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ARKANSAS DEPARTMENT OF SHARED ADMINISTRATIVE SERVICES

SAP Ariba Implementation Project

Department of Shared Administrative Services
Office of State Procurement

Contracts in SAP Ariba for Suppliers

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Introduction to SAP Ariba

Introduction to SAP Ariba (1 of 2)

The **State of Arkansas** is focused on providing suppliers with a modern, efficient, and transparent procurement solution that simplifies the process of offering goods and services.

Our **mission** is to support suppliers by leveraging **innovative technology, standardized processes,** and **data-driven decision-making** that promotes compliance, and fair value for both suppliers and taxpayers.

SAP Ariba Strategic Sourcing Suite

A modern, integrated platform designed to simplify and enhance your experience as a supplier to the State of Arkansas.

The **Strategic Sourcing Suite** includes:

- **Supplier Lifecycle and Performance (SLP):** Efficiently register and manage your profile, qualifications, and performance.
- **Sourcing:** Discover and participate in sourcing events and opportunities with a standardized process.
- **Contracts:** Easily review, negotiate, and manage contracts digitally.

Introduction to SAP Ariba (2 of 2)

MODULE 1: Supplier Lifecycle and Performance Management (SLP) – streamlines supplier management from onboarding to offboarding.

- Uses a strategic, data-driven approach to ensure compliance and minimize risk.
- Promotes ongoing improvement by tracking performance and supporting supplier development.

MODULE 2: Sourcing – equips teams to manage sourcing requests and competitive bidding efficiently.

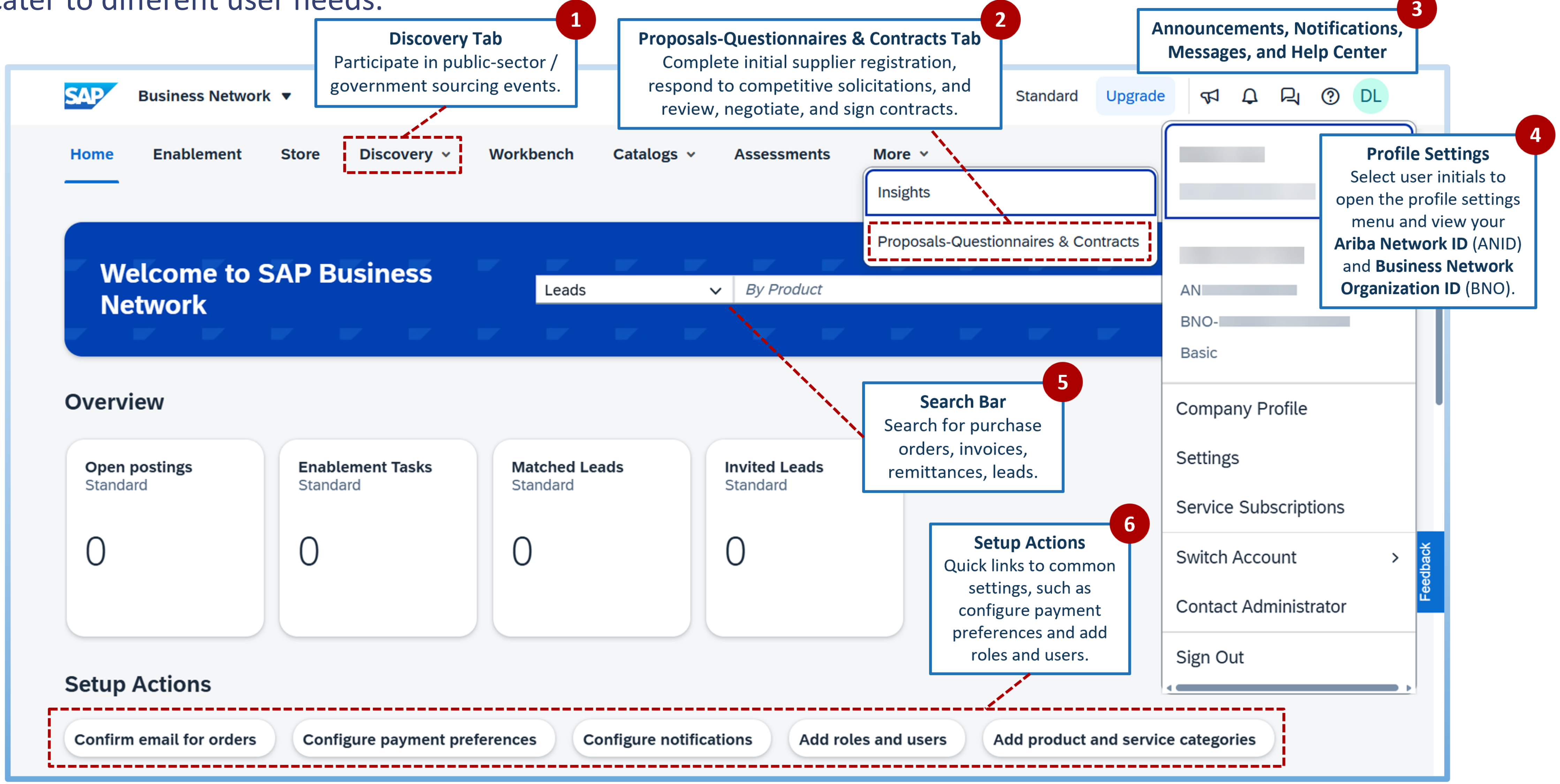
- Enables invitations to multiple suppliers for participation in sourcing events and solicitations (RFx).
- Built-in analytics to assess supplier proposals based on cost, quality, sustainability, and other key criteria.

