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National Association of State Procurement Officials

LSI Consulting FILE III Response to NASPO
State of Maine RFP202102021
eProcurement Solutions and Services

Due August 4, 2021 11:59pm EST



LSI, an Invenio Company

Innovative Solutions for the Public Enterprise



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Transmittal Letter

August 4, 2021

Chad Lewis
Division of Procurement Services
Burton M. Cross Building, 4th Floor
111 Sewall Street, 9 State House Station
Augusta, ME 04333-0009

RE: eProcurement Solutions and Services RFP 202102021

Dear Mr. Lewis and Project Leadership,

Labyrinth Solutions, Inc. d/b/a LSI Consulting (hereafter, "LSI") appreciates the opportunity to respond to the State of Maine's (hereafter, "State") Request for Proposal for eProcurement Solutions and Services.

At LSI we firmly believe that our customers are our best asset, and we strive to support our customers in the best way possible by helping them continuously meet and exceed their organization's goals while aligning with IT strategy. We are very excited to offer the State SAP solutions within the SAP Ariba platform by way of assessing your current state procurement processes next to a desired future state. The SAP Ariba eProcurement solution is a fully integrated, fully digital, end to end platform designed to manage all of your procurement processes discussed in the RFP.

As an Official Gold Partner of SAP for Implementation and Development Services, LSI is the key Solutions Implementor Go-To-Market partner across the entire spectrum of SAP Solutions including SAP Ariba for end to end Procurement in the Cloud. LSI Consulting has provided product design, training design and delivery, organizational change management, and implementation consulting services for SAP customers since the establishment of SAP Public Services Inc. We are frequently referred to within SAP circles as the Go-To-Market partner for all SAP Solutions for State, County, City, Education, and Healthcare customers across North America.

SAP is the leading provider of enterprise application software worldwide. We at LSI are taking the lead in applying next level technologies to enable the SAP Intelligent Enterprise as we partner with many leading Public Sector organizations including City, State, and Federal government agencies, (i.e.: State of Nevada, San Diego County, City of Phoenix), Higher Education institutions (i.e.: Penn State University, MIT, Duke), Healthcare, Utilities and more.

LSI is submitting our RFP response as a part of our Partner Managed Cloud (PMC). This offering allows our organization to provide the State the recommended SAP eProcurement Solution a single

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procurement contracting and execution experience created specifically for State and Local Government as well as other Public Sector Markets in the U.S. The PMC model allows for convenient and long term contracting, additional discounts and secure cloud computing. As a **Pinnacle Award Winner across North America** for this PMC program, LSI has the ability to provide several differentiated, value-add based attributes we can deliver to your organization.

No two Public Sector organizations are exactly alike. Each one has unique needs and workflows that can benefit from LSI's expertise in public sector SAP solutions. SAP Ariba can streamline procurement processes organization-wide in a cost effective, scalable way that enables you to better deliver on your key strategic initiatives. SAP engineers solutions to fuel innovation, foster development, and spread opportunity across borders and cultures all in the pursuit of making the world run better and improving people's lives.

LSI is uniquely qualified to provide the proposed SAP Ariba eProcurement Solution to the State for the following reasons:

LSI Consulting Implementation Services – LSI's Ariba implementation team has combined decades of experience implementing the SAP Ariba solution with over 30 deployments in the last 5 years with large enterprise customers. With the combination of our Public Sector focus and years of SAP Ariba implementation experience, our team will help the State deploy the SAP Ariba solution per the requirements. LSI is clearly recognized in the industry, by customers and by SAP themselves as the most experienced and capable SAP Public Sector solutions provider in the SAP Partner ecosystem today. 95% of LSI consultants held Public Sector jobs before becoming Public Sector solution consultants. Our consultants have walked in your shoes and understand your unique business processes. We are confident that you will find that we have assembled the most competent and experienced team of SAP professionals available today with both SAP ERP (including SRM), and SAP Ariba backgrounds.

LSI can not only be your trusted partner for spend management, but we can also provide expertise in Financial Management and Budgeting, Human Capital Management and complex payroll scenarios, Enterprise Asset Management, comprehensive analytics and more.

Supplier Enablement Opportunity - Partnering with the supplier enablement service team gives the County access to a wide range of value-added capabilities the County and potential new customers for Suppliers. The supplier enablement team is composed of 700+ employees dedicated to enabling success in procurement transformation projects. Our proven, scalable methodology supports fast and efficient enablement for an unlimited number of suppliers, regardless of size, location, or technical requirements.

LSI's Proprietary GovOne Accelerator - LSI Consulting has created the GovOne solution for State and Local Government organizations, utilizing SAP's Public Sector business application software. GovOne is our flexible, pre-templated accelerator that provides preconfigured system options and controls, and basic accounting, budgeting and procurement structures. A substantial amount of all software configurations for state and local government are alike. Put simply, these organizations utilize similar internal controls and business processes. The GovOne solution integrates those best practices into a deliverable package. Rather than spending valuable consulting time turning on common functionality, efforts are focused on addressing the unique needs of the State.

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For over 23 years LSI has been bringing SAP system solutions, full lifecycle implementations and support services to SAP Public Sector customers with all of our customers being 100% referenceable. We have completed similar projects with an unsurpassed success rate. Our detailed proposal response outlines our recommended implementation approach showcasing the SAP Ariba eProcurement solution functionality and why we are confident that we have proposed the best solution and project implementation team for the State.

We are excited to discuss our robust proposal with the State and look forward to opportunity to work with the State for a successful SAP Ariba eProcurement implementation. If you have any further questions, please contact me, Nader Tirandazi, the authorized agent, signatory and officer of LSI authorized to enter our firm into any binding agreements with the State.

Thank you for the opportunity to earn your business and trust.

Sincerely,

Nader Tirandazi

Nader Tirandazi
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1. Services to be Provided

A. GUIDING PRINCIPALS AND REQUIREMENTS

In addition to the narrative responses below, please see **File 3 Exhibit 1 RTM [LSI Consulting] – Proposed Solutions and or Services.xlsx** for responses to the Requirements Traceability Matrix provided as part of the RFP. This document is embedded within this pdf response as an attachment.

1. Key Solution Functionality Elements

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 is how it works:

1. Find: When an item cannot 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.

Transparency –

Vendor Portal – SAP Business Technology Platform

With the Vendor Portal, built upon SAP’s Portal Service, the county will streamline operations and engagement with your vendor community while ensuring the highest level of transparency and equity in your procurements.

A major focus of the SAP Ariba solution and its roadmap is enabling the extensibility of the platform to provide flexibility to meet customer-specific requirements. Leveraging our solution's extensibility, the rich amount of data in the SAP solutions proposed and the SAP Business Technology Platform we are positioned to meet the variety of transparency requirements expected at varying organizations utilizing the NASPO agreement. The offering includes a customer specific deployment of a Transparency Portal. This portal is scoped to meet each entities specifications by giving the organization the ability to surface procurement activity and information to public stakeholders including solicitations, contracts, supplier information and purchasing reporting data.

Not only does the proposed solution give access to viewing and reporting on important public sector procurement documents such as solicitations but it gives stakeholders the ability to illustrate intent to participate and collaborate on open solicitations. The connectivity with live procurement information within SAP Ariba, means a reduction in manual effort to maintain a public site, and increased accuracy and transparency for all constituents.

We understand that public transparency is of the utmost important to public sector organizations and our solution allows for the flexibility to design to your unique requirements and bring value to the organization and its stakeholders.

2. User Experience

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:

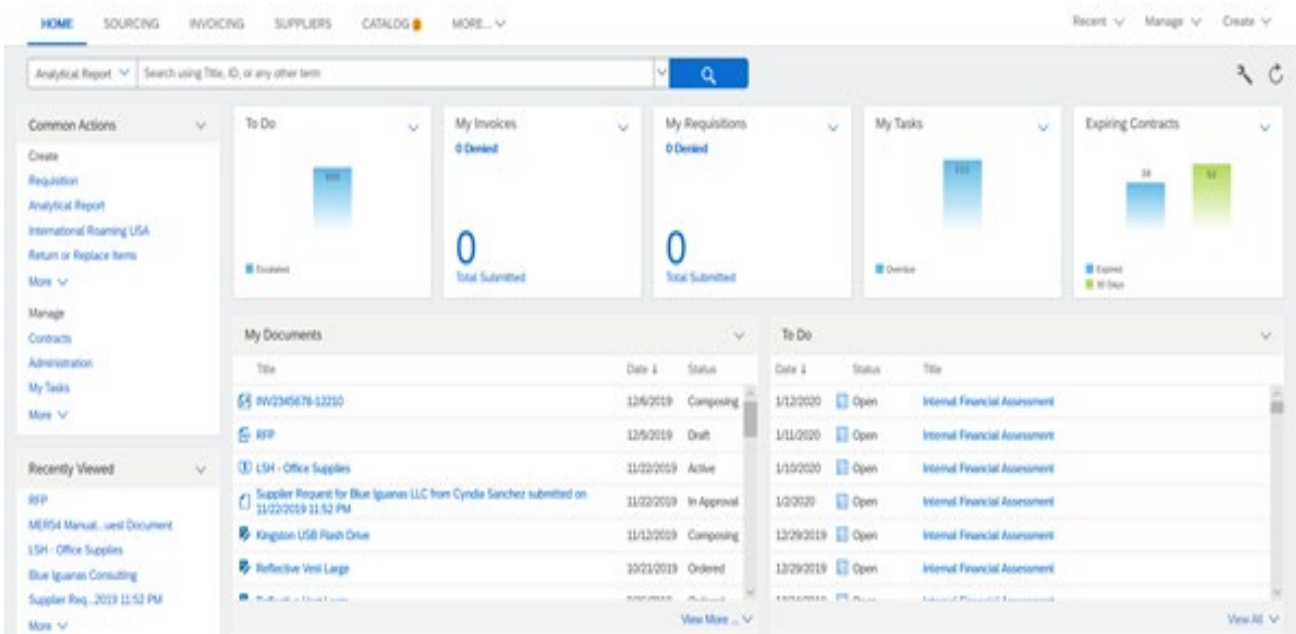
- Minimizing clicks and number of steps
- Seamless transition from mobile app to desktop with "follow-me" process from one another
- Community help
- Visual workflows, reminders and notifications
- Bulk actions over many items (i.e. bulk receive purchase orders)
- Integrations to facilitate multiple 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.

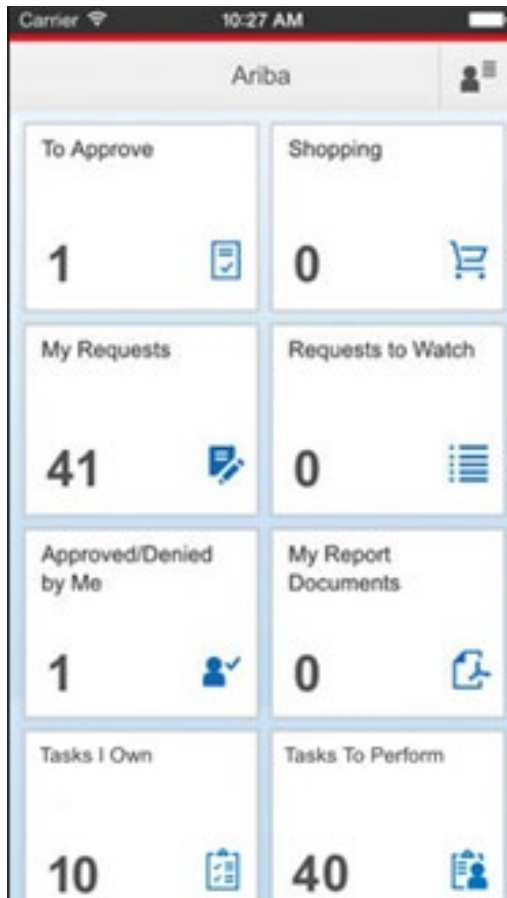
Each module has configurable dashboards to meet each of the different type of user's needs. The Dashboard is a tabbed screen on which users can organize and access key tasks, actions and information from each application that is available to the company. Rather than switching between applications to 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

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 have 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 see ***SAP-Road-Map-Explorer-Ariba Solutions.xlsx*** and ***SAP-Road-Map-Explorer-Fieldglass Solutions.xlsx*** embedded within this response document as attachments 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

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 State'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 State's policies and regulations. We wanted to bring forward the best combination of solutions and innovations to become help the State become Best in Class. We also understand that sometimes budget is a constrains, 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 some tools that we believe will bring tremendous value to the State.

- 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	
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 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).

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

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

5. Customizations/Extensions

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 without 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, but it also decreases your costs. Provide suppliers critical WFH policies and assessments through Ariba SLP.
- **Keelvar 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

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

LSI possesses an extremely high level of flexibility 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. One of the many reasons for this flexibility is the advantage of contracting with LSI under its

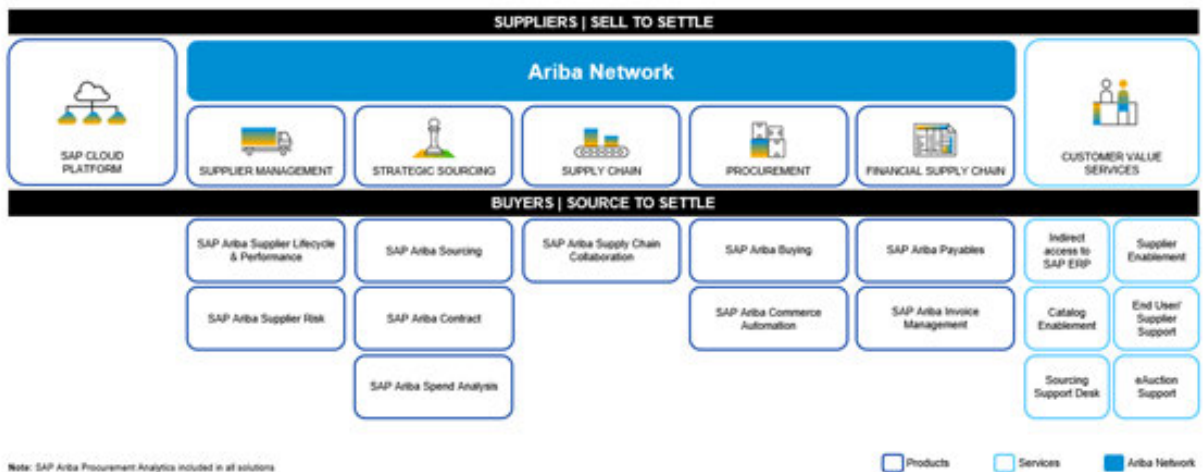
Partner Managed Cloud (PMC) offering. Contractually this PMC offering provides a single contracting base for both software and incremental services for the state, stabilizing price and reducing overall total cost of ownership (TCO). In turn, LSI becomes a one-stop-shop for the participating State for software and services contracting. This PMC offering also allows LSI the flexibility to agree to terms and conditions alongside participating addenda and supplemental LSI contracting documentation, expediting the legal review and compliance process for the State. This benefit and many others using the PMC model leads to the development of long-term relationships with the States as their sole vendor. For more information about the LSI Partner Managed Cloud experience please see ***LSI Partner Managed Cloud.pdf***.

B. FUNCTIONAL REQUIREMENTS

1. General Functionality

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 channels 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'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.

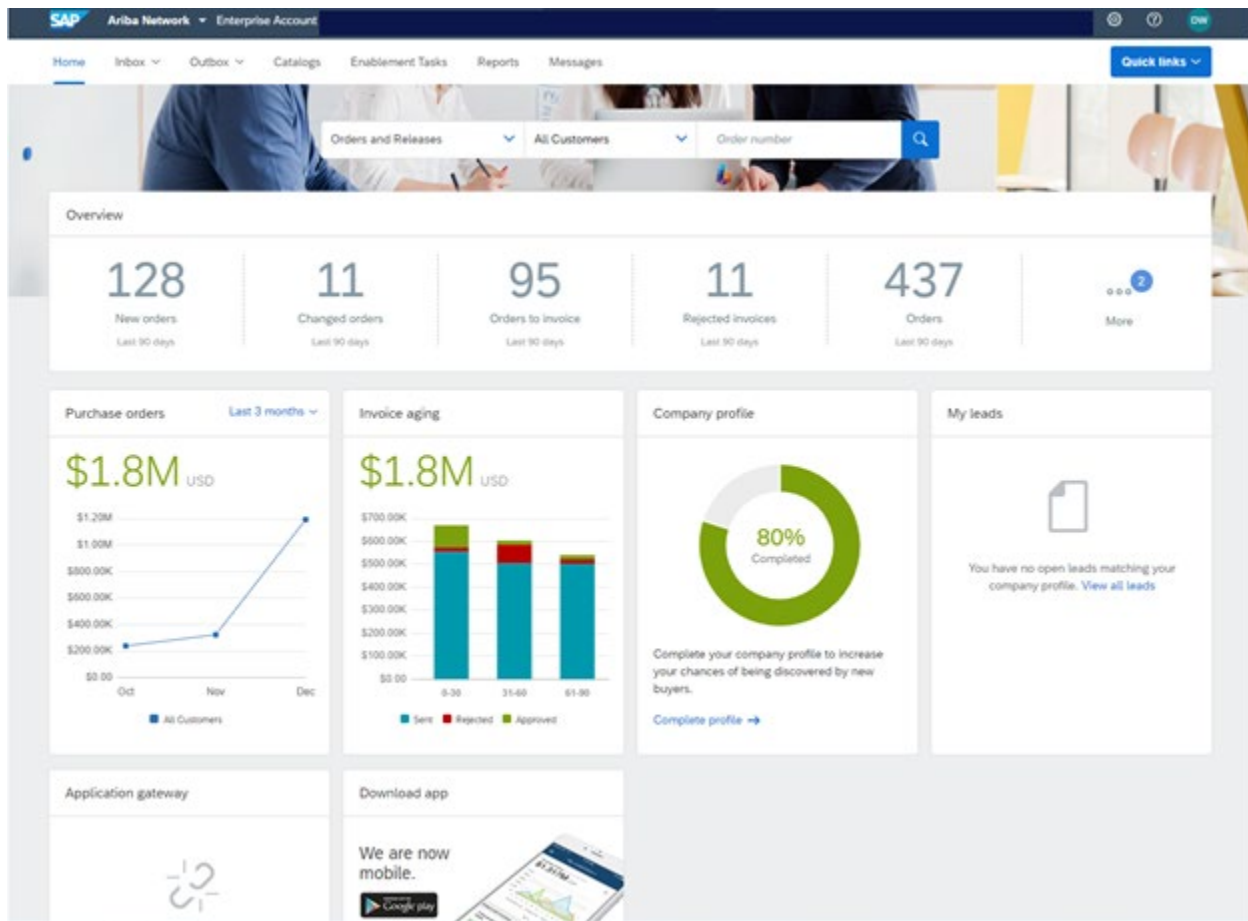
In conclusion the Public Sector Procurement's needs are unique and complex. SAP Ariba understands that the State is expected to more and do it better with similar tax revenues and greater public scrutiny of decision making, spending and performance. SAP Ariba is the one platform that has a solution for 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 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 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: (Please see below)



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.

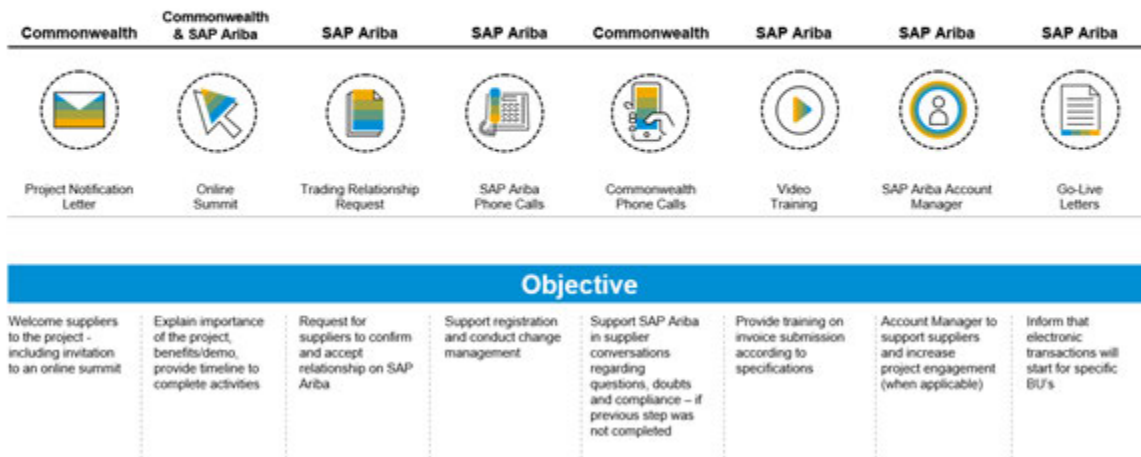
Simple Network

Supplier enablement services are included in our offering. This reduces the level of effort/resources required from the State 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.

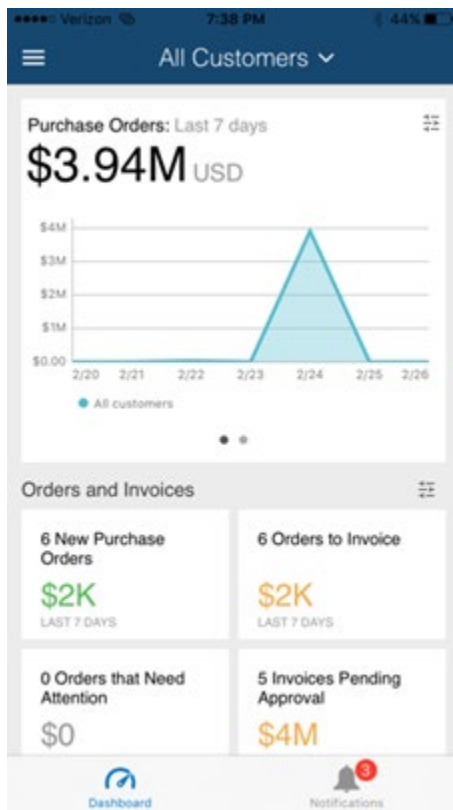
The SAP Ariba Supplier mobile app is a role-based, action-oriented app you can use to get timely notifications and take immediate action on orders and invoices via Ariba Network. You stay engaged and connected with your customers, boosting productivity by making it simple to collaborate, identify issues,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

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 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 onboarding, 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 State 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:

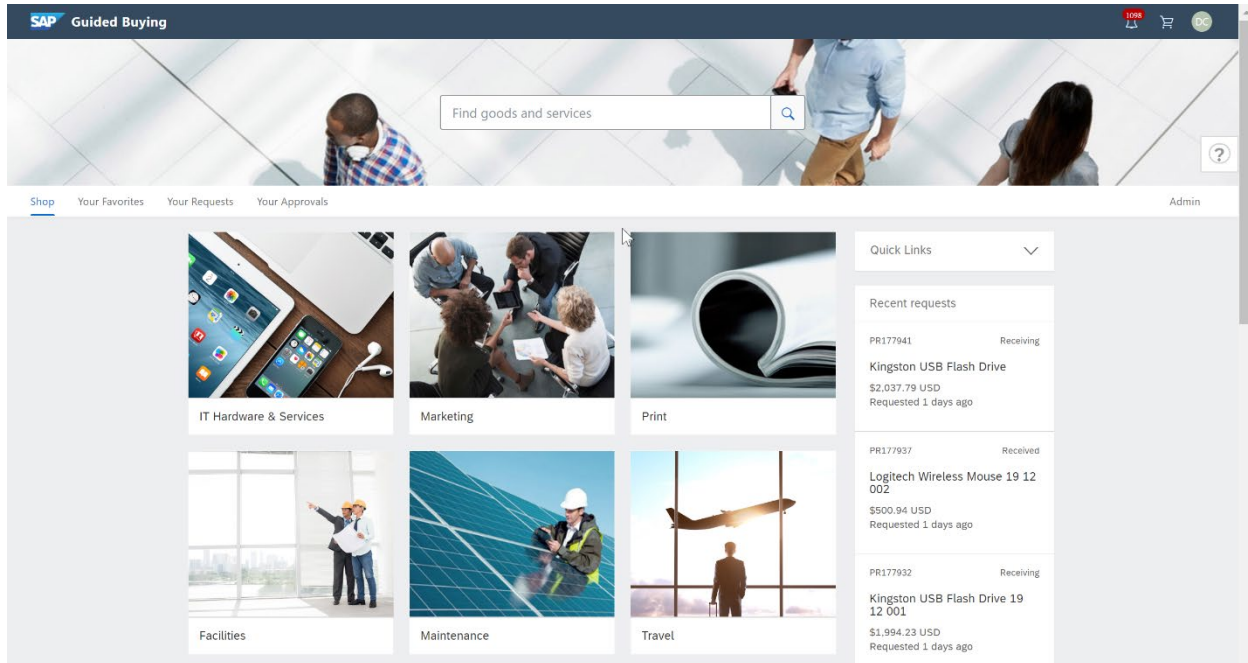
- Leverage Need Identification support
- Purchase via State Contracts, Catalogs, Open Marketplace
- Complete forms (solicitation request, contract request, supplier request, complaint to vendor, etc.)
- Be linked to other relevant solutions (Service Now, Travel & Expense, etc.)

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

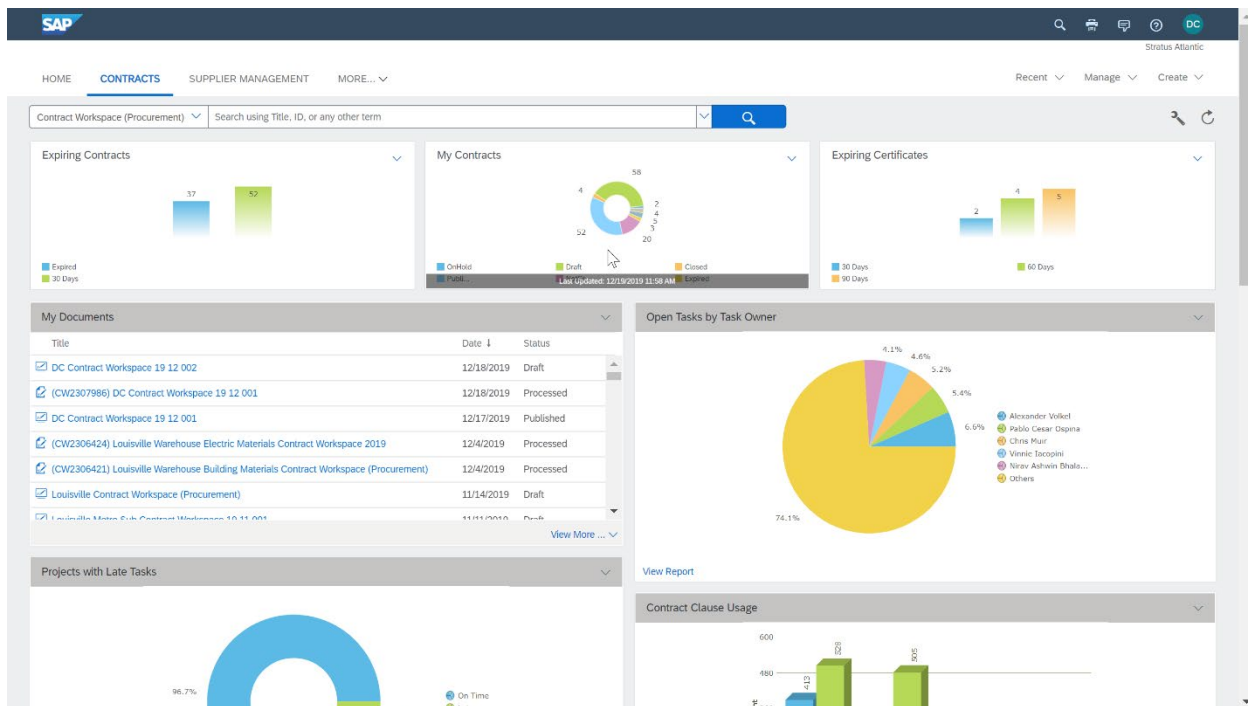
From a transactional integration perspective, and in addition to the capabilities listed above, external orders may also be imported into SAP Ariba; and can even go through an additional approval workflow before the orders or sent to the supplier, offering a flexible architecture to accommodate the State's 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 screenshot displays the SAP Ariba Search interface. The search filter is configured with the following criteria:

- Search Filter: Search using Title, ID, or any other term
- Expiration Date: Custom, From: 11/19/2019, To: 12/19/2019
- Contract Status: Expired
- Creation Date: No Choice
- Test Project: No

The search results show 37 contract(s) found. The results table is as follows:

Title	Owner	Contract ID	SupplierOrCustomer	Expiration Date	Status
Browns Consulting - MSA - Public Relations	Robert Myroniuk Jr	CW2297742	Stratus IT Supplier	11/29/2019	Expired
Browns Consulting - SOW NA - Public Rela...	Robert Myroniuk Jr	CW2297746	Stratus 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	Beslat Advisors LLC	11/30/2019	Expired
CW_CopyOfSHISOW	Keith McWilliams	CW2306307	Stratus IT Supplier	11/20/2019	Expired
EK IT Consulting Services SOW 2019	Edward Kosec	CW2306195	Stratus 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	Stratus IT Supplier	11/30/2019	Expired
Landscape Blanket Order-LT	Lindsay Tucker	CW2307051	Stratus Labs Supplier	11/30/2019	Expired
Milestones and Progress Payments	Patricia Higgs	CW2264184	Stratus 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.

