Ariba Overview for Suppliers

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NW Natural®

Welcome!

Thank you for being a key partner to NW Natural. As an external supplier to NW Natural, you are an integral piece in our organization's continued success.

NW Natural uses SAP's Ariba software to manage our process of sourcing suppliers and managing supplier contracts. This document will provide you with:

- General information about the sourcing and contract management processes that NW Natural uses in Ariba.

- An overview of how you'll use Ariba in your work.

- Several Quick Reference Guides (QRGs) giving you step-by-step guidance on how to complete various tasks in Ariba.
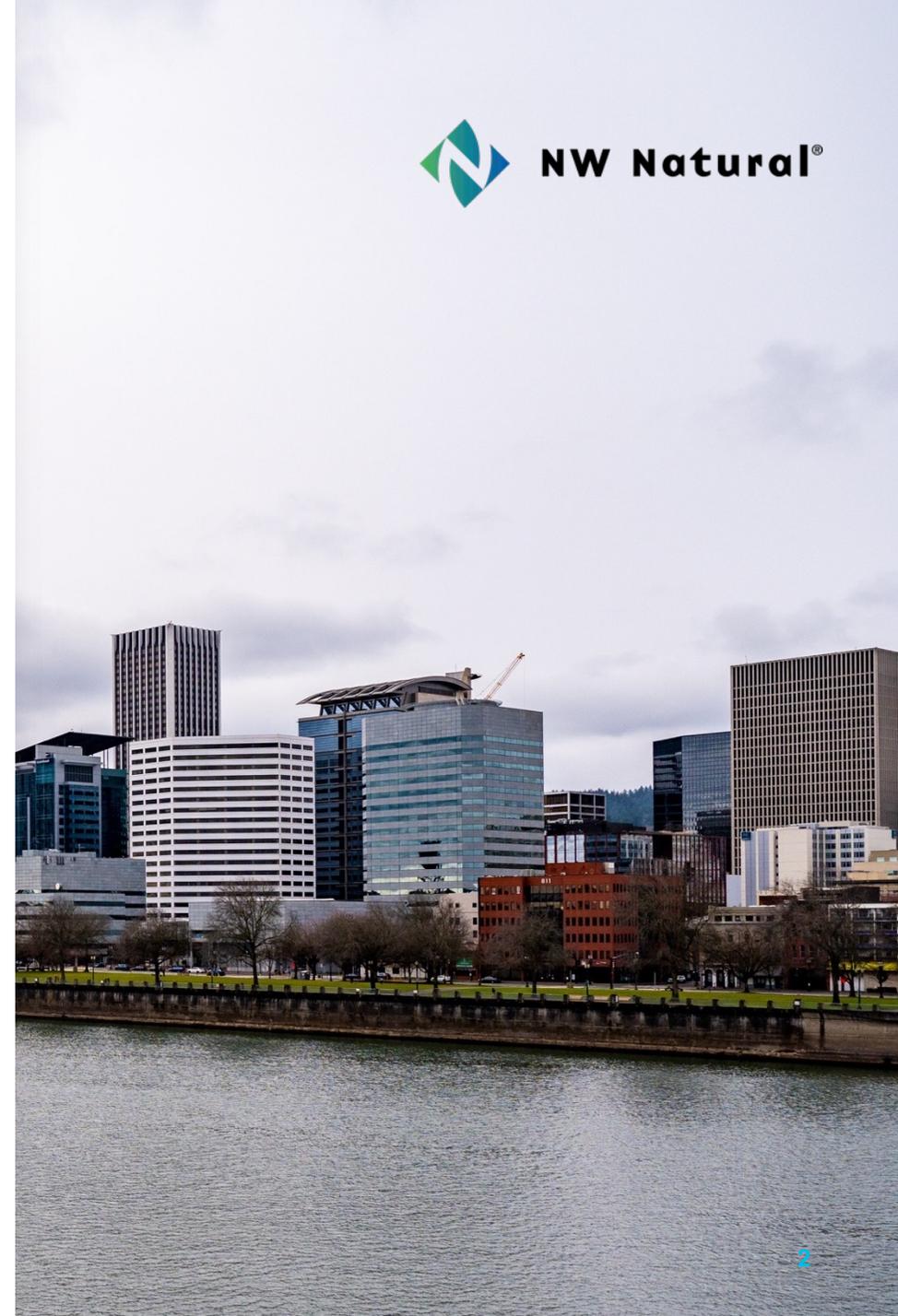
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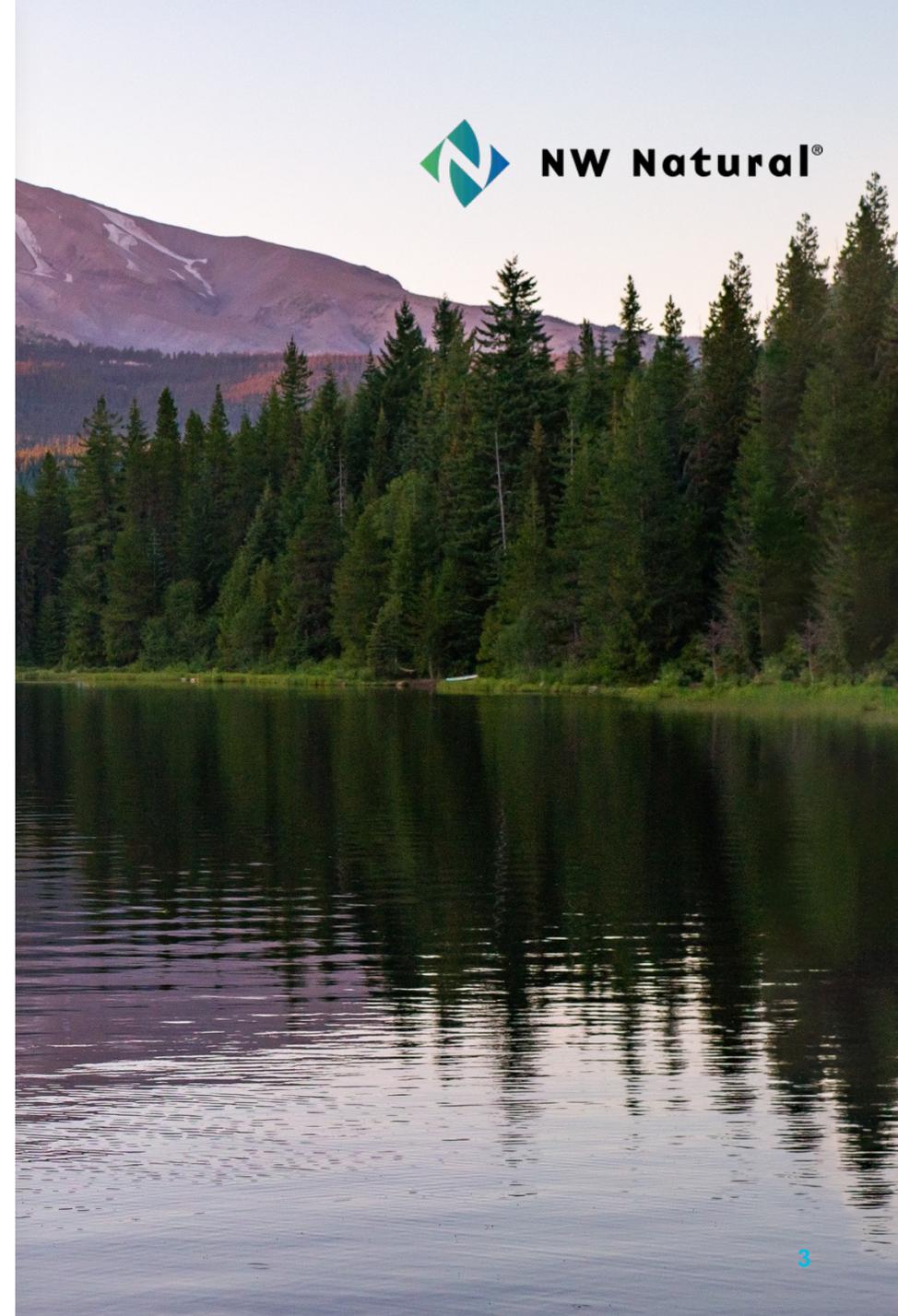
What is Ariba?

