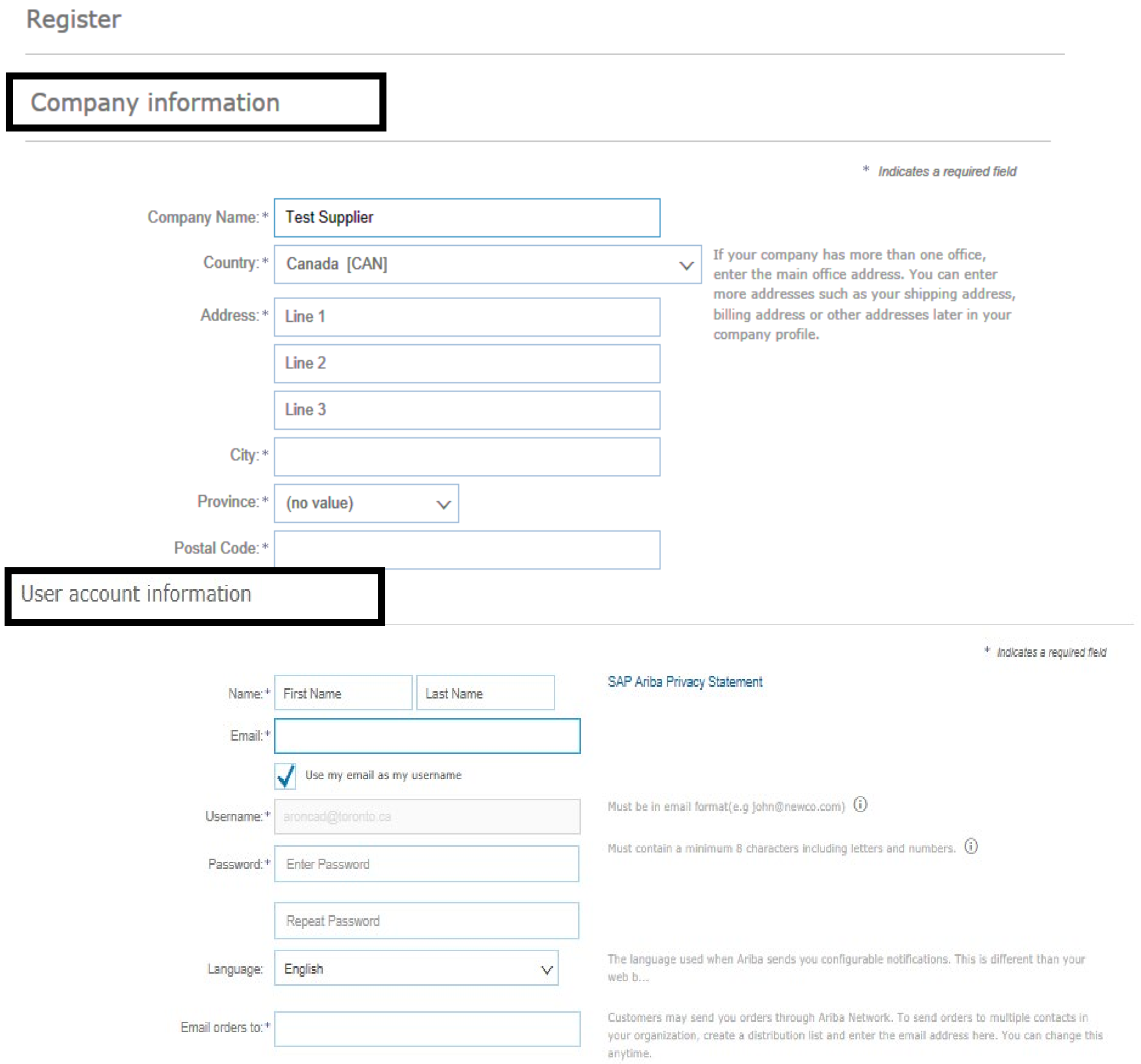
Step 8A-2: Enter Company and User Account Information

8A-2. Complete the required Company information.

- Company Name
- Country
- Address
- City
- Province
- Postal Code

As you scroll down the landing page you will confirm your username and create a password.

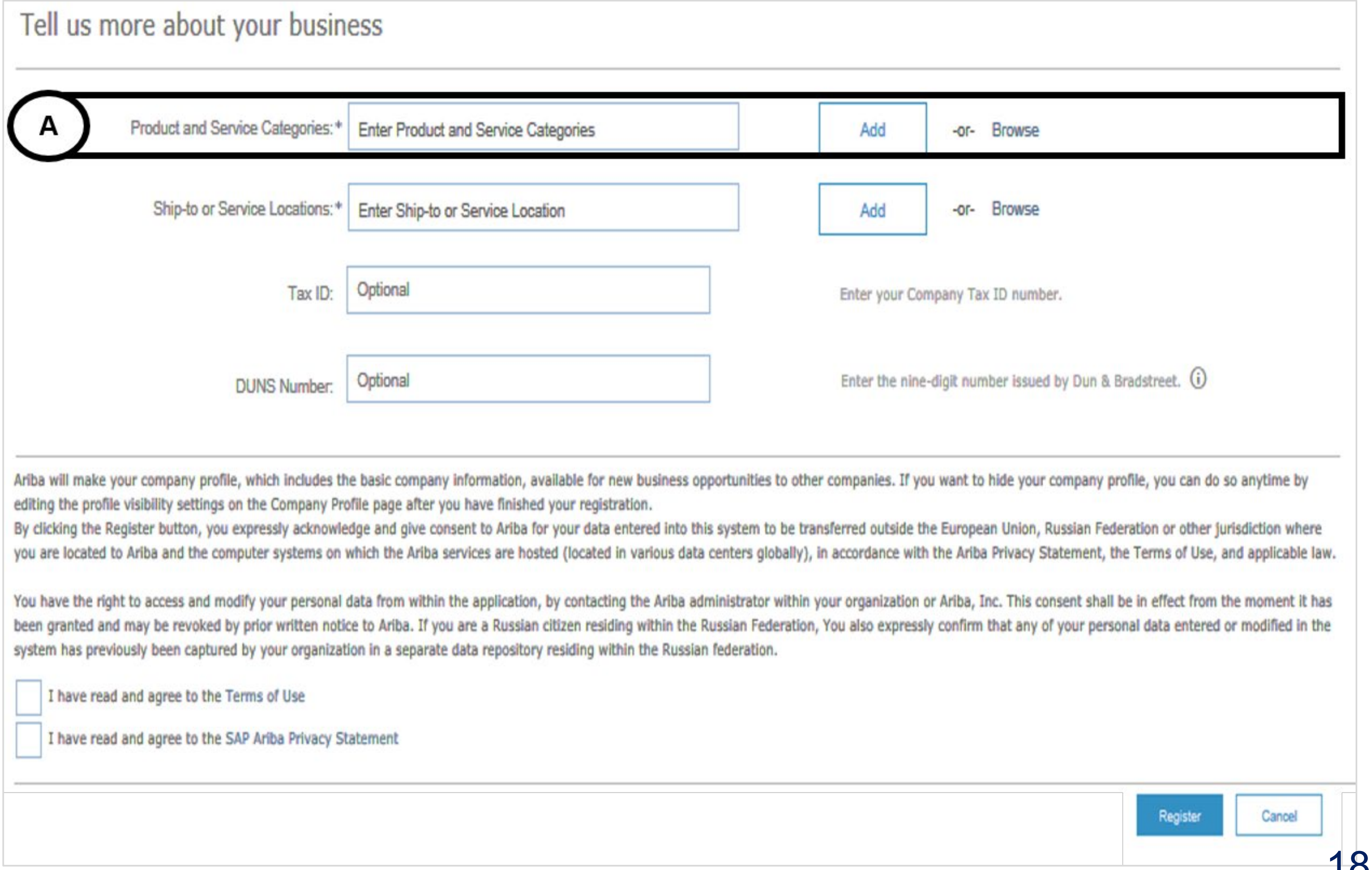
NOTE: The unique username and password are required to access (sign-in) your SAP Ariba Network Supplier account, which includes SAP Ariba Discovery.



Step 8A-3: Tell us more about your business

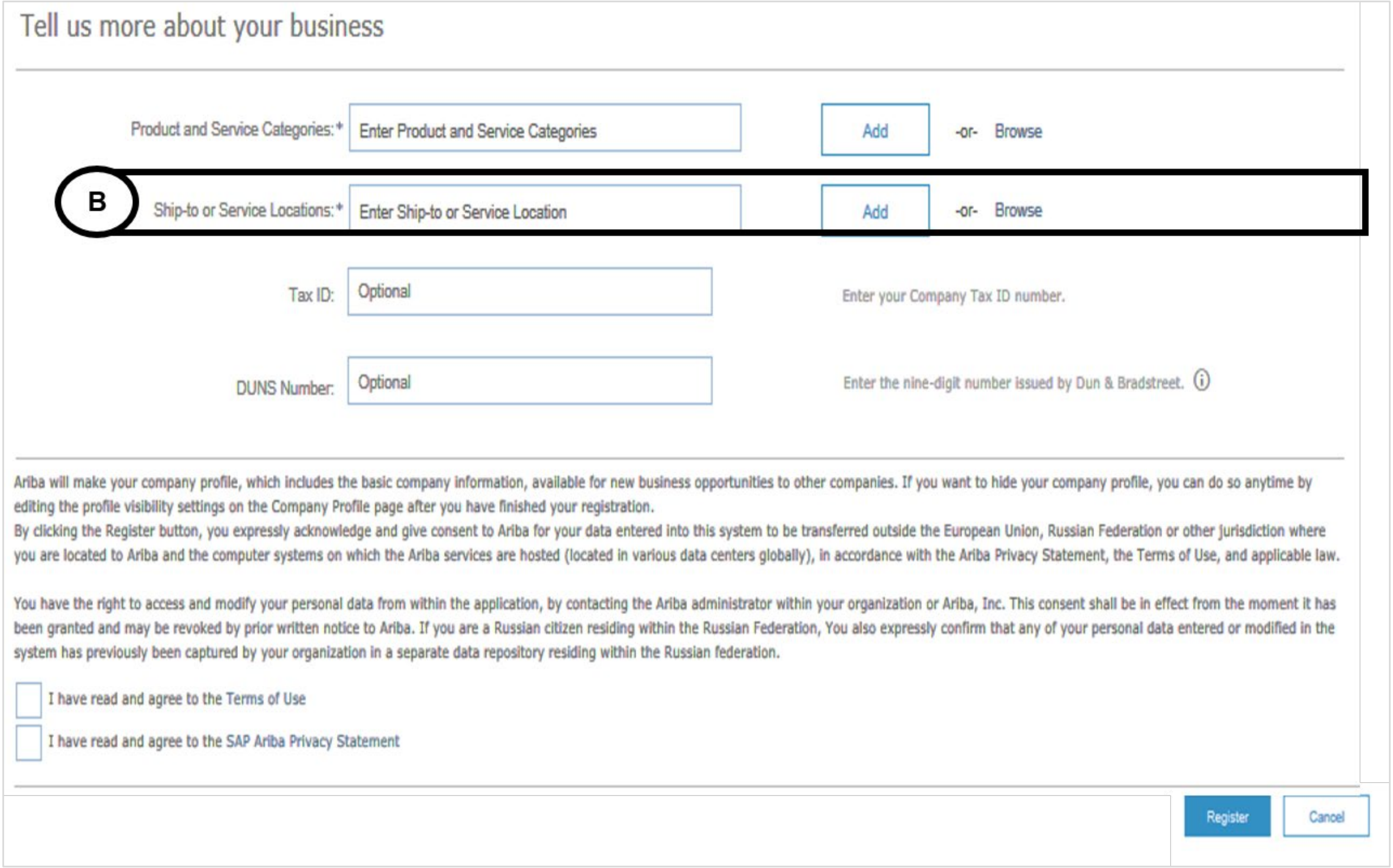
8A-3. In the "Tell us more about your business" section you are asked to provide Product and Service information and Service locations

A. Product and Service Categories
- SAP Ariba Discovery postings are matched to the product and service categories selected.
- **Choose categories** rather than the exact products or services by name to ensure you gain exposure to broader opportunities.
- If your products or services can be classified in multiple ways, select all possible categories to ensure better matches.



Step 8A-3: Tell us more about your business (cont'd)

B. The Ship-to and service locations field lets Buyers view all geographic areas your company serves. Once the company information, user account information, and business information sections have been completed, review the Terms of Use and Privacy Statement. Then check the "I have read…" check boxes. To complete the registration process, click on the Register button.



Tell us more about your business

Product and Service Categories:* Enter Product and Service Categories Add -or- Browse

B Ship-to or Service Locations:* Enter Ship-to or Service Location Add -or- Browse

Tax ID: Optional Enter your Company Tax ID number.

DUNS Number: Optional Enter the nine-digit number issued by Dun & Bradstreet.

Ariba will make your company profile, which includes the basic company information, available for new business opportunities to other companies. If you want to hide your company profile, you can do so anytime by editing the profile visibility settings on the Company Profile page after you have finished your registration.
By clicking the Register button, you expressly acknowledge and give consent to Ariba for your data entered into this system to be transferred outside the European Union, Russian Federation or other jurisdiction where you are located to Ariba and the computer systems on which the Ariba services are hosted (located in various data centers globally), in accordance with the Ariba Privacy Statement, the Terms of Use, and applicable law.

You have the right to access and modify your personal data from within the application, by contacting the Ariba administrator within your organization or Ariba, Inc. This consent shall be in effect from the moment it has been granted and may be revoked by prior written notice to Ariba. If you are a Russian citizen residing within the Russian Federation, You also expressly confirm that any of your personal data entered or modified in the system has previously been captured by your organization in a separate data repository residing within the Russian federation.

☐ I have read and agree to the Terms of Use

☐ I have read and agree to the SAP Ariba Privacy Statement

Register Cancel

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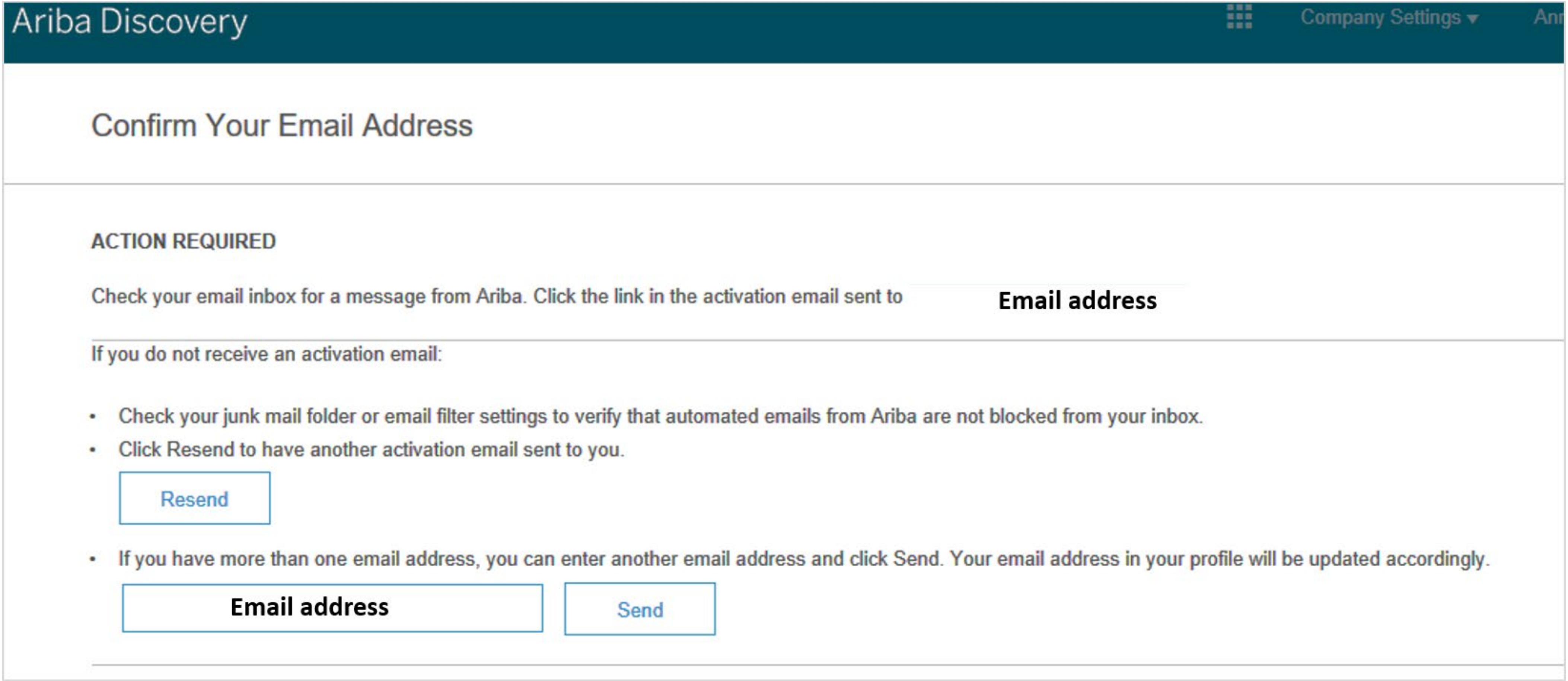
Step 8A-5: Confirm Your Email Address

8A-5. Confirming your email address is the last step in creating an SAP Ariba account. SAP Ariba sends an email to the address provided.



Step 8A-6: Activate Your Ariba Account

8A-6. Go to your email message and follow the instructions to confirm the email address.

Right-click here to download pictures. To help protect...

Dear John Smith

Thank you for registering your Ariba account. To complete the registration process we just need to verify your email address. Please click on the following link to confirm your address. This link will take you directly to your account where you can start using Ariba Discovery.

Click here to activate your Ariba account.

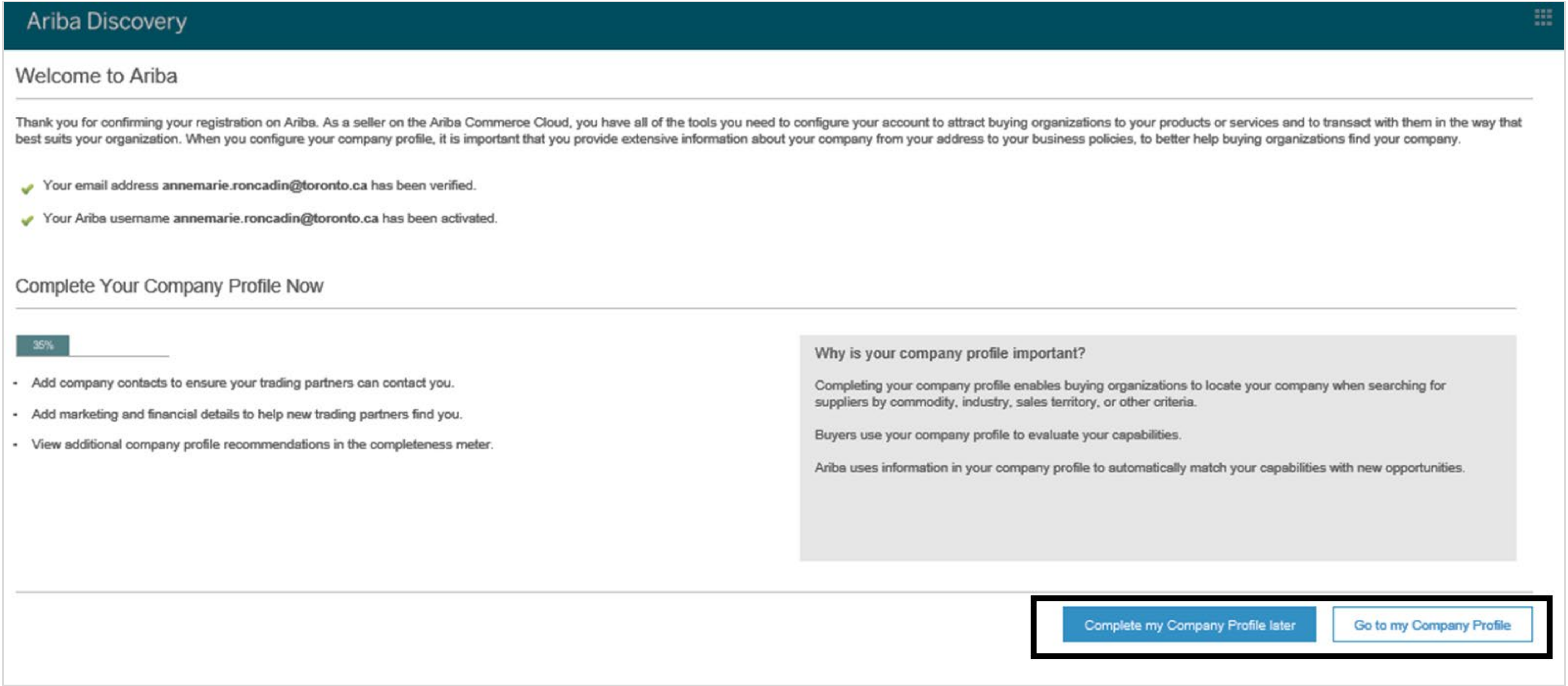
If you are unable to launch a browser using this link, copy the link and paste it into the address bar of any of the supported Web browsers to form a single-line URL.

https://service.ariba.com/Authenticator.aw/ad/confirmEmail?
key=pCiAeRHBQv45jlaSHDUQtAc3MMRjsc4r&anp=Ariba&app=Discovery

After your registration process is complete, use the following URL to log in to your account:
http://discovery.ariba.com

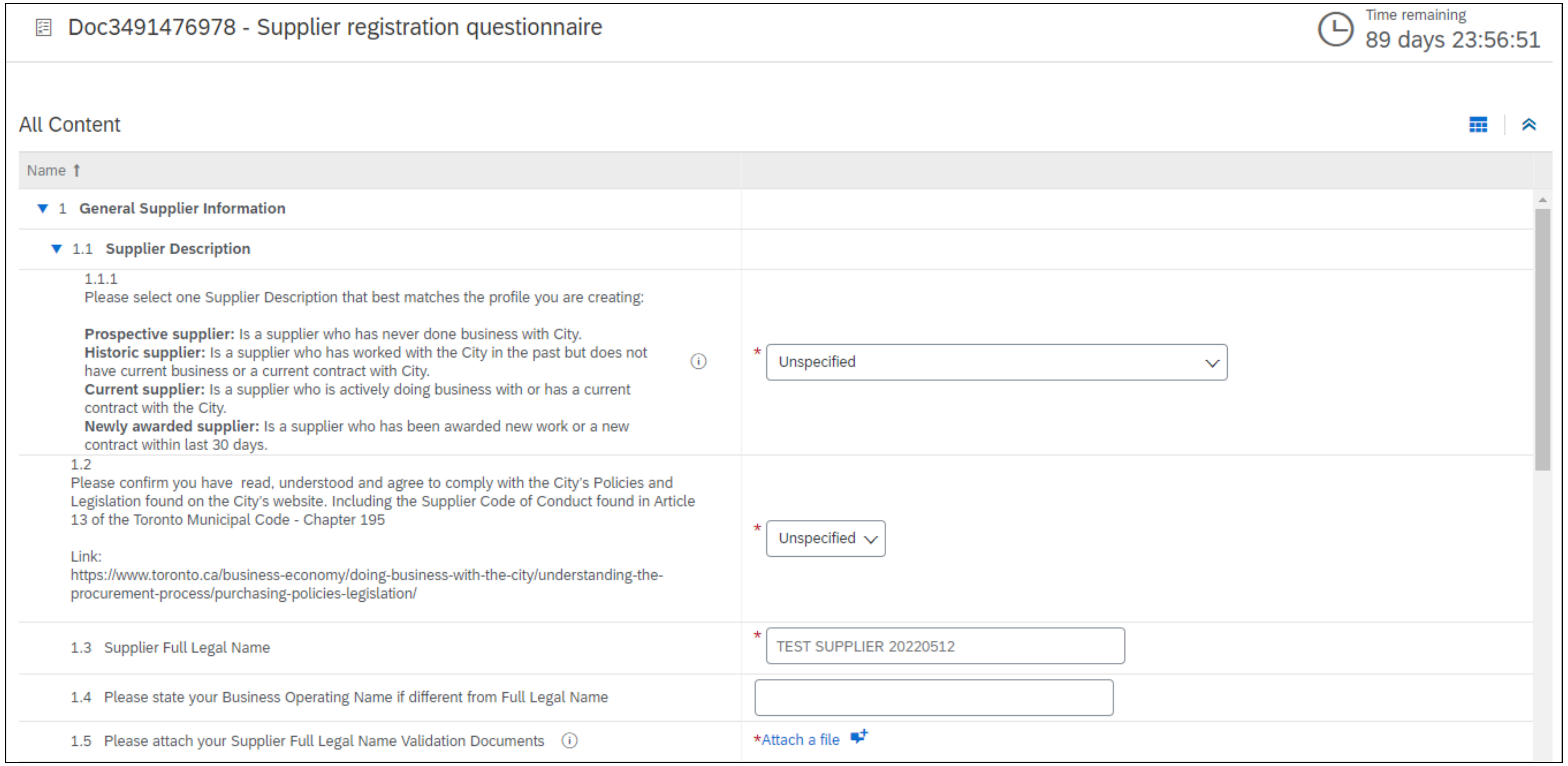
Step 8A-7: Complete Your Company Profile Now

8A-7. The final stage in setting up an account is to complete additional company profile information.



