



Dedicated to a better Brisbane

Brisbane City Council

Responding to Council Requests

This document provides a step-by-step guide on how to respond to Council RFQ/sourcing events via SAP Ariba.

June 2025

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Council requests in SAP Ariba

Council tender notices are advertised in [Current/Upcoming Tenders](#) on Council's website.

Suppliers who have registered with Council through SAP Ariba can view, register their interest, and respond to Council tenders, proposals, and Requests for Quotations (RFQ) through their SAP Ariba Business Network account.

An email notification will be sent to you with an invitation to participate in an RFQ or sourcing event initiated by Council.

Routine and strategic tenders and sourcing events –tender and sourcing requests inviting suppliers to register their interest or participate in a sourcing event (also known as a RFx). These events can typically result in a contract, which is then electronically signed.

New RFQ and sourcing events can also be found on your SAP Ariba account dashboard.

You will need to have a registered SAP Ariba Business Network account to receive an invitation to bid and respond to Council requests.

Invitation to participate in a RFx

An email notification, inviting you to participate in an event, will be sent to the nominated SAP Ariba registered email account. The email registered with SAP Ariba should be regularly monitored to ensure you don't miss out on sourcing invitations.

Note it is recommended that you use a generic email address for your company to ensure that tender notifications are not missed. Your SAP Business Network account administrator can add users and grant users' accessibility permissions.

The email notification will contain the following information:

- the type of event you are invited to (RFI, RFP, RFQ)
- your SAP Ariba username
- a link to log into SAP Ariba to access the event
- a link to instructions in case you have forgotten your SAP Ariba username or password.

Following is an example of the email notification inviting you to participate in an event.



This is to notify that Brisbane City Council [REDACTED] has invited you to participate in the following event: [RFQ Event](#).

Use the following username to log in to Brisbane City Council [REDACTED] events: [REDACTED]

[Click Here](#) to access this event.

When you click this link, log in with your username and password. You will then have the option to register your buyer-specific user ID with a new or existing Ariba Commerce Cloud account and participate in your event.

If you do not want to respond to this event, [Click Here](#). You must register on the Ariba Commerce Cloud or log in using your existing Ariba Commerce Cloud account username and password before you can indicate that you do not want to respond to this event.

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 event, contact [REDACTED] or via e-mail at [REDACTED]

We look forward to working with you!

Kind regards

Brisbane City Council [REDACTED]

Viewing Council requests/sourcing events

You can either access the event:

- through the 'Click Here' link in the email message, or
- log into SAP Ariba at <https://supplier.ariba.com> and review any events under the Ariba Proposals and Questionnaires menu option.

If logging directly into SAP Ariba (instead of via the email link), the screen will typically default to the SAP Business Network menu option. The event can be found in Ariba Proposals and Questionnaires located in the top header.

A list of current and past events will be displayed in the first column categorised by status.

Each event goes through three main stages during its lifecycle:

Brisbane City Council Supplier Guide - Responding to Council Requests

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.

Home

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1)				
RFP Event - First Aid	Doc79636560	25/6/2025 14:00	RFP	No

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Supplier Registration Questionnaire	Doc77082051	22/9/2025 12:09	Invited

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Supplier Registration Questionnaire	Doc77082051	22/9/2025 12:09	Invited

1. Open - the event is currently open for viewing or bidding.
2. Pending selection - the event is finished, but Council is yet to finalise the outcome.
3. Completed - the event is finished, and a supplier has been awarded the work.

Email notifications are sent to both successful and unsuccessful participants in each request.

Event details including the ID, End Time, Event Type and Participation status are shown to the right of the Event Title.

Note the ID column displays the unique ID that SAP Ariba sourcing assigns to every project. It will be helpful to have this ID on hand if you need to contact SAP Ariba Customer Support.

The End Time column displays the date and time the event will end.

The Event Type displays the type of sourcing event – RFP, RFQ or RFI.

Click on the event you have been invited to attend in the Events table to view Event Details and follow the process for event participation.

Note each event triggered by Council will be made up of different templates and content to respond to, such as questions, requirements, and characteristics, depending on the event scope and requirements.

Event participation

Responding to sourcing events

The following sections of this document apply to suppliers who will participate in sourcing events initiated by Council. These will potentially convert to Contracts that can be referenced during the operational procurement process.

If logging in via the email link, the screen will display the specific sourcing event, made up of the following characteristics:

- an expiry time in the top right hand corner
- an opportunity to decline to respond to an invitation
- a checklist to step through down the left hand side
- the type of sourcing event.