Ariba is a system that helps NW Natural source suppliers and manage contracts. NW Natural uses two of Ariba's modules:

Sourcing Module: NW Natural uses this module to create and manage sourcing requests.

Contracts Module: NW Natural uses this module to create and manage contracts with suppliers and confirm contract compliance with required policies.

The following slides explain these modules in more detail and provide step-by-step instructions on how to complete common tasks in Ariba.

Key Terms

Here are some key terms you'll see in this overview:

Supplier	The company or agency that provides goods or services to NW Natural.
Buyer	The employee at NW Natural responsible for leading the sourcing and contract management processes and interfacing directly with the supplier.
Prerequisites	Questions that a supplier must respond to before being allowed to participate in an RFx.
RFx	A collective term for any type of sourcing project. At NW Natural, these can include Requests for Information, Requests for Proposal, or Requests for Quotation.
Message Board	The primary tool in Ariba that allows buyers and suppliers to communicate during an RFx. Can also be used during contract negotiations.

Sourcing at NW Natural

Background

NW Natural publishes all competitive bid invites using Ariba and suppliers are required to use Ariba for their responses.

Suppliers must have a free account on the Ariba Network to participate in sourcing events. Many companies already have accounts, so check with your team before creating a new account.

Types of Sourcing Events

NW Natural uses several types of sourcing events, collectively referred to as RFx. These generally include:
- **Requests for Information (RFIs)**
- **Requests for Proposal (RFPs)**

NW Natural is here to support you throughout the sourcing process.

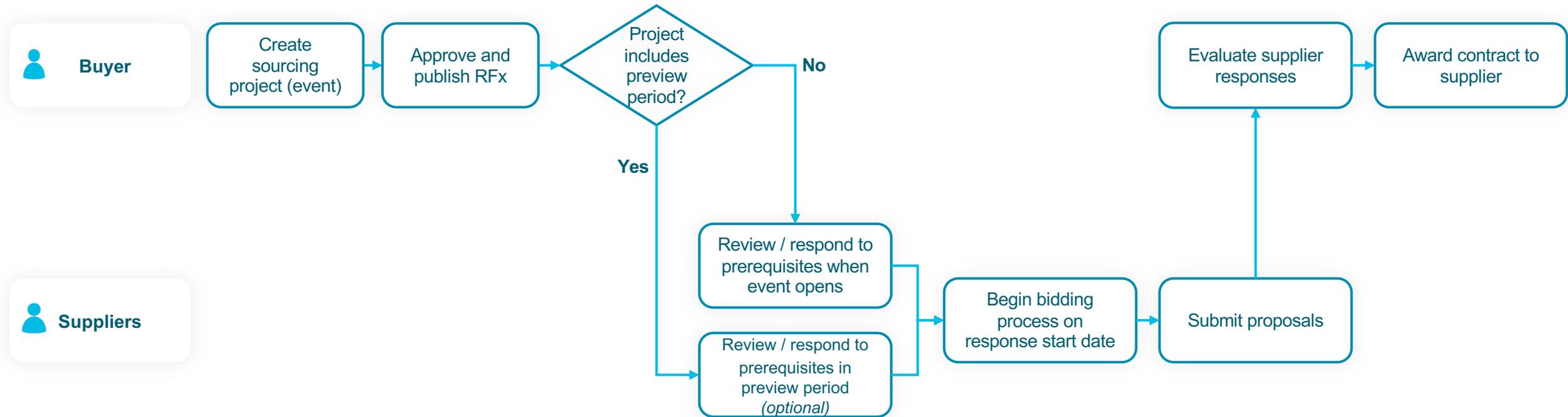If you have any questions about a specific sourcing event, please reach out to the buyer for that event.

For additional Ariba support:
- Visit NW Natural's Supplier Information Portal where you can access Ariba learning resources from SAP.
- Reach out to NW Natural's Ariba Business Owner at SAPAribaSupport@NWNatural.com.