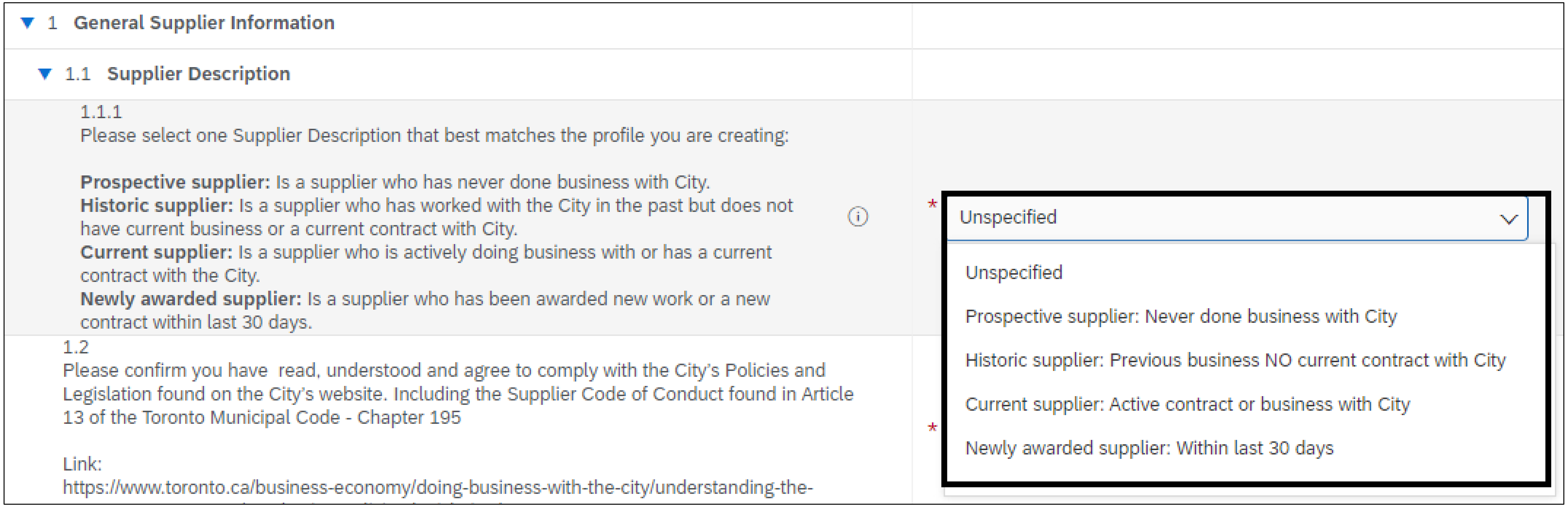
Step 9: Supplier Registration Questionnaire

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 (*). Use the help tip text (i) for more information on certain fields



Step 9: Supplier Registration Questionnaire (cont'd 1)

9. You must select which supplier description best matches your profile. Note that Current and Newly Awarded suppliers will be required to provide banking/tax information



1 General Supplier Information

1.1 Supplier Description

1.1.1
Please select one Supplier Description that best matches the profile you are creating:

Prospective supplier: Is a supplier who has never done business with City.
Historic supplier: Is a supplier who has worked with the City in the past but does not have current business or a current contract with City.
Current supplier: Is a supplier who is actively doing business with or has a current contract with the City.
Newly awarded supplier: Is a supplier who has been awarded new work or a new contract within last 30 days.

* Unspecified

- Unspecified
- Prospective supplier: Never done business with City
- Historic supplier: Previous business NO current contract with City
- Current supplier: Active contract or business with City
- Newly awarded supplier: Within last 30 days

1.2
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-

Step 9: Supplier Registration Questionnaire (cont'd 2)

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. You will not be able to submit without confirming

1.2
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

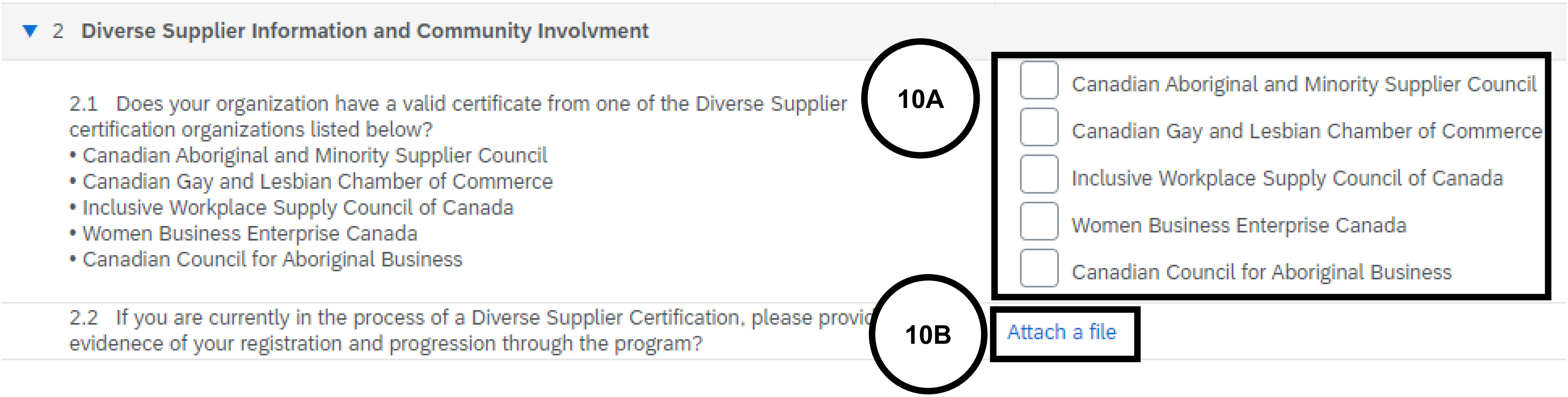
Link:
https://www.toronto.ca/business-economy/doing-business-with-the-city/understanding-the-procurement-process/purchasing-policies-legislation/

* 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



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Step 11: Environmental & Other Information

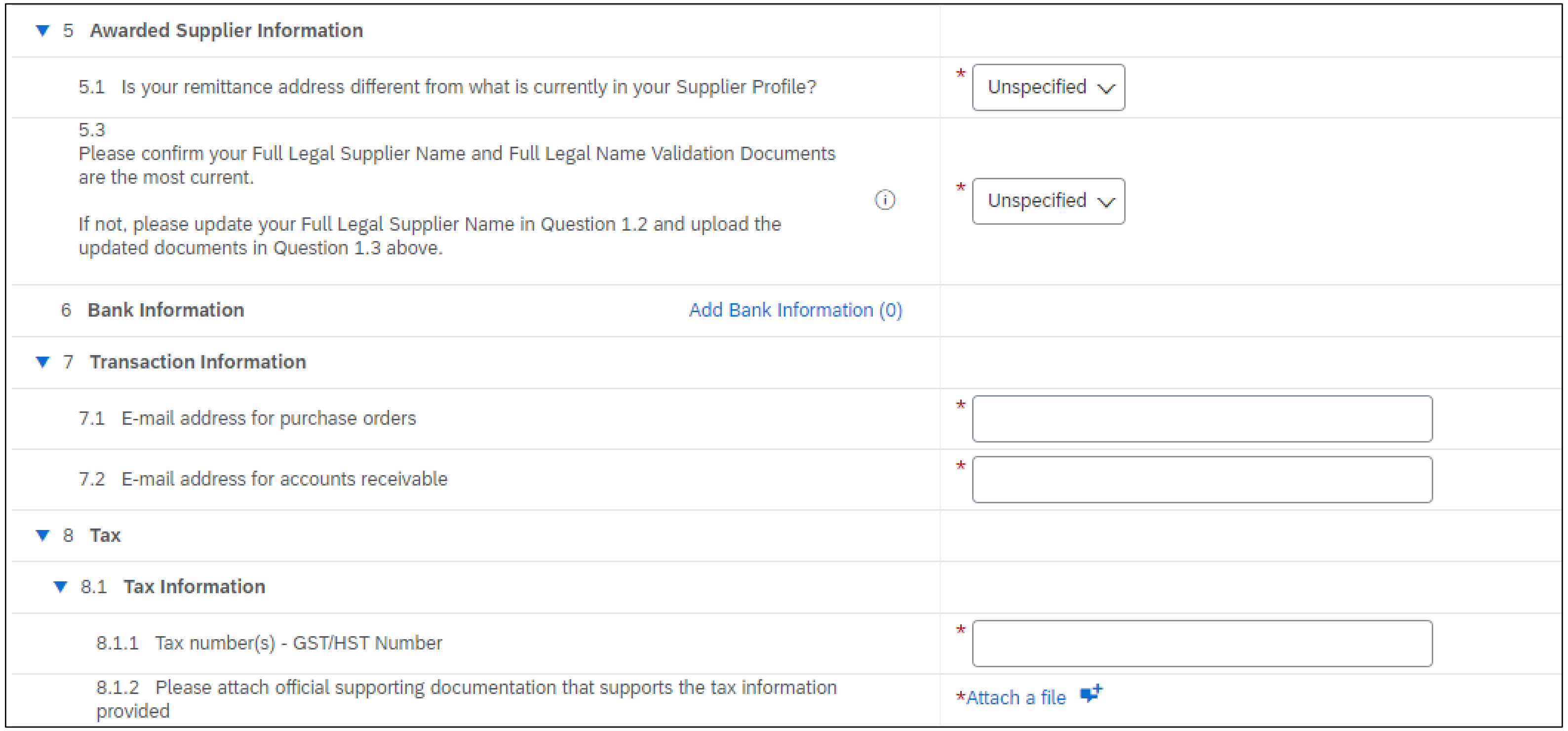
11. Answer the questions listed under Part 3 – Environmental Information and Part 4 – Additional Information:
    - Net Zero emissions (learn more about [TransformTO and Net Zero Strategy]())
    - PCI Compliance
    - Certificate of Recognition (COR) or ISO 45001
    - WSIB Certificate

▼ 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?	☐ Certificate of Recognition(COR) ☐ ISO 45001 - Occupational Health and Safety certificate
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 selected Prospective or Historic Supplier in Question 1.1.1, you will not be required to populate Sections 5-8 and they will be hidden from your Registration Questionnaire

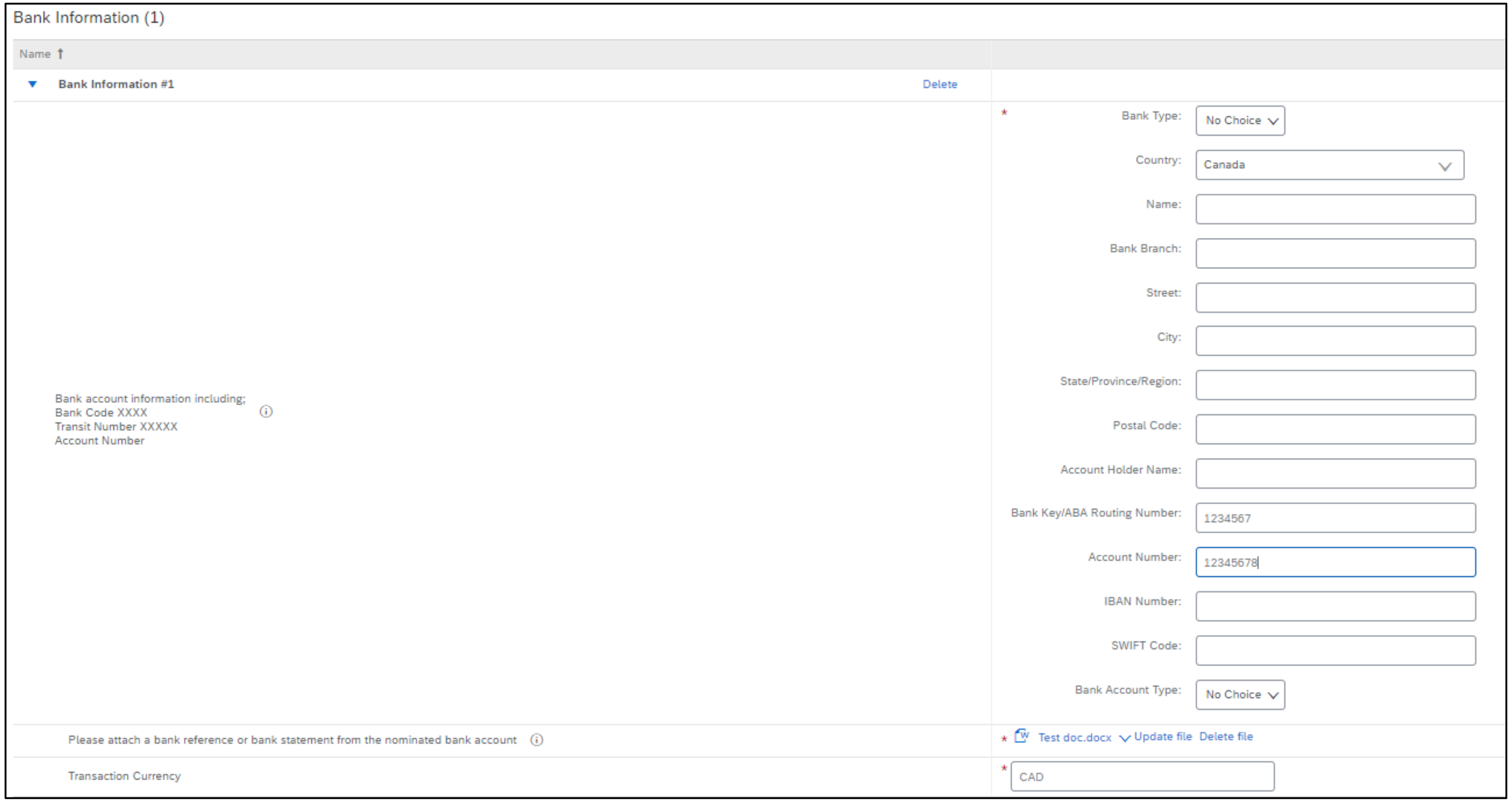
12B. If you selected Current or Newly Awarded Supplier in Question 1.1.1, you must provide your banking, transaction and tax information in Sections 5-8



5 Awarded Supplier Information	
5.1 Is your remittance address different from what is currently in your Supplier Profile?	* Unspecified
5.3 Please confirm your Full Legal Supplier Name and Full Legal Name Validation Documents are the most current. If not, please update your Full Legal Supplier Name in Question 1.2 and upload the updated documents in Question 1.3 above.	* Unspecified
6 Bank Information — Add Bank Information (0)	
7 Transaction Information	
7.1 E-mail address for purchase orders	*
7.2 E-mail address for accounts receivable	*
8 Tax	
8.1 Tax Information	
8.1.1 Tax number(s) - GST/HST Number	*
8.1.2 Please attach official supporting documentation that supports the tax information provided	*Attach a file

Step 13: Add Bank Information

13. To add banking information:
    A. Click ‘Add Bank Information’ under Section 6
    B. On the resulting screen, click ‘Add Bank Information’
    C. 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
    D. Click ‘Save’



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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	*
7.2 E-mail address for accounts receivable	*
▼ 8 **Tax**	
▼ 8.1 **Tax Information**	
8.1.1 Tax number(s) - GST/HST Number	*
8.1.2 Please attach official supporting documentation that supports the tax information provided	*Attach a file

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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

Approved: Supplier registration with City of Toronto - TEST Inbox ×

Ariba Administrator <no-reply@ansmtp.ariba.com>
to me

City of Toronto - TEST

Hello Minyoo Noh,

Congratulations! Your supplier registration was approved.

Log in to the supplier portal to see if you need to complete any tasks or qualifications before you can start doing business with City of Toronto - TEST.

Click Here

Sincerely,
City of Toronto - TEST

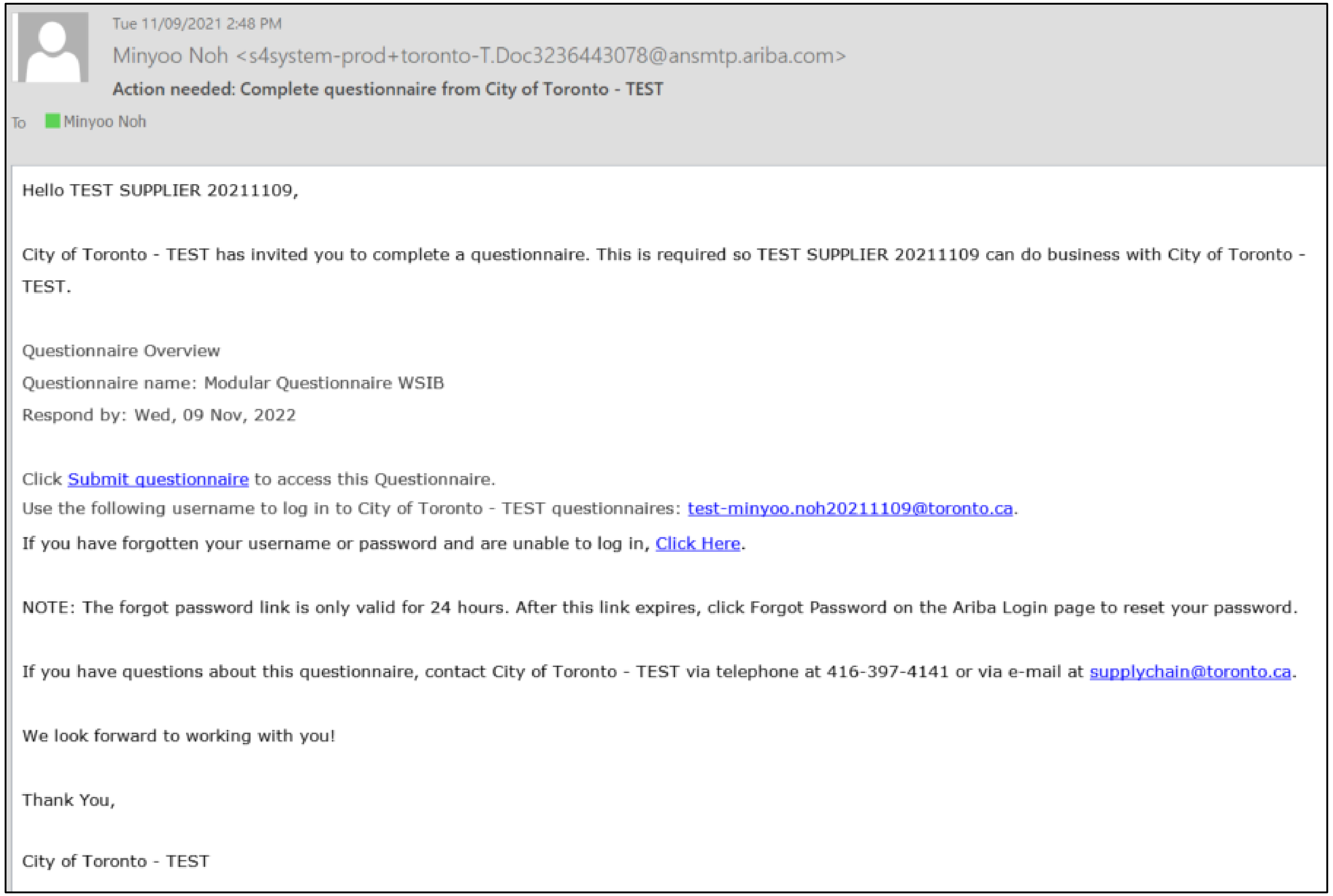
Questionnaires

Registration 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 Questionnaire(s) to verify your certificate(s) before you can be fully approved



Tue 11/09/2021 2:48 PM
Minyoo Noh <s4system-prod+toronto-T.Doc3236443078@ansmtp.ariba.com>
Action needed: Complete questionnaire from City of Toronto - TEST
To Minyoo Noh

Hello TEST SUPPLIER 20211109,

City of Toronto - TEST has invited you to complete a questionnaire. This is required so TEST SUPPLIER 20211109 can do business with City of Toronto - TEST.

Questionnaire Overview
Questionnaire name: Modular Questionnaire WSIB
Respond by: Wed, 09 Nov, 2022

Click Submit questionnaire to access this Questionnaire.
Use the following username to log in to City of Toronto - TEST questionnaires: test-minyoo.noh20211109@toronto.ca.
If you have forgotten your username or password and are unable to log in, Click Here.

NOTE: The forgot password link is only valid for 24 hours. After this link expires, click Forgot Password on the Ariba Login page to reset your password.

If you have questions about this questionnaire, contact City of Toronto - TEST via telephone at 416-397-4141 or via e-mail at supplychain@toronto.ca.

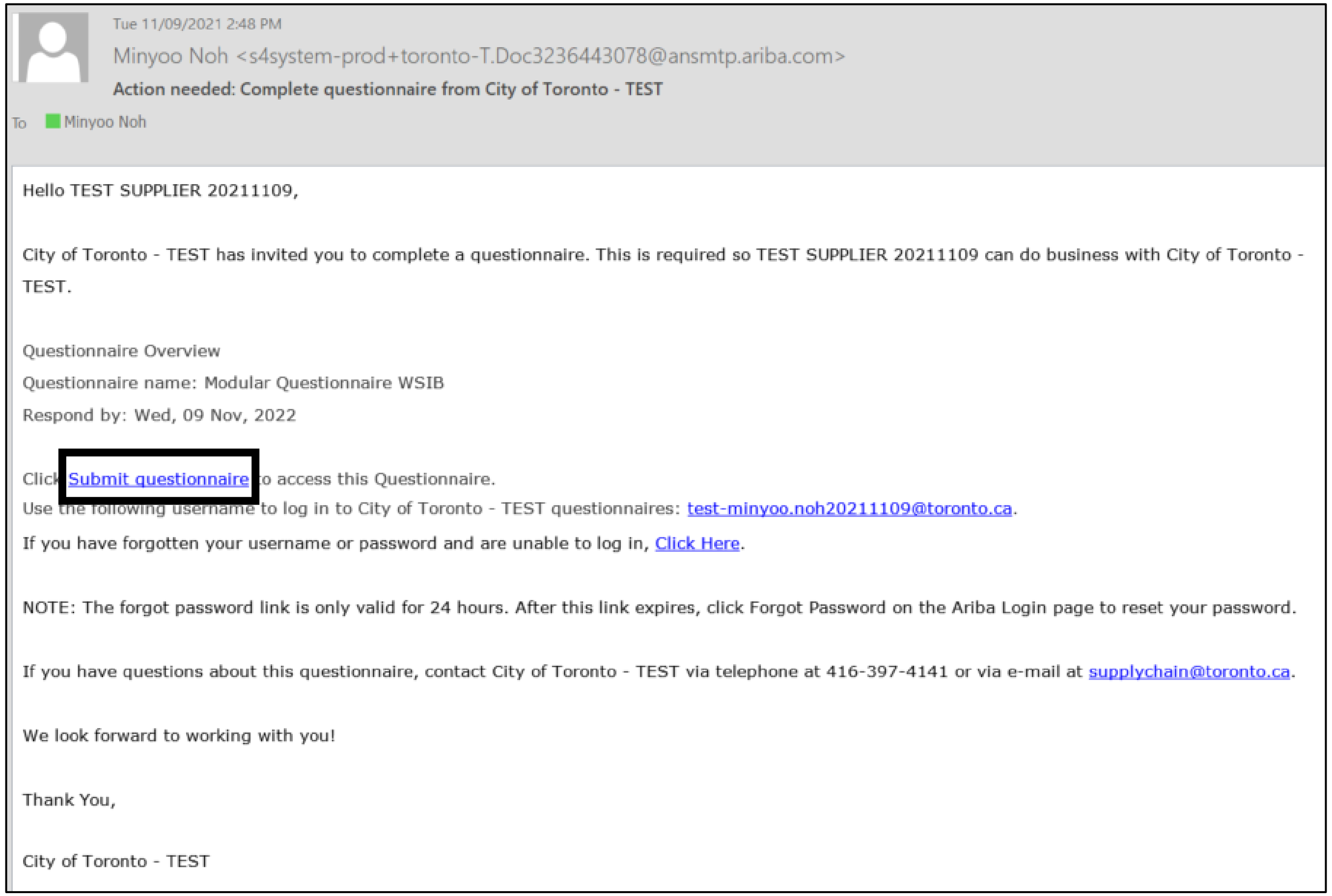
We look forward to working with you!

Thank You,

City of Toronto - TEST

Step 1: Access the 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



Tue 11/09/2021 2:48 PM

Minyoo Noh <s4system-prod+toronto-T.Doc3236443078@ansmtp.ariba.com>

Action needed: Complete questionnaire from City of Toronto - TEST

To Minyoo Noh

Hello TEST SUPPLIER 20211109,

City of Toronto - TEST has invited you to complete a questionnaire. This is required so TEST SUPPLIER 20211109 can do business with City of Toronto - TEST.

Questionnaire Overview

Questionnaire name: Modular Questionnaire WSIB

Respond by: Wed, 09 Nov, 2022

Click Submit questionnaire to access this Questionnaire.

Use the following username to log in to City of Toronto - TEST questionnaires: test-minyoo.noh20211109@toronto.ca.

If you have forgotten your username or password and are unable to log in, Click Here.

NOTE: The forgot password link is only valid for 24 hours. After this link expires, click Forgot Password on the Ariba Login page to reset your password.

If you have questions about this questionnaire, contact City of Toronto - TEST via telephone at 416-397-4141 or via e-mail at supplychain@toronto.ca.

We look forward to working with you!

