

Vendor Guide for Online Collaboration

Vendors Manual

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2. Course Overview

2.1. Purpose

All SANBS vendors are requied to process all procurement documents as well as maintaining own data using the SANBS Vendor Portal. To access the Portal the vendor must register with SANBS to recieve a userID and Password for the portal. Vendor online collaboration will ensure that the procurement processes are simpler, more transparent and will allow for better communication between SANBS and the vendor.

Vendors will process the following on the new SANBS Vendor Portal online:

- Maintaining own vendor data, e.g addresses and email addresses
- Purchase Orders (POs) Vendors must submit a PO response to acknowledge the receipt of the PO.
- Vendor Quotations Vendors must submit their quotations to SANBS once they have received a Request for Quotation.
- Tenders All SANBS tenders will be available online to vendors, the vendor will then respond to the Tender Online.
- Contracts All procurement legal contracts between the vendor and SANBS will be processed online.

The vendor is also able to mantain all their vendor information such as contact details, company profiles, any certificates and also add additional employees that can access the vendor portal.

The purpose of this manual is to detail how the functionality above can be carried on the SANBS Vendor Portal.



3. Log on to SANBS Vendor Portal

To access the SANBS Vendor Portal, access the SANBS website www.sanbs.org.za

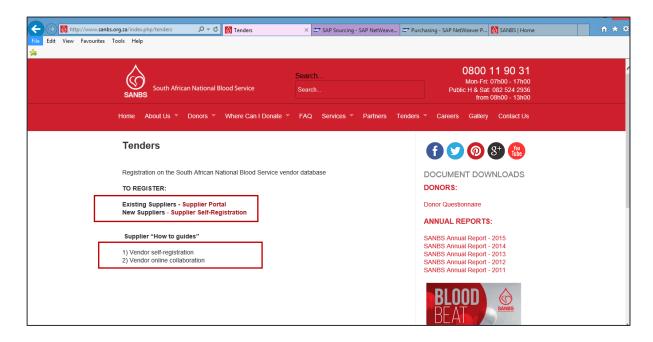
The click on the **Tend**ers menu option as shown in the screen below:



Step	Action
(1)	Click on the word Tenders marked above

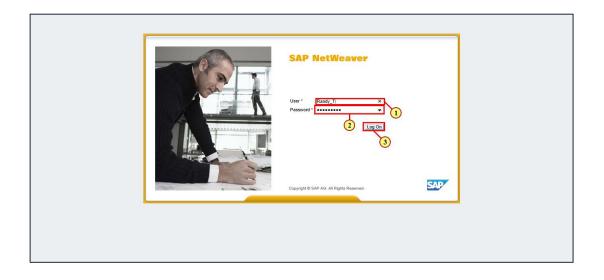
You will get the screen shown below:





Step	Action
(1)	Click on the link Supplier Portal marked above to log into the SANBS Vendor Portal

You get the login screen shown below that will take you into the Vendor Portal.



Step	Action
(1)	Enter your userID in the User * field.
(2)	Enter your password in the Password * field.
(3)	Click on Log On Log On



All vendors must have valid user Username and Password to access the SANBS Vendor Portal.



If there is a vendor who does not have a user ID and password, the vendor must register from the SANBS website, or by following the following link:

New Suppliers - Supplier Self-Registration



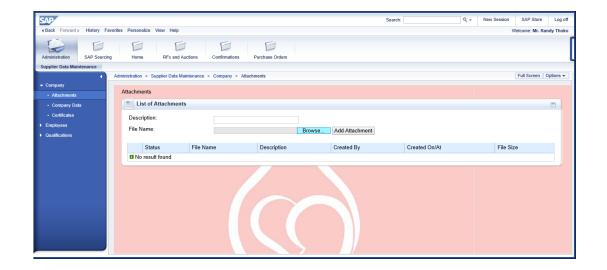
4. How To Mantain Own Data

As the vendor, you are able to maintain your own details, such as company profiles, contact details and also the users within your company that can access the SANBS Vendor Portal. All changes made by the vendor will go to SANBS Vendor Management Team for approval. When changes are approved your details will update and if rejected changes will remain unchanged.

The section below details how this is carried out.

4.1. Add Company Attachments

When you log into the Vendor Portal, you are taken to the screen below: The Company Attachments is selected as it is the first menu option.





Administration Menu

There are three sections that vendors change in Administration (listed left side of the menue). These categories are the following:

<u>Company Data:</u> This section is directly related to master data of the vendor's company. The administrator can change your company data and attach your company certificates.

- Attachment In this section you can attach documents that are required by SANBS.
- **Company Data** In this section you can change and update your company details.
- Certificates You can attach and submit your professional and compliance certificates and you can also see the status of your submitted and approved
 Certificates.

Certificate statuses are as follows:

- Red The certificate has expired and must be updated
- Green The certificate is still valid
- Yellow The certificate will expire in less than a month



Qualifications: In this Section you can respond and view your submitted SANBS additional Information requests.

- **New** Here you can see all new SANBS additional information requests for you to complete.
- **Submitted** Here you can see a list of all your submitted SANBS additional requires.
- **To be clarified** Here you see a list of all SANBS forms that have been sent back by SANBS for you to clarity.
- **To be processed** Here you see a list of all SANBS Additional Information requested that you still need to process.

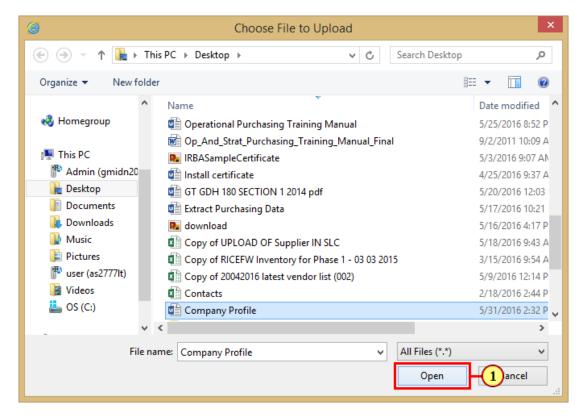
Employees: This section is related to master data of responsible person of the vendor company.

- **Own data** in this section the company administrator is able to view and edit his own data.
- Create new user- in this section the administrator can create other users within the company which he/she can then assign them tasks.
- Employee list- In this section the administrator can see list of all users that have been created and approved by SANBS to have access to the system.



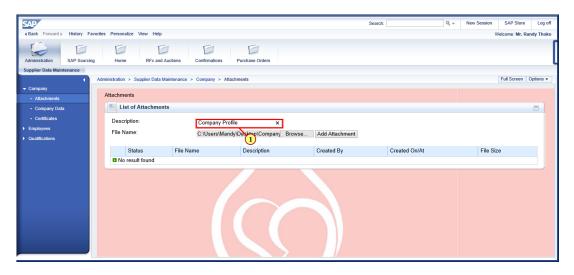
2016-06-09

Step	Action
(1)	Click on Add Attachment to add new attachment that is required by SANBS.

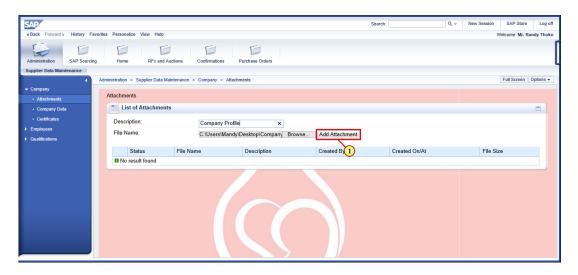


Step	Action		
(1)	Select the document to upload then click on Open	Open	tab.





Step	Action
(1)	Enter the Description of the attachment.



Step	Action
(1)	Click on Add Attachment Add Attachment tab.

4.2. Add/ Change Employees



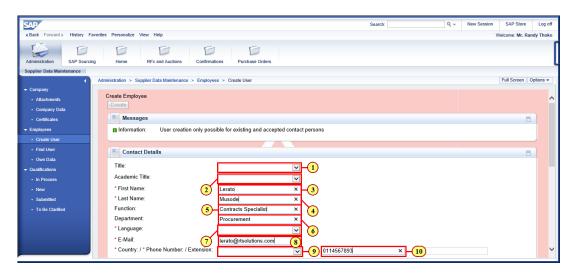


Ste	ер	Action
(2	2)	Click on Employees to access the Vendor Employee details.



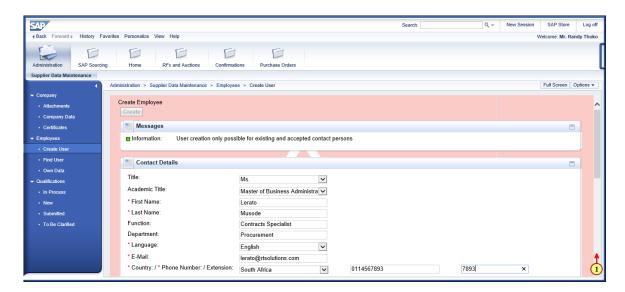
Step	Action
(4)	Click on Create User Create User link to create a new user.



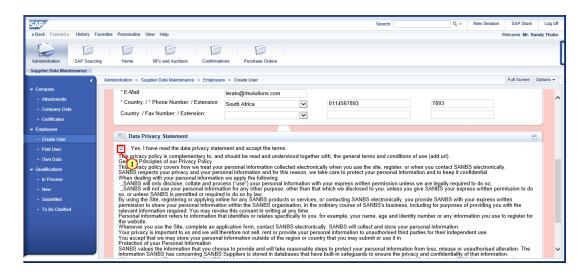


Step	Action
(1)	Select Title
(2)	Select Academic Title
(3)	Enter First Name
(4)	Enter the Last Name
(5)	Enter Function
(6)	Enter the Department
(7)	Select Language
(8)	Enter the E-Mail
(9)	Selected the Country: / * Phone Number: / Extension:
(10)	Enter Telephone number



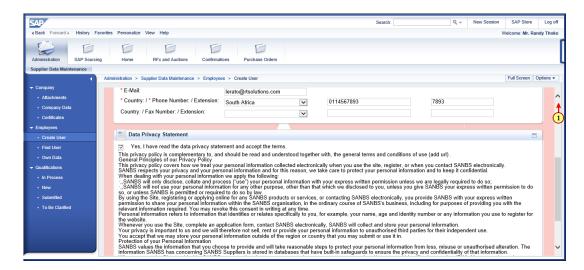


Step Action (1) Click here to scroll down to see more details of the page.

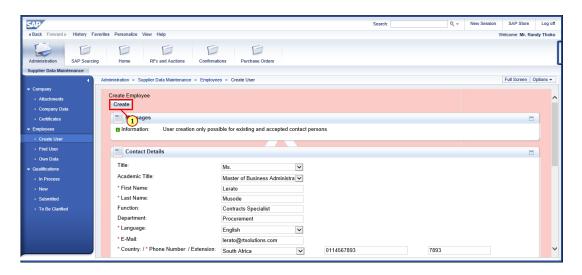


Step	Action
	Read the SANBS data privacy statement and select check box Yes, I have read the data privacy statement and accept the terms.





Step	Action
(3)	Click here to scroll up.



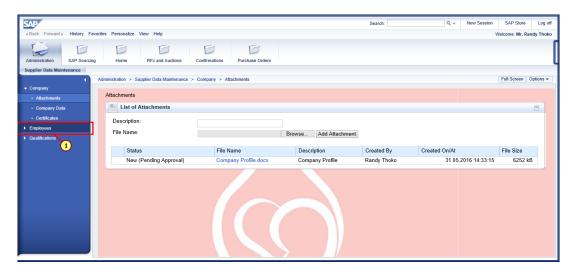


The creation of the user will trigger workflow to the SANBS Vendor Management Team to approve or reject the new user.

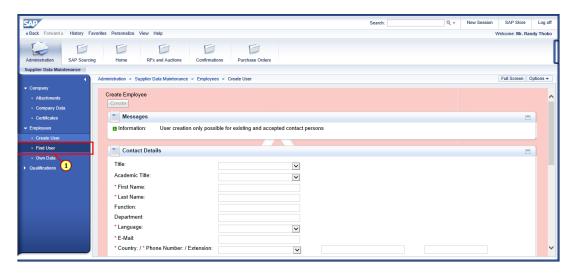


If Approved – Your company administrator will receive an email notification about the approval. You can then assign the new user a user ID, password and assign them a task that they will have access to.



