

CARAHSOFT'S RESPONSE TO THE

State of Maine:
Department of Administrative and Financial Services



Request for Proposal

eProcurement Solutions and Services

SOLICITATION NO. 202102021

Section III - Proposed Solutions and/or Services

August 4, 2021

SOLUTION PROVIDED BY



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SECTION III - PROPOSED SOLUTIONS AND/OR SERVICES

1. Services to be Provided

Bidders are to discuss the Scope of Services referenced above in Part II of the RFP and what they will offer. Bidders are to:

- Use the Excel Workbook [Exhibit 1](#) (RFP 202102021 - Requirements Traceability Matrix (RTM)) to respond to the RTM requirements as stated in PART II; and
- Provide narrative responses to all "Inline Narrative" requested information stated in PART II of this RFP.

Bidders are to give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved. If subcontractors are involved, clearly identify the work each will perform.

1. Key Solution Functionality Elements

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls "baked in" (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a "catalog of catalogs" like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and realtime with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

Response requirement:

- **RTM:** N/A
- **Inline Narrative:** *Bidders must provide a brief description of how the proposed solution addresses each of the high-level functions listed above.*

Single Point of Entry - In the modern era of procurement, end users do not want to learn and navigate detailed procurement processes and policies. This can be a significant source of friction between agency users / stakeholders and procurement. And most procurement systems are not properly curated with catalog content and contracted vendors making it even more difficult for users to follow procurement policies.

We envision SAP Ariba Guided Buying serving as the single point of entry for all procurement-related requests. Accessible through Single-Sign On from the State's network and/or portal, Guided Buying will empower and engage State users with a consumer-grade experience that is simple, smart, and elegant.

Smart routing – SAP Ariba includes a highly configurable workflow engine that will support State requirements however simple or complex. Workflows are configured leveraging the user interface, not complex coding. The dynamic workflow engine allows administrators and key users to define any dependency of parallel and/or sequence routings. As a result, the State can maintain workflows as required as agencies/organizations are added to the solution, or policies change.

Compliance – Compliance is enforced at each step of the product lifecycle with our product compliance software. With SAP S/4HANA for product compliance, you can manage regulations, track registrations and substance volumes, classify products, and create compliance documents, as well as package, transport, and store hazardous materials properly with accurate labeling.

Portal – The SAP Portal product portfolio provides employees, customers and partners an intuitive, single point of access to applications, content and analytics for cloud and on-premise scenarios via a flexible UI integration. SAP's portal offering is available via various deployments options: SAP Enterprise Portal (on-premise) on the SAP NetWeaver platform and on SAP BTP we have the SAP Cloud Portal service (public cloud on Neo and multi-cloud environment) and the new (portal-like) SAP Launchpad service (public cloud on multi-cloud environment).

Open marketplace environment – The SAP Ariba Business Network (SBN) is the world's largest B2B network, a dynamic, digital marketplace that facilitates trillions of dollars in annual business commerce between more than 3.6 million connected companies.

The State will be able to customize your community: some of our customers want to access an open marketplace and find new suppliers. Many others prefer to use SBN to connect only to their preferred suppliers and ensure their end users work only with them. Additionally, the SBN can be many things to different organizations and ecosystems. Some only want to get their invoices from suppliers; on the other end of the spectrum, others are using it to do advance supply chain planning. We can accommodate both use cases and many in between.

In addition to the functionality noted above, SAP Ariba also has the Spot Buy catalog solution, a business-to-business (B2B) open marketplace that makes it easy for end users to find and buy non-sourced goods with competitive price and delivery options.

Here's how it works:

1. Find: When an item can't be found in the company catalog, users search the SAP Ariba Spot Buy catalog, filtering results by category, brand, and price.
2. Approve: Configurable business rules and spot buy-specific workflow enforce corporate policies.

Buy: Approved purchase requisitions trigger checkout, secure payment, and shipment of goods

Integration – SAP's holistic integration approach, which covers both technology and business processes delivering a significant value to your business. Learn all about suite qualities which facilitate a seamless out-of-the-box integration of SAP's intelligent suite along defined end-to-end business processes.

Workflow – SAP Business Workflow enables the design and execution of business processes within SAP application systems: Workflow processes are delivered as content across the SAP Ariba modules.

SAP Ariba includes a highly configurable workflow engine that will support State requirements however simple or complex. Workflows are configured leveraging the user interface, not complex coding. The dynamic workflow engine allows administrators and key users to define any dependency of parallel and/or sequence routings. As a result, the State can maintain workflows as required as agencies/organizations are added to the solution, or policies change.

Document management – SAP Ariba Contract Management module can track, manage, and store documents that can help digitize the contracting process. In addition, past versions of contracts and related documents are also stored within the application; along with tracking of changes and other audit trail capabilities.

Reporting, dashboards and data visualization – SAP Ariba is delivered with native reporting and analytics, including numerous pre-packaged reports. Users will leverage their dashboard comprised of critical reports and action-oriented charts and to do lists to manage their workload daily.

Configurable – From configurable workflows to document templates to defining the State's procurement processes, SAP Ariba offers a highly configurable solution that will give the State the flexibility to reflect state-wide or agency-specific rule-sets and processes that can easily be updated for policy and personnel changes.

2. User Experience

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- *Capability that allows user personalization of their initial screen based on their needs or use of the Solution.*
- *Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.*
- *Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.*
- *Portal that informs users and supports user work management.*
- *Functionality optimized for mobile access and use.*
- *Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.*
- *Role-based functionality for drafting, review and approval, evaluator and other processes.*

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the user experience characteristics listed above.**

We know for a procurement transformation to be successful; user adoption is imperative. User adoption is optimized when people can seamlessly process workflows, with the least number of obstacles.

With our innovative “Guided Buying” capabilities, we have redefined the user experience across SAP Ariba solutions. A dedicated team of UX experts has redesigned the user’s view to deploy a platform that is adaptable on multiple platforms (desktop, tablets, mobile) and is focused on maximizing the experience of the user. The UX improvements go beyond the screens and have also simplified the processes by providing contextual information and in context adoption.

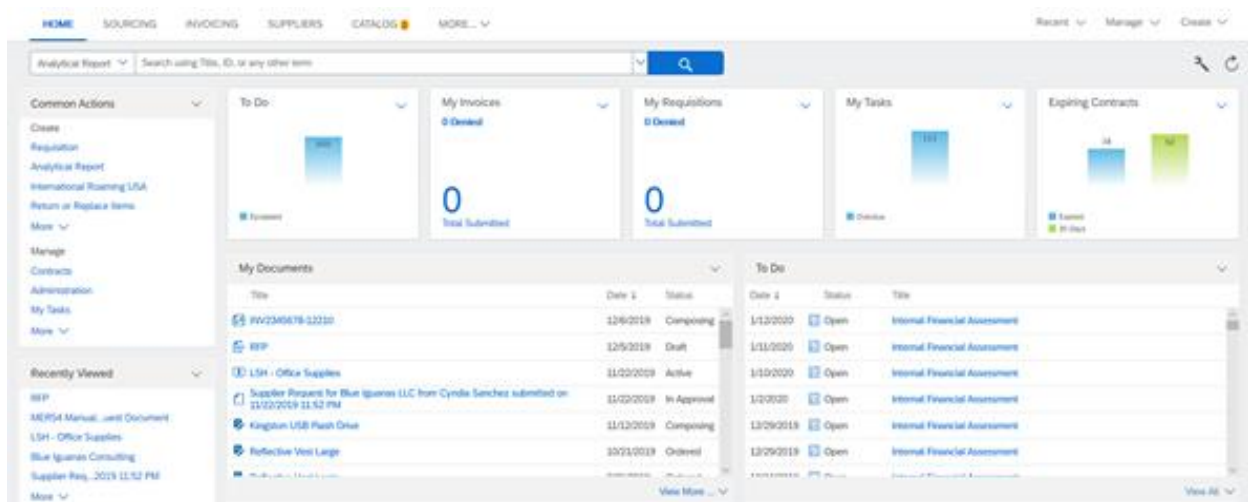
The solution follows the SAP latest principles of design to deliver a fast and ergonomic user experience minimizing end user training. In context help and intuitive process flows help users achieve tasks quickly. The interface has been designed with special attention to:

- Minimizing clicks and number of steps
- Seamless transition from mobile app to desktop with "follow-me" process from one another
- Community help
- Visual workflows, reminders and notifications
- Bulk actions over many items (i.e. bulk receive purchase orders)
- Integrations to facilitate multiple catalog search (items in the material master, inventoried items, MRO Supplies and contracted supplier catalogs), cost accounting and more

One of the reasons SAP Ariba is the leader in spend management solutions is our expertise in automating all steps of the source-to-pay process on a fully integrated, cloud-based platform. One of the key advantages of using Ariba solution is that it simplifies procurement and sourcing process with easy synchronization to traditional ERP / Financials software.

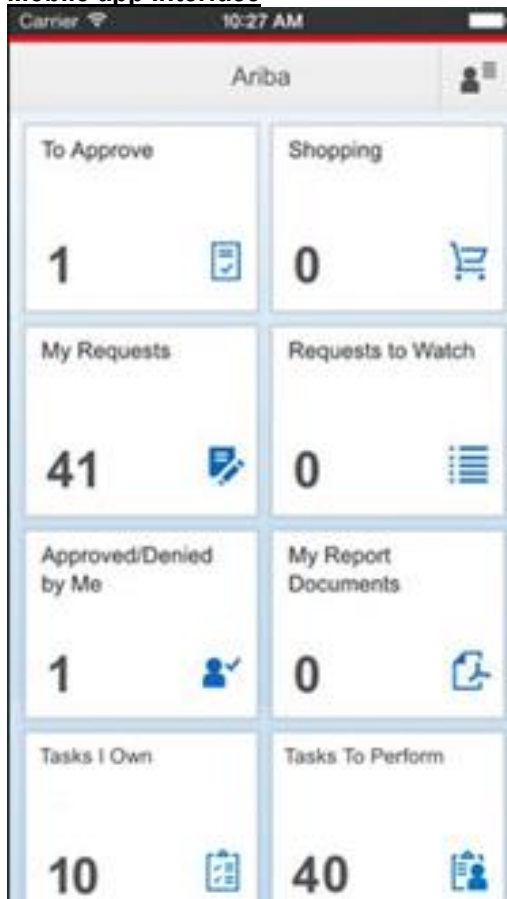
Each module has configurable dashboards to meet each of the different type of user's needs. The Dashboard is a tabbed screen on which users can organize and access key tasks, actions and information from each application that is available to the company. Rather than switching between applications to work with items such as purchasing requests, solicitations, contracts, or analytical reports, users can simply add the items to the dashboard and then monitor and access the items from one convenient location. Users can create multiple dashboards that cover different strategic areas, such as one dashboard for analyses, one for project management, one for supplier management, etc.

SAP Ariba Dashboard example



SAP Ariba also provides mobile procurement tools to review and approve requisitions anytime, anywhere. We understand when your demanding schedule has you tied up in meetings or traveling, Ariba's mobile app helps you to make even more timely and effective decisions when using our procurement solutions by keeping you connected to your business, all the time. Whether you use SAP Ariba Buying or SAP Ariba Buying and Invoicing, this new mobile app makes it simple to search catalogs, order items, manage requisitions, monitor progress, send approvals, and conduct other procurement processes in any location and at any time. Consistent 24/7 visibility into pending tasks and the ability to respond rapidly allow you to keep critical workflows processing and boost procurement productivity. The friendly, intuitive interface helps you engage more users, driving up compliance and improving procurement.

Mobile app Interface



3. Bidder Best Practices and Roadmap

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- *Incorporate new Solution version releases or new features/tools when they are available.*
- *Ensure that the Solution is utilizing the latest technologies.*
- *Ensure that updates happen in a timely manner.*
- *Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.*
- *In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.*

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses each of the bullet items above. Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.**

As subscriber to a cloud solution, you consume functional enhancements and fixes without local implementation effort. Like on-premise software products, functional enhancements are provided on a regular basis and called releases. The key difference is that these solutions are implemented centrally.

Quarterly Releases – Releases are delivered every quarter in February, May, August, and November each year. Individual products may be released on any or all of the quarterly dates. You should expect to receive advance communication of features and should allow time to prepare for impactful changes to your systems.

Monthly Feature Deliveries – Major products may have an optional, no-impact release on harmonized monthly feature delivery weekends. As with the quarterly releases, each product has the option to release during any or all these windows. You should not need to prepare for or take action for the monthly feature deliveries. Changes delivered in a feature delivery should be virtually invisible to the end users. Many of our largest cloud products follow a harmonized release calendar.

We've continued to transform these offerings and more with input from our customer base, and we provide regular updates to all customers so they can access the latest innovations.

Production quality metrics are tracked continuously to determine areas for improvement. All releases are fully documented, covering requirements, design, and test approach for all features.

SAP Road Maps support the journey to SAP's future product portfolio and the Intelligent Enterprise. Please visit our corporate website link <https://roadmaps.sap.com/welcome> to explore our roadmaps, webinars, and transformation guides to learn more.

SAP Ariba offers The SAP® Ariba® Best Practices Center service provides business commerce professionals with access to our process expertise to help ensure greater adoption and sustainable results from your SAP Ariba solutions. SAP Ariba Best Practices Center team members leverage their knowledge of best practices within each solution area to provide strategic advice, allowing you to make the most effective use of all features of your SAP Ariba solutions:

- Best Practice Center Benefits:
- Best Practices Center service provides the following benefits
- Flexible, as-needed support tailored to your specific needs and projects
- Single, named point of contact who understands your unique situation
- Access to a world-leading commerce process and solution expertise and experience
- Proven processes and best practices for nearly all SAP Ariba solutions
- Faster ROI from software initiatives

The primary focus of SAP Ariba Best Practices Center is the use of methodologies that advance the implementation and adoption of SAP Ariba solutions, while enabling you to build internal skills and capabilities. With SAP Ariba Best Practices Center, you have access to solutions experts who have business backgrounds and can offer strategic guidance. Our remote support model is designed to be flexible so you can get the support you need, when you need it. Tap into the expertise of our experienced consultants to help you to get the most out of SAP Ariba solutions.

4. Innovations and Value-Added Features/Services

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

- **RTM:** N/A
- **Inline Narrative:** *If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).*

Flexibility is the capacity to change and to adapt to a challenging environment. Change and adaptation are also key elements of innovation. SAP Ariba have been leading the way for innovations over the last two decades. We have completely changed the way buyers and suppliers connect and get business done.

SAP Ariba has:

- Launched the first online catalog for procurement.
- Developed the first software to conduct reverse auctions.
- Created the [Ariba Network](#), the first business network that today is the largest, most global on the planet, with more than 2 million companies transacting nearly \$1 trillion in commerce on an annual basis.
- Went live with [Ariba Discovery](#), the first business matching service that like Match.com, connects buyers with needs to sellers who can fulfill them.
- Rolled out [Ariba Spot Buy](#), the first solution to combine the technology, content and expertise needed to gain visibility into unplanned buys with workflow capabilities to get them under control

With the faster than ever changing environment that we live, Organizations need a way to quickly adapt. This was the main catalyst for SAP Ariba to deliver a comprehensive suite of cloud-based procurement applications. Moving away from customized systems to configurable systems is the key to enable innovation

Configuration or Customization?

A **configurable system** is an out-of-the-box solution that allows the owner to easily personalize certain aspects of the system, without the help of costly software developers. Configurable software is flexible, scalable and can be continually shaped to meet an organization's industry-specific and organization-specific needs. Configurable solutions carry a much lower total cost of ownership. You don't pay for updates.

VS

A **customized system** is developed specifically and only for one customer, locking that organization into a static workflow that can only be changed by hiring cost prohibitive engineers to make updates to the system's code. This increases the total cost of ownership exponentially. The system is static and does not evolve with the industry

SAP Ariba also understands that **one size doesn't fit all**. To make sure your SAP Ariba solutions meet your specific industry, regional, or other regulation needs, SAP Ariba developed APIs. SAP Ariba APIs provides an open, secure and scalable way to build new functionality for SAP Ariba solutions and Ariba Network. APIs enable access to SAP and third-party cloud-based data and create valuable new end-user solutions utilizing the SAP Ariba platform technology. With APIs, you can enhance and extend the value of your procurement processes. States agencies are under pressure for more consumer-like internet-based citizen services, greater public scrutiny of decision making, spending and performance and to do more and do it better with similar tax revenues. APIs will provide COVA with tools to do more, without spending more. Presently, there is no cost for customers to access the APIs or the developer portal.

Innovations – Value added Serviced

In line with Maine's request of "offerors must provide a detailed narrative response that describes any additional proposed innovations and value-added services", the RFP response team spent time studying the Maine's policies and regulations. We wanted to bring forward the best combination of solutions and innovations to become help Maine become Best in Class. We also understand that sometimes budget is a constrain, so these three solutions can be deployed in stages without losing any value.

High performing organizations have found the perfect balance between three key **Levers Process, People and Systems**. With the ever-changing environment for Public and Labor this could be challenging to find and maintain, but with the correct tools it is possible.

Below we are presenting three tools that we believe will bring tremendous value to Maine:

- SAP Fieldglass
- SAP Ariba Supplier Risk Management

Lever	People
Potential challenges	• Do we have the right resource for the job? • Can we leverage same resources across state agencies? • Do I know who has access to what systems or locations? • Do resources have the right job credentials, or training to perform the job they were hired to do? • Should I hire a contingent worker or perform a service via SOW? Where are the savings opportunities for contingent workforce or procurement services?
Solution	SAP Fieldglass 
Benefits	SAP Fieldglass is a cloud-based, open vendor management system (VMS) that helps organizations find, engage and manage their external workforce and services procurement resources – from temporary staff to Statement of Work-based consultants to freelance workers, gig workers, contractors and more. The only solution in the industry that offers a direct candidate website within our core application enabling contingent workers to apply directly for temporary roles. • External Talent Management SAP Fieldglass External Talent Management automates the entire process of procuring and managing flexible labor, from requisition all the way through invoice and payment. With visibility into this key labor segment, organizations

Lever	People
	can reduce costs through stronger enforcement of program budgets, while strengthening compliance, improving worker quality and supply, and increasing program efficiencies. The open platform supports any program model including those managed in-house, or through one or more Managed Service Providers (MSPs) on- or off-site. • Services Procurement SAP Fieldglass Services Procurement simplifies how external services providers are engaged to help gain control of services spend that is outside the scope of traditional contingent labor, measure the quality of services being delivered, and ensure compliance to safety and security policies. SAP Fieldglass Services Procurement can handle the management of a variety of Statement of Work (SOW) engagements including projects, offshore/offsite, independent contractors, managed programs, business services and Business Process Outsourcing (BPO) models • Worker Profile Management SAP Fieldglass Worker Profile Management enables companies to track and manage all non-traditional workers who are not tied to a job posting or Statement of Work (SOW). With Worker Profile Management, companies can ensure greater external workforce security and compliance, while enhancing visibility and efficiency.
Solution Video	https://youtu.be/CUAOBmbZ7UI

Lever	System
Potential challenges	• How to reduce the number of procurement complaints? • How much visibility do I have to Legal non-compliance, regulatory lapses or vendor fraud? • Can we create more flexible contracts and less need to revise or renegotiate? • Can we measure supplier performance and encourage innovation? • Can we Improve decision-making tools and processes for awarding solicitations? • Identify and simplify the escalation process
Solution	 Supplier Risk Management
Benefits	With SAP Ariba Supplier Risk, you can help your buyers make smarter, safer decisions before purchase, simply by making risk due diligence a natural part of the procurement process. And when your buyers are well-informed, they'll make decisions that prevent supply chain disruptions. That helps you avoid damage to your revenue or reputation. Also, you'll gain a high degree of confidence that your supplier information is correct and up to date. This market-leading supplier risk solution lets you tailor risk views and alerts to your business, to each supplier relationship, and to your role. You can also segment suppliers based on your risk exposure. With a complete view of each supplier, you can make more timely, contextual, and accurate business decisions and improve

Lever	System
	collaboration with your trading partners. You will get Integration-enabled data, actionable insights, ongoing assessments and Intelligent control assessment.
Solution Video	https://www.youtube.com/watch?v=qA9jiZ2UcrA

In conclusion, SAP Ariba brings a complete suite of solutions that will provide Maine with a new set of tools, flexibility and innovation. We are confident that SAP Ariba will help Maine achieve the top of that list.

5. Customizations/Extensions

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- *Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.*
- *Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.*
- *Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.*
- *Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.*
- *Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.*
- *While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.*

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.**

SAP Ariba Application Extension Partners

Delivering new and innovation applications that augment SAP Ariba solutions and tailor to the diverse business needs of our customers.

SAP Ariba application extension partners can create and deliver applications that augment SAP Ariba solutions to meet the exacting needs of customers all over the world. Each partner brings its own unique blend of expertise, skills, and services to address business requirements specific to a company, industry, or geography. From sourcing and contracting to invoicing and buying, our partners can help innovate, streamline, and simplify the procurement process in today's digital economy.

How Apps Can Help

The advantages provided by our app extension partners are many. Here are just some ways the apps can help you as a customer of SAP Ariba:

- Extend your capabilities - Extend the capabilities of SAP technology platforms with applications that can solve specific business problems

- Find cutting edge applications - Find cutting edge applications that use predictive analytics, AI, and machine learning to your company's advantage
- Achieve efficiency, cost savings, and visibility - Empower finance, lines of business, and procurement leaders to achieve efficiency, cost savings, and visibility into business processes and spending
- Simplify your procurement process - Innovate, streamline, and simplify your procurement process

List of SAP Ariba App Extensions and our Partners

- **Spotline Inc** - Instantly add a Chatbot for your Procurement team using Ariba
 - Procurement bot allows you to instantly add an intelligent chatbot to your Ariba system so that your vendors and employees can get personalized chat experience with out having to go through your help desk. You can transform your shared service center staff to by adding a virtual colleague.
- **Seal Software** - Helps organizations gain visibility, control, mitigate risk and better manage their contracts
 - Seal Contract Discovery and Analytics helps organizations gain visibility, control, mitigate risk and better manage their contracts in conjunction with various SAP products including SAP Ariba. Seal's AI powered engine extracts many types of data elements, and presents that data in an intuitive user experience. Seal integrates to SAP Ariba to load contracts and metadata directly into Ariba leveraging APIs. New and existing SAP Ariba contract workspaces can be sent to Seal to clean up existing content and for many high-value use cases such as regulatory, risk, M&A, audit, etc.
- **CloudTrade** - Optimize your PDF Invoicing channel
 - As an Extension Partner and provider of the PDF Invoicing for SAP Ariba, CloudTrade has been helping buyers and suppliers implement and optimize the PDF invoice channel. We have found that enablement and service optimization guidance can greatly assist buyers and suppliers.
- **ISMS Applications** - Provide compliance to suppliers for a healthy supply chain
 - Your supply chain should implement a security framework to protect your data, but don't assess them out - comply them in. A robust, healthy supply chain not only decreases your risks, it decreases your costs. Provide suppliers critical WFH policies and assessments through Ariba SLP.
- **Keelva Sourcing** - Seamlessly integrate Keelvar Sourcing Optimizer with SAP Ariba
 - Use the Keelvar Sourcing Optimizer Connector to send event data (suppliers & item master data) from SAP Ariba to Keelvar Sourcing Optimizer. Run, analyze and award complex or large events in Keelvar Sourcing Optimizer, then send awarded supplier data back to SAP Ariba Contracts.
- **AppZen AI** - Real-time accounts payable fraud and non-compliance detection using AI
 - AppZen delivers the world's leading artificial intelligence platform for modern finance teams. Seamlessly integrate with SAP Ariba to audit 100% of supplier master records & supplier invoices REAL TIME against agreements, SOWs, POs, and contract addendums BEFORE payments are made!
- **Cordis** - Procure-to-Pay integration between SAP Ariba and Oracle
 - A2O Connect brings together SAP Ariba and Oracle ERP in a way that the User Experience's seamless integration to provide them with one version of the truth with

transaction and master data. This positive impact on UX leads to improvement in productivity, efficiency and control and compliance.