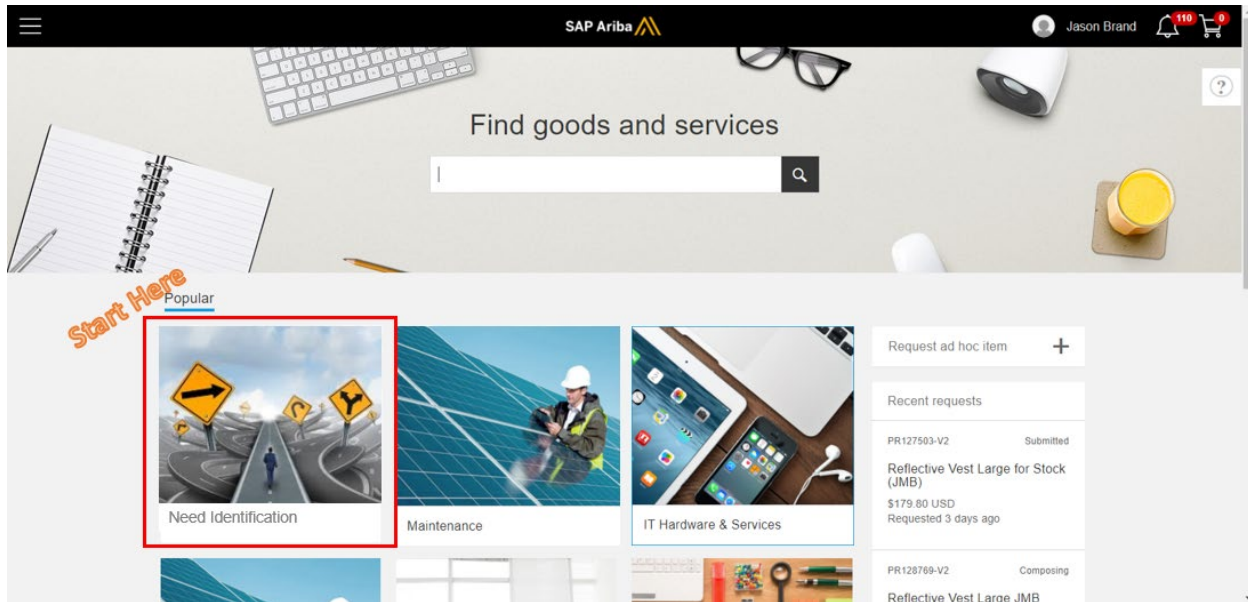
5. Need Identification

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.

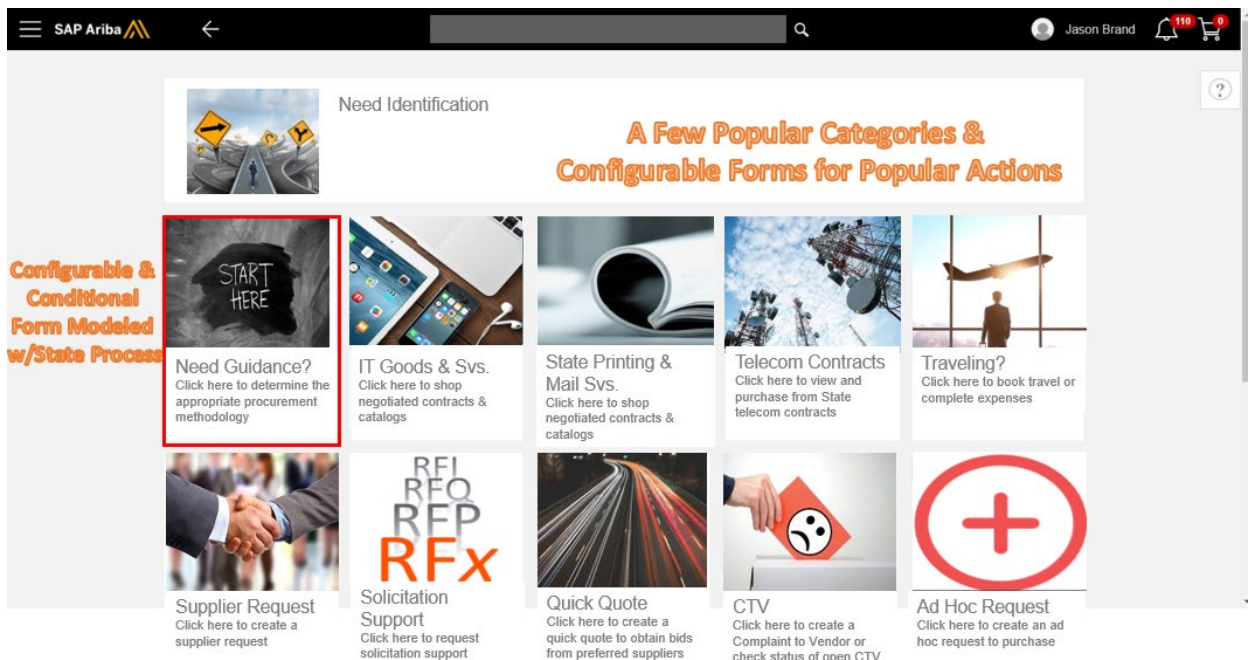
Whether a casual user, or experienced department admin, or anything in between, you will have access to a solution that allows for easy completion of required purchases. Guided Buying will truly be the front door to the State’s procurement activities. Users may be redirected to other solutions (ServiceNow, 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

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

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
- Relevance ranking and icons to focus buyers on preferred suppliers and products such as MWBE,

Green, Local, and other designations

- 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

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 purchasing 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

SAP Ariba Sourcing will help the State 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 with different required information and approvals. Configurable templates allow for variations by area/Agency/Group while still enforcing consistency and accuracy in the process and this becomes 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 and 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. This integration replaces often redundant data re-entry across systems and processes and properly links Contracts and Purchase Orders for added spend visibility.

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, can be as complex or simple as you want 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
All Content [filter]		Display: Responses				
Name 1		Initial Price	Historic Price	Direct Tech Industries Price	FAB Associates Price	KJB Inc. Price
▼ Totals-	Total Cost +	\$132,000.00 USD	\$54,000.00 USD	\$120,200.00 USD	\$129,800.00 USD	\$115,650.00 USD
1 Introduction-	More +					
▼ 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. -	References -			Please see attached redlines. ☒	OK As is ☒	OK as is ☒
▼ 3 Pricing-	Total Cost +	\$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 ☒

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.

For more on Public Posting, please see section [Public Access to Data](#) within our response to [10. Vendor Performance](#).

9. Contract Management

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 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: Including contract request, contract authoring, contract workflows, as well as 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 understands 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.

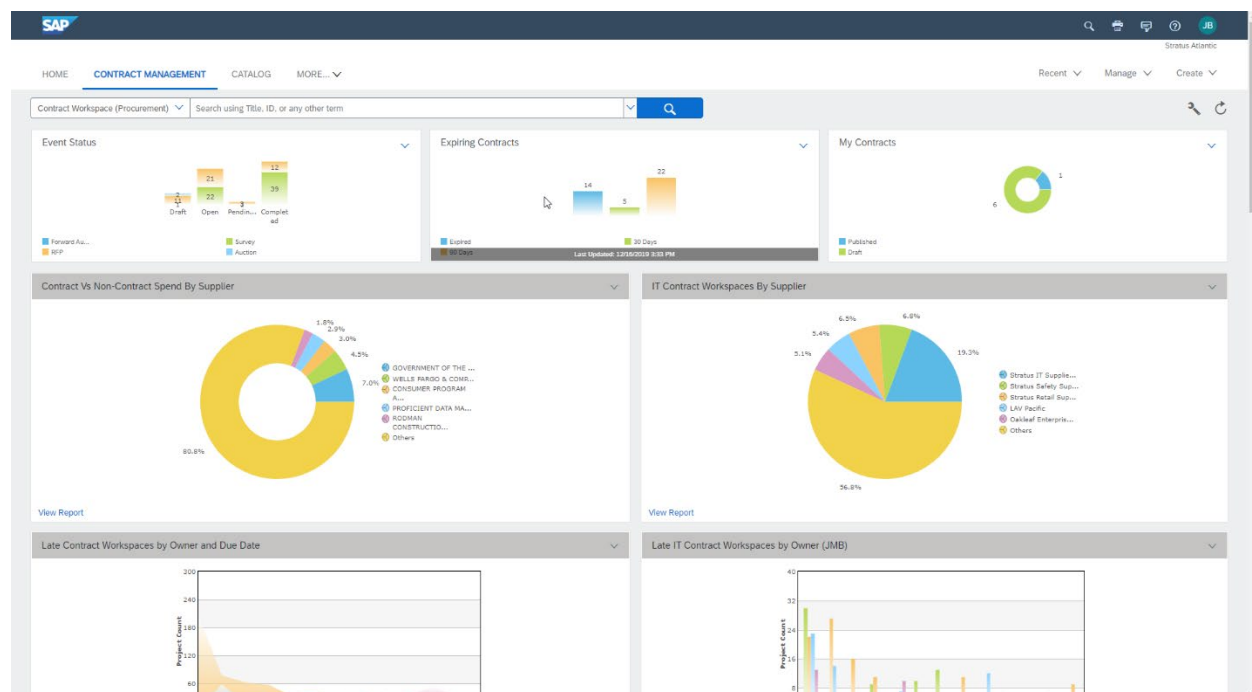
The solution supports the configuration of “Contract Workspace Templates” and “Contract Documents.” Each of which can vary based upon Agency/Organization, commodity, etc.

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

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

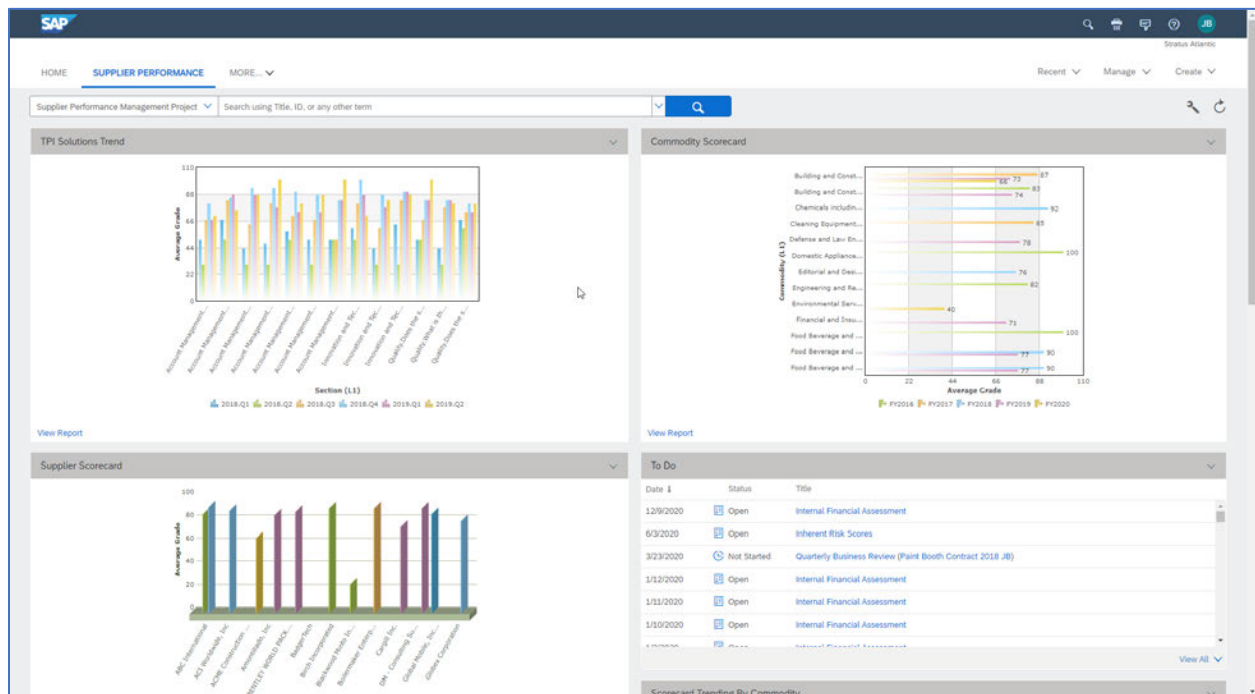
Vendor Performance

- 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 Item Grade	Chris Muir Item Grade	David Roach Item Grade	Jennifer Charlier Item Grade	Thiago de Araujo 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

SAP Ariba Reporting is a unique solution designed to help bring visibility into the State'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 Details	Actions
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		

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

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.

C. TECHNICAL REQUIREMENTS

1. Availability

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/cloud-services.html?search=service%20level%20agreement&sort=latest_asc. We have also provide this as an embedded document within this pdf response as an attachment as ***Service Level Agreement for SAP Cloud Services.pdf***.

2. Accessibility Requirements

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

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

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

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 Authorization

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 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

Please refer question: [6. User Authorization](#) above.

8. Data Conversion

LSI 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. 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

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

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

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 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

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

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/our-company/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

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

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

Common data exchange points

In terms of connecting between "modules", since this is a "single platform" our solutions are natively integrating allowing data to flow between subscribed-to solutions. This is different from some of the other providers which have a solution that has been patched together from different recent acquisitions (e.g. integrated solution).

The native integration with SAP ECC and S/4HANA covers the full suite of SAP Ariba applications including Ariba Network Automation, SAP Ariba Buying and Invoicing master data and transactional interfaces as well as SAP Ariba Sourcing and SAP Ariba Contracts and direct materials management. This is accomplished by using the SAP Ariba Cloud Integration Gateway (CIG). The Cloud Integration Gateway

provides a means of integrating SAP Ariba with SAP ERP products (S/4 and ECC6) without the use of middleware for delivery.

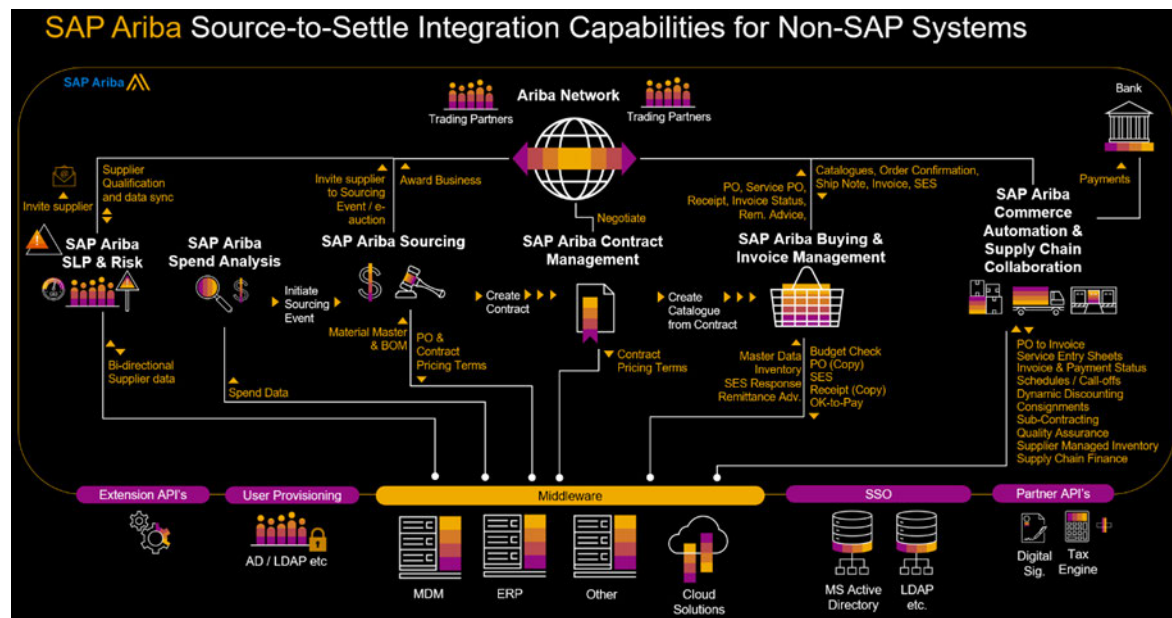
Document Exchange between Ariba Network and Ariba Modules

SAP Ariba applications uses cXML language for the document exchange between SAP Ariba Network and Ariba Modules. For example: Ariba Buying & Invoice, Ariba Supplier Catalog, Ariba Sourcing, Ariba Contract Module etc.

Integration to External 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:

- 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)
- SOAP Web services that use an XML payload (Real-time integration suitable for transactional data)
- REST APIs (supports both synchronous & asynchronous calls)



Different technologies are used at varies layers

- In Presentation Layer: SAP Ariba used HTML5, JavaScript and AngularJS
- In Application Layer: SAP Ariba used J2EE, Microservices
- Data Layers: SAP Used SAP HANA, Oracle, EMC and 3PAR

Identify network architecture components that are shared among customers

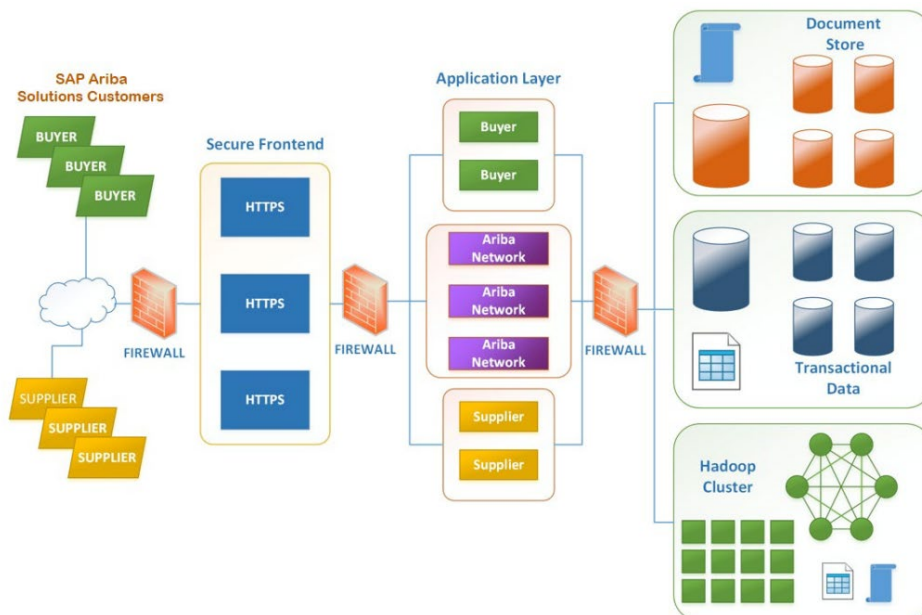
SAP Ariba is the SaaS application, the actual load balancing Web servers, Application servers, Database servers are all shared and all of these are logically separated by unique customer identifier.

The software's data model keeps customers' data separated. Customer data is isolated via realms. Each individual customer is assigned a distinct realm to identify and store their data. Realms are isolated from each other to prevent a customer realm from being able to see or access data from another customer realm.

18. Solution Network Architecture

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.

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

- Web servers
- 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.

Customers 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

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

Please see ***Service Level Agreement for SAP Cloud Services.pdf*** embedded within this response document as an attachment.

D. SECURITY REQUIREMENTS

1. Cloud Security Alliance (CSA) Compliance

Please refer to the attached **8969 CSA - CAIQ v.3.0.1_LSI Consulting.xlsx** embedded within this response document as an attachment.

2. Security Privacy Controls

We have addressed this in SOC Compliance, we are not officially NIST 800-53 certified. 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 Certificates

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>

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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.

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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.

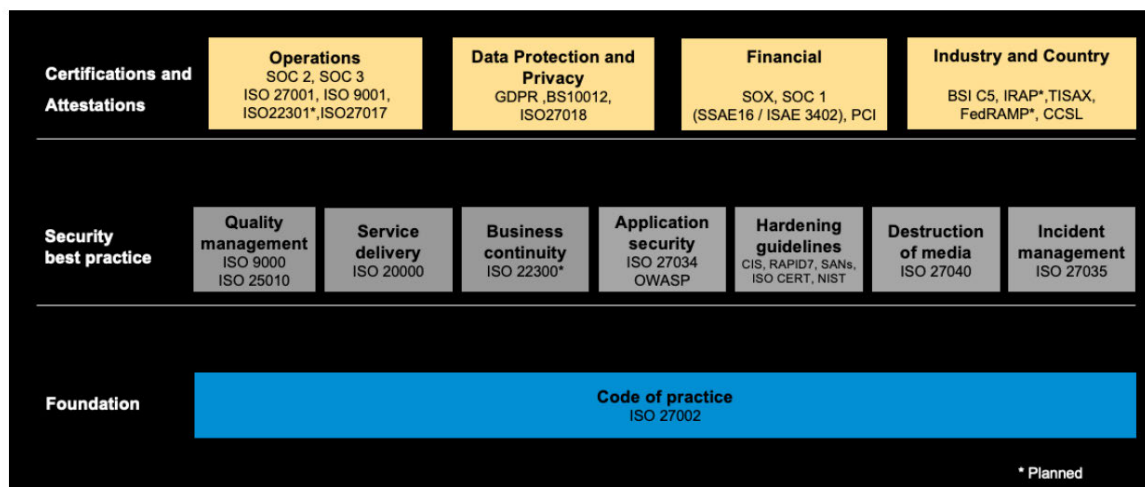
The PCI DSS is a set of comprehensive requirements for enhancing payment account data security which was developed by the founding payment brands of the PCI Security Standards Council, including American Express, Discover Financial Services, JCB International, MasterCard Worldwide and Visa Inc. It was 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

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

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 number 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 number 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

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.

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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

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

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

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 of Disclosure

Please see above our response to [9. 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

Please see above our response to [9. Security/Privacy Issue Occurrence](#).