MODULE 3: Contracts – provides a centralized platform for managing supplier agreements, from creation to renewal.

- Automates contract authoring with standardized templates and clause libraries, ensuring consistency and compliance.
- Features built-in workflows and electronic signatures to streamline contract cycles and reduce administrative tasks.

SAP Business Network: Home Dashboard

SAP Business Network is used ***for all supplier Contracting activities*** and features a homepage with a variety of sections that cater to different user needs.



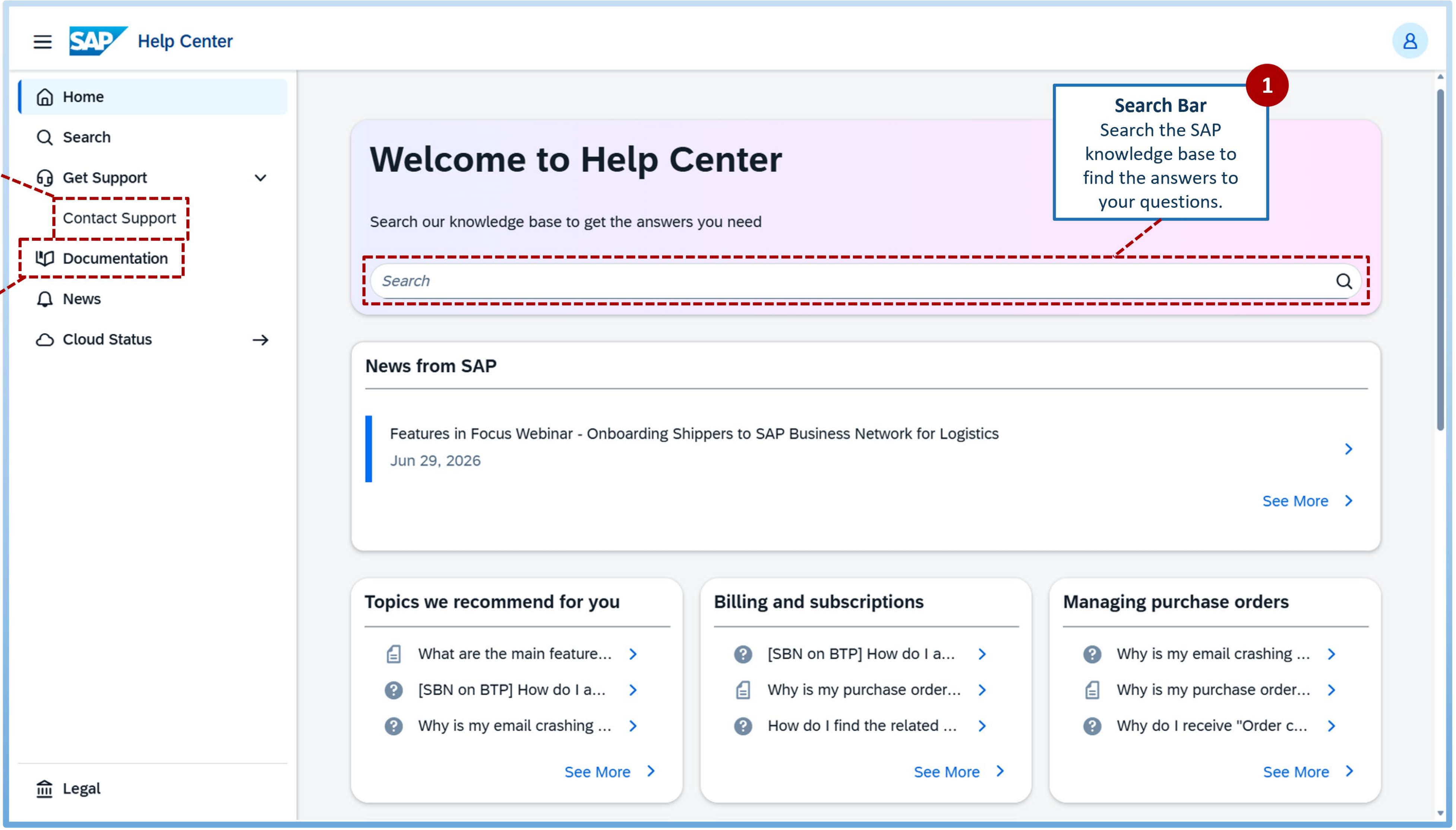
SAP Business Network: Help Center

The SAP Business Network dashboard features a variety of sections that cater to different user needs.