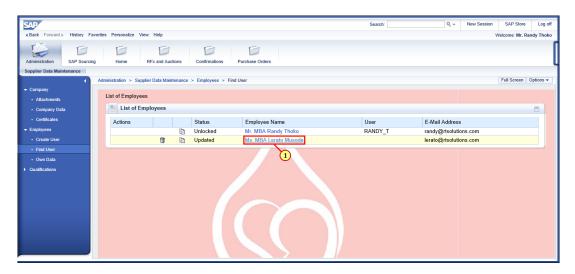




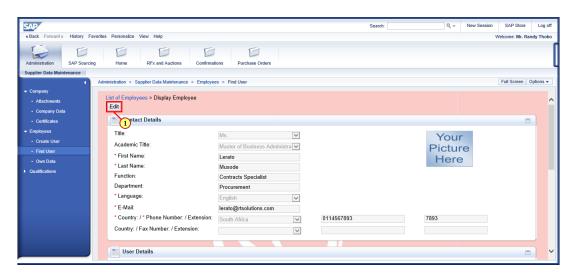


Step	Action			
(1)	Click Find User	Find User		



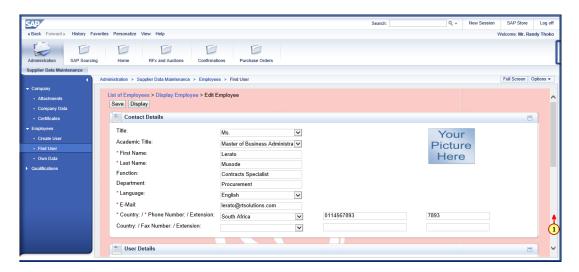


Step	Action		
	Click Ms. MBA Lerato Musode Ms. MBA Lerato Musode - this is the Employee that you would like to create a username and password for.		

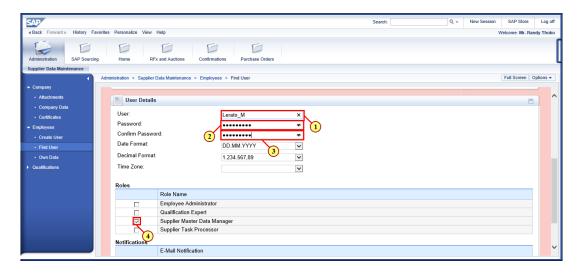


Step	Action	
(1)	Click Edit Edit.	



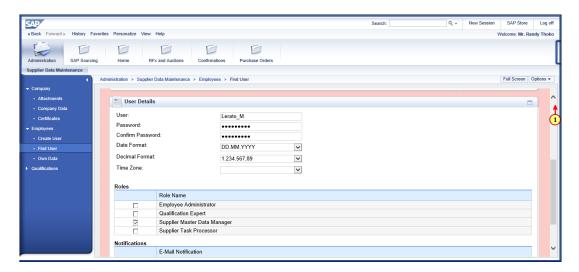


Step	Action
(1)	Scroll down.

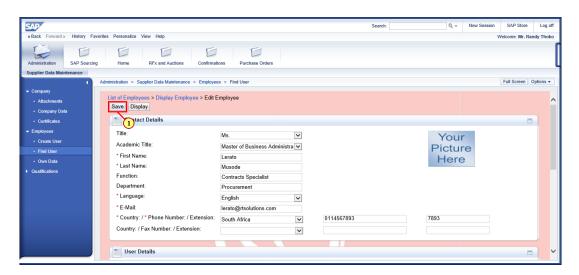


Step	Action
(1)	The User: field is filled out.
(2)	The Password: field is filled out.
(3)	The Confirm Password: field is filled out.
(4)	Supplier Master Data Manager check box is selected.





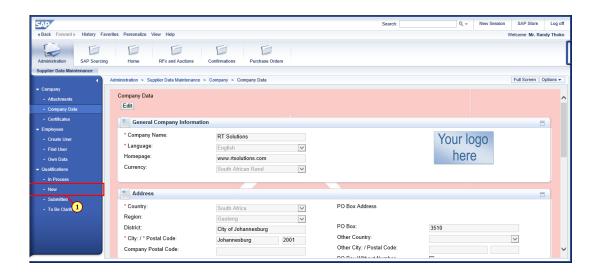
Step	Action
(1)	Scroll up.

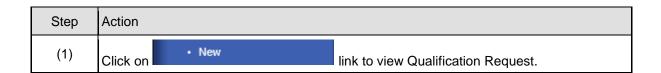


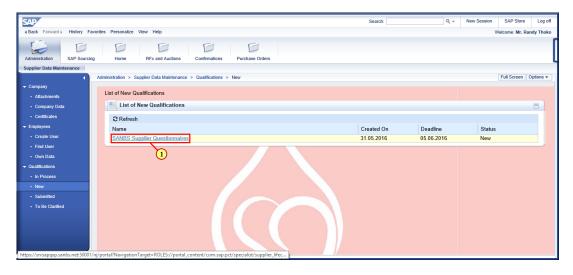
Step	Action		
(1)	Click Save Save.		



4.3. Respond to Qualification Request







Step	Action		
(1)	Click on the SANBS Supplier Questionnaires SANBS Supplier Questionnaires link and respond to the questionnaire and attach all required documents then submit.		



5. How To Respond to Purchase Orders

Purchase Orders will be also be received on the SANBS Vendor portal. The Vendor is required to accept, or reject the Purchase Order that has been sent to them. The Vendor also has the option to change the delivery date to a date that they are able to deliver for.

Once the Purchase Order has been Accepted, the Vendor may then deliver the goods/ services that have been ordered. The section below details how the PO response is captured on the SANBS Vendor portal.

A email notification will be sent to you, the Vendor, should there be a new or a change Purchase Order that must be actioned An example of the notification is detailed below:

Dear Sir/Madam,

The following document has been transmitted to you: Purchase Order: 4500900462.



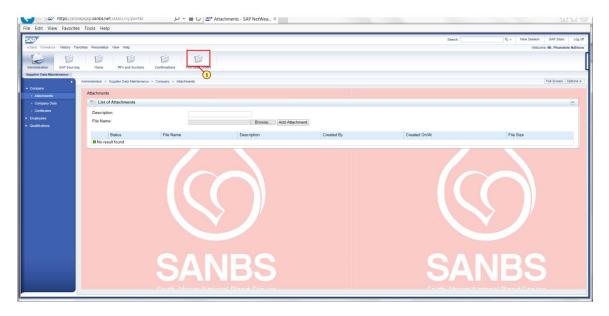
Please log onto the SANBS vendor portal with URL https://procurement.sanbs.net/irj to access the document.

Best regards,

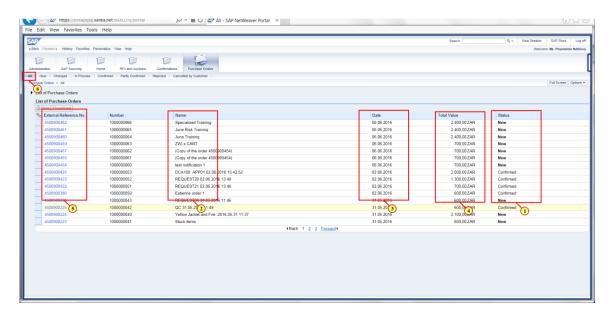
SANBS Procurement Team

Once logged onto the portal, navigate to the Purchase Order section.





S	Step	Action)	
	(1)	Click been	sent by SA	Purchase Orders to open all Purchase Orders that have NBS.



Step Action	
(1)	Purchase Order Status - details what the status of the Purchase Order is. See status explanation in table below.
(2) Name - details the name given to the Purchase Order.	
(3) Date - details the date which Purchase Order was created.	



Step	Action		
(4)	Total Value - details the total value (in South African Rands) of the Purchase Order.		
(5)	Purchase Order number - details the Purchase Order Number.		
(6)	Clicking the All tab selects it.		

The Purchase Order display will display Purchase Orders that are in one of the following statuses:

All - This will display All Purchase Orders that have been assigned to the Vendor.

New - This will display only New Purchase Orders that have not yet been processed by the Vendor.



Changed - This will display all Purchase Orders that have been created and have been changed by SANBS.

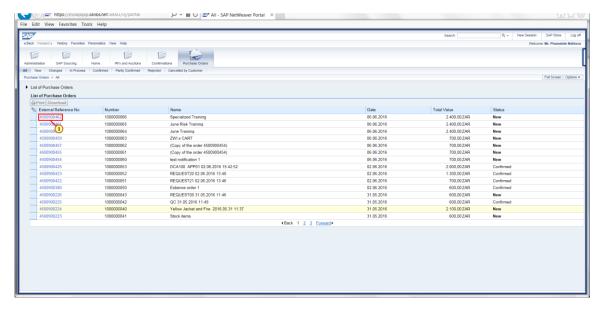
Confirmed - This will display all Purchase Orders that the Vendor has already confirmed.

Partly Confirmed - This will display all Purchase Orders that have been partially confirmed by the Vendor.

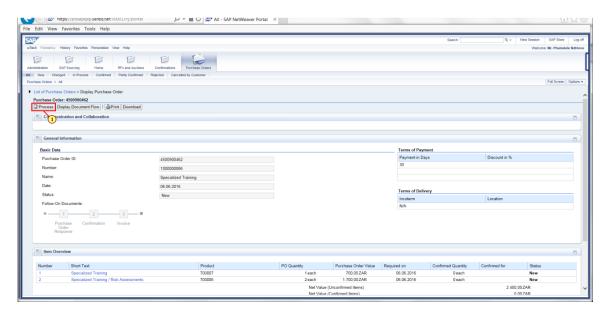
Rejected - This will display all Purchase Orders that have been rejected by the Vendor.

Cancelled by Customer - This will display all Purchase Orders that have been cancelled/ deleted by the SANBS buyer.



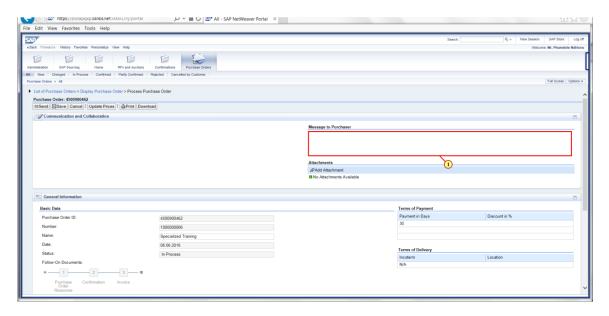


Step	p Action	
(1)	Click 4500900462 4500900462. This will open All the Purchase Order that have been sent to you by SANBS	

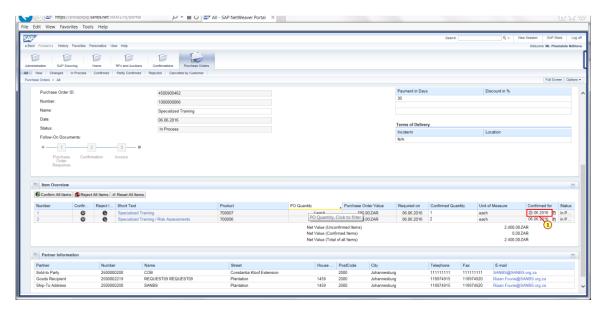


Step	Action	
(1)	Click Process to process the Purchase Order response.	



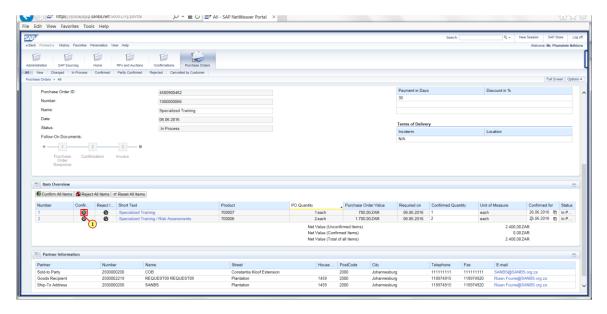


Step Action	
	Enter a Message to Purchaser . This is a message that will be displayed to the SANBS buyer.

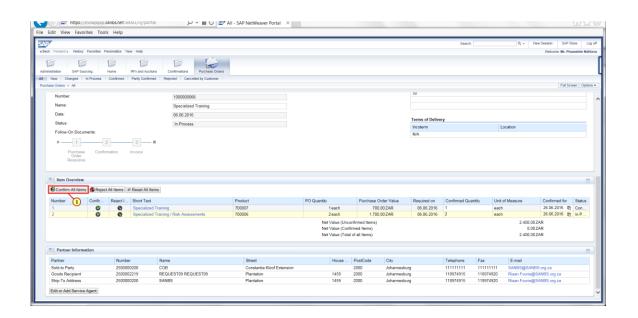


Step	Action	
(1)	Enter the date when delivery can take place in Confirmed for field.	