- **Cordis** - Add a layer of protection to personally identifiable information
 - Our Personally Identifiable Information Protection (PIIP) app uses encryption technologies to securely capture PII information from your suppliers. Once approved through agreed workflows, this information is posted / updated directly into your ERP, without it having to be stored in SAP Ariba Supplier Lifecycle and Performance.
- **Cordis** - Digitize your supplier invoices into a single compliant e-invoice process
 - Intelligent Invoice Express (IIE) allows you to automatically capture and register purchase invoices in one application for verification, validation and efficient processing in Ariba Invoicing or ERP Accounts Payable, even for suppliers who are not yet on the Ariba Network (AN).
- **Cordis** - A prebuilt analytical dashboard for procurement using SAP Ariba and SAP ERP data
 - Category Manager Dashboard provides valuable insights and reporting, plus the ability to integrate aggregated data across Sourcing, Contracts, Spend, Performance and Risk. It provides a status for each project to manage the category of spend, including a display of all associated business documents.
- **Cordis** - Combine your catalog and non-catalog requests into the e-procurement process
 - Intelligent Content Capture allows your buyers to simultaneously search beyond your internal catalogs, reducing the number of standard non-catalog requests, increasing compliance and control and driving down procurement costs.
- **Fairmarkit** - Automatically get quotes for purchase requests from your existing suppliers.
 - Fairmarkit interrupts your existing purchase request (PR) approval process and automatically collects competitive quotes from your existing SAP Ariba supply base and a broader marketplace. Fairmarkit then approves and updates the PR with the new price and supplier.
- **Fairmarkit** - Empower end users to competitively bid their purchases
 - From Ariba Guided Buying, empower your end users to get competitive quotes for their purchases from your existing supply base and the broader Fairmarkit marketplace, then automatically create PRs in Ariba.
- **Vertex** - Tax calculation during purchase requisition and invoice reconciliation
 - Vertex provides automated tax calculation during requisition & invoice reconciliation. During requisition, purchasing managers can view tax implications when approving or rejecting a purchase request and during invoice reconciliation Vertex can confirm the correct tax on the invoice was applied.
- **Accenture** - Intelligent chatbot for a simplified buying experience
 - Paula is an intelligent chatbot designed to modernize user's experience through a simple and intuitive process allowing organization to transform their tasks into value-added work. Its knowledge base includes frequently asked questions and actions to help approve and create transactions for users.
- **EcoVadis** - Sustainability ratings for procurement - Manage supplier risk and performance
 - EcoVadis is the most trusted provider of business sustainability ratings, used by over 60,000 companies worldwide. Backed by powerful technology and a global team of experts, EcoVadis' easy-to-use scorecards provide actionable insights into environmental, social and ethical risks.
- **D&B** - Proactively identify vendor financial stress to mitigate supply chain disruption

- Systematically monitor and detect vendor financial stress in time to help mitigate the impact on global supply chain continuity. Predictive risk indicators integrated into Supplier Risk financial scorecards, provide a consolidated view, minimizing time and effort spent obtaining actionable insights.
- **APOS Systems** - Live mode data connectivity for SAP Ariba
 - Live Data Gateway for SAP Ariba provides virtualized data connectivity to SAP Ariba data from SAP Analytics Cloud. Live Data Gateway can also serve data to SAP Data Warehouse Cloud, SAP HANA, and many others.
- **Nitor Relish Xbridge** – Seamless SAP Ariba & Qualtrics XM for suppliers integration
 - SAP Ariba users automatically trigger supplier feedback requests from Qualtrics and transfer operational supplier data to Qualtrics via API. The Qualtrics XM platform combines operational SAP Ariba data and experience data to identify gaps in the Intelligent Spend Management supply chain.
- **Nitor Relish DATA ASSURE** - Fully automatic supplier data validation in one step, without human interaction
 - This SAP Ariba Supplier Lifecycle and Performance app extension performs fully automatic supplier data validation in one step, without human interaction. Validates legal name, address, US tax number, OFAC check data and more reducing supplier data errors and improving the supplier registration process.
- **iCertis AI** - AI from Icertis turns contracts into live documents connected to your business
 - Icertis is enabling SAP users to address previously intractable contract challenges. This includes digitizing legacy contracts and importing third-party contracts at scale, analyzing past negotiation history to gain insights for improvement, and deep data visualization.
- **Globality** - Seamlessly Integrate Globality's Platform with SAP Fieldglass
 - Globality's AI Platform transforms sourcing of high-value, complex services by automating the demand creation, supplier identification, tendering, proposal evaluation, and SoW creation process through a self-serve, consumer-like solution. SoW data are automatically sent to SAP Fieldglass.

6. Alternative Funding Models

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- *Be described in detail to fully;*
- *Explain how each model would work;*
- *Identify the benefits that Participating Entities and their suppliers would realize; and*
- *Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.*

Response requirement: **OPTIONAL**

- **RTM: N/A**
- **Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.**

Economies and businesses around the world are rethinking how they will run in this new COVID-world, and workforces have been forever changed as a result of pandemic. Lessons learnt from previous economic recoveries tell us that companies will seek to engage a flexible External Workforce before they hire permanent employees. SAP Fieldglass can support their recovery plans by strengthening their External Workforce strategy, staffing supply chain and procure to pay business processes. A strong External Workforce strategy supported by SAP Fieldglass, the leading External Workforce management platform, will position our customer in front of the market during this critical recovery period.

- SAP Fieldglass has listened to the market carefully, our customers, partners and ecosystem. We offer our customers a very flexible option called pay as you go.
- This gives our customers to option to start small and grow without constraints.
- Only pay for what you use at the end of the month.
- Easy to get started, with no commitments, and auto renewal.
- Able to support supplier funded model.

7. Contract Transition and Flexibility

Participating Entities are seeking flexibility in the contracting process and the ability to transition their current contracts to this newly established portfolio.

Response requirement:

- ***Inline Narrative: Please describe your ability to transition from a state's current contract to a new contract or amendment under the terms of a newly awarded Master Agreement and Participating Addendum. For the purpose of this response, assume that the state already has a separately solicited and awarded agreement in place with your firm – and now seeks to move that agreement to fall under the terms of the newly awarded Master Agreement (and Participating Addendum).***

Carahsoft has experience in all aspects of Master Aggregator Program and Contract Management. From initial response to the solicitation, negotiation of the offer with the government, contract award, ongoing schedule management, renegotiation and renewal, Carahsoft will handle all aspects of contract management. Currently, Carahsoft manages 24 Federal Contracts and 48 State and Local Contracts. Additional contracts are regularly being pursued and added.

Carahsoft has developed and currently maintains systems and processes that are capable of managing all aspects of contract management. For example, since the award of Carahsoft's current GSA Multiple Award Schedule (GS-35F-0119Y), 539 modifications have been processed and 193 new manufacturers have been added. Additionally, Carahsoft has successfully maintained GSA Advantage, utilized the GSA Schedule as the basis for multiple Blanket Purchase Agreements, State Contracts and similar vehicles.

Carahsoft has demonstrated an unrivaled proficiency for negotiating and administering agreements through our current ValuePoint Cloud Solutions contract, offering Purchasing Entities streamlined access to an ever-expanding portfolio of SaaS, IaaS, and PaaS solutions.

From its inception in 2016, Carahsoft's extensive Cloud Solutions portfolio has grown rapidly to include over 150 publishers, with Participating Addenda established across 38 states and commonwealths. In fact, since executing our Cloud Solutions PA with the State of Arizona in 2019, Carahsoft has delivered over \$1.5M in Cloud Solutions to state-level entities alone. Through this experience, Carahsoft has adopted and standardized several internal processes specific to the ValuePoint program, including practices to streamline negotiation, manage and update our portfolio of publishers, and to encourage customer participation in the program.

Carahsoft will leverage the program knowledge and best practices gained from this experience to provide streamlined support and superior program management for the State of Maine.

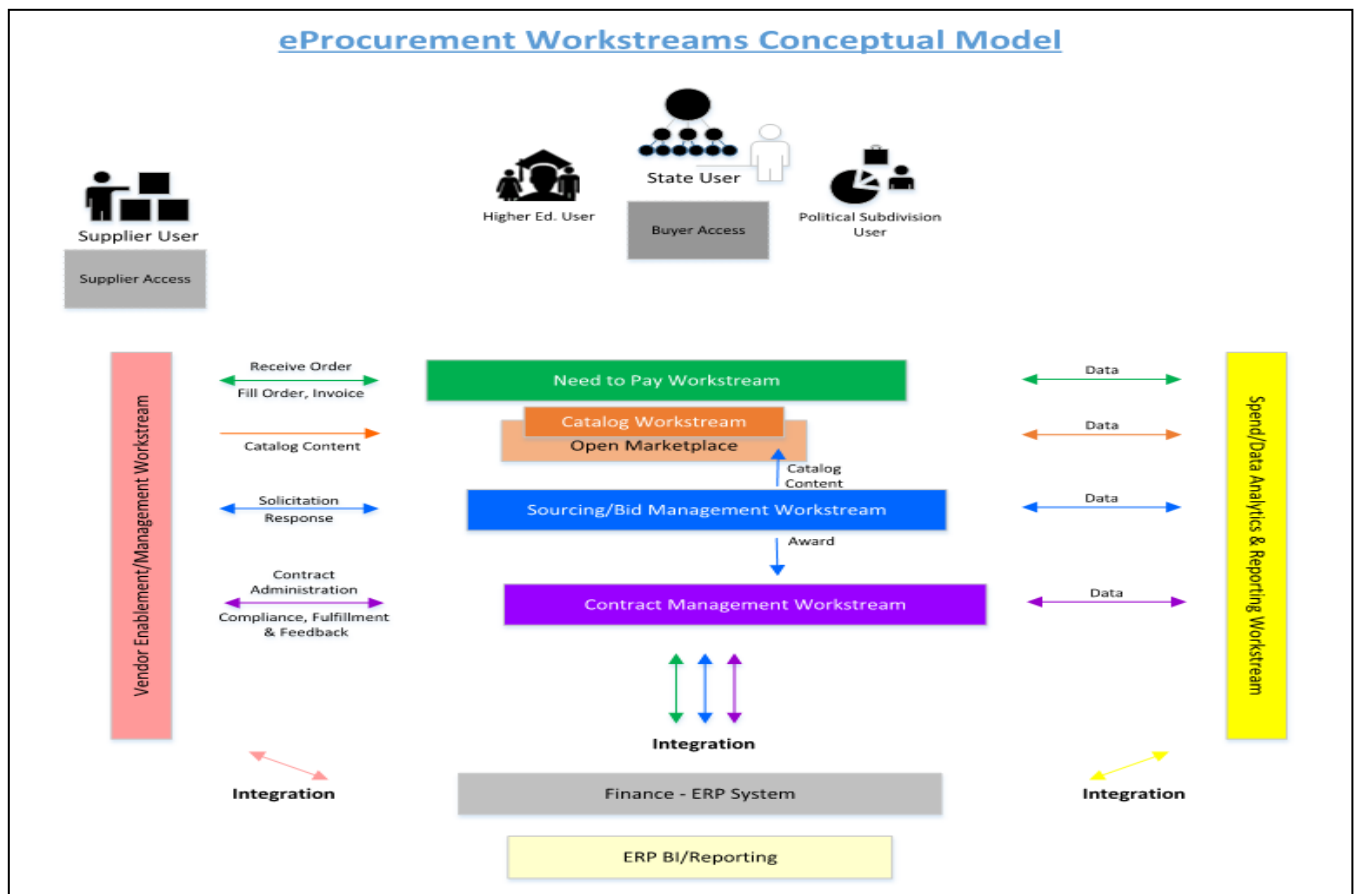
A. FUNCTIONAL REQUIREMENTS

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

The following figure is a conceptual model of the procurement workstreams.



1. General Functionality

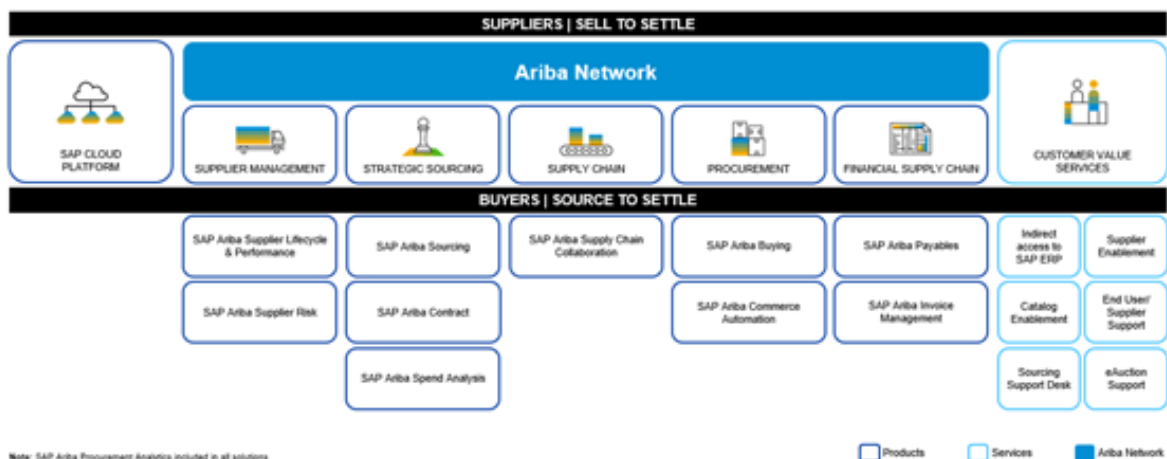
The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model.

Response requirement:

- **RTM: Tab 2, GEN-1 through GEN-40**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes the cloud-based solution/component that will solve the key challenges and meet the objectives and requirements of the general functionality requirements.**

SAP Ariba is a cloud-based innovative solution that allows suppliers and buyers to connect and do business on a single platform. It improves overall vendor management system of an organization by providing less costly ways of procurement and making business simple. SAP Ariba digitally transforms all your source-to-pay needs.

SAP Ariba Solutions



One of the reasons SAP Ariba is the leader in spend management solutions is our expertise in automating all steps of the source-to-pay process on a fully integrated, cloud-based platform. One of the key advantages of using Ariba solution is that it simplifies procurement and sourcing process with easy synchronization to SAP SRM and others ERP software. Modules talk to each other reducing manual, non-value-added work and error proofing the process. It also supports search within and across modules. Today, the following applications are widely deployed and support the procurement functions of our customers:

- SAP Ariba Buying& Invoicing
- SAP Ariba Sourcing
- SAP Ariba Contracts
- SAP Ariba Supplier Lifecycle & Performance Management
- SAP Ariba Network

—SAP Fieldglass

SAP Ariba provides a single system for both occasional and frequent buyers to buy goods and services. SAP Ariba differentiates between multiple buying channel to cover the right buying processes and guides the user to the appropriate path. The Guided Buying solution provides a smart, easy, and intuitive user interface for employees to create any type of procurement request. These requests can include buying, contracting, sourcing, and making services and noncatalog requests, as well as other types of requests. In addition, we offer the SAP Ariba Spot Buy Catalog solution that allows your users to easily find and buy non-sourced goods with competitive price and delivery options while you still control all the aspects of the buying process. The built-in smart guidance will use the State of Maine's policies to direct users to the correct path. With the control that SAP Ariba guided buying and spot buy capabilities provide, you can cut supply costs by as much as 10% and lower processing costs by 25% to 60%. And because we are a fully integrated platform, customers can achieve zero-touch processing and invoicing, eliminating once more non-value added work for AP, Finance, Invoice managers, etc. Some customers have achieved up to 98% touchless invoicing.

Access to SAP Ariba for State users is based upon a user profile that is created in the solution. The solution maintains a unique user profile for each user. Profiles can be created directly within the application or via integration from an external HR management solution. Profile sections can be maintained by an administrator using the User Manager Workspace. When users log into the solution, they are provided access to only the functionality that is specified by the groups to which they belong. A super user will be granted broader access to the solution by assigning multiple groups that allow the user to access functionality across the solution. A super user may also be assigned groups that provide administration capabilities across the solution, or for specific functional areas (sourcing, contracting, etc.).

The State may brand their SAP Ariba environment with a logo that will appear in the upper left corner of the page. Once logged in the overall look and feel of the solution regardless of functional area (module) is consistent to drive ease of use. Guided Buying is the exception, which is designed for casual users to procure with a consumer like user experience. Users may configure their own dashboards to further simplify the user experience. The goal is to provide the user access to critical data and actions at the tips of their fingers upon logging in.

The solution provides a dynamic and configurable search interface and functionality. Users can choose to add or take away fields from the search interface, so that when they conduct searches, they see only the out of the box as well as custom fields that would be relevant to them. Upon searching, users can choose to search across multiple fields. Once results are returned, the user can save that search for single click access from their dashboard or the search interface. Partial and whole word searches are supported. Full text search is also supported across all documents created within or uploaded to the applications.

Data is categorized consistently within the solution leveraging a common data model inclusive of suppliers, commodity codes (UNSPSC), Agencies/Organizations, users, etc. Data created as a result of system utilization is available for analysis within the user interface via SAP Ariba's native reporting and analysis engine. The State may also export data from the solution at any point during their subscription. The primary way this can be carried out is using the UI based export tools in Ariba. Alternatively report data can be exported in CSV format, and web services can be used to extract specific sets of data.

SAP Ariba supports importing data from external systems. For example, legacy contracts can be imported using simple CSV files - one file will contain data about the contract (header level contract details) that is

used to create the workspace, the second file is a list of files the State would like associated with the contract. The upload process will then create the contract workspace with all the associated documents. Data may also be imported using specific integrations which are detailed in other sections of the proposal. In conclusion the Public Sector Procurement's needs are unique and complex. SAP Ariba understands that the State of Maine is expected to more and do it better with similar tax revenues and greater public scrutiny of decision making, spending and performance. SAP Ariba is the one platform that has a solution for every source to pay step. From source to settle, you can efficiently and effectively control costs, maximize savings, and minimize risks across all spend categories by automating processes end to end on a single, integrated platform. Lastly, we will keep you connected. The SAP Ariba Business Network is the world's largest B2B network, a dynamic, digital marketplace that facilitates trillions of dollars in annual business commerce between more than 3.6 million connected companies.

2. Supplier Portal

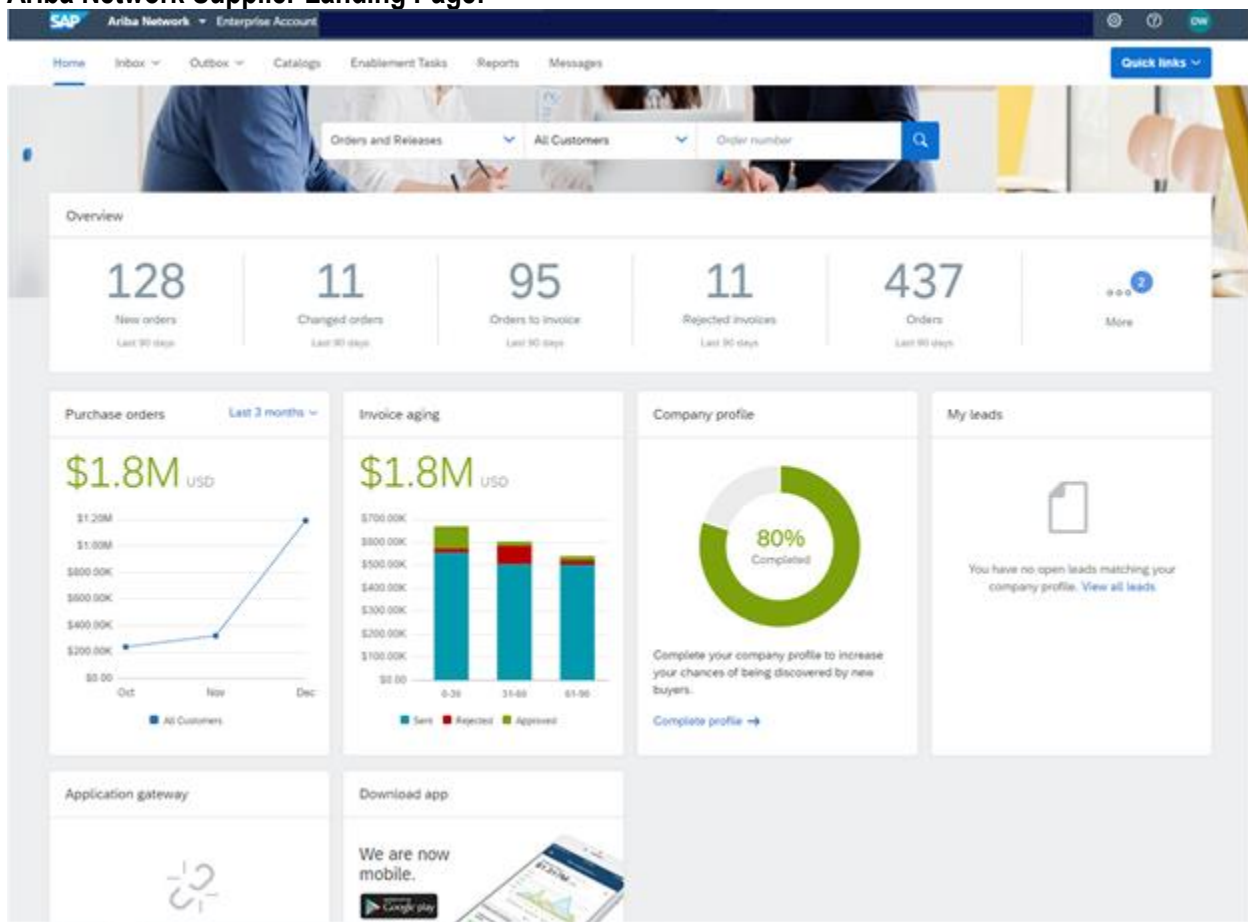
The Supplier Portal functionality must provide a single point of entry 'front door' that includes all supplier facing functions for the electronic procurement solution with the ability to also incorporate access to other applications or services such as certifications, invoicing and online interactions with the Participating Entity. The Supplier Portal functionality must deliver valuable content upon logging in and be personalized to the supplier and the supplier user logged into the system.