1 Search Bar
Search the SAP knowledge base to find the answers to your questions.

2 Contact Support
Open and manage a support case/ticket directly with SAP.

3 Documentation
This section offers product documentation, release updates, tutorials, and other resources.



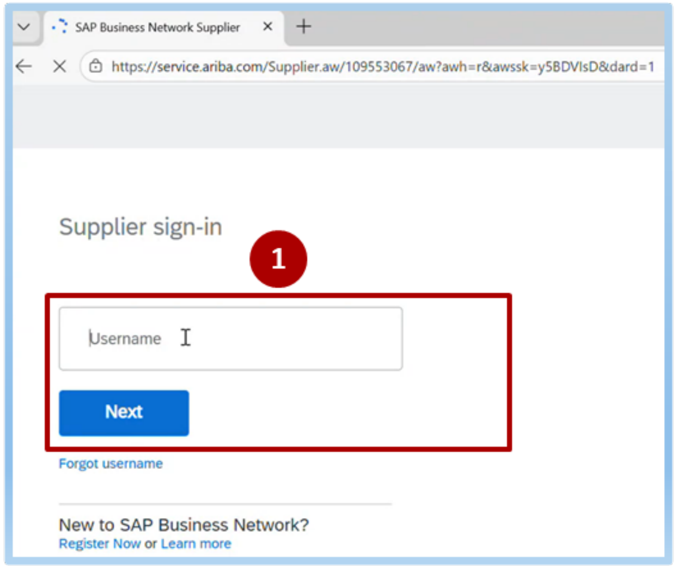
External Agreement Reviews (All Contracts)

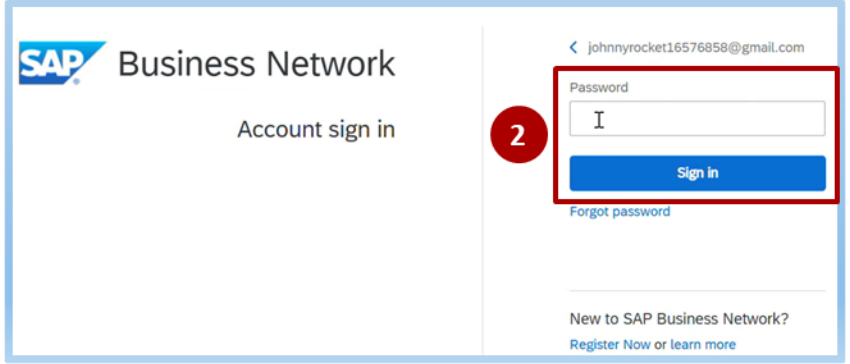
External Agreement Review (All Contracts) (1 of 8)

Action: Complete External Agreement Review

NOTE: You will receive a notification to the email address you registered with through the SAP Business Network.

Step	Action Taken
1	Navigate to SAP Business Network for Supplier sign-in and enter **Username** and click **Next.**
2	Enter your **Password** and click **Sign in.**

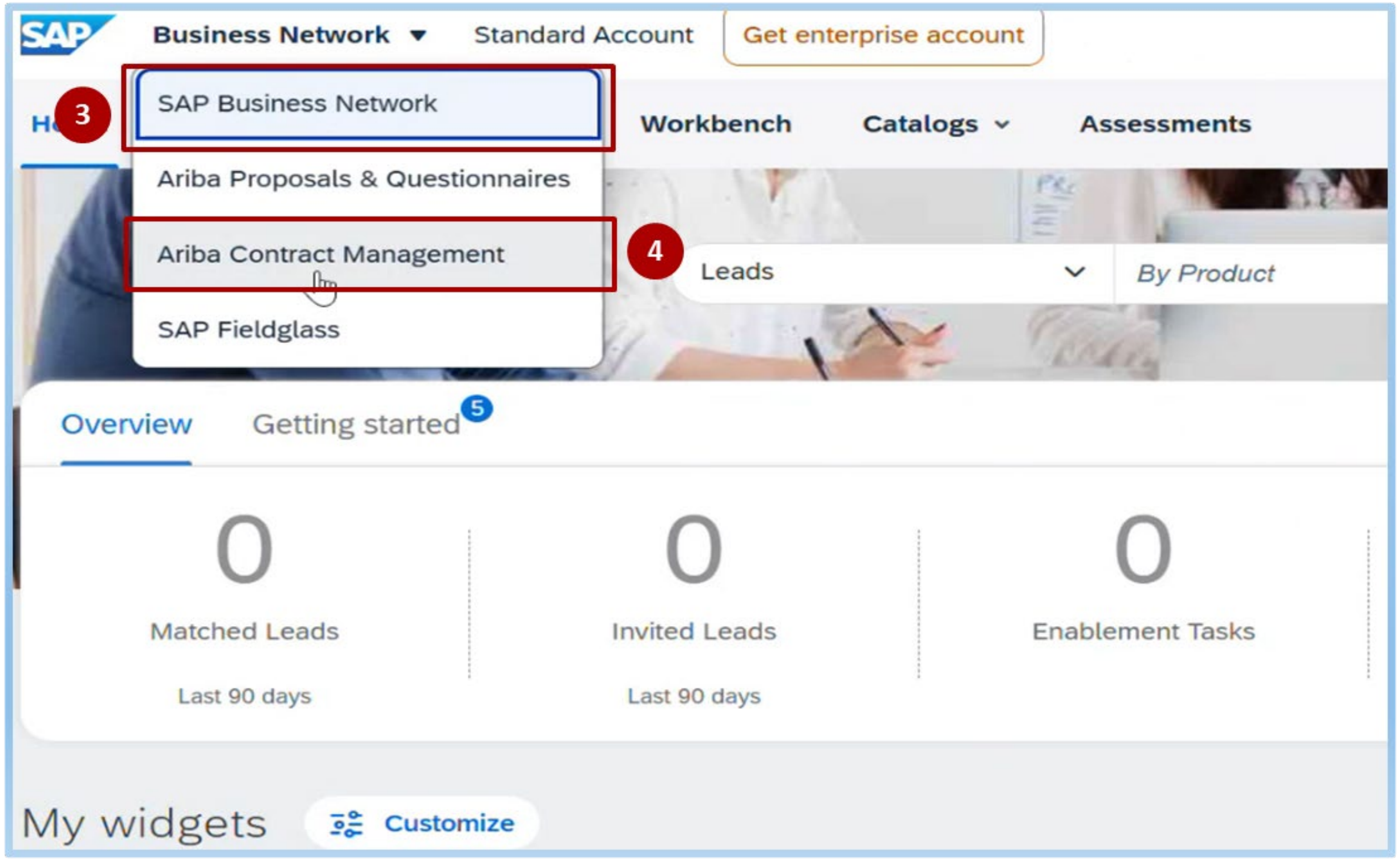




External Agreement Review (All Contracts) (2 of 8)