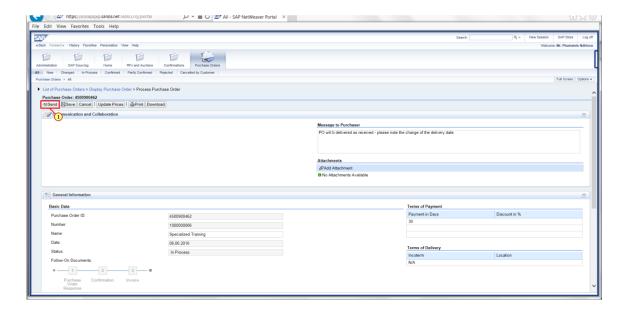


Step	Action	
(1)	Click Confirm Item v to confirm each line item individually.	



Step	Action
	Click Confirm All Items Furchase Order.





By selecting Confirm Item/ Confirm All items, the Vendor is committing to delivery of the goods by the said Delivery Date and the Quantity.



By selecting Reject Items/ Reject All items, the Vendor is noting that the delivery of goods by the said date is not possible.

This will be sent back to the SANBS buyer with the response of the Vendor.

Step	Action	
(1)	Click Send ^{⊠Send} .	



The Purchase Order response is sent back to the SANBS for further processing.

The Goods/ Services may be delivered to SANBS as an the Purchase Order.



6. How To Respond to Request for Quotation

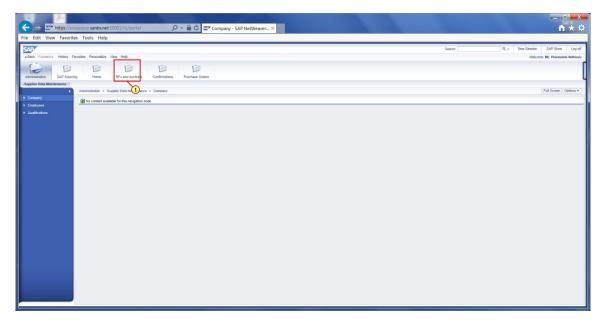
RFqs (Request for Quotations) will be also be received on the SANBS Vendor portal. The Vendor is required complete a quotation online by creating a RFq response on the system.

The Vendor is able respond to the RFq sent by SANBS by answering any questions that may be on the RFq and by inputting the prices that they are offering the items requested for.

Once the RFq response (vendor quotation) has been captured and submitted, the SANBS buyer will commence with the awarding and selection of the quotation to be used.

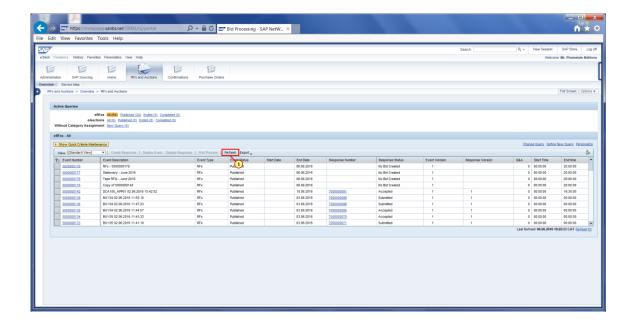
The section below details how to respond to a Request for Quotation received.

Once on the SANBS Vendor Portal, select the RFx and Auctions tab.



Step	Action	1	
(1)	Click		RFx and Auctions to display all RFqs.





The screen will detail all the RFq that have been assigned to the Vendor.

The queries under the Active Queries section can be used to display RFqs in various statuses.

The following Status are available:



All - All RFqs that are assigned to the vendor.

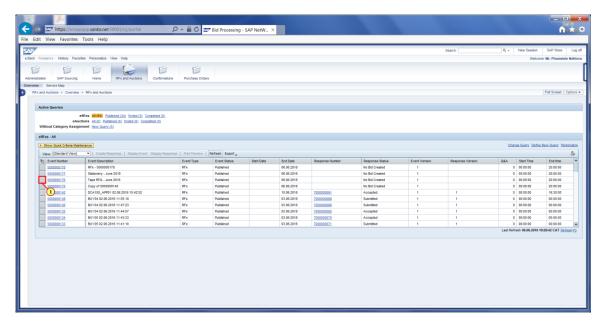
Published - Only RFqs that are published, valid and active and assigned to the Vendor.

Ended - All RFqs where the submission deadline has been reached and assigned to the vendor.

Completed - All RFqs that have been completed and are assigned to the vendor.

Step	Action		
(1)	Click Refresh	Refresh to ensure that the latest RFqs are visible.	

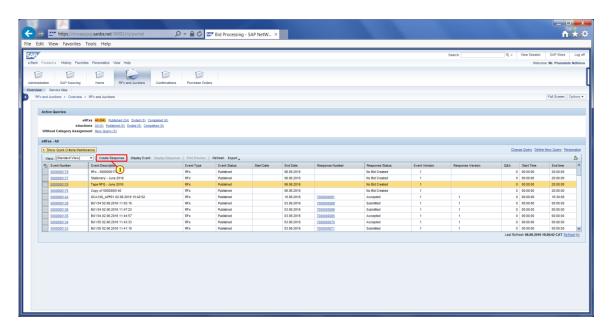




Step	Action	
(1)	Click on the list of RFqs to select the RFq to respond to.	



If there is no quotation that has been captured, the Response Number field is blank, as there is no document created yet.



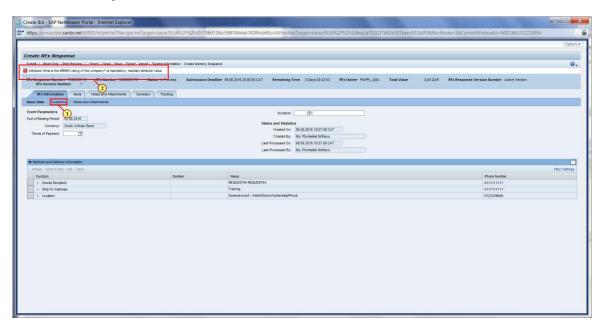
Step	Action		
(1)	Click Create Response	Create Response	to create the response.





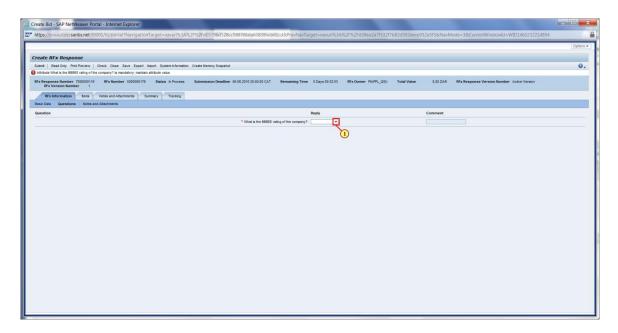
The Create Response option is only available if the RFq is ready to accept responses. If the RFq has not been open yet or the submission deadline has been reached, the option to create the response is not available.

6.1. Respond to RFQ Questions

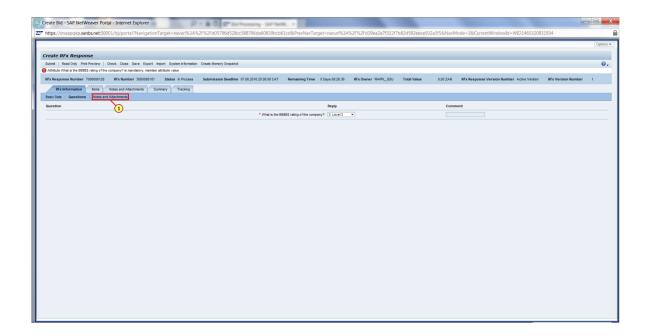


Step	Action	
(1)	Click Questions Questions	
(2)	Any questions that must be answered on the RFq will be displayed when the response is created.	
(2)	Note: The questions will vary per RFq created. Not all RFqs created will have questions.	





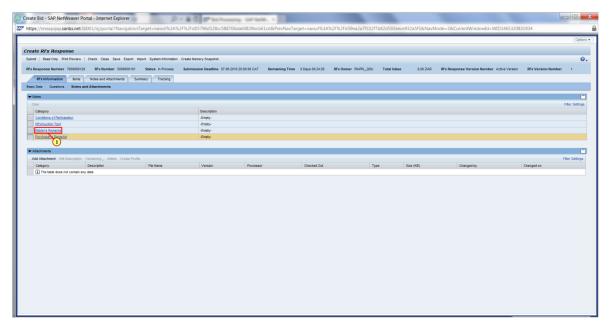
Step	Action
Click to open the drop down for the options to respond to the que Select the relevant option from the list provided.	



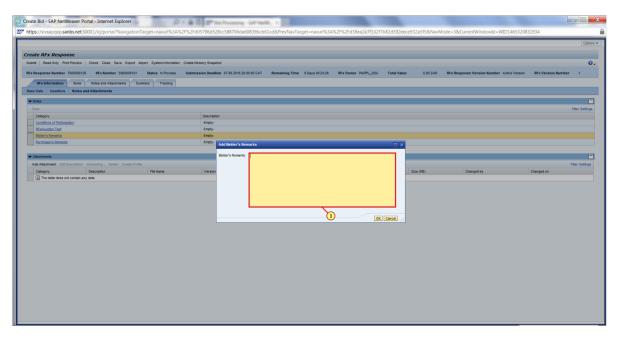
6.2. Add Notes and Attachments

Step	ep Action	
(1)	Click Notes and Attachments Notes and Attachments to add any attachments or additional notes.	



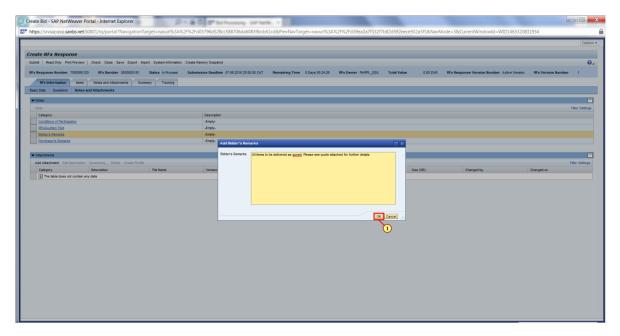


Step	Action	
	Click Bidder's Remarks to add any remarks on the RFq. These will be displayed to the SANBS buyer.	

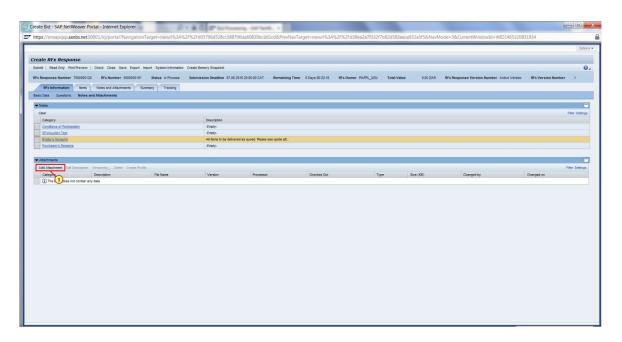


Step	Action	
(1)	Enter required remarks.	





Step	Action	
(1)	Click ok to close the text box.	

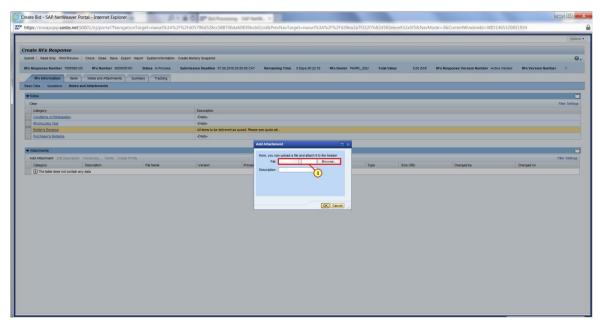


Step	Action	
	Click Add Attachment Add Attachment to add any attachments.	
	Note: If there are any attachments that have been added by the buyer, they can be seen in this section.	

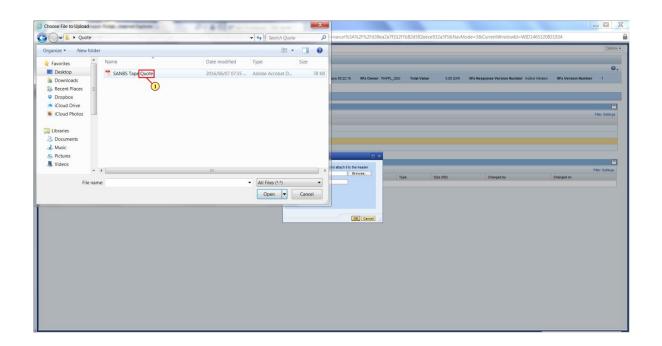




Any attachment file format may be attached (e.g. .jpeg, .pdf). An example of an attachment is a copy of the quotation r any additional supporting documentation that may support the quote.