Response requirement:

- ***RTM: Tab 3, SPR-1 through SPR-23***
- ***Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution component that will meet the objectives and requirements of the Supplier Portal.***

The State desires to provide a single point of entry (front door) for all supplier facing functions associated with the electronic procurement solution. We propose the State use the SAP Ariba Business Network (SBN). The SBN will allow suppliers to manage a complete choreography of business collaboration with their customers. The SBN delivers an intuitive user experience that supports self-service supplier registration and maintenance, onboarding, solicitation / bid management, contract lifecycle management, and e-procurement and payables (PO, OC, ASN, Inv. etc.).

The State of Maine has an opportunity to successfully leverage the SBN as a component for your procurement needs. Your existing supplier community may already be deeply familiar with the SBN, which dramatically reduces the overall change management effort and will significantly accelerate the transition to the next generation eProcurement solution. The SAP Ariba offering will allow the State to build across the entire source to pay process. SAP Ariba can offer continuity of support of the State's suppliers and seamlessly take the State and its suppliers into the future.

Ariba Network Supplier Landing Page:

The landing page above is available to all suppliers upon logging into the SAP Ariba Business Network. Once logged into the SBN, the supplier has access to support all procurement related transactions between their organization and the State. This ability is called the supplier unified seller experience.

The SAP Ariba Network Difference:

What makes our solution truly different is that we offer the SBN, which will help the State and its suppliers collaborate on the commerce that you do together. And this network is open, smart, and simple.

Ariba Network:**the world's largest B2B trading platform****Open Network**

We offer a modern many-to-many approach to suppliers, which makes us different from portals and other older technologies. Modern many-to-many provides open options for all trading partners – whether they want to respond to you via mobile, or use a portal, or link directly to their backend systems.

Smart Network

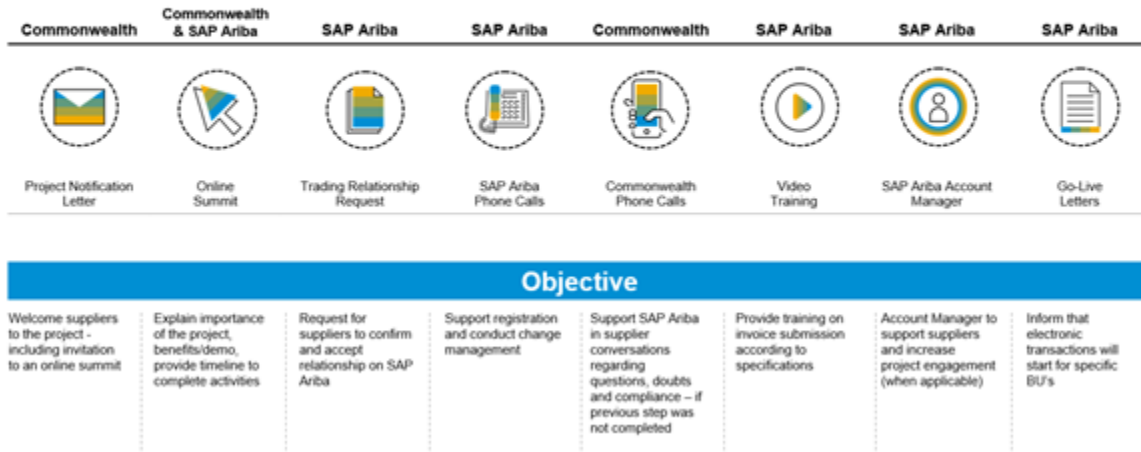
The State will be able to customize your community: some of our customers want to access an open marketplace and find new suppliers. Many others prefer to use SBN to connect only to their preferred suppliers and ensure their end users work only with them. Additionally, SBN can be many things to different organizations and ecosystems. Some only want to get their invoices from suppliers; on the other end of the spectrum, others are using it to do advance supply chain planning. We can accommodate both use cases and many in between.

Simple Network

Supplier enablement services are included in our offering. This reduces the level of effort/resources required from the State of Maine to enable suppliers on the SBN. Our team of 700+ enablement experts will be responsible for most of the enablement process. We also offer flexible partner onboarding: it is simple for ALL types of suppliers, big and small, integrated and portal. And some can connect via email only if they prefer. Enablement efforts should not be taken lightly by the State, especially considering the volume of active suppliers today (100k+) and the volume of new suppliers registering each week (~200). Our offering inclusive of Supplier Enablement Services is scalable in support of the State's volume.

Supplier Enablement Overview:

Communication Strategy Full Account Active Outreach



Unlike portals and old methods of integrating (EDI, direct connect), we offer a model for you and your suppliers to connect once and access many. This ensures that your suppliers can “reuse” their connection to you to access other SAP Ariba customers.

Supplier Portal Functionality Enabled by the Ariba Network:

Onboarding, registration, and connectivity features help buyers and suppliers get started easily and begin transacting in minutes. Key capabilities include:

- Simple registration and intuitive onboarding through a single, easy-to-use interface
- Entry-level connectivity options such as Web UI, fax, scanning, e-mail, and CSV upload
- Support for a consumerized buying experience through direct integration of back-end systems using cXML, EDI, or SAP Ariba Integration Adapters.

Order collaboration features help users expedite and enhance order management. Key capabilities include:

- End-to-end automation and collaboration on orders, change orders, confirmations, cancellations, immediate receipt and one-click confirmation of orders via rapid response purchase order e-mails
- Centralized, streamlined customer communication via a consolidated order collaboration dashboard
- Order task reminders and rules-based order routing for fast, accurate order delivery
- Collaboration with customers on key supply chain planning and execution processes

Solicitation & Contract Collaboration features allow suppliers to locate and respond to solicitations and participate in contract negotiations. Key capabilities include:

- Publicly posted solicitations via Ariba Discovery and the State's Public site
- Simple solicitation response via user interface or file upload
- Contract collaboration and redlining via the Ariba Network and/or email

Catalog collaboration features help increase PO accuracy and drive online procurement compliance. Key capabilities include:

- Support for CIF, cXML, and Excel e-catalogs, plus integration of online commerce storefronts via the Punch-Out feature
- One-step CIF catalog validation and publication
- Comprehensive catalog dashboard for managing all customer catalog activity
- Visibility into customer catalog update status
- Increased exposure to buyers via public catalogs on the SAP Ariba Spot Buy Catalog solution

Invoice collaboration features help accelerate payments and increase productivity. Key capabilities include:

- Flexible e-invoice options, including:
 - Multi-document and multi-level invoicing with the PO-Flip feature to easily “flip” POs, ASNs, and goods receipts—or specific line items from them—into invoices
 - Non-PO invoicing
 - System-to-system invoicing via cXML, EDI, and CSV upload
- Easy-to-use dashboard and notifications for visibility into invoice and payment status
- Support for multiple languages and over 220 currencies plus compliance with local VAT laws
- Direct access to invoicing wizard via rapid response purchase order e-mails
- Automatic invoice validation and reconciliation

Administration navigation features help lower administrative costs and improve account control. Key capabilities include:

- Single sign-on for centralized management of accounts and Ariba Network profiles across all functions and solutions
- Administrator-defined user roles and ability to assign multiple roles to a single user ID
- Routing by customer group
- Easy-to-use reporting functions
- Accessible, linked documents for every order
- Ability to link accounts, manage Ariba Network profiles, and transfer administrator role

The on-demand platform helps reduce IT costs and risk. Key capabilities include:

- Availability via iOS and Android mobile devices
- Redundant system architecture, back-up, and recovery procedures
- Industry-leading security measures, including data-at-rest encryption, WebTrust and PCI DSS compliance
- Supplier Support includes 24x7 self-service training tutorials and documentation. Access to phone and chat-based support is also available during normal business hours.

The SAP Ariba Supplier mobile app is a role-based, action-oriented app you can use to get timely notifications and take immediate action on orders and invoices via Ariba Network. You stay engaged and connected with your customers, boosting productivity by making it simple to collaborate, identify issues, and get business done anytime, anywhere using your iPhone, iPad, or Android device.

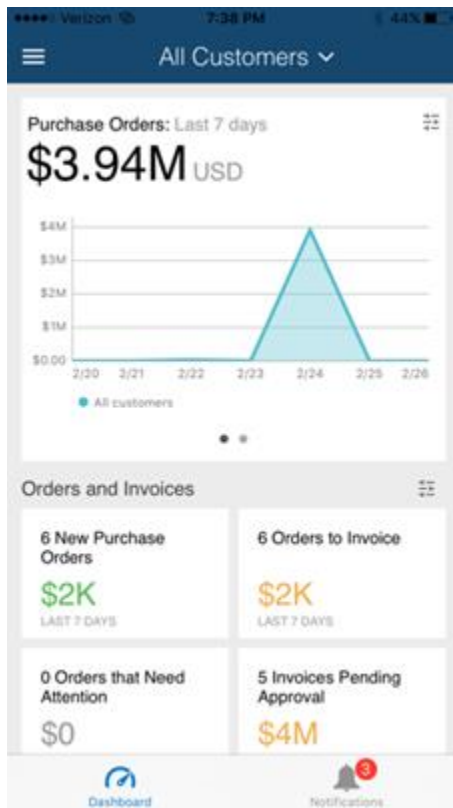
When the State Suppliers use the app:

- They can accelerate the sales cycle with quick answers to questions and fast fulfillment of requests
- Their business performance gets a boost through round-the-clock access to crucial information and functionality

- Their customers (of the State) enjoy better service because you can keep them aware of important transaction tasks and requirements
- Their customer relationships can grow stronger through better responsiveness and constant collaboration

The Supplier Mobile App supports:

- At-a-glance updates of orders and invoices with access to details, line items, attachments, and history.
- Configurable, real-time push notifications about orders and invoices that need your attention.
- The ability to confirm customer orders on-the-go.
- Powerful search capability to access 12 months of orders and invoices.
- Intuitive graphs for insights on customer order trends and invoices awaiting approval and payment.
- The ability to pin orders and invoices to your desktop computer for easy access.
- Easy login with your fingerprint or saved username.
- Convenient password-creation tool helps you login on your desktop if you forget your Ariba Network password.



The screenshot above is dashboard view available for Suppliers to review important transactional details.

3. Supplier Enablement/Management

The Supplier Enablement/Management component, in conjunction with the Supplier Portal, must support all procurement activities and provide suppliers the ability to establish and maintain an account defining who they are and what they sell along with other key data elements required by the Participating Entity to procure from and pay the supplier. Suppliers will use this account to access all relevant electronic procurement and financial functionalities such as solicitations, solicitation response, order receipts, contract awards, load sales reports, and submit invoices.

This functionality should also provide capabilities to establish and maintain pre-qualified suppliers lists for bidding on specific categories of goods/services.

Integration may be required with the Participating Entity's finance system to establish and maintain Supplier payee records needed for accounts payable (A/P) processing.

Response requirement:

- **RTM: Tab 3, VDR-1 through VDR-43**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution components that will meet the objectives and requirements of Supplier Enablement/Management.**

With SAP Ariba solutions, companies connect to get business done. On the SAP Ariba Business Network (SBN), buyers and suppliers from millions of companies and 190 countries discover new opportunities, collaborate on transactions, and grow their relationships. Buyers can manage the entire purchasing process while controlling spending, finding new sources of savings, and building a healthy supply chain. And suppliers can connect with profitable customers and efficiently scale existing relationships – simplifying sales cycles and improving cash control along the way.

When you partner with the supplier enablement service team, you have access to a wide range of value-added capabilities that result in effective collaboration. Our proven, scalable methodology supports effective and efficient enablement for an unlimited number of suppliers regardless of size, location, or technical requirements.

We offer the following resources:

- Customized enablement strategy: Use our team's expertise to help you design and develop the most effective enablement strategy for your suppliers based on their profile, purchase order (PO) and invoice volume, and spend. Our approach includes duplicate detection (deduping) and segmentation of your vendor master data to effectively target and onboard suppliers in tiered waves that align with your priorities and objectives.
- The supplier enablement team is comprised of 700+ employees dedicated to enabling procurement transformation projects from all over the globe to be successful.
- Automated verification capabilities for IRS TIN/Name
- Implementation support, system testing, and project management: We can help you create the processes, infrastructure, and materials necessary to enable and support suppliers. We also implement project management and quality assurance procedures critical to success.
- Comprehensive business process and geographic coverage: Our scalable, end-to-end approach drives supplier adoption across a broad set of business processes, including catalog management,

PO delivery and confirmation, electronic invoicing, payment remittance, dynamic discounting, and payables and receivables financing.

- Supplier education: We offer extensive materials for supplier training and support, including user guides, FAQs, technical documentation, and free online seminars that explain the basics of using Ariba Network. We can also deliver your account specific information to suppliers through a supplier information portal embedded in Ariba Network.
- Supplier tracking, follow-up, and support: Standard reports make it easy to track the enablement progress of suppliers throughout the process, and the help desk provides 24x7 application-related customer support and issue resolution.

Data collection and validation: We have solutions to help you manage data collection and validation to improve data quality and help ensure accuracy and relevance.

4. Buyer Portal

The Buyer Portal component of the system must provide functionality that acts as a personalized single point of entry ('front door') to initiate the full life cycle of procurement activities for Participating Entity users. The Buyer Portal must deliver valuable content unique to the user once logged in.

Response requirement:

- **RTM: Tab 3, BPRT-1 through BPRT-15**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution components that will meet the objectives and requirements of the Buyer Portal.**

The State envisions a single point of entry to procurement processes via a "Front Door." SAP Ariba has for many years, and continues to provide an integrated source to settle platform that will provide users a single place to interact and complete the source to settle functions. Historically, the SAP Ariba "Front Door" opened and all users regardless of role/job (persona) would land in the application and view a dashboard. The dashboard was and continues to be configurable, but for casual users (Bill the Maintenance Guy), this view isn't ideal. Bill would rather have a consumer like shopping experience and in context guidance (Need Identification) to make the correct procurement related decision/transaction. Conversely, power users (buyers/analysts) require a configurable dashboard to view the status of critical tasks, to-dos/inbox, and manage the processes they are responsible for (solicitations, supplier on-boarding, contracts, etc.).

To satisfy the unique requirements of the distinctly different groups of users, we propose directing casual users (Bill the Maintenance Guy) and buyers/analysts to their preferred view of SAP Ariba from the existing Maine external facing portal. Each group will be logged in leveraging single sign on and may carry out the processes as required by their unique role within the State. Leveraging SSO/LDAP and SAP Ariba security groups each user will have tailored access to functionality based upon who they are and what they are required to do on behalf of the State.

Once logged in Users (casual user & power user) can maintain their preferences and complete their required work. Below are lists of some actions that may be taken by user type.

Casual Users may:

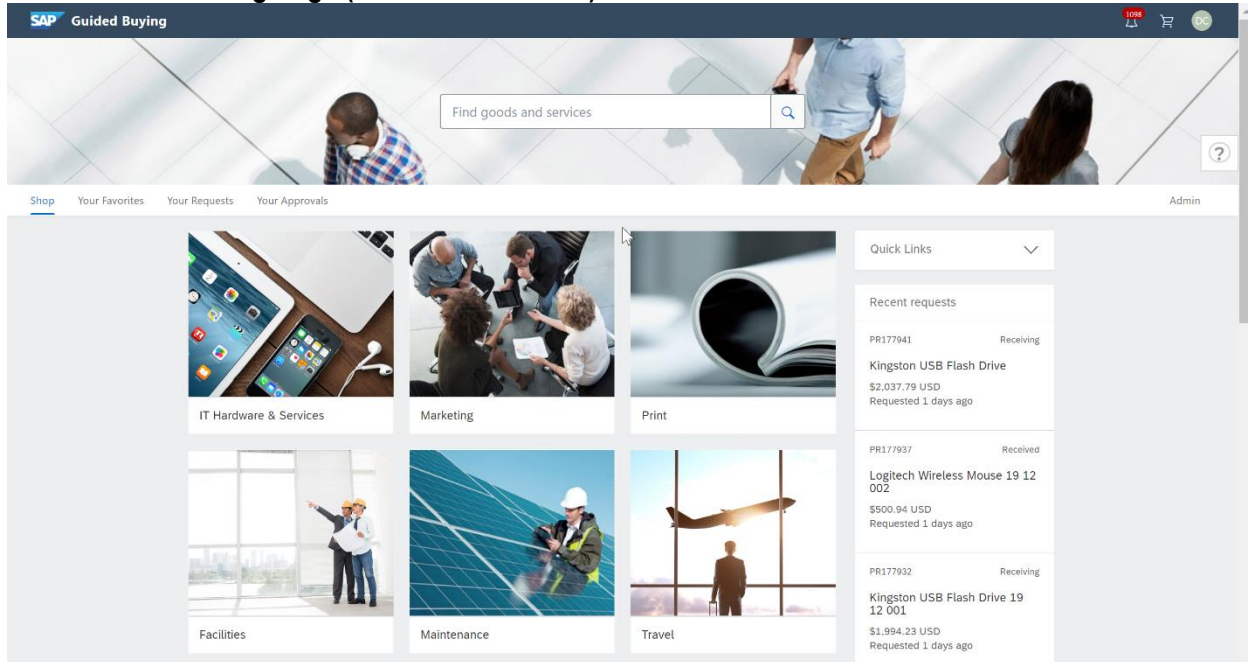
- Leverage Need Identification support
- Purchase via State Contracts, Catalogs, Open Marketplace
- Complete forms (solicitation request, contract request, supplier request, complaint to vendor, etc.)
- Be linked to other relevant solutions (Service Now, Travel & Expense, etc.)

Power Users may:

- Configure dashboards
- Leverage pre-packaged reports
- Create ad hoc reports
- Manage and review supplier records, solicitations, contracts and other documents stored in the solution
- Create notification tasks within the appropriate process to communicate internally and externally
- Post solicitations/opportunities

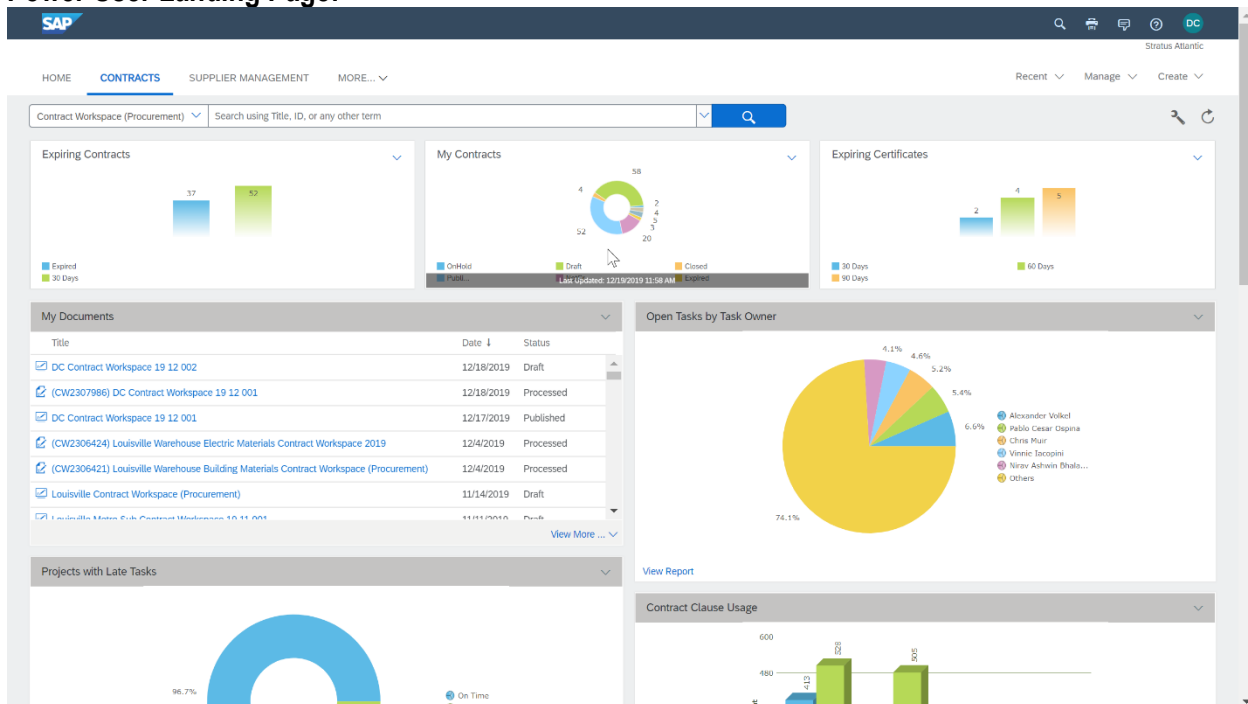
From a transactional integration perspective, and in addition to the capabilities listed above, external orders may also be imported into SAP Ariba; and can even go through an additional approval workflow before the orders or sent to the supplier, offering a flexible architecture to accommodate the State's requirements and processes.

Casual User Landing Page (Need Identification):



Note: Need Identification is a component of the Casual Users landing page and will provide guidance to the appropriate buying channel.

Power User Landing Page:



Note: Each Power Users landing page will be a configurable and personalized dashboard that contains relevant reports, to-do lists, actions to support the users job function.

Drill Down from Action Tile (expiring contracts):

The search interface allows users to filter and view contract workspaces. The search filter section includes:

- Search Filter:** Search using Title, ID, or any other term.
- Expiration Date:** Custom range from 11/19/2019 to 12/19/2019.
- Contract Status:** Expired.
- Creation Date:** No Choice.
- Test Project:** Yes, No, or Either.

The search results table displays the following data:

Title	Owner	Contract ID	SupplierOrCustomer	Expiration Date	Status
Browns Consulting - MSA - Public Relations	Robert Myroniuk Jr	CW2297742	Status IT Supplier	11/29/2019	Expired
Browns Consulting - SOW NA - Public Relations	Robert Myroniuk Jr	CW2297746	Status IT Supplier	11/29/2019	Expired
Computer Consulting Services	Patrick Garland	CW2285641	General Electric Company	12/04/2019	Expired
CRM system upgrade FF-LT	Lindsay Tucker	CW2307074	Bastiat Advisors LLC	11/30/2019	Expired
CW_CopyOFSHSOW	Keith McWilliams	CW2306307	Status IT Supplier	11/20/2019	Expired
EK IT Consulting Services SOW 2019	Edward Kosec	CW2306195	Status IT Supplier	11/30/2019	Expired
Electric Motors CW for SRB1104A	aribademo	CW2283517	BMX	11/30/2019	Expired
IT Services Project SOW	Edward Kosec	CW2306157	Status IT Supplier	11/30/2019	Expired
Landscape Blanket Order-LT	Lindsay Tucker	CW2307051	Status Labs Supplier	11/30/2019	Expired
Milestones and Progress Payments	Patricia Higgs	CW2264184	Status Safety Supplier	11/30/2019	Expired

Example of drilling into Expiring Contracts and the ability for the user to open the contract and complete required tasks.