Action: Complete External Agreement Review

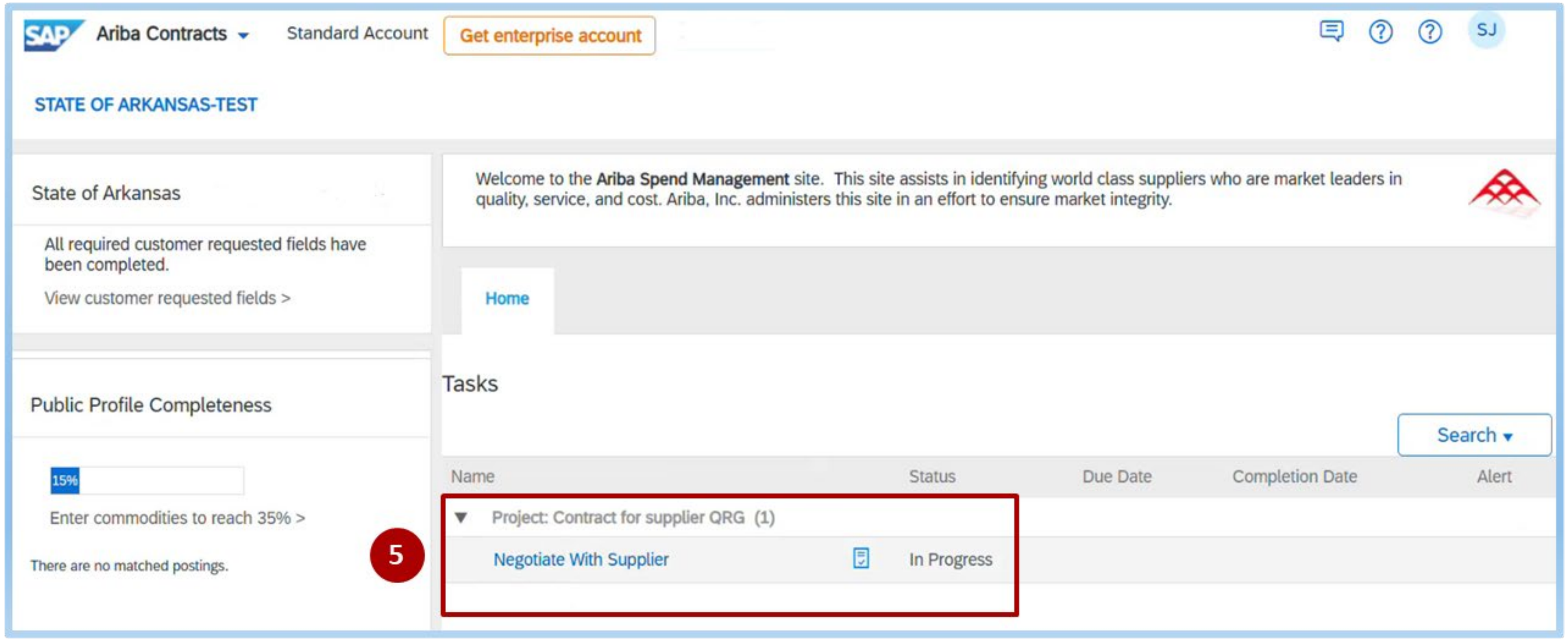
Step	Action Taken
3	On the top-left side, select **SAP Business Network** for the drop-down list.
4	Select **Ariba Contract Management**.



External Agreement Review (All Contracts) (3 of 8)