Sourcing Process Flow

This graphic shows each party's responsibilities in the sourcing process. The next few pages provide instructions on the tasks that suppliers must complete as part of this process.

Buyer

Create sourcing project (event) → Approve and publish RFx → Project includes preview period?

Project includes preview period? — **No** → Review / respond to prerequisites when event opens

Project includes preview period? — **Yes** → Review / respond to prerequisites in preview period *(optional)*

Suppliers

Review / respond to prerequisites when event opens / Review / respond to prerequisites in preview period *(optional)* → Begin bidding process on response start date → Submit proposals → Evaluate supplier responses → Award contract to supplier

Review and Respond to Prerequisites
Instructions

Every RFx will have a set of prerequisites that a supplier must respond to before being allowed to submit a proposal. Follow these steps to respond to prerequisites in an RFx:

1 Open the Ariba **Events** page. This is where you can view open RFx.

2 Scroll down to the **Status: Open** section to view open RFx and click on the relevant RFx. This will open the details of the RFx.

3 Click **Review Prerequisites.** Most RFx will have two pre-requisites that you must respond to: a bidder agreement and an event-specific non-disclosure agreement (NDA).

4 Click **View Bidder Agreement** to view the terms of the agreement and select **I accept the terms of this agreement.**

5 Scroll down to review and respond to the questions in the NDA. *Note: Each NDA is event-specific so you will need to agree to a new NDA every time you respond to an RFx.*

6 Click **OK.** Your answers to the prerequisites are now sent to the buyer to review and approve. They must approve your answers before you can submit a response to the RFx.

1 Events

Title	ID
▶ Status: Completed (4)	
▼ Status: Open (1)	
Untitled Sourcing Project	Doc818059168
▶ Status: Pending Selection (8)	

Doc818059168 - Untitled Sourcing Project

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require that you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

3 Review Prerequisites   Decline to Respond   Print Event Information

Doc818059168 - Untitled Sourcing Project

To continue with this event, complete the prerequisites below. Some of the prerequisites might be access gate questions that you must answer before you can see the event information. Other prerequisites might serve as a partic... restricts you from submitting your response unless you have responded to them. In some cases, your responses to the prerequisites require buyer review before you can continue with the event or submit a response.

4 Would you like to accept the Bidder Agreement?   View Bidder Agreement

⦿ I accept the terms of this agreement.

◯ I do not accept the terms of this agreement.

Prerequisites

5 Name ↑

NW Natural's Supplier Information Portal

▼ 2 Non-Disclosure Agreement(NDA)

2.1 Please choose the appropriate option in response to the NDA terms included as an attachment to this question.

IMPORTANT:

Not accepting the NDA terms may result in a delay or denial of the RFP content.

References ∨

* Unspecified

Unspecified

I have the required authority and accept the attached NDA terms on behalf of my company for this On-Line Event.

My company has an existing equivalent agreement in place.

3 Supplier Questions

4 Pricing Section

(*) indicates a required field

6 OK

Submit a Response to RFx

After the buyer accepts your response to the prerequisites, you will need to submit a response to the RFx:

1 Open the Ariba **Events** page. This is where you can view open RFx.

2 Scroll down to the **Status: Open** section to view open RFx and click on the relevant RFx. This will open the details of the RFx.

3 *If the RFx is an RFP:* Click **Select Lots/Line Items** from the **Checklist** in the left sidebar. Then check the box with the line items you'd like to bid on and click **Confirm Selected Lots/Line Items.**

4 *For all RFx:* Click **All Content** in the **Event Contents** side bar on the left.

5 Answer all questions that appear and upload files as required.

6 Click **Submit Entire Response** and then click **OK** on the pop-up that appears. This will send your response to NW Natural for review.

After the RFx closes, NW Natural will review all responses and reach out with the decision or next steps as appropriate.

Contract Management at NW Natural

Background

After a sourcing process is complete, NW Natural will use Ariba to draft, negotiate, and execute the contract.

Suppliers are responsible for reviewing the contract proposals that NW Natural sends and accepting or proposing changes. All of this takes place through Ariba.

NW Natural is here to support you throughout the contract management process.