The screenshot displays the Ariba Sourcing interface for an event titled "Doc79636560 - RFP Event - First Aid". The interface includes a top navigation bar with "Ariba Sourcing", "Company Settings", "Feedback", "Help", and "Messages". Below the navigation bar, there is a "Go back to Brisbane City Council" link and a "Desktop File Sync" option. The main content area is divided into a left sidebar and a main panel. The sidebar contains a "Checklist" with four items: "1. Review Event Details", "2. Review and Accept Prerequisites", "3. Select Lots/Line Items", and "4. Submit Response". The "Review and Accept Prerequisites" step is currently selected. The main panel displays the "Event Overview and Timing Rules" section, which includes a "Review Prerequisites" button, a "Decline to Respond" button, and a "Print Event Information" button. The "Review Prerequisites" button is highlighted. Below the buttons, the "Event Type" is listed as "RFP". Other details include "Owner", "Currency: Australian Dollar", "Commodity: Enterprise Services ES", "Contract Months (Initial Term): 12", "Publish time: 23/6/2025 17:45", "Due date: 24/6/2025 21:00", and "Estimated Award Date: 24/06/2025". A "Time remaining" indicator in the top right corner shows 22:42:03.

Review prerequisites or decline to respond

To enable you to view the content of the event, you will need to select Review Prerequisites.

Follow the steps in the dropdown checklist to review event details, review and accept prerequisites and submit a response. Note that an additional step 'Select lots/line items' will be added to the checklist after accepting the terms of the agreement prior to participating in the event as required in step 2.

Decline to respond

If you choose to Decline to Respond, you will be asked to provide a reason for declining. You will also receive a message in SAP Ariba advising that you have declined to respond and will be presented with an option to select 'Intend to Respond' if you are intending to participate in the event.

Important - It is noted that you will no longer have access to information about the event and will not receive any further notifications if you decline to participate in the event.

1. Review Event Details

Review Event Details provides an overview and timing rules for the event as well as the contact at Council. In this section:

- review the content of the event
- check the Event Overview and Timing Rules
- check the Bidding Rules
- if you don't want to participate in the event, select 'Decline to Respond'. You will be prompted to provide a reason for declining to participate, click ok.
- if you want to participate in the event, select 'Review Prerequisites' (no addenda will be received if you are not participating in the event).

To download the content of the event and review it in an excel spreadsheet, click on the Download Content button.

2. Review and accept prerequisites

The prerequisites section of an event shows the prerequisites that must be accepted before participating in the event.

Click the Review Prerequisites button to review the prerequisites and select either accept or not accept the terms of the agreement and click Done.

Following acceptance of the terms of the agreement, you will have access to the Events Content menu and an additional step Select Lots/Line Items.

Event contents menu

Depending on the rules set in the event, you may be presented with a list of questions to respond to or list of items (or lots) to bid against.

The Event Contents section will provide the RFP Particulars, RFP Conditions and RFP Deliverables.

View all the contents of the Event Contents section which contains instructions and any documents that you should download and review. If documents have been attached, click the document title to download the file.

RFP particulars

RFP particulars provides specific information relating to the event, such as contract type, contract term, insurance requirements etc. Scroll down through the section to review the event particulars and click next to move to the next section.

RFP conditions

If there are any conditions relating to the event, they will be provided in this section.

RFP deliverables

RFP deliverables provides a list of deliverables for the event.

You will not be able to provide a response to any RFP deliverables in this section until you have selected the lots/line items that you will be bidding for.

RFx documents and/or reference documents that form part of the RFx can be viewed or downloaded by clicking on the dropdown option beside the link.

The screenshot shows the 'Event Details' page for 'Doc79636560 - RFP Event - First Aid'. The interface includes a navigation menu on the left with a checklist: 1. Review Event Details, 2. Review and Accept Prerequisites, 3. Select Lots/Line Items, and 4. Submit Response. The main content area displays a table of items with columns for Name, Price, Quantity, and Extended Price. A red box highlights a dropdown menu for 'RFx documents supplied by BCC' which is set to 'First Aid Supplies Specification.docx'. Another red box highlights a pop-up window for 'Bidding Rates - 4 BANDAGE TRIANGULAR 1110' with details: Commodity: Enterprise Services ES, Region: AUS Australia, and Colling Value: \$1.00 AUD. The table shows a quantity of 1,000 Each for this item.