Action: Select the External Agreement to Review

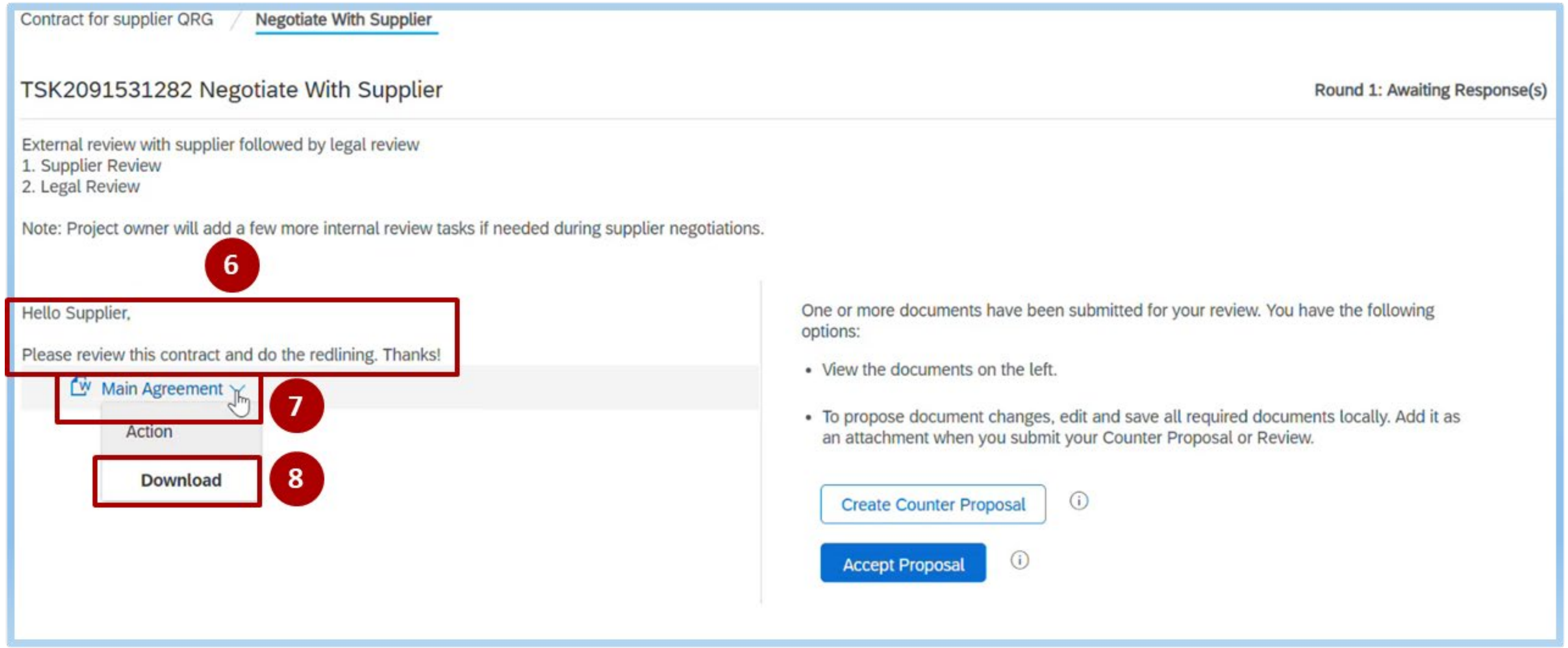
Step	Action Taken
5	Select the **contract** you want to review.



External Agreement Review (All Contracts) (4 of 8)

Action: Review the Main Agreement

Step	Action Taken
6	Review the message received from the State of Arkansas located in the body of the notification.
7	Select the **Main Agreement** document posted for review.
8	Select **Download** and save the document to your desktop or local drive on your computer.



External Agreement Review (All Contracts) (5 of 8)

Action: Review the Main Agreement

NOTE: Review and edits will occur in the MS Word document that was downloaded in previous step.

Step	Action Taken
9	Review the **Main Agreement** document in its entirety.

9

Example

Contract #:

STATE OF ARKANSAS
SERVICES CONTRACT

Contract #		**Federal ID #**	
Service Type		**Procurement Method**	

1. **Contracting Parties**. State of Arkansas is hereinafter referred to as the Department and contractor is herein after referred to as the Contractor.

Department No. & Name	
Division	

Contractor Name	
Contractor Address	
Contractor Number	

2. **Objectives, Scope, and Performance.** Identify, in reasonable detail, the objectives and scope of the contractual agreement and the methods the Department will use to determine whether the objectives of the contract (Contract) have been achieved. If space below is insufficient it may be supplemented with Attachment 4.

3. **Term Dates.** The original term **(Original Term)** of the Contract shall commence on , and shall continue until , unless earlier terminated or cancelled in accordance with the Contract or some other writing agreed to and signed by the parties, but in no event may the Original Term exceed a period of four (4) consecutive years from the effective date of the Original Term, unless exempt from Arkansas Code Annotated § 19-61-512(c)(1). By written agreement of the parties, the term of the Contract may be extended or renewed for additional time beyond the Original Term. This allows for a total possible term **(Total Possible Term)** beyond the Contract's Original Term, as defined in the following paragraph.

   The **Total Possible Term** of the Contract is a period comprised of the Original Term plus any extensions or renewals that may be agreed to by the parties in writing, but in no event longer than a period of seven (7) consecutive years from the effective date of the **Original Term**, unless otherwise provided by law. Subject to applicable law, the terms hereof, and an appropriation of necessary funding, the Total Possible Term of this Contract expires no later than ____________ (mm/dd/yyyy).

4. **Contractor's Performance Obligations.** Contractor, for the duration of the Contract and as consideration for the Department's payment as set forth below, shall provide the following to the Department:

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External Agreement Review (All Contracts) (6 of 8)

Action: Edit Main Agreement

Step	Action Taken
10	If you would like to make edits, click directly in the document where you would like to enter updates, as needed. **NOTE**: *Once you have entered all required changes, ensure that you **Save** the document so it's available for uploading in a later step.*

WHEREAS, the Contractor is willing to sell the State the Commodities for the prices identified in **Enter Exhibit Reference for Commodity & Price List (i.e., Exhibit A)** hereto.

NOW THEREFORE, in consideration of their mutual promises and obligations set forth herein and as incorporated, the Parties agree as follows:

25. **Commodities & Purchase Price.** During the term of this Contract, the Contractor shall, in the quantities set forth in any purchase order that the Department may submit to the Contractor under this Contract, sell to the Department the Commodities set forth on **Enter Exhibit Reference for Commodity & Price List (i.e., Exhibit A)** at the prices stated therein. Unless otherwise stated in **Enter Exhibit Reference for Commodity & Price List (i.e., Exhibit A)**, the Department shall pay all taxes applicable to any purchase it makes under this Contract.