E. IMPLEMENTATION REQUIREMENTS

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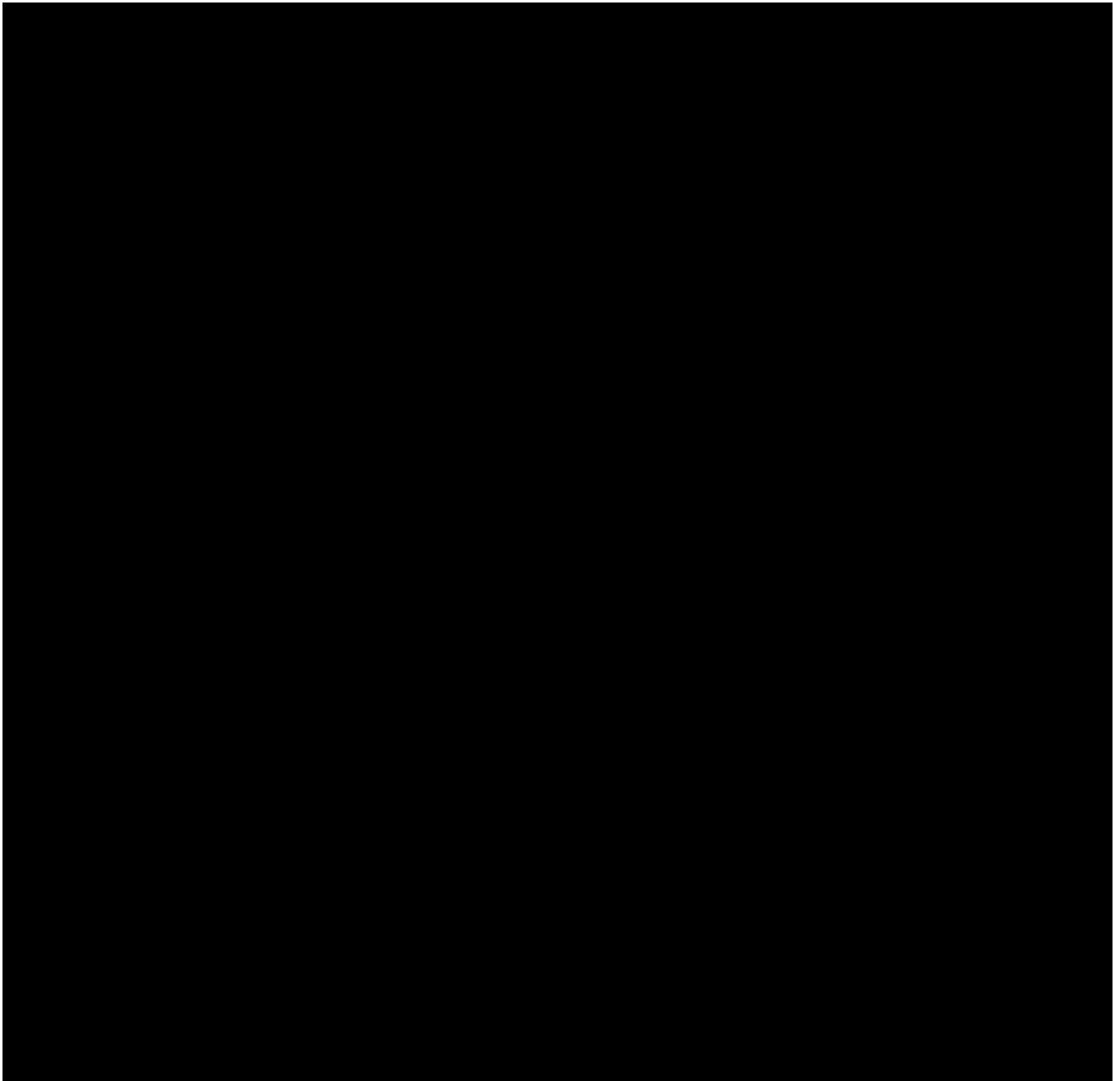
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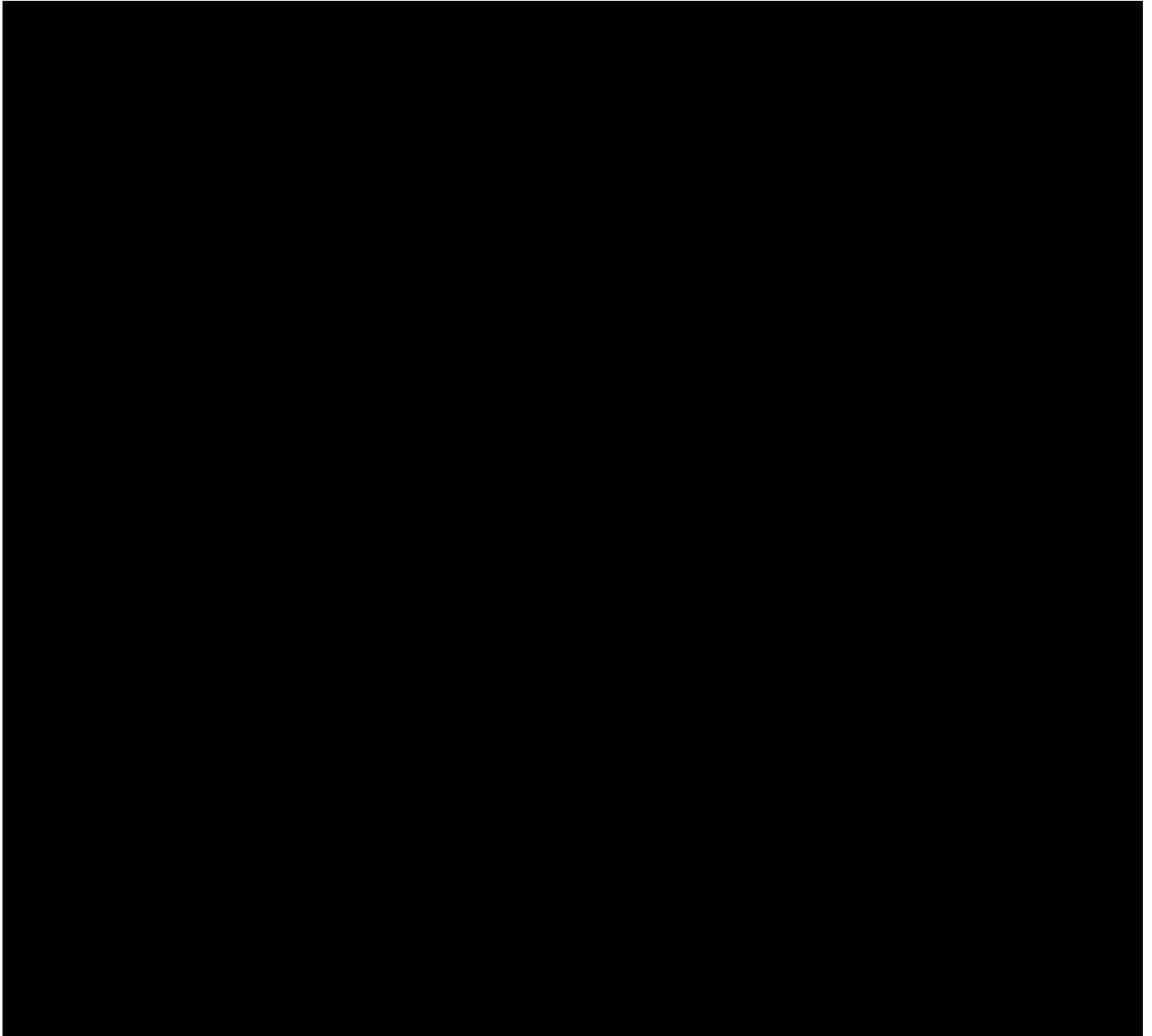
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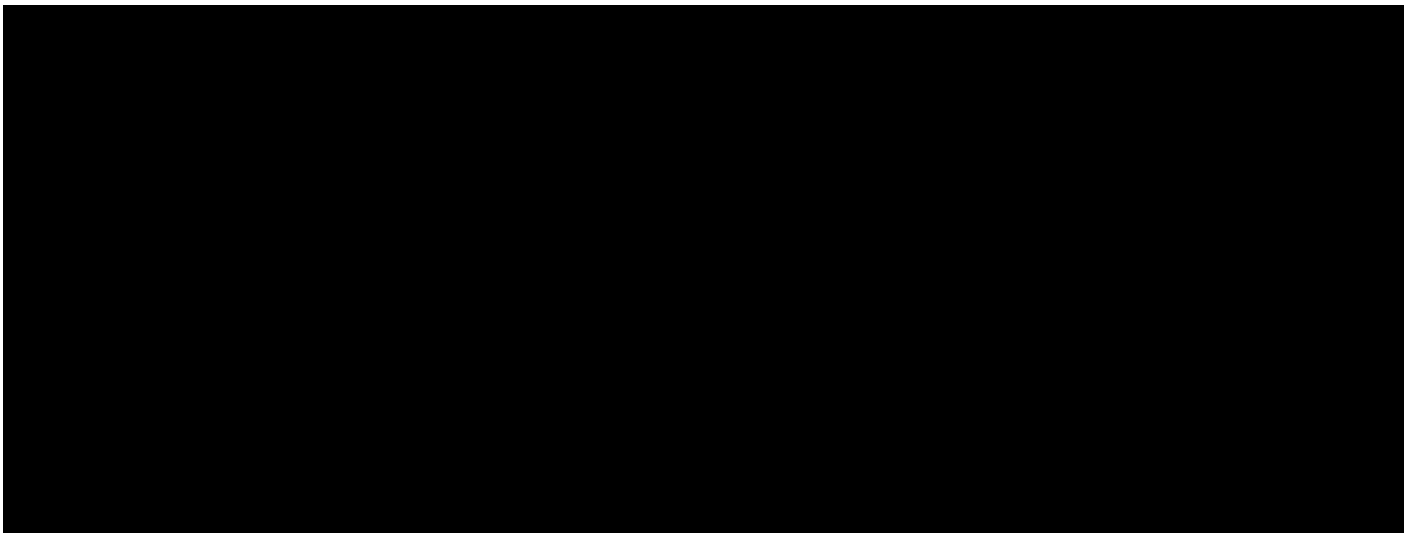
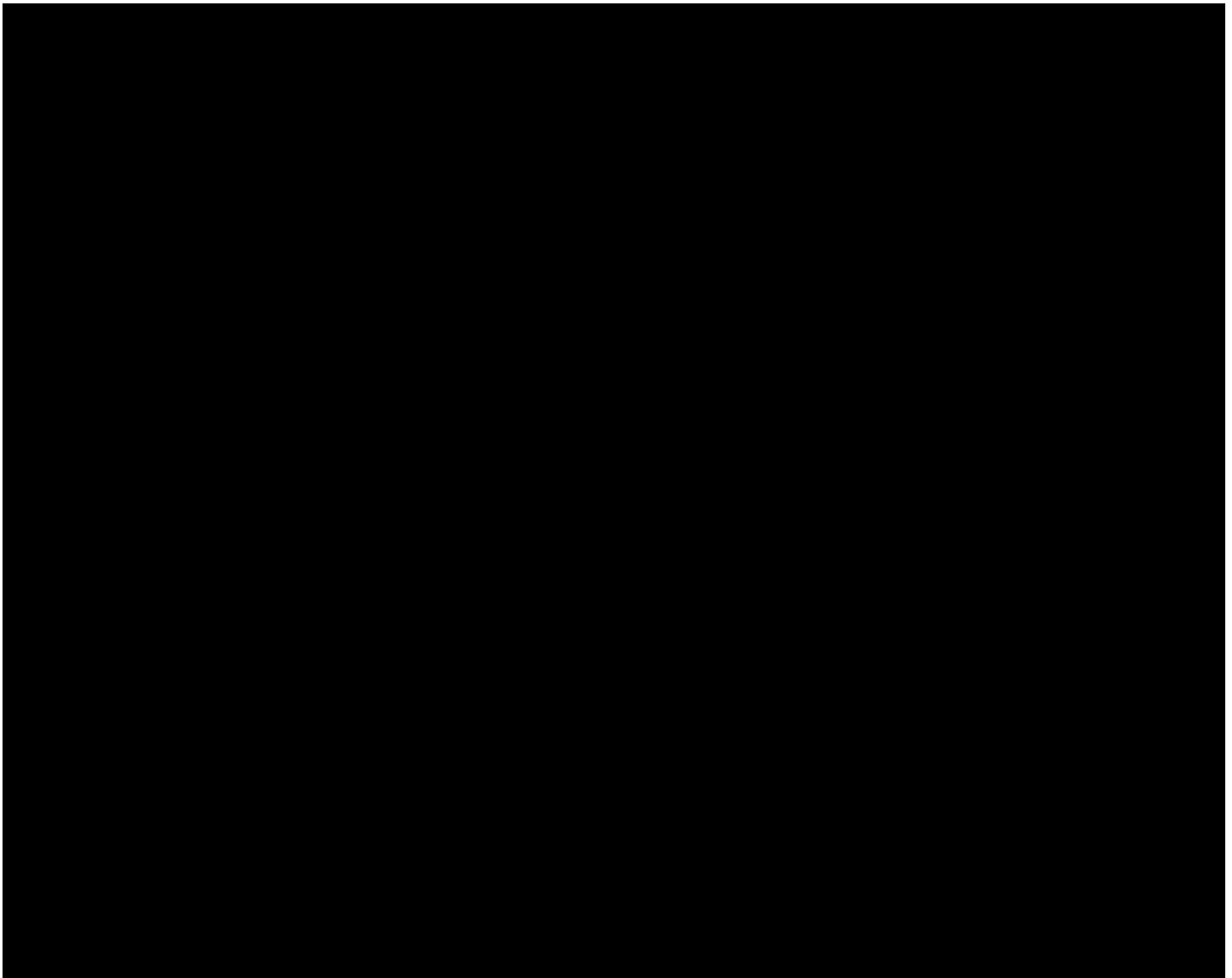
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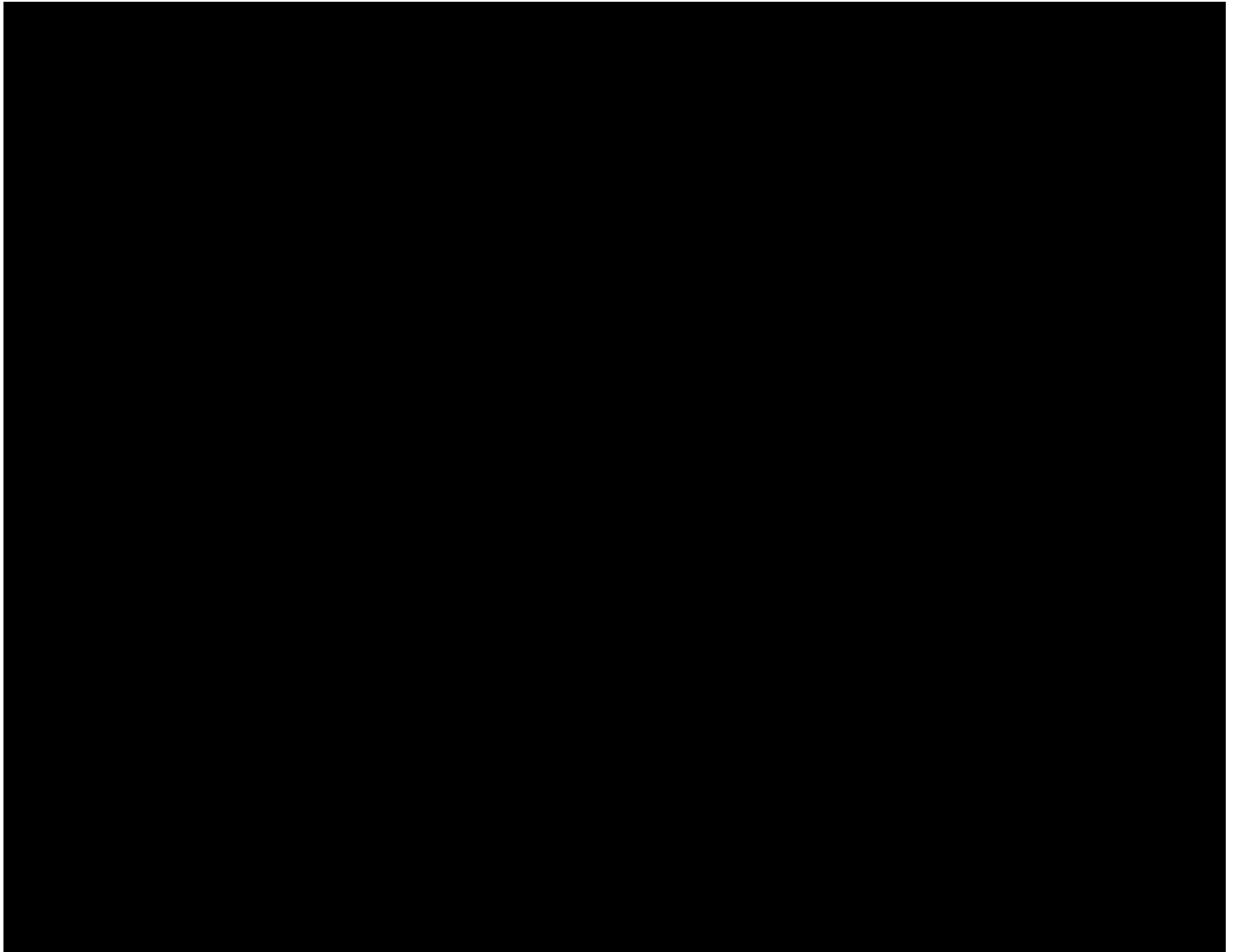
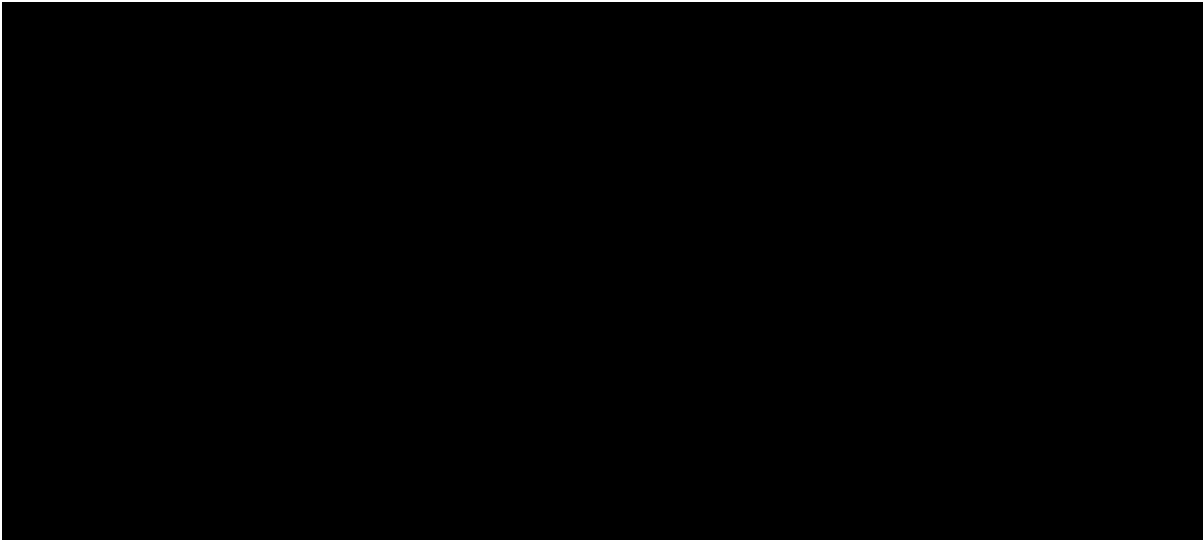
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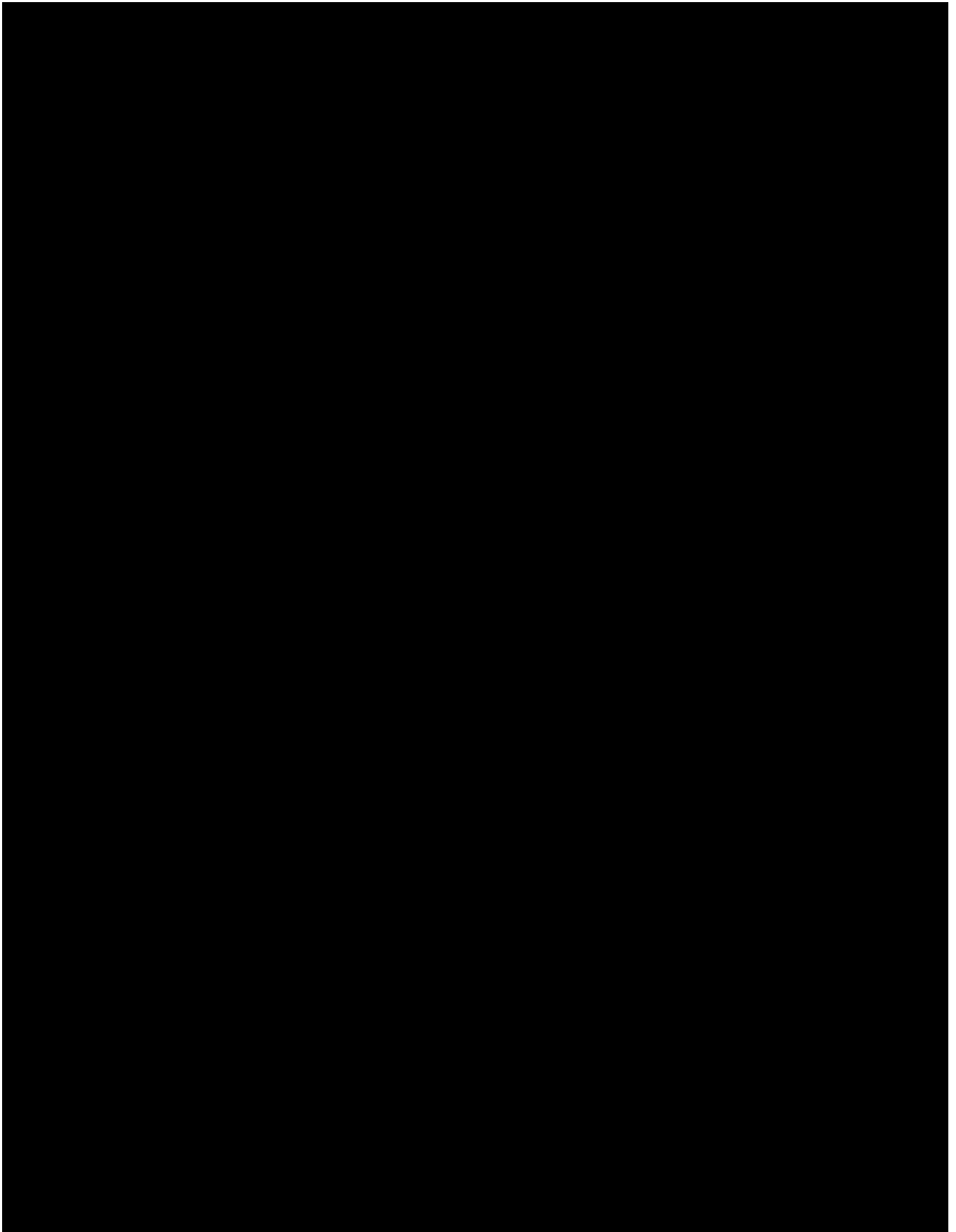
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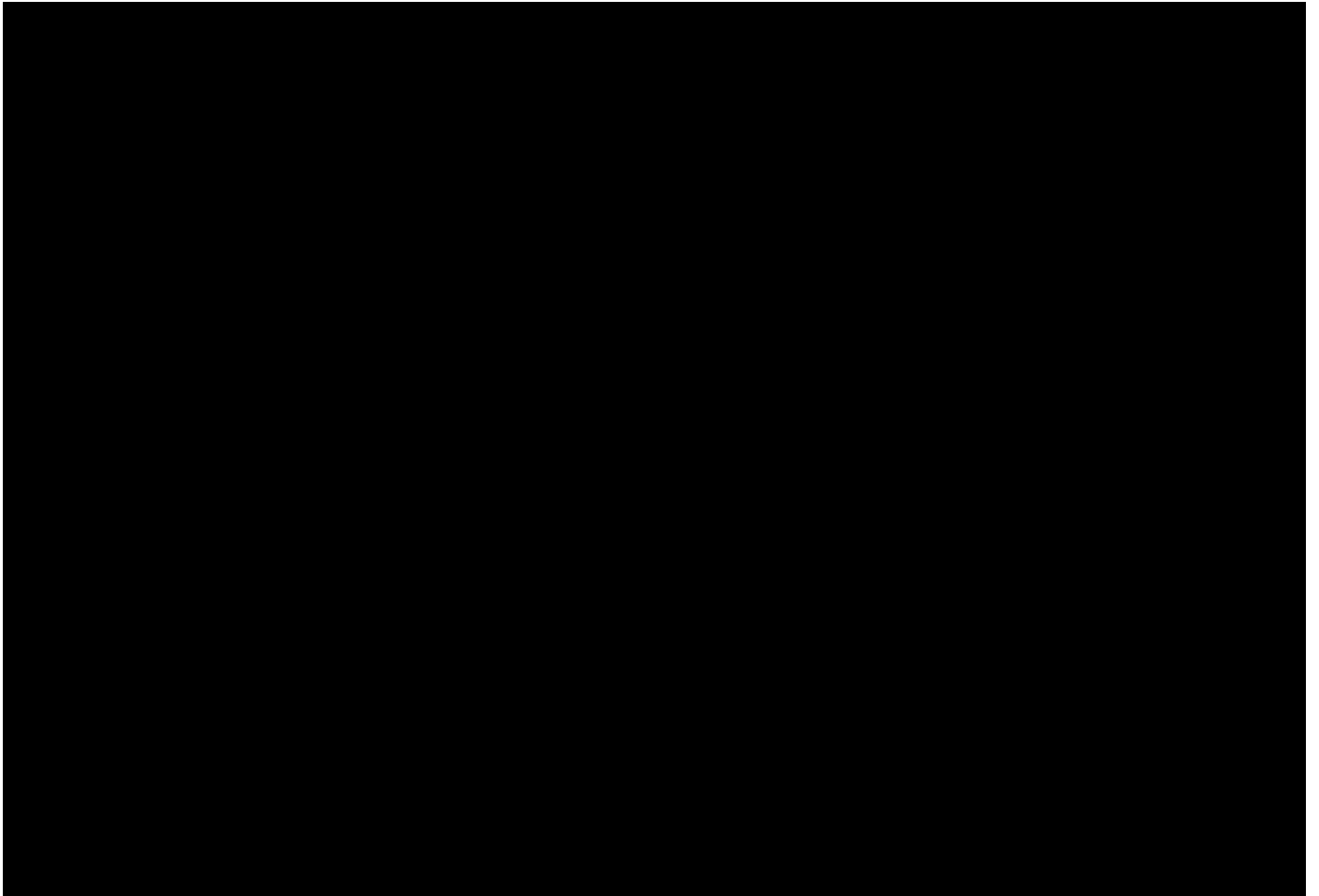
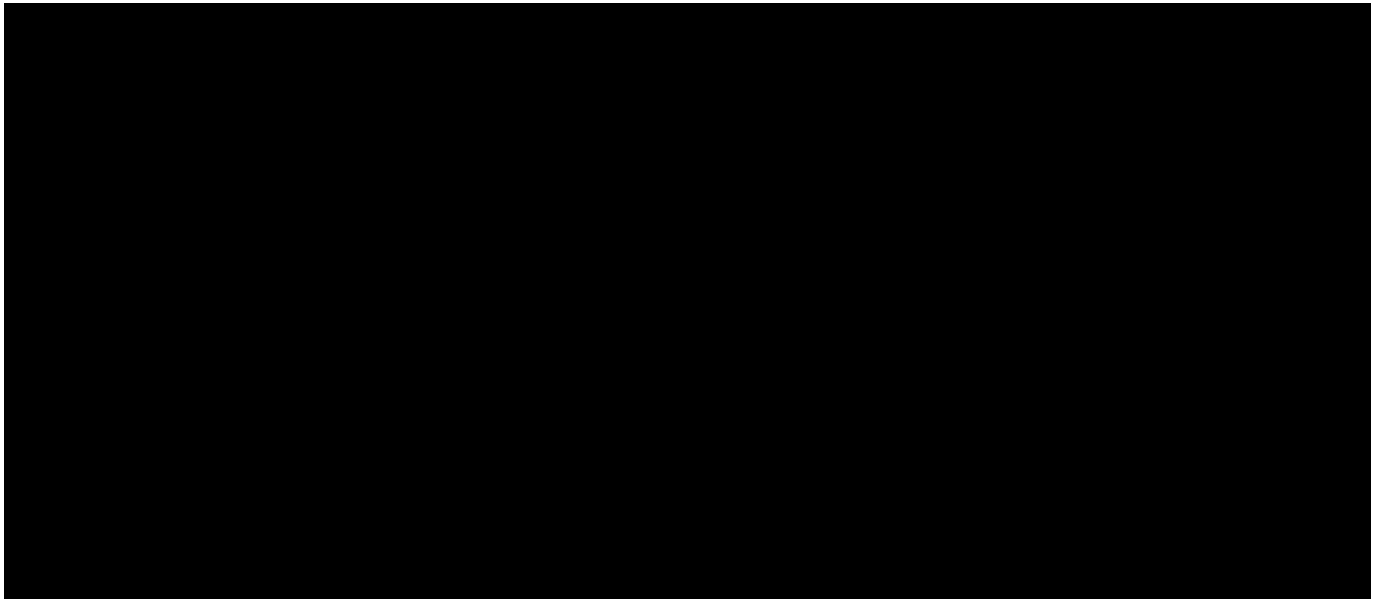