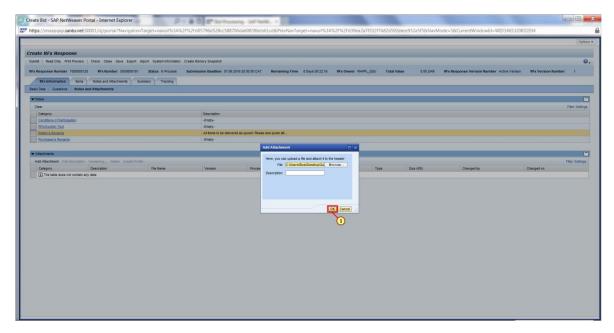


Step	p Action	
(1) Select the File field to navigate to the file to upload.		

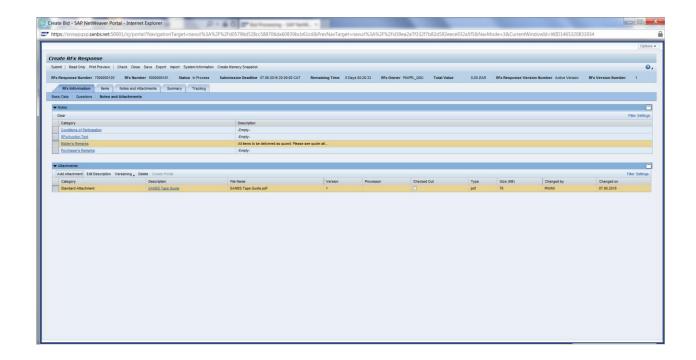




Step	Action	
(1)	Select the file to Upload.	

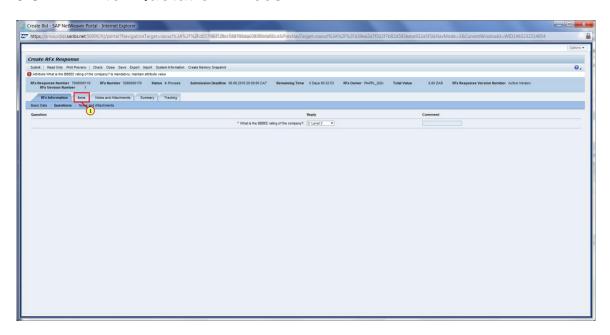


Step	Action
(1)	Click OK.

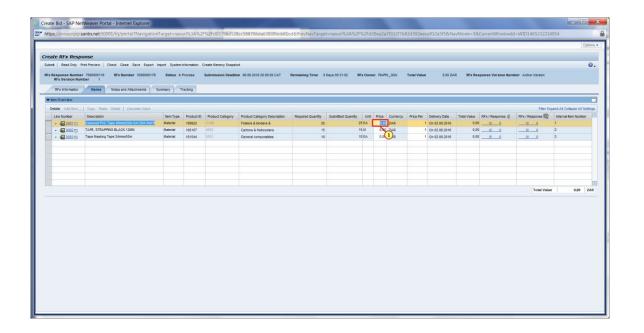




6.3. Enter Quotation Prices



Step	Action	
(1)	Clicking the Items RFq response.	tab to view the items that are required in the



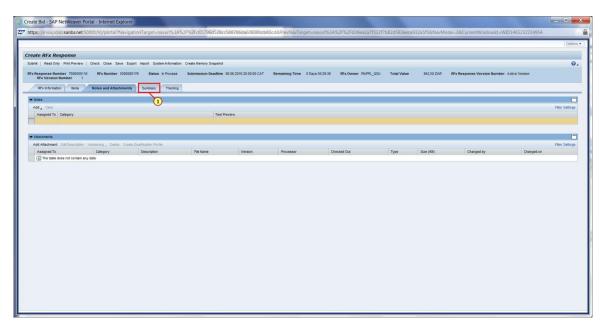


All items in the RFq must be quoted by the vendor.

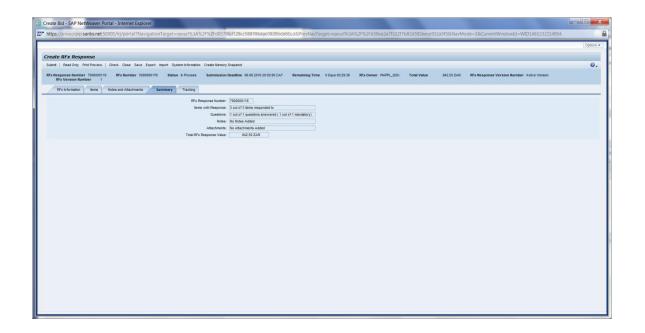
The price that is added must be VAT exclusive.



Step	Action	
(1)	Enter the Price that you are quoting under the Price field.	



Step	Action		
(1)	Clicking the Summary	Summary	tab selects it.

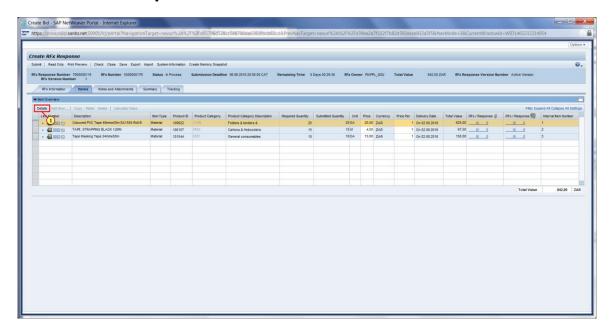




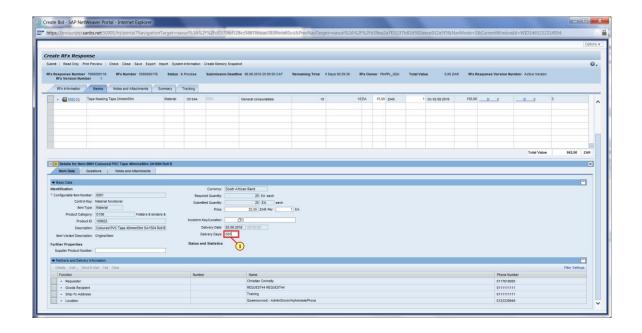


The summary tab shows a detailed Summary of the RFq response.

6.4. Add RFq Item details

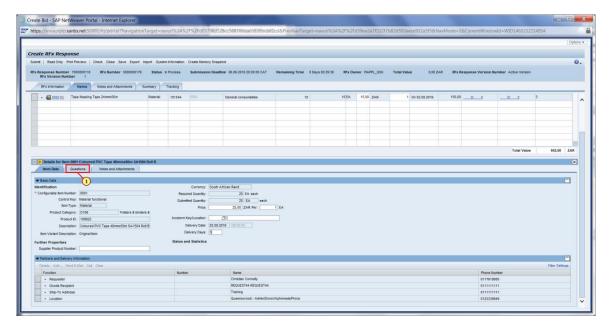


Step	Action	
(1)	Click Details Details to display more details on the inc	lividual line items.





Step	Action	
	The Delivery Days field is filled out. This is the lead time you are expecting the goods/ service will be delivered in, once a Purchase Order is received.	

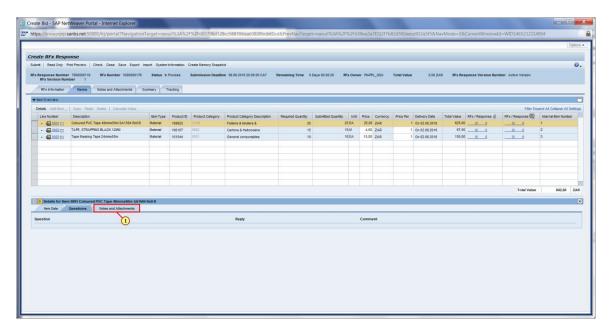


Step	Action	
(1)	Clicking the Questions tab selects it.	

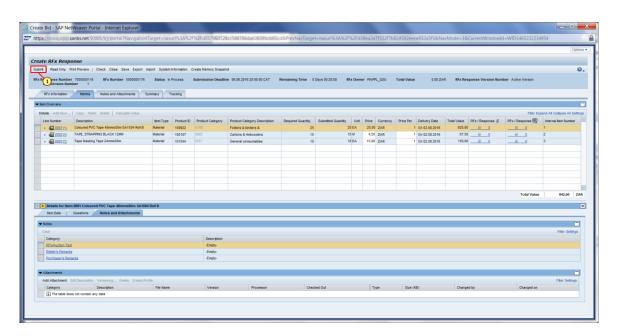


Some RFqs may also have item questions that must be answered. The system will display a message should there be mandatory questions that must be answered.



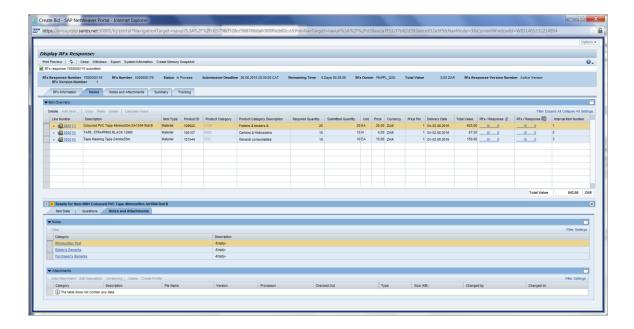


Step	Action		
(4)	Clicking the Notes and	Clicking the Notes and Attachments Notes and Attachments-	
(1)	Notes and Attachments tal	o selects it.	



Step	Action	
(1)	Click Submit	Submit to Submit the RFq to the SANBS buying department.







You can save your response and submit later but ensure you submit before closing date.

Once submitted the RFQ, the RFQ response number is display as confirmation that you have submitted your RFQ.



The RFq has now been submitted SANBS buying department for further evaluation and award. If the quotation is accepted, a Purchase Order will be created and you may respond on the SANBS vendor portal.



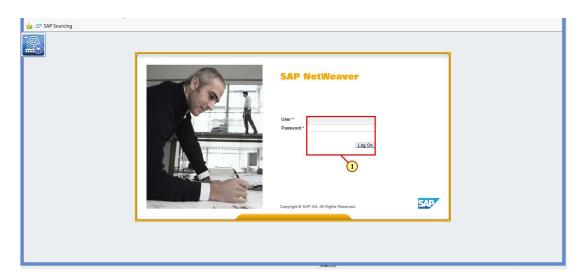
7. How To Respond to a Tender

All vendors will respond to tenders received online on the SANBS Vendor Portals.

Tenders will be advertised in the media and available online for the vendor to respond to.

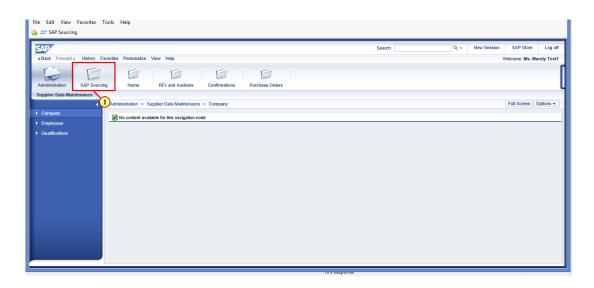
The section below details how to respond to a tender on the SANBS vendor portal.

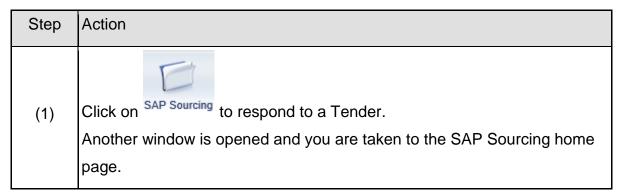
Log on to the SANBS vendor Portal.



Step	Action
(1)	Enter Username, Password and then click on Log On.







If you get the screen shown below, click on <u>Log on again</u> to continue so that you get into SAP Sourcing.

If you do not get the screen belowe then you are taken straight into SAP Sourcing.





Step	Action	
	Click on Log on again if you get the screen above. You are taken into	
(1)	SAP Sourcing where you can resond to your tenders. If you do not get	
	the screen above then you are taken straight into SAP Sourcing.	



After successful login, you are presented with a personalised workbench. The SAP Sourcing Workbench allows relevant purchasing data to be stored and viewed in one location and provides easy access to the entire SAP Sourcing software. The workbench is made up of a number of channels, each of which shows a particular type of sourcing information.

Events Channel

The Events channel shows specific sourcing events occurring on a selected day.



Global discussion

It allows you to view and reply to global discussion threads unrelated to sourcing documents.

Supplier Alerts

Allows you to view alerts related to your sourcing events.

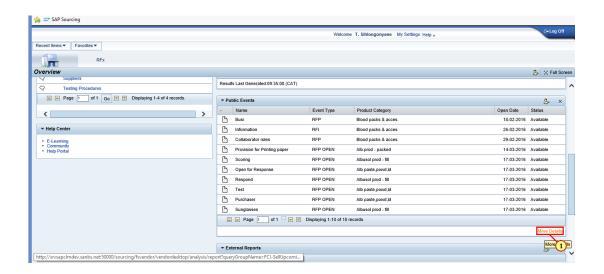
New Discussion

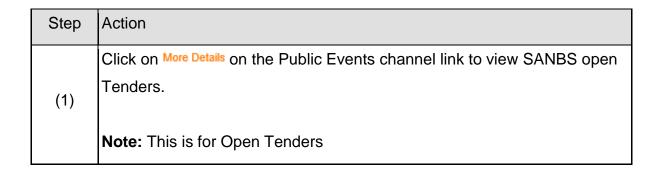
It allows you to view/reply to new discussion threads related to sourcing documents.