3. Select lots/line items (select lots)

You will be presented with two options – either Select Lots/Line Items to complete online or Select Using Excel.

Select the Lots/Line Items that your company will participate in from the Lots Available for Bidding list by clicking in the box beside the lot/s. Provide a reason for not bidding against non-selected items by clicking on the dropdown arrow to expand reason for not bidding options.

Once you have selected the lots available for bidding, Confirm Selected Lots/Line Items.

If you are not selecting all available lots for bidding, you will be presented with a warning message advising they have not selected all lots and will be provided with the option to either Use Selected Lots or Cancel to return to the selection screen.

Option to select using Excel

You will be provided with the option to Select Lots/Line Items using excel. To use this option, click on the Select Using Excel tab.

Follow the instructions displayed to download content, declare your intention to respond and provide responses, and upload to import the contents of the excel file to the event.

Note the RFX responses provided in the Excel document will be prepopulated into the SAP Ariba response fields, and override responses entered in the online version.

Downloaded content they will be presented in an excel workbook with worksheets specific to the tender i.e. Intend to Respond Instructions, Submit Response Instructions, 1 RFP Particulars, 3 RFP Deliverables and Other Content.

Click through the worksheet tabs located at the bottom of the excel workbook to view and respond using Excel.

RFP Deliverables in Excel worksheet

Responses to the RFP Deliverables in excel are completed here. Toggle over the answers field to see notes relating to each question.

Once responses have been completed, you will need to upload the file. The responses provided in the excel worksheet will be prepopulate into the SAP Ariba system.

Once the file has been uploaded successfully, you will receive a notification advising the upload was completed successfully. Click Use Selected Lots to import the responses into SAP Ariba.

Once you have successfully imported your responses, you will receive a notification advising Import Successful and next steps to Submit Entire Response.

Note that responses that have not been provided in Excel will need to be completed in SAP Ariba, including any documents that are required to be uploaded.

4. Submit response

Complete the list of mandatory questions, denoted with an asterisk and Submit Entire Response before the event expires.

Click on the dropdown arrow located beside the items to view bidding rules relating to the item.

- Select Save draft to save responses to complete later, taking note of the expiry date/time of the event.
- Select Excel Import if you prefer to complete the event offline in Excel and are now ready to upload back into SAP Ariba.
- Sourcing events allow you to raise queries with the Council representative. Select the Compose Message to open the SAP Ariba messaging service.

Once you have completed your responses, select Submit Response.

You will be alerted to any problems/errors with submitting a response in SAP Ariba. After these have been corrected, you will be prompted to Submit this response again.

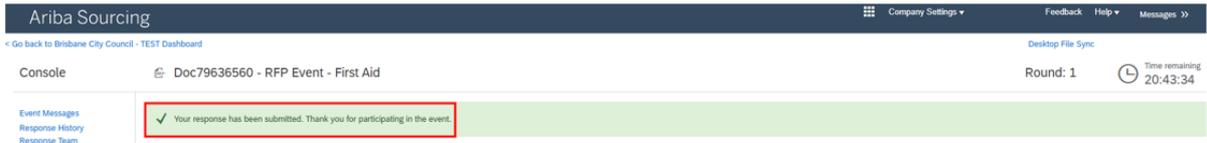
Tip – if errors are received, check that you have recorded a non-price response where required and a price response where required.

The screenshot displays the SAP Ariba Sourcing interface for a specific RFP event. The top navigation bar includes 'Ariba Sourcing', 'Company Settings', 'Feedback', 'Help', and 'Messages'. The main header shows the event details: 'Doc79636560 - RFP Event - First Aid', 'Round: 1', and 'Time remaining: 20:48:43'. On the left, a 'Checklist' sidebar lists four steps: '1. Review Event Details', '2. Review and Accept Prerequisites', '3. Select Lots/Line Items', and '4. Submit Response', with the fourth step highlighted in red. The main content area, titled 'All Content', contains a table with the following data:

Name	Price	Quantity	Extended Price
1.0 How many years have you been in business	5		
2.0 RFX documents supplied by BCC First Aid Supplies Specification.docx	5		
3.0 how many years have you been supplying First Aid items?	2.22	1,000 Each	

Below the table, there are input fields for 'Supplier Part Id: 34531' and 'Lead Time (in Days): 3'. A note at the bottom states '(*) indicates a required field'. At the bottom of the interface, a row of buttons is visible, with 'Submit Entire Response' highlighted in red, along with 'Update Totals', 'Save draft', 'Compose Message', and 'Excel Import'.