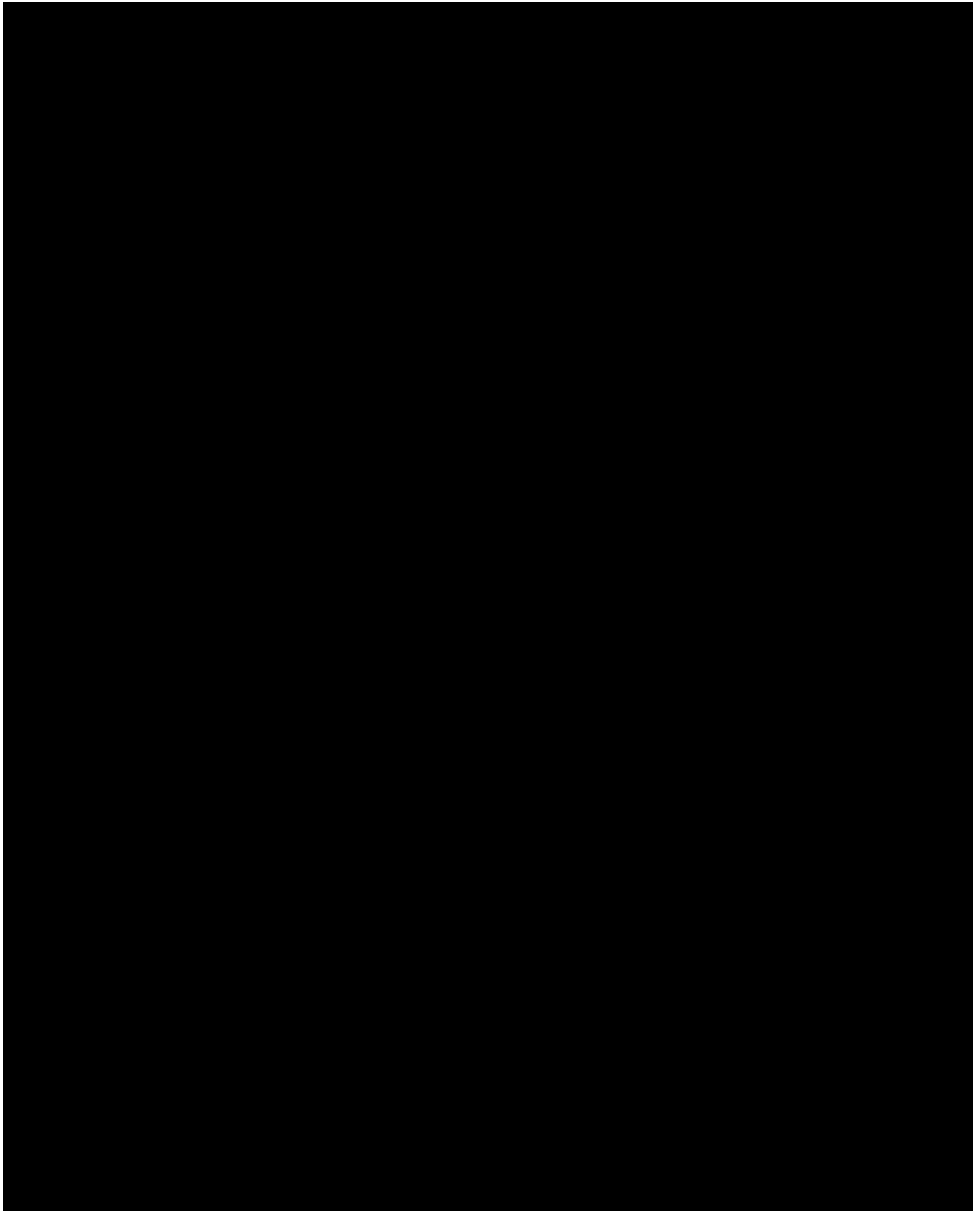








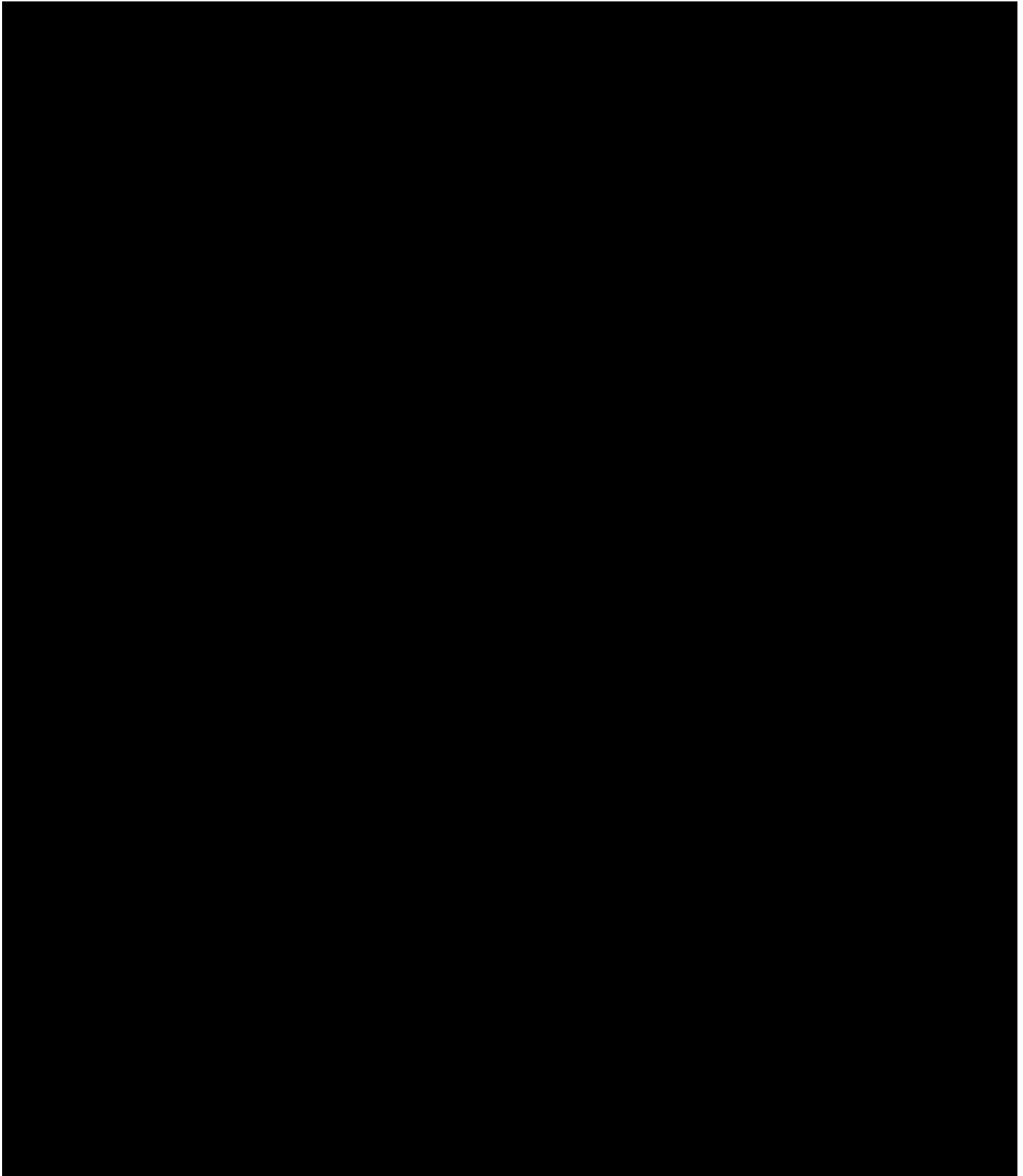


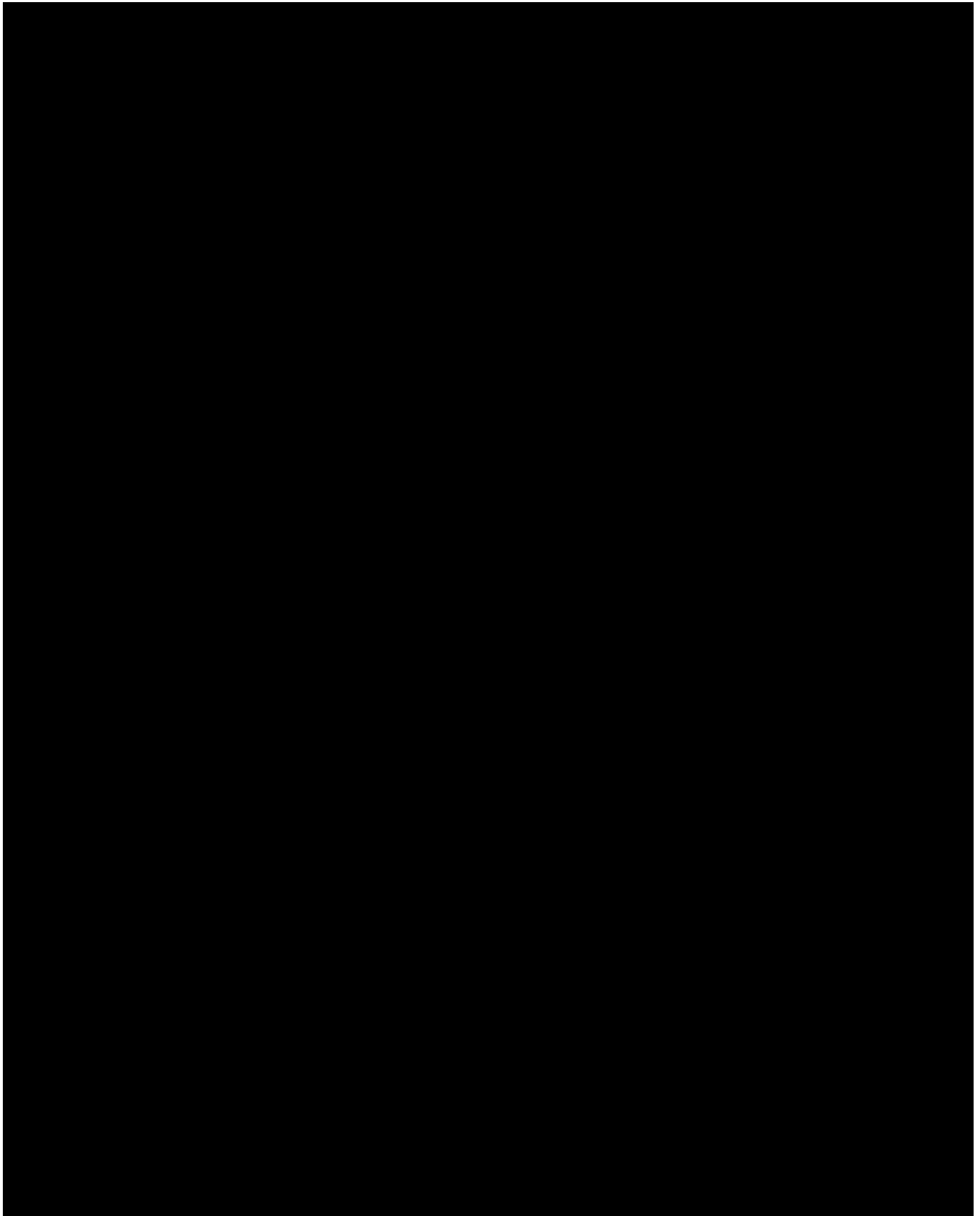


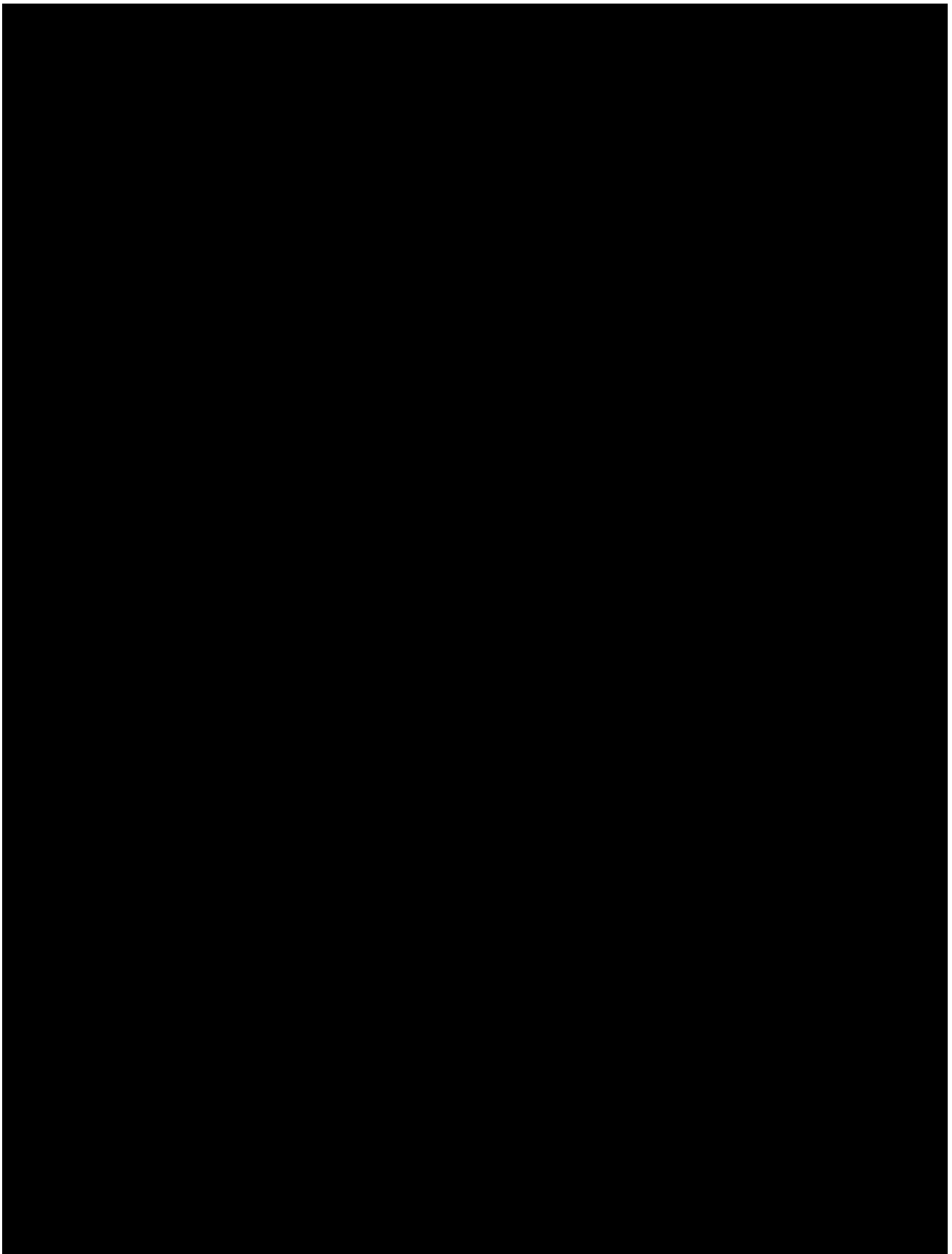
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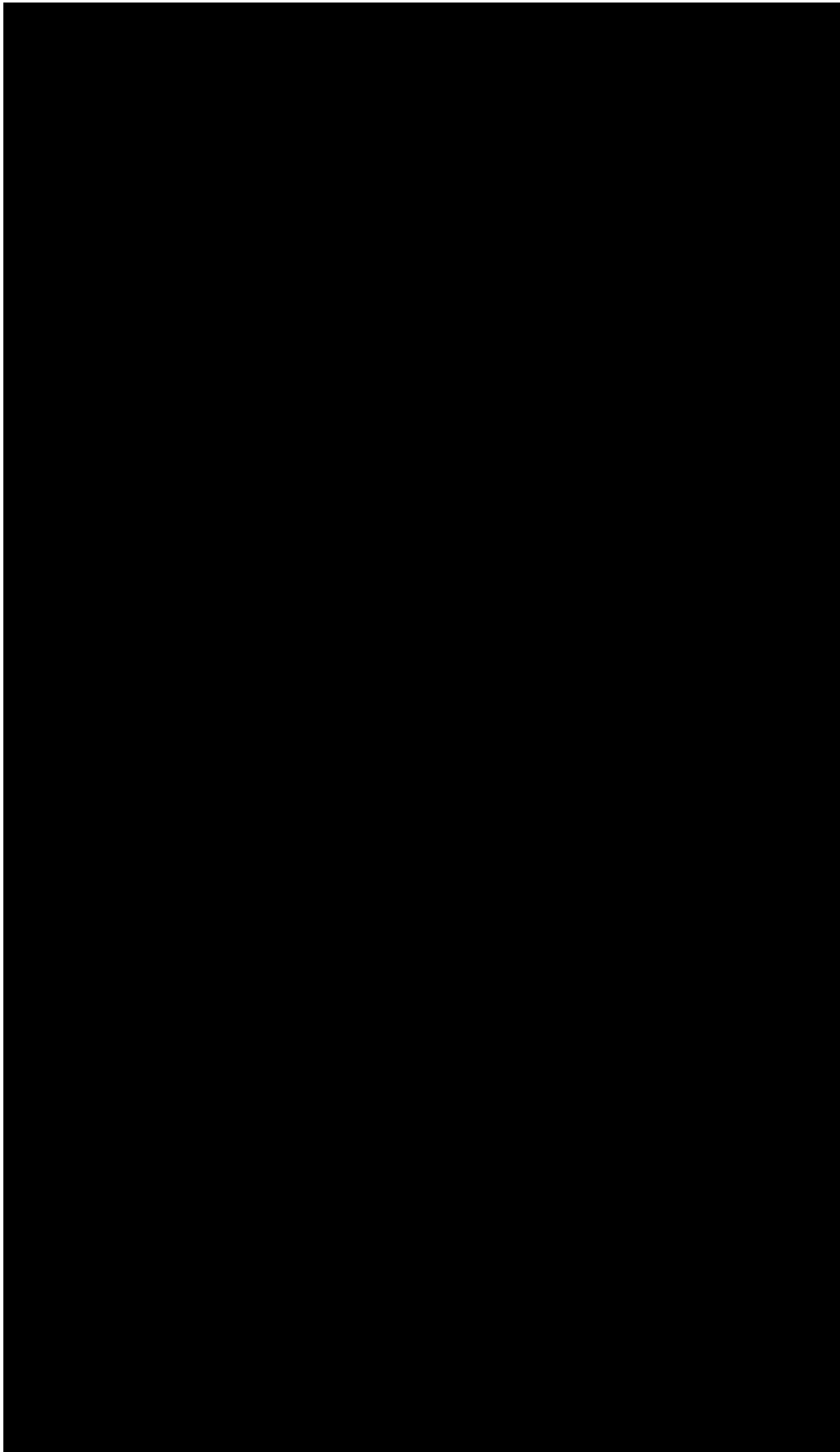
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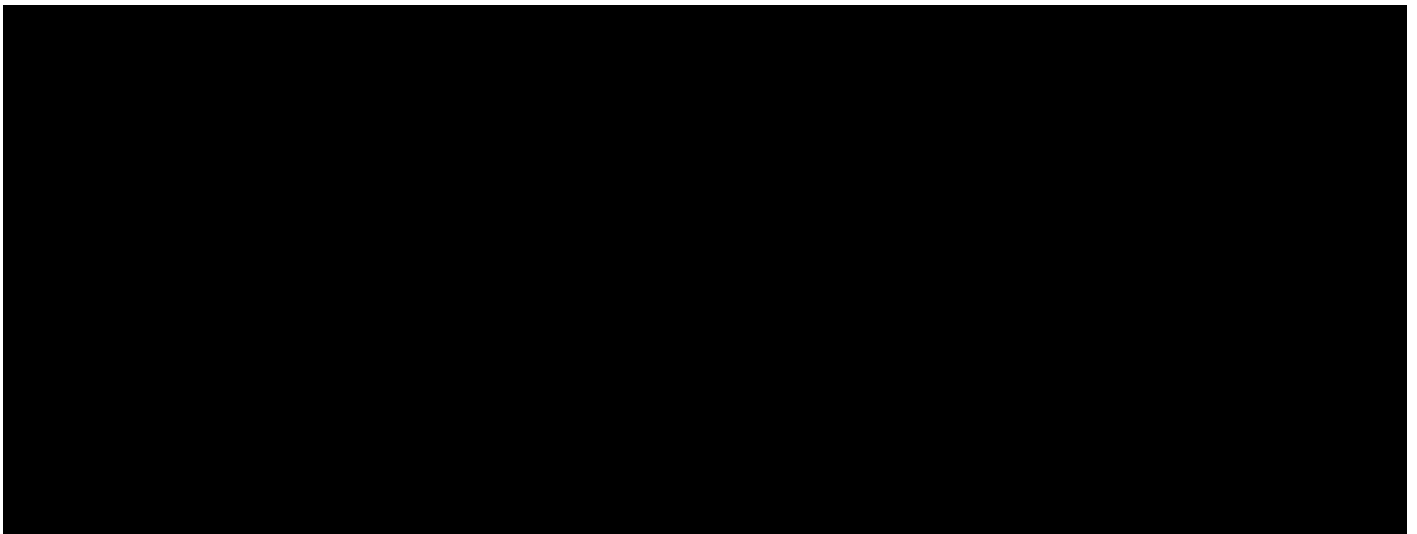
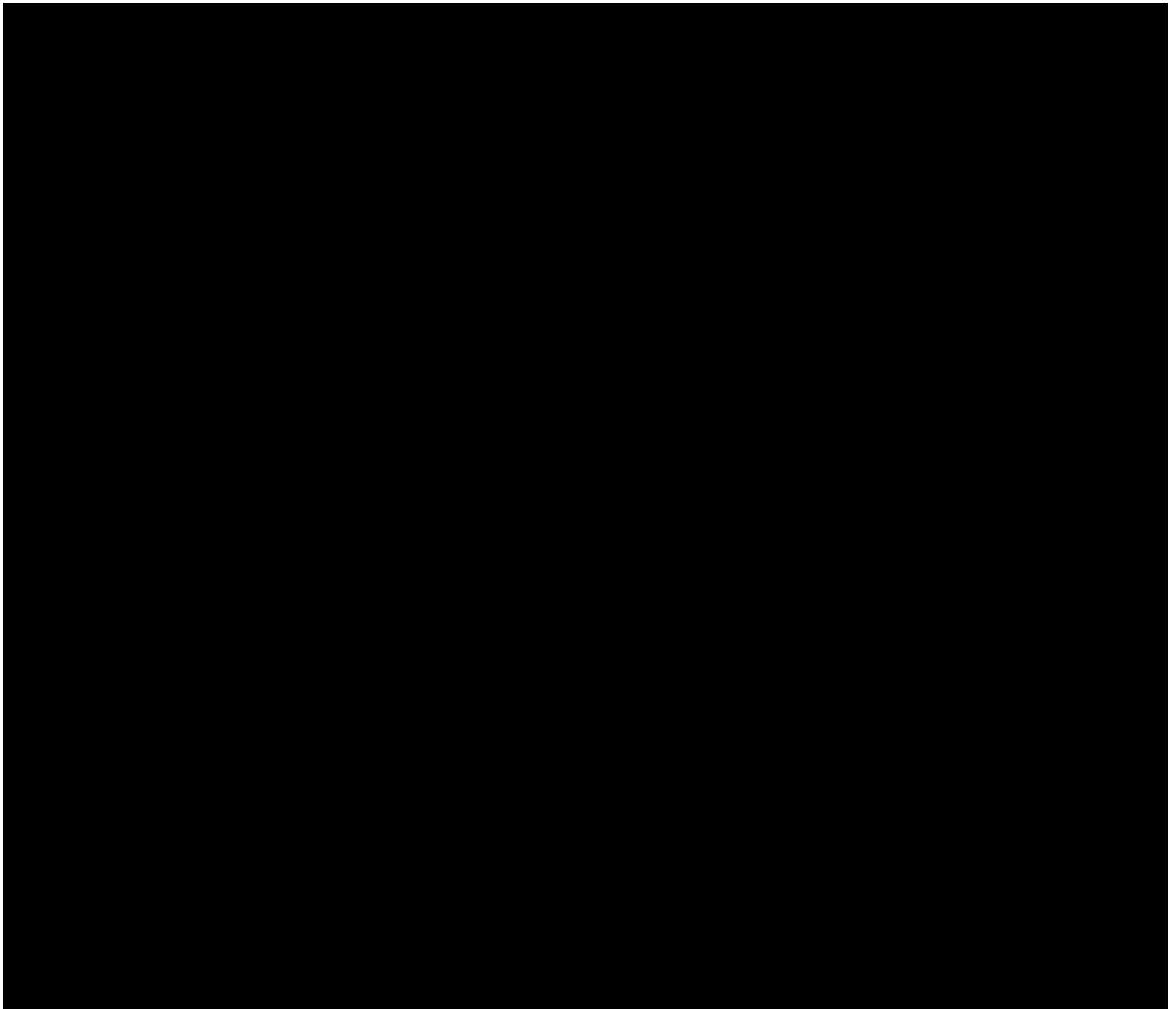
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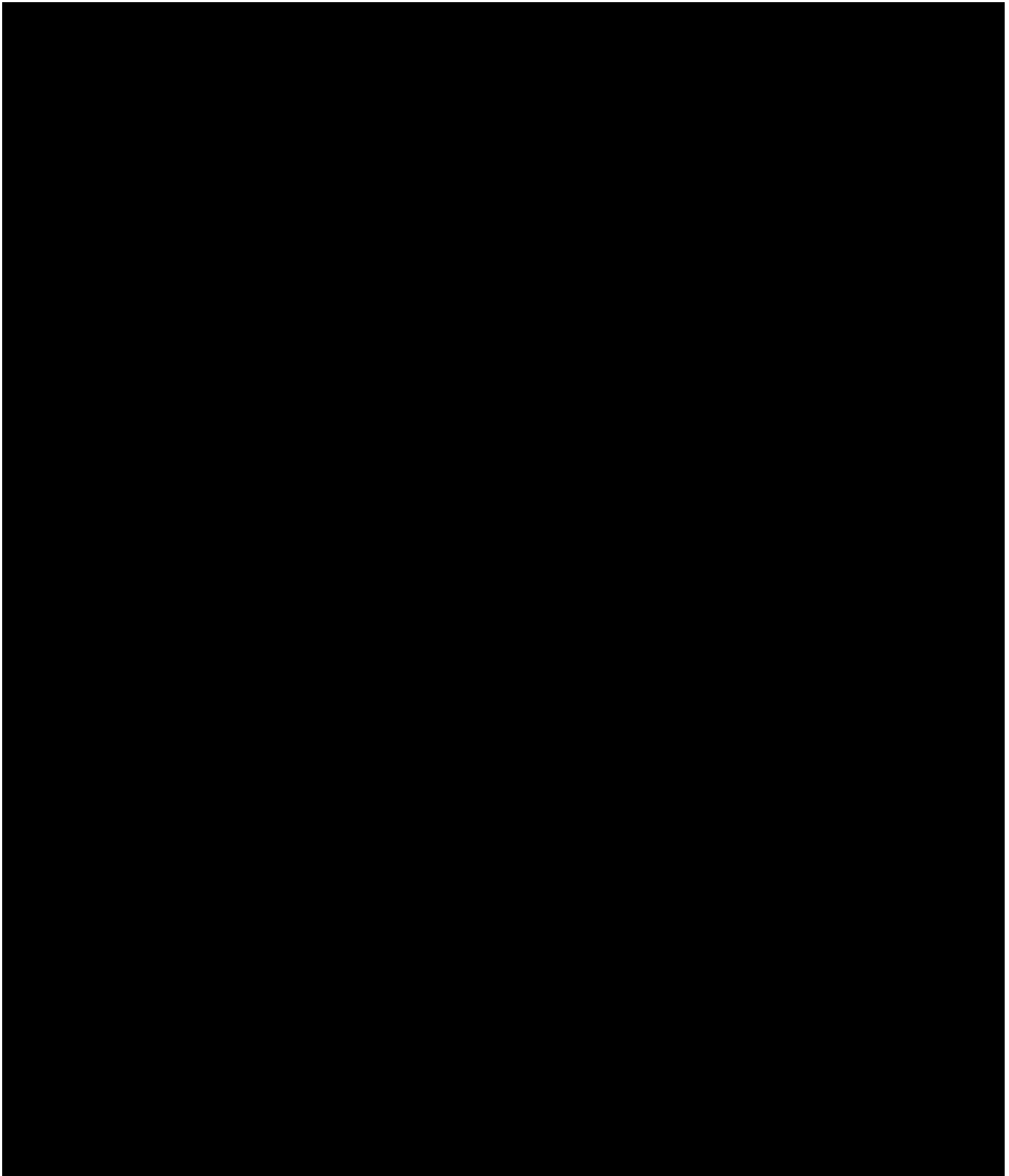