5. Need Identification

The Need Identification component of the system provides functionality for a user to initiate any type of procurement action with configurable business rules to support Participating Entities custom business needs. The user interface must be user-friendly, intuitive, flexible and adaptable to support users.

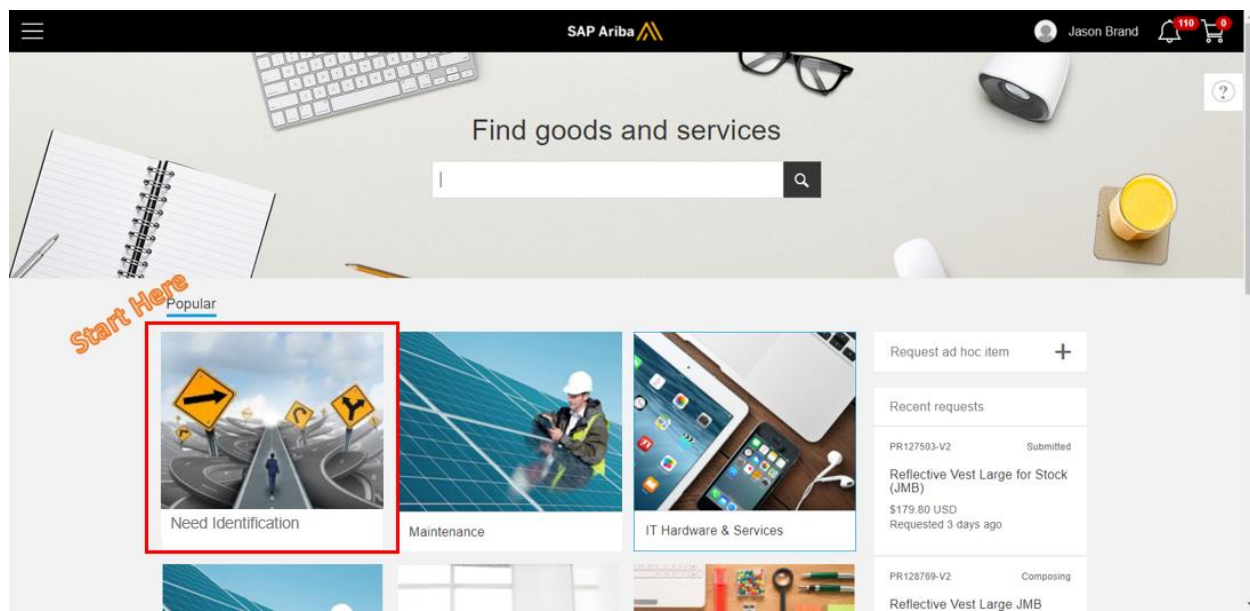
Response requirement:

- **RTM: Tab 3, NEED-1 through NEED-7**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution components that will meet the objectives and requirements of Need Identification.**

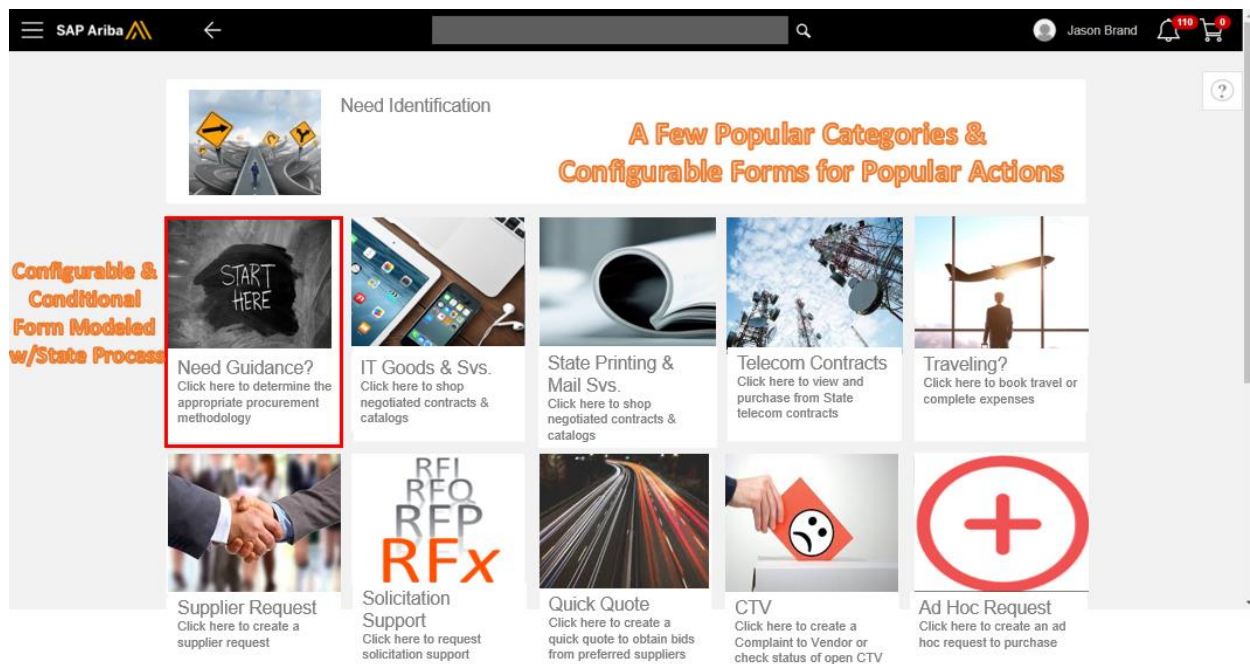
Ease of Use and Compliance are cornerstones of a successful eProcurement transformation. SAP Ariba understands this and has invested significantly in a revolutionary interface called “Guided Buying.” Guided Buying delivers on the promise to truly transform eProcurement. Leveraging Guided Buying the State will provide its users with a consumer like shopping experience that provides access to catalogs, State Contracts, and guidance within the context of the procurement process to ensure compliance, while maintaining user satisfaction. The result, happy users, compliance to State policies, more spend under management, and reduced maverick spend.

Whether a casual user, or experienced department admin, or anything in between, you will have access to a solution that allows for easy completion of required purchases. Guided Buying will truly be the front door to the State of Maine’s procurement activities. Users may be redirected to other solutions (ServiceNow, travel and expense, etc.), complete request forms (supplier, solicitation, contract etc.), and complete other required tasks (complaint to vendor, quick quotes, etc.).

SAP Ariba believes that Guided Buying is the perfect solution to Need Identification. It is consumer like, intuitive, and highly configurable. Rather than build an additional solution for Need Identification and direct the user to the procurement application after completing a process, it is suggested to place the user directly in the solution and provide in context guidance based upon State policies and procedures. Policy warnings can be configured and displayed to the user as they “shop.” Highly configurable approval workflows can place the right person/group into the requisition approval process. By leveraging all that Guided Buying offers the State can streamline its procurement processes. The result, satisfied users and compliant spend.



Mocked up landing page including a “Need Identification” tile that will provide the user guidance to the correct procurement process.



The “Need Identification” tile will provide the user access to relevant actions available. If the user is not certain what action to take, they may leverage a decision tree/policies via the “Need Guidance” tile in the upper left. The actions available to the user are configurable and would be defined during deployment.

6. Request through Pay

The purchase Request through Pay components of the system provides functionality to automate the ordering process from the end-user purchase request through authorizing payment for the resulting order.

Key components include:

- Purchase request;
- Catalog shopping to drive spend to existing contracts;
- Access to external retail marketplaces products;
- Intelligent workflow engine to apply entity and enterprise-wide business rules;
- On-line approvals;
- Electronic order dispatch;
- Receiving;
- Electronic and paper invoicing;
- Invoice matching for payment authorization;
- 3-way match for payment authorization; and
- Integration with Finance System.

The Solution must also provide the capability to support the procurement of services from pre-established services contracts (e.g. Professional Services, Contingent Labor, Healthcare Services) that may include characteristics such as deliverable-based fee services. This specialized type of purchasing would need functionality to address scope/need definition (e.g. SOW), contract supplier submission of quotes with attachments (e.g. resumes, specifications), quote evaluation/selection, order generation and receiving concepts such as recording of timesheets, deliverables acceptance, milestone completions and expenses.

Response requirement:

- **RTM:** Tab 3, PRD-1 through PRD-62; WRK-1 through WRK-28; PO-1 through PO-29; PC-1 through PC-21; RC-1 through RC-21; INV-1 through INV-11
- **Inline Narrative:** Bidders must provide a detailed narrative response that describes overall Solution components that will meet the objectives and requirements of purchase Request through Pay.

Automation of the source to settle process is critical to achieving contract compliance, realizing sourced savings and delivering value to the State. Built on robust and highly-scalable architecture, SAP Ariba Buying and Invoicing provides full source to settle functionality for all users and commodities so you can quickly locate and collaborate with suppliers for all goods and services and process every purchase from requisition to reconciliation. Through SAP Ariba Buying and Invoicing, the State can automate, improve, control and monitor procurement to realize immediate process efficiencies and cost savings.

SAP Ariba Buying and Invoicing is natively integrated to the world's largest business network, the Ariba Network. This native integration will allow the State to seamlessly transact with the State's suppliers to facilitate automated procurement transactions (Purchase Orders, Order Confirmations, Ship Notices, and Invoices).

The request through pay workstream is the heart of the eProcurement solution starting with a purchase requisition and concluding with the receipt of an electronic invoice via the SAP Ariba Business Network. As described in the "Need Identification" section above, "Guided Buying" will be the front door to procurement and will serve as the solution to create purchase requisitions. Purchase orders are created automatically after the requisition is fully approved. The approval workflow is highly configurable and will be configured to

meet the States requirements. Purchase orders will be sent to suppliers via the SAP Ariba Business Network. Subsequent change orders will be routed to suppliers via the Ariba Network as well. Change orders will be subject to a configurable workflow. Leveraging the Ariba Network suppliers can create an order confirmation, advance ship notice and invoice. All of which is accomplished electronically to streamline the source to settle process.

7. Catalog Capability

The Catalog components of the system provide the functionality to maintain contract/non-contract catalogs in the shopping component of the system as described in Section C., 6. Above (Request through Pay). Catalog content can be hosted within the system or made available by 'punching out' to the supplier's shopping website. Contract catalogs must be capable of being automatically generated as part of the award process through integration with the Sourcing and the Contract Management component of the system. Maintenance of contract catalog content throughout the life of the contract/agreement must be available through integration with the Contract Management component of the system.

Other key components include utilities for suppliers to setup, manage and maintain their catalogs. User access to these utilities should be controlled through definition and assignment of roles. Workflow functionality should also be available to automate authorized Participating Entity user review and approval of catalog content before it is made available.

The Solution must provide an open marketplace environment that provides access to the aforementioned catalog components and to other non-contract, external internet retail or commercial markets of goods/services, as authorized by the Participating Entity. This environment provides the buyer with a supported "catalog of catalogs" shopping experience with a single view of all sources as described in Section C., 6. Above (Request through Pay). The objective of this experience is to give the user options to make the best possible purchasing decision that optimizes price, quality, terms/conditions, and policies. A key aspect of the open marketplace environment is that it will allow the Participating Entity to effectively manage spend.

Support and maintenance of the open marketplace that supports the Participating Entity in the overall management of the open marketplace environment inclusive of: integrations with online suppliers; regular (or real time) synchronization of products, prices for items in the catalog; available products and services; establishment of contracted Suppliers within the marketplace as well as the overall management, maintenance and operations of the technical elements that comprise this "catalog of catalogs" environment as to comply with Participating Entity operating, service level and performance requirements.

Bidders must provide continuous support of both Suppliers with contracts and non-contract Suppliers offering goods and services in the open marketplace environment. Bidders should also provide on-going support functions to continuously and proactively expand the open marketplace environment ecosystem with additional non-contract and retail/commercial market products and services.

Response requirement:

- **RTM: Tab 3, CAT-1 through CAT-40**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution component that will meet the objectives and requirements of Catalog Capability.**

SAP Ariba Catalog helps display relevant and current content to your procurement users. It provides cross-catalog search functionality among local catalogs, inventoried items, a spot buy marketplace, and punchout catalogs. With this procurement content solution, you can highlight preferred suppliers to drive more purchasing to your preferred buying channels.

With SAP Ariba Catalog, suppliers can upload all their content using a single, simple user interface. And with recently launched, innovative capabilities, they have enterprise-grade content management tools to define, validate, and enrich catalog content.

By creating catalog rules to cleanse and enrich the data, you'll be assured of compliant, error-free catalogs while you monitor content quality with your new dashboard reports.

SAP Ariba Catalog Features:

- Consumer-like shopping cart with intelligent fuzzy search, parametric refinement, and side-by-side comparison to simplify search, comparison, and buying
- Rapid supplier catalog enablement to maximize spend coverage
- Single solution to consolidate management of goods and services, optimizes spend control
- Automated catalog verification to speed catalog updates, reduce workload, and increase catalog accuracy
- Advanced contract compliance to address the most complex pricing and deliver maximum savings
- SaaS deployment for rapid launch, low IT burden, integrated best practices, and fast time to value
- Level 2 punchout catalogs to simplify ordering and direct buyers to preferred products
- Relevance ranking and icons to focus buyers on preferred suppliers and products such as MWBE, Green, Local, and other designations

In addition to the functionality noted above, SAP Ariba also has the Spot Buy catalog solution, a business-to-business (B2B) marketplace that makes it easy for end users to find and buy non-sourced goods with competitive price and delivery options.

Here's how it works:

1. Find: When an item can't be found in the company catalog, users search the SAP Ariba Spot Buy catalog, filtering results by category, brand, and price.
2. Approve: Configurable business rules and spot buy-specific workflow enforce corporate policies.
3. Buy: Approved purchase requisitions trigger checkout, secure payment, and shipment of goods.

This innovative capability provides:

- An easy way to quickly find and buy what you need from among more than 10 million items
- A trusted source of supply from hundreds of pre-enabled suppliers
- Control, because you customize it according to your policies and procedures, and then receive detailed data for monitoring and reconciling transaction

8. Sourcing/Bid Management

The Sourcing components of the system provide functionality to automate the entire solicitation process for both the buyer and the supplier. All types of solicitations can be created leveraging standard templates and libraries. Formal or informal, sealed or un-sealed, complex or simple. Other key functionalities include initiating solicitations from a requisition, public posting, supplier notification, evaluation of bids/proposals, making the award and the Integration with other solution components to automate the creation of catalogs and contracts.

Response requirement:

- **RTM: Tab 3, SRC-1 through SRC-151**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution component that will meet the objectives and requirements of Sourcing/Bid Management.**

SAP Ariba Sourcing will help the State of Maine improve upon the existing solicitation process. SAP Ariba Sourcing is the most widely adopted and complete strategic sourcing offering in the marketplace used by thousands of customers to create and implement competitive best-value agreements.

By combining best-in-class sourcing and negotiation technology with access to a global network of suppliers and unparalleled strategy and category expertise, SAP Ariba Sourcing enables organizations of any industry, size, or geography to drive fast, sustainable results by automating and streamlining critical tasks across the sourcing lifecycle, including:

- Strategy development – Identify savings opportunities, assess market dynamics, and develop an informed sourcing strategy
- Sourcing and negotiating – Identify and qualify suppliers, negotiate best-value agreements, derive optimal award allocations, drive project collaboration, and standardize processes and manage knowledge
- Monitoring and managing suppliers and agreements – Quickly implement supplier agreements, track and realize savings, and manage supplier performance

The State will benefit from out of the box features and functions that can be configured to support the State's specific requirement. Features include; robust RFx (ITB, RFI, RFP, etc.) creation and management, integration to Ariba Discovery supporting public posting, sealed envelope bidding, bid analysis and optimization, scoring and grading, conditional content, communication and messaging internally and externally, and direct integration to SAP Ariba Contracts.

Benefits other SAP Ariba customers have achieved leveraging SAP Ariba Sourcing include price reduction of 8-14%, identification of qualified suppliers via Ariba Discovery, reduction in solicitation cycle times (up to 50%) and reduced administrative costs (up to 15%).

The solution supports the entire solicitation process inclusive of the electronic solicitation and all the supporting tasks and process that are required to complete a successful solicitation. The State and its Agencies/Organizations can configure robust process templates tailored to their unique requirements. For example, one Agency may configure an RFP process that includes a series of phases, tasks, terms & conditions, questions, reviews, approvals etc. that are unique to their solicitation process. Another Agency

may be required to follow a slightly different process. Leveraging configurable templates this will not be a problem, rather it will become a benefit for the State. Users will have a defined process to follow which will include the appropriate documents and language to complete the solicitation. The result, a streamlined and compliant process.

The solution also supports other critical components of the solicitation process including addendums, amendments, Q&A, supplier notifications, supplier communications, internal communications, document management, etc.

SAP Ariba Sourcing is natively integrated to SAP Ariba Contract Management, this will allow the State to create state-wide Contracts, Agency-specific contracts, Project-specific/one-time contracts, or Purchase Orders. The resulting contracts will be available for users to review and procure against as required.

Solicitation Project Management:

Name	Document	Owner	Status	Due Date
▼ ✓ 1. Analyze & Plan ▼		Project Owner	Complete	
✓ Analyze Spend Data ▼	Category Analysis ▼	Jason Brand	Complete	
✓ Prepare Sourcing Strategy ▼	Sourcing_Strategy ▼	Jason Brand	Complete	
✓ Approve for Sourcing Strategy ▼	Sourcing_Strategy ▼	Jason Brand	Approved	
▼ ✓ 2. Request for Information (RFI) ▼		Project Owner	Complete	
✓ Create RFI ▼	Landscape Services RFI (v2/3) ▼	Jason Brand	Complete	
✓ RFI Approval Prior to Publish * ▼	Landscape Services RFI ▼	Jason Brand	Approved	
✓ Publish RFI * ▼	Landscape Services RFI ▼	Jason Brand	Complete	
✓ Review & Score/Grade RFI ▼	Landscape Services RFI ▼	Jason Brand	Reviewed	
▼ ✓ 3. Conduct Request for Proposal (RFP) ▼		Project Owner	Complete	
✓ Create RFP * ▼	Landscape Services RFP ▼	Jason Brand	Complete	
✓ RFP Approval Prior to Publish * ▼	Landscape Services RFP ▼	Jason Brand	Approved	
✓ Publish RFP * ▼	Landscape Services RFP ▼	Jason Brand	Complete	
✓ Review & Select Best & Final Offer Participants ▼	Landscape Services RFP ▼	Jason Brand	Reviewed	
▼ ✓ 4. Best & Final Offer ▼		Project Owner	Complete	
✓ Create & Publish Best and Final Offer * ▼	Best & Final Offer ▼	Jason Brand	Complete	
✓ Analyze Best and Final Offer * ▼	Best & Final Offer ▼	Jason Brand	Complete	
✓ Approval of Award of Business * ▼	Best & Final Offer ▼	Jason Brand	Approved	

* Indicates required task

SAP Ariba Sourcing supports the entire solicitation process including the “project management” components. Above you can see the process phases and tasks the user was required to complete as part of the solicitation. The phases/tasks are configurable by the State and may vary based upon Agency/Organization, commodity, etc.

Supplier Proposal Review:

← Back Help Jason Brand

Doc786179221 - Landscape Services RFP Pending Selection

Overview **Content** Suppliers Discovery Suppliers Report Messages Log Scenario Award Actions

All Content [filter] Display: Responses

Name	Initial Price	Historic Price	Direct Tech Industries Price	FAB Associates Price	KJB Inc. Price
Totals	\$132,000.00 USD	\$54,000.00 USD	\$120,200.00 USD	\$129,800.00 USD	\$115,650.00 USD
1 Introduction					
2 Commercial Terms					
2.1 Will you comply with our standard payment terms of 2%20Net60?			✓ Yes	✓ Yes	✓ Yes
2.2 Are you willing to sign the attached Master Agreement? If no, please provide comments and attach any redlines you may have.			Please see attached redlines.	OK As is.	OK as is
3 Pricing	\$132,000.00 USD	\$54,000.00 USD	\$120,200.00 USD	\$129,800.00 USD	\$115,650.00 USD
3.1 Landscaping Services Questionnaire					
3.1.1 Has your firm done business with us in the past?	No		No	No	No
3.1.2 Percentage of your customers that you service on a national basis?			1-20%	1-20%	21-40%
3.1.3 What is the typical response time for Snow Removal services?	1 Day or More		1 Day or More	1 Day or More	5-6 Hours
3.1.4 Do you charge extra for bagging and removing grass clippings?	Yes		No	No	No

Feedback

Proposals are received electronically and are automatically available for comparison side by side within the user interface (unless configured otherwise including envelope and sealed bids). Users may score/grade responses leveraging delivered functionality. Upon completion side by side comparison by score, price, etc. can be done quickly and easily.

9. Contract Management

The Contract Management components of the Solution encompass all aspects of contract development, tracking, electronic signature, and administration. Contract document authoring is automated through templates and libraries to provide consistency across the Participating Entity. Workflow functionality provides oversight by automating the review and approval processes.

Key contract administration functions address management of subcontractors, identification of authorized resellers (dealers, distributors, etc.), tracking and managing Supplier sales reports, Contractor performance and compliance as well as amendments and renewals.

Response requirement:

- **RTM: Tab 3, CNT-1 through CNT-88**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution component that will meet the objectives and requirements of Contract Management Capability.**

Contract management is of critical importance to effectively manage and facilitate the procurement process. Yet in many cases contracts are recorded on paper documents with disconnected offline tools and no process standardization and limited governance. The result is inefficient, costly, and long contract cycles that make monitoring, managing, purchasing off agreements, closing out contracts a challenge. And, perhaps worse, a failure to facilitate compliant procurement and recognize negotiated savings. Of course, there is a better way. Leveraging an integrated platform to support an eProcurement transformation will allow the State of Maine and its users to facilitate procurement contracts to make procurement complaint and easier.

SAP Ariba Contract Management solution helps procurement, legal, and administrative professionals tasked with driving contract management to manage all types of agreements including; materials, services, statements of work, etc. With SAP Ariba Contracts, the State can develop the best possible agreements by addressing the two major components of the contract lifecycle:

- Contract Management; from contract request, contract authoring, and workflows to address the contracting process, negotiation and approval, and contract execution with electronic signatures
- Contract Administration; including all ongoing compliance and performance management through task-driven reminders, vendor sales reports, search and reporting capabilities, and contract-amendment and renewal activities

With SAP Ariba Contract Management, the State can connect directly with suppliers when creating, negotiating, executing, and managing the ongoing administration of contracts. This means greater efficiency, lower administrative costs, and improved relationships that result in better agreements. The contract management process shouldn't conclude with signatures and the agreement living within a siloed repository. The contract should be the basis for goods and services procurement. SAP Ariba understand this, and the contract will serve as the bridge from the strategic sourcing process to the transactional procurement process. This is facilitated via the integrated platform.