    Price changes may be negotiated at the time of contract renewal at the discretion of the State. Any request for a price increase must include supporting documentation demonstrating that the increase in contract price is based on an increased cost to the Contractor and that the proposed pricing is still competitive in the marketplace. The State has the right to approve or deny any request for a price adjustment.

    This is a new clause I am adding. State team, please check

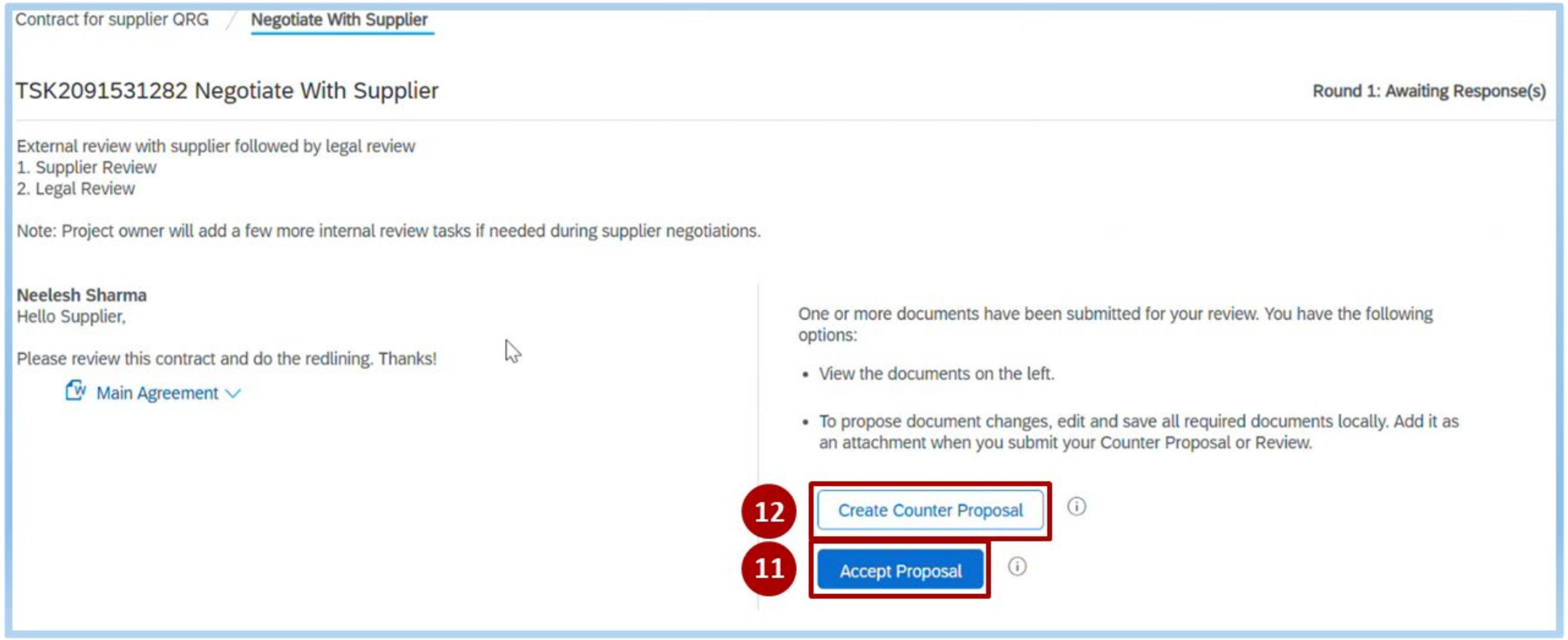
    10

26. **Invoicing and Payment after Delivery.** Unless otherwise stated in **Enter Exhibit Reference for Commodity & Price List (i.e., Exhibit A)**, payment for the Commodities is due within thirty (30) days of the date of the Contractor's delivery of Commodities conforming to the Contract and receipt of the Contractor's invoice, whichever is later.

External Agreement Review (All Contracts) (7 of 8)