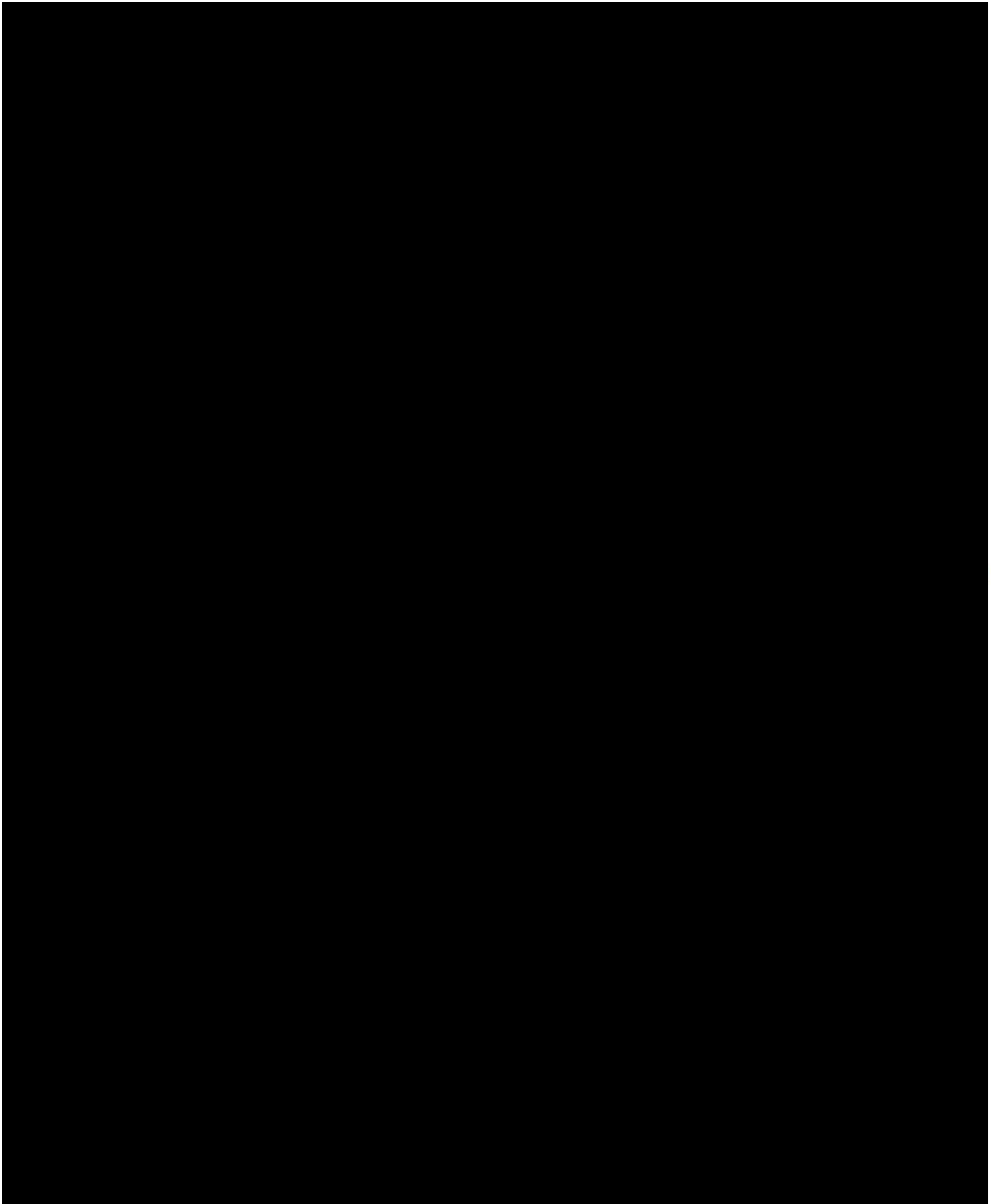


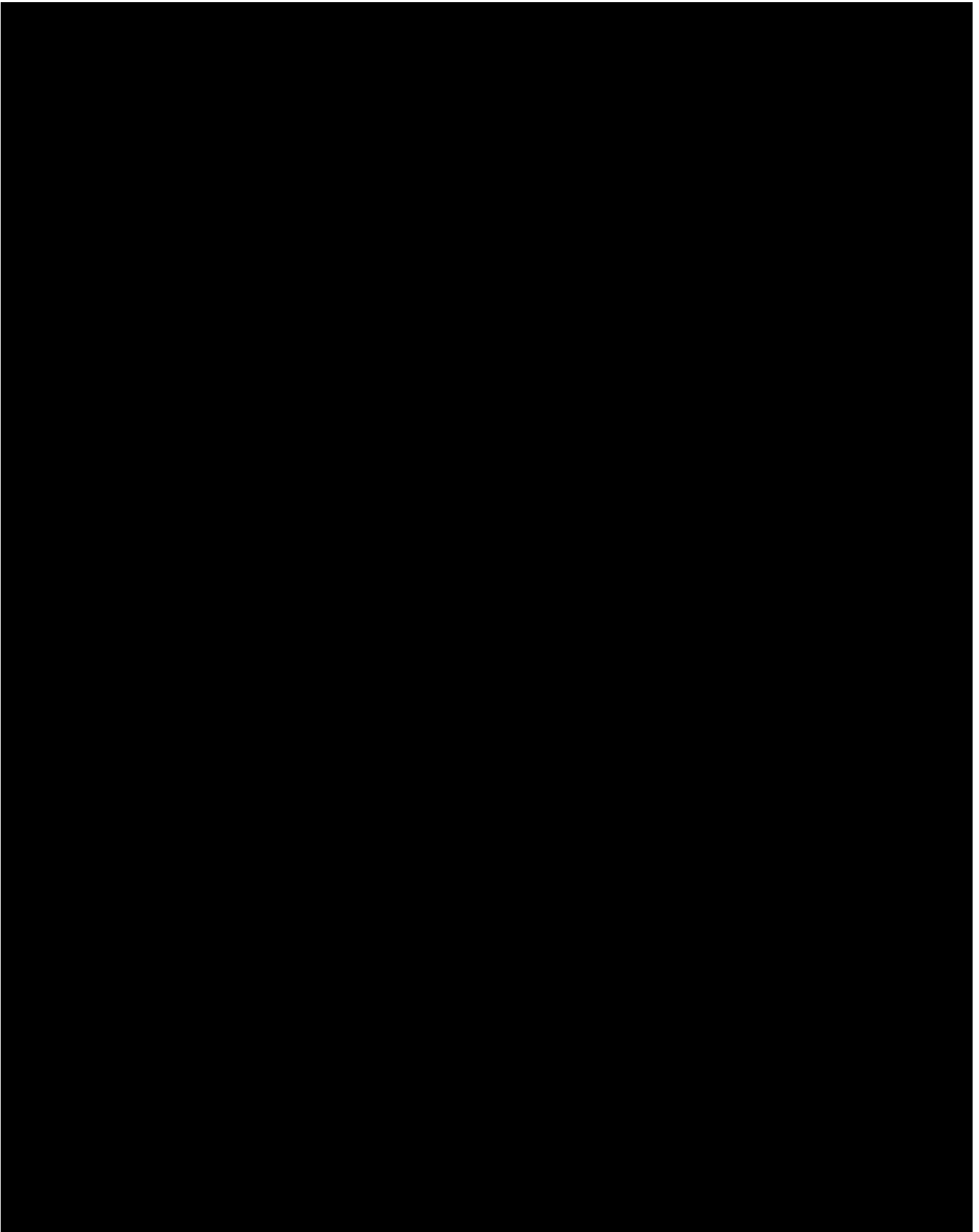


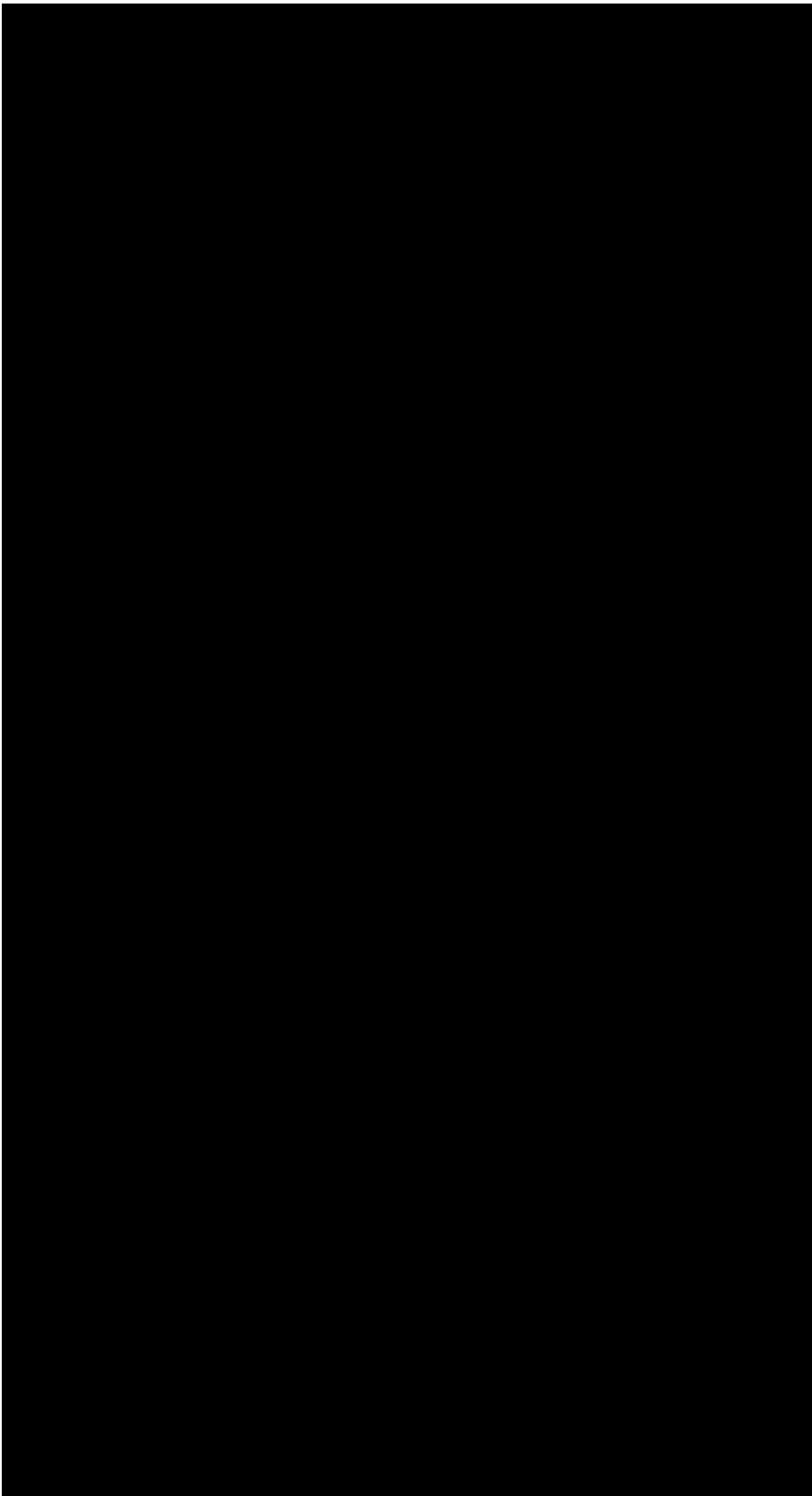


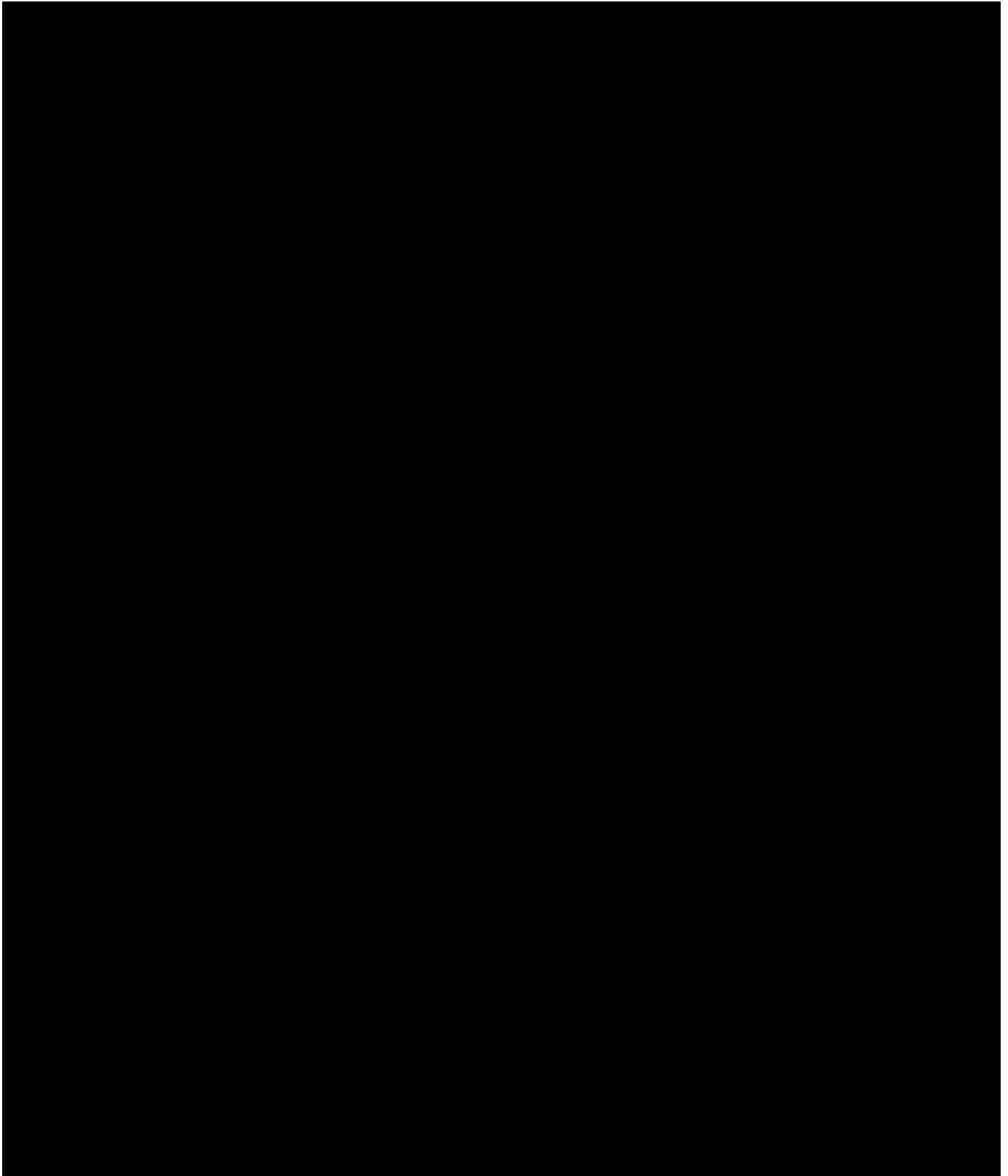


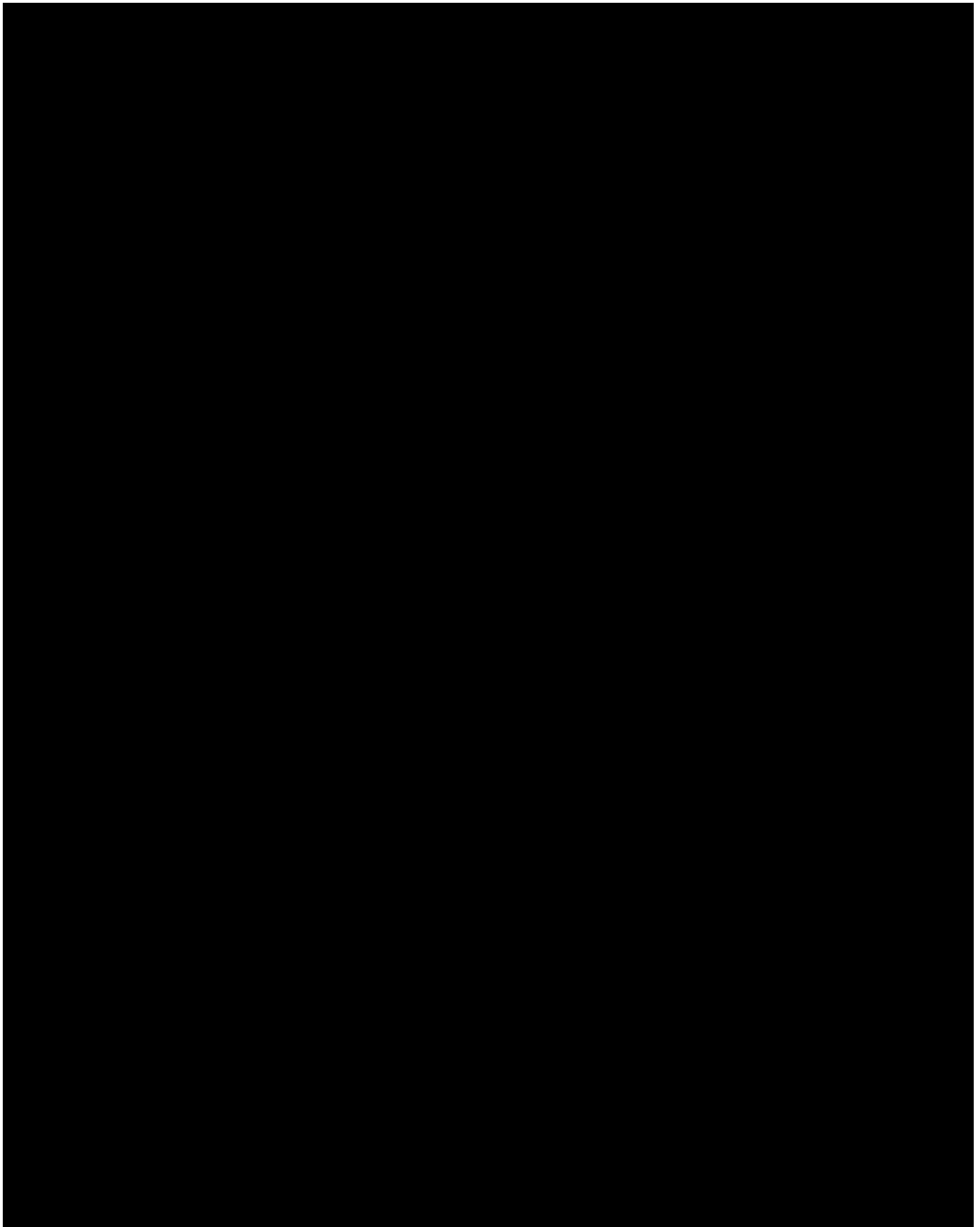


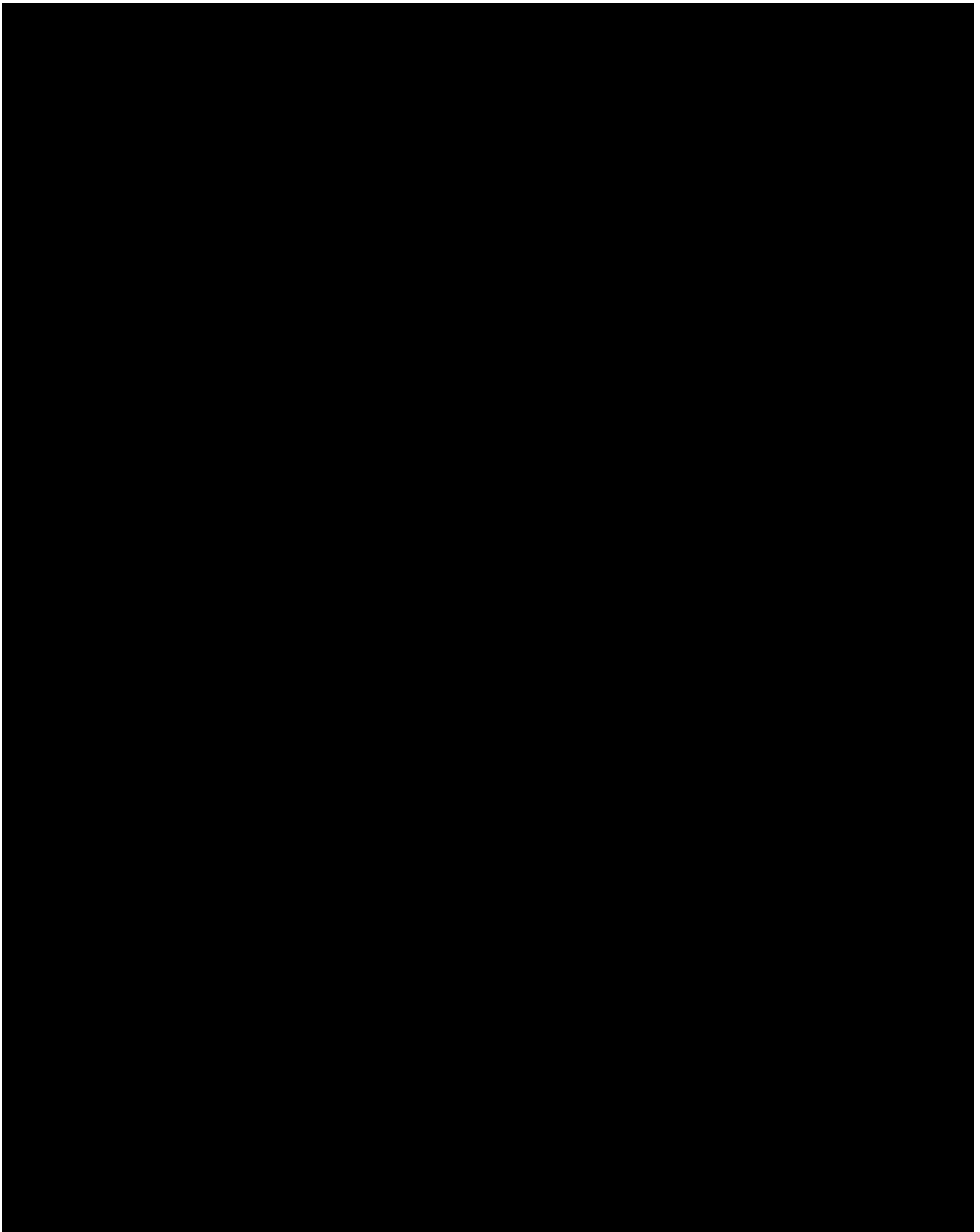


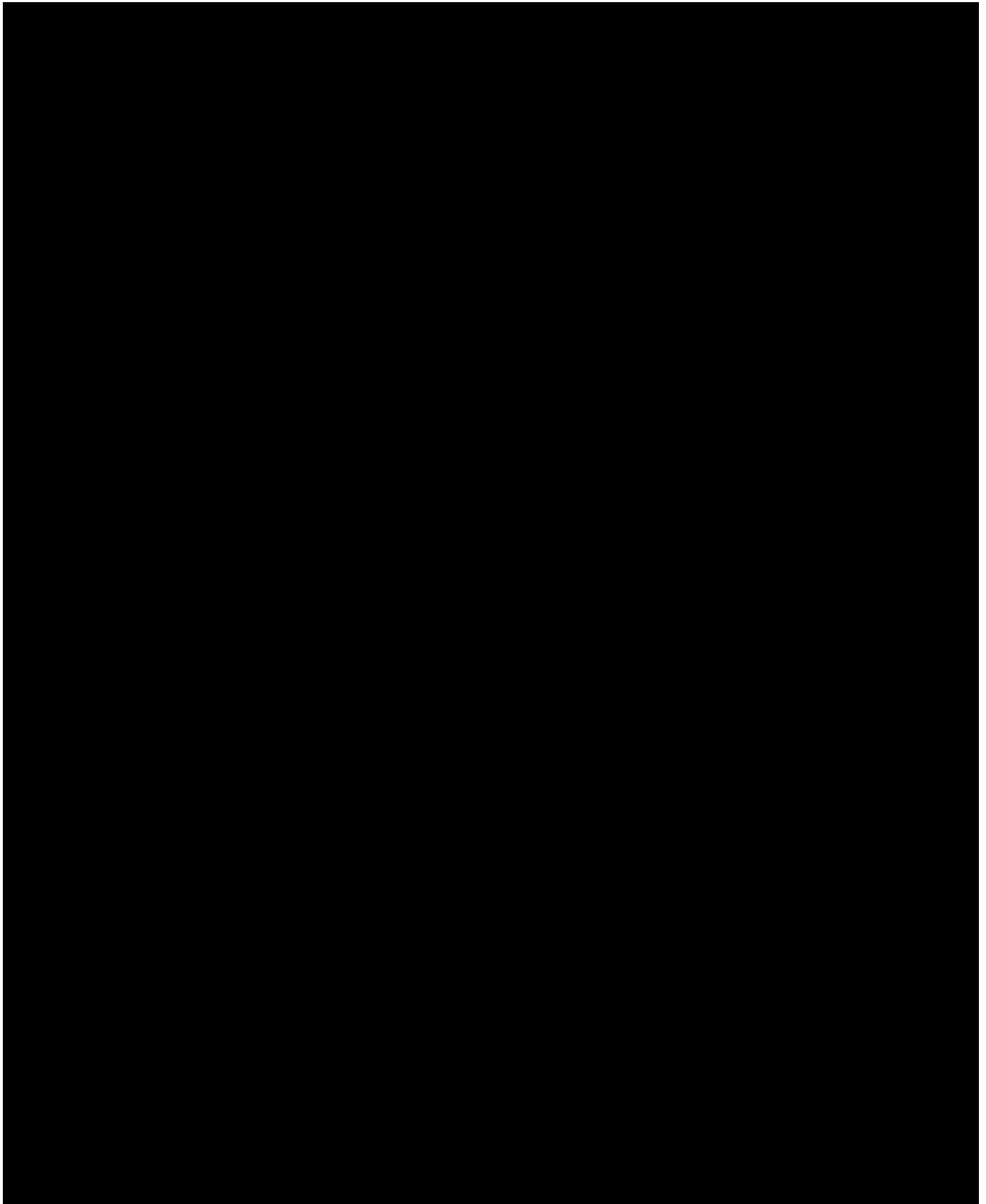












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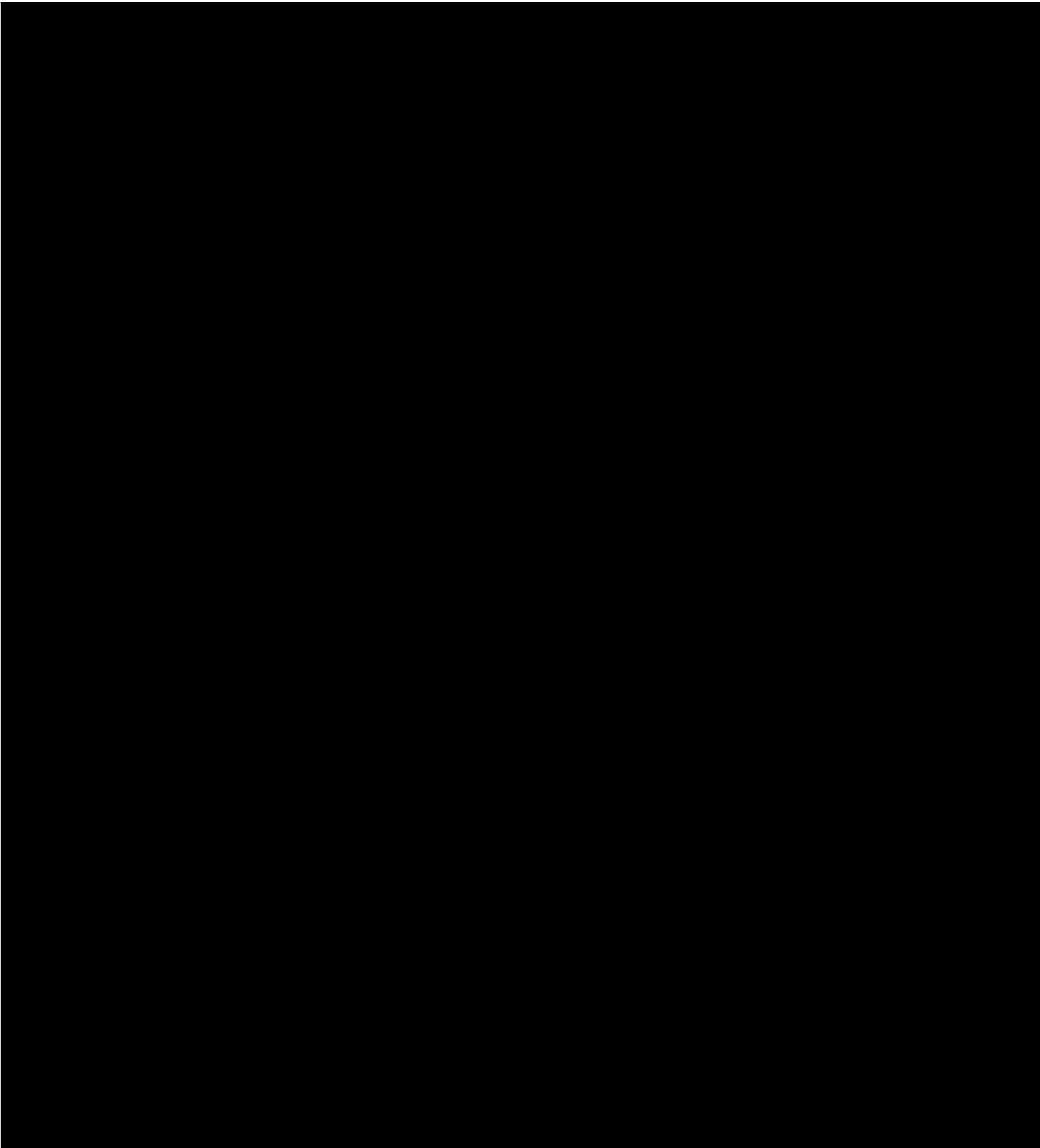
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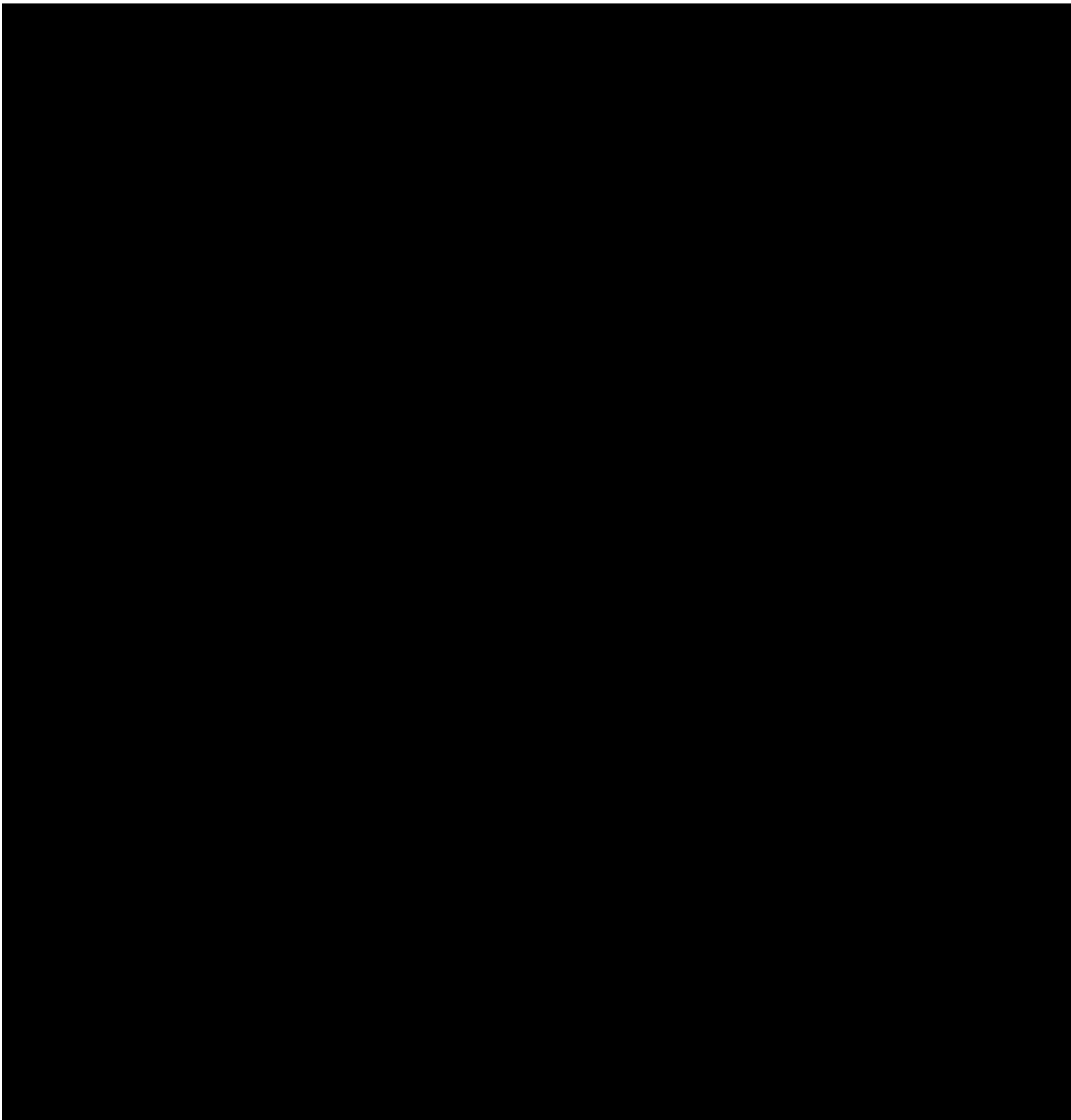
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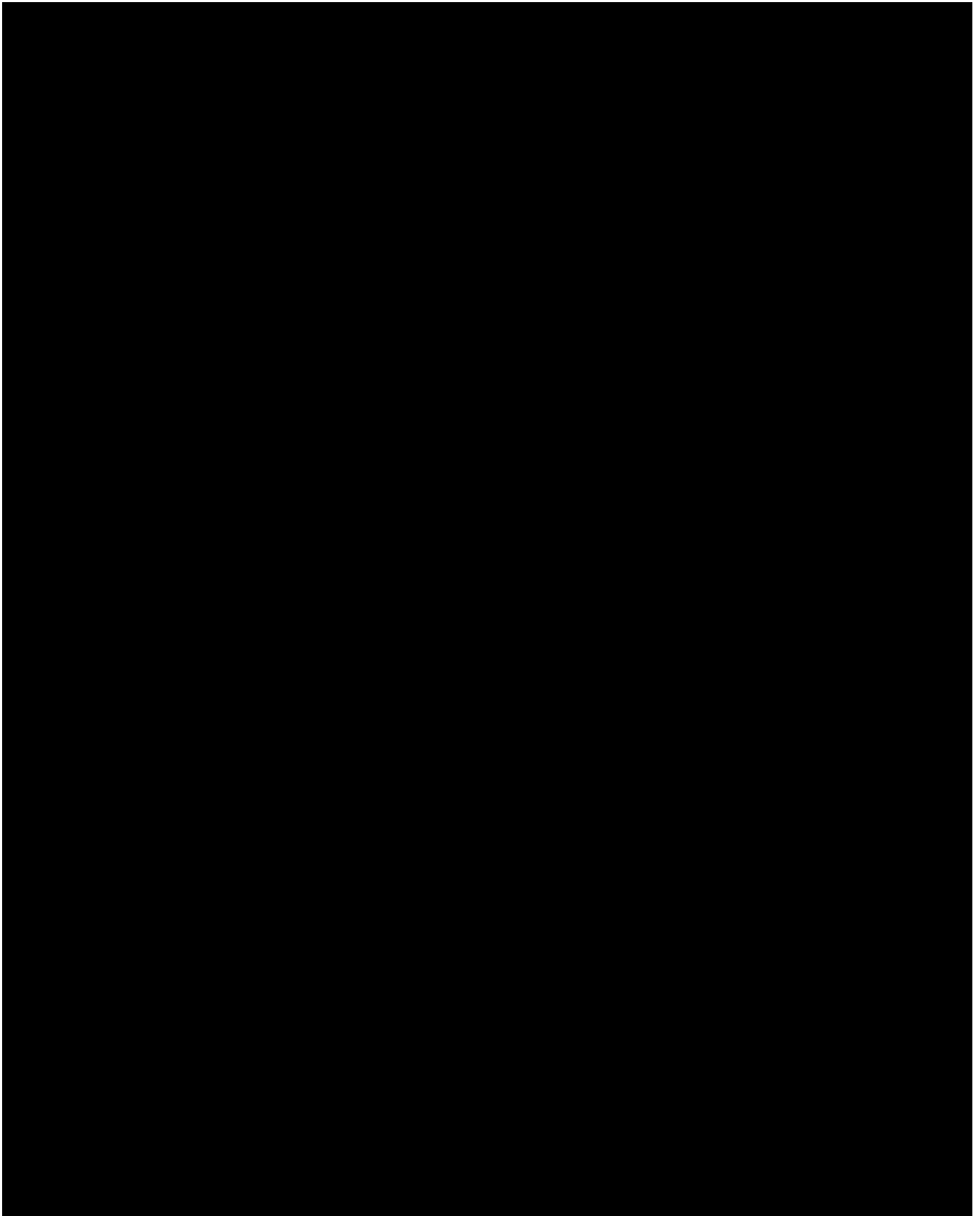
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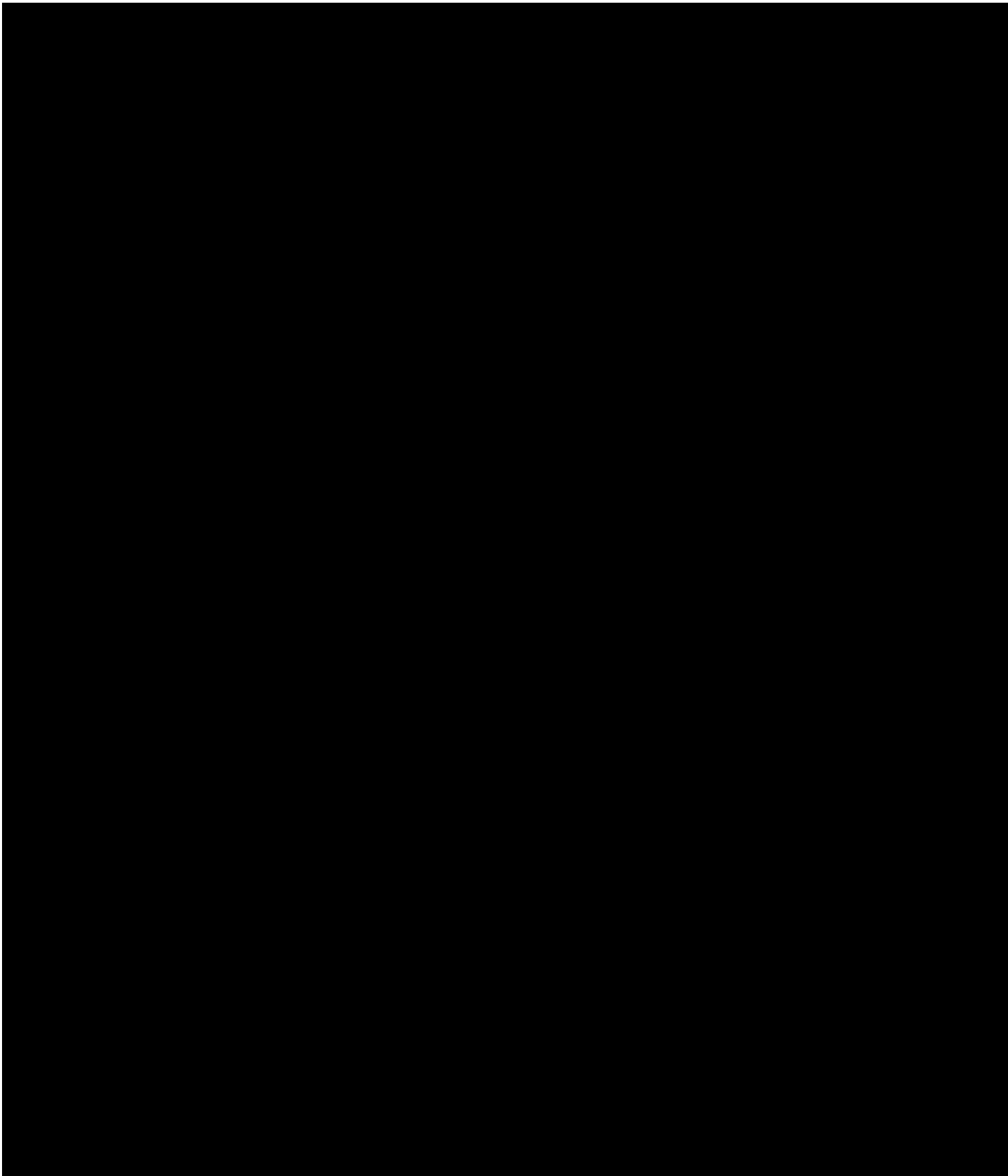
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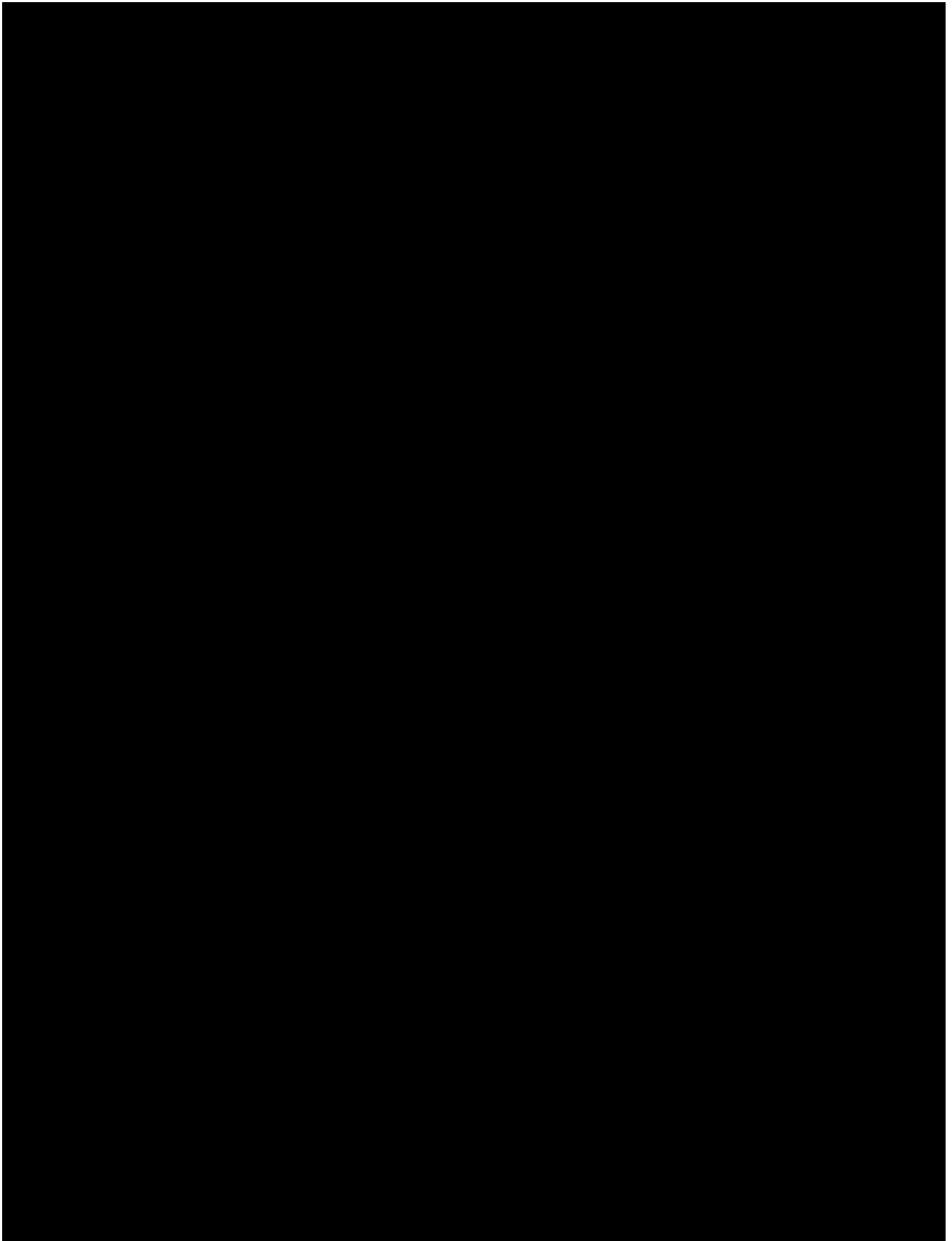
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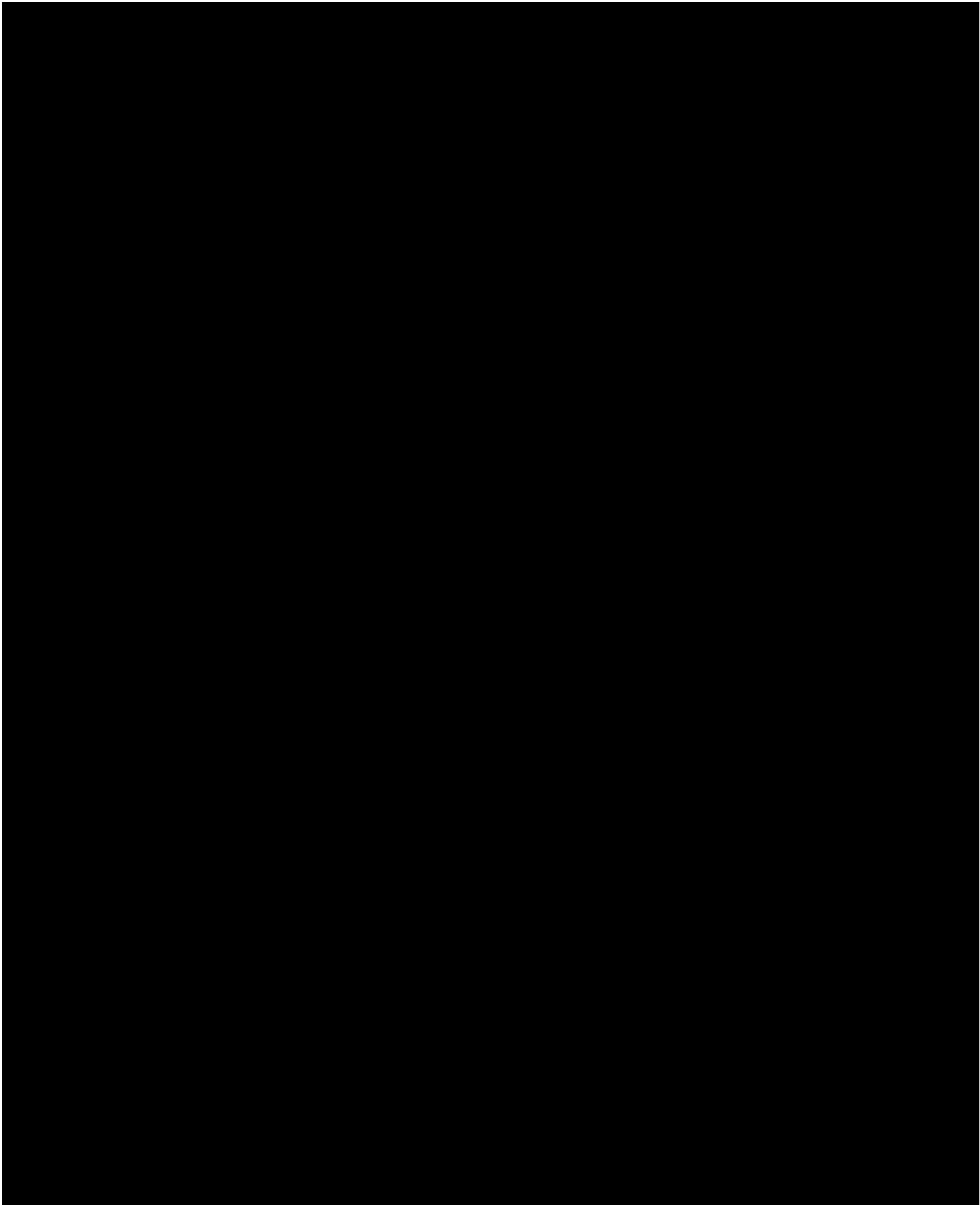