Thank You,

City of Toronto - TEST

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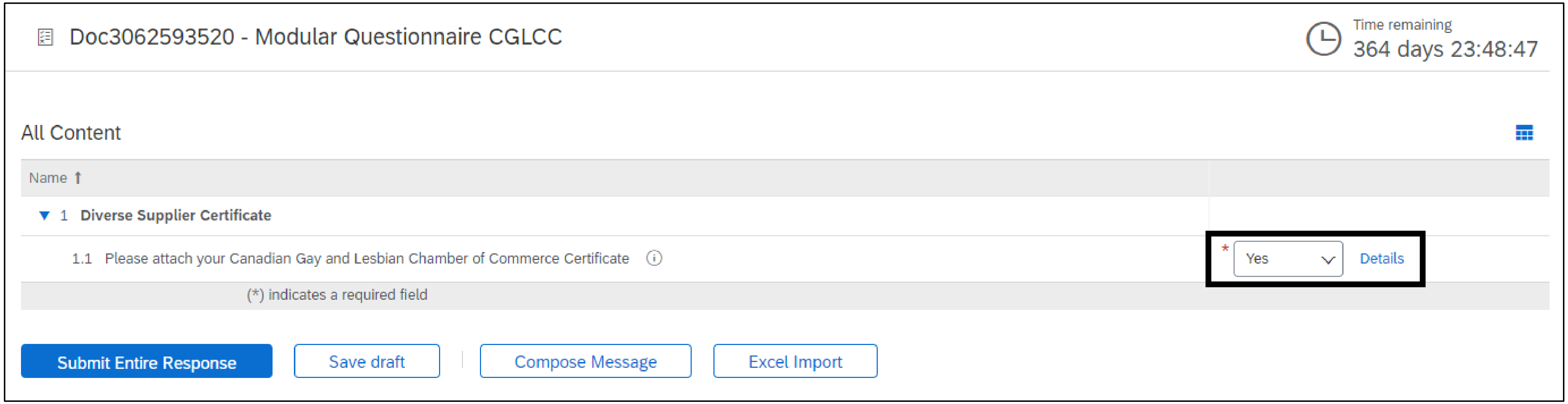
Step 2: Complete the Questionnaire

2. Once you have logged in, you will be taken to the 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 certificate questionnaires will follow the same format



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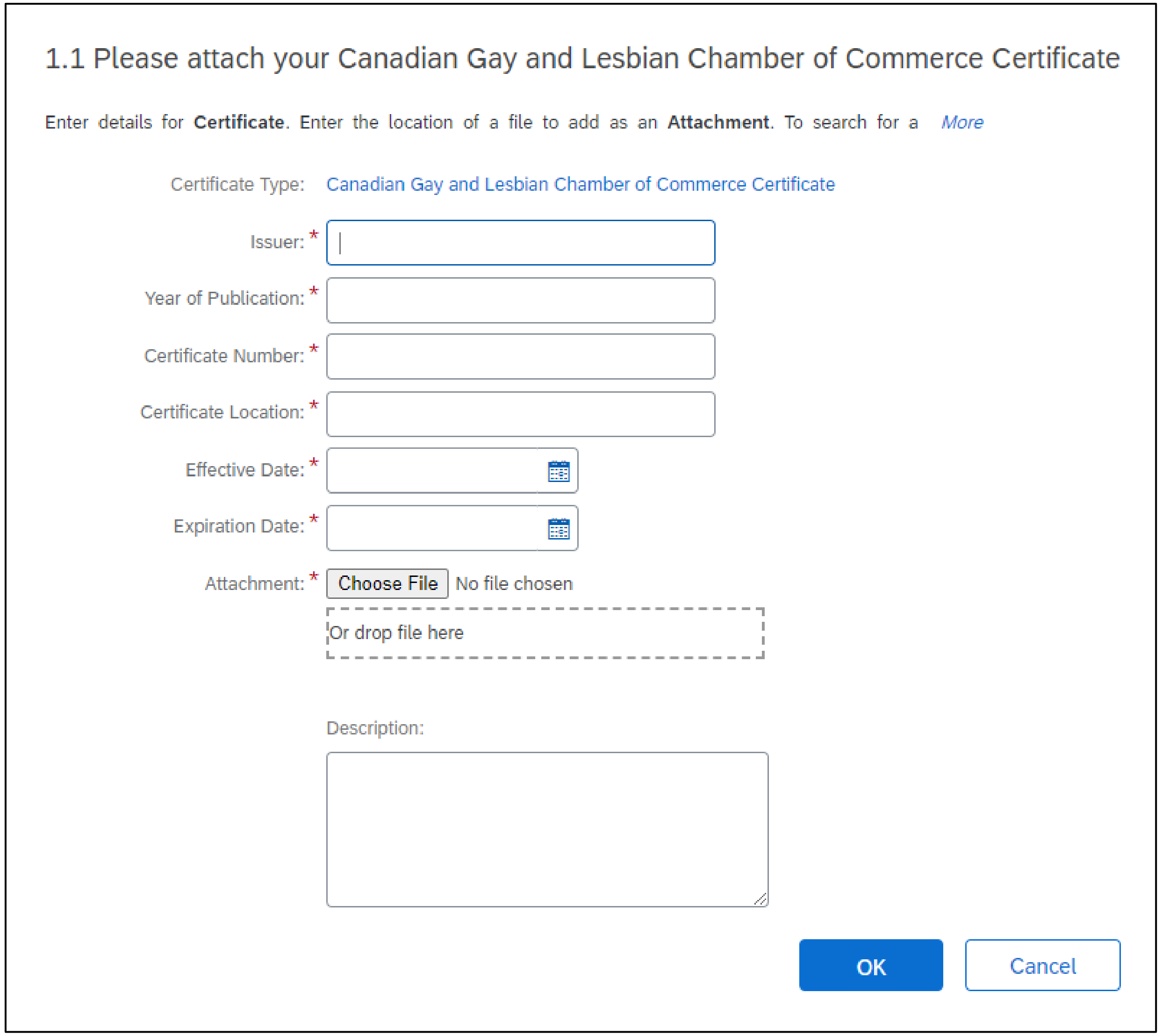
Step 3: Attach Certificate and Populate Details

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 Certificate

   Click ‘OK’, then ‘Submit Entire Response’



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

Approved: Modular Questionnaire CGLCC submitted to City of Toronto - TEST Inbox ×

Ariba Administrator <no-reply@ansmtp.ariba.com>
to Test

City of Toronto - TEST

Hello Test Supplier,

City of Toronto - TEST has approved the questionnaire that you completed.

Questionnaire Overview
Questionnaire name: Modular Questionnaire CGLCC

You'll be notified if any other tasks require your attention.

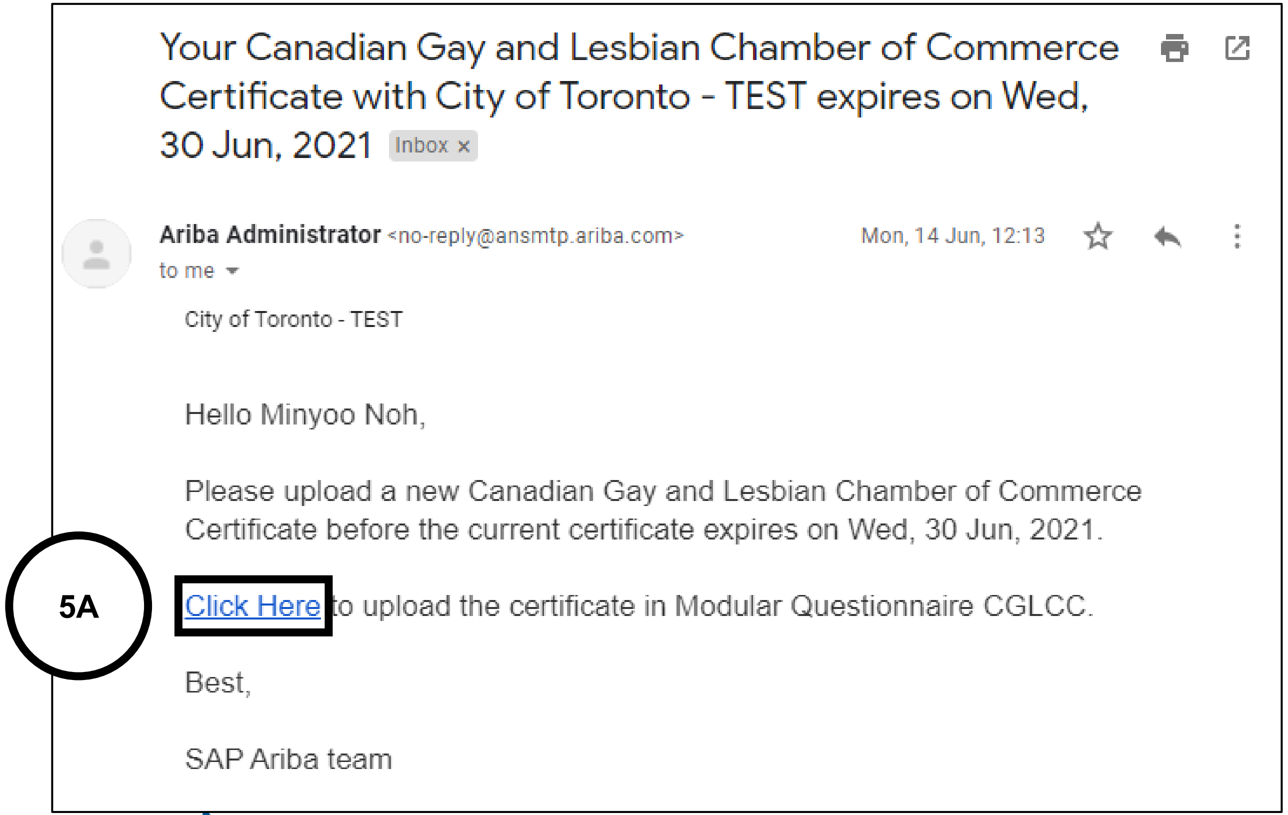
Best,

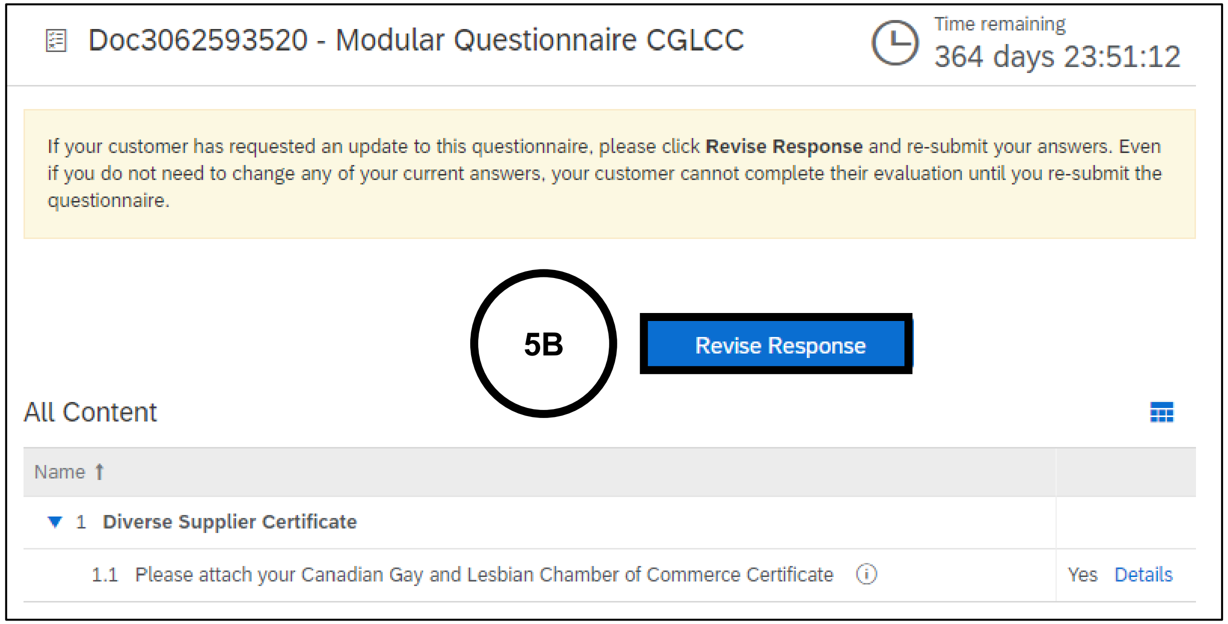
SAP Ariba team

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

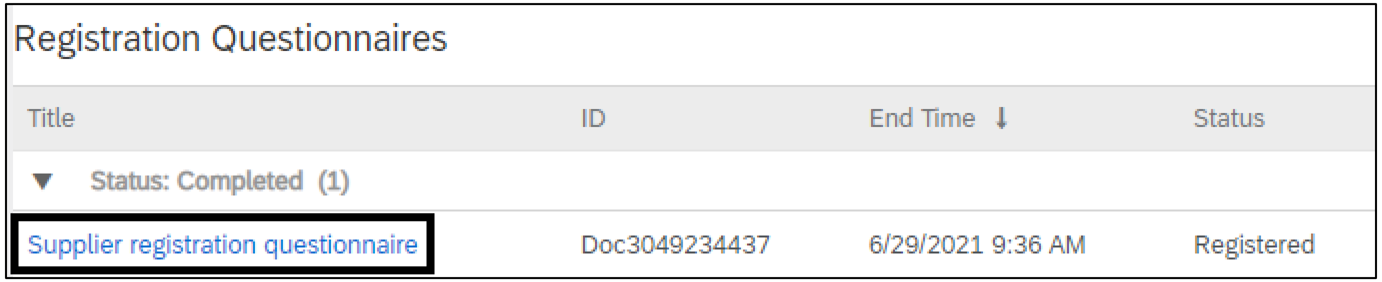




Updating your Information

Step 1-2: Sign In and Open Registration Questionnaire

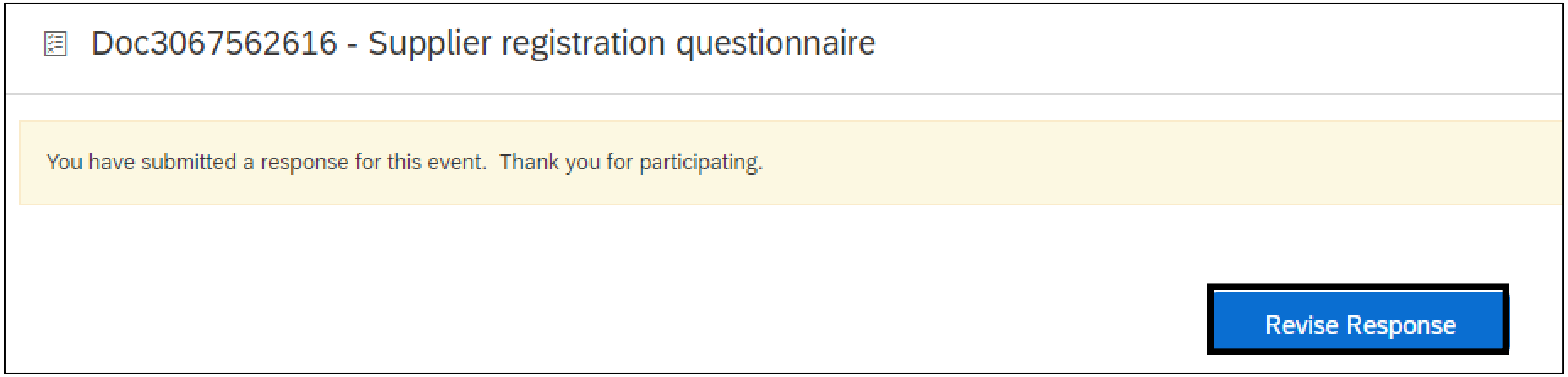
1. To update your information at any time, sign in to Ariba Network
2. In the Ariba Proposals and Questionnaires tab, click on ‘Supplier registration questionnaire’ under Registration Questionnaires



TORONTO

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

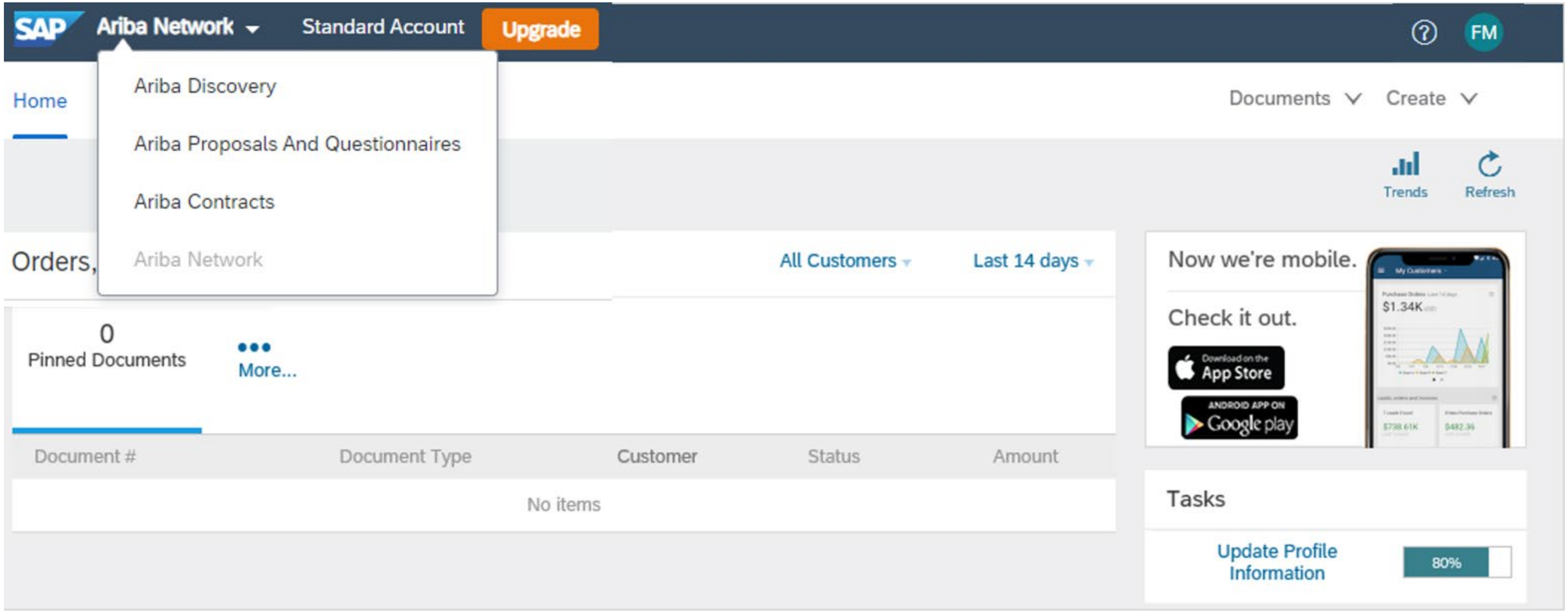


SAP Ariba Navigation

SAP Ariba - Navigation Options

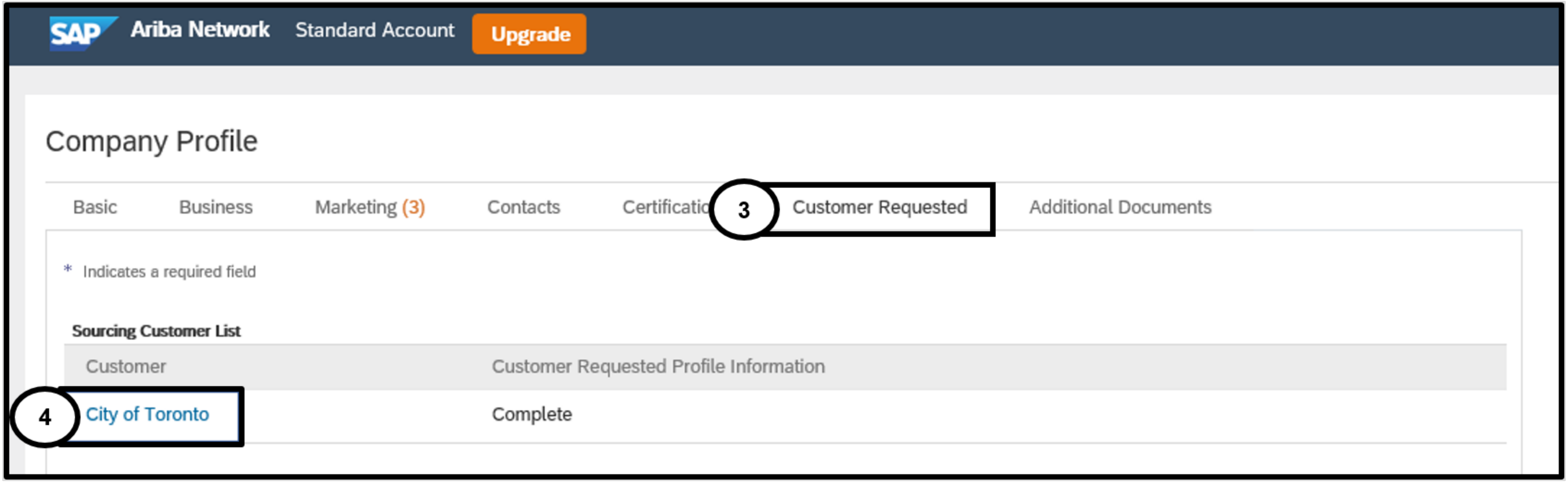
From Ariba Network, you have the opportunity to navigate the three options as seen below:

A. **Ariba Discovery –** ability to explore available leads
B. **Ariba Proposals and Questionnaires** – an overview all of your leads previously registered to your ID
C. **Ariba Network –** home page for navigating your tasks



Step 1: Confirmation of Supplier ID Registration

1. To confirm that you have successfully been connected to the City of Toronto:
    1. Once logged into Supplier Login, select your initials on the top right
    2. Select **Company Profile**
    3. Select **Customer Requested** tab
    4. This will indicate if the profile is properly registered with City of Toronto Ariba

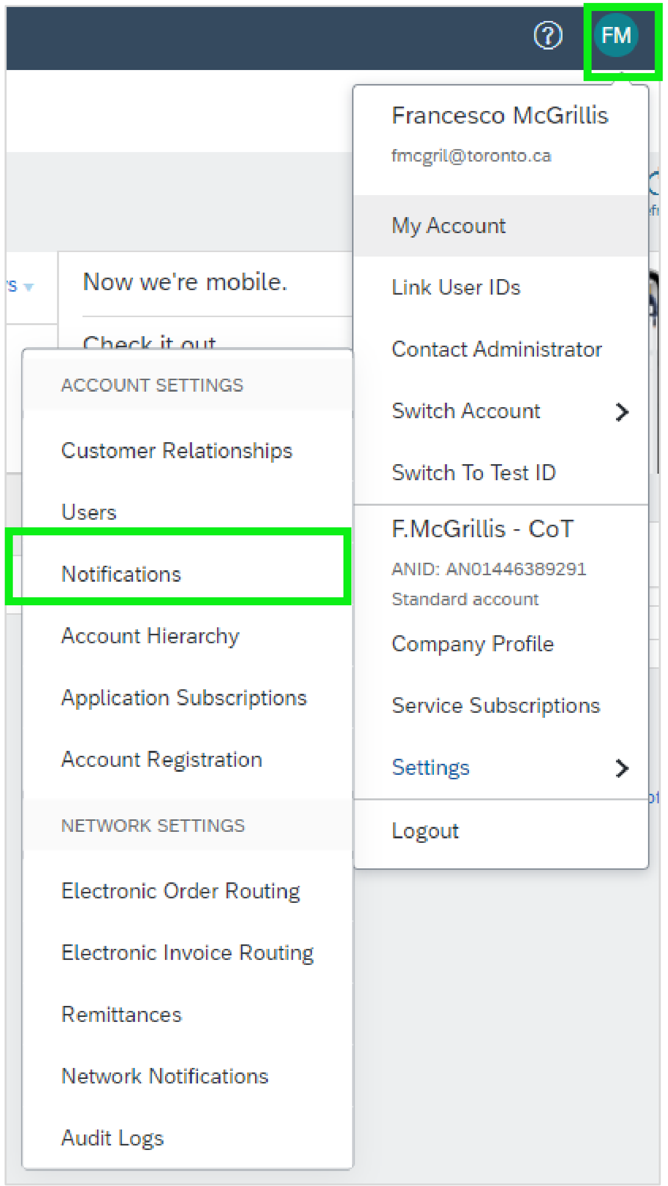


Step 2A and 2B: Subscription Notifications of Opportunity

2. In order for your company to receive proactive notifications of new opportunities, we strongly recommend that you adjust your company profile to be notified by updating your Notification Settings. To review and adjust your notifications settings:

A. From the **Company Settings icon**

B. Select **Notifications**



Step 2C to 2F: Subscription Notifications of Opportunity

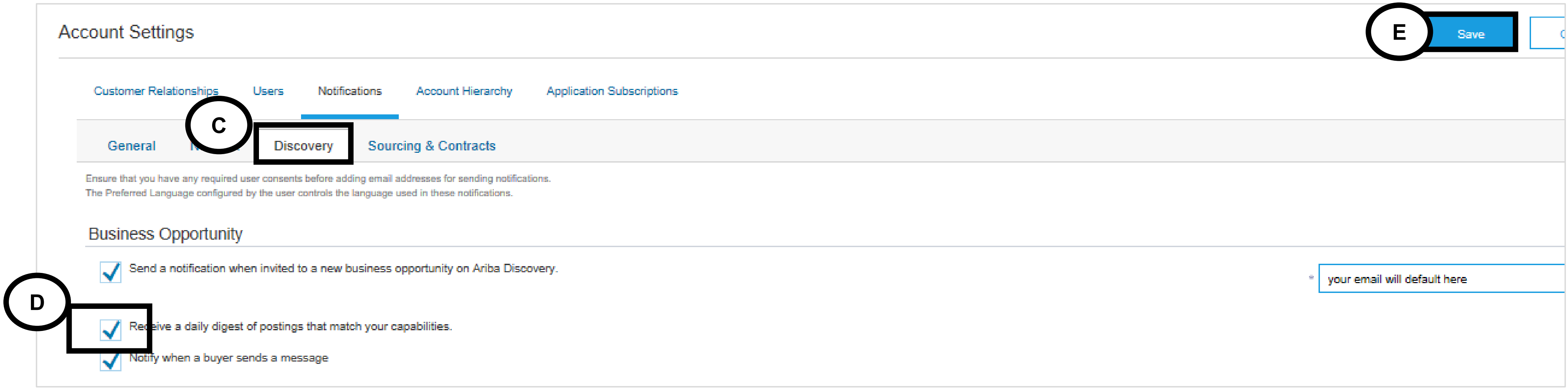
You will be taken to the Account Settings Notification screen

C. Select the **Discovery** Tab

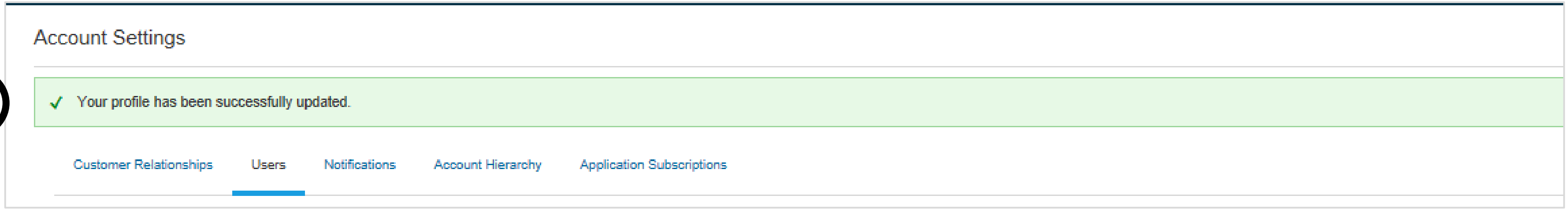
D. Manually select under Business Opportunity the **Receive a daily digest of postings that match your capabilities**

E. Select **Save** to preserve your update

F. Ariba Account Settings will now confirm that **your profile has been successfully updated**



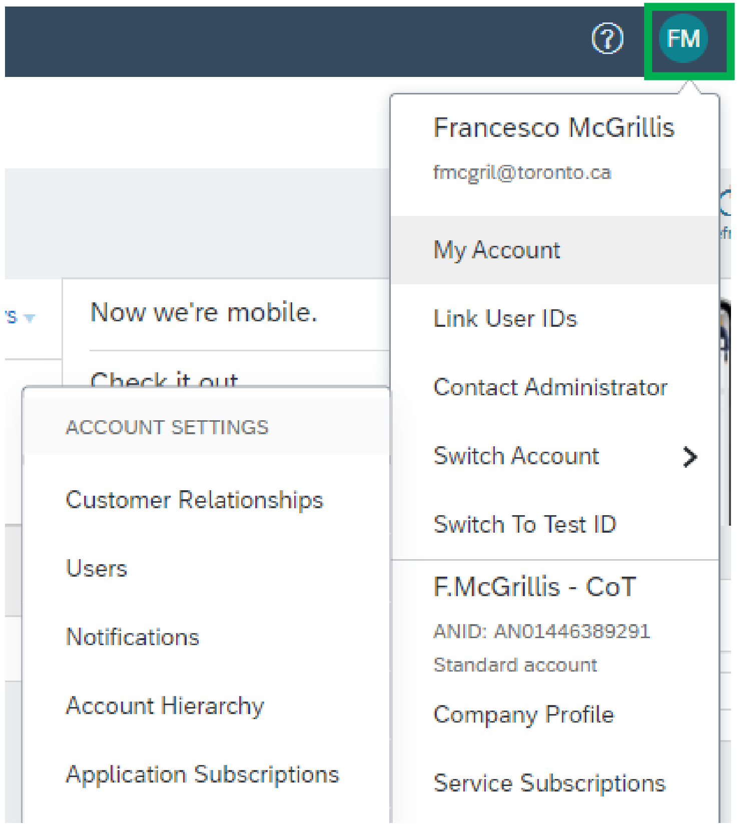
F



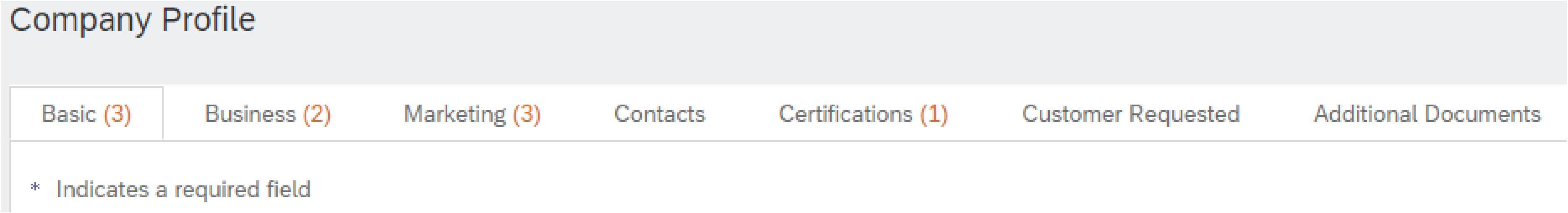
Step 3A & 3B: Managing Your Account

3. You can enhance your profile with business, marketing, and certification related information. To manage your account, **click on the Company Initials icon** and you will be able to quickly access and update your company profile, users, notifications, account hierarchy, and settings in SAP Ariba Discovery

A. At the main menu, select **Company Profile**.



B. Select the applicable tab and complete relevant information in the fields shown

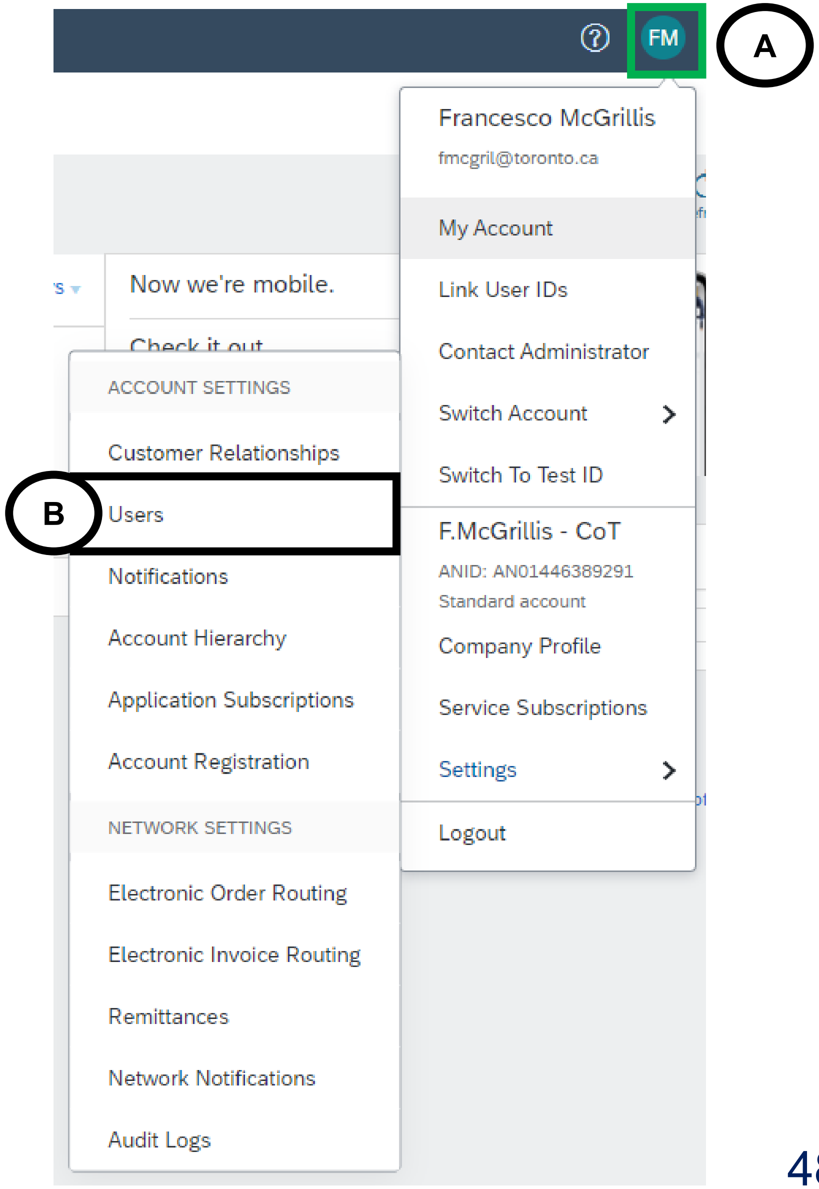


Step 4A and Step 4B: Users and Roles

4. If you are the Administrator of your Supplier profile, you may need to maintain additional Ariba Users to help manage your company's activities. Suppliers must create and maintain one primary Company Profile with additional Users linked to the primary Company Profile. Duplicate profiles will block a bidder from submitting a bid.

In order to setup additional Users you need to:

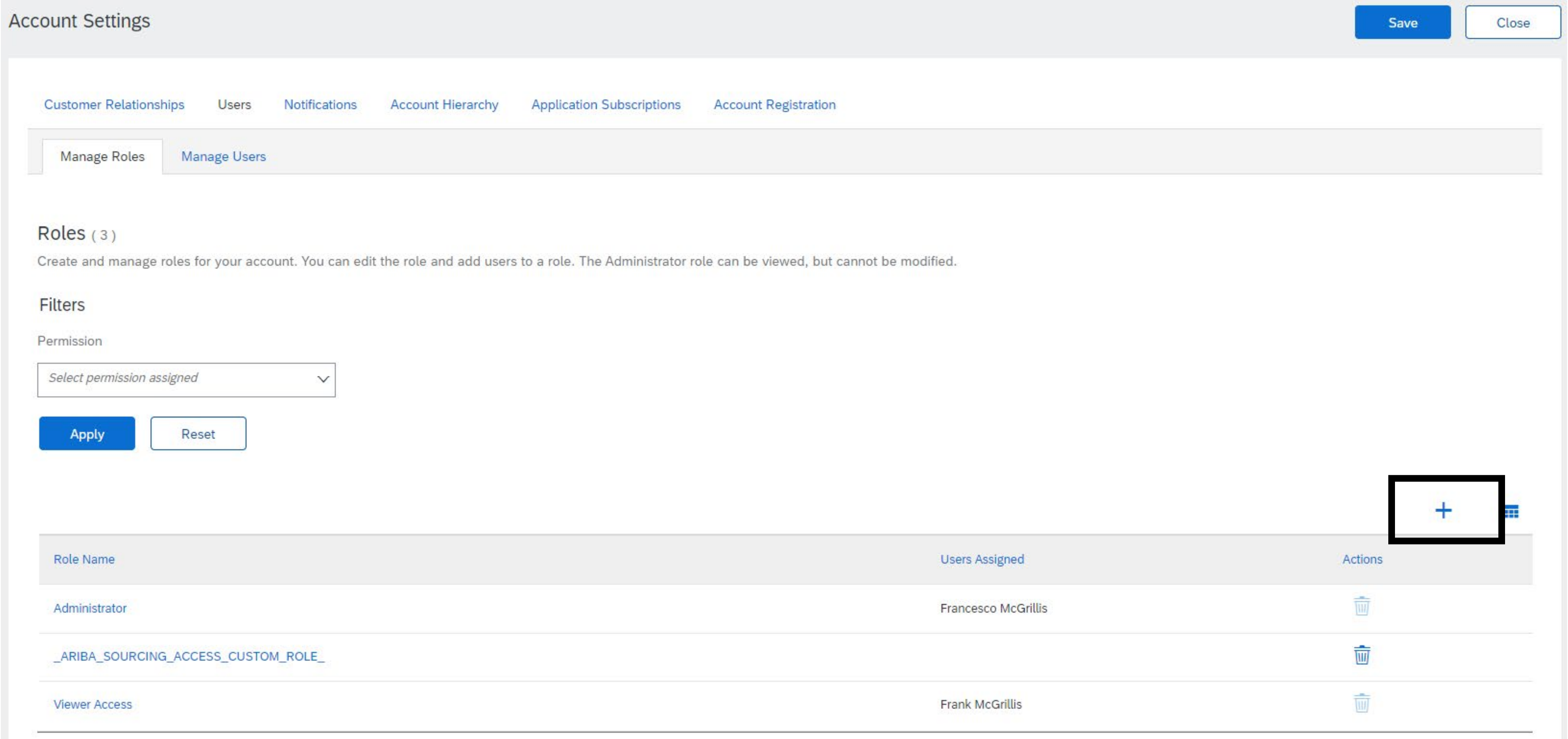
A. Open your **Company Settings**
B. Select **Users**



Step 4C: Users and Roles

You will be taken to **Account Settings**. You can **create roles** for your required **Users**.

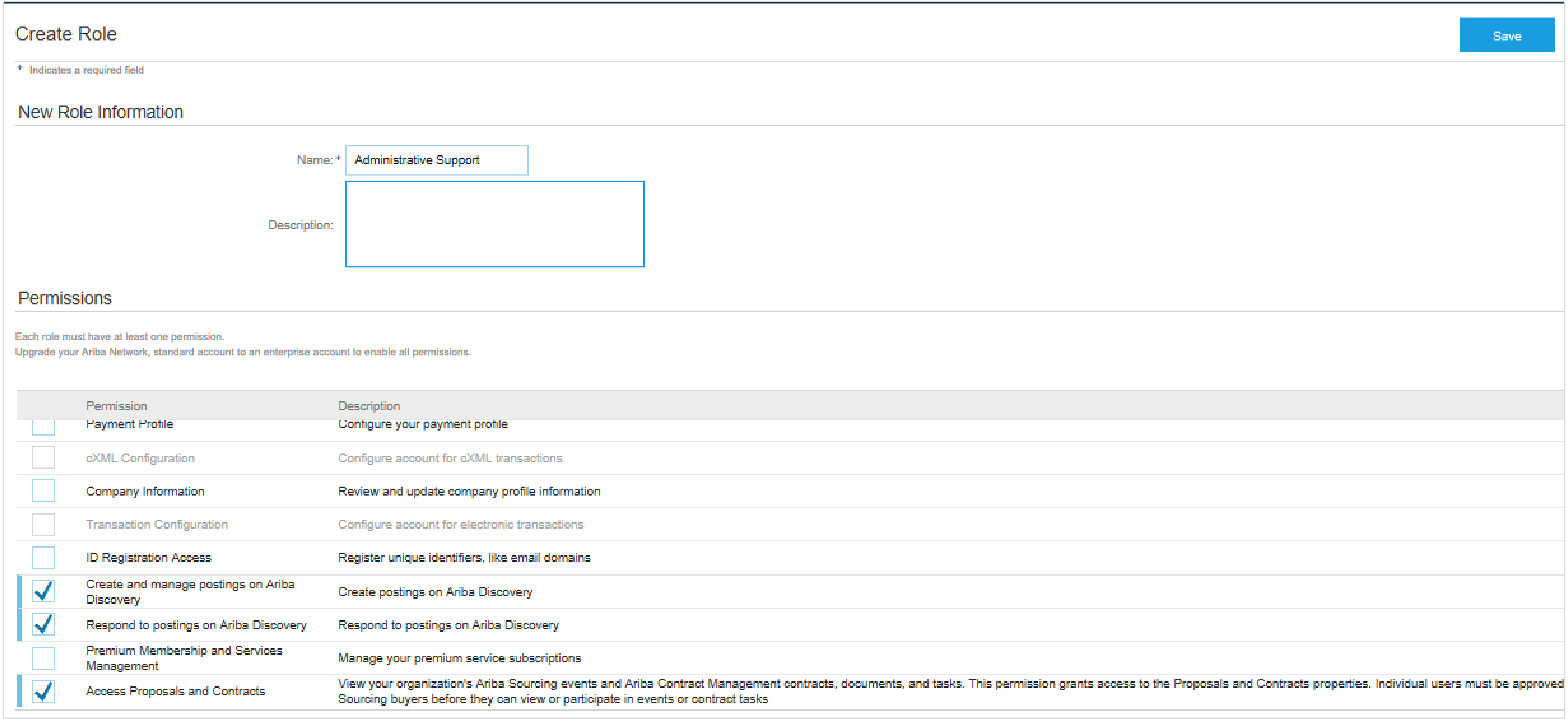
C. From the Account Settings page, got to the "Manage Roles" tab and select the plus button to **Create Role**



Step 4D: Users and Roles

You will be taken to **Create Role** page. Here you can **create roles to** assign to your required **Users**.

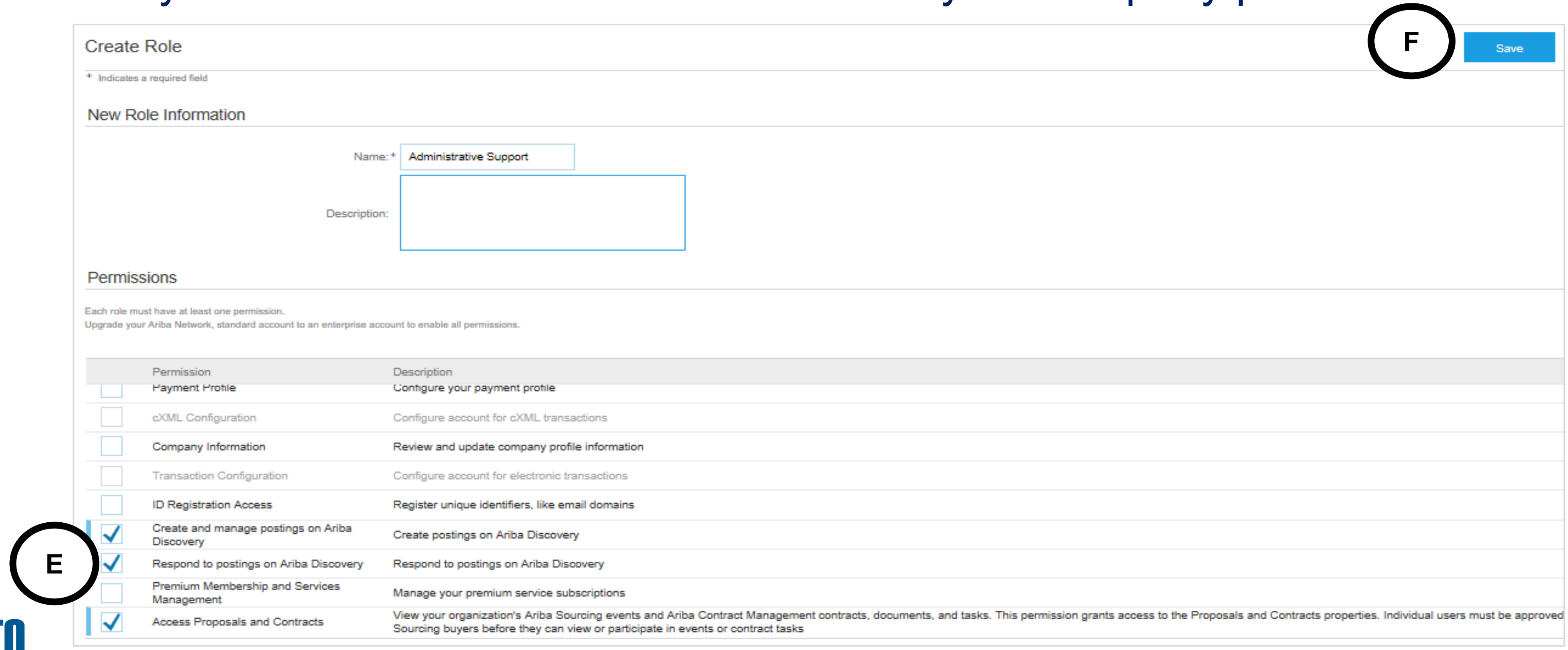
D. From **Create Role,** complete the **name field** and use descriptions if required.



Step 4E and Step 4F: Users and Roles

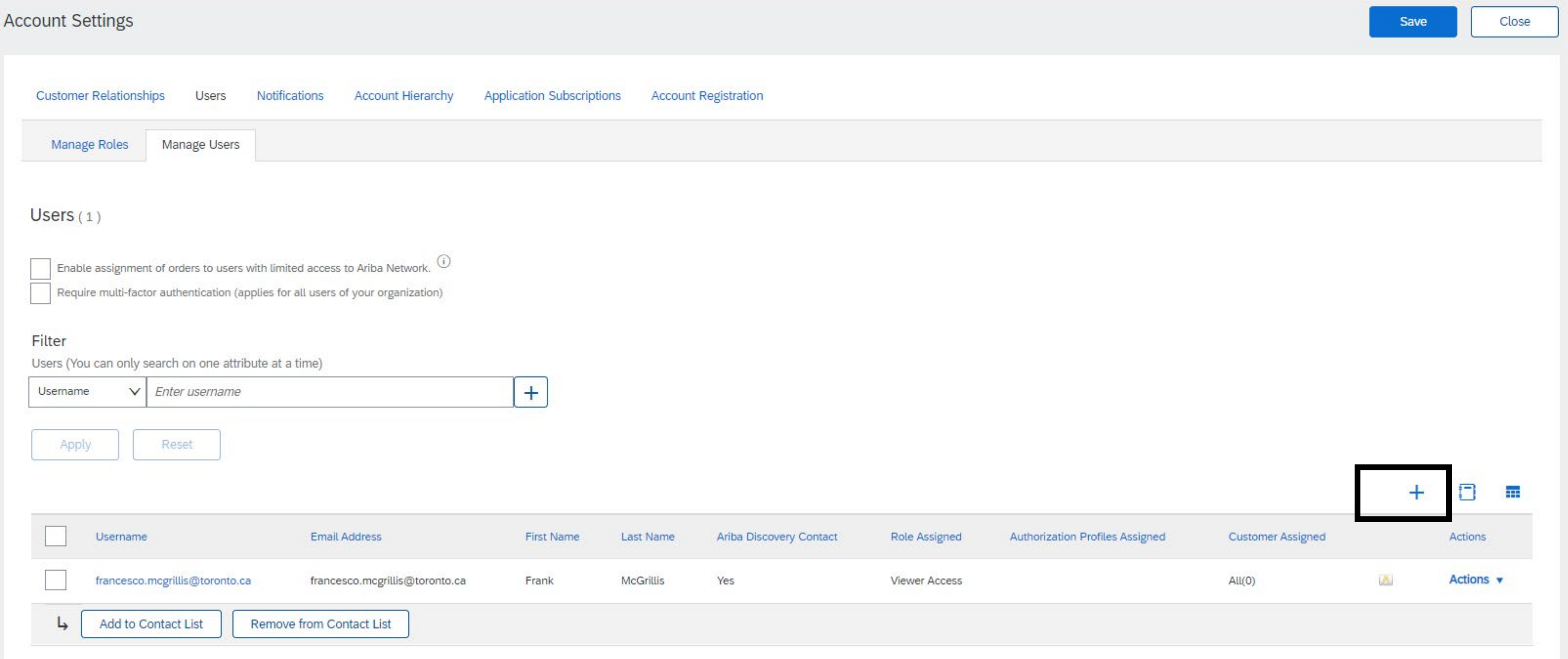
E. Select appropriate **Permissions** (it is recommended that you select the three permissions below if your intent is to allow for Users to perform tasks associated with solicitation and solicitation management). These permissions include the following:
- Create and manage postings on Ariba Discovery
- Respond to postings on Ariba Discovery
- Access Proposals and Contracts