Once the response has been submitted, you will receive a notification in SAP Ariba advising your response has been submitted and thanking you for participating in the event.



Revise/alternative response

You will have the opportunity to Revise/Alternative Response in SAP Ariba up until the expiry of the RFX event.

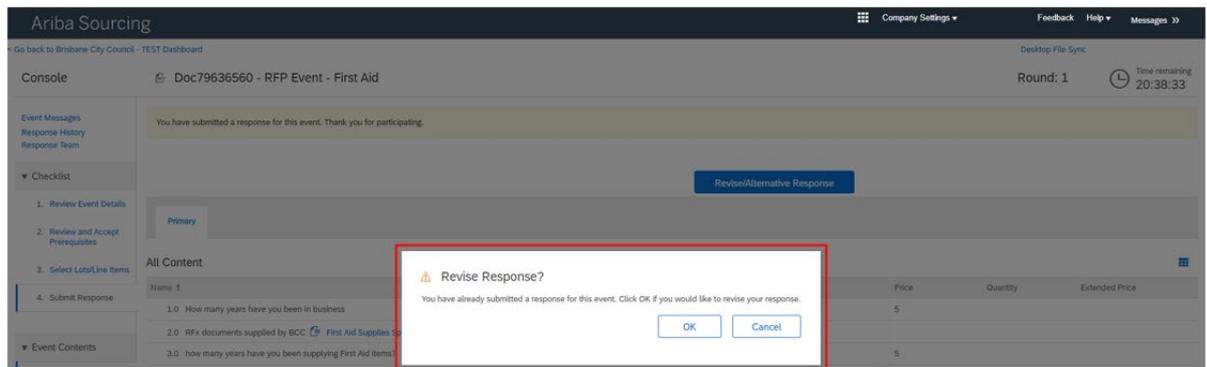
To Revise response – log into your SAP Ariba account, navigate to Ariba Proposals and Questionnaires dashboard to your Events menu.

- click on the RFX event
- select Revise/Alternative Response



You will be presented with a pop up advising that you have already submitted a response for this event. Click ok if you would like to review your response.

- update your response/s and click Submit Entire Response



Additional SAP Ariba support materials are found in SAP Help portal – Participating in Sourcing Events (<https://support.ariba.com/help>)

Notifications of outcomes of sourcing events

Council will send email notifications via SAP Ariba advising you of the following:

- when the event has closed and is no longer accepting responds
- if you have been successful in winning any component of the event
- if you have been unsuccessful in winning the event

Signing contracts

During a tender/sourcing event council may ask you to confirm your final offer by signing a contract (note: this does not confirm you have been successful with your offer). You will receive an email, via Adobe Acrobat Sign (adobesign@adobesign.com), requesting your review and e-signature.

Access the document under Review and Sign. The document can be downloaded if required. Once the agreement has been executed by Council, Adobe Acrobat Sign will email you a fully signed copy of the final agreement for your records.

You don't need an Adobe account to electronically sign and submit contracts.

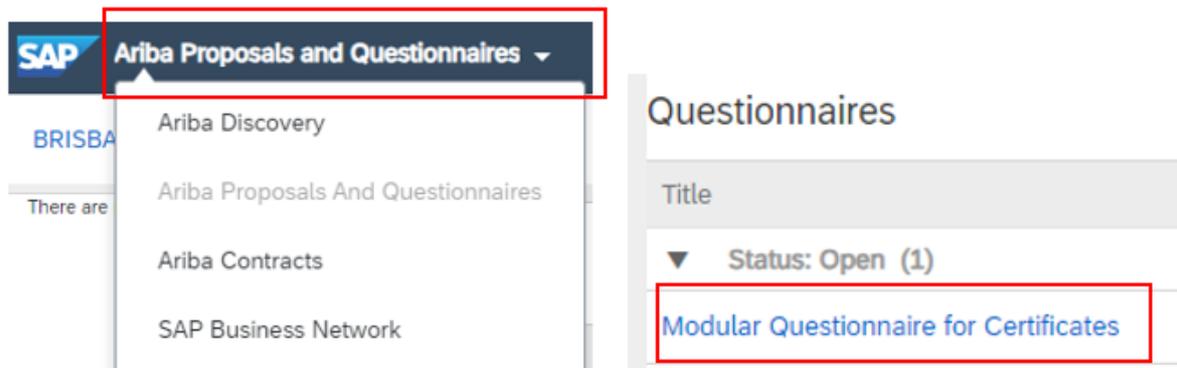
Responding to supplier questionnaires

Occasionally Council may seek additional information from you. If this is the case, Council will send you an email with a link to complete a modular questionnaire in SAP Ariba.