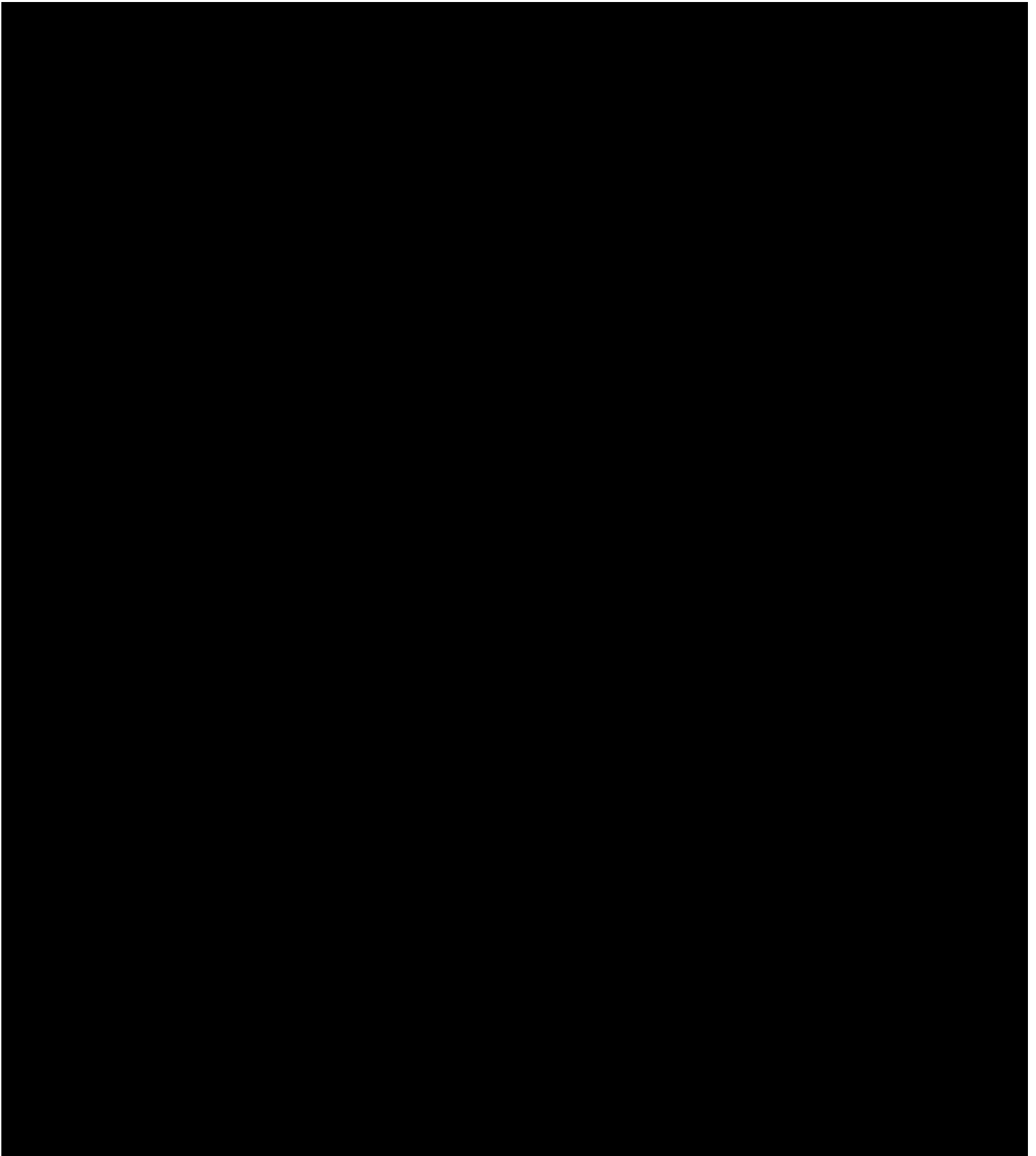


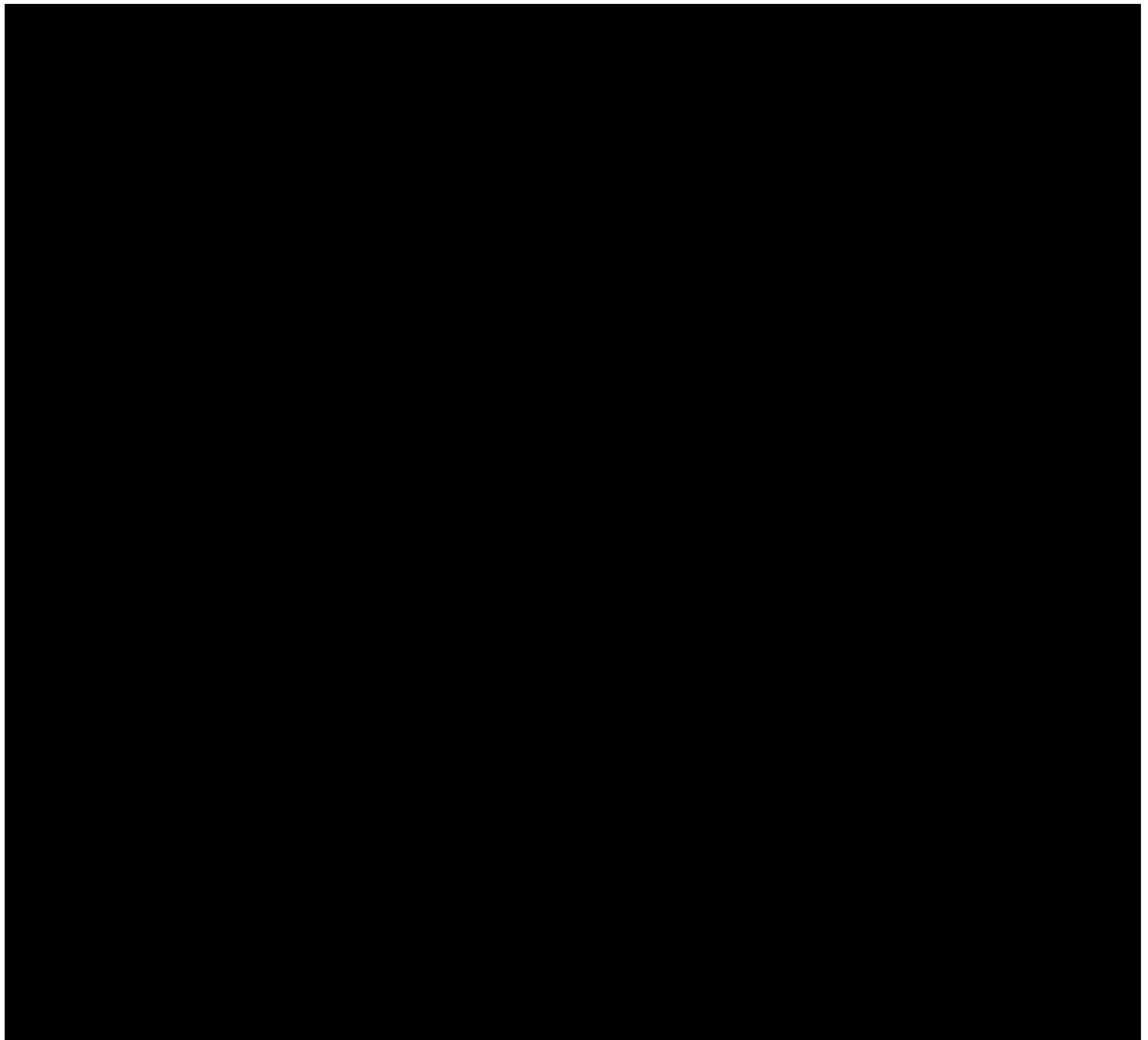


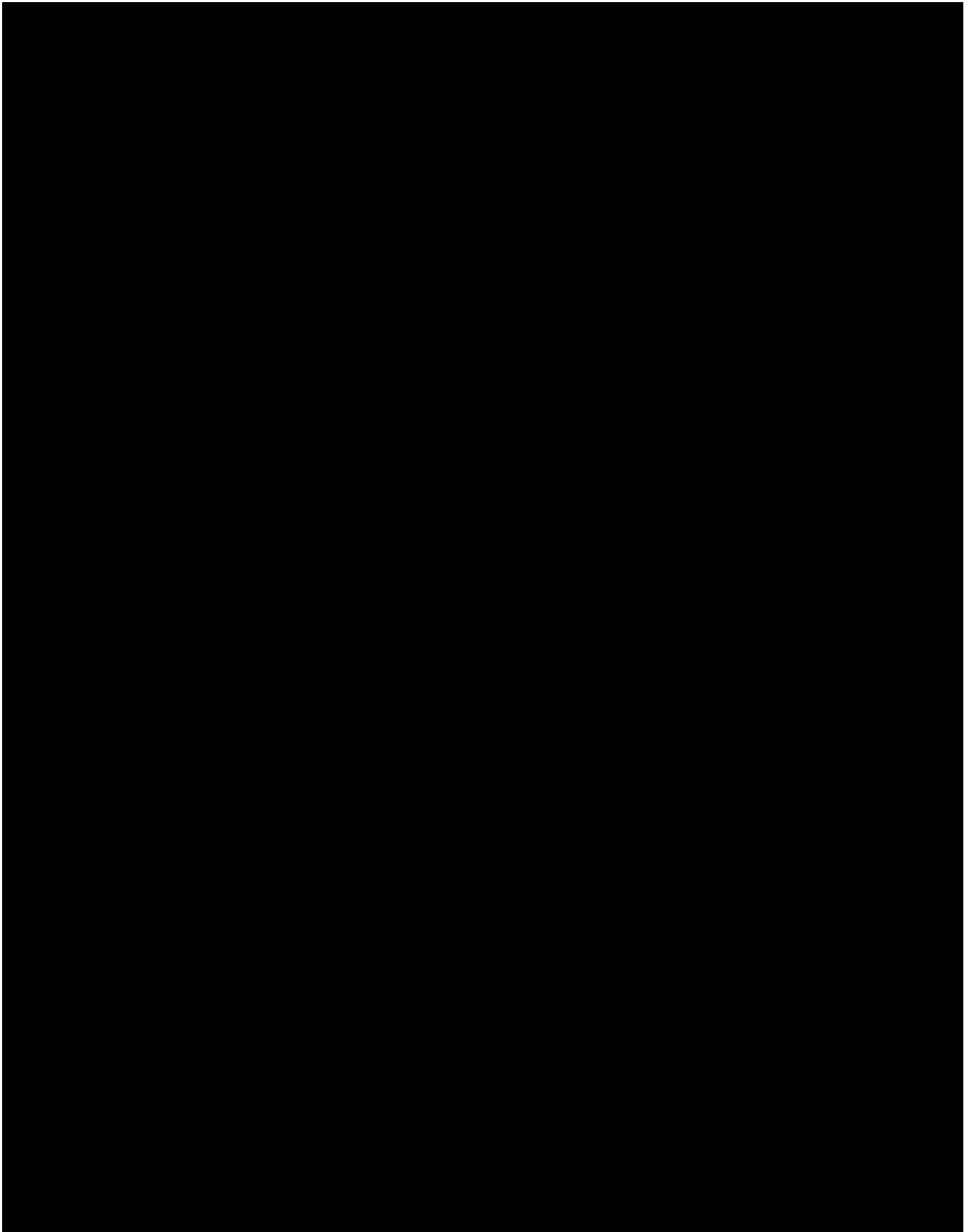


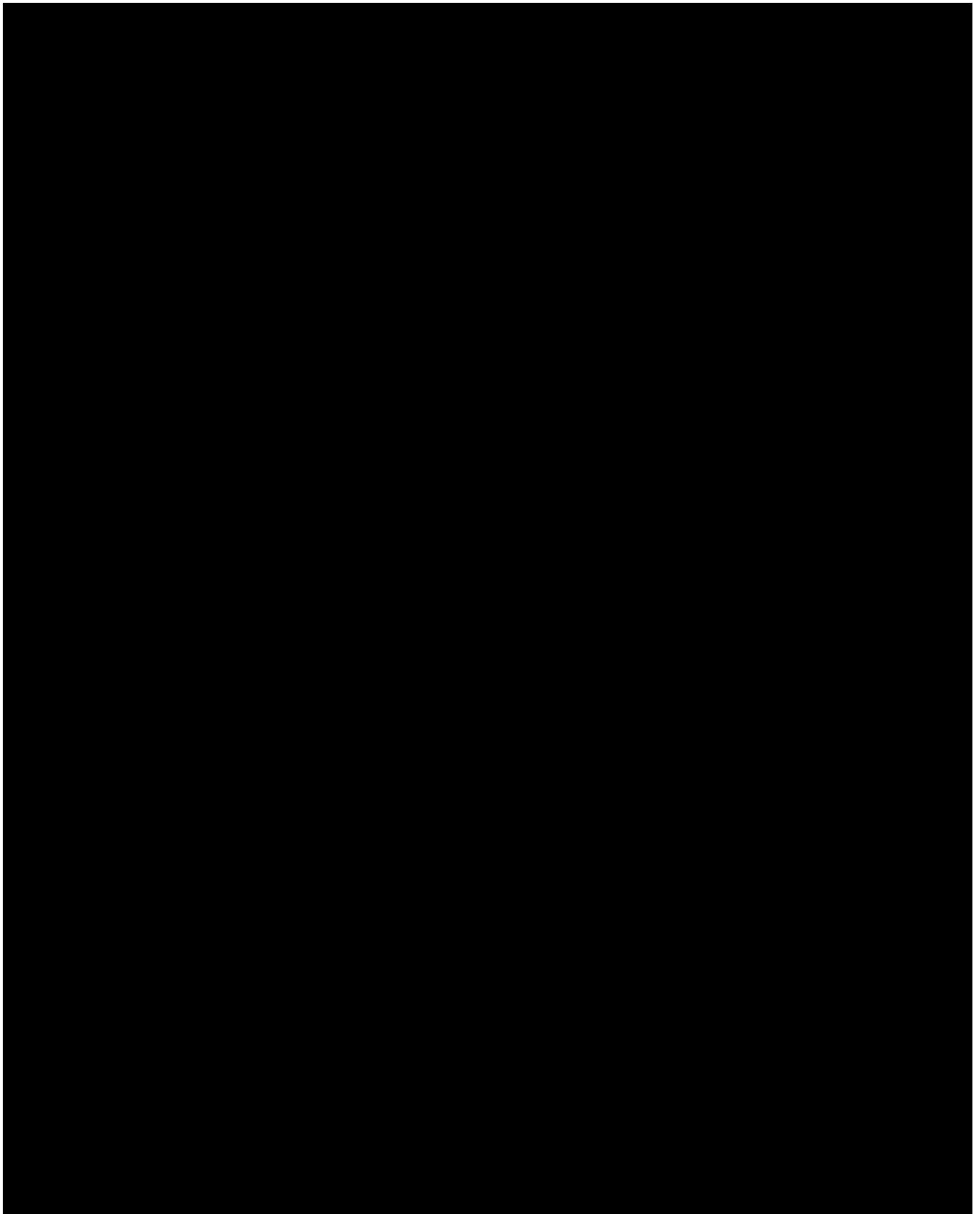


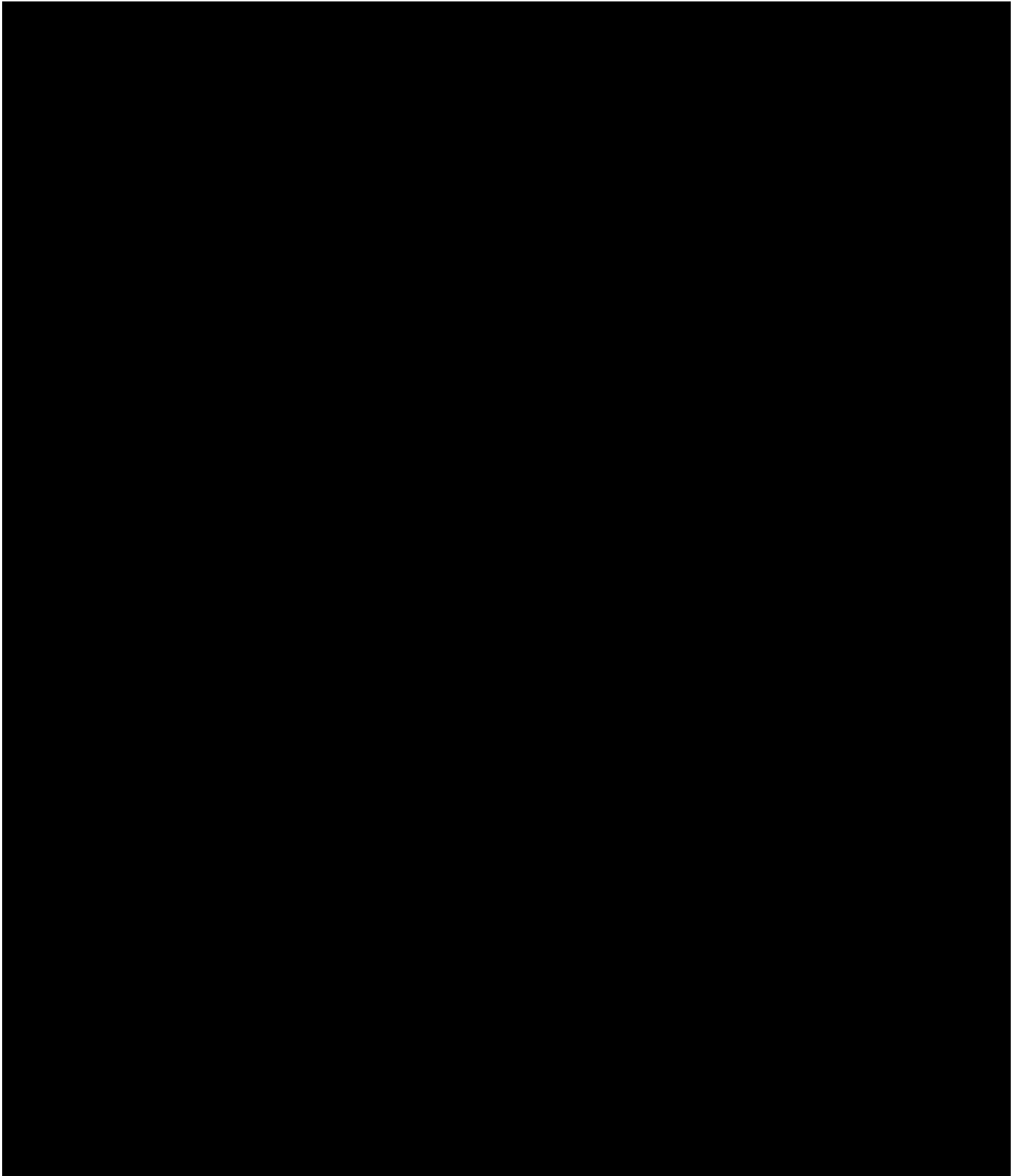


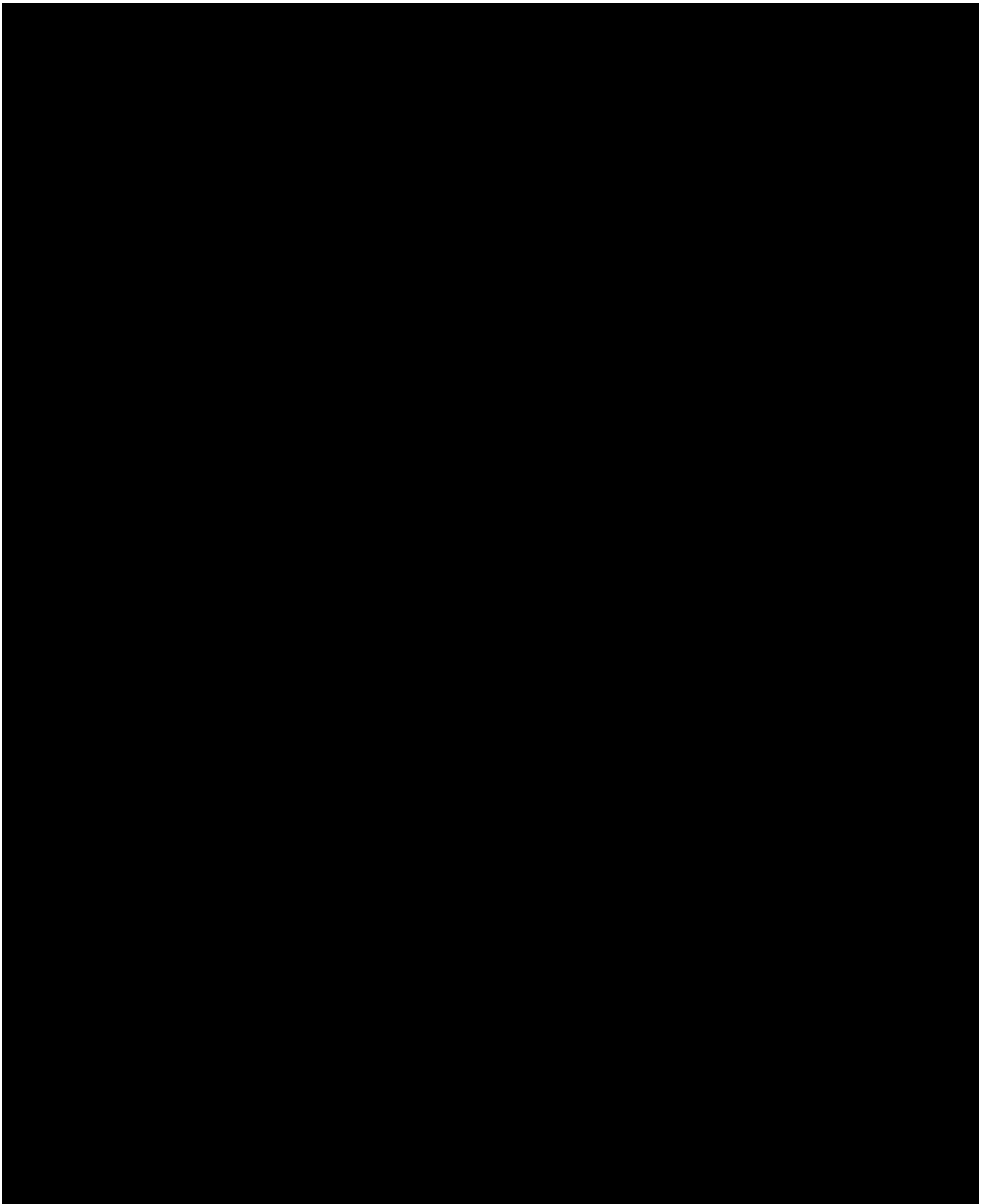


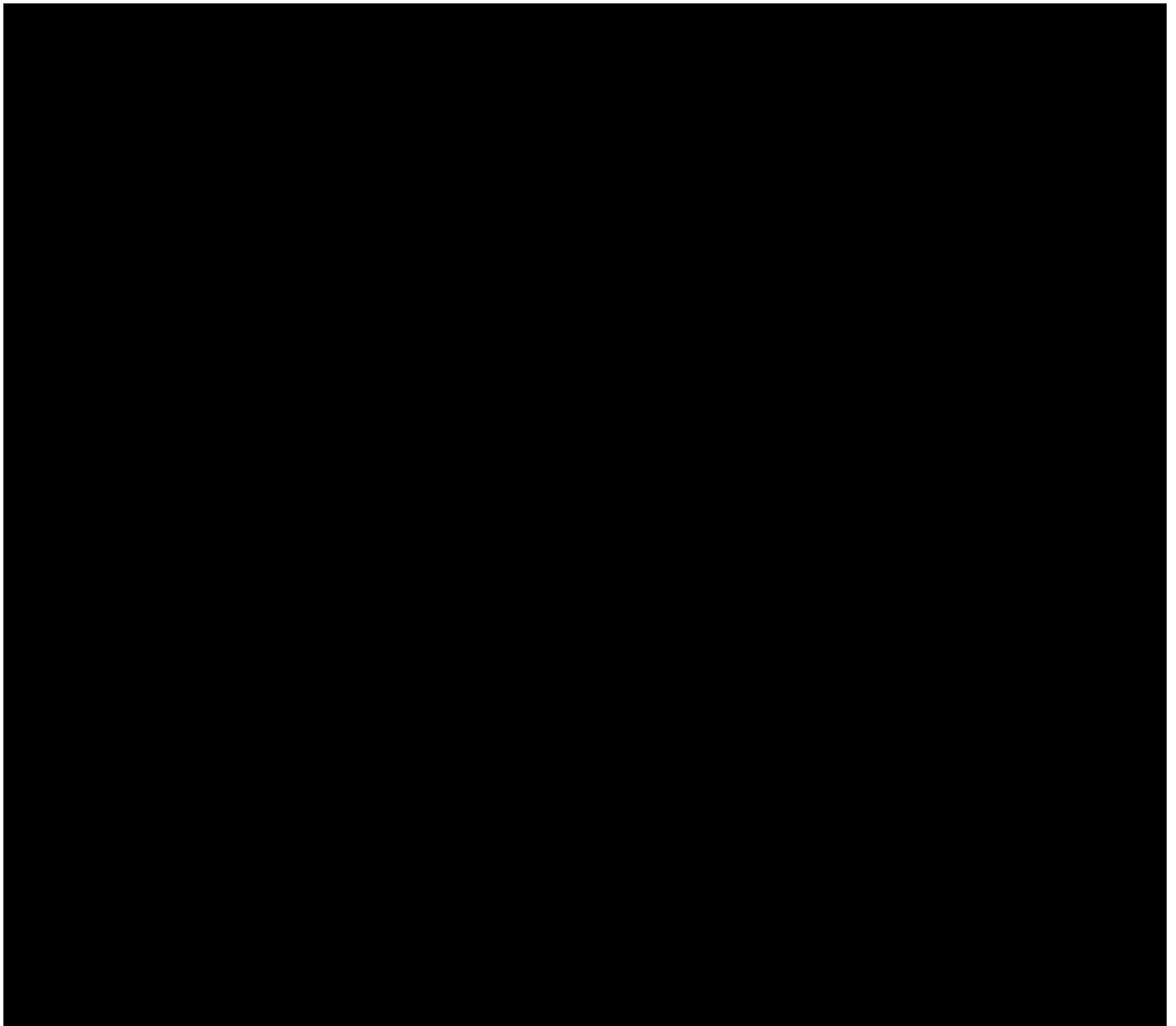


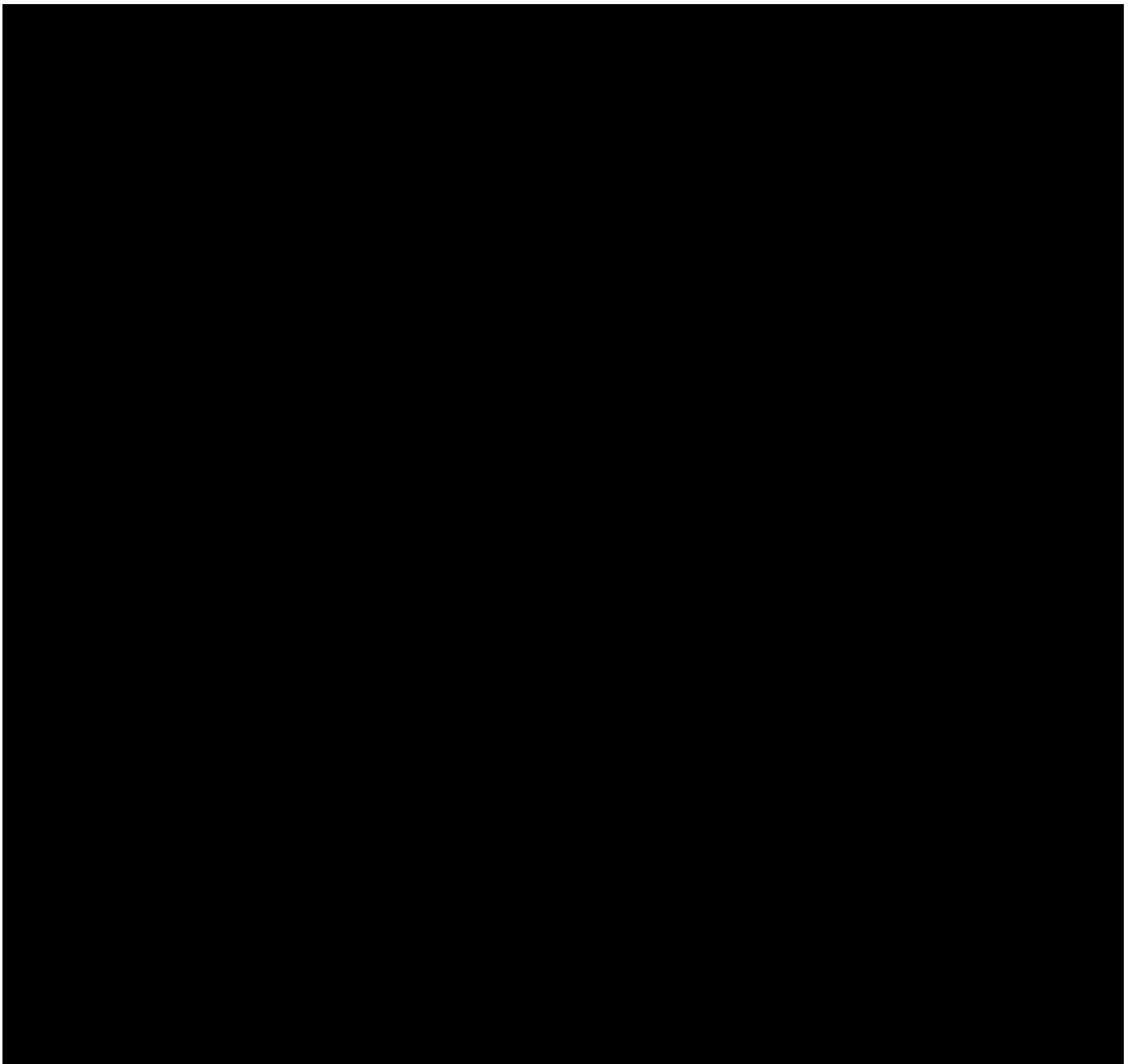


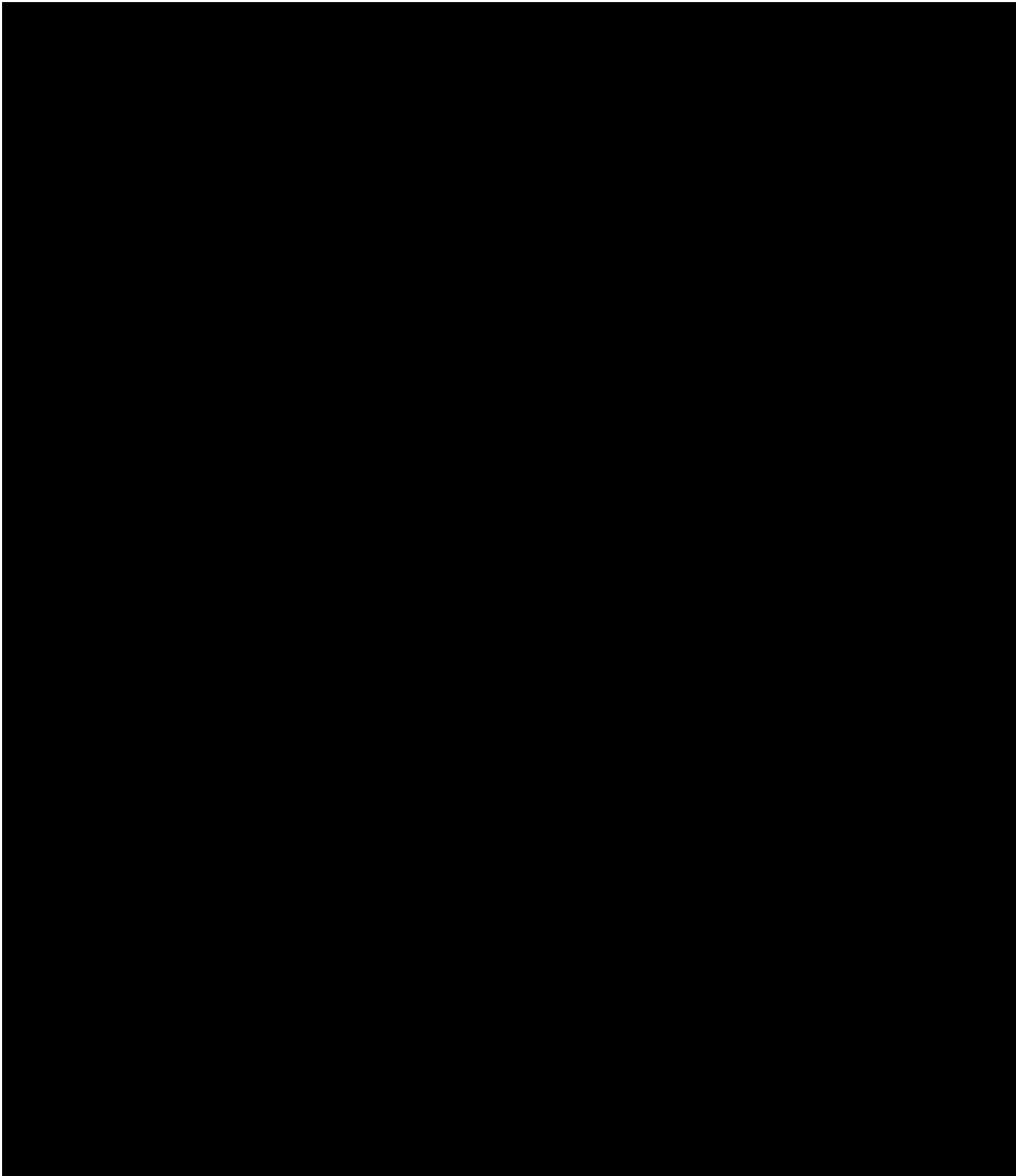


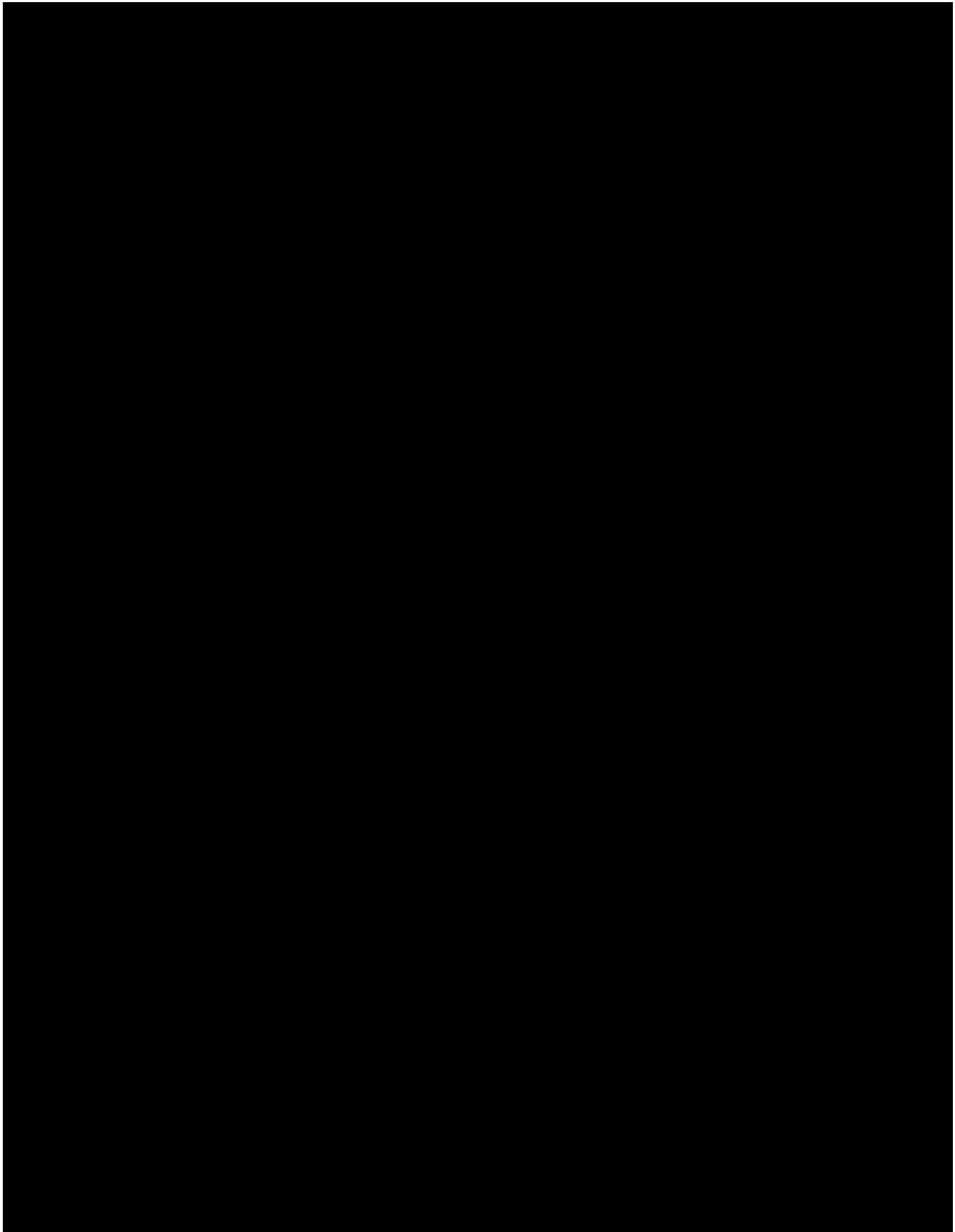


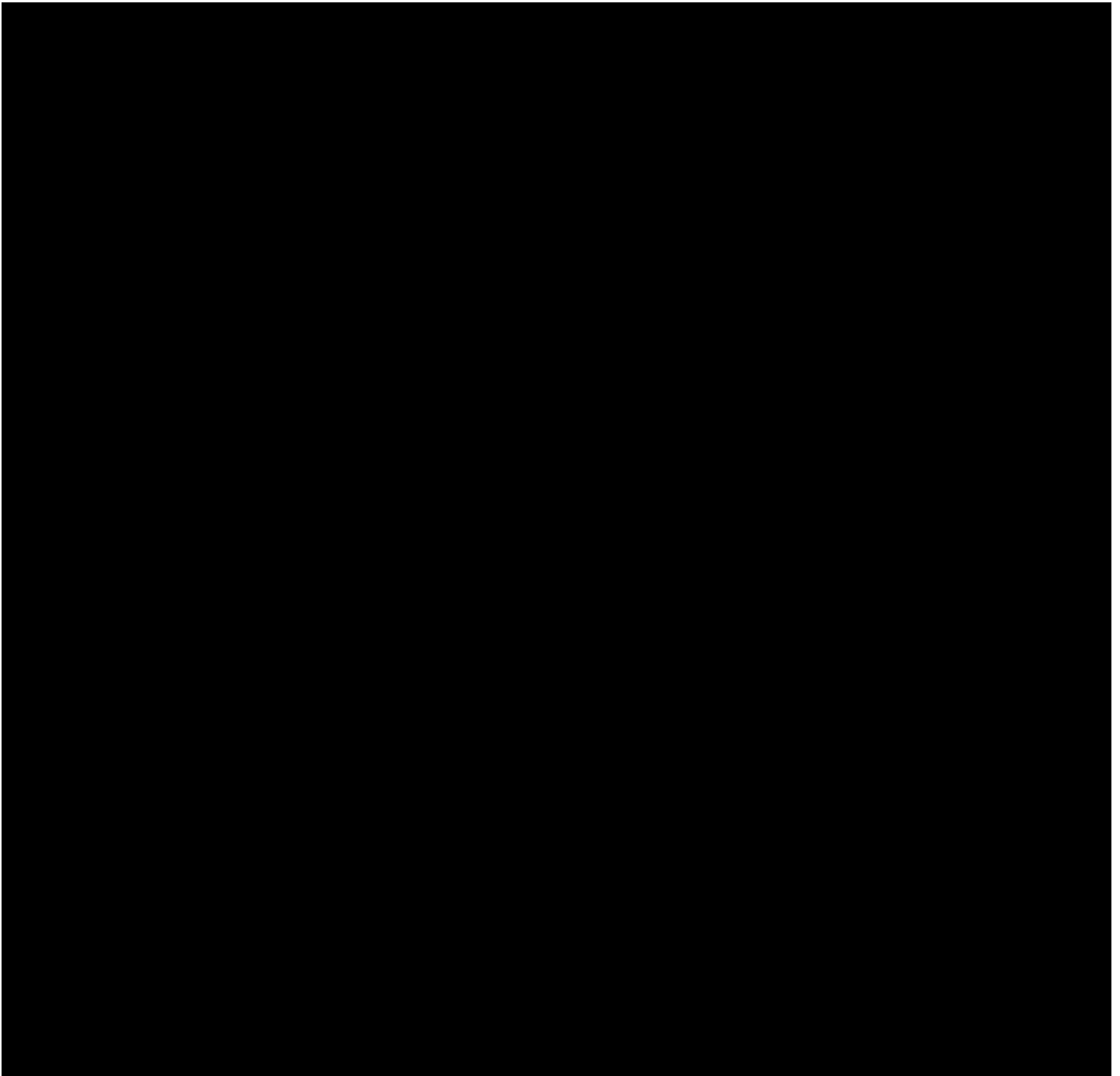


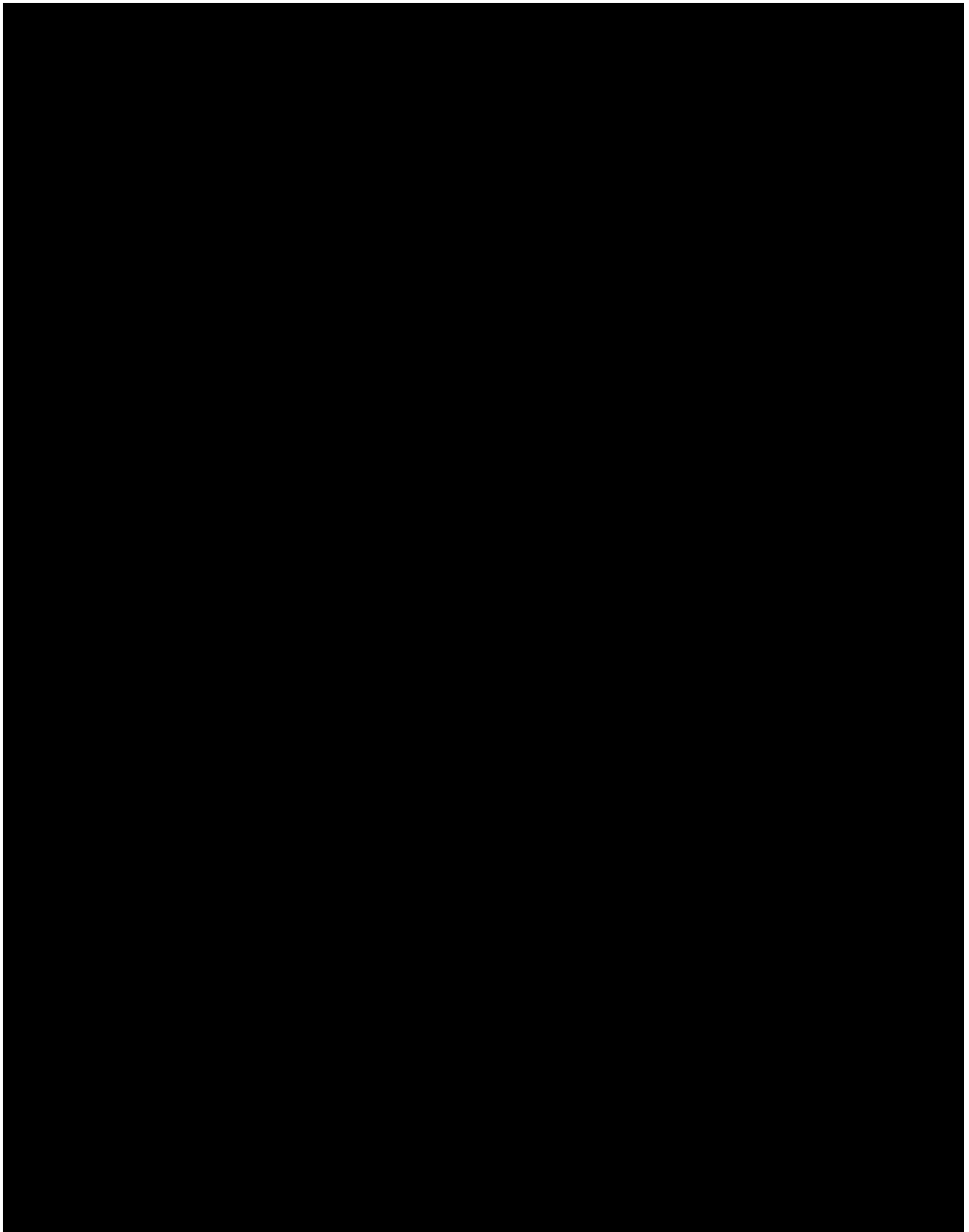