F. Select **Save** and you will have created a new role within your company profile



Step 4G and 4H: Users and Roles

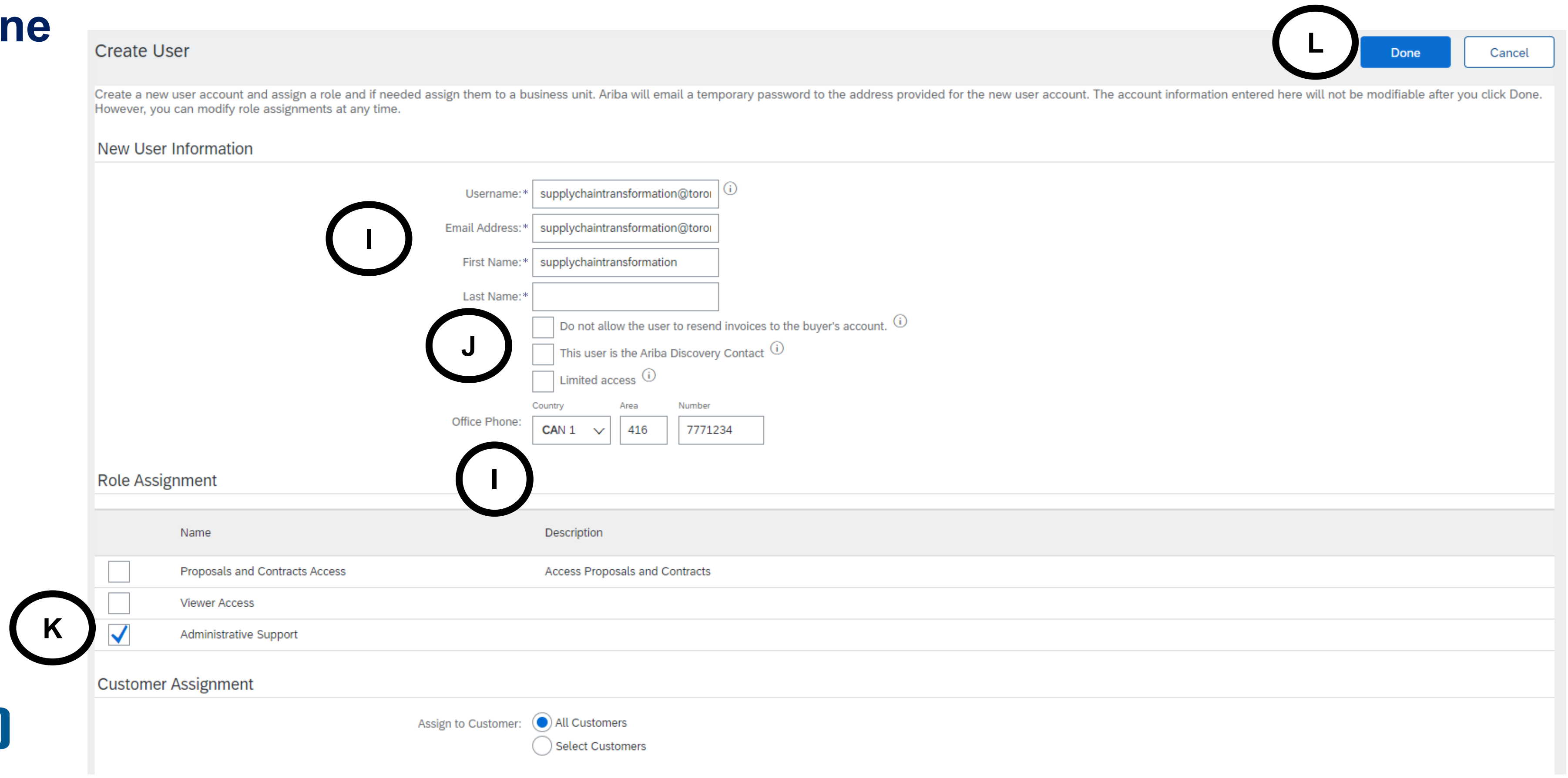
You will be taken back to the **Account Settings** Page.
G. Here you will see the new **Role** you have created
H. Create the **User** by selecting **Create User**



Step 4I – 4L: Users and Roles

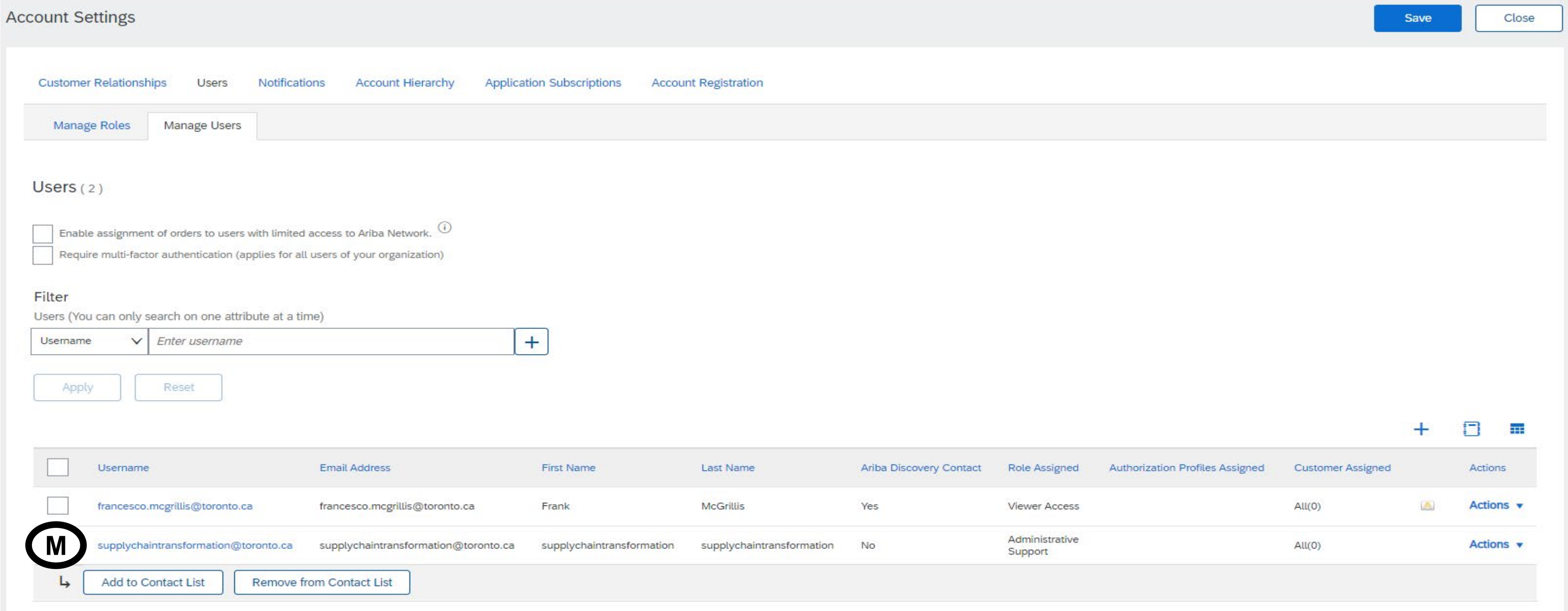
You will be taken to the **Create User** Page.

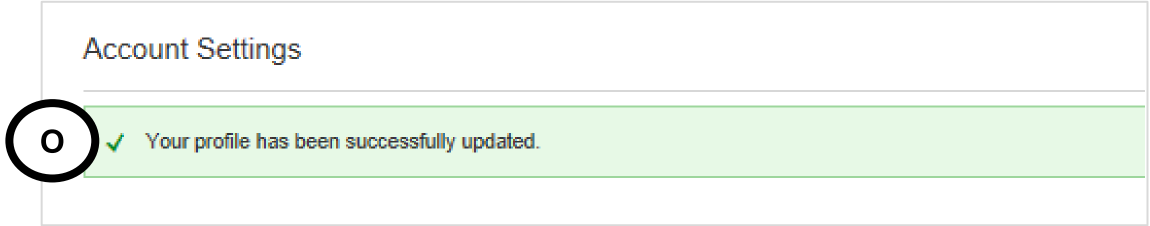
I. Under **New User Profile** populate the mandatory fields as prompted by the asterisks. he **Username** must equal the associated email address for the **User**
J. Leave the **defaults** as not selected
K. Select the **Role** for which the **User** will be assigned
L. Select **Done**



Step 4M – 4O: Users and Roles

You will be taken to the Account Settings Page.
M. You should see the new **User** you created in the **Manage Users** section
N. You must select **Save** for your updates to take effect
O. Ariba **Account Settings** will now confirm that **your profile has been successfully updated**



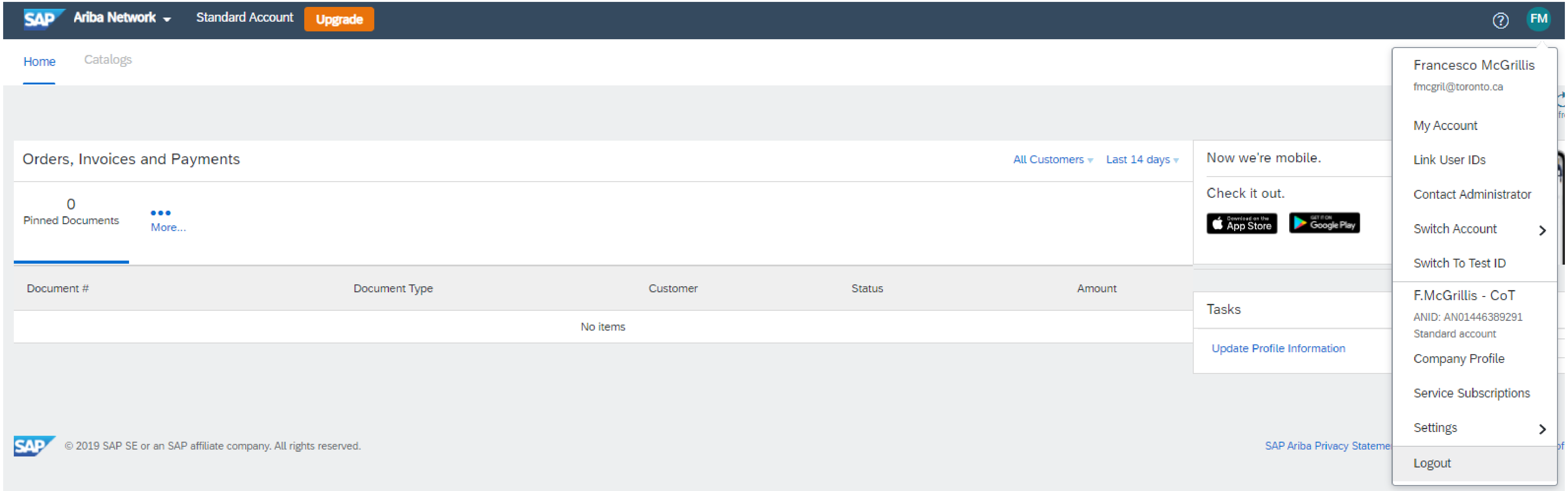


TORONTO

Step 5A & 5B: Updating Time Zone

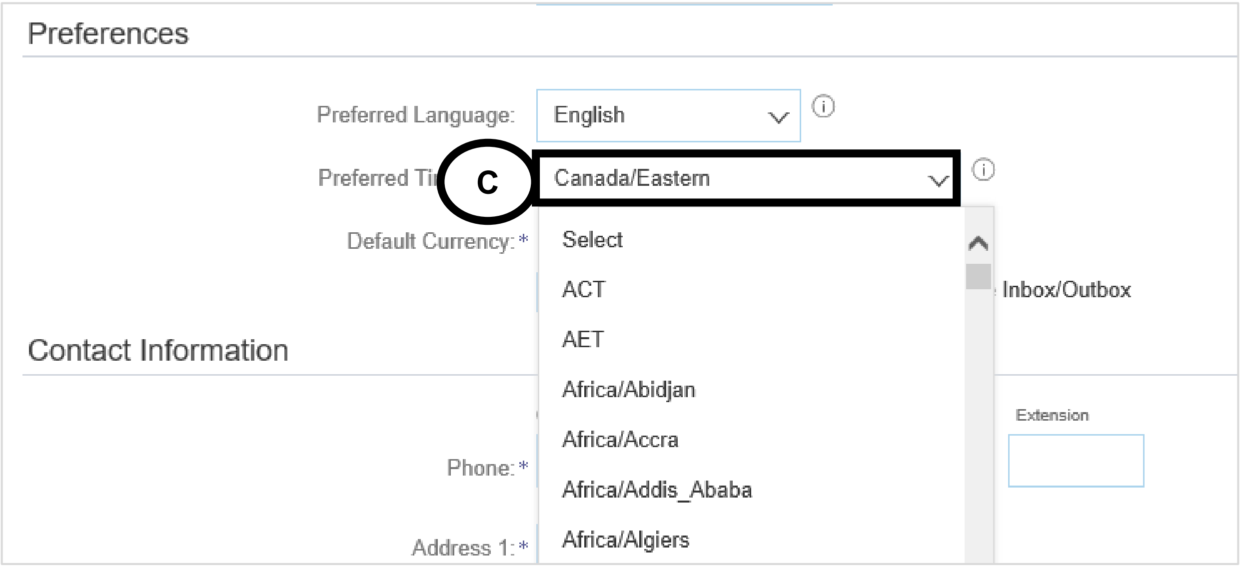
12.As a Supplier for City of Toronto the Preferred Time zone is **Canadian/Eastern time**
In order to set this up Users need to log into Ariba Discovery

A. Click on your **Account Settings**
B. Select **My account** from the drop down

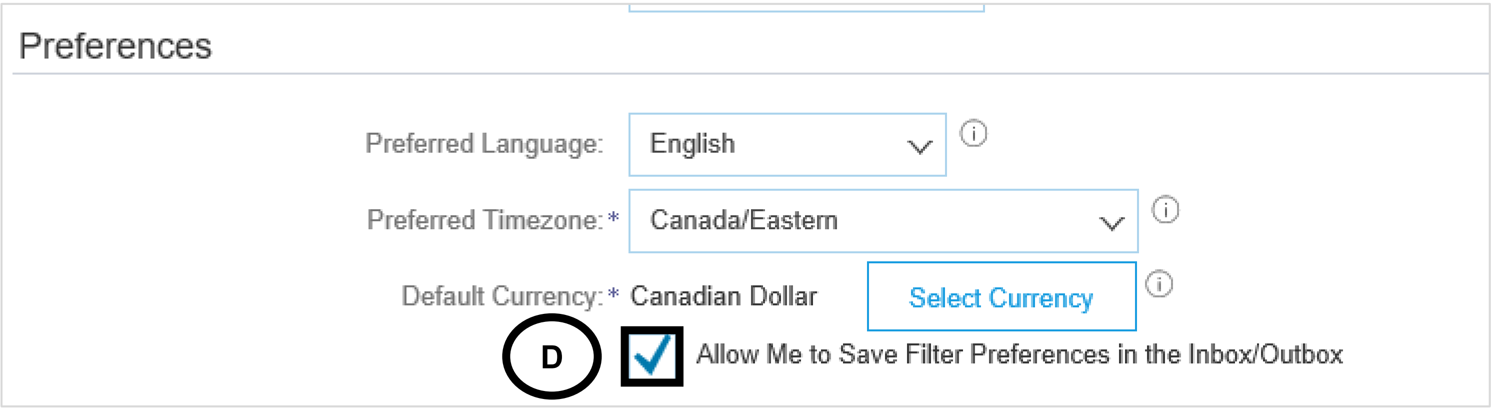


Step 5C & 5D: Updating Time Zone

C. Under **Preferences,** select your preferred Time zone from the drop down



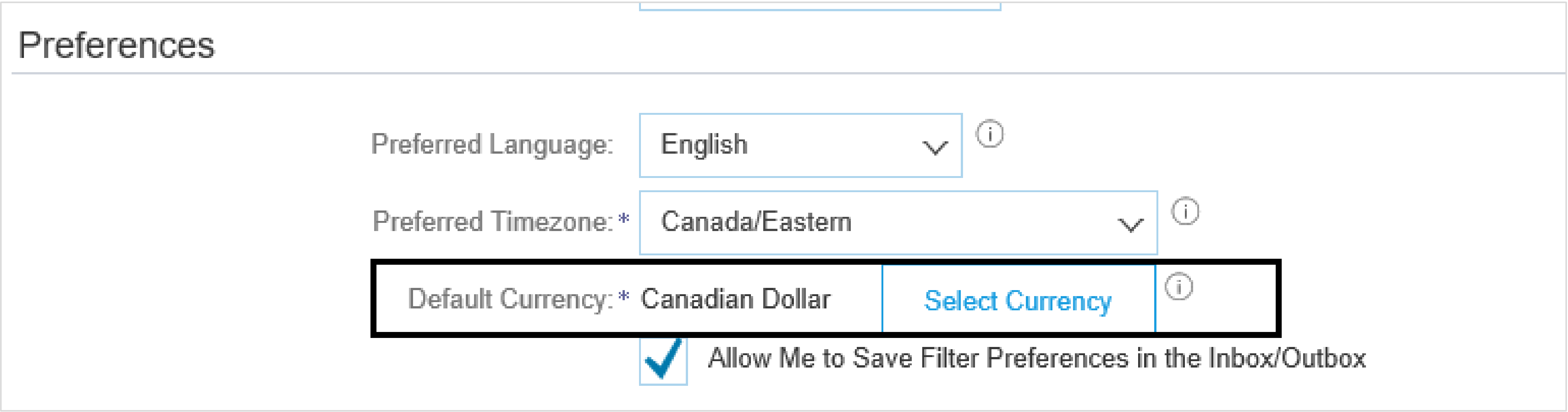
D. Tick the box to confirm and **Save**



TORONTO

Step 6: Updating Currency

6. To update the Currency to the City Of Toronto’s only accepted Currency of CAD
Click on your **user** profile
A. Select **My account** from the drop down
B. Under **Preferences, Default Currency**
C. Select **Canadian Dollar**
D. Make sure you **tick the box** “Allow me to save filter preferences in the Inbox/Outbox”



Step 6C: Updating Currency Examples

Choose Currency

Cancel

Click **Select** to choose the desired currency. You can also click a page number to display the values that appear on that page, and then make your selection.

Page 1

ISO Code	Name	Actions
USD	US Dollar	Select
EUR	Euro	Select
ADP	Euro	Select
AED	UAE Dirham	Select
AFA	Afghanistan Afghani	Select
AFN	Afghanistan Afghani	Select

Preferences

Preferred Language: English

Preferred Timezone:* Canada/Eastern

Default Currency:* Canadian Dollar Select Currency

☑ Allow Me to Save Filter Preferences in the Inbox/Outbox

Locating Opportunities

Locating Procurement Opportunities

Currently all City of Toronto procurement opportunities are advertised on the TO Bids Portal as well as Ariba.

From Searching and Bidding on City Contracts, expand "Search for Opportunities" and click on the link to the TO Bids Portal. TO Bids lists City solicitations in the following areas:

- Goods & Services
- Professional Services
- Construction Services
- Offers to Purchase

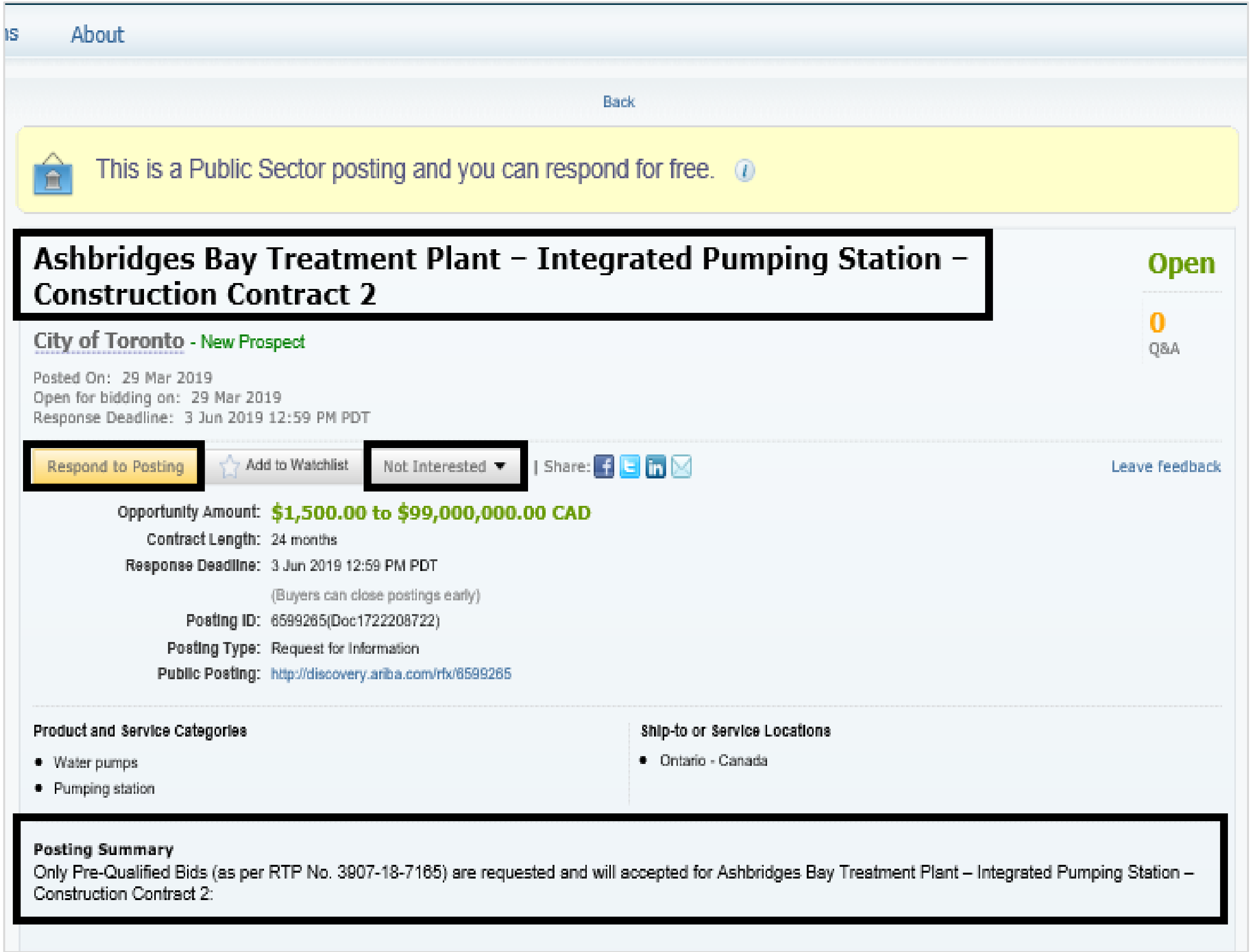
Choose "All Open Solicitations" and use the Advanced Search features to find the solicitation you are interested in. Click on the posting title of the posting you would like to view. You may view these solicitation summaries **free of charge**.

Posting Title	Document Number	RFx (Solicitation) Type	Issue Date	Su D
Request for Tender for Interim Repairs to the F.G. Gardiner Expressway	Doc1234567898	RFP	November 24, 2023	Dec 202
Request for	Doc4086871633	RFQ	January	Jan

TORONTO

Supplier Research Posting

- The hyperlink takes you to the SAP Supplier Research posting. If interested click on “**Respond to Posting**”.
- If you are no longer interested you can choose “Not Interested” and provide feedback.
- **The Response Deadline shown in the posting will not reflect the actual time of the submission deadline.**
- This is due to a system limitation that only allows the date but not the time to be set in the supplier research posting.
- Please read the posting summary as it will describe important information highlighted in bold print including the closing date and time, however the most accurate submission deadline is shown in the countdown clock once you have entered the event.



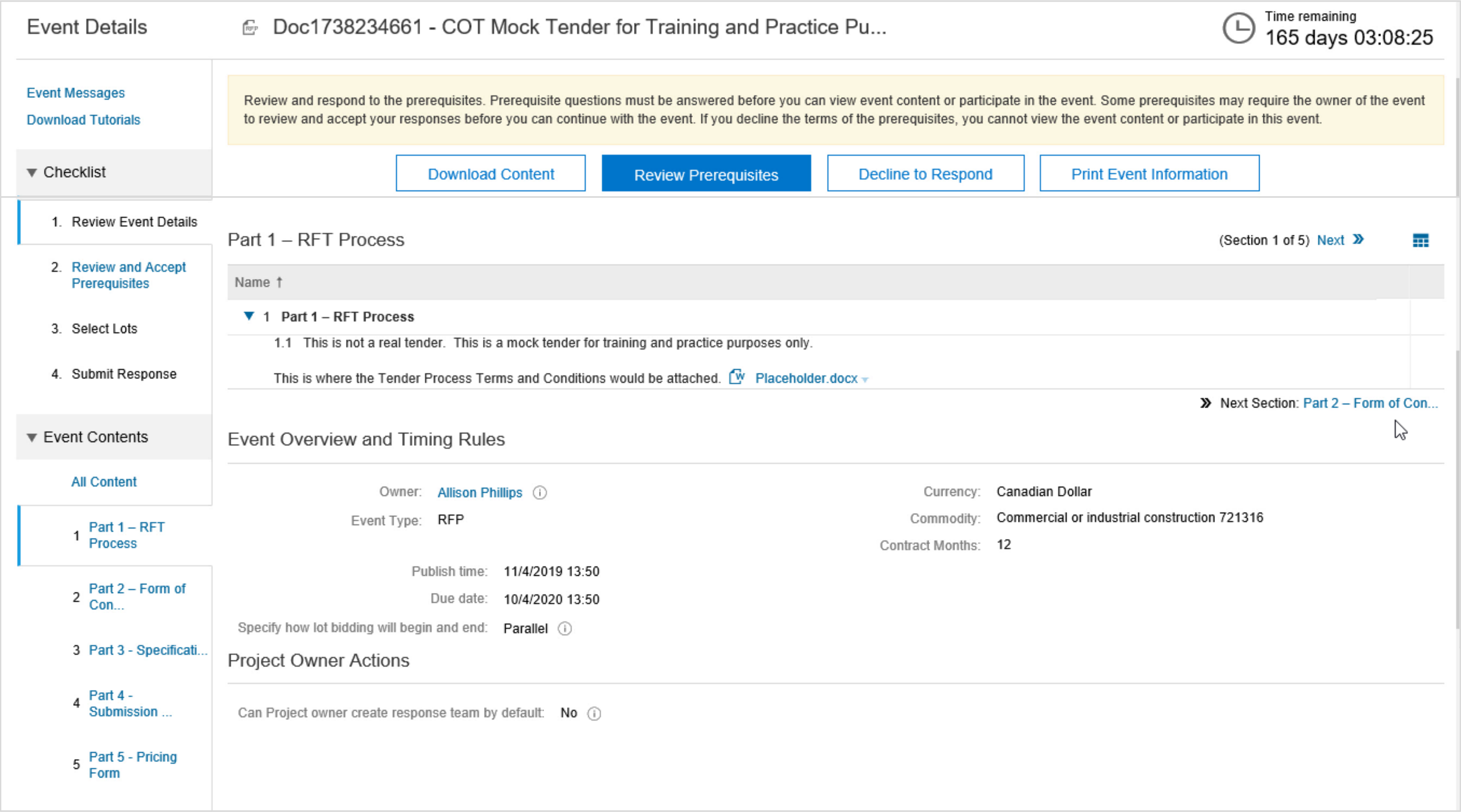
Bidding on a Solicitation

Practice Bidding & Mock Solicitations

- The City of Toronto has created three mock solicitations: Request for Tender, Request for Quotation, and Request for Proposal. These mock solicitations have been created to support Suppliers interested in doing business with the City of Toronto.
- These simulated events can be used for practice purposes and accessed from the links here:
  - Request for Tender
  - Request for Quotation
  - Request for Proposal
- These links can also be accessed on the City of Toronto's website at Searching and Bidding on City Contracts under the "SAP Ariba Supplier Guide & Mock Solicitations" section. We recommend that suppliers practice submitting bids for these mock solicitations to gain more familiarity with the process in preparation for live solicitations with the City of Toronto.