Action: Accept Proposal or Create Counter Proposal

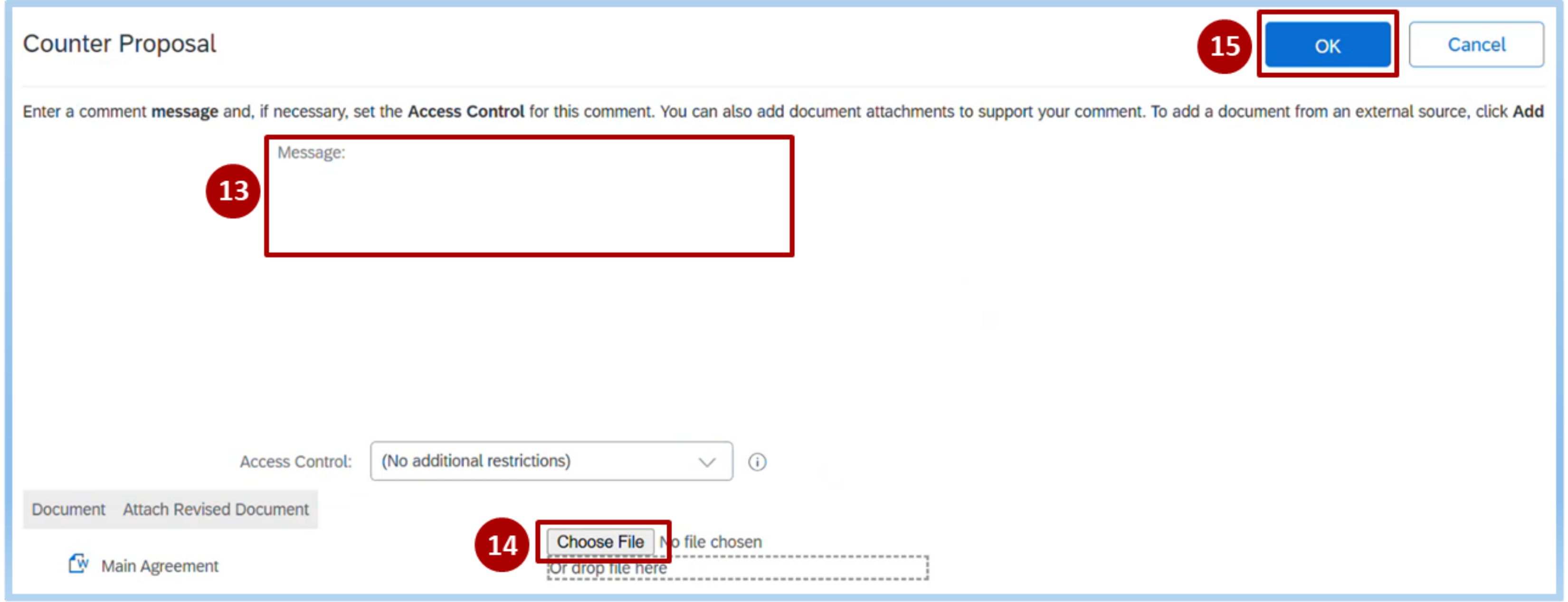
Step	Action Taken
11	If you *DID NOT* make edits to the document and agree with its contents, select **Accept Proposal. NOTE:** *This completes the required actions by you for the review. You may review **step 17** within this QRG.*
12	If you *DID* make edits to the Main Agreement, you must select **Create Counter Proposal**.

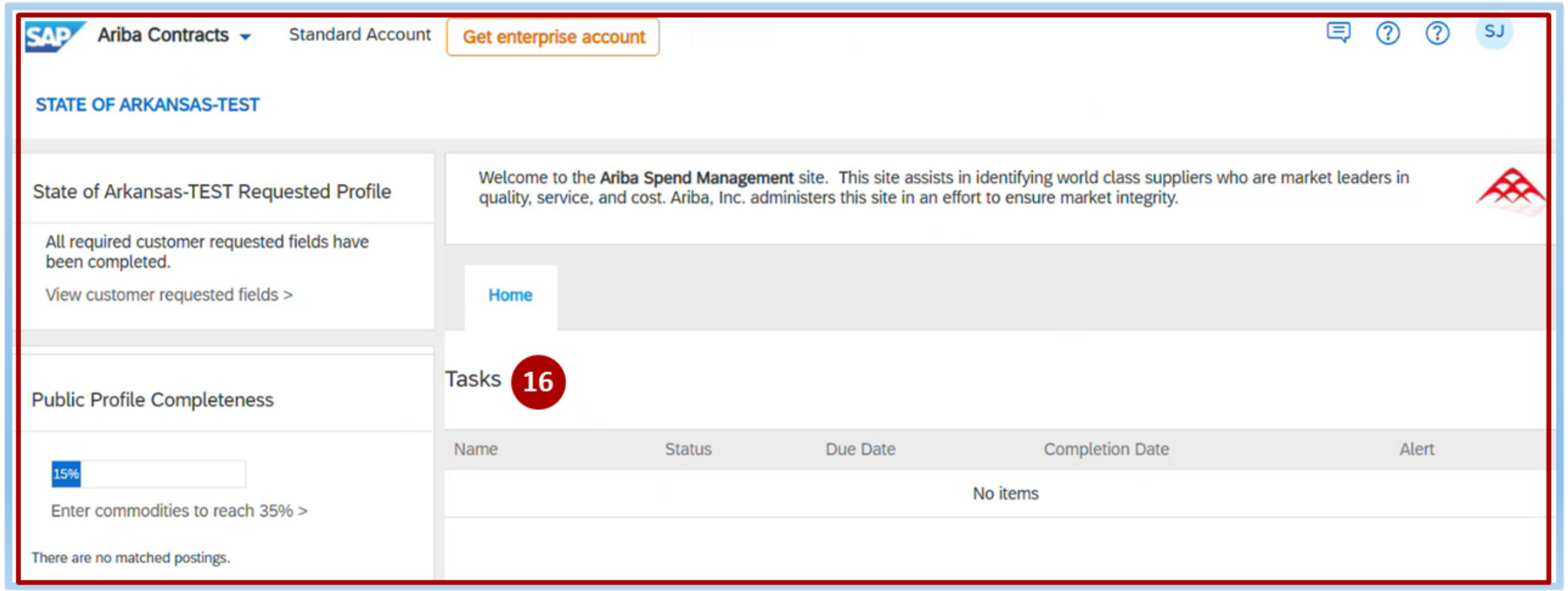


External Agreement Review (All Contracts) (8 of 8)

Action: Complete External Agreement Review

Step	Action Taken
13	**OPTIONAL**: You may **enter a message** to the state here, if desired.
14	Select **Choose File** and select the edited Main Agreement from your computer to upload. **NOTE**: *This should be the edited document you downloaded during **Step 8**.*
15	Click **OK**.
16	After completing **Accept Proposal** or **Complete Counter Proposal** step(s), you will return to the landing page, where you may review another document, if available/necessary. **NOTE**: The document you have just reviewed will not be accessible until the State of Arkansas determines whether to accept any counter proposals or reintroduce it into the review cycle for further negotiation and revisions.