SAP Ariba Contract Management is natively integrated with Sourcing which allows the creation of a contract directly from the solicitation award. The resulting contract will be stored in a central repository and can be published to SAP Ariba Buying and Invoicing. Leveraging Guided Buying users can quickly and

easily purchase off contracts. The user isn't required to search for and find the contract, rather it is directly tied to and underlies goods and services that are available in the "Marketplace." Users responsible for ongoing contract administration may configure notifications, facilitate performance management processes (qualitative and quantitative), and complete contract close out as appropriate.

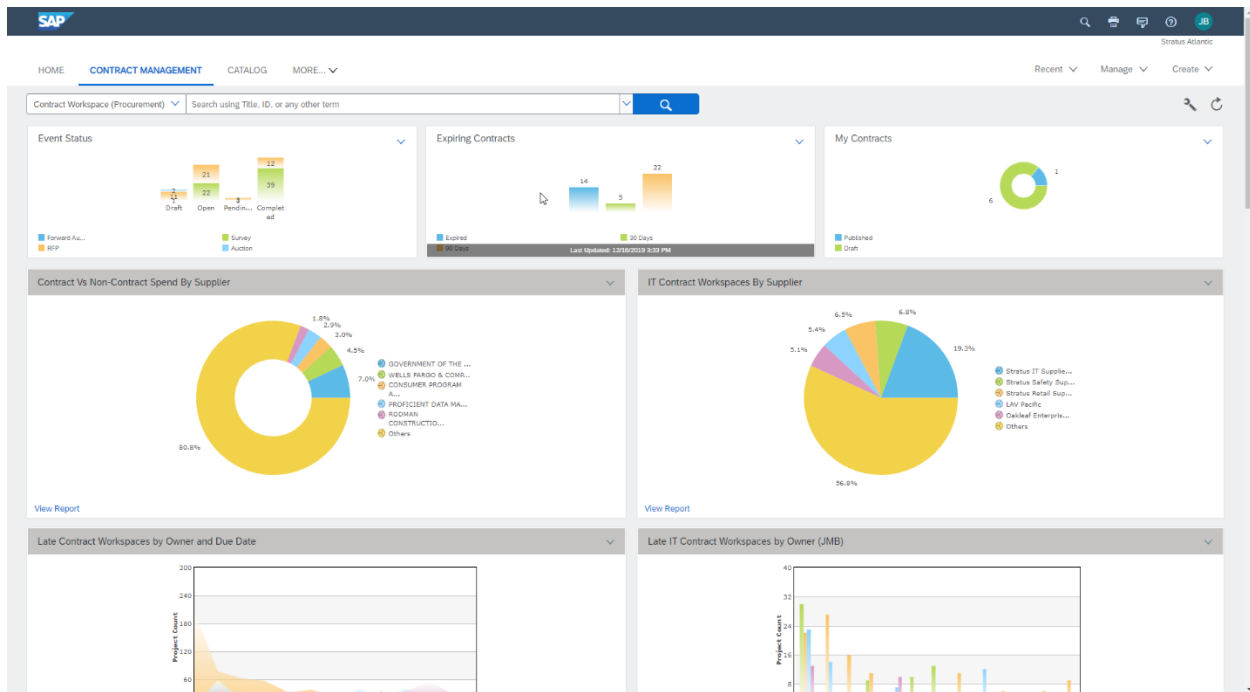
The State's contract management requirements can be met leveraging SAP Ariba Contract Management. The solution supports the configuration of "Contract Workspace Templates" and "Contract Documents." Each of which can vary based upon Agency/Organization, commodity, etc.

Leveraging the Contract Workspace Templates, Contract Documents, and Clause Library the State and its Agencies/Organizations can configure the solution to meet their unique requirements (process steps, approvals, terms & conditions, etc.). The solution will also streamline the contract management process. Compliance is delivered via approval workflows, version control, and a full audit trail for each contract created, negotiated and executed within the solution.

SAP Ariba Contract Management will also provide the State visibility to the contract management process including, specific contracts, amendments, renewals, expirations, and terminations. State users can configure their Dashboard to monitor and track the status of contracts, obtain expiration notifications, complete to-do tasks, and drill into the details of relevant contracts. Users may also leverage the search feature to quickly and easily locate a contract within the repository. Searches can be done via keyword and/or leveraging various filters.

We understand the State's desire to centralize all contracts and understand the associated challenges. The proposed solution can house contracts from local government, authorities, and higher education entities. Their contracts may be integrated/loaded into the solution in mass and/or as completed. Loading externally negotiated contracts into the solution and coupling them with other procurement documentation will allow the State to store procurement files in a single place (the proposed solution).

The proposed solution is delivered with native reporting and analytics, including numerous pre-packaged reports. Users will leverage their dashboard comprised of critical reports and action-oriented charts and to do lists to manage their workload daily.



10. Vendor Performance

Vendor Performance management is a business practice that is used to measure, analyze, and manage the performance of a Supplier in an effort to cut costs, alleviate risks, and drive continuous improvement. The ultimate intent is to identify potential issues/risks and their root causes so that they can be resolved/managed to all parties benefit as early as possible. The electronic procurement Vendor Performance functionality must capture Vendor performance information and data including, but not limited to, delivery dates, receipt dates, pricing accuracy, cure letters, contract milestone completion, and customer surveys. The data must be collected in a manner that allows for reporting and analysis. The solution will provide the Participating Entity with a means to assess, track, manage and report Supplier performance across all procurement activities and include capabilities to capture and address performance complaints/issues.

Response requirement:

- **RTM: Tab 3, VPE-1 through VPE-25**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution component that will meet the objectives and requirements of Vendor Performance Capability.**

Scaling vendor performance management in an economy where globalization has exponentially increased the number of parties involved can be a challenge. This is largely because onboarding, qualification, and segmentation are typically not integrated with other procurement processes. Added to this is the complexity of managing vendor master data from multiple sources, and the lack of visibility across the supply base.

Digital technologies are forcing procurement leaders to rethink traditional operations so they can streamline processes to ensure compliance, avoid savings leakage, make it easier for vendors to manage their information, and get a more comprehensive view across all vendors to prevent supply chain disruptions and other risks

Driving spend to fully vetted, qualified, and certified vendors and scaling compliance calls for vendor management to align with procurement and extend across the entire vendor base. SAP Ariba Supplier Lifecycle and Performance delivers the resources you need to make it happen.

Simple, Streamlined Supplier Management In One Place

SAP Ariba Supplier Lifecycle and Performance provides comprehensive tools to help you onboard, qualify, segment, and manage vendor performance more effectively. Integrated into your procurement processes, it lets you drive spend to qualified vendors and scale compliance for your entire supply base using an array of key capabilities:

- Unified vendor data model in the cloud provides a single accurate supplier record
- Supplier self-service in the cloud via Ariba Network makes it easy for suppliers to maintain data, certificates, and self-grade their performance
- Flexible matrix for supplier qualification and segmentation lets you manage suppliers based on specific parameters
- Full integration with other SAP Ariba procurement applications to support supplier performance metrics (on time delivery, pricing accuracy, contract milestone adherence, etc.)

Features

Vendor data model in the cloud

- Extensible supplier data model
- Near real-time updates for supplier creation, changes, and inactivation between systems

Flexible matrix for qualification and segmentation

- Flexible matrix architecture for supplier management based on category, location, and business unit
- Preferred supplier management
- Hierarchical questionnaires and logic to aggregate from different levels

Supplier 360-degree comprehensive view

- Combines supplier information, qualification, segmentation, and performance data
- Centralized and comprehensive view of suppliers across SAP Ariba applications

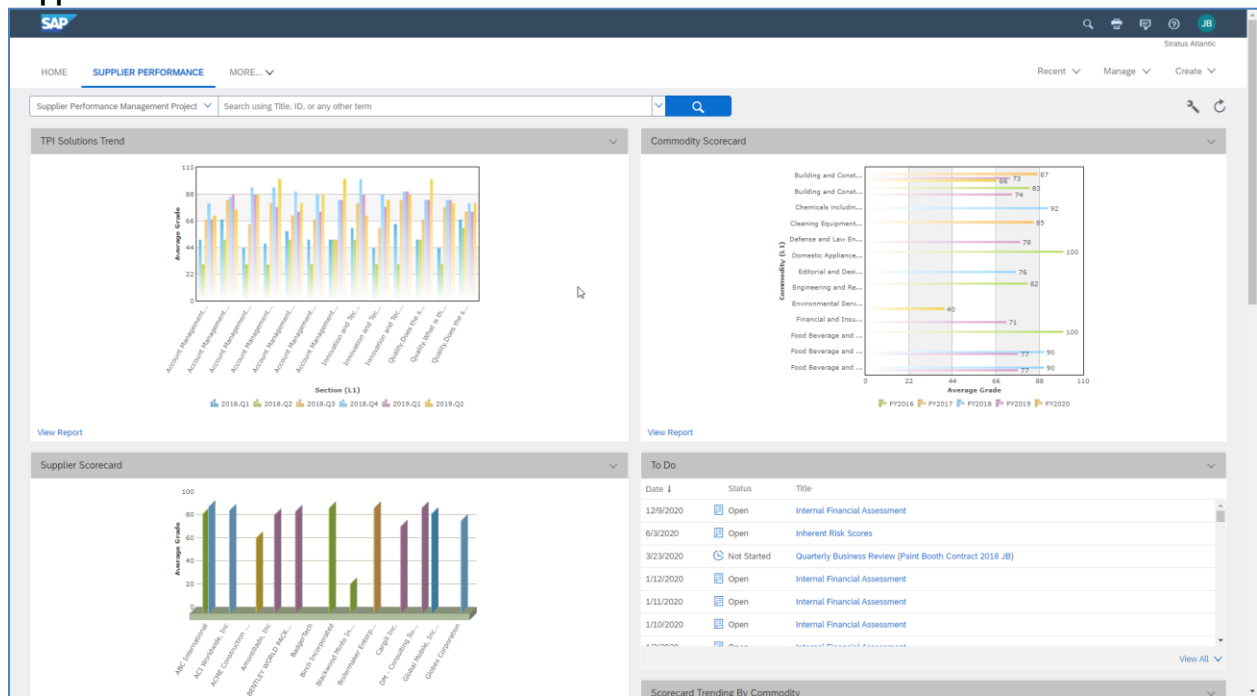
Vendor Performance

- Configurable vendor performance surveys to capture qualitative inputs from stakeholders and vendors
- KPI based vendor performance scorecards aggregating qualitative and quantitative data from within the SAP Ariba platform, and from external systems
- Action based vendor corrective action plans based upon survey and scorecard results
- Contract commitment management via notifications and reporting

Public Access to Data

The State may leverage a set of APIs delivered as part of the SAP Ariba platform to expose data to the public via a public website. Data captured as part of the supplier management process supported by SAP Ariba Supplier Lifecycle and Performance is available via API. Data can be formatted and combined with other data sources and displayed on a public website to meet FOIA requirements.

Supplier Performance Dashboard



Multiple charts are available on the dashboard for supplier performance data. The user may drill into each to further understand what impacted performance.

Supplier Survey:

Doc1561975071 - TPI Solutions Survey (Mar 2019)

Overview | Content | Participants | Report | Messages | Log

Scenarios

Expand to view the contents of this section.

All Content [filter]

Display: Participant Scores

Name	Initial	Chris Muir	David Roach	Jennifer Charlier	Thiago de Araujo
	Item Grade	Item Grade	Item Grade	Item Grade	Item Grade
Totals		89.97%		82.82%	65.55%
1 Introduction					
2 Account Management and Customer Service		94.29%		84.29%	56.43%
2.1 Describe Account Team's commitment, focus and responsiveness to our needs and our business objectives.		80.00%		60.00%	60.00%
2.2 Describe the Account Team's efforts to keep the Business Owner informed or updated.		100.00%		90.00%	75.00%
2.3 Indicate the relative ease of doing business with this supplier. (Consider the following behaviors: flexibility, accountability and overall relationship attitude)		100.00%		90.00%	70.00%
2.4 Supplier participates in meetings and conference calls as requested		100.00%		100.00%	30.00%
2.5 Is the supplier using standard processes to measure customer satisfaction for our account?		100.00%		70.00%	50.00%
2.6 How well does the supplier meet stated commitments in a timely manner		80.00%		80.00%	60.00%
2.7 Does the supplier resolve problems and escalate internally as appropriate?		100.00%		100.00%	50.00%
3 Innovation and Technology		100.00%		83.33%	70.00%
3.1 Does the supplier proactively bring forward ideas to improve quality, reduce cost, increase speed or efficiency?		100.00%		80.00%	80.00%
3.2 Has the supplier implemented approved changes to improve quality, reduce cost or increase speed or efficiency?		100.00%		80.00%	50.00%
3.3 Does the supplier utilize or deliver the best processes or technology available?		100.00%		90.00%	80.00%
4 Quality		92.00%		94.00%	68.00%
4.1 Does the supplier have implemented processes to verify the quality of their goods or services prior to delivering them?		100.00%		100.00%	50.00%
4.2 What is the level of your satisfaction with the end product?		90.00%		90.00%	70.00%
4.3 Does the supplier participate in a recognized certification program?		80.00%		80.00%	60.00%
4.4 Does the supplier demonstrate continuous improvement techniques?		100.00%		100.00%	80.00%

Survey participants responded with their answers and the system automatically scored the responses based upon predetermined (configurable) scoring and weights

11. Purchasing/Data Analytics

Purchasing/Data Analytic components of the system provide robust data analytics and reporting to allow the Participating Entity to strategically assess procurement transactions and records for more effective sourcing and contracting, to include spend. These functionalities also provide the means to assess across operation dimensions such as supplier classification, organizational elements and buying trends. Reporting is presented in the form of interactive charts and dashboards with the ability to 'drill down' to the transactional data for comprehensive analysis. Transparency is also a key feature to this component as reports, charts and dashboards can be designed for public access.

Response requirement:

- **RTM: Tab 3, PDA-1 through PDA-37**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution component that will meet the objectives and requirements of Purchasing/Data Analytics Capability.**

SAP Ariba Reporting is a unique solution designed to help bring visibility into the State of Maine's spend and supply base; as well as helping to find the best opportunities that strike the right balance between cost, revenue, and demand expectations.

Visibility into organizational spending and suppliers is critical to improving sourcing efficiency and increasing savings. Reporting within SAP Ariba can be created and viewed by supplier, commodity, agency, organization, cost center, account, requester and much more. Each report can be displayed as a chart or graph (line, bar, pie, donut, etc.) and added to the user's personal dashboard.

SAP Ariba provides an easy to use 3-step report creation wizard as follows:

- Select the report's source data by choosing the facts (data tables) you want to work with and data fields that provide the information you want for building your report
- Lay out the pivot table by placing data in its different areas (row, column, or page fields); decide if you want the report to open in detail or aggregate view. This pivot table user interface is like MS Excel to reduce the learning curve
- Refine or filter report data to limit amount of data displayed in the report. After you create the report, you can decide whether you want to make it a parameterized report and publish it so that it is available to other users. You can add a chart or graph and put the results on your dashboard

Furthermore, the reports themselves are dynamic and can be used for drill down in chart rendering modes.

- The reporting capability is built for ease-of-use and flexibility. It offers the same user-friendly interface as other SAP Ariba applications to allow broad acceptance among procurement, sourcing, finance and division analysts. User-friendly features include:
- Two-way contextual linking between the reporting engine and other SAP Ariba applications for seamless access to information across the enterprise
- One-click pie- and bar-charting capabilities and a three-step process to create custom analysis and wizards for visual presentation of results
- Parameter-based reports to make analysis readily accessible even to new and infrequent users
- Creation of multi-measure charts

- Drag and drop capability so users can edit existing reports directly from the field browser or the actual report by dragging and dropping available fields to/from reports.
- Line-level reporting to view line level details.
- Scheduled reports to schedule a report by date, time and frequency that can be cached for performance and quick retrieval.
- Support for alerts and grades to create visual alerts and grades determined by user-defined thresholds and metrics.
- Pivot table user interface, 80/20 filter and flexible grouping of spend across multiple dimensions so users can locate what they need using rapid response analysis, flexible drill-downs, expansion and navigation
- Analysis by custom or pre-defined attributes so staff can focus on areas such as category, business unit, department, region, cost center, supplier and GL code
- Metadata layer supports easy data model customization and flexible aggregation across ERP systems

Pre-Packaged Reports:

Prepackaged Reports Show Detailed View

Name	Owner
Approval Reports	aribasystem
Ariba Benchmark Program Reports	aribasystem
Budget Analysis Reports	aribasystem
Buyer Settlement Reports	aribasystem
Catalog Reports	aribasystem
Contingent Labor Analysis	aribasystem
Contract Reports	aribasystem
Contract Workspace (Internal) Analysis	aribasystem
Contract Workspace (Procurement) Analysis	aribasystem
Contract Workspace (Sales) Analysis	aribasystem
Contracts Task Analysis	aribasystem
Event Reports	aribasystem
Financial Analysis Reports	aribasystem
General Templates	aribasystem
Health Check	aribasystem

Feedback

Pre-packaged reports are available across the solution and are organized by folder to allow users to quickly find and leverage reports with minimal effort. Each pre-packaged report can be modified as required by the user, added to their dashboard, and saved for future use.

Ad Hoc Report Creation Wizard:

1 Source Data

2 Pivot Layout

3 Refine Data

Title: * Agency Spend by Commodity

Description:

Report Currency: User Preference

Data Sources

Main Fact: * Invoice (Procurement & Invoicing)

Second Fact: (None selected)

Third Fact: (None selected)

Available Measures

▼ Pre-defined

► Measures in Original Currency

► Standard Calculations

Age (Days) ▼

Amount Accepted (USD) ▼

Amount Disputed (USD) ▼

Amount Invoiced (USD) ▼

Create User-defined Field

Page Fields

Column Fields

Row Fields

▼ Data

▼ Detail Fields

Invoice ID

Accounting Date

ERP Supplier

Cost center ID

Cost Center

GL Account Id

GL Account Name

Purchase Organization Id

SAP Ariba's wizard driven ad hoc report creation will allow State users to quickly and easily create reports to analyze any data captured within the SAP Ariba solutions. The user selects the fact table (data table), determines which data elements are required and filters the data to the appropriate subset.

carahsoft

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B. TECHNICAL REQUIREMENTS

Bidders proposing a Solution in response to the Functional requirements must respond to all Technical Requirements sections in this RFP.

1. Availability

The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Availability objectives and requirements.**

We guarantee a 99.5% system availability percentage during each month for production versions, with the exception of regularly scheduled and emergency maintenance. Please refer to our Service Level Agreement for complete details, including maintenance windows at:

https://www.sap.com/about/agreements/cloudservices.html?search=service%20level%20agreement&sort=latest_asc.

2. Accessibility Requirements

The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.

Response requirement:

- ***RTM: N/A***
- ***Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Accessibility Requirements objectives and requirement.***

Accessibility at SAP refers to the possibility for everyone, including and especially people who are differently-abled, to access and use technology and information products. SAP ensures the implementation of user-interface (UI) accessibility features for Products via our SAP Accessibility standard, which uses various steps to plan, develop, test and report accessibility features. The accessibility status of many SAP products are documented and provided to customers upon request.

When developing software, SAP's product teams target Web Content Accessibility Guidelines Level A and AA and EN 301 549. While SAP continues to implement and develop accessibility features across its product portfolio, solutions are not fully optimized for accessibility. In addition, where SAP provides accessibility features, their implementation and use are dependent upon appropriate deployment of these capabilities through solution design and configuration.

It should be noted that the accessibility of SAP software is influenced by various factors, including:

- The implementation and configuration of SAP Products to expose accessibility
- features
- technologies and end-user devices
- user agents (like browsers, operating systems,...)
- assistive technologies (like screen readers, screen magnifiers,...)
- product maturity and version
- customer demand

General information about accessibility at SAP is available via our corporate website

<https://www.sap.com/accessibility> and through our SAP Fiori Design Guide <https://experience.sap.com/fiori-design-web/accessibility-in-sap-fiori/>

3. Audit Trail and History

The Solution must track user and Supplier activity throughout the Solution. The Solution must also track transaction activity to provide a history that includes, but is not limited to, creation, changes, approvals or rejections of the transaction. The data captured should include at a minimum date, time, user, action taken, status changes, content changes and approval or rejection history. The tracked information should be accessible to users by reports, a history page or other option that is accessible without support from an Administrator. All tracked data must be retained in a manner that is consistent with other data retention practices within the Solution.

Response requirement:

- **RTM: Tab 4, TECH-1 through TECH-5**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Audit Trail and History objectives and requirements.**

Within our solution, specific logging takes place that is viewable by the customer administrator or their designee. Audit logs produced through use of the solution are considered customer data and are maintained within the customer's instance of the database. These logs are retained so long as the customer has an active contract with us.

As a user control consideration, customers are responsible for monitoring the proper entry of data to the solution and reviewing reports generated by the system.

4. Browsers Supported

The Solution must only require internet browser software for user access to the Solution. No site or application component will utilize features available only when using a specific brand of Web browser. At a minimum but not limited to, the solution should support current versions of the Microsoft browser, Chrome, Firefox, and Safari and should ensure continuous support of future industry leading browsers, new versions, and older versions. Additionally:

- *Any browser that is ranked as more than 10% of the Web traffic must be supported.*
- *Popularity of browsers used to access the Solution must be tracked to identify browser and platform trends.*
- *The Solution must be tested for multiple browsers, operating systems, and versions (including backward compatibility) based on intended audience. This includes upgrades, new releases, enhancements and fixes.*
- *If a page will be rendered inoperable on an older browser the page must contain a notice to that effect that is viewable in non-compliant browsers.*

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Browsers Supported objectives and requirements.**

SAP Ariba cloud solutions are certified for use with the following browsers.

Apple Safari (64-bit)
 Google Chrome (64-bit)
 Microsoft Edge (32-bit)
 Mozilla Firefox (64-bit)
 Microsoft Internet Explorer (32-bit) until December 31, 2021

Note: Compatibility mode isn't supported

5. User Accounts and Administration

The Solution should provide a variety of user account types from full access for system administrators to a tiered structure of limited access depending on the user's role. Bidders must provide a list of standard user roles and describe all capabilities for the definition of additional roles.

User accounts must be associated to a specific organization (e.g. Agency, Department, Non-State Entities) and have the capability to be authorized to buy on-behalf of multiple other organizations.

Administration of the Solution, including user setup/maintenance, should allow delegation assignment to authorized users to allow the option to distribute some administration responsibilities. This delegation capability must allow definition of the specific functions and organization(s) (e.g. Agencies, Departments, Non-State Entities) that the delegated Administrator will have access to manage.