Event Details Page

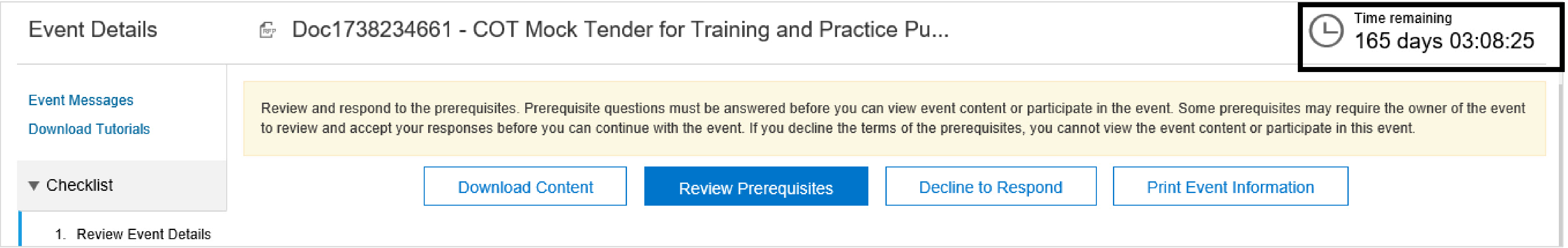
You can review and respond to the event within Ariba, or download and review the contents saved to your desktop.



Event Details Page - Timing

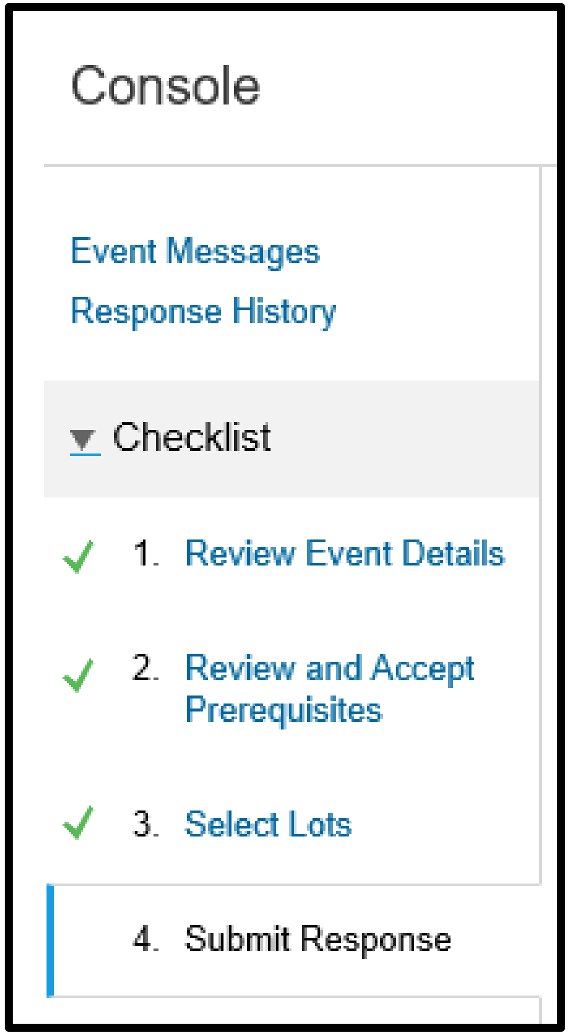
- Take note of the Time Remaining to the closing of the event. You must submit your response prior to event closing. The Time Remaining is found in the top right corner of the screen.

- In the event of an inconsistency with the submission deadline displayed here and any other location including the Supplier Research Posting, the deadline as displayed in this countdown clock will take precedence.



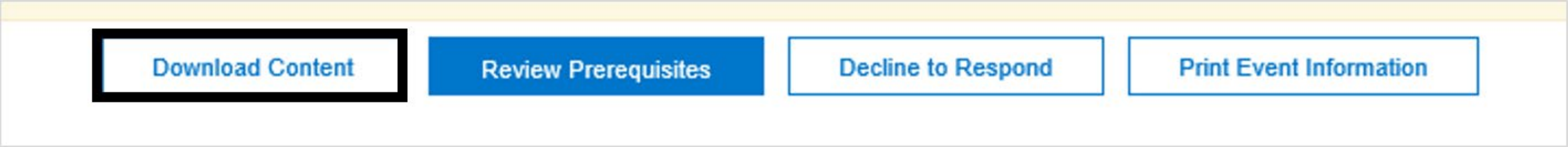
Event Details Page – The Console

- On the main console there is a check list of all the steps you have to complete. You can go back to each item and review it. All the check list items need to be completed to be able to submit your response.

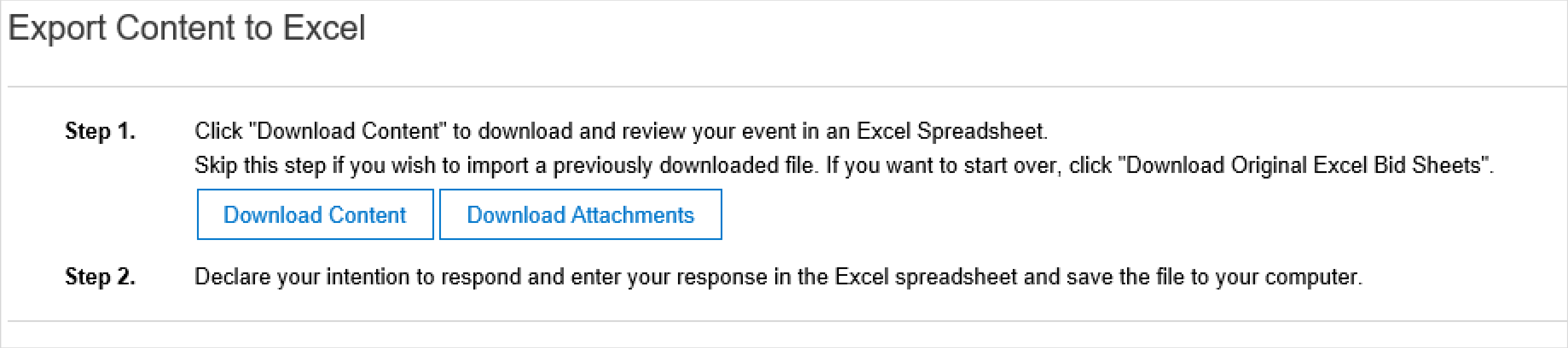


Download the event content – Step 1 & 2

1. To download the event, click “**Download Content**” on the dashboard.



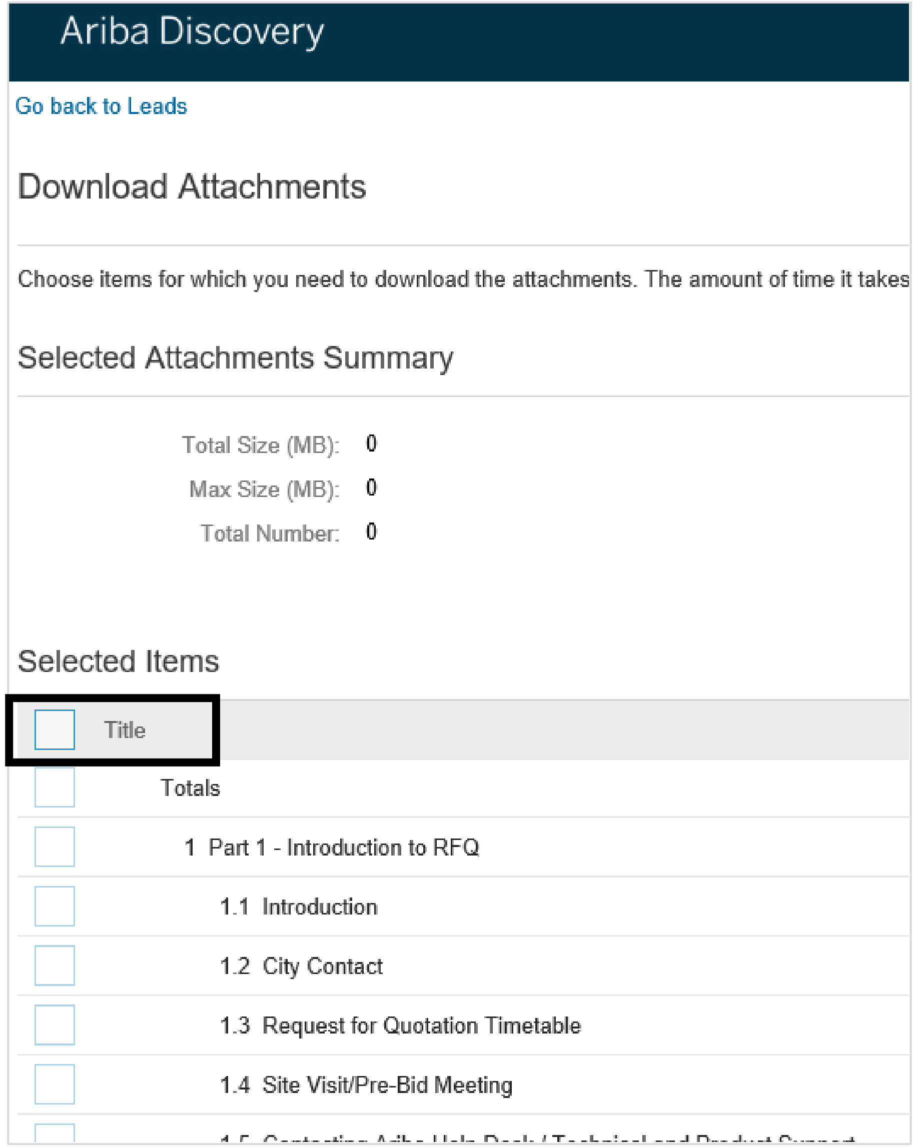
2. Download both the content and attachments. Remember to select “**Done**” once complete.



Download the event content – Step 3

Step 3: Please click on the “Title” box to confirm selection of **all** documents within the solicitation.

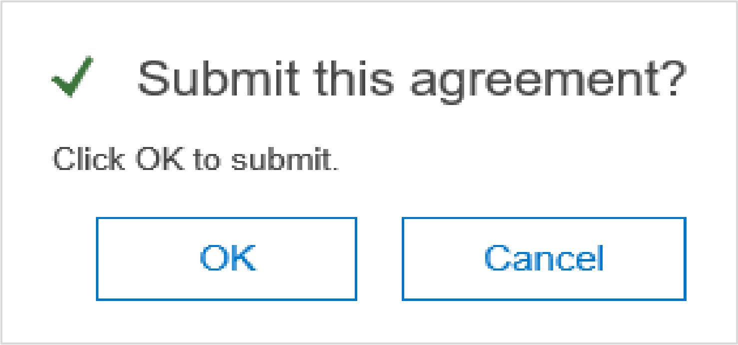
NOTE: Download of attachments can take several minutes in keeping with system speed and other limits.



Review Prerequisites

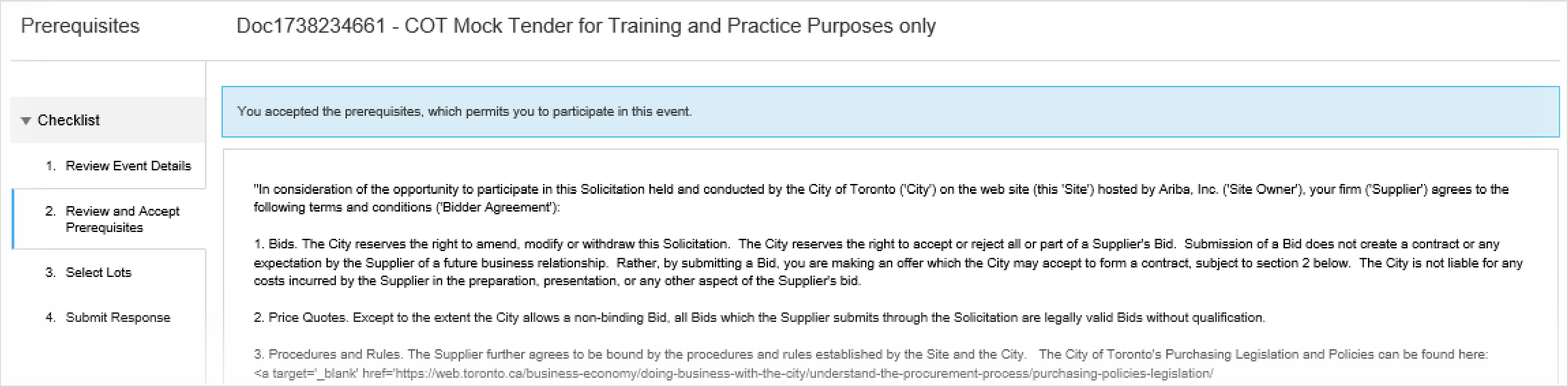
- Once you have reviewed the event details and intend to participate, click “**Review Prerequisites**”.

- By accepting the terms of this agreement, system will prompt you:

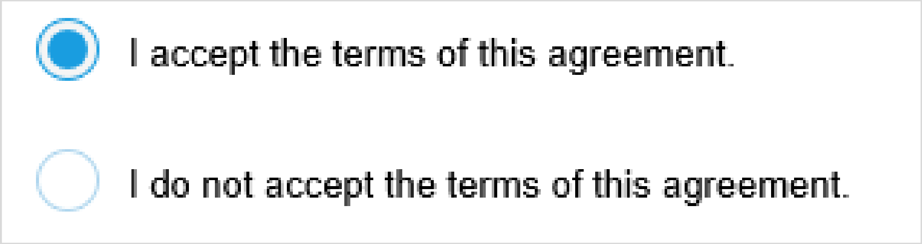


Note: You **must review and respond to prerequisites** prior to participation in the event.

Accepting the Terms of the Event

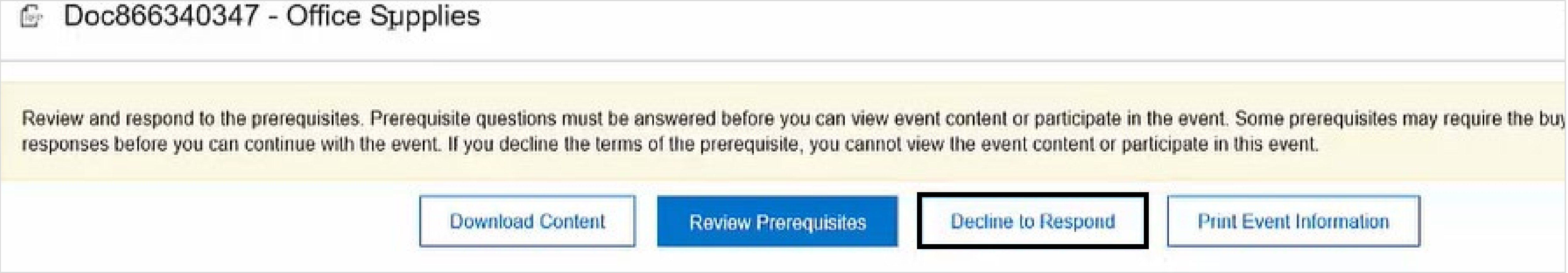


After reading all prerequisites, you should choose one of the options by clicking on the proper radio button at the bottom of the requirements list:



Decline to Respond

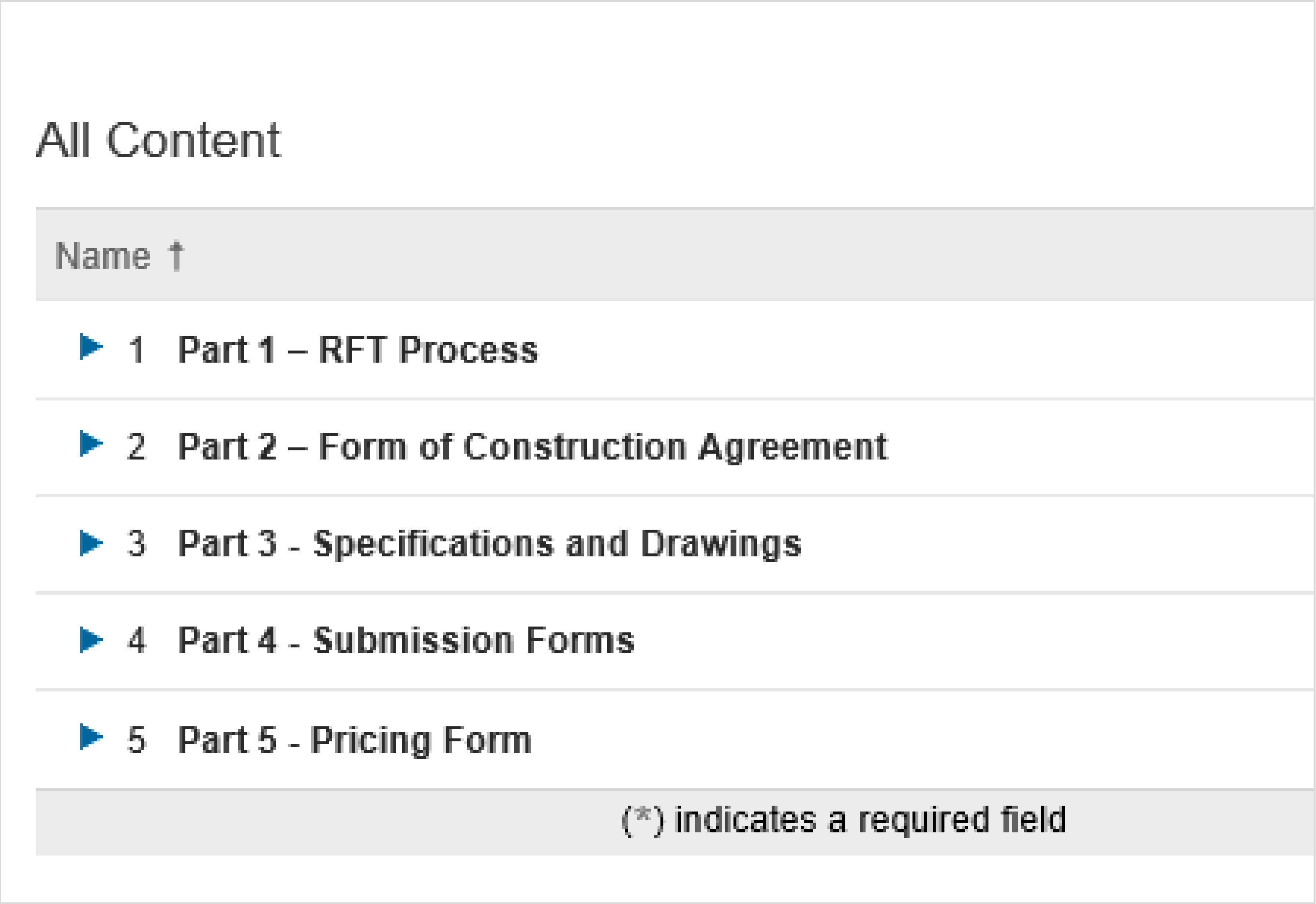
- Upon reviewing the event details, if you are no longer interested in participating, you can “**Decline to Respond**”.
- If you select this option you will be able to change your option at a later time. If you do decline, when you come back to the step you will see “**Intent to respond**” which will allow you to continue with the event.



Suppliers Dashboard in SAP Ariba

You can review the event solicitation within SAP Ariba. Each event consists of a minimum of five (5) sections (Parts):

1. RFx Process
2. Form of Agreement
3. RFx Particulars
4. Submission Forms
5. Pricing Form



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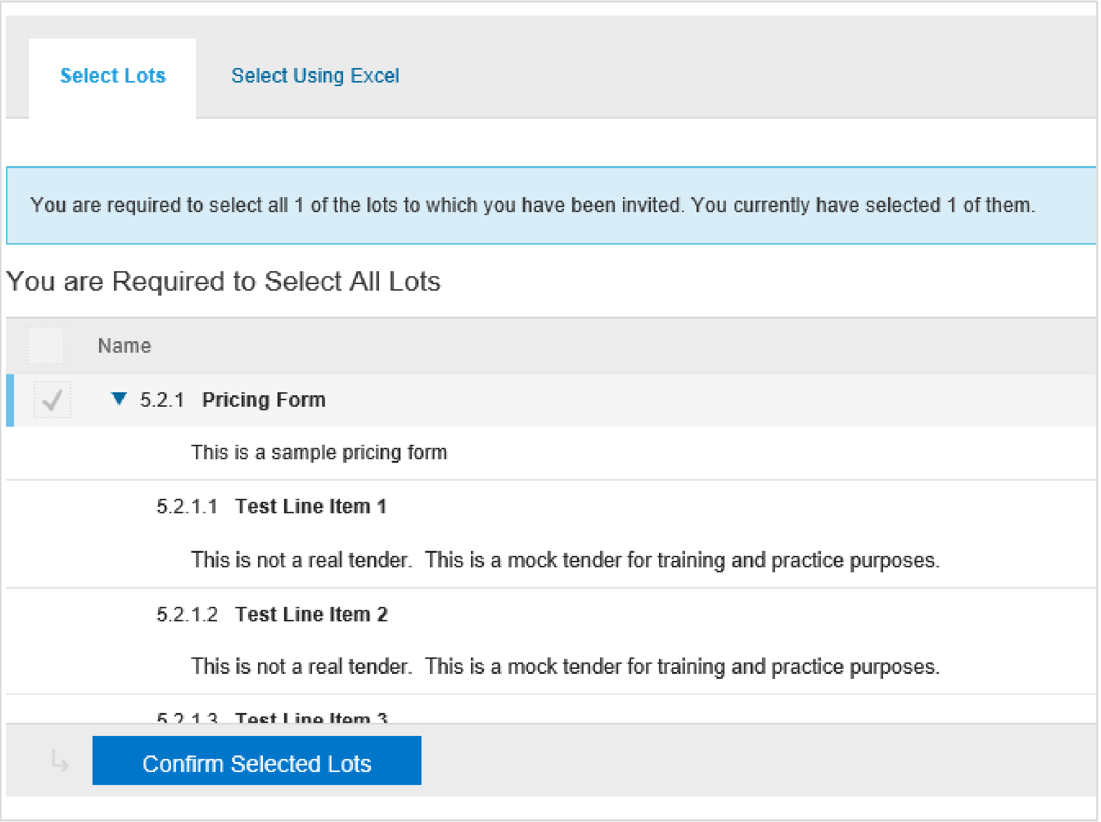
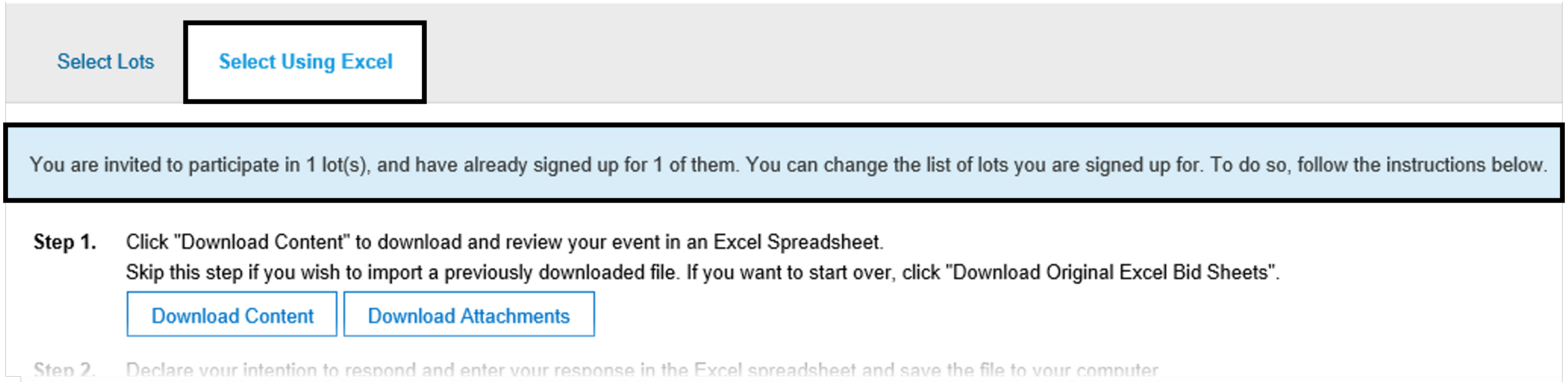
Selecting Lots (If Applicable)

After accepting the terms and prerequisites and submitting your acceptance, the system will take you to the selecting lots section. There are two (2) tabs: “Select lots”, or “Select Using Excel”
You can put a check mark on the lots to choose manually (if applicable), then click on **submit**.