Awarded Auctions, RFx's, and Xpress Requests

Lists current awarded Tenders.







A Tender can either be an Open or a Closed Tender:



Open Tender: The Open tender process is used for all generic requirements for which there could be a wide range of possible vendors.

Closed Tender: The closed tender process is used when there is a specific requirement that can only be provided by an exclusive number of vendors.





Step	Action
(1)	Click on the Dicon to select the Tender you want to respond to.



The status of the relevant Tender must be "Available".

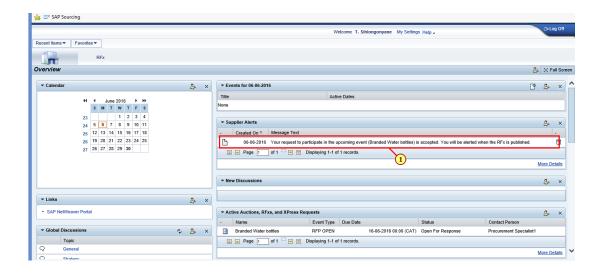




Step	Action
(1)	Click on Click to request an invitation to this event to request to be included in the
(1)	Tender.



The request will be sent to SANBS for acceptance, and the status will change to "Pending". Upon acceptance by SANBS, the status of the request will change to "Invited".



Step	Action
(1)	Once the request has been approved, you will receive a notification under the "Supplier Alert" workbench channel.
	The Vendor will be alerted when the Tender is opened for response.



For a closed Tender the Vendor will receive an email as shown below inviting them to participate in a Tender.

Dear Thembi,

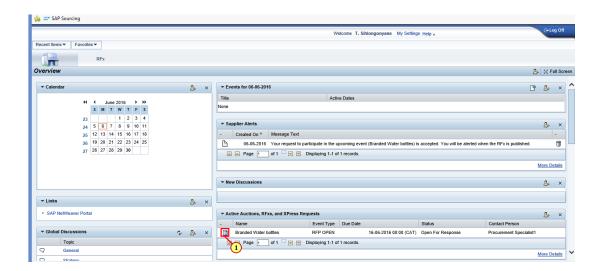
You are invited to participate in the South African National Blood Services RFx named: RFPO-0037-2016, Branded Water bottles.

The deadline for you to indicate your intent to participate in this RFx is 16-06-2016. Please note this is NOT the deadline for your completed response to this RFx.

TO CONFIRM PARTICIPATION, follow these steps:



From the e-mail invitation, click on the hyperlink to log into the SANBS Vendor Portal respond to the Tender.

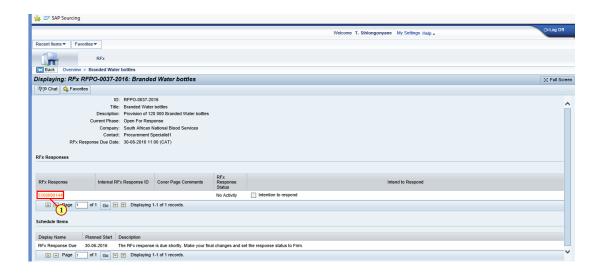




- The "Active, Auctions, RFx's and Express Request" contains all Tender documents that the vendor has been invited to participate in.
- The vendor is able to see from the "Active, Auctions, RFx's and Express Request" which documents require priority and track the overall progress of each individual document.



Step	Action
(1)	To open a specific Tender document, click 📑 next to the Tender document title.





- A brief summary is displayed to explain what the tender document is about, the state which the tender document is currently in and who the contact person is for this tender document.
- The vendor can see the progress of their response as well as whether they have indicated that they are willing to respond.
- Important dates are listed under Scheduled Items to remind the Vendor of due dates.
- All expired dates are shown in red.

Step	Action
(1)	To see detailed information about the tender document, click on the RFx
(1)	Response hyperlink.





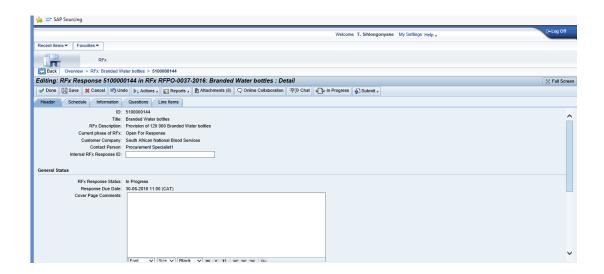
When you first open an tender response, you have the option to confirm or decline your intention to respond to the tender. Even if you confirm your intent to respond, you can later choose to decline participation.



Before access to the tender document's information is given, the user needs to indicate that the vendor intends to respond to the tender. If the user decides to decline participation, the vendor will be removed from the tender document. The vendor needs to indicate their intention to respond before the intention to respond due date has expired.

Step	Action
(1)	Choose Intent to Respond option.
(2)	Click on ✓ Finish.





General information about the tender document is displayed under the Header tab. The phase the tender document is currently in, the status of the response as well as the intention to respond and respond due dates are also shown.

Internal RFx's Response ID



Use this field to record your company's Internal tender response ID.

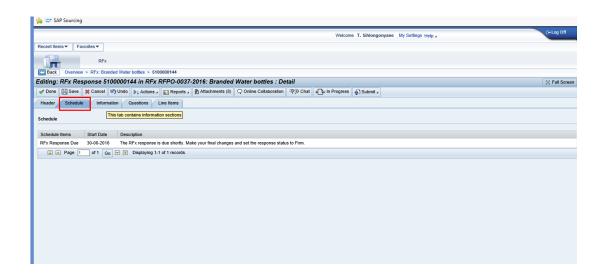
Cover Page Comments

Use this field to submit cover page to SANBS.

Delivery information

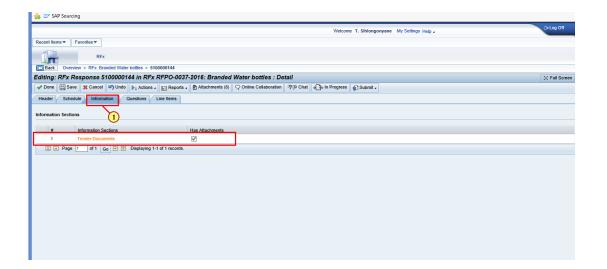
Type the location applicable for the delivery terms.







Schedules help track the progress of the tender process. The Schedule page shows information about tender phases and standard dates, such as the response due date, and information about schedule items. The user should periodically check the Schedule tab for tasks, milestones and their due dates.







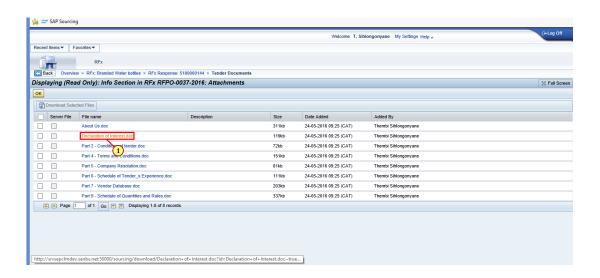
Information sections typically provides information about SANBS and the tender. For example, the purchaser might include information sections for nondisclosure agreements, warranties, procurement practices, instructions for the tender, and so forth.

Step	Action
(1)	Click each title for the information topic to review the material enclosed.



	Step	Action
	(1)	Click on Attachments (8) to view and download attached documents. The (8)
		indicates that the folder has 8 documents attached to it.

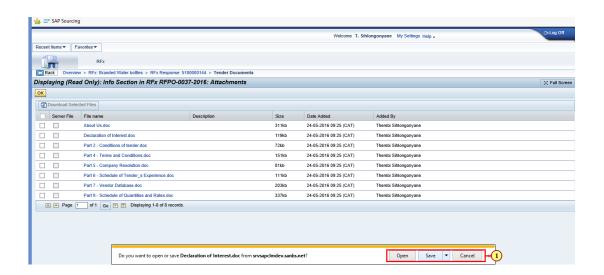






It is advisable to download and save the returnable documents on your PC, complete and sign where necessary and upload them to the tender response.

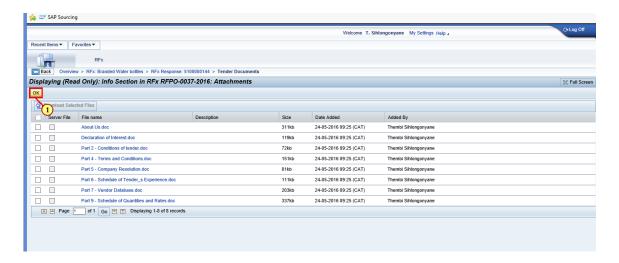
Step	Action
(1)	Click on the document you want to download.



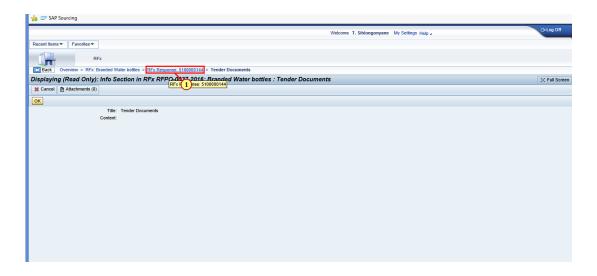
Step	Action
------	--------



Step	Action
(1)	Click on Open to instantly view the document or click on Save to save the document on your PC.



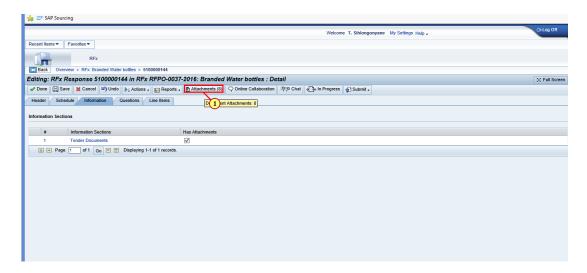
Step	Action
(1)	Click on ok to return to the tender response document.



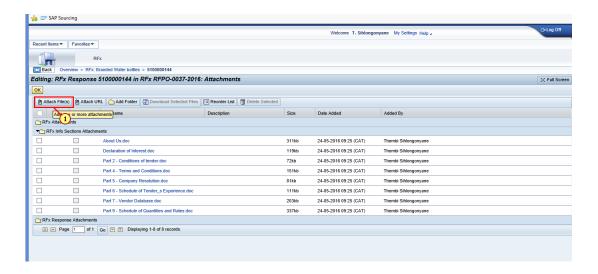
Step	Action
(1)	Click on the tender title in the trail to return to the document level.



7.1. Attach documents to Tender

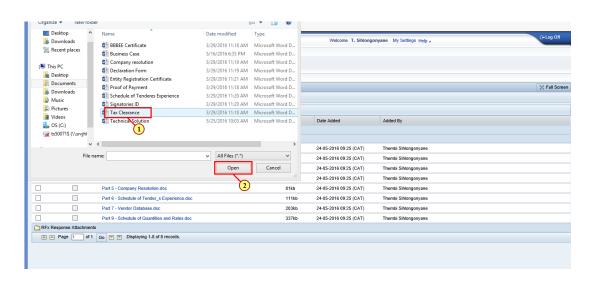


Step	Action
(1)	Click on Attachments (8) to add documents to the tender response.

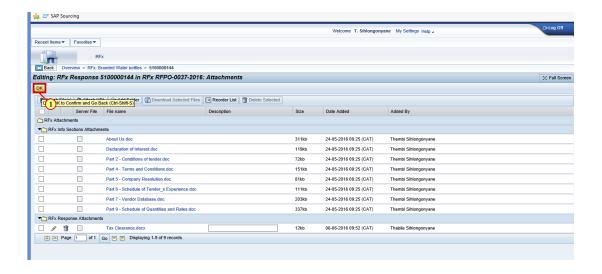


Step	Action
(1)	Click on Attach File(s) to browse for the document in your PC.





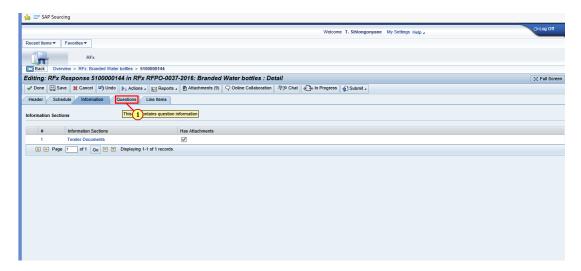
Step	Action
(1)	A new window will open, where you will search for your document.
(2)	Once you have located your file click on Open Open Alternatively, you can also press Alt+o .