Response requirement:

- **RTM: Tab 4, TECH-6 through TECH-20**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the User Accounts and Administration objectives and requirements.**

Access to data and functionality within the modules is based on roles and permissions that determine which features of the solution a user can see and work with, and what data the user can access. The set of permissions for a user is derived from the roles mapped to that user and the groups the user may be a member of. Permissions are mapped to roles and then roles can be mapped to other roles, to users and/or to groups. Users can inherit roles and their associated permissions by being a member of a group. The combination of groups, roles and permissions allows customers to manage access control in a way that reflects their organizational structures and the roles of users within those structures. The solution provides pre-defined roles and customers can define their own roles.

The solution also provides a single point of integration and administration for users and user profiles, organizations, groups and group memberships, roles and permission mappings. This common data is shared and synchronized across modules automatically. The User, Group, Role and Permission objects can be managed from the provided UI or populated from a variety of sources, such as corporate systems and/or flat files. For example, the User object can be populated from an external HR system. The application provides capabilities to perform batch upload from the user interface (either through web page based interactive file upload, or via automated (scripted / scheduled) HTTPS push of data from HR and ERP systems. E.g. User profile data (with supervisor hierarchy), User to Group/Role mapping, etc. are accepted.

The user can delegate their approval authority to another user to allow that user to approve requests sent to the delegator. The delegatee receives all system-generated email notifications regarding requests that require his/her attention. The user can log in as the delegator and act as the delegator to review, approve or deny requests on the delegator's behalf.

When the delegatee receives a notification on behalf of the delegator, the notification mentions the delegation so that the delegatee knows why the message was sent.

When acting as the delegator, delegates can approve and reconcile all the documents assigned to the delegator, even if they do not normally have access to those documents. To support audit reporting, if the request is acted upon by the delegatee, the name of the delegatee is shown in the approval node, followed by the name of the delegator in parentheses.

If you have delegated your approval authority to one or more users, you can stop the delegation manually at any time.

6. User Authentication

The Solution must provide secure user authentication capabilities that are consistent with current security industry standards. The Solution should have the capability that can address individual Participating Entity standards including:

- *User Provisioning;*
- *2-Factor Authentication (2FA);*
- *Single Sign-on;*
- *Federation;*
- *Identity Proofing;*
- *Logging and Monitoring; and*
- *Password policies.*

Response requirement:

- **RTM: Tab 4, TECH-21 through TECH-25**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the User Authentication objectives and requirements.**

User provisioning is controlled and managed by the customer.

Users can log in using two possible authentication methods:

- Regular user authentication. Users have configured user names and passwords that they manually enter on the login page.
- Single Sign-On. Users log into their corporate network, which automatically logs them in to their SAP Ariba applications when needed. SSO with corporate authentication requires your network administrator to enable communication between your user authentication system and the SAP Ariba applications.

Customers may activate 2 factor authentications if they use SAML based authentication or ADFS for accessing the SAP Ariba Cloud Services.

Logging and Monitoring: The customer assigns one or more Customer Authorized Administrators to oversee activity within the system. The Customer Authorized Administrator(s) assigns and maintains login ID's and user permissions and can view and manage administrative tasks within the system. The task and role-based workspace in the administrator console assists in easy and efficient management.

Administrators have the authority to terminate a user access to the system as well. Monitoring of account activity and associated reports is a user control consideration.

When Single Sign on is used, password was not stored in the SAP Ariba application, all password rules and changes are maintained and managed by State of Maine change policy.

If Single Sign on was not setup and password was maintained in SAP Ariba solution then the following password rules are applicable.

Password Policies: A password complexity scheme is in place and mandates case-sensitivity between 8 and 16 characters in length. Passwords can include any Latin characters and punctuation marks and must include at least one numeral between the first and last character. They must also include at least one letter.

The technology is configured to require users to change passwords at least every 180 days. The password complexity scheme applies to all systems. Password complexity and change management is technically enforced where feasible or testing is performed for compliance. The out-of-the-box prior password parameter is that no one password can be reused for four password change cycles. This count can be customized to be more or less than four if needed. Lock out occurs after five failed attempts to log in. Once logged in, session timeout occurs at 30 idle minutes. Both of these parameters cannot be customized.

7. Federated Identity Management

The Solution should provide user login capabilities that can be integrated with the Participating Entity's existing Federated Identity Management system and allow that system centralized administration and synchronization of user identities to enable user provisioning and de-provisioning of identity and access across the Participating Entity's systems. Additionally, the solution must not require multiple user-ids and passwords between Solution components.

Response requirement:

- **RTM:** N/A
- **Inline Narrative:** Bidders must provide a detailed narrative response that describes meeting the Federated Identity Management objectives and requirements.

Please refer question: 6 User Authentication

8. Data Conversion

Implementation of the Solution may replace existing systems and may require data conversion of existing transactions/data. Proposals must provide complete details on Solution data conversion capabilities including describing data preparation requirements and responsibilities. Proposals must also describe available services that could be leveraged to support data conversion activities.

Response requirement:

- **RTM: Tab 4, TECH-26 through TECH-34**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Data Conversion objectives and requirements.**

Yes, SAP plans to leverage SAP's Activate Methodology. Built on our experience from tens of thousands of SAP projects, the SAP Activate methodology provides pre-built implementation content, tools, best practices and migration accelerators that help SAP Ariba deliver consistent and rapid migrations across industries and Customer environments. The SAP Activate methodology for cloud implementations provides an implementation framework to support subscription-based software where the system installation and management occur outside of the project ("Software-as-a-Service" or SaaS). It is less intensive than a traditional project methodology making it ideal for smaller project teams. This methodology is easily integrated with larger, on-premise projects to create a hybrid implementation approach with a single agile methodology.

Our recommended staffing plans includes the following.

1. Program Management Office is comprised of two roles. A Sr Delivery Executive that has oversight for the overall program. A Project Manager which is typically on site and has responsibility for project on a day to day basis.
2. Functional Consultants for configuration, requirements planning, testing, data migration.
3. Technical Consultants - integration and testing
4. 4) Organizational Change Management and training programs. We can discuss further the deployment timelines, resource planning and adjust it per customer's deployment requirements.

9. Interface and Integration

Proposed Solutions must provide both interface and real-time integration capabilities. Proposals must provide complete technical details on these capabilities including, at a minimum, standards supported, restrictions, and identify all Finance systems/ERPs where the Solution has existing interface/integration capabilities available.

Response requirement:

- **RTM: Tab 4, TECH-35 through TECH-59**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Interface and Integration objectives and requirements.**

SAP Ariba provides enterprise-class cloud integration for multiple ERPs like Oracle, with complete visibility and integration for companies with multiple business units and heterogeneous back-office systems. The flexible integration functionality supports different areas of the procurement process:

- SAP Ariba applications integrate with all the major ERP systems. We provide flexible integration support for Oracle, PeopleSoft, AS400 and SAP. Given our flexible EAI infrastructure, we have also mapped out applications to Salesforce, Lawson, GEAC and a multitude of custom developed legacy systems.

SAP Ariba supports standard and secure methods of integration that to support Real time and/or Batch integration. These standard integration options across our solution portfolio are:

- a) HTTPS using a CSV interface (Batch integration, and depending on the data volume this can be scheduled to run frequently to achieve near real-time integration)
- b) SOAP Web services that use an XML payload (Real-time integration suitable for transactional data)
- c) REST APIs (supports both synchronous & asynchronous calls)

All of these integration methods are based on SSL 256 bit encryption and support various authentication methods such as WS-Security, basic and digital certificate authentication as standard. Our customers can opt for two or more or all the options to help achieve the desired level of integration with SAP Ariba Cloud solutions. SAP Ariba Open APIs help customers and partners transcend organizational boundaries to extend existing business processes, build new solutions catering to specific region or industry or simply drive analytics by sourcing business data. Removal of traditional software boundaries open-up new possibilities, internally as well externally.

10. Office Automation Integration

Proposals must describe Solution compatibility and any integration with Office Automation products. At a minimum, Bidders must address Microsoft Office suite products (Word, Excel, PowerPoint, etc.) and Adobe. The response must describe these capabilities to support, at a minimum, documents as attachments, automated generation of documents (e.g. purchase orders, solicitations, contracts), import/export of transaction data (e.g. requisition line items, solicitation line items, bid tabulations, evaluation scores, contract line items), and cut/paste of text into Solution text fields.

Response requirement:

- **RTM: Tab 4, TECH-60**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Office Automation Integration objectives and requirements.**

SAP Ariba supports a wide array of document types and formats as attachments or documents stored within a workspace. For examples: Word, Excel, and PowerPoint.

Using User Interface, Using CSV, customer with proper access can import data into Ariba or Export out of Ariba.

11. Mobile Device Support

The Solution functionality should be accessible from mobile devices including cell phones and tablets.

Response requirement:

- **RTM: Tab 4, TECH-61**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Mobile Device Support objectives and requirements.**

Users can use the Ariba Mobile app to view, track, and approve purchase requisitions, nudge approvers, and access informative articles on the Exchange User Community, all from their mobile devices.

The Ariba Mobile app includes the following features:

- **Shopping Cart:** Allows you to create requisitions from the Ariba Mobile app on your mobile device. The Shopping Cart includes the following features:
 - **Catalog Search.** Users can search their organization's catalog and order items from it.
 - **Spot Buy Purchases.** Users who are enabled to use the Ariba Network Spot Buy feature see search results from eBay and can purchase directly from eBay sellers.
- **Requisition Approval:** Approvers can quickly approve or deny requisitions. Approvers can view requisition details and history, view attachments, add comments, and receive reminder nudges from the requester.
- **Requisition Tracking:** Users can track the requisitions they submitted. They can view requisition details and history, view the approval flow, and nudge the current approver. They can also withdraw requisitions.
- **Viewing Requisitions as a Watcher:** Users who are watchers in an approval flow can monitor requisitions. Watchers can view requisition details and history, view attachments, add comments, and nudge the current approver.
- **Viewing Previous Approvals and Denials:** Approvers can review the details and attachments of requisitions they recently approved or denied.
- **Ariba Exchange User Community Access:** Users can read and comment on articles on the Ariba Exchange User Community.
- **Touch ID Support for iOS Devices:** If your iOS device has Apple Touch ID capability, and you have enabled it on your device, you can use it to access the Ariba Mobile app instead of using a PIN
- **Sending the Supplier 360° Report to an iOS Device:** If you have an Apple iOS device, you can send the Supplier 360° report to the Ariba Mobile app, allowing you to view a PDF version of the report on your mobile device.
- **Pinning Requisitions:** While viewing a requisition in the Ariba Mobile app, an approver can "pin" the document for later viewing in their Ariba Procurement Solution. Pinned requisitions are added to the Pinned Items action tile on the dashboard of the Ariba Procurement Solution

12. Mobile Applications

The Solution should include Mobile Application capabilities that leverage mobile device specific functionalities. These Solution Apps must meet all of the relevant technical, audit and security controls as required of the full Solution.

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Mobile Applications objectives and requirements.**

The SAP Ariba mobile app supports the following operating systems and devices:

- iOS versions 7.x and later on:
 - iPad 2, Air, mini, mini with retina
 - iPhone 4, 4s, 5, 5s, 5c, 6, 6 Plus, 6s, 6s Plus

With iOS, the app works best when viewed on iPhone 5s, 5c, 6, 6 Plus, 6s, or 6s Plus; iPad Air.

- Android KitKat 4.4 and Lollipop 5.0 on:
 - Samsung Galaxy S4, S5, and S6
 - Samsung Galaxy Tab S, Tab 2
 - Samsung Galaxy Note 2 (KitKat 4.4), 3, 4, 5

With Android, the app works best when used on Samsung Galaxy S5 and S6 devices.

The SAP Ariba mobile app is not certified with mobile device management (MDM) platforms.

- The Touch ID Support feature is only supported on iOS versions 7.x and later on the following devices:
 - iPad Air 2, Mini 3
 - iPhone 5s, 6, 6 Plus, 6s, 6s Plus

Security features in the SAP Ariba mobile app help protect your data and the communication between the app and the SAP Ariba.

- App activation code: Users receive a code on their device and enter it in the SAP Ariba solution. The code allows the SAP Ariba mobile app to communicate with the SAP Ariba solution and access solution data.
- App pin: Users create a 6-digit PIN that they use to log in to the SAP Ariba mobile app.
- Touch ID support for iOS devices: allows users with iOS devices to use Apple Touch ID instead of a PIN to access the SAP Ariba mobile app.
- App timeout: By default, the user is logged out of the app after 5 minutes of inactivity. The length of the timeout is configurable by SAP Ariba via a site parameter.
- Data encryption: All data is encrypted, including data transmitted over the network and data stored on the device (for offline access).
 - All communication between the device and the server is over TLS 1.2.
 - Data stored on mobile devices is encrypted using AES 256.
- Certificate pinning: The mobile app (a client) is hard-wired with the SAP Ariba servers' certificate digest to ensure that the app is communicating only with the correct servers.

- Jailbreak and rooting detection: You can have SAP Ariba configure a parameter on your site to detect jailbreaking or rooting, forcing the app to close if either state is detected. Jailbreaking and rooting are ways of removing restrictions put in place by device manufacturers.
- Data removal from deactivated devices: SAP Ariba solution data stored on the device is automatically removed from the device when the device is deactivated.

13. Data Ownership and Access

Participating Entity data in the Solution is owned by the Participating Entity. Participating Entity must be able to access and obtain/extract a copy of their data upon demand, including the associated data dictionary, and at no cost/charge.

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Data Ownership and Access objectives and requirements.**

The customer owns the data; they can extract the data at point of time during the throughout subscription. We provide various tools to download the data. For example: User Interface (Import CSV), API's.

14. Data Retention, Archive, and Purge Considerations

The Solution must provide Archive and Purge capabilities which can conform to relevant Participating Entity document retention schedules.

Response requirement:

- ***RTM: Tab 4, TECH-62***
- ***Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Data Retention, Archive and Purge objectives and requirements.***

We retain customer data for the life of the subscription and in accordance with the Ariba Data Policy and Privacy Statement found at the following URL: <http://www.sap.com/corporate-en/about/ourcompany/policies/ariba/data-policy.html>

Data retention is governed by the active contract. We retain your data on the service for the duration of the subscription term and any subsequent renewal term, subject to legal requirements imposed on auction site operators. During this time, you may download your data using the functionality within the application, in order to meet your specific retention requirements.

15. Disaster Recovery Plan

Bidders must have a Disaster Recovery Plan for the Solution. The Plan will document the sequence of events and sequence of communications to follow in the circumstance that an internal or external interruption of service or infrastructure failure or natural disaster (act of nature).

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Disaster Recovery Plan objectives and requirements.**

SAP Ariba solutions are deployed in regional data center pairs so, in the event of a failover, the data will remain within region. Failover from one site to another has a design goal for its recovery time objective (RTO) to not exceed four hours. The design goal for the recovery point objective (RPO) is five minutes.

Disaster recovery options are included for all cloud services for SAP Ariba solutions. In the event of a failover to the secondary data center, no customer changes are required, as all URLs that customers use to reach the applications will continue to work. SAP will notify customers through e-mail in the event of unplanned downtime.

Internally, SAP Ariba solutions use a documented system recovery plan that outlines the approach and steps for recovering the applications. This document defines roles and responsibilities in the event of disaster:

- Cloud engineering services personnel maintain the hardware remotely
- SAP Ariba solutions maintains the application software
- Processes are in place to keep database and storage subsystems synchronized between primary and secondary data centers
- The failover processes for all infrastructure elements are automated
- If the primary data center incurs a catastrophic event, SAP will declare the primary data center “down” and the Cloud Engineering Services team will initiate the process to switch to the secondary data center and restart the applications at the secondary data center
- Once the switch is complete, the secondary data center becomes the primary data center and vice versa SAP tests power outage backup scenarios and the disaster recovery plan on a periodic basis to ensure it is up-to-date, successful, and effective.

16. Solution Environments

The Solution must include the following system environments at a minimum:

- *Development Environment – this environment should have the capability to be integrated with the Participating Entity’s finance system development environment to facilitate development and unit/system testing of integration functionality.*
- *User Acceptance Test Environment – this environment will be used by the Participating Entity to validate functionality and system performance prior to release to Production. This environment should have the capability to be integrated with the Participating Entity’s finance system test environment to facilitate testing of all procurement processes.*
- *Training Environment – this environment will have the same components, software, functionality as the Production environment and new releases/upgrades/changes made to Production will also be applied to the Training Environment at the same time as Production or at a schedule mutually agreed with the Participating Entity. This environment should have the capability to be integrated with the Participating Entity’s finance system training environment to facilitate training on all procurement processes.*
- *Production Environment – this environment will provide user access to all components, software and functionality as required by the Contract.*

Response requirement:

- **RTM: Tab 4, TECH-63 through TECH-67**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes overall solution components that will meet the Solution Environments objectives and requirements.**

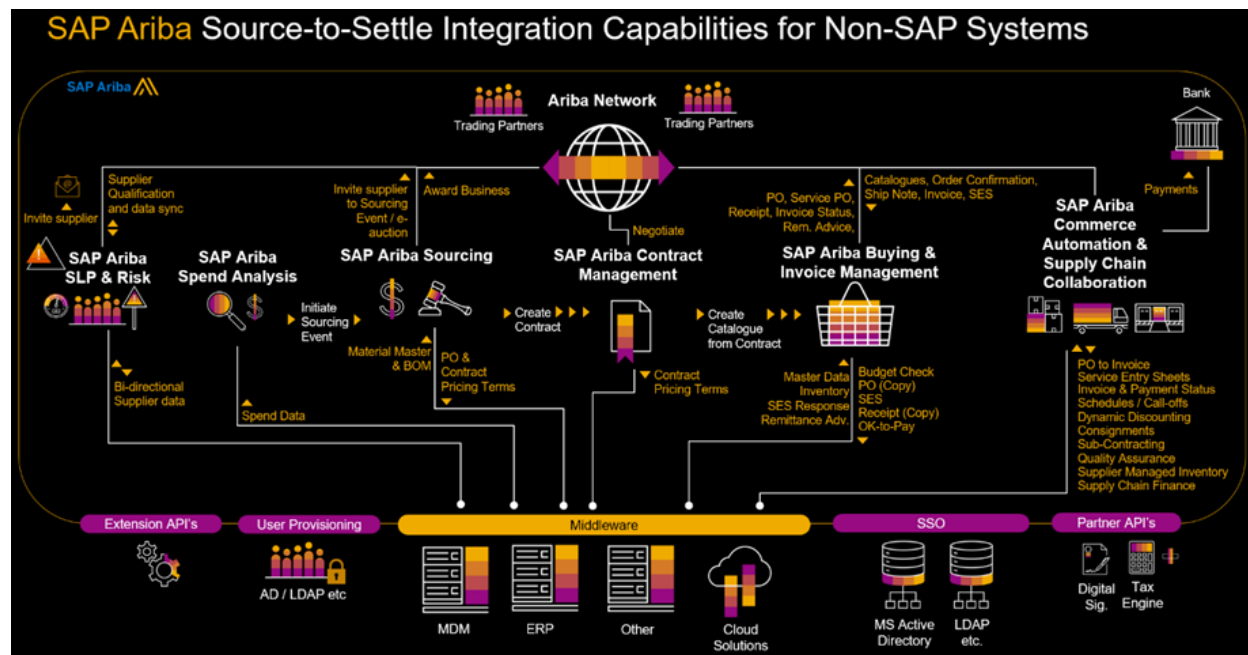
Customers receive two environments by default: production and test. The test environment is used for initial configuration and setup. The production environment is used for production. Additional environment is available for an additional charge.

17. Solution Technical Architecture

Bidders are to provide technical architecture diagrams that provide a pictorial view of application modules/functions and the platform on which they reside, data architecture including common data exchange points with entity legacy applications, vendor's catalogs, and vendor order processing and data integration among Solution modules. Describe the development tools and languages used in developing application modules. Describe the techniques used in developing application modules. Describe the techniques used to exchange data. Identify network architecture components that are shared among customers and components dedicated to the proposed solution.

Response requirement:

- **RTM:** N/A
- **Inline Narrative:** Bidders must provide a detailed narrative response that describes meeting the Solution Technical Architecture objectives and requirements.



18. Solution Network Architecture

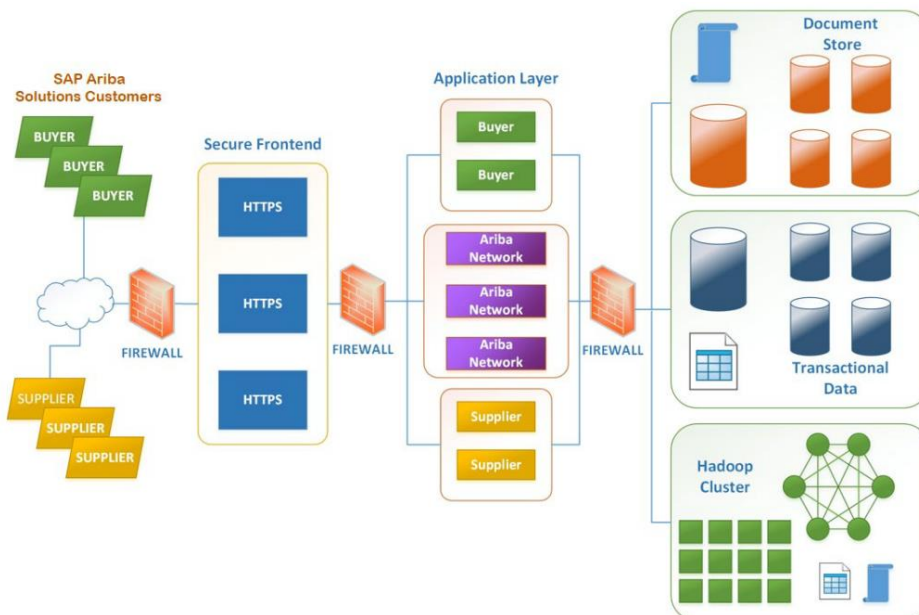
Diagram the network architecture including network configuration, network access point(s) to the Internet, note Internet access bandwidth, internal data center network components, monitoring tools, backup hardware and software, and security hardware and software. Describe the web-hosting center including geographic locations, power, HVAC, floor space, user accessibility, physical security, and level of redundancy. Note that many States will not allow data to be stored outside of the United States. Describe platforms supported (hardware, operating systems, database management) and range of services available (including application management, system integration, benchmarking, high-availability configurations and disaster recovery).

Response requirement:

- **RTM:** N/A
- **Inline Narrative:** Bidders must provide a detailed narrative response that describes meeting the Solution Network Architecture objectives and requirements.

The system is powered by high-performance servers and utilizes a network infrastructure designed for scalability, reliability, and security. The SAP Ariba Operations team is constantly monitoring and maintaining the systems. Redundant load balancing and security firewall devices are inserted between each tier.

The system is powered by high-performance servers and utilizes a network infrastructure designed for scalability, reliability, and security. The SAP Ariba Operations team is constantly monitoring and maintaining the systems. Redundant load balancing and security firewall devices are inserted between each tier.