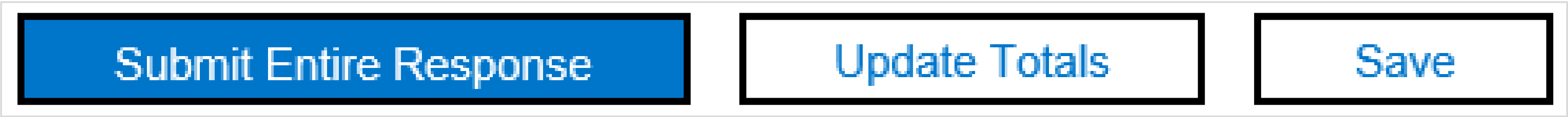
Selecting Lots (con't)

- Click on the "**Select Using Excel**" tab and follow the instructions that are provided in the blue ribbon, you can use this method if multiple members of your team participation is required:
- Remember you <u>should not change</u> the structure of this excel sheet.



Compose and Submit Response

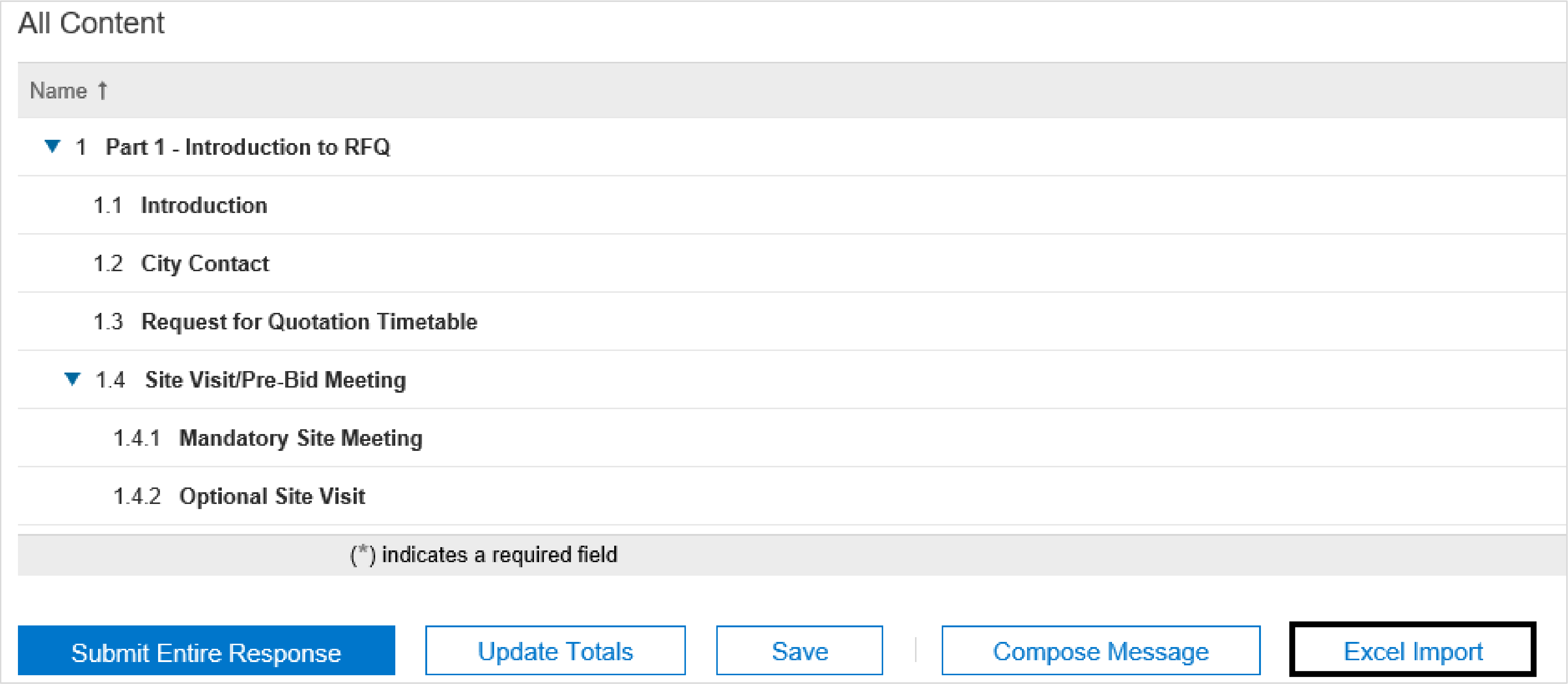
- Once you have accepted prerequisites and selected lots, you can compose and submit your bid.
- Answers marked with an asterisk are mandatory. You will not be able to submit your bid if you do not complete these answers.
- Answer types can vary; Yes/No, text, attachment, Money, etc.
- **Failure to submit required documentation shall result in the Bid being rejected as non-compliant. i.e. Failure to submit a fully completed Bid Bond. The original Bid Bond will be submitted to the address and contact name identified in the RFx prior to the closing date and time or the Bid will be rejected as non-compliant.**
- Click “**Save**” to save your answers; you can return prior to the event closing to edit saved answers.
- Click “**Update Totals**” to calculate and validate extended prices.
- Click “**Submit Entire Response**” when you are ready to submit your bid.



TORONTO

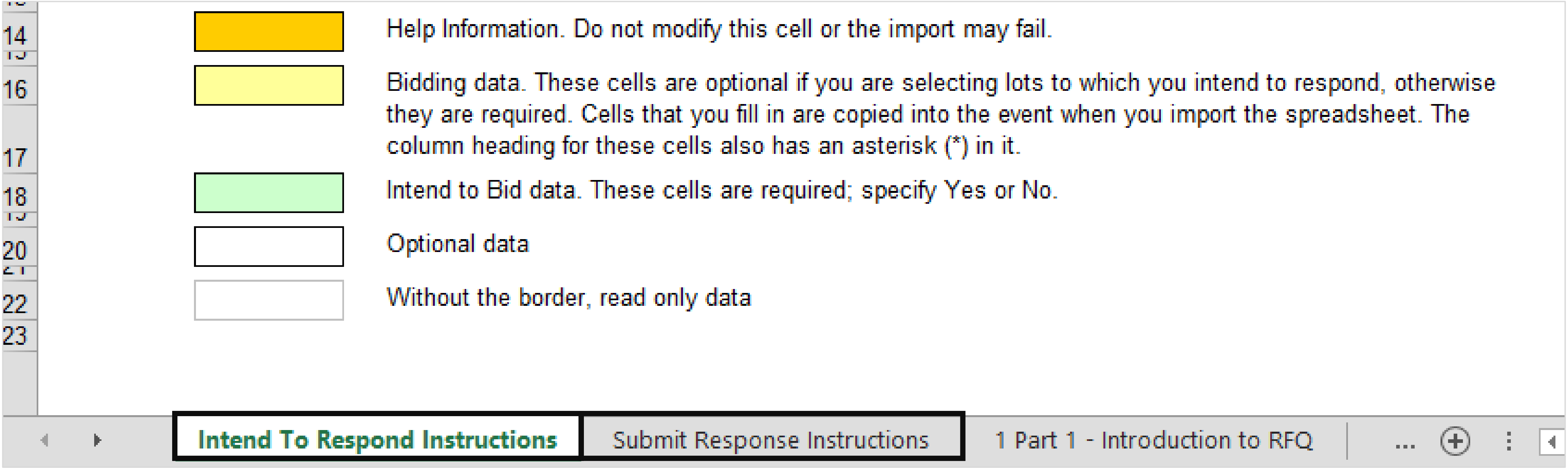
Upload Response from Excel (Optional)

- If you downloaded and completed your responses in Excel, you can upload your file by clicking “Excel Import”.



Upload Response from Excel: Step 1& 2

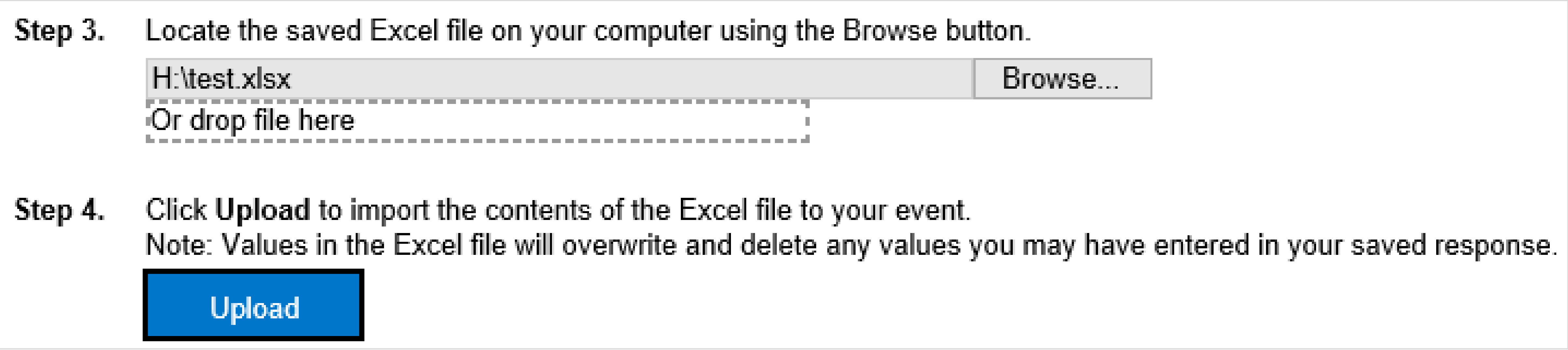
- Step 1: Click **Download Content** used to upload response or download attachments for bid submission review
- Step 2: Save file(s) to your computer and begin working on your response in the Excel workbook.



Upload Response from Excel: Step 3 & 4

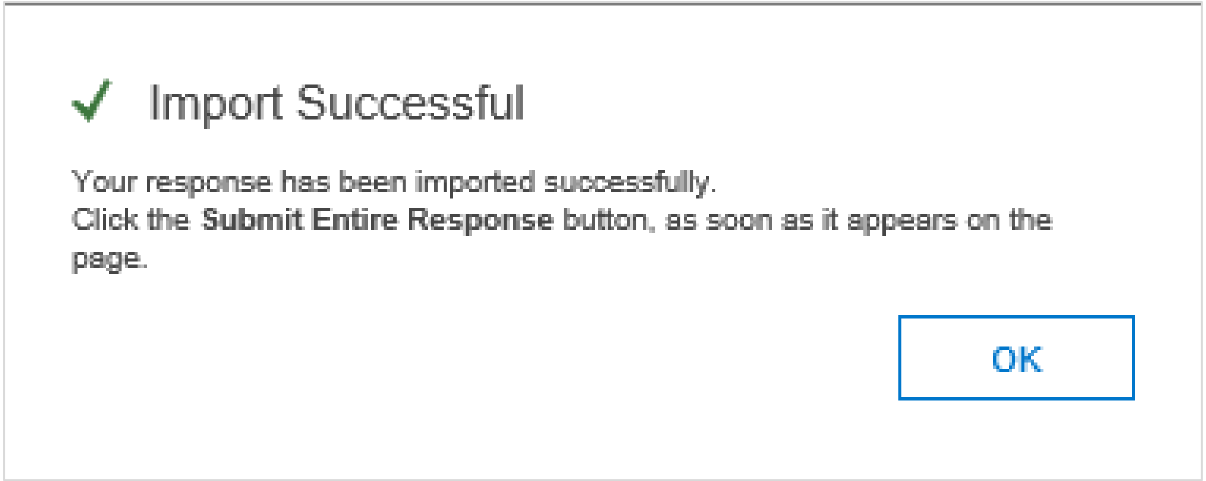
- Only edit file with **your responses** and **do not** embed any other file in the document, delete any content or make any format changes. Please note you can **only enter text and numbers** in the file and you do not have to complete all Parts of the RFx to upload the file (i.e. Complete Pricing Form). Under Step 3, click “**Browse**” to locate your file or drag and drop your file into the highlighted spot.
- Click “**Upload**” to upload your file. Your responses will now be entered into the Event Contents.

Note: If you choose to upload your responses through Excel, this will overwrite any values you may have entered into the event directly.



Upload Response from Excel (cont’d)

- SAP Ariba will notify you that the file upload was successful.



- Once you receive the successful upload notification, click on the Update Totals in the sourcing event to update your bid pricing

Print Event Information

Download Content | Review Prerequisites | Compose Response | **Print Event Information**

- You may also download a printed version of the event **(Word format).** The response shown in Print Version is the last accepted response.
- If there is no accepted response, the latest draft response will be shown. This will be your copy as a reference to your submission.

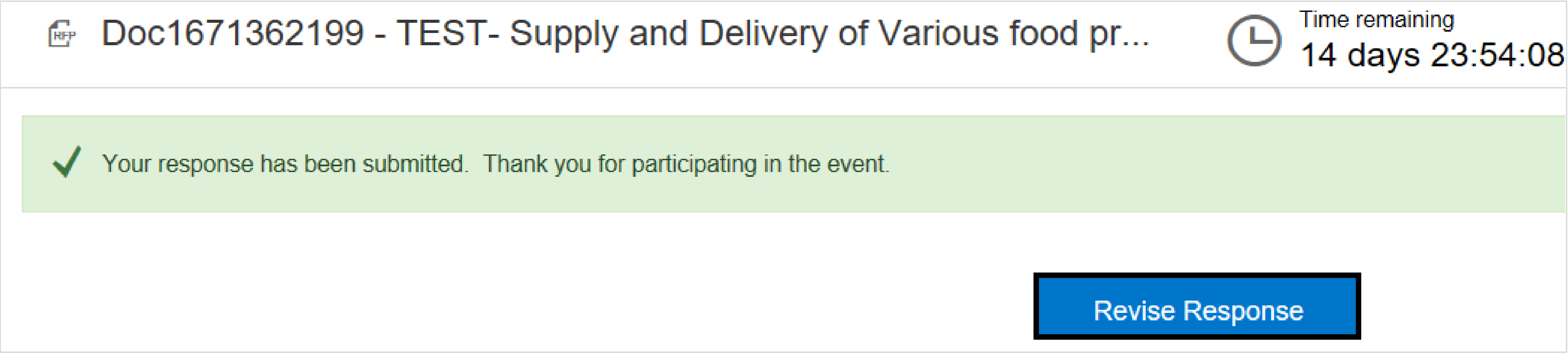
Timing Rules	
Publish time	2/1/2019 12:50
Due date	8/2/2019 13:00
Specify how lot bidding will begin and end	Parallel

Initiator Actions	
Can Project owner create response team by default	No

Content	
Name	**Value**
1 Part 1 - Introduction to RFQ	
1.1 Introduction	
Bids are invited for the **non-exclusive supply and delivery including shipping and all costs of Squeegee kits for buckets on rubber tire loaders** operated by the City of Toronto's Fleet Services Division for a period of one (1) year from the date of award, with the option to renew the Contract for four (4) separate one (1) year periods, all in accordance with the provisions and specifications contained in this Request for Quotation (RFQ) and the City of Toronto's Procurement Policies, Event Section 5 - Pricing, and the City of Toronto Fair Wage Policy and Labour Trades Contractual Obligations in the Construction Industry.	
1.2 City Contact	
Buyer Name: Minyoo Noh, Corporate Buyer	
1.3 Request for Quotation Timetable	
The RFQ Timetable is tentative only, and may be changed by the City at any time. For greater clarity, business days means all days that the City is open for business. Site Visit/ Pre-Bid Meeting - N/A Deadline for Questions - January 21, 2019 at 4 p.m. Deadline for Issuing Addenda - Three Business Days before Closing Deadline	

Revising a Response

- You can revise a submitted response prior to the event closing.
- Click "**Revise Response**" on the event, then "**OK**"



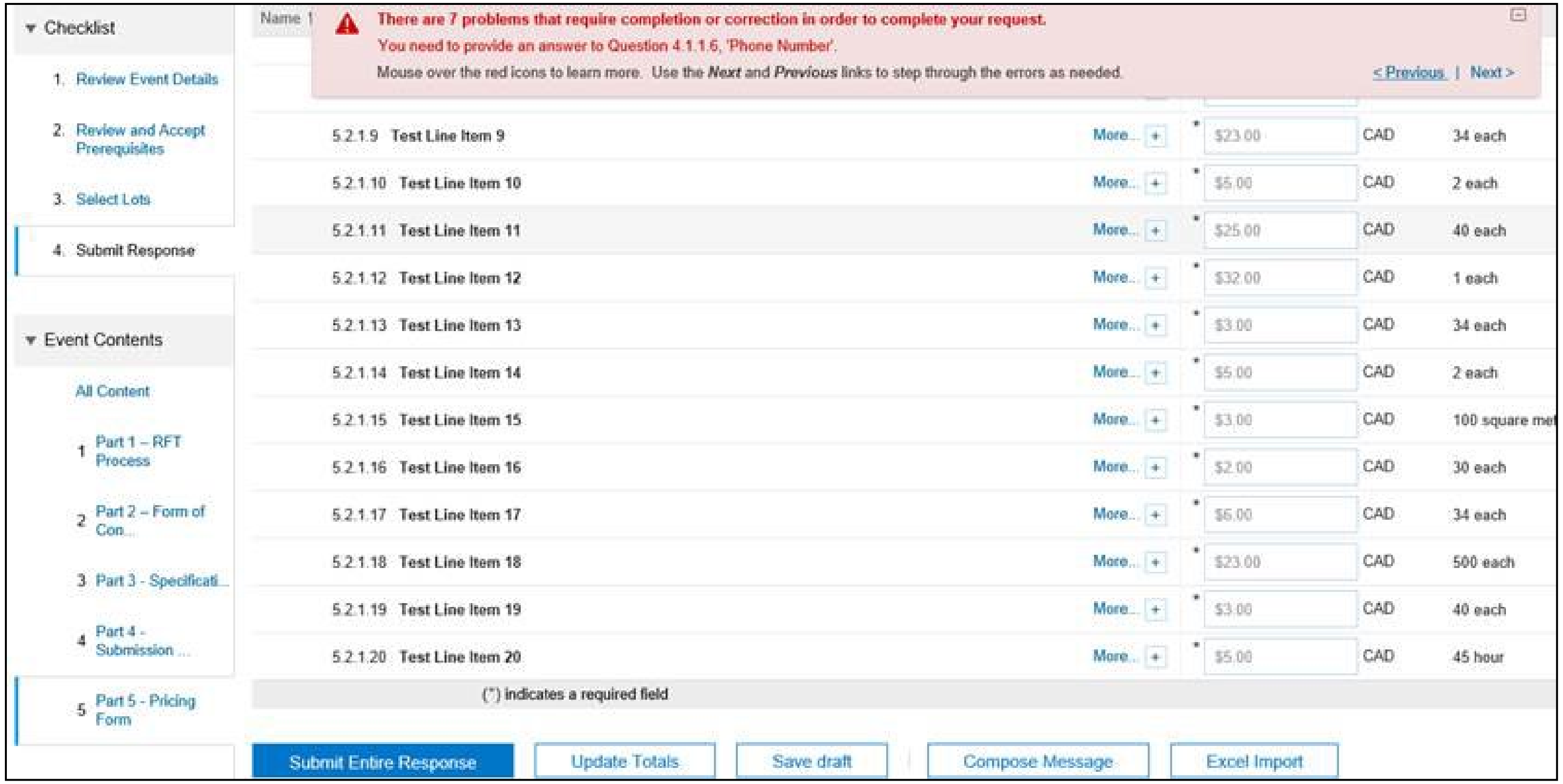
- The answers will be auto-filled with your previously submitted response. Select answers and revise as necessary, then click "**Submit Entire Response**" to submit your revised response.
- If the event closes before a revised response has been submitted, the last submitted response will be submitted for evaluation.

Missing Mandatory Items - Error Message

- If you miss a mandatory question or it is incomplete, you will trigger a red error message at the top of the screen.
- Read the message it will describe the exact question or line item number and the name of the question or line item.

Missing Mandatory Items – Example: Part 1

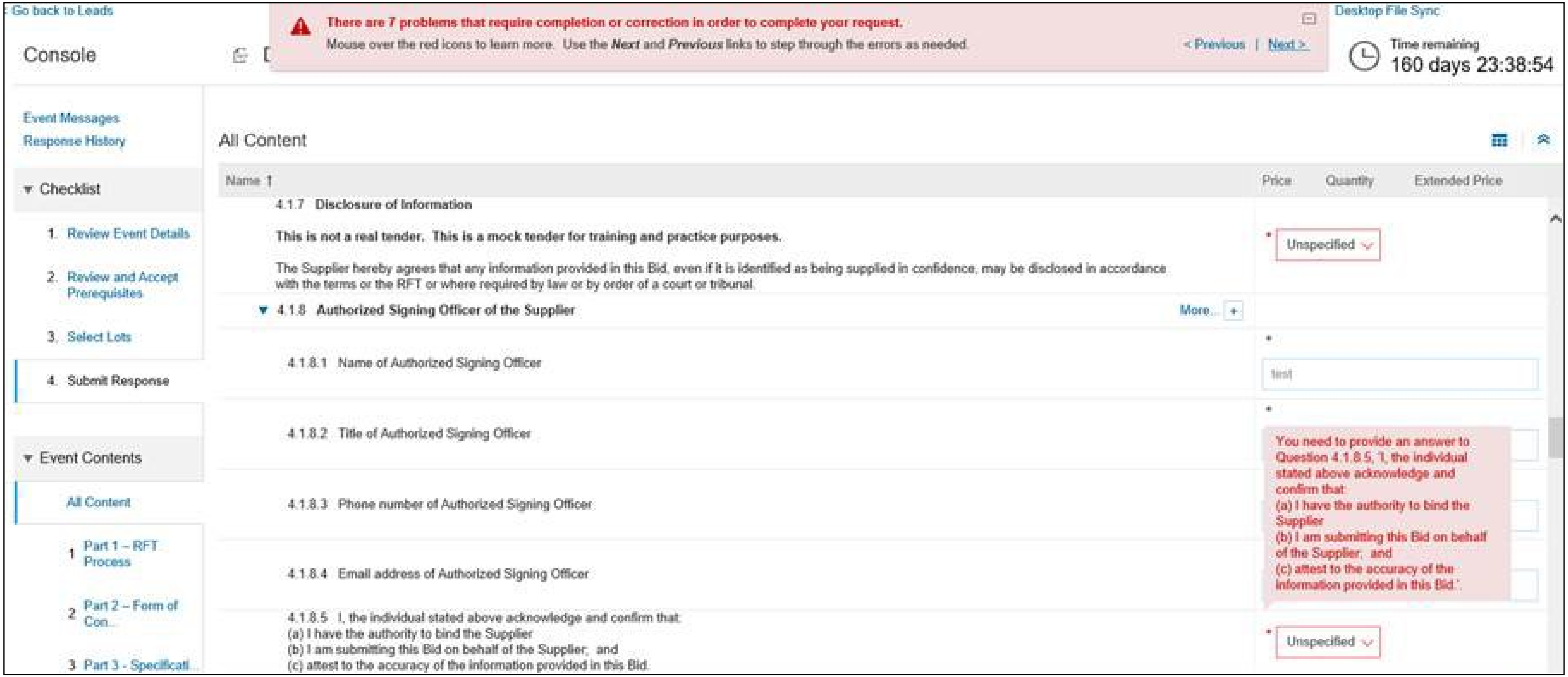
- In the example below, the bidder has moved on to Part 5 – Pricing and tried to click submit.
- Nothing is highlighted in red because all the problems are in Part 4.
- The system message alerts the bidder by describing how many issues there are, where the first issue resides and how to navigate and find all remaining issues.
- Below the system describes the exact section numbers in the error message (i.e. Question 4.1.1.6 'Phone Number' as shown).