After logging into SAP Ariba, navigate to Ariba Proposals and Questionnaires, select the document to be reviewed and updated under Questionnaires.

Review and update the requested additional information in the Questionnaire.

Submit the document once completed.



Help and support

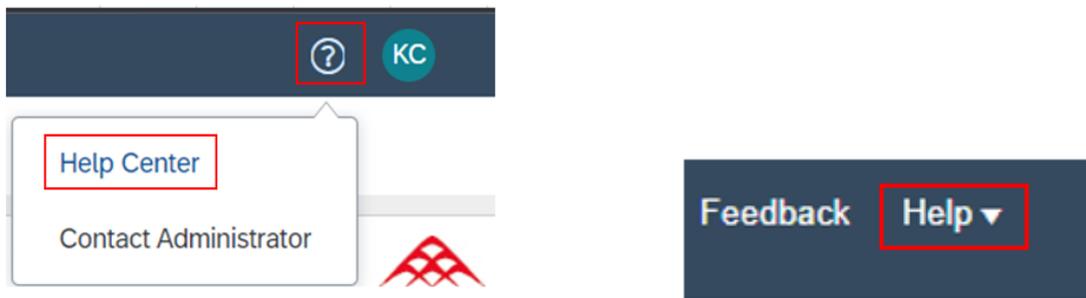
System configuration

Refer to the following SAP Ariba support documentation to ensure your internet browser is set up appropriately. This will ensure you can view and respond to potential tenders on the SAP Ariba Business Network.

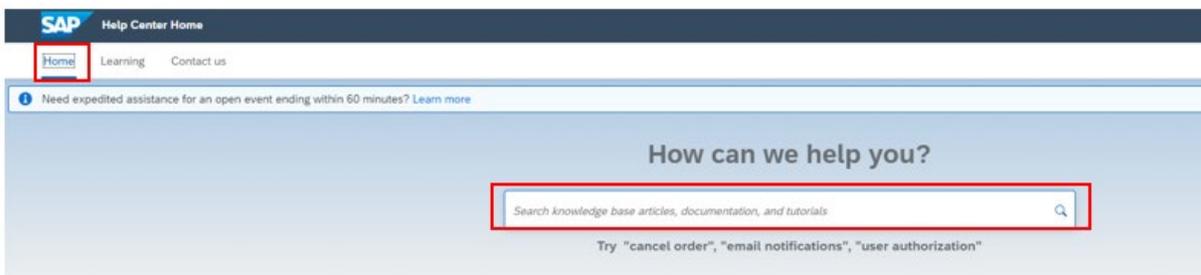
- [Supported browsers](#)
- [Cookie settings](#)

More Information

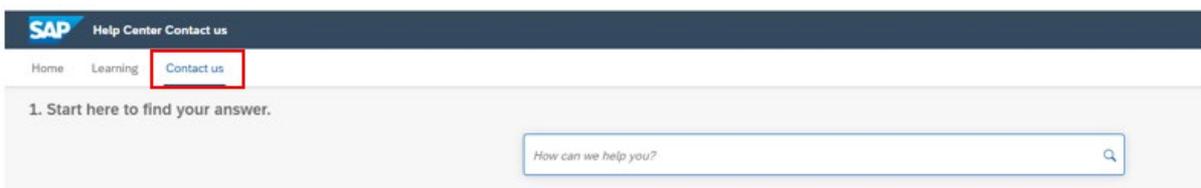
If you are having systems or technical issues, please refer to SAP Ariba help by accessing the Help Centre under the Help option or ? mark in the top right corner of the header line.



Under the Home tab, enter a question and review the suggested answers.



If a suitable response cannot be found, select Contact us link.



If you still cannot find a suitable response, you will be provided with an option to Create a Case located at the bottom of the screen. Complete the online form which will be sent to the SAP Ariba support team.



If you have any questions about becoming a Supplier for Council, that cannot be answered on Council's website, contact Council's Business Hotline on 133 BNE (133 263).

If you would like to enquire about a current or upcoming sourcing event, please contact Council's sourcing lead listed under [Upcoming tenders](#) on Council's website.