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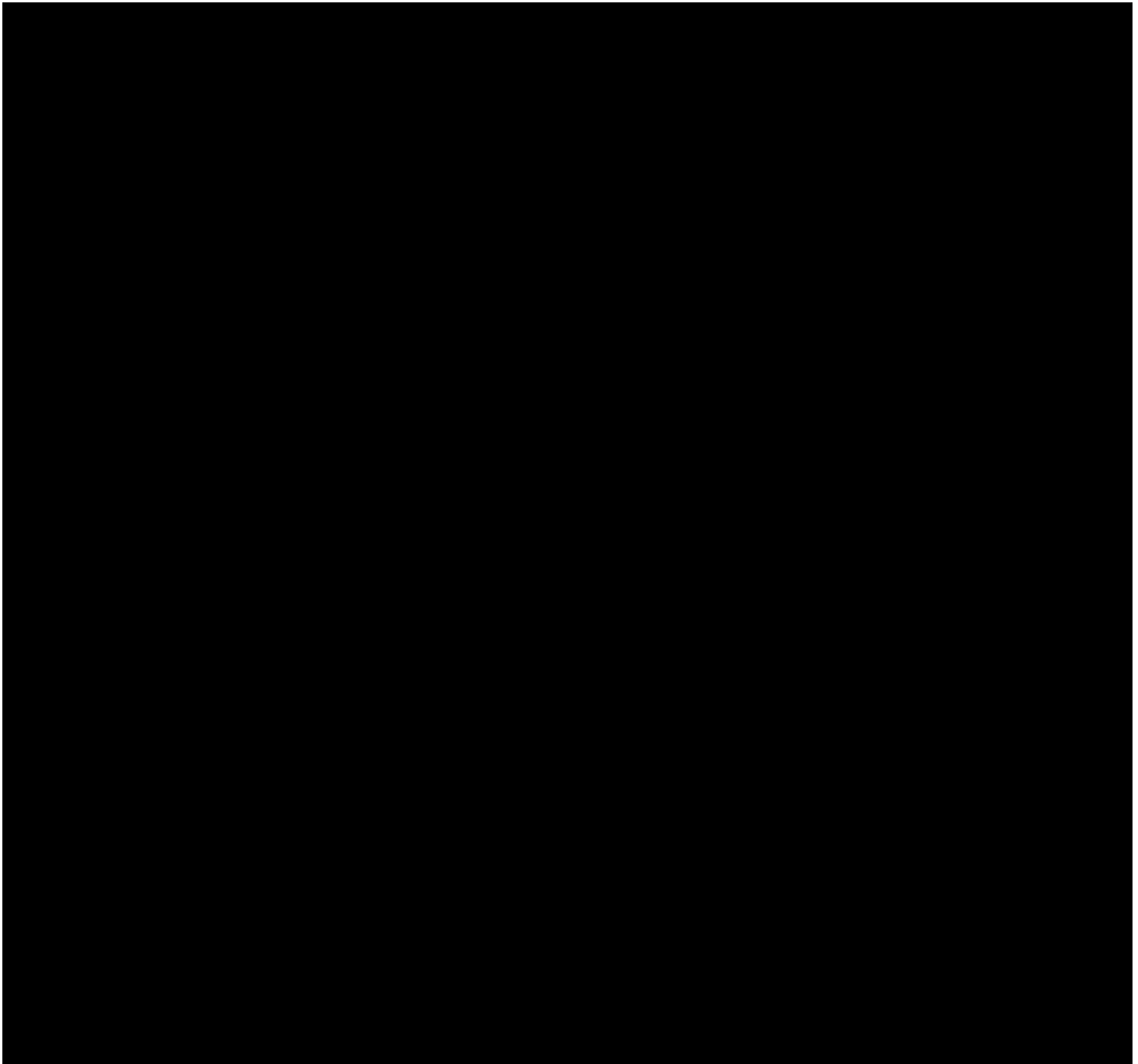
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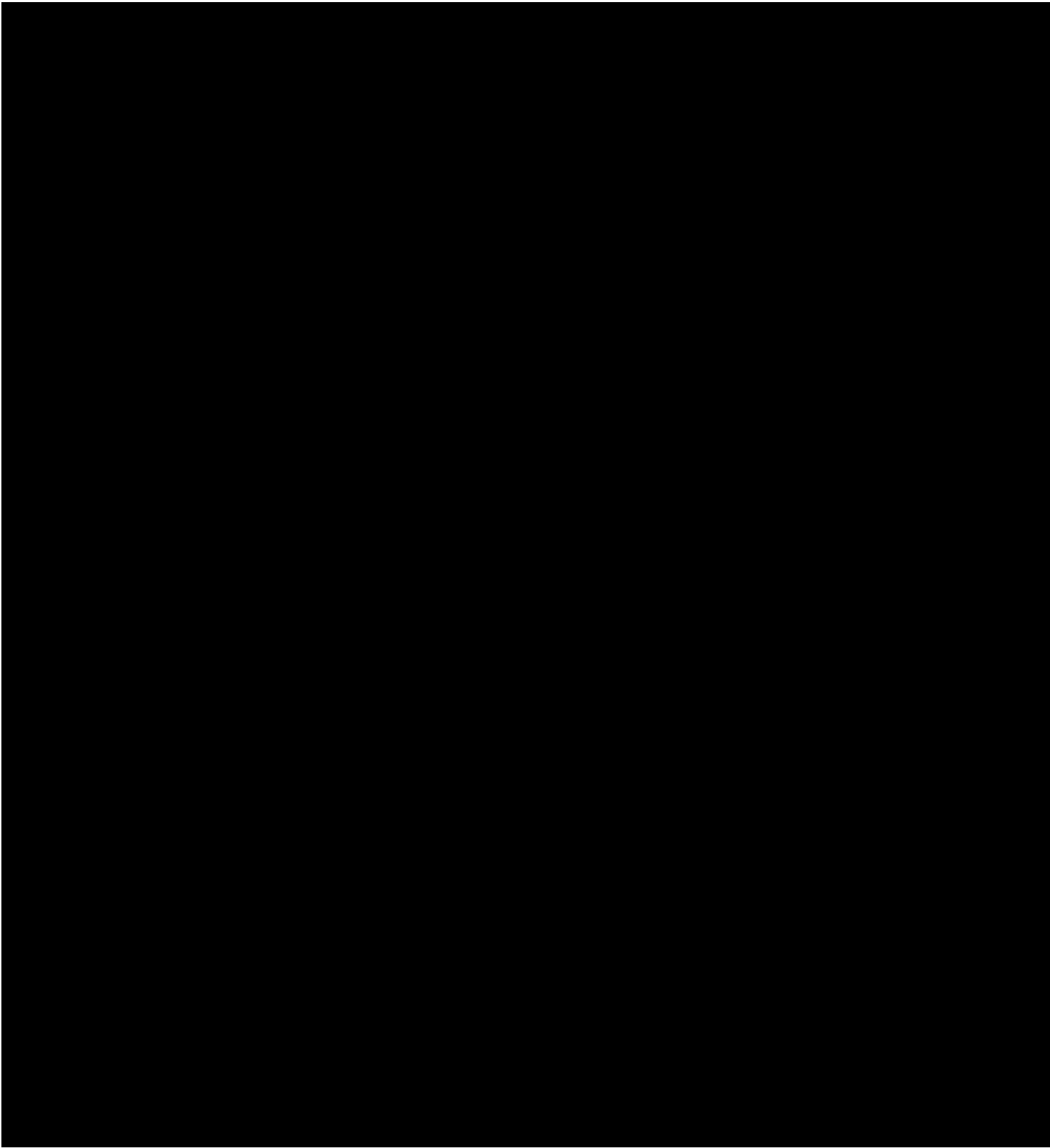
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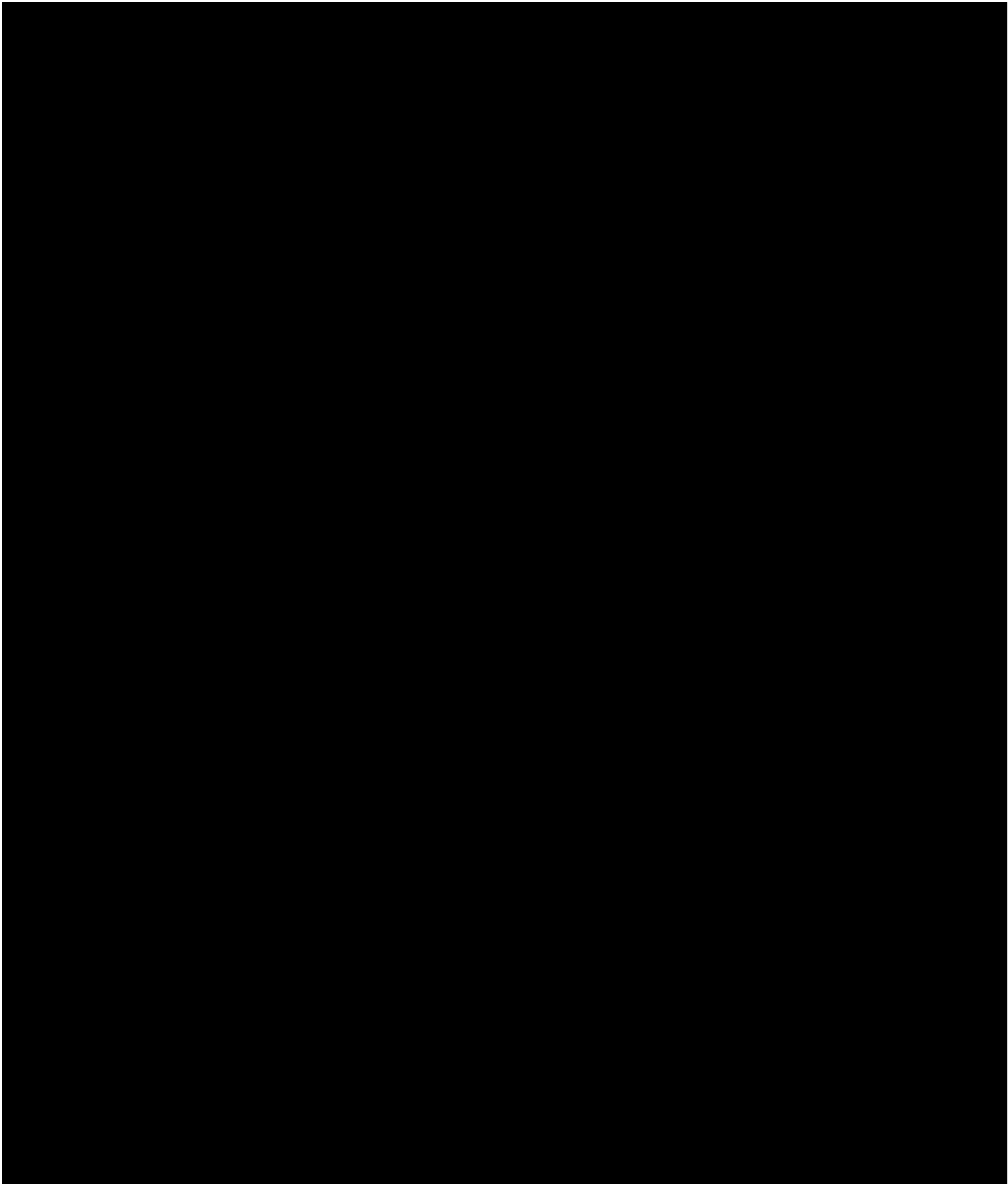
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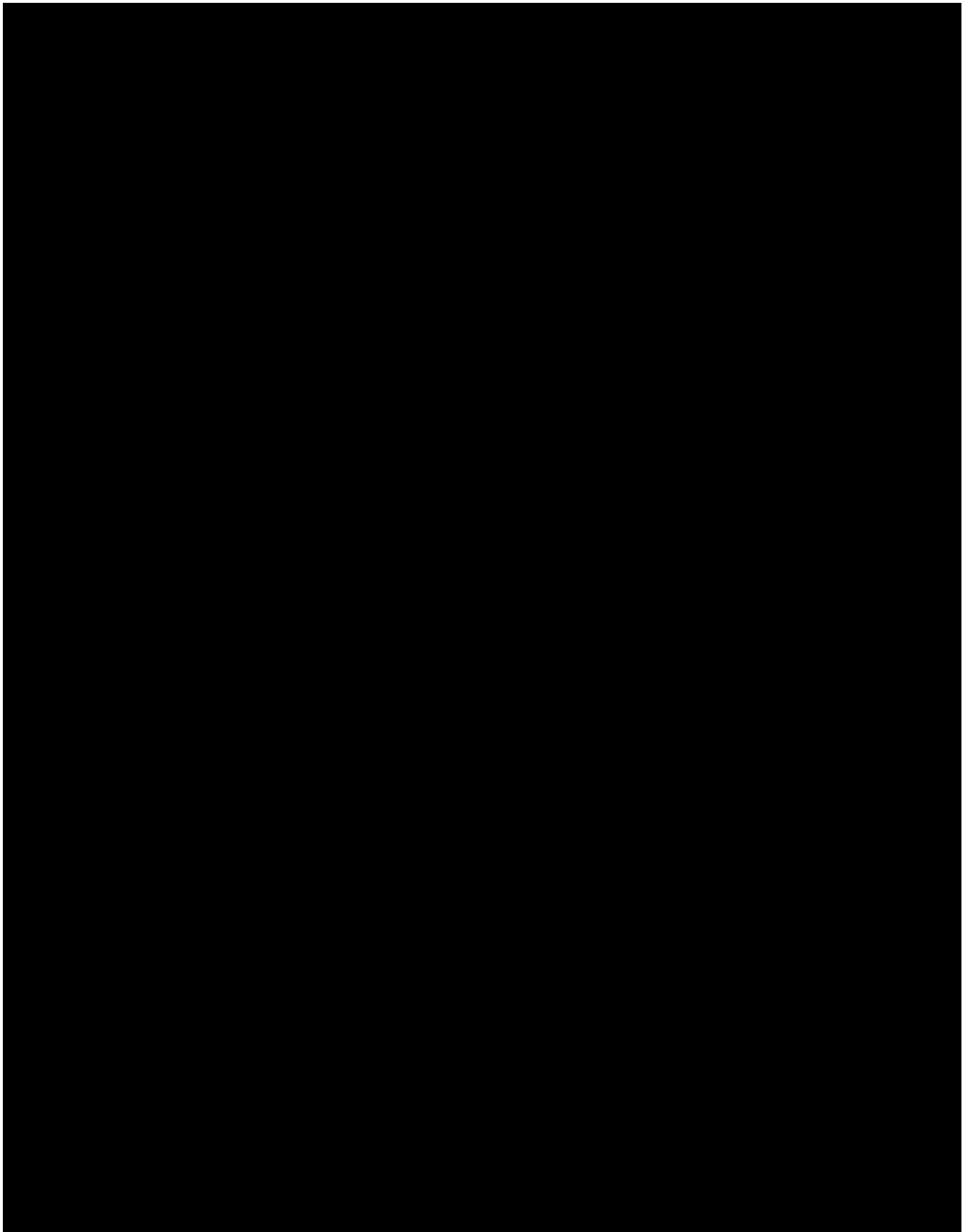
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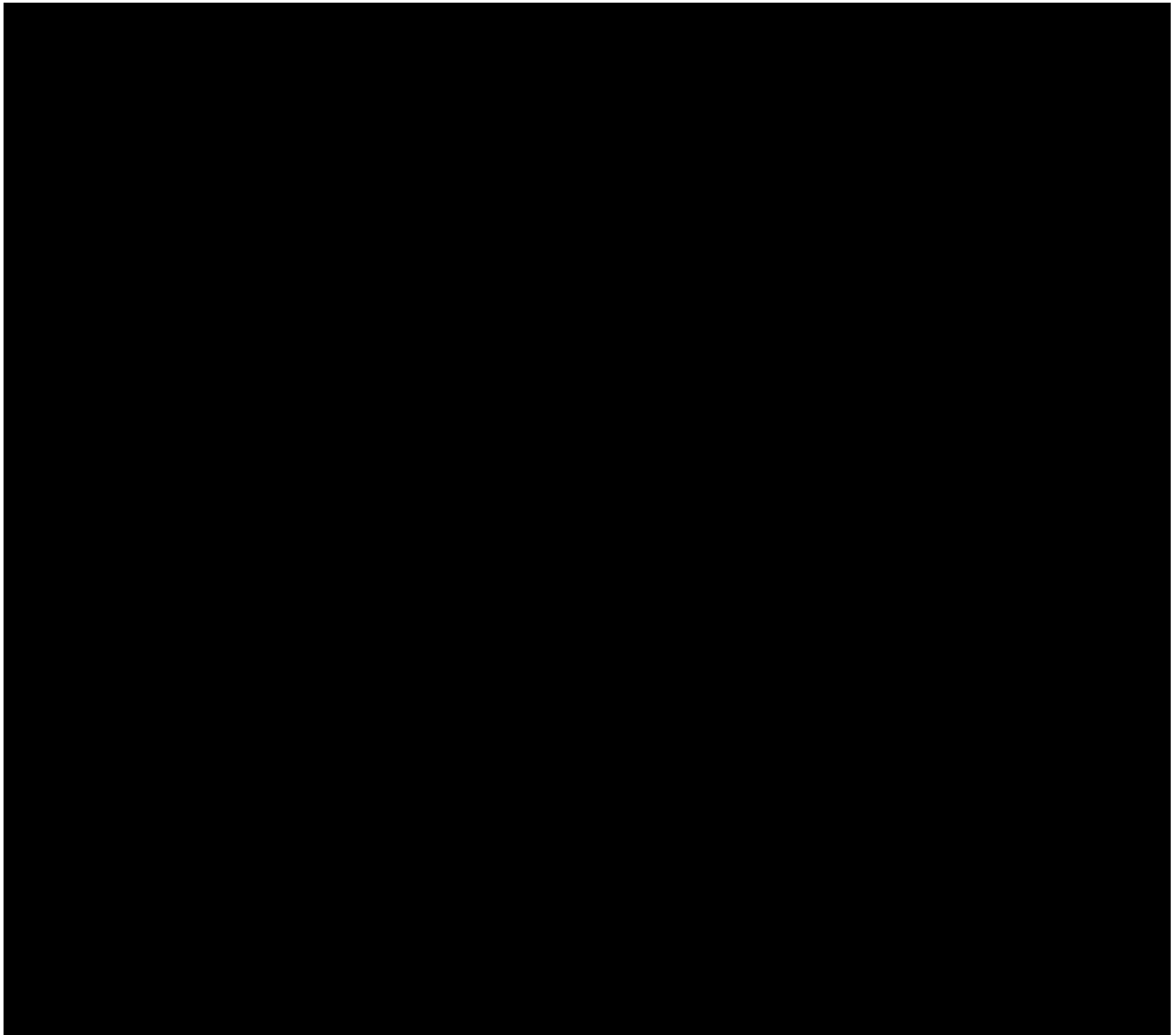
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F. MANAGED SERVICES REQUIREMENTS