Missing Mandatory Items – Example: Part 2

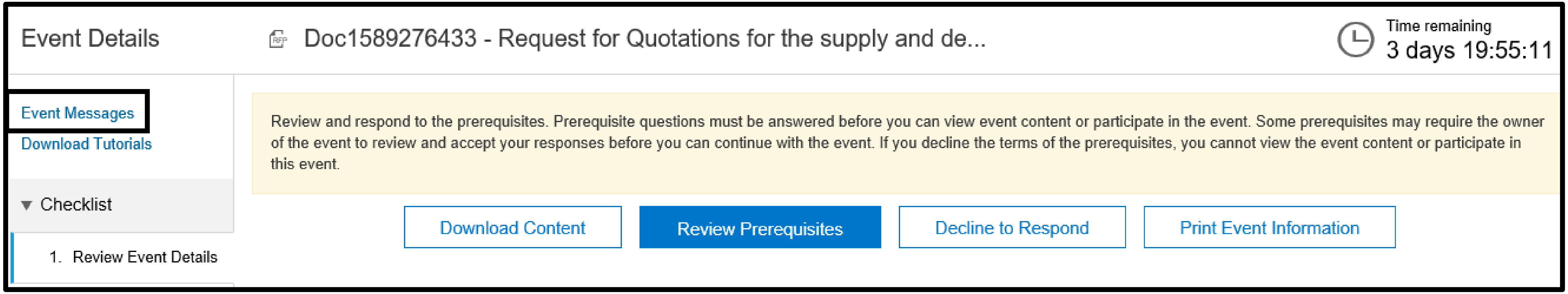
- Once you submit a bid and you are no longer in the Part that has errors, when you click into the Part needing corrections, the interaction will refresh and the errors will no longer be highlighted in red.
- To see the red highlights, a supplier should either be in the Part that has the errors (in this case Part 4) or, better yet, click on "**All Content**" (from the "Event Contents" at the left hand side) and then click submit again.
- As you click "**Next**" through the errors, the screen will advance and you will see the error highlighted in red.
- In the example on the next slide, displaying "All Content" and then clicking to submit again will show the remaining errors which will be highlighted.
- It's best to be displaying "All Content" in case the errors span more than one Part.
- Only once all the missed mandatory items are corrected will you be able to submit your completed work

Missing Mandatory Items – Example: Part 3



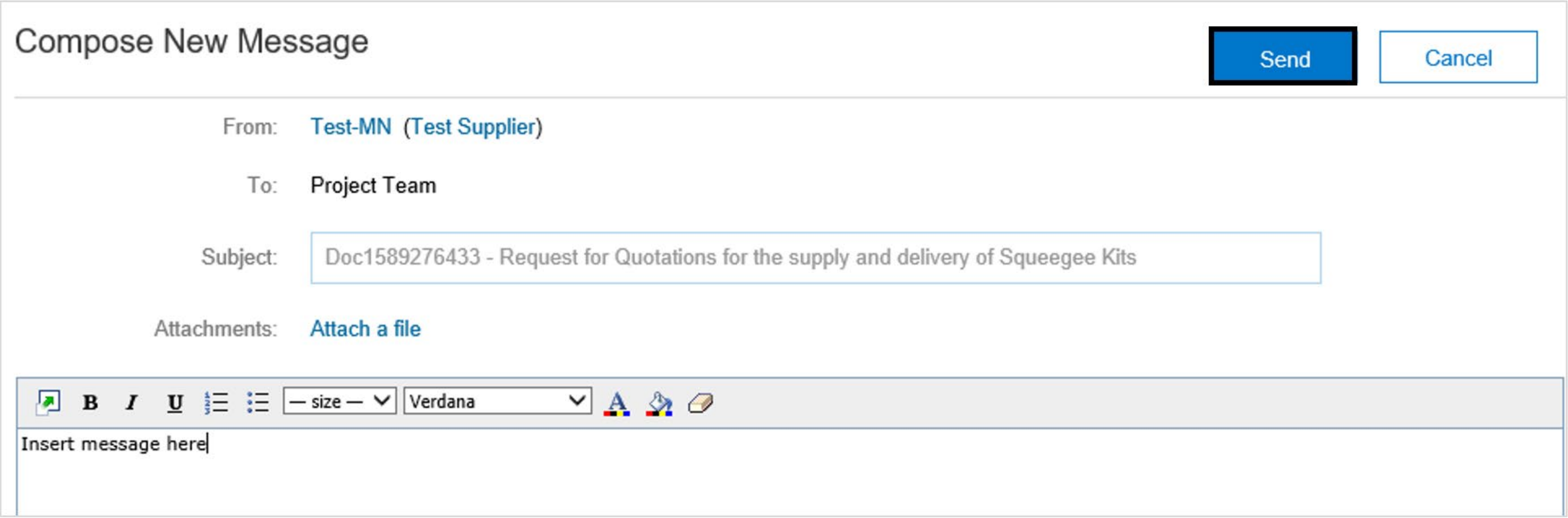
Communicating with City Representative – Part 1

- All communication regarding an active event must be submitted through SAP Ariba
- To submit a question, click **Event Messages** in the Sourcing Event



Communicating with City Representative – Part 2

- You can insert your messages and attach files if necessary.
- Click **Send** to send your message to the City Representative.



Communicating with City Representative – Part 3

- On Event Messages, you can review any messages and notifications from the City Representative or submit your own message by clicking **Compose Message.**

Messages

	Id	Reply Sent	Sent Date ↓	From	Contact Name	To	Subject
○	MSG65512053	No	11/02/2019 12:03	City of Toronto	Minyoo Noh	Participants (0) Team (0)	Event Request for Quotations for the supply and delivery of Squeegee Kits has been ex
○	MSG65510708	No	11/02/2019 11:41	City of Toronto	Minyoo Noh	Participants (0) Team (0)	Event Request for Quotations for the supply and delivery of Squeegee Kits has change
○	MSG65320401	No	06/02/2019 12:07	City of Toronto	Minyoo Noh	Participants (0) Team (0)	Event Request for Quotations for the supply and delivery of Squeegee Kits has been extende
○	MSG63786244	Not Applicable	02/01/2019 12:50	City of Toronto	Minyoo Noh	Participants (0) Team (0)	City of Toronto has invited you to participate in an event: Request for Quotations for th

View | Reply | Compose Message | Download all attachments

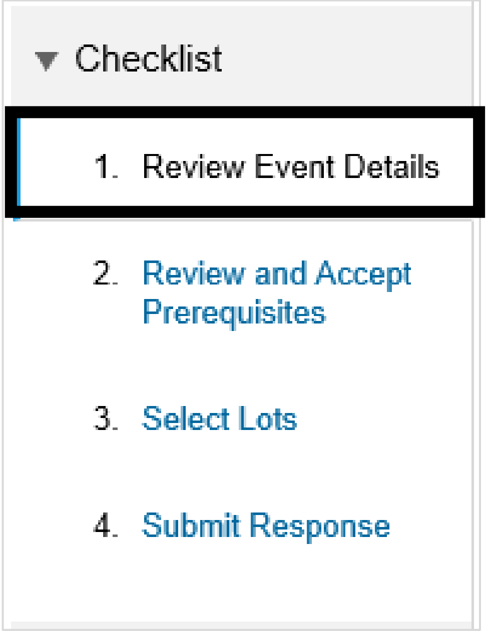
Addendum

- Bidders will receive an email update when an Addendum has been issued to an event they have responded to.

- Any Addenda will appear as the last enveloped Part of every RFx type. Bidders can download the attachment and review the Addendum contents.
- It is the Bidder’s responsibility to review any and all addenda issued by the City prior to the Event Closing. If any addenda are issued after the Bidder has submitted a response, the Bidder must review addenda and determine if a revised response must be submitted.

Addendum – Step 1 and Step 2

- In cases where the Pricing Form has been updated via Addenda, the Bidder will need to reselect Lots. To do this, follow the steps below:



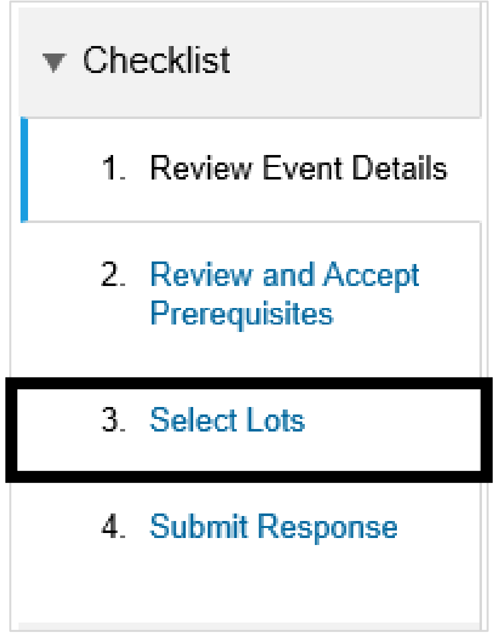
Step 1:

Under the Checklist header.

Click **Review Event Details** to reactivate the preceding steps

Step 2:

Click Select Lots



Addendum – Step 3 and Step 4

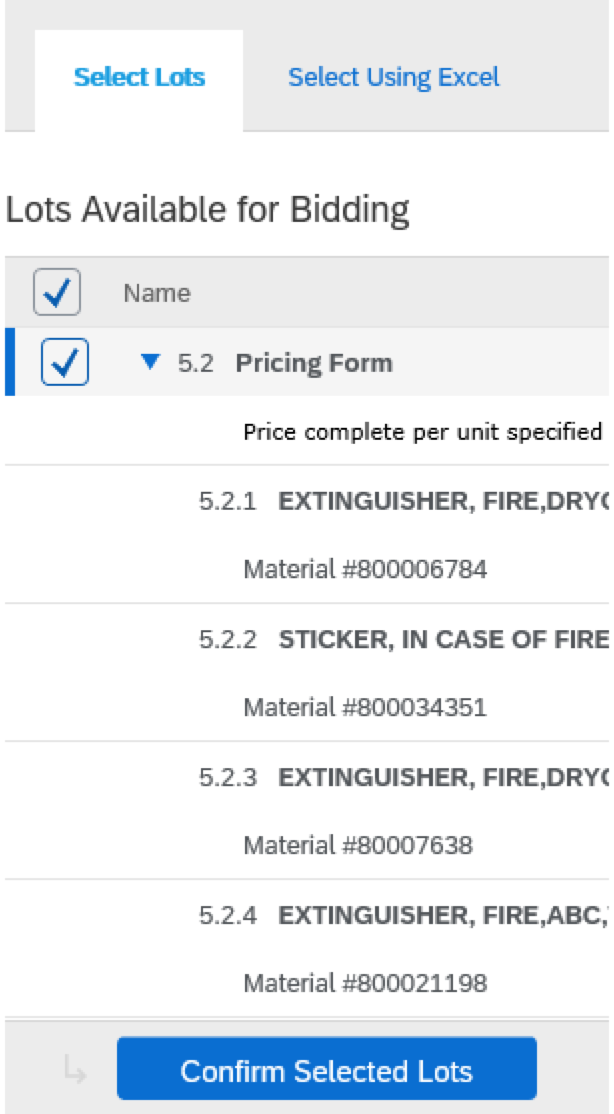
Step 3:

On the following screen, click **Select Lots**

Step 4:

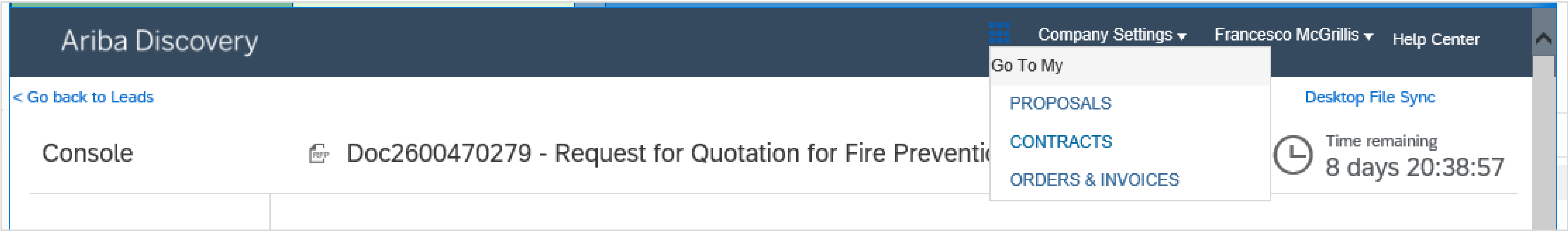
Scroll down and click **Submit Selected Lots**

Once all the above Steps, have been completed, the revised Pricing Form will now be visible under Part 5- Pricing

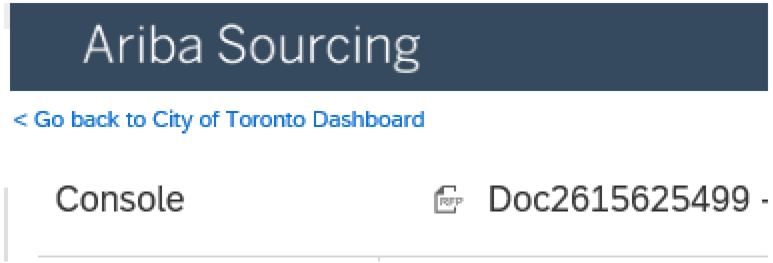


Viewing the Ariba Proposals and Questionnaires

- The "Ariba Proposals and Questionnaires" section provides a list of previously accessed solicitations. This list is available for you to use to access solicitations quickly.
- To access this section from within the Event:
    1. You can go to the Grid icon next to the Company Settings at the top of the event and then select "Proposals" from the dropdown menu.

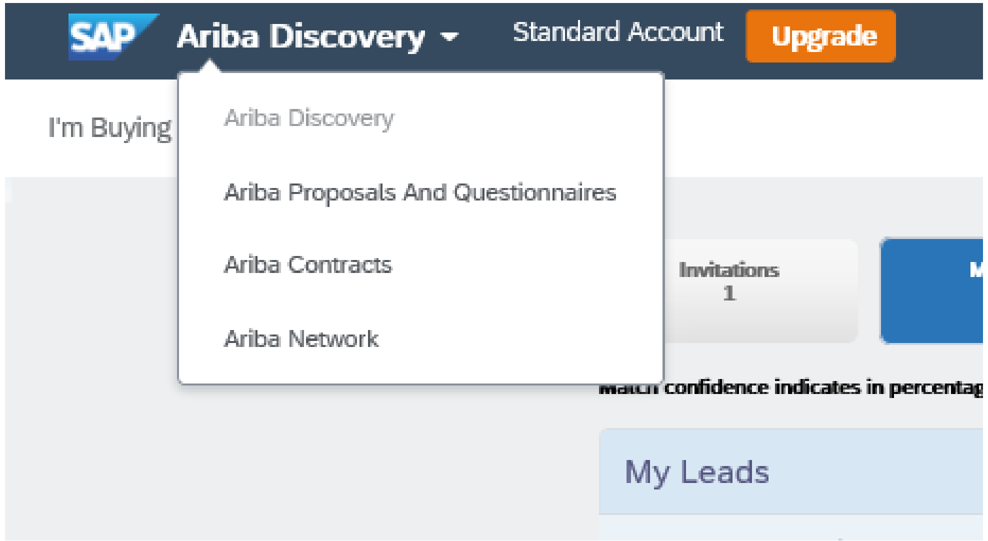


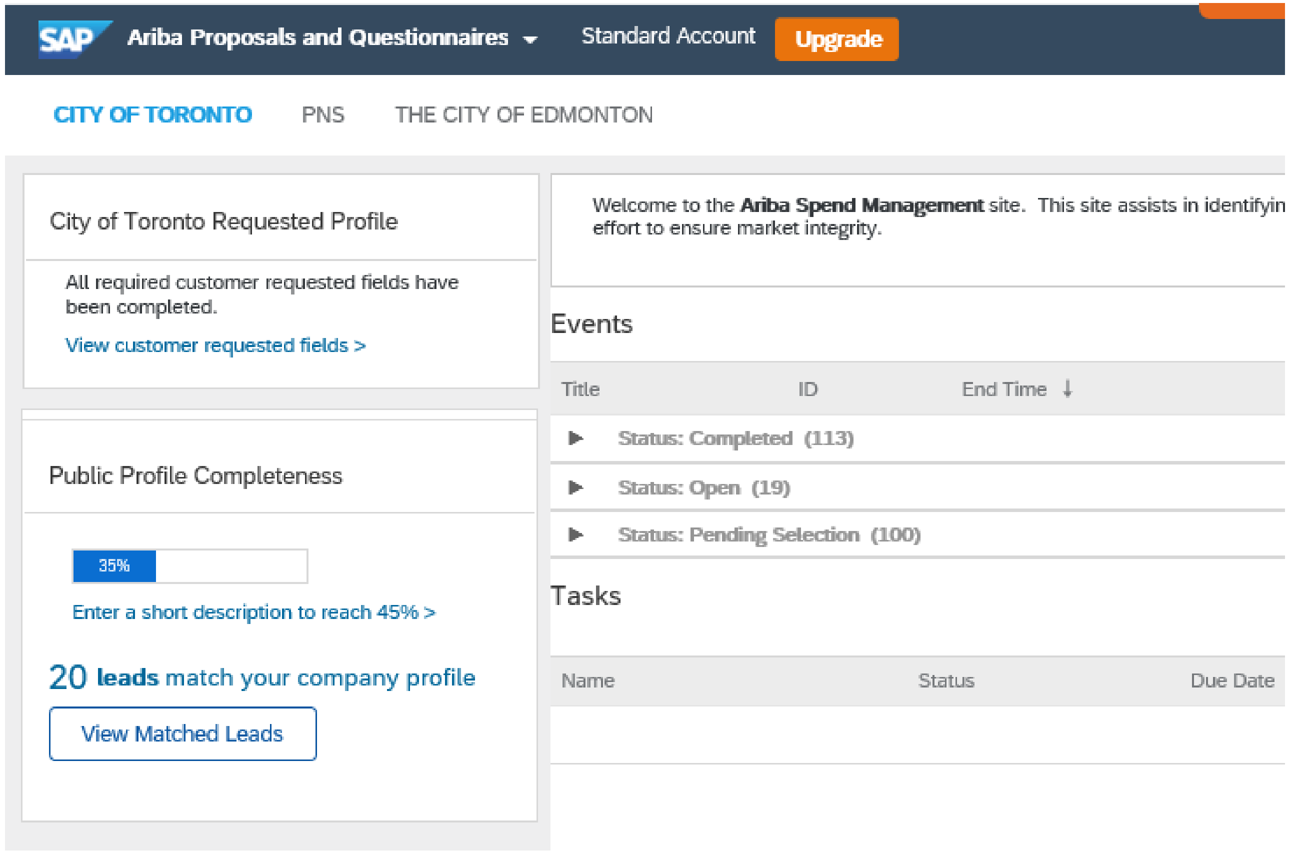
2. The Sourcing Event will allow you to now "Go back to City of Toronto dashboard", which will take you to the "Ariba Proposals and Questionnaires" section.



Viewing the Ariba Proposals and Questionnaires (cont'd 1)

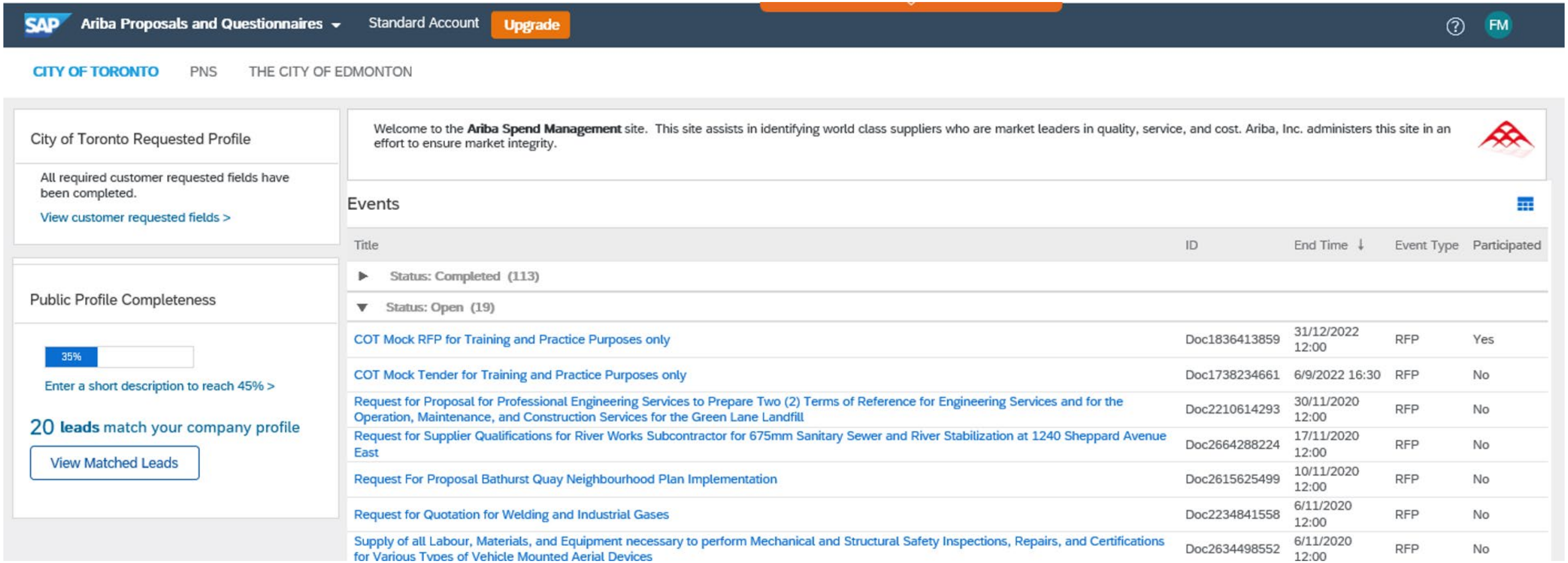
- To return to an Event you have previously accessed, you can also select the "Ariba Proposals and Questionnaires" section from the drop-down in the upper left hand corner. A list of events that you have previously accessed are organized by status (Open, Pending Selection, Completed).





Viewing the Ariba Proposals and Questionnaires (cont’d 2)

- When you open up each status, you will see City of Toronto solicitations that you have accessed, as well as their closing date and confirmation whether or not you have participated in that solicitation.



SAP Ariba Proposals and Questionnaires Standard Account Upgrade FM

CITY OF TORONTO PNS THE CITY OF EDMONTON

City of Toronto Requested Profile

All required customer requested fields have been completed.

View customer requested fields >

Public Profile Completeness

35%

Enter a short description to reach 45% >

20 leads match your company profile

View Matched Leads

Welcome to the **Ariba Spend Management** site. This site assists in identifying world class suppliers who are market leaders in quality, service, and cost. Ariba, Inc. administers this site in an effort to ensure market integrity.

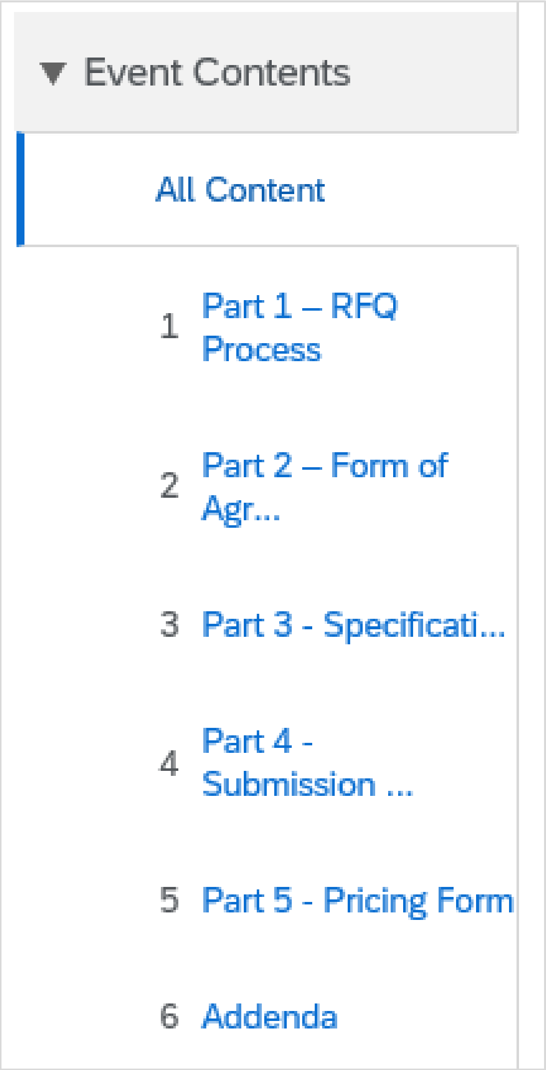
Events

Title	ID	End Time ↓	Event Type	Participated
▶ Status: Completed (113)				
▼ Status: Open (19)				
COT Mock RFP for Training and Practice Purposes only	Doc1836413859	31/12/2022 12:00	RFP	Yes
COT Mock Tender for Training and Practice Purposes only	Doc1738234661	6/9/2022 16:30	RFP	No
Request for Proposal for Professional Engineering Services to Prepare Two (2) Terms of Reference for Engineering Services and for the Operation, Maintenance, and Construction Services for the Green Lane Landfill	Doc2210614293	30/11/2020 12:00	RFP	No
Request for Supplier Qualifications for River Works Subcontractor for 675mm Sanitary Sewer and River Stabilization at 1240 Sheppard Avenue East	Doc2664288224	17/11/2020 12:00	RFP	No
Request For Proposal Bathurst Quay Neighbourhood Plan Implementation	Doc2615625499	10/11/2020 12:00	RFP	No
Request for Quotation for Welding and Industrial Gases	Doc2234841558	6/11/2020 12:00	RFP	No
Supply of all Labour, Materials, and Equipment necessary to perform Mechanical and Structural Safety Inspections, Repairs, and Certifications for Various Types of Vehicle Mounted Aerial Devices	Doc2634498552	6/11/2020 12:00	RFP	No

Additional Tips

Good to Know A

- On the main console you have “Event Contents”, which contain each part of the event.
- You can click on each part and review each part individually.



- Response History: Click on the **Name** of a response to see details, including the lots and information submitted.

Good to Know B

- Any (*) field is a required field.
- Attempts to submit a response more than once will result in an error message. Although you cannot submit a response more than once, you can revise a submitted response within the RFx time frame.

- On the main console you have multiple tabs helping you achieve a smooth submission of your response.

TORONTO

Useful Information Links

- City of Toronto Transition to Ariba
- SAP Ariba
- City of Toronto SAP Ariba Registration
- SAP Ariba Help Center

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Thank you!

If you have any questions please send an email to :

supplychain@toronto.ca

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