We maintain the main hardware and software components used to power the system including:

- a) Web servers
- b) Application servers
- c) Database servers

- d) NFS and Block storage subsystems
- e) Load balancers
- f) Switches and routers
- g) Firewalls
- h) Internet connections

We have implemented an n-tier architecture which physically segments web, application and data tiers. The communication protocols used between the systems are TCP/IP-based.

SAP Ariba solution is available only as a SaaS multi-tenant model hosted by us. Our solutions are offered and delivered in a true subscription-based model and shared service (multi-tenant) offering. There is no software to install, no hardware to buy, no maintenance or support costs and no need to hire consultants or tech specialists to run the system.

We deploy and manage the infrastructure. Customers only need a web browser for access. Subscription includes system maintenance, automatic upgrades, enhancements and application of service packs, Level 1- 3 help desk support, professional services and best practices built directly into the application.

Customer have the option of choosing which data center to host the data in, assuming customer would use North American data center all the data will reside only in the North American region.

19. System Development Methodology

Bidders must describe the system development including:

- *How the development methodology ensures quality, long-term flexibility and reuse.*
- *Solution testing processes, tools and methods and how they:*
- *Verify that the Solution meets the business requirements.*
- *Ensure operational reliability.*
- *Ensure quality.*
- *Application, network, and web-host server stress testing to ensure response time and reliability guarantees are met.*
- *Quality assurance program.*
- *Configuration/change management methodologies.*

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the System Development Methodology objectives and requirements.**

Security and privacy are an integral part of our development process to achieve security and privacy by design. Ariba leverages a Secure Software Development cycle (Secure SDC) that is aligned with ISO 27034 principles. This includes:

- Secure code (OWASP Top Ten) training to engineers
- Code review by peers before build cycles
- Static and dynamic code analysis, with load testing for resiliency
- Reviews and approvals at multiple phases for meeting security criteria prior to release to production.

Our quality assurance program is an integral part of the common Product Lifecycle Methodology (PLM), under which all of our software products are developed. The PLM has predefined development phases each with specific activities, deliverables, and success factors. Each phase has non-negotiable entry and exit criteria, for release quality over schedule. Milestone exit is not allowed without meeting the exit criteria cleanly. Exit criteria include defect trends, test case execution/pass rates (both manual and automated), and code review statistics. Each phase has a formal exit review. For all releases, GA sign-off is required by Product Development executive leadership.

Our development process is based on the Agile Scrum Development methodology, which is centered on small, empowered, cross-functional teams called “feature teams” or “scrum teams”. Scrum team members include Development, QA, Solution Management, User Centered Design (UCD), Documentation, and Globalization.

We use the following quality control processes within the common PLM: Technical Reviews, Automated & Manual Testing, Performance, and Stress Testing. We leverage an extensive automation test suite, built on Selenium, which provides consistent, repeatable testing, decreased test time, and more complete testing than relying purely on manual testing. Automation, which is run for every build, also allows us to manage and maintain quality throughout the development lifecycle. In addition to automated testing, we also

execute a comprehensive suite of manual test cases and perform regular ad hoc “group” testing each week.

After a product deploys, defects found by customers are fixed, and an analysis is made of these problems to improve the next release. Production quality metrics are tracked continuously to determine areas for improvement. All releases are fully documented, covering requirements, design, and test approach for all features.

The documented systems development methodology describes the change initiation, software development, change documentation, and approval processes. Changes to applications, which include emergency changes, are subject to change management procedures and require testing and management approval prior to deployment.

Changes to the implementation of hardware, operating system, patches and packages, are subject to change management procedures.

All changes are categorized per impact and risk level assessment according to the guidelines of a routine, standard and emergency change.

Furthermore, standard and emergency changes go through the daily Change Advisory Board (CAB) consisting of domain owners for final confirmation and approvals.

20. Service Level Agreement

Bidders must review and indicate compliance to the attached Service Level Agreement standard. Bidders must also provide a copy of their current standard Service Level Agreement and describe flexibility to adjust to any specific requirements that a Participating Entity may have.

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the objectives and requirements of Data Access.**

Please refer the attachment Service Level Agreement.pdf

C. SECURITY REQUIREMENTS

Bidders proposing a Solution in response to the Functional requirements must respond to all Security Requirements sections in this RFP.

1. Cloud Security Alliance (CSA) Compliance

Bidders must, at a minimum, complete, provide, and maintain a completed CSA STAR Registry Self-Assessment. Bidders must either submit:

- A completed The Consensus Assessments Initiative Questionnaire (CAIQ)
<https://cloudsecurityalliance.org/artifacts/consensus-assessments-initiative-questionnaire-v3-1/>

OR

- Submit a report documenting compliance with Cloud Controls Matrix (CCM)
<https://cloudsecurityalliance.org/artifacts/cloud-controls-matrix-v3-0-1/>

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Cloud Security Alliance Compliance objectives and requirements.**

Please refer to the attached 8969 CSA - CAIQ v.3.0.1.xls

2. Security and Privacy Controls

Bidders must indicate their level of compliance with NIST (SP) 800-53 and identify the actual or equivalent baseline level (low, moderate or high) as defined in Attachment D of the NIST 800-53 publication.

Response requirement:

- **RTM:** N/A
- **Inline Narrative:** *Bidders must provide a detailed narrative response that describes meeting the Security and Privacy Controls objectives and requirements.*

We addressed this in SOC Compliance, we officially not certified for NIST 800-53, we use SOC guidelines.

Please see <https://www.sap.com/sea/about/trust-center/certification-compliance.html>

SAP Ariba is audited and certified by independent third-party auditor PricewaterhouseCoopers (PwC) for compliance with ISAE 3402 SOC1 Type II, SOC2 every six months. A SOC 3 report is issued annually. Upon completion of the audit, an attestation letter is issued, stating our compliance. In addition, our primary hosting facility (Equinix) infrastructure is audited for compliance with SSAE 16 SOC1 Type II, SOC 2 Type II.

The Service Organization Controls report (SOC) is aimed at three different audiences. SOC1 (aimed at financial auditors) is the same type of report as the SAS70 but also includes an attestation letter signed by both our company and the auditor. SOC2 is aimed at IT and security practitioners. The SOC3 is the publicly viewable web seal to show that we have been audited.

Please refer to the following link for our SOC reports: https://www.sap.com/about/trust-center/certification-compliance.html?sort=score_desc&search=SOC&tag=finder-technical:trust-center/solution-area/sap-ariba&tag=software-product-delivery-mode:cloud

Please refer to the following link for SAP Ariba's current Attestation of Compliance: <https://www.sap.com/about/trust-center/certification-compliance/compliance-finder.html?tag=finder-technical:trust-center/document-type/pci-dss>

NOTE: Many of the certifications are available for download on the SAP Trust Center website.

3. Security Certifications

Bidders must list all government, standards organization or third-party security attestations, certifications and credentials it currently holds that apply specifically to the Bidder's proposal, as well as those in process at time of response. Specifically include HIPAA, FERPA, CJIS Security Policy, PCI Data Security Standards (DSS), IRS Publication 1075, FISMA, NIST 800-53, NIST SP 800-171, and FIPS 200 if they apply.

Response requirement:

- ***RTM: N/A***
- ***Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Security Certifications objectives and requirements.***

SAP Ariba solutions demonstrate the information security assurances by complying with industry - recognized standards and regulations. Compliance with the standards are measured through either annual or semiannual audits. Current attestation reports and certificates can be made available upon request.

Please see <https://www.sap.com/sea/about/trust-center/certification-compliance.html>

SAP Ariba is audited and certified by independent third-party auditor PricewaterhouseCoopers (PwC) for compliance with ISAE 3402 SOC1 Type II, SOC2 every six months. A SOC 3 report is issued annually. Upon completion of the audit, an attestation letter is issued, stating our compliance. In addition, our primary hosting facility (Equinix) infrastructure is audited for compliance with SSAE 16 SOC1 Type II, SOC 2 Type II.

The Service Organization Controls report (SOC) is aimed at three different audiences. SOC1 (aimed at financial auditors) is the same type of report as the SAS70 but also includes an attestation letter signed by both our company and the auditor. SOC2 is aimed at IT and security practitioners. The SOC3 is the publicly viewable web seal to show that we have been audited.

Please refer to the following link for our SOC reports: https://www.sap.com/about/trust-center/certification-compliance.html?sort=score_desc&search=SOC&tag=finder-technical:trust-center/solution-area/sap-ariba&tag=software-product-delivery-mode:cloud

In addition, we have attained PCI (Payment Card Industry) - DSS (Data Security Standard) certification as a Level 1 Service Provider and compliance with the Visa USA Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP) program. These programs were created specifically for merchants and service providers who process, store, or transmit cardholder data.

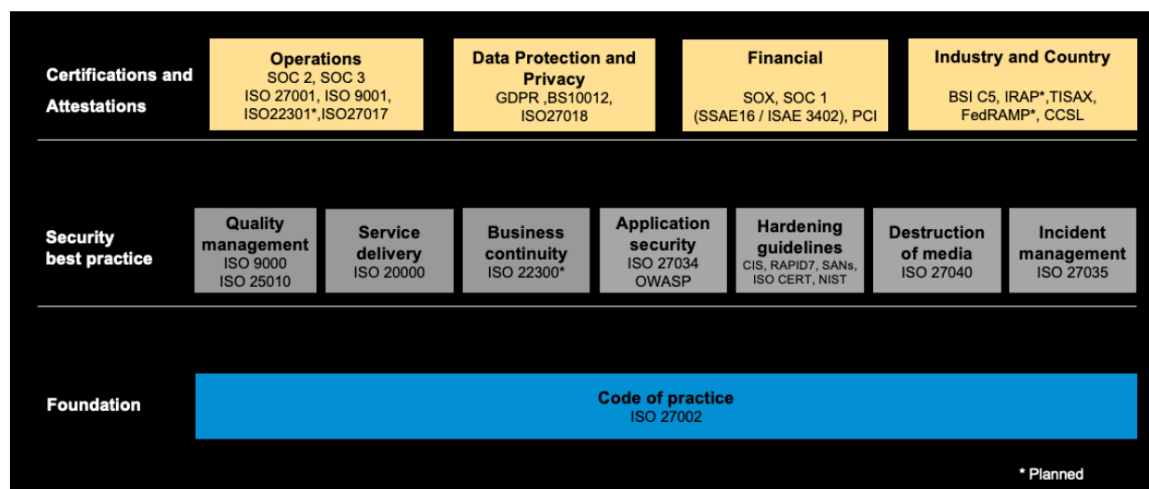
The PCI DSS is a set of comprehensive requirements for enhancing payment account data security which was developed by the founding payment brands of the PCI Security Standards Council, including American Express, Discover Financial Services, JCB International, MasterCard Worldwide and Visa Inc. It was developed to help facilitate the broad adoption of consistent data security measures on a global basis. The PCI DSS is a multifaceted security standard that includes requirements for security management, policies, procedures, network architecture, software design, and other critical protective measures. This comprehensive standard is intended to help organizations proactively protect customer account data. CISP and SDP reflect Visa's and MasterCard's respective longstanding commitment to information security.

Please refer to the following link for SAP Ariba's current Attestation of Compliance: <https://www.sap.com/about/trust-center/certification-compliance/compliance-finder.html?tag=finder-technical:trust-center/document-type/pci-dss>

NOTE: Many of the certifications are available for download on the SAP Trust Center website.

We are not designed to handle HIPAA data. Our solutions are designed Business to business transaction, and we do not support storing HIPAA/PII/Personal data.

The following figures explain the regulations and standards that SAP Ariba solutions comply with, are in the process of certifying, or are attesting this compliance.



4. Annual Security Plan

Upon award Contractors must develop, implement and thereafter maintain annually a Security Plan that is in alignment with the National Institute of Standards and Technology ("NIST") Special Publication (SP) 800-53 (current, published version). Proposals must describe the Security Plan that will be provided and must include/address the following items related to the system and services:

- Security policies;
- Logical security controls (privacy, user access and authentication, user permissions, etc.);
- Technical security controls and security architecture (communications, hardware, data, physical access, software, operating system, encryption, etc.);
- Security processes (security assessments, risk assessments, incident response, etc.);
- Detail the technical specifics to satisfy the following;
- Network segmentation;
- Perimeter security;
- Application security and data sensitivity classification;
- PHI and PII data elements;
- Intrusion management;
- Monitoring and reporting;
- Host hardening;
- Remote access;
- Encryption;
- Participating Entity-wide active directory services for authentication;
- Interface security;
- Security test procedures;
- Managing network security devices;
- Security patch management;
- Detailed diagrams depicting all security-related devices and subsystems and their relationships with other systems for which they provide controls; and
- Secure communications over the Internet.

The Security Plan must detail how security will be controlled during the implementation of the Solution and Services and describe the following:

- High-level description of the program and projects;
- Security risks and concerns;
- Security roles and responsibilities;
- Program and project security policies and guidelines;
- Security-specific project deliverables and processes;
- Security team review and approval process;
- Security-Identity management and Access Control for Bidder and Participating Entity joiners, movers, and leavers;
- Data Protection Plan for personal/sensitive data within the projects;
- Business continuity and disaster recovery plan for the projects;
- Infrastructure architecture and security processes;
- Application security and industry best practices for the projects; and

- *Vulnerability and threat management plan (cyber security)*

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Annual Security Plan objectives and requirements.**

Our Annual security plan are internal facing documents, in lieu of these internal documents we provide, our customers can certify independent SOC audits.

SAP does not attach SOC reports with an RFP. The SOC report can be sent to an individual according to SAP Cloud Audit procedure, and you can initiate this request. Please refer to the following link to request our SOC report: https://www.sap.com/about/trust-center/certification-compliance.html#active_tab=item_1613506554105

5. Secure Application and Network Environment

Bidders must provide a robust boundary security capacity that incorporates generally recognized system hardening techniques. This includes determining which ports and services are required to support access to systems that hold Participating Entity Data, limiting access to only these points, and disable all others.

Proposals must provide, at a minimum, the following details:

- *Use of assets and techniques such as properly configured firewalls, a demilitarized zone for handling public traffic, host-to-host management, Internet protocol specification for source and destination, strong authentication, encryption, packet filtering, activity logging, and implementation of system security fixes and patches as they become available.*
- *Use of two-factor authentication to limit access to systems that contain particularly sensitive Participating Entity Data, such as personally identifiable information.*
- *Assume all Participating Entity Data is both confidential and critical for Participating Entity operations. Confirm that Bidders security policies, plans, and procedure for the handling, storage, backup, access, and, if appropriate, destruction of Participating Entity Data will be commensurate to this level of sensitivity unless the Participating Entity instructs the Bidders otherwise in writing.*
- *Appropriate intrusion and attack prevention and detection capabilities. These capabilities must track unauthorized access and attempts to access Participating Entity Data, as well as attacks on the Bidder's infrastructure associated with the Participating Entity Data. Further, Bidders must monitor and appropriately address information from its system tools used to prevent and detect unauthorized access to and attacks on the infrastructure associated with the Participating Entity Data.*
- *Use of appropriate measures to ensure that Participating Entity Data is secure before transferring control of any systems or media on which Participating Entity Data is stored. The method of securing the Participating Entity Data must be appropriate to the situation and may include secure overwriting, destruction, or encryption of the Participating Entity Data before transfer of control. The transfer of any such system or media must be reasonably necessary for the performance of the Bidder's obligations under this Contract.*
- *Security controls, both physical and virtual Zones of Control Architectures (ZOCA), used to isolate hosted servers.*
- *A business continuity plan in place that the Bidder tests and updates at least annually. The plan must address procedures for response to emergencies and other business interruptions. Part of the plan must address backing up and storing data at a location sufficiently remote from the facilities at which the Bidder maintains Participating Entity Data in case of loss of Participating Entity Data at the primary site. Bidders backup solution must include plans to recover from an intentional deletion attempt by a remote attacker with compromised administrator credentials (e.g., keeping periodic copies offline, or in write-only format).*

The plan also must address the rapid restoration, relocation, or replacement of resources associated with the Participating Entity Data in the case of a disaster or other business interruption. Bidders business continuity plan must address short- and long-term restoration, relocation, or replacement of resources that will ensure the smooth continuation of operations related to the Participating Entity's Data. Such resources may include, among others, communications, supplies, transportation, space, power and environmental controls, documentation, people, data, software, and hardware. Bidders also must provide for reviewing, testing, and adjusting the plan on an annual basis.

- *Prohibit Participating Entity Data to be loaded onto portable computing devices or portable storage components or media unless necessary to perform its obligations under an associated Participating Entity agreement. If necessary, for such performance, the Bidder may permit Participating Entity Data to be loaded onto portable computing devices or portable storage components or media only if adequate security measures are in place to ensure the integrity and security of the Participating Entity Data. Those measures must include a policy on physical security for such devices to minimize the risks of theft and unauthorized access that includes a prohibition against viewing sensitive or confidential data in public or common areas. In addition, all Participating Entity data on portable media shall be encrypted.*
- *Ensure that portable computing devices utilized by the Contractor have anti-virus software, personal firewalls, and system password protection. In addition, describe the encryption of Participating Entity Data when stored on any portable computing or storage device or media or when transmitted from them across any data network.*
- *Maintain an accurate inventory of all portable computing devices and the individuals to whom they are assigned.*

Response requirement:

- ***RTM: N/A***
- ***Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Secure Application and Network Environment compliance objectives and requirements.***

Boundary Protection: SAP Ariba provides 24/7 monitoring from a SOC as part of the service.

All devices are under continuous monitoring, comparing their running configuration to an approved stored configuration.

The management software provides logging at the system, network, and application levels where both informational and exception data is tracked. The systems maintain a system log of related information and the firewall generates logs via syslog as well. The application generates an extensive amount of informational logs when a client authenticates, sends a notification, changes a configuration, etc.

The application also generates logs and alerts when exceptions occur.

Audit logs are maintained on the hosting network monitoring system. There are audit logs generated from the web server; monitoring is automated, and alerts are sent to operations personnel. While monitoring of audit logs is automated, alerts are sent to operations staff when an issue is detected, operations staff regularly review audit logs.

A firewall separates the SAP Ariba corporate network from SAP Ariba cloud solution infrastructure.

Therefore, unauthorized SAP Ariba employees cannot access SAP Ariba cloud solutions data from the SAP Ariba corporate network infrastructure. Access is limited to specific roles or functions within the SAP Ariba Cloud Engineering Services team. Additionally, access is managed on an “exception” basis whereby personnel need clearance to be authorized. Access is time-limited, after which time re-authentication is required.

Authentication: SAP users are required to log on via jump hosts to the cloud customer systems using 2-factor authentication (user name, password and a token) compliant to SAP security policies.

Only certified representatives of SAP Ariba have access to SAP Ariba computers within the data centers. These data centers adhere to strict security procedures enforced by guards, surveillance cameras, motion detectors, biometrics access control, and other measures to prevent equipment and data center facilities from being compromised. Access history is recorded for audit purposes.

Security Plans and Policies: SAP Ariba has an internal security policy and various processes and procedures that are outlined in documents that are managed, updated and adhered to by the SAP Ariba Cloud Engineering Services team. These documents include descriptions of processes to follow for database recovery, database extracts, and other systems maintenance tasks.

Unauthorized Access: All devices are under continuous monitoring, comparing their running configuration to an approved stored configuration.

The management software provides logging at the system, network, and application levels where both informational and exception data is tracked. The systems maintain a system log of related information and the firewall generates logs via syslog as well. The application generates an extensive amount of informational logs when a client authenticates, sends a notification, changes a configuration, etc.

The application also generates logs and alerts when exceptions occur.

Audit logs are maintained on the hosting network monitoring system. There are audit logs generated from the web server; monitoring is automated, and alerts are sent to operations personnel. While monitoring of audit logs is automated, alerts are sent to operations staff when an issue is detected, operations staff regularly review audit logs.

We are committed to the security and integrity of customer information. We utilize security measures to protect against the loss, misuse or alteration of the information under our control. To prevent unauthorized access, maintain data accuracy, and facilitate the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect within the solution.

Please request the SAP Cloud Security Framework document that covers all SAP Cloud products for more detail.

From time to time, security-related white papers are also available to customers and prospects offering further detail regarding our approach to secure architecture. Customers are able to review the SAP Ariba SOC II report issued by our independent third party auditor, which offers great detail as to the security controls in place for the SAP Ariba cloud applications.

We use internally developed file integrity monitoring within the production network.

Maintenance Tools:

Equipment removal is required to be managed using both an internal ticketing system as well as a data center ticketing system for process control, audit and tracking purposes.

(a) Verifying that there is no organizational information contained on the equipment;
All items of equipment containing storage media are verified to ensure that any sensitive data and licensed software has been removed or securely overwritten prior to disposal or re-use.
SAP deletes the logical volumes, which will cause the storage device to re-use the storage space and overwrite the customer data. By deleting the logical volumes, customer data may not be accessed or extracted.

If hardware is removed from data centers a physical decommissioning process is applied. When an IaaS provider is used, processes for secure disposal of storage devices are managed by the infrastructure service provider.

(b) Sanitizing or destroying the equipment.
We have a documented policy and procedures for the secure destruction of confidential or sensitive data. Our data disposal practices are aligned with the NIST 800-88 standards for clearing, sanitizing and data destruction to prevent data remanence prior to retiring or allowing storage media outside of our security envelope.

(c) Retaining the equipment within the facility; or
Equipment is located to minimize unnecessary access into work areas. Information processing facilities handling sensitive data are positioned carefully to reduce the risk of information being viewed by unauthorized persons during their use. Storage facilities are secured to avoid unauthorized access. Items requiring special protection are safeguarded to reduce the general level of protection required.

Controls are adopted to minimize the risk of potential physical and environmental threats, e.g. theft, fire, explosives, smoke, water (or water supply failure), dust, vibration, chemical effects, electrical supply interference, communications interference, electromagnetic radiation and vandalism.

- Business Continuity Plan: SAP Ariba's disaster recovery plan is updated at least annually. The company uses a variety of techniques to provide assurance that the plan will operate in real life. These include table-top testing of various scenarios (discussing the business recovery arrangements using example interruptions), simulations (particularly for training people in their post-incident/crisis management roles), technical recovery testing (so information systems can be restored effectively), testing recovery at an alternate site (running business processes in parallel with recovery operations away from the main site), tests of supplier facilities and services (so that externally provided services and products will meet the contracted commitment) and complete rehearsals (testing that our personnel, equipment, facilities, and processes can cope with interruptions).

Portable device: Portable media storage is not permitted in the production environment. Logical access to systems within the production environment is only allowed through role based and attributes-based tools and established bastion hosts under Operations control. Physical access to the servers and devices within the production environment where customer solution data is received processed and stored is under audited controls and all logical access to the environment by high privilege users is key shell logged for forensics and monitoring.

SAP maintains a strict BYOD policy where all devices must be activated and brought under the control of the corporate security and MDM system before being allowed to be connected to the corporate network or a corporate device.

All corporate laptops are whole disk encrypted. All approved portable devices are encrypted and have a phone home capability which allows them to be wiped remotely.