Step	Action
	The document is now attached to your tender response under RFx
(1)	Response Attachment.
	Click on ok to return to the tender response document.



7.2. Respond to Tender Questions



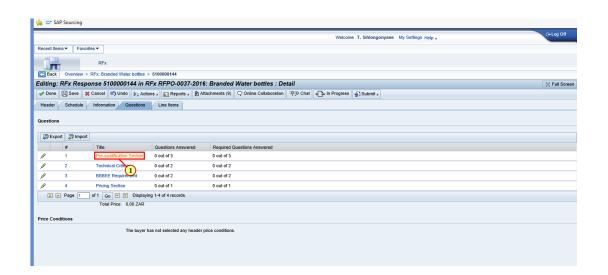
The purchaser adds questions to the tender document about your products, services, procedures, companies, and so on. These questions are required to better evaluate the tender response.



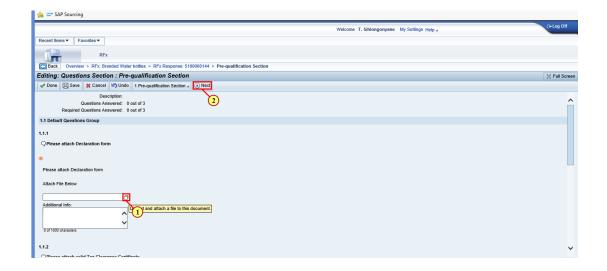
Complete all required items in the Questions Summary section. The Questions Summary page provides an overview of the amount of questions to complete. Click on each question title to review each individual item.

Step	Action
(1)	Click on Questions tab to view all questions that must be answered.





Step	Action
(1)	Click each title to review and respond to the question section.



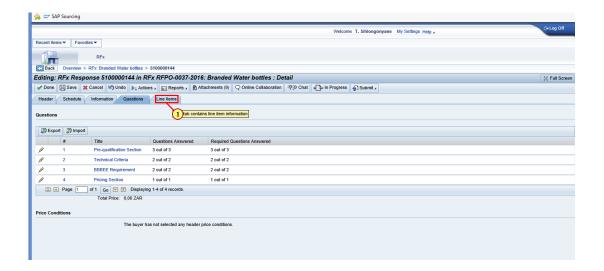


Questions with red asterisk are mandatory, in responding to the tender ensure to click next to complete the entire list.

Step	Action
(1)	Click on 🗖 picker button to attach documents for questions that require



Step	Action
	an attachment.
	Answer each question in the section.
(2)	Click on Next to respond to the next question.
	Click Save after answering all questions.

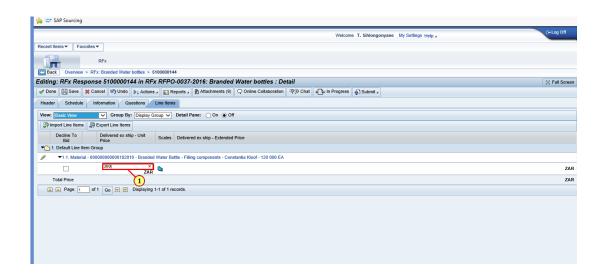




Line items represent the details of the goods and services that are listed in the tender that require an approval.

Step	Action
(1)	Click on Line Items to enter pricing in the requested fields next to each line item.
	nom.





Step	Action
(1)	Enter prices, depending on the pricing structure, for unit price, component prices, or tiered prices for each delivery term.



In some cases, you may want to export line item information to work on your responses offline. When you have completed your responses, you can import them into the Line Items page.

To export line items and work offline, do the following:

- On the Line Items page, choose Export. A CSV file is created.
- In the CSV file, fill in your line item responses.
- Save the CSV file.

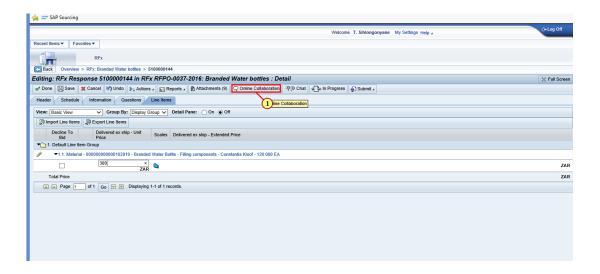
To import line item responses:

On the Line Items page, choose Import Line Items.

Follow the prompts in the Import Wizard to import the CSV file you created.

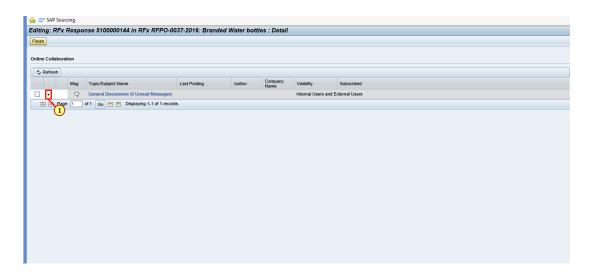
7.3. Online Collaboration

Discussions are a collaboration tool used by the vendor and the SANBS specialist to clarify issues related to the sourcing process. A discussion is associated with a sourcing document and stored as part of its history during the cause of the period the tender is open.

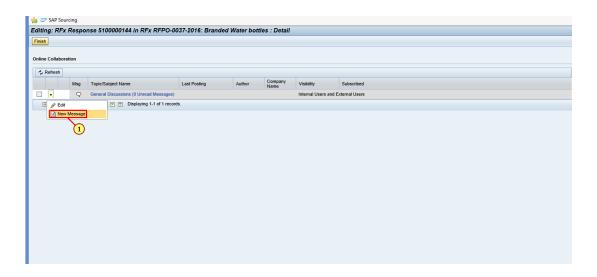




Step	Action
(1)	Click on Online Collaboration to send enquiries to the SANBS Specialist.

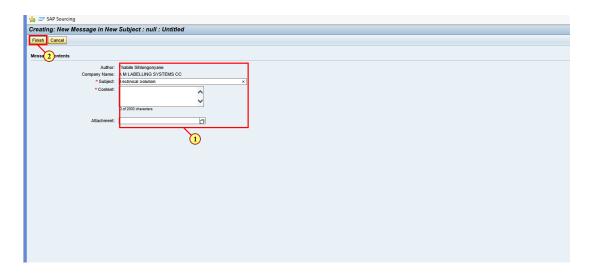


Step	Action
(1)	Click on [▼] to start a new discussion.



Step	Action
(1)	Click on [▶] New Message to type in a new message.





Step	Action
(1)	Fill in the topic name and description. This is to describe the nature of the discussion that is being held.
(2)	Click on Finish.



7.4. Reply to a Message from SANBS

If the SANBS specialist has sent a discussion to the vendor, the vendor can display and respond to the discussion sent. The section below details how to respond to an online discussion.



Step	Action	
(1)	Click on [▼] to reply to a message.	

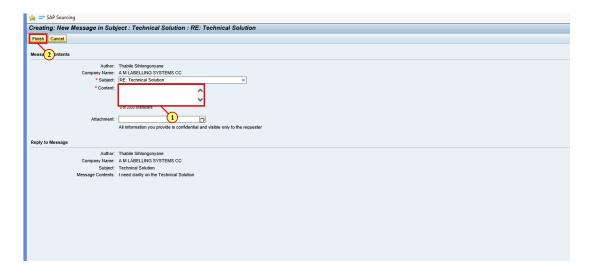






You can view time and date of the message along with the visibility rules.

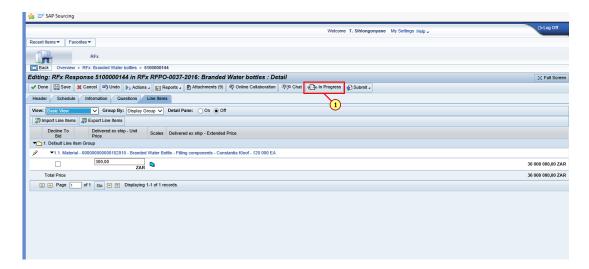
Step	Action
(1)	Click on Reply to Last Message to respond to the last message.



Step	Action	
(1)	Fill in the content of the of message.	
(2)	Click on Finish	



7.5. Submit Tender



All tender responses need to be submitted in order to be evaluated by SANBS.



Please note that **ONLY** the primary contact user have the capability to submit the tender response by changing the current phase to a Firm / Final phase.

Step	Action	
(1)	On completion of the tender response, click on to send the tender response.	







The status reflects the activity you have performed in the tender, including changing its phase using the Change Phase button in the toolbar.

Statuses are as follows:

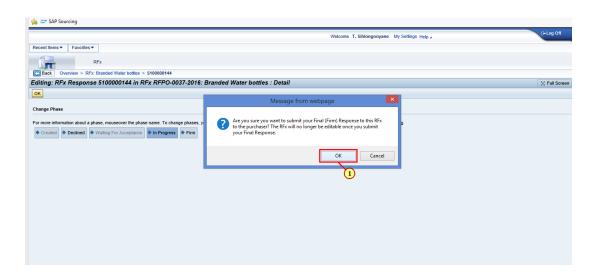
- **No Activity:** You have not yet opened the tender response.
- **Created:** When the buyer publishes the tender, the software creates a proposal with an initial state of created.
- **Declined:** Decline an invitation to participate in a tender.
- Waiting for Acceptance: You have opened the tender response and confirmed participation, but have made no changes to the response.



- In Progress: You have entered some information into the tender response. The response cannot be viewed by SANBS.
- Preliminary: You have entered preliminary information into the tender response and it can be viewed by the buyer. You can continue to make changes to the tender in this status.
 - o The tender response reflects this status when you change its phase to preliminary using the Change Phase button. This phase is only an option if it has been included in the tender by SANBS buyer.
- Firm: You have completed the tender response and have changed its phase to Firm using the Change Phase button. You can make no further changes to the tender response. SANBS buyer can only include the tender response if the response is in Firm status.

Step	tep Action	
(1)	Click on Firm to send your tender response to SANBS.	





Step	Action
(1)	Click on OK



Step	Action	
(1)	Click on ok to confirm submission.	







The tender response has now been sent to SANBS for further evaluation and processing.



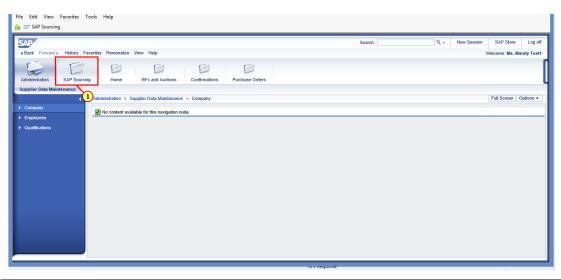
8. How to Respond to Contracts

8.1. View Letter of Award and Legal Contract

A letter of award is sent by SANBS to vendors that have been awarded from the ender Process. The letter serves as an indication that the contract has been awarded to the vendor and that the process of drawing up a contractual agreement with SANBS is now in process. The vendor is required to log onto the SANBS Vendor Portal to display and accept the letter of award.

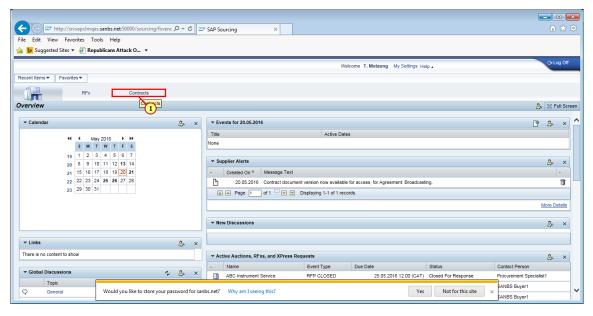
Once the letter of award is processed successfully, a contract will then be created by SANBS and sent to the vendor. All parties that are required to sign the contract agreement then do so. Once approved and signed, the contract is then in place and may be utilized by SANBS.

The section below details the accepting the letter of award and processing the legal contract from SANBS.

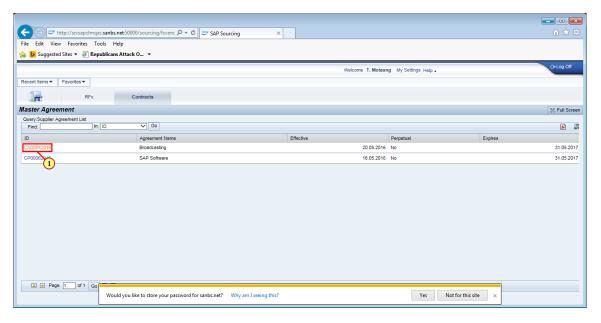


Step	Action
(1)	Click on SAP Sourcing to view all contracts that are assigned to you. Another window is opened and you are taken to the SAP Sourcing home page.