If you have any questions about a specific contract, please reach out to the buyer for that contract.
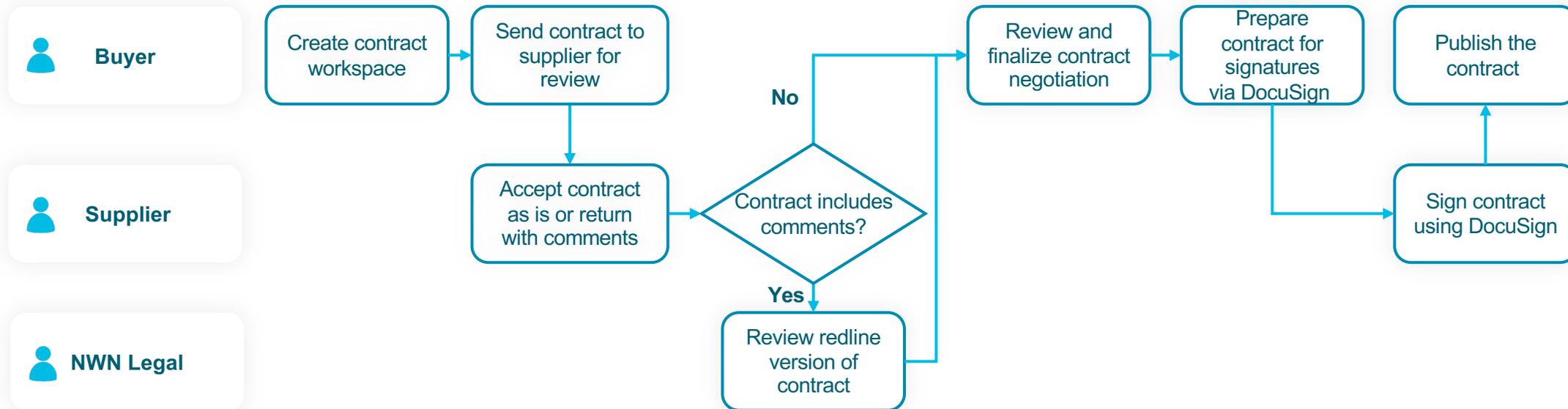
For additional Ariba support:
- Visit NW Natural's Supplier Information Portal where you can access Ariba learning resources from SAP.
- Reach out to NW Natural's Ariba Business Owner at SAPAribaSupport@NWNatural.com.

Contract Management Process Flow

In general, the contract management process in Ariba follows these steps. The next page provides instructions on the tasks that suppliers must complete as part of this process.

Buyer

- Create contract workspace
- Send contract to supplier for review
- Review and finalize contract negotiation
- Prepare contract for signatures via DocuSign
- Publish the contract

Supplier

- Accept contract as is or return with comments
- Contract includes comments?
- **Yes** → Review redline version of contract
- **No**
- Sign contract using DocuSign

NWN Legal

Review and Approve a Contract

As part of the contract management process, suppliers must review and accept the contract that NW Natural provides. Suppliers can accept the first version of the contract, or they can negotiate the contract with NW Natural. Follow these steps to review and approve a contract:

1 You will receive an email from Ariba when there is a contract ready for your review. Click the link in the email to access the contract in Ariba.

2 Click on the title of the contract on the left of the page that opens to download and review the contract.

3 If you are satisfied with the contract as written, click **Accept Proposal.** This will send the contract back to the buyer, who will prepare it for you to sign using DocuSign.

4 If you aren't satisfied with the contract as written and you want to make changes, click **Create Counter Proposal**.

In the form that appears:
- Write a message sharing the changes you've made.
- Upload your counter proposal.
- Select **Private to Team Members** in the **Access Control** field.
- Click **OK.**

5

6 Ariba will send your counter proposal back to the buyer who can use it to update their proposal. You will receive an email when they send you an updated proposal. Repeat steps 1 – 5 to review and approve the updated contract. It might take multiple rounds of negotiating before all parties are comfortable with the contract.

Thank you for your partnership!

NW Natural

» QUESTIONS?

Still Have Questions on Ariba?

Reach out to the Ariba Business Owner at SAPAribaSupport@NWNatural.com.