Frequently Asked Questions (FAQs)

Frequently Asked Questions (FAQs) (1 of 2)

1. **How do I access the contract in Ariba (and what if I cannot see it)?**
   Use the link in the state's notification email and sign in with your SAP Business Network (Ariba Network) account. If you cannot see the contract, confirm you are logged into the correct account and that you have the right user permissions in your company profile; then ask the state to re-send the invitation or add your user to the contract workspace.
2. **How will I know when a contract is ready for my review or signature?**
   Ariba sends an email notification to the contacts assigned to the contract when an action is required (review, comment, approve, or sign). To avoid missing requests, make sure contract notifications are enabled for your user and that the correct email address is listed on your profile.
3. **What do I do if the contract terms in Ariba differ from what we agreed during negotiations?**
   Do not accept or sign until the discrepancy is resolved. Use the contract's comments/collaboration area (or your state's requested method) to point out the specific clause(s) and proposed correction, then wait for the state to issue an updated version or amendment reflecting the agreed terms.
4. **Can I suggest edits or redlines in Ariba, and how do I respond to state comments?**
   Yes—depending on how the state configured the contract workspace, you may be able to add comments, upload a redlined document, or respond to clause-level feedback. Reply in the same thread where the state commented, be specific (section and clause), and re-upload any revised attachment.
5. **How do I find the current contract version versus previous versions?**
   Open the contract workspace and look for the contract document list, version history, or audit trail. The most recent version is typically marked as "Current" (or is the latest timestamp). If you are unsure, compare the version number/date on the document and confirm with the state.

CONTACT: Arkansas Office of State Procurement @ 501-324-9316

Frequently Asked Questions (FAQs) (2 of 2)

6. **Where can I view key dates such as start/end date, renewal, or notice periods?**
   Key dates are usually captured in the contract overview/summary fields and/or within the contract document itself. Check the contract attributes (header details) for effective date, expiration, and renewal settings, and validate them against the signed document language if there is any mismatch.
7. **How do I complete required supplier onboarding items tied to the contract (e.g., insurance, certifications, compliance documents)?**
   Review the contract workspace tasks, questionnaires, or document requests. Upload the requested files to the specified area and submit them for review. If a requirement is unclear (acceptable format, limits, expiration dates), ask the state before submitting to avoid rework.
8. **What should I do if I need to update my company information or contacts for contract notifications?**
   Update your company profile and user details in SAP Business Network (Ariba Network) so the correct legal name, address, and contact emails are used. If the state manages additional contacts inside the contract workspace, also ask the state to update the contract contact roles to ensure the right people receive future notifications.
9. **How do amendments, change orders, or renewals work in Ariba Contracts, and how will I be notified?**
   The state typically creates an amendment (or renewal) in Ariba and routes it for supplier review and acceptance/signature. You will receive an email notification when your action is needed. Always review what changed (summary or redlines, if provided) and ensure the amendment references the correct base contract before accepting.
10. **Who do I contact for help with Ariba access issues versus contract content questions?**
    For login, account, or permission issues, start with your company's SAP Business Network administrator (or the Ariba help/support links, if applicable). For questions about terms, scope, pricing, or timelines, contact the state/contract owner listed on the contract workspace or in the notification email.

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Common Contracts Issues

Common Contract Issues (1 of 2)

1. **Confusion over how to handle contract amendments when state regulations require additional approvals or public disclosure.**
   Familiarize yourself with the state's amendment process and coordinate closely with the state to ensure all regulatory requirements are met before submitting changes.
2. **Difficulty understanding state-specific compliance requirements, such as unique reporting or tax obligations that differ from other jurisdictions.**
   Consult the state's procurement guidelines and seek clarification from the contracting officer. Consider engaging a compliance specialist familiar with the state's requirements.
3. **Difficulties resolving discrepancies between Ariba contract language and state-issued contract templates, which may require legal review or negotiation.**
   Engage your legal or contracts team early in the process to review documents and collaborate with the state to reconcile differences and reach agreement.
4. **Uncertainty about reporting requirements or audit procedures mandated by the state, such as monthly performance updates or financial disclosures.**
   Request detailed guidance from state officials and set up internal protocols to track and submit reports on schedule.
5. **Lack of clarity around the state's required insurance coverage or bonding provisions, leading to last-minute compliance challenges.**
   Consult with the state and review contract requirements early to ensure all necessary insurance certificates or bonds are in place before project initiation.

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Common Contract Issues (2 of 2)

6. **Difficulty adapting to changes in state regulations or policy updates affecting project scope, compliance, or reporting requirements.**
   Monitor regulatory updates regularly, engage with state compliance experts, and adjust project plans promptly to accommodate new requirements.
7. **Errors or inconsistencies when entering contract data into the Ariba system, such as mismatched contract terms or missing required fields, can lead to processing delays or compliance risks.**
   Conduct thorough reviews of contract entries before submission, utilize validation tools within Ariba to catch errors early, and provide ongoing training for staff on correct data input procedures. Establish a checklist for required documentation and fields to ensure accuracy and minimize delays.

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