Step	Action		
(1)	Click the Contracts	Contracts	tab to view your legal documents.



Step	Action
(1)	Click CN00042016 CN00042016 (Contract ID) to display the contract

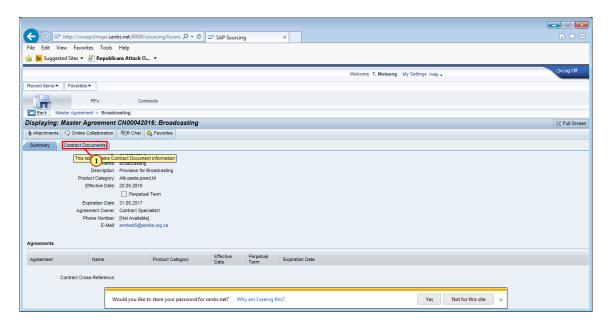


Step	Action
	document.



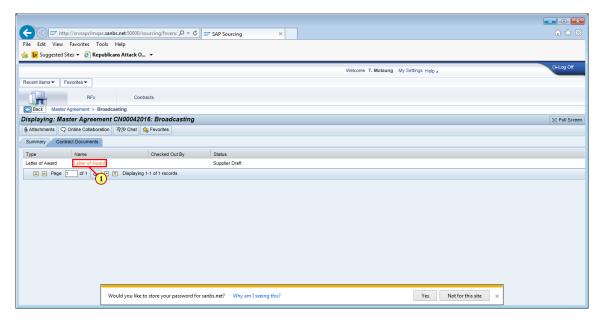
A contract ID is created on the system. This is a unique identifier that will identify the contract that is in place. All documents pertaining to this contract (Letter of Award, Legal Contract Document) can be viewed under this contract number.

The Agreement Name is the name that the SANBS Contract Specialist hast assigned to the specific contract.

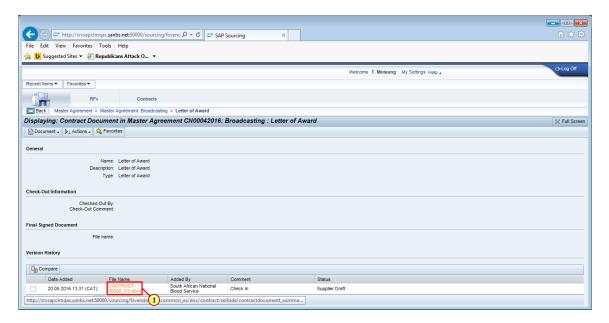


Step	Action
(1)	Click Contract Documents Contract Documents to view all Contract Document
(1)	information.





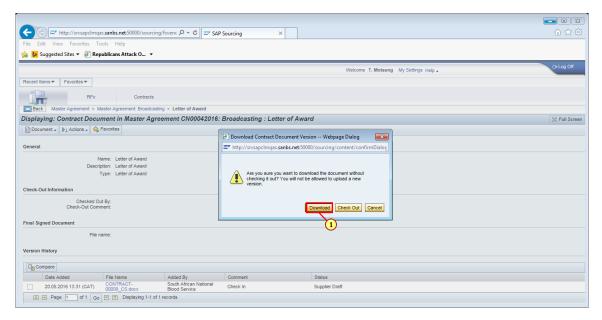
	Step	Action
	(1)	Click Letter of Award Letter of Award document name to display the letter that
((1)	has been sent by SANBS.



Step	Action
(1)	Click the contract ID hyperlink to download and display the document.

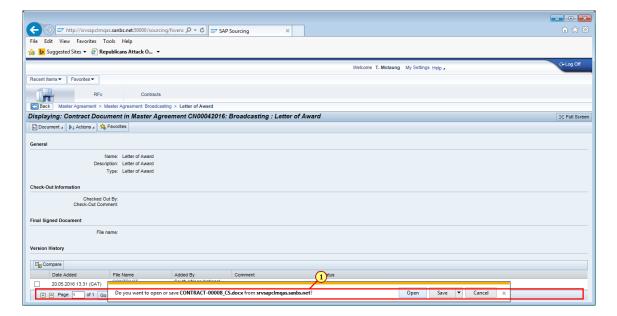


Step	Action
	CONTRACT- CONTRACT- 00008_CS.docx



Step	Action
(1)	Click Download to view the Letter of Award.



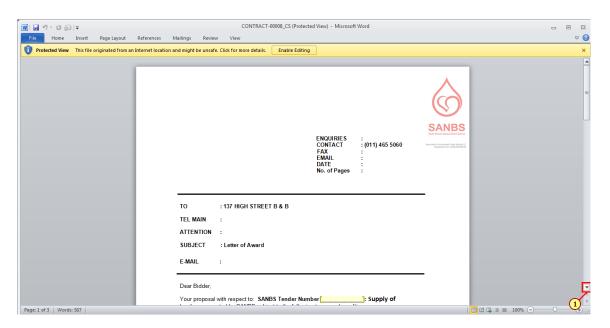




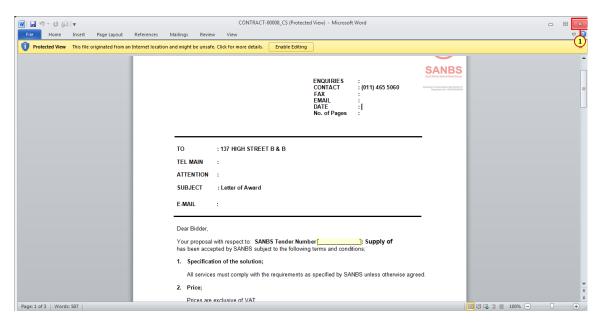
The Letter of Award that is sent as a Microsoft Word document.

Step	Action		
(1)	Click Open	Open	to open the document.



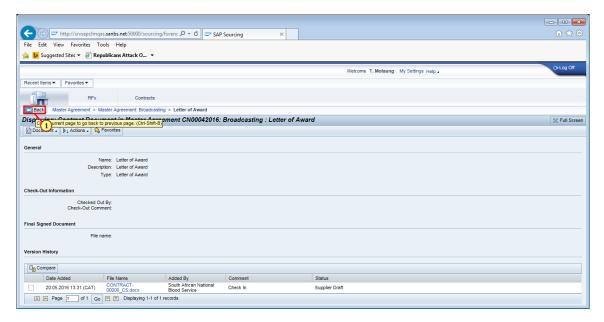


Step	Action		
(1)	The document is displayed, read the content of the document carefully		
(1)	before acknowledging and accepting the letter.		

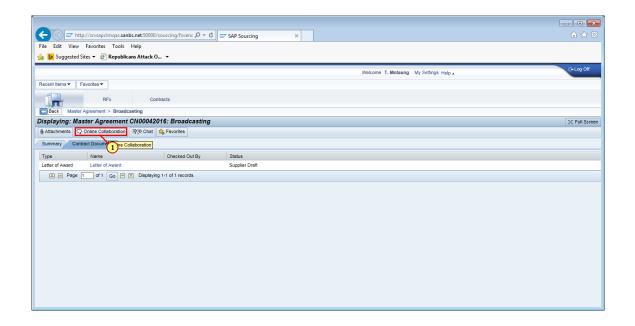


Step	Action
(1)	Click Close to close the document in Microsoft Word.





Step	Action
(1)	Click Back Back button to close the current page and to go back to previous page.



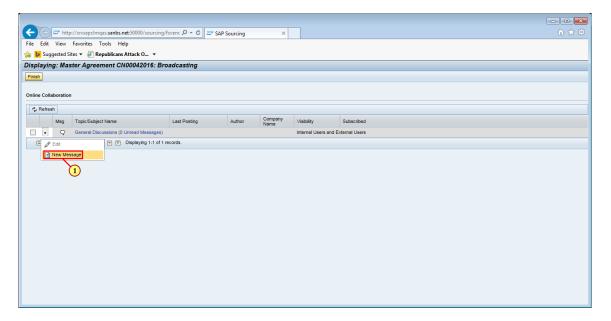


Step	Action		
(1)	Click Online Collaboration Online Collaboration to collaborate with SANBS		
(1)	regarding the Letter of Award.		



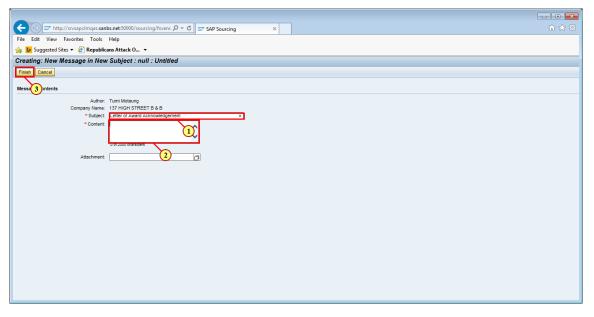
The Online Collaboration functionality allows you to communicate with SANBS online. Messages are sent online between the SANBS Contract Specialist and the vendor to discuss and clarify any points with regards to the Letter of Award using this functionality.

8.2. Send the Letter of Award Acknowledgement to SANBS

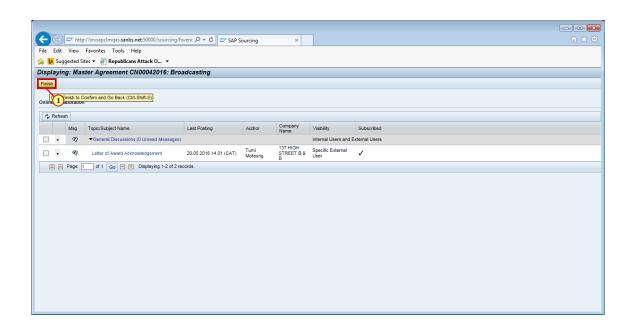


Step	Action
(1)	Click Dropdown list ■ and click New Message R New Message.





Step	Action
(1)	The Subject field is filled out e.g. Letter of Award Acknowledgement.
(2)	The Content field is filled out with any comments to the SANBS Contract Specialist.
(3)	Click Finish to Confirm and Go Back.





Step	Action	
(1)	Click Finish to Confirm Message is sent and Go Back to the previous screen.	



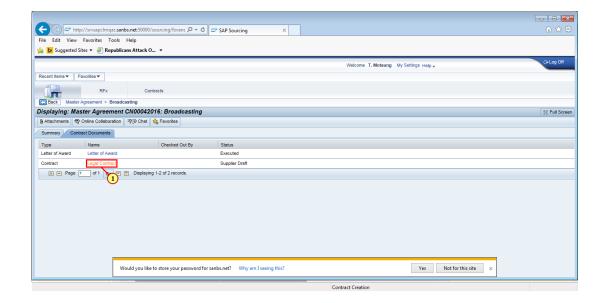
You have successfully sent the Letter of Award Acknowledgement to SANBS via Online Collaboration.

8.3. Review, Check Out/ Check In Legal Contract

Once the Letter of Award is received by the SANBS Contract Specialist, a Legal Contract Agreement is then put in place. The Legal Contract Agreement will detail all the Terms and Conditions of the Agreement between SANBS and the Vendor. The vendor will receive the Legal Document on the SANBS Vendor portal, where online collaboration can be used to discuss and clarify terms in the contract.

The section below details the process of receiving the contract via the SANBS Vendor Portal.

Log onto the external Portal and Navigate to the Contracts that are assigned to you.





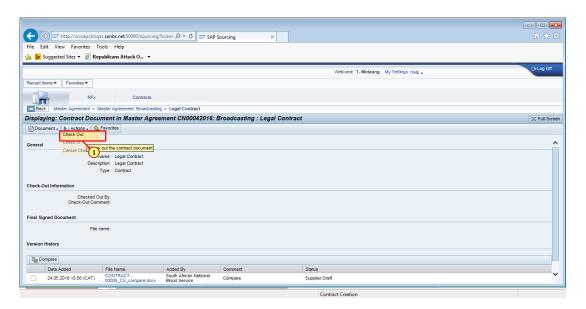
Step	Action			
(1)	Find the Contract that you are working on and display the Contract Documents.			
(1)	Click Legal Contract Legal Contract document name to display the legal contract in Microsoft Word.			



Once a Legal Document is created by the SANBS Contract Specialist, you will be notified via e-mail of the newly created document that is waiting for you to action on the Vendor Portal.

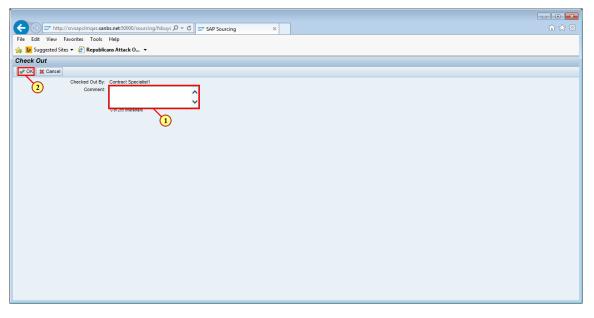


The Legal Document is created in Supplier Draft Status. This will indicate that the contract is in review by the vendor.