Portable media storage is not permitted in the production environment. Logical access to systems within the production environment is only allowed through role based and attributes based tools and established bastion hosts under Operations control. Physical access to the servers and devices within the production environment where customer solution data is received, processed and stored is under audited controls and all logical access to the environment by high privilege users is key shell logged for forensics and monitoring.

6. Secure Application and Network Access

Access to the Solution, Solution infrastructure and Participating Entity systems/networks must employ secure data transmission protocols, including the secure sockets layer (SSL) protocol and public key authentication, signing and encryption. Bidders must identify the encryption and non-repudiation services that will be in place for any remote solution access, such as Secure Multipurpose Internet Mail Extensions (S/MIME) and digital certificates with the provided PKI.

Bidders must identify the secure (e.g., non-clear text and authenticated) standardized network protocols used for the import and export of data and to manage the service, and proposals shall also document the relevant interoperability and portability standards that are involved.

Bidders must identify custom changes made to any hypervisor in use and all solution-specific virtualization hooks available for customer review.

Bidders must describe the security practices in place to secure applications, including threats from outside the service center as well as other customers co-located within the same service center.

Bidders must describe security audit logging in place on information systems, including computers and network devices. Details must include, but are not limited to:

- *Logging process including the types of services and devices (e.g. computers, network devices) logged;*
- *The event types logged; and*
- *The information fields logged.*

Bidders must describe security procedures (background checks, foot printing logging, etc.) which are in place regarding Bidder's employees who have access to sensitive data.

Response requirement:

- **RTM: Tab 5, SEC-1 through SEC-6**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Security Application and Network Access objectives and requirements.**

Both data at rest as well as data in transit are encrypted. We encrypt sensitive data elements stored in the databases using minimum 256-bit AES (Advanced Encryption Standard) encryption. AES is the federal standard for data encryption. Encryption technology is also applied for the client connection to the Web site (Transport Layer Security (TLS) min v1.2 and preferred v1.2) and to the hosted application passwords in storage. Customer user passwords are one way hashed using SHA256 and salted with random data. Limited SAP Ariba Operations personnel have data query access and monitoring rights for the SAP Ariba hosting program.

SAP utilizes encryption to protect the confidentiality and integrity of information. SAP and its business must identify requirements for the use of encryption and the protection of encryption keys. Encryption must be used in compliance with applicable contractual agreements, legislation, and regulations. SAP Cloud systems are configured to use secure communication in accordance with the protection requirement of the transmitted information. Suitable measures for securing the exchange of information are used. For strong encryption methods and keys, SAP uses at least a 128-bit symmetric key or a 2,048-bit asymmetric key, as well as strong and internationally recognized cryptographic algorithms. SAP Cloud storage systems

processing sensitive data employ data at rest encryption. Operated storage devices in SAP managed data centers offer data-at-rest encryption or self-encrypting drives, which encrypt data “on the fly” while stored on disks. An encryption key is stored on the service processor or an external key management server. SAP laptops and workstations must have a corporate image and an encrypted hard drive installed.

Portable device: Portable media storage is not permitted in the production environment. Logical access to systems within the production environment is only allowed through role based and attributes-based tools and established bastion hosts under Operations control. Physical access to the servers and devices within the production environment where customer solution data is received processed and stored is under audited controls and all logical access to the environment by high privilege users is key shell logged for forensics and monitoring.

SAP maintains a strict BYOD policy where all devices must be activated and brought under the control of the corporate security and MDM system before being allowed to be connected to the corporate network or a corporate device.

All corporate laptops are whole disk encrypted. All approved portable devices are encrypted and have a phone home capability which allows them to be wiped remotely.

Portable media storage is not permitted in the production environment. Logical access to systems within the production environment is only allowed through role based and attributes based tools and established bastion hosts under Operations control. Physical access to the servers and devices within the production environment where customer solution data is received, processed and stored is under audited controls and all logical access to the environment by high privilege users is key shell logged for forensics and monitoring.

- Custom Changes: Security and privacy are an integral part of our development process to achieve security and privacy by design. Ariba leverages a Secure Software Development cycle (Secure SDC) that is aligned with ISO 27034 principles. This includes:
 - Secure code (OWASP Top Ten) training to engineers
 - Code review by peers before build cycles
 - Static and dynamic code analysis, with load testing for resiliency
 - Reviews and approvals at multiple phases for meeting security criteria prior to release to production.
- Access Control: We are committed to the security and integrity of customer information. We utilize security measures to protect against the loss, misuse or alteration of the information under our control. To prevent unauthorized access, maintain data accuracy, and facilitate the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect within the solution.

Please request the SAP Cloud Security Framework document that covers all SAP Cloud products for more detail.

From time to time, security-related white papers are also available to customers and prospects offering further detail regarding our approach to secure architecture. Customers are able to review the SAP Ariba SOC II report issued by our independent third party auditor, which offers great detail as to the security

controls in place for the SAP Ariba cloud applications. Visitors are screened upon entry to verify identity, and escorted to appropriate locations.

- Physical Access Control: Only certified representatives of SAP Ariba have access to SAP Ariba computers within the data centers. These data centers adhere to strict security procedures enforced by guards, surveillance cameras, motion detectors, biometrics access control, and other measures to prevent equipment and data center facilities from being compromised. Access history is recorded for audit purposes.

The Equinix Data Center utilizes an array of security equipment, techniques, and procedures to control, monitor, and record access to the facility, including customer cage areas. All areas of the center are monitored and recorded using CCTV, and all access points are controlled. The Data Center is staffed with 24-hour security officers.

- Security Incident and Event Logging
SAP Ariba solutions implements a dedicated appliance to provide security analytics and to meet compliance requirements with SIEM in production environments. A SIEM is classified as a “security information and event management” utility. This is a collection of hardware and software processes that ingest information from logs, net flow, and additional security services as needed. The sensors are deployed throughout the network to collect logs and monitor network traffic. This provides the five essential security capabilities – behavioral monitoring, SIEM, intrusion detection, asset discovery, and vulnerability assessment – for complete visibility.
- The SIEM server aggregates and correlates information that the sensors gather and provides single-pane-of-glass management, reporting, and administration.
- Background checks: Our hiring procedures include a comprehensive screening of the candidates for key positions and consideration of whether the verified credentials are commensurate with the proposed position. New personnel are selected according to the criteria specified in dedicated job descriptions and offered employment subject to background checks and reference validation, according to the legislation applicable in the employee's country of residence. The background checks are performed by an external party. In case, the consent to performing the background check is not provided by the respective employees, the HR department performs follow-up activities to ensure completion of the background check

7. Data Security

Bidders must demonstrate due diligence to ensure computer and telecommunications systems and services involved in storing, using, or transmitting Participating Entity Data are secure and protect Participating Entity data from unauthorized disclosure, modification, use or destruction.

Bidders must provide details that address the following:

- *Describe security practices in place to secure/protect data and applications, including threats from outside the service center as well as other customers co-located within the same service center.*
- *Describe risk management techniques that balance the need for security measures against the sensitivity of Participating Entity data.*
- *Describe how it intends to comply with all applicable laws and related to data privacy and security.*
- *Describe how user accounts or data will not be accessed, except in the course of data center operations, response to service or technical issues, as required by the express terms of the Master Agreement, the applicable Participating Addendum, and/or the applicable Service Level Agreement.*
- *Describe data confidentiality standards and practices that are in place to ensure data confidentiality. This must include not only prevention of exposure to unauthorized personnel, but also managing and reviewing access that administrators have to stored data. Include information on your hardware policies (laptops, mobile etc).*
- *Describe the security measures and standards (e.g. NIST) which the Bidder has in place to secure the confidentiality of data at rest and in transit.*
- *Describe how it will only use data for purposes defined in the Master Agreement, participating addendum, or related service level agreement. Contractors shall not use the government data or government related data for any other purpose including but not limited to data mining. Bidders, or their subcontractors, shall not resell nor otherwise redistribute information gained from its access to the data received as a result of this RFP.*
- *Describe the method by which you dispose of data following completion of any contract services.*

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Data Security objectives and requirements.**

All customer data received, processed and stored within the solution is classified as highly confidential and is subject to confidentiality terms based upon our agreements with customers. We access customer information only to debug based on customer request.

Access to information must be based on business requirement using the principle of least privilege. Employees and external parties must have access only to the information they require to carry out their work and are responsible for protecting information and assets to prevent unauthorized access, disclosure, modification, removal, destruction, and improper use.

Access granted to SAP information systems from internal and external parties requires the implementation of authorization and authentication access controls that are proportional to the associated risk.

Formal processes have been established to:

- Prevent unauthorized access
 - Detail user access registration and deregistration
 - Detail user access provisioning
 - Restrict and control privileged access rights
 - Establish the intervals for user access rights reviews
 - Ensure removal of access rights upon users' termination of employment, contract, or agreement
 - Restrict and control the use of utility programs that can override system and application controls
 - Restrict access to program source code
 - Control access to systems and applications, where required, by a secure log on procedure
 - Hold all users of SAP systems accountable for safeguarding their authentication information
 - Ensure passwords meet established complexity requirements
 - Manage access for external parties
-
- Encryption: Both data at rest as well as data in transit are encrypted. We encrypt sensitive data elements stored in the databases using minimum 256-bit AES (Advanced Encryption Standard) encryption. AES is the federal standard for data encryption. Encryption technology is also applied for the client connection to the Web site (Transport Layer Security (TLS) min v1.2 and preferred v1.2) and to the hosted application passwords in storage. Customer user passwords are one way hashed using SHA256 and salted with random data. Limited SAP Ariba Operations personnel have data query access and monitoring rights for the SAP Ariba hosting program.
 - Agreement: Our solutions are designed to collect process and store Moderate Business Impact information for individuals. We identify Moderate Business Impact Data as personal contact information such as but not limited to business name, business address, business email, business telephone number or IP address. The Ariba Data Policy and Privacy Statement prohibits use of the solutions for processing sensitive personal data. Customers may not use Ariba Cloud Services for storing Sensitive Personal Information or to send documents over the Service containing such information except in limited cases documented by Ariba, where such information is stored in encrypted form, such as storage of credit card numbers in fields designated for such use. Ariba's customers are responsible for complying with laws regarding other basic personal information that might be submitted to Ariba Cloud Services though Ariba takes steps in that regard as well.

The Ariba Data Policy and Privacy Statement provides notice of our privacy practices as they relate to the Ariba solutions and needs to be accepted by users prior to use of Ariba solutions. Please refer to the following URL for further details: <https://www.sap.com/about/cloud-trust-center/cloud-service-level-agreements.html>. For new contracts, the Ariba Privacy Statement is not incorporated into the contract and is more akin to documentation and a means of providing further detail and notice to users regarding use of cookies and the scope and types of personal data processed in Ariba solutions. Nothing in the notice is intended to conflict with the contractual covenants that we make to the customer organization.

In the Ariba Privacy Statement itself it says this with the intent to clarify that relationship: Ariba, an SAP company, offers products and services in the business-to-business market sector. As such, when Ariba collects information about an individual (that is, personal information), it is generally only related to that person's role at his or her company, and is not related to him/her as a private person or as an

individual consumer. This document describes Ariba's policy for handling, processing, storing, and otherwise treating personal information submitted to certain Solutions (defined below) and works in conjunction with the agreement between Ariba and each Ariba customer by offering further detail regarding such data processing activities. It also provides notice to individual users about the choices available to users and how users can access and update personal information about them. "Ariba" means Ariba, Inc., its parent companies and affiliates.

The DPA is the primary document relating to data protection. SCC control in case of conflict with the DPA. The DPA and the DPA clarification section in the Ariba Supplemental Terms have drawn key terms from the Ariba Data Policy and Privacy Statement, e.g. Prohibition on Sensitive Personal Information, Tracking and Handling of Cookies, Visibility of data within a solution, Data Retention, Mergers, Consent, Transfer, Correcting Account Info and Disclosure to third parties as it relates to governments.

Ariba supports data protection and privacy following the European Union model and includes the DPA in its agreements with subscribers. SAP agreements (including the DPA) address the requirements of the EU Data Protection Directive as implemented by the EU Member States in local law. The SCC are governed by the law of the EU country where the customer or entity providing the data is established. The DPA is based on German law and allows that the country law will apply for the customer's EEA (adequacy country) affiliates. German law applies to non-EEA affiliates. For other countries (e.g. Argentina), the customer decides if our terms will suffice for that country.

As regional privacy law issues come up, such as the handling of cookies in the EU, we review our services and work to adjust the services as necessary to achieve compliance as our goal is to service customer globally. The Privacy/Cookie notice presented to individual users for the Ariba solutions serves primarily to meet our obligations in certain countries of providing notice of privacy practices and cookie use. In some cases, a customer may wish to utilize their privacy policy and they could either:

- Provide their policy to their users before allowing them access to the Ariba system; or,
- Ariba can agree by contract that our Privacy Policy (that appears to users when they first log in) is only notice/documentation and that the Customer's policy controls their user interaction with the Ariba system.

Maintenance Tools:

Equipment removal is required to be managed using both an internal ticketing system as well as a data center ticketing system for process control, audit and tracking purposes.

(a) Verifying that there is no organizational information contained on the equipment;

All items of equipment containing storage media are verified to ensure that any sensitive data and licensed software has been removed or securely overwritten prior to disposal or re-use.

SAP deletes the logical volumes, which will cause the storage device to re-use the storage space and overwrite the customer data. By deleting the logical volumes, customer data may not be accessed or extracted.

If hardware is removed from data centers a physical decommissioning process is applied. When an IaaS provider is used, processes for secure disposal of storage devices are managed by the infrastructure service provider.

(b) Sanitizing or destroying the equipment.

We have a documented policy and procedures for the secure destruction of confidential or sensitive data. Our data disposal practices are aligned with the NIST 800-88 standards for clearing, sanitizing and data destruction to prevent data remanence prior to retiring or allowing storage media outside of our security envelope.

(c) Retaining the equipment within the facility; or

Equipment is located to minimize unnecessary access into work areas. Information processing facilities handling sensitive data are positioned carefully to reduce the risk of information being viewed by unauthorized persons during their use. Storage facilities are secured to avoid unauthorized access. Items requiring special protection are safeguarded to reduce the general level of protection required.

Controls are adopted to minimize the risk of potential physical and environmental threats, e.g. theft, fire, explosives, smoke, water (or water supply failure), dust, vibration, chemical effects, electrical supply interference, communications interference, electromagnetic radiation and vandalism.

8. Personally Identifiable Information Protection

The Solution must protect Personally Identifiable Information (PII). Proposals must provide details on how PII is protected and compliance with Federal PII, HIPAA and European General Data Protection Regulation (GDPR) requirements including, but not limited to:

- United States Code 42 USC 1320d through 1320d-8 (HIPAA);
- Code of Federal Regulations, 42 CFR 431.300, 431.302, 431.305, 431.306, 435.945,45 CFR164.502 (e) and 164.504 (e); and
- IRS Publication 1075, Tax Information Security Guidelines for Federal, Participating Entity and Local Agencies.

Bidders must

- Maintain in confidence any personally identifiable information ("PII") it may obtain, maintain, process, or otherwise receive from or through the Participating Entity;
- Not sell, rent, lease or disclose, or permit its employees, officers, agents, and independent Bidders to sell, rent, lease, or disclose, any such PII to any third party, except as permitted under this Contract or required by applicable law, regulation, or court order;
- Take all commercially reasonable steps to (a) protect the confidentiality of PII received from the Participating Entity and (b) establish and maintain physical, technical and administrative safeguards to prevent unauthorized access by third parties to PII received by Bidders from the Participating Entity;
- Give access to and use of PII only to those individual employees, officers, agents, and independent Bidders who reasonably require access to such information in connection with the performance of Bidder's obligations under an associated Participating Entity agreement;
- Upon request by the Participating Entity, promptly destroy or return to the Participating Entity in a format designated by the Participating Entity all PII received from the Participating Entity;
- Cooperate with any attempt by the Participating Entity to monitor Bidder's compliance with the foregoing obligations as reasonably requested by the Participating Entity from time to time;
- Establish and maintain data security policies and procedures designed to ensure the following:
 - o Security and confidentiality of PII;
 - o Protection against anticipated threats or hazards to the security or integrity of PII; and
 - o Protection against the unauthorized access to, disclosure of or use of PII.

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the PII Protection objectives and requirements.**

We are not designed to handle HIPAA data. Our solutions are designed Business to business transaction, and we do not support storing HIPAA/PII/Personal data. For example: SSN, Personal Banking information etc.

9. Security/Privacy Issue Occurrence

In the occurrence of any security or privacy issue with the provided Solution and/or Services, whether detected by the Participating Entity, a Participating Entity auditor or the Contractor, the Contractor must:

- *Notify the Participating Entity of the issue or acknowledge receipt of the issue within two (2) hours;*
- *Within forty-eight (48) hours from the initial detection or communication of the issue from the Participating Entity, present a potential exposure or issue assessment document to the Participating Entity Account Representative and the Participating Entity Chief Information Security Officer with a high-level assessment as to resolution actions and a plan;*
- *within four (4) calendar days, and upon direction from the Participating Entity, implement to the extent commercially reasonable measures to minimize the Participating Entity's exposure to security or privacy until such time as the issue is resolved; and*
- *upon approval from the Participating Entity implement a permanent repair to the identified issue at the Bidder's cost.*

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Security/Privacy Issue Occurrence objectives and requirements.**

We can provide a general overview of our incident response procedures but our full documentation is confidential. All of our security processes and procedures are audited by a third party every six months for ISAE 3402 assurance. We also hold PCI DSS certification. The intent of the following is to describe in a broad manner the actions we take in regard to security incidents, their management, tracking and communications in regard to internal policies and procedures.

We have an established security incident plan based on internally-developed policies and procedures where documented results of all security incidents occurring during the six month audit period are reviewed and evaluated against the Trust Services Principles of ISAE 3402 and the PCI DSS standards as appropriate.

Upon notification of a security incident, a documentation trail is begun by the InfoSec department and an internal ticket is created as the record of reference. The lead security manager calls a meeting including all personnel required to contain and reduce risk and impact appropriate to the nature of the incident.

Tasks are assigned with milestones to be met to validate and determine extent of the incident. Communication is made to the Privacy & Security Board to alert principal membership and foster internal cooperation and awareness. An appropriate communication channel to affected customer(s) is determined based on how we were notified of the incident, i.e. from a customer, from an internal report or from a third party report. Communication is made to affected customer(s) to include the nature of the incident, actions taken to contain the incident and potential effects of actions if any, in regard to sustained business process and availability of the system.

Any workarounds or hot fixes necessary in the solutions are communicated and scheduled reporting to the customer(s) is established with an identified single point of contact within our company. Based on the

nature of the incident, if required, legal counsel present at initial risk & impact meeting, will assist in communicating with law enforcement contacts. The customer is kept informed of the milestones met and at scheduled intervals until the incident is fully contained and no further risk and impact perceived. All incidents are required to be internally managed by InfoSec to include tracking and review on a weekly basis and evaluation of the actions taken in regard to our security concept.

All incident reports are presented to and reviewed by the Privacy & Security Board and are formally closed with discussion and evaluation to determine what actions can be taken to prevent similar incidents. Depending on the nature of the incident and impact to customer(s), security incidents are not formally closed by the board until all affected customers are made aware of the incident and appropriate measures to remediate the initial threat are formally communicated.

10. PII Data Actual/Attempted Access or Disclosure

If the security or privacy issue is determined to be an actual, attempted or suspected theft of, accidental disclosure of, loss of, or inability to account for any PII by Contractor or any of its sub-contractors (collectively "Disclosure") and/or any unauthorized intrusions into Contractor's or any of its sub-contractor's facilities or secure systems (collectively "Intrusion"), Contractor must additionally:

- *Notify the Participating Entity within two (2) hours of the Bidder becoming aware that the issue was of the unauthorized Disclosure or Intrusion;*
- *Investigate and determine if an Intrusion and/or Disclosure has occurred;*
- *Fully cooperate with the Participating Entity in estimating the effect of the Disclosure and/or Intrusion's effect on the Participating Entity and fully cooperate to mitigate the consequences of the Disclosure or Intrusion;*
- *Make a report to the Participating Entity including details of the Disclosure and/or Intrusion and specify the corrective action to be taken;*
- *Take corrective action to prevent further Disclosure and/or Intrusion; and*
- *In the case of a Disclosure, cooperate fully with the Participating Entity to notify the effected persons as to the fact of and the circumstances of the Disclosure of the PII. Additionally, Bidder must cooperate fully with all government regulatory agencies and/or law enforcement agencies having jurisdiction to investigate a Disclosure and/or any known or suspected criminal activity.*

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the PII Data Actual/Attempted Access or Disclosure objectives and requirements.**

Please see above (Security/Privacy Issue Occurrence), any breach or accidental exposure PII data will also consider as a security incident and same above protocol would follow.

11. Security Breach Reporting

If the security issue is determined to be an actual security breach that may have compromised Participating Entity Data that is not PII, the Contractor must additionally:

- *Notify the Participating Entity within two (2) hours of the Contractor becoming aware of the breach. In the case of a suspected breach, the Contractor must notify the Participating Entity in writing of the suspected breach within twenty-four (24) hours of the Bidder becoming aware of the suspected breach.*
- *Fully cooperate with the Participating Entity to mitigate the consequences of such a breach/suspected breach. This includes any use or disclosure of the Participating Entity Data that is inconsistent with the terms of this Contract and of which the Contractor becomes aware, including but not limited to, any discovery of a use or disclosure that is not consistent with this Contract by an employee, agent, or sub-contractor of the Contractor.*
- *Give the Participating Entity full access to the details of the breach/suspected breach and assist the Participating Entity in making any notifications to potentially affected people and organizations that the Participating Entity deems are necessary or appropriate. Bidders must document all such incidents/suspected incidents, including its response to them, and make that documentation available to the Participating Entity on request.*

Response requirement:

- **RTM: N/A**
- **Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Security Breach Reporting objectives and requirements.**

Please refer Security/Privacy Issue Occurrence.

2. Video Demonstrations

In their proposal submissions, Bidders are to provide a link to a recorded video demonstration of the product(s)/service(s) they are proposing in their submissions. These demonstrations are to be no more than 45 minutes in length. Video demonstrations should provide evaluators with a supplementary, visual depiction of the content of the Bidder's proposal and demonstrate the real-time functionality/capabilities and features of the Bidders' system/services. Bidders are wholly responsible for ensuring the links provided are working and their videos are accessible to evaluators. Bidders who fail to provide a video recording or whose video recordings cannot be accessed by evaluators may have their scores negatively impacted. In addition to the above, the State reserves the right to request additional live or recorded demonstrations of a product or service as may be necessary to clarify the contents of a specific Bidder's proposal.

Carahsoft has included a link below to view and download SAP's video demonstrations (please find the download option in the top right corner of the dropbox page). We are requesting that this be kept confidential.

https://www.dropbox.com/s/26npttfd09h6693/State%20of%20Maine%20eProcurement%20Video_SAP.mp4?dl=0