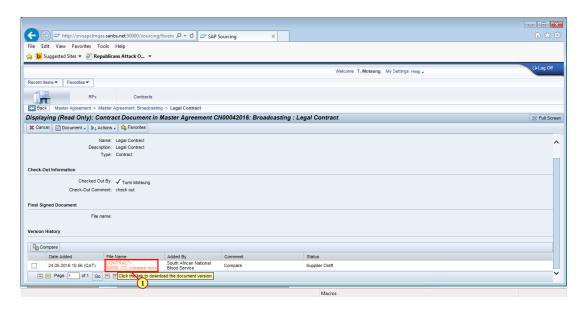


Step	Action
(1)	Click Actions then click Check Out to check the document into Microsoft word, checking out the document gives you the right to edit and amend the document.





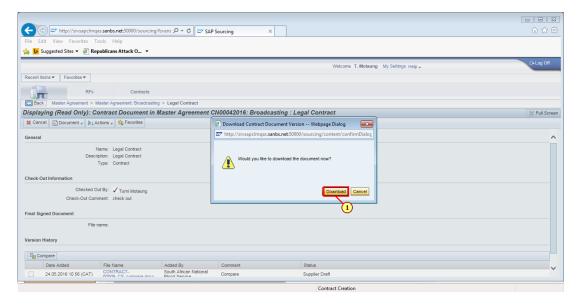
Step	Action		
(1)	The Comment is field is filled out e.gs Review of document on 01.05.2016.		
(2) Click OK ✓ OK to proceed to the next step.			



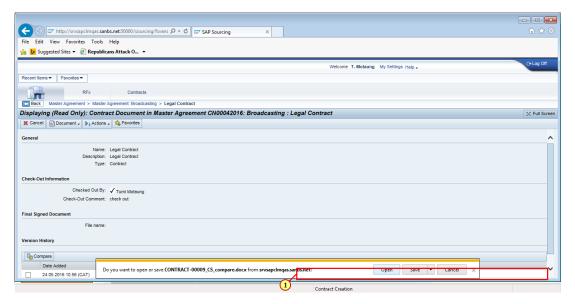
Step	Action
(1)	Click CONTRACT-00009.docx 00009.docx to display the document in



Step	Action
	Microsoft Word.



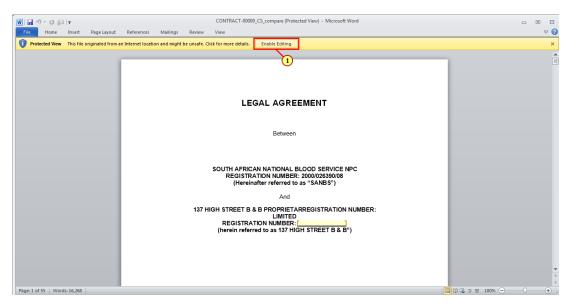
Step	Action		
(1)	Click Download Download to download and view the Legal Contract.		



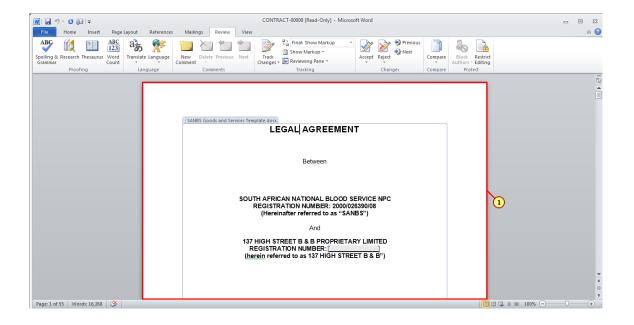
Step Action



Step	Action		
(1)	Click Open	Open	to display the document.



Step	Action
(1)	Click Enable Editing to be able to read and amend the document.

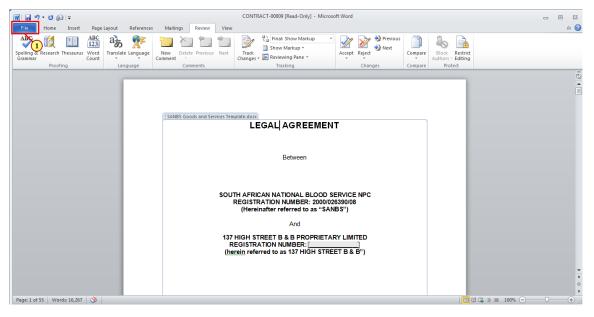






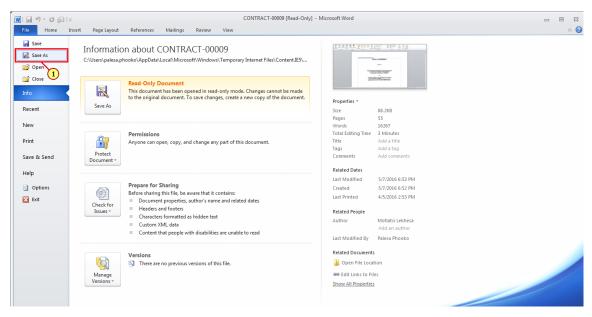
As a vendor you can add comments on the legal contract and collaborate with SANBS representative to negotiate the contract by making use of the Microsoft Word Track Changes and Comment functionality.

Step	Action
(1)	The necessary changes are made on the Microsoft Word document.

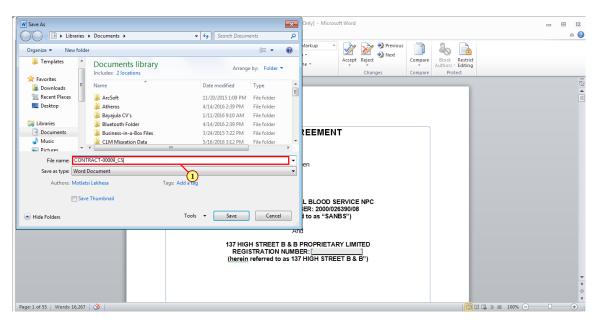


Step	Action
(1)	Click File Tab



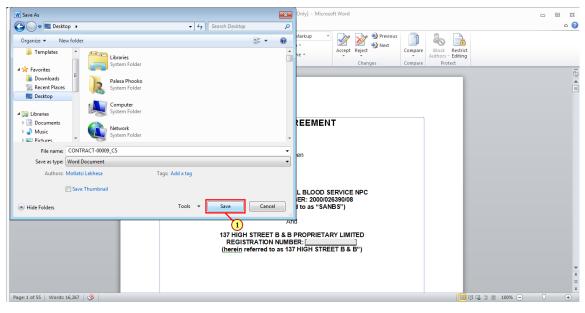




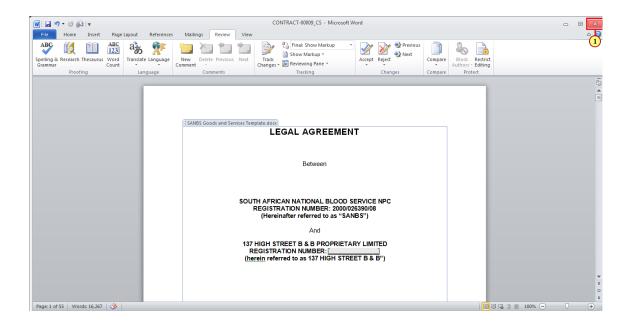


Step	Action
(1)	The File name: field is filled out to rename the document.



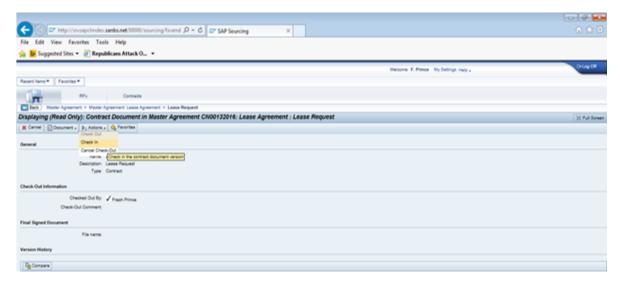


Step	Action
	Click Save to save the document changes.
(1)	The file must be saved onto a location on the machine, so that you are able to upload the file with the changes that have been made.



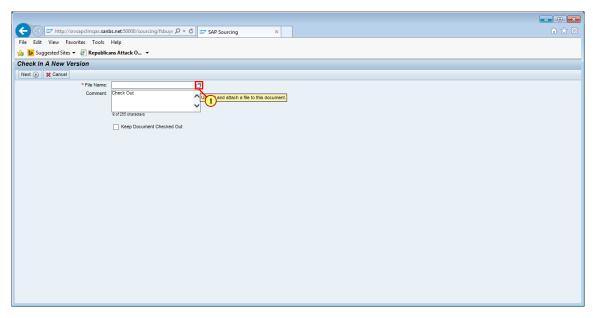


Step	Action
(1)	Click Close to close the document in Microsoft Word.

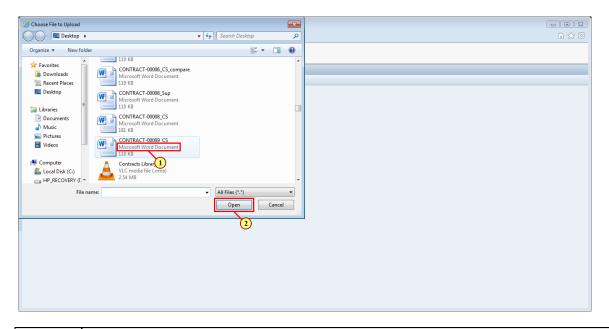


Step	Action
(1)	Click Actions Actions then Click Check In to upload
	the amended document.



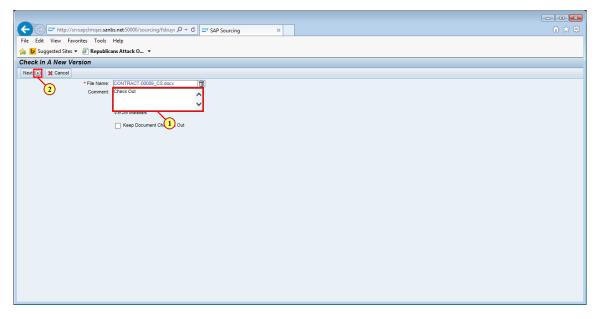


Step	Action
(1)	Click Picker button ☐ to select the amended document.

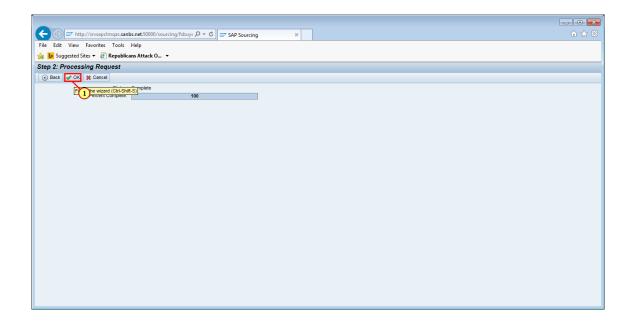


Step	Action
(1)	Click Microsoft Word Document the amended document.
(2)	Click Open Open to upload the document in the system.





Step	Action
(1)	The Check In A New Version field is filled out e.g. Check In or Done amending the document.
(2)	Click Next 10 to proceed to the next step.

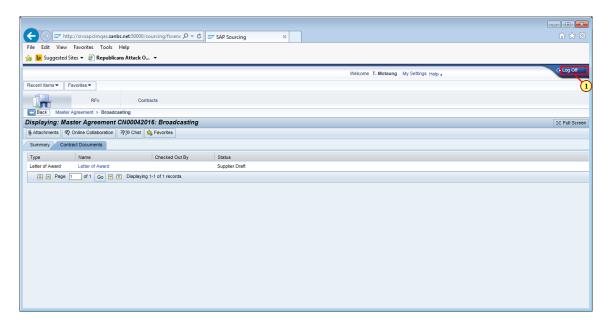




Step	Action
(1)	Click OK ✓ OK to complete the check in process.



The document that you have checked in will be the latest version visible between you and the SANBS. SANBS automatically receives an email notification that you have loaded a new version of the contract. This will notify the Contract Specialist to action the changes that you have submitted. The Online Collaboration of the Legal Contract can happen until you finish with the contract negotiations with SANBS.



Step	Action
(1)	Click Log Off Log Off



You are successfully logged off. The Legal Contract will now be printed by SANBS and signed by all parties. Once signed the SANBS Contract Specialist will upload this onto the system, and procurement against the contract may commence.



THIS IS THE END OF THIS MANUAL