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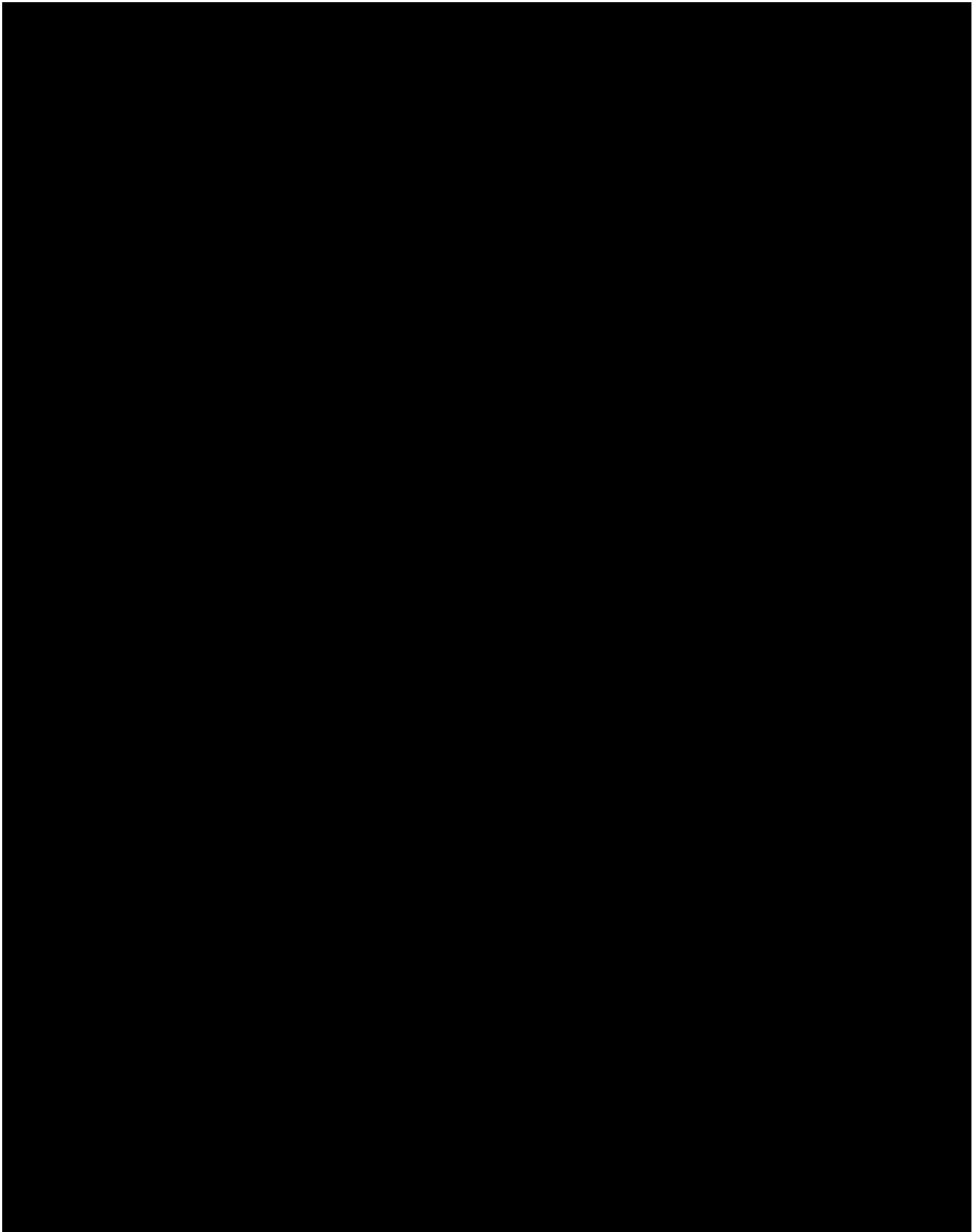
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G. OTHER AVAILABLE SERVICES

SAP S/4 Financials Assessment

SAP Ariba offers standard integrations to many back-end ERP systems but large-scale implementations can benefit by looking **beyond individual workstreams** and build a well-defined and documented path across the ERP landscape to identify specific goals and timelines. LSI's S/4 Financials Assessment will help you to identify whether moving to SAP's S/4 Financials module(s) will streamline financial processes, save money and provide a long-term foundation for your IT infrastructure. Whether you are a current SAP ECC customer debating moving to the cloud or have a mix of financial software from years past, this is a great time to gather the information needed to build an effective and sustainable ERP Landscape across all your business areas. The resulting Assessment will serve as a strategy to guide critical decisions and timing over the life of your implementation.

LSI's 23 years of deep SAP Public Sector expertise and experience allow us to guide you through a 6-week evaluation of your current systems and processes to make sure you are selecting the right software components in the right order to fulfill State goals that we work together to identify. LSI is proud to have been involved in over 50% of all Public Sector SAP deployments in North America. We will work with your Executive, Business and IT stakeholders and document the results.

If your organization has already assessed portions of your strategy, the assessment scope can be adjusted to help you complete the picture and work with the right people across your organization. Allow us to help you build a solid plan and discover the breadth and depth of SAP solutions. SAP's solution platform is built on SAP's Real-Time, In-Memory HANA Data Processing Platform, offering superior performance, scalability, automation, innovation, and functionality. SAP's core objective in providing Solutions of this nature is to always provide its government clients with a Solution sustainability that supports and validates a 15-20 Year Operational Lifecycle.

SAP Fieldglass

SAP Fieldglass is a cloud-based, open [Vendor Management System \(VMS\)](#) that helps organizations find, engage, manage, pay, and unlock more value from this growing external workforce – anywhere in the world.

SAP Fieldglass, a longstanding leader in external workforce management and services procurement, is used by organizations around the world to find, engage, and manage all types of flexible resources. Our cloud-based, open platform has been deployed in more than 180 countries and helps companies transform how work gets done, increase operational agility, and accelerate business outcomes in the digital economy. Backed by the resources of SAP, customers benefit from a roadmap driven by continuous investment in innovation. To learn more, visit www.fieldglass.com.

The SAP Fieldglass VMS automates the entire process of finding, procuring, and managing external talent. Our platform helps organizations reduce costs, enforce compliance, improve worker and supplier quality, and increase program efficiencies.

SAP Fieldglass Contingent Workforce Management

Business resilience in today's volatile environment depends on the ability to navigate constant change. More than ever before, that means maintaining a flexible workforce – one you can rapidly scale up and down with the right talent and skills to overcome current challenges and create future opportunities. Contractors, freelancers, consultants, and other contingent workers play a vital role in helping you meet this goal, making it crucial to optimize the value they deliver.

Effectively managing flexible labor can be difficult. The complex handoffs and interactions required between internal stakeholders, managed service providers (MSPs) or staffing agencies, and nonpayroll workers typically occur across multiple tools and applications, causing gaps in visibility and control. This limits insight into work quality, performance, progress, and other metrics that let you track and improve outcomes over time. It also opens the door to security breaches, compliance issues, and similar risks that can negatively impact your organization.

SAP® Fieldglass® Contingent Workforce Management resolves these concerns, enabling you to find, engage, manage, and pay temporary workers quickly and efficiently through a single cloud-based solution. Automation streamlines processes, expedites workflows, and boosts productivity so you can fill roles faster at a lower cost. Powerful reporting and analytics help you drive informed decisions that align with strategic objectives. Centralized visibility and control make it easy to monitor activities, assess results, and share intelligence across relevant teams. Self-service configuration allows rapid adjustments to meet your specific needs. And built-in security features support global regulations compliance, permissions and access tracking, and proper on- and offboarding to reduce risk and protect sensitive assets.



SAP Fieldglass Contingent Workforce Management delivers a collaborative digital workspace where you can find, engage, manage, and pay flexible labor quickly and efficiently – all in one location.

Increase Workforce Agility Across The Enterprise

Flexible features provide end-to-end efficiency throughout the workforce management cycle, helping you fill roles and meet shifting business needs with agility and ease.

Find top talent quickly to meet market demands.

Decision support tools guide you to choose appropriate sourcing channels and classify workers correctly. Customized template creation lets you specify job descriptions, qualifications, pay rates, and more to streamline postings and eliminate repetitive work. Automated approvals expedite processing to move projects forward faster. Configurable distribution enables tiered posting to targeted MSPs and suppliers, allowing premier providers to submit candidates first.

Engage the best workers for every assignment.

Machine learning accelerates resume screening and identification of high-quality candidates, while advanced comparison tools speed assessments so you can conduct interviews sooner. Intuitive functionality covers each step of the selection process to ensure that licensure, certifications, skills, training, and other requirements are met. Solution-based offer negotiations drive compliant decisions and help you optimize pay rates against averages in your organization.

Manage all processes through a single, centralized system.

Centralizing all flexible labor processes and data in one system enables enterprise-wide visibility, collaboration, and control – and integration to ERP and procurement solutions extends this benefit even more. Seamless onboarding creates a clear chain of custody through mandated background checks, security IDs, access restrictions, and other risk-reduction measures. Best-in-class tools enhance performance and tenure management, time capture, variable pay rate entry, and resource allocation. Comprehensive reporting drives better decisions around cost, quality, and strategy. Functionality available in 180 countries and 21 languages supports compliance with tax laws, invoice formats, pay and rate rules, and local regulations worldwide.

Streamline payment and follow-up to inform future projects.

Pro forma invoice generation streamlines reconciliation and settlement, providing accurate information that aligns with agreed-on terms. Smooth payment processing frees you to focus on vendor value and relationships. Systematic offboarding prompts proper access termination the moment assignments are complete. And evaluation and feedback tools create closed-loop awareness to guide future hiring.

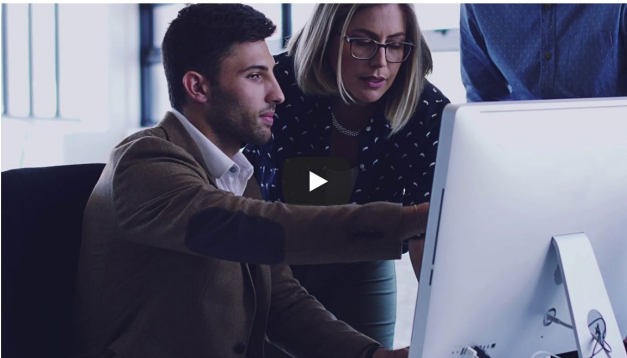
Benefits to the State:

SAP Fieldglass Contingent Workforce Management enables you to:

- Gain end-to-end visibility and control over every aspect of your flexible labor
- Boost business stability and responsiveness by rapidly attaining the capacity and skills you need
- Easily find, engage, manage, and pay temporary workers to better meet shifting market demands
- Minimize organizational risk through automated oversight and compliance
- Increase productivity and reduce costs while maintaining high worker quality and performance
- Use self-service configuration and integrate existing tools and solutions to create a seamless user experience
- Collaborate effectively across all stakeholders and teams

Click [here](#) for an overview on **SAP Fieldglass Contingent Workforce Management**.

Contingent Workforce Management



[Contingent Workforce Management](#) automates the entire process of procuring and managing flexible labor, from requisition through invoice and payment.

SAP Fieldglass Services Procurement

Organizations today frequently use outside resources to deliver services across a variety of labor categories. While it's very common for companies to engage with third-party vendors to provide IT services, they're also utilizing outside resources to provide financial services, engineering, marketing, advertising, print, construction, maintenance and management consulting, among other sectors.

These engagements are often managed independently of one another with many elements during the process - from requirements and budget, to supplier expectations and milestones - defined and executed on an ad-hoc basis. Additionally, with different managers, departments and geographies using inconsistent and disparate processes for management, companies are losing visibility into this growing segment of spend and headcount.

Using a Vendor Management System to Manage Projects and Services

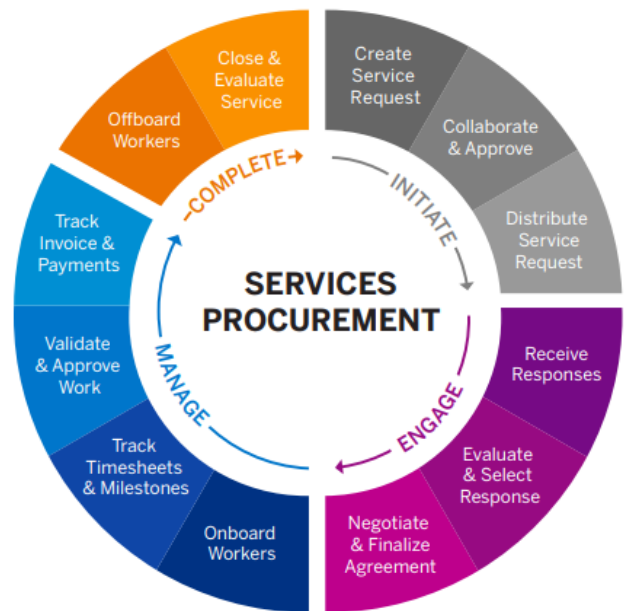
The [SAP Fieldglass Vendor Management System \(VMS\)](#) manages projects and services by automating processes throughout the procurement lifecycle. SAP Fieldglass is used by large organizations around the world to simplify how external service providers are engaged, ensure compliance to safety and security policies, measure the quality of services being delivered, and realize **cost savings that can range from 8-12% in the first year**.

Streamline Processes for Services Engagements

Services providers play a critical role in business resilience, providing access to a scalable set of workers and skills so you can complete projects in a quick, cost efficient manner. To get the most out of your

services spend, however, you need tools to effectively manage those engagements from start to finish – and the ability to tailor process flows, terminology, approvals, and more based on the type of services your company requires. That's what the SAP® Fieldglass® Services Procurement solution delivers.

SAP Fieldglass Services Procurement automates the full lifecycle of services engagements, providing the end-to-end flexibility, visibility, and control you need to realize exceptional results. Diverse features and functionality help you meet speed, savings, and quality goals across all types of scenarios, ranging from simple service orders using predetermined suppliers to complex statements of work with multitier vendor bidding, back-and-forth negotiations, and milestone tracking.



Increase Speed And Efficiency Across Every Activity

SAP Fieldglass Services Procurement enables you to rapidly and easily initiate, engage, manage, and complete services-related tasks.

- **Initiate**
 - Create service request: The solution instantly auto-populates service orders and statement of work templates based on a wide array of predefined rules, including terminology, descriptions, clauses, and payment terms by category of service.
 - Collaborate and approve: Internal stakeholders can communicate directly with each other within the application to nail down request details before sending them to vendors.
 - Distribute service request: You can send requests to a selected vendor or use robust bidding features to solicit responses from a list of preferred vendors by service category.
- **Engage**
 - Receive responses: A user-friendly interface makes it simple for vendors to submit responses to you for evaluation.
 - Evaluate and select response: Side-by-side comparison of vital information such as cost, duration, location, and number and type of workers for each vendor supports easy, data-driven decisions.
 - Negotiate and finalize agreement: Built-in communication tools streamline and expedite back-and-forth vendor negotiations and final agreements.
- **Manage**
 - Onboard workers: The solution automatically launches creation of appropriate security IDs, access to systems, and other onboarding tasks. Visibility of historical information helps prevent re-onboarding of workers flagged as “do not rehire.”

- Track timesheets and milestones: You can monitor progress according to various proof-of-service types – such as timesheets, expenses, or milestones and deliverables – which can be recurring or based on due date or unit price.



Schedule-based
Completion of work according to predetermined dates



Event-based
Completion of deliverables, milestones, bonuses



Fee-based
Product or work units delivered at an agreed-upon rate



Team-based
Timesheets, expenses that can be capped over a specific period

- Validate and approve work: The ability to validate and approve work from your desktop or remotely using our SAP Fieldglass mobile application helps you ensure that services are being performed as expected.
- Track invoices and set payments: You can easily generate invoice details, approve invoices or time worked, and view remittance details at any time.

- **Complete**

- Offboard workers: Prompt, automated termination of systems access as well as asset retrieval and other end-of-assignment tasks reduces security risks.
- Close and evaluate service: Performance tracking capabilities enable you to give vendors timely feedback on workers and the services they provided.

Click [here](#) for an overview on **Fieldglass Services Procurement**.

Services Procurement



Services Procurement simplifies how external services providers are engaged, ensuring greater compliance, quality, and cost savings.

SAP Fieldglass Worker Profile Management

The SAP Fieldglass Worker Profile Management solution bridges the gap between full spend under management and decentralized control of the workforce. It allows you to track and manage all nontraditional workers who are not tied to a job posting or statement of work in the SAP Fieldglass system

Program Flexibility With Complete Visibility

Many organizations implement the SAP® Fieldglass® Vendor Management System to optimize their services procurement and external workforce programs in a phased approach. For example, you might begin by first managing one or two spend categories or geographies through the system, and then expand once the process is fully defined. However, you can't achieve complete visibility into your entire worker population until all nonemployees can be tracked in the system. By disregarding a subset of workers, you risk rehiring an ineligible worker, not retrieving assets upon termination, generating inaccurate worker population reports, and similar issues.

The SAP Fieldglass Worker Profile Management solution bridges the gap between full spend under management and decentralized control of the workforce. It allows you to track and manage all nontraditional workers who are not tied to a job posting or statement of work in the SAP Fieldglass system. As a result, you gain greater visibility and control over these workers – who do not submit timesheets or expense sheets in the system – so you can effectively manage headcount, reporting, and on- and offboarding tasks.

With **SAP Fieldglass Worker Profile Management**, you can improve:

- Security and compliance: Ensure that on- and offboarding processes occur on time and consistently
- Health and safety: Document confirmation that nonemployee labor complies with corporate policies in areas such as training, certification, and licenses
- Visibility: Track and report all headcount accurately
- Efficiency: Allow suppliers to create/edit worker profiles without manual entry

How it works

A simple, streamlined process makes it easy to upload mass quantities of worker profiles simultaneously into SAP Fieldglass Worker Profile Management. Both you and your suppliers have permissions to create, view, or manage worker information.

Once workers are in the system and assigned to a supplier, you can assign on- and offboarding tasks to them, such as provisioning badges and equipment or system and intelligence retrieval. The solution also sends alerts that you specify, such as when a worker's end date is nearing.

You can gain added control by activating SAP Fieldglass Security Identification functionality, which follows workers throughout their relationship with your organization. You select the proper identification format, which might include portions of a birthdate, name, and government ID number. You can then link all on- and offboarding and historical data to the security ID, which delivers many benefits, including the ability to track rehire eligibility status. This prevents a hiring manager from inadvertently bringing a worker on board who was formerly flagged as a "do not rehire" under a different hiring manager or division.

Benefits to the State

- Gain full visibility into your workforce and total spend
- Accurately report on nonemployee workforce data
- Access tools to properly classify workers
- Better manage the workflow process associated with onboarding and offboarding workers
- Avoid risks associated with retrieving assets and disabling system access
- Enforce compliance to policies such as tenure and rehire eligibility

2. Video Demonstrations (Confidential and Proprietary)



[REDACTED]

Exceptions

LSI has taken the following exceptions to RFP RFP202102021 eProcurement Solutions and Services.

Exception #	Exception Location	Exception Area	LSI Exception Request
1.	NASPO ValuePoint Master Agreement Terms and Conditions, Section V., 5.2.1 Administrative Fees, NASPO ValuePoint Fee.	5.2.1 NASPO ValuePoint Fee. Contractor shall pay to NASPO ValuePoint, or its assignee, a NASPO ValuePoint Administrative Fee of one-quarter of one percent (0.25% or 0.0025) of value of the products and services sold in the calendar quarter no later than sixty (60) days following the end of each calendar quarter. The NASPO ValuePoint Administrative Fee must be submitted quarterly and is based on all sales of products and services under the Master Agreement (less any charges for taxes or shipping). The NASPO ValuePoint Administrative Fee is not negotiable. This fee is to be included as part of the pricing submitted with a vendor's response to the Lead State's solicitation.	LSI accepts this term with the assumption that this fee amounts to 1% of the contract. LSI requests to insert the following verbiage "of value of the products and services sold in the calendar quarter."
2.	NASPO ValuePoint Master Agreement Terms and Conditions, Section V., 5.2.2 Administrative Fees, State Imposed Fees.	5.2.2 State Imposed Fees. Some states may require an additional fee be paid directly to the state on purchases made by Purchasing Entities within that state. For all such requests, the fee rate or amount, payment method and schedule for such reports and payments will be incorporated into the applicable Participating	LSI requests to insert the following verbiage "Such additional fees may not exceed 1% of the total value of products and services purchased by the State under the contract."

Exception #	Exception Location	Exception Area	LSI Exception Request
		Addendum. Unless agreed to in writing by the state, Contractor may not adjust the Master Agreement pricing to include the state fee for purchases made by Purchasing Entities within the jurisdiction of the state. No such agreement will affect the NASPO ValuePoint Administrative Fee percentage or the prices paid by Purchasing Entities outside the jurisdiction of the state requesting the additional fee. Such additional fees may not exceed 1% of the total value of products and services purchased by the State under the contract.	
3.	NASPO ValuePoint Master Agreement Terms and Conditions, Section IX. Inspection and Acceptance, 9.4 Failure to Confirm.	9.4 Failure to Conform. If any services do not conform to contract requirements, the Purchasing Entity may require the Contractor to perform the services again in conformity with contract requirements, at no increase in Order amount. When defects cannot be corrected by re-performance, the Purchasing Entity may require the Contractor to take necessary action to ensure that future performance conforms to contract requirements ~~and reduce the contract price to reflect the reduced value of services performed.~~	Please see requested change to strike this language.
4.	NASPO ValuePoint Master Agreement Terms and Conditions, Section IX. Inspection and Acceptance, 9.5.3. Cure.	9.5.3 Upon rejection, the Contractor will have ~~fifteen (15) calendar days after notification of rejection~~ to propose a cure plan. If after the cure period specified in the plan, the Product still has not met the	Please see requested changes to amend this language.

Exception #	Exception Location	Exception Area	LSI Exception Request
		standard of performance or specifications, the Purchasing Entity may, at its option: (a) declare Contractor to be in breach and terminate the Contract; (b) demand replacement Product from Contractor at no additional cost to Purchasing Entity; or, (c) continue the cure period for an additional time period agreed upon by the Purchasing Entity and the Contractor.	
5.	NASPO ValuePoint Master Agreement Terms and Conditions, Section XII, 12.3 General Indemnification.	12.1 General Indemnification. The Contractor shall defend, indemnify and hold harmless NASPO, NASPO ValuePoint, the Lead State, Participating Entities, and Purchasing Entities, along with their officers and employees, from and against third-party claims, damages or causes of action ~~including reasonable attorneys' fees and related costs~~ for any death, injury, or damage to tangible property arising from any act, error, or omission of the Contractor, its employees or subcontractors or volunteers, at any tier, relating to performance under this Master Agreement.	Please strike text in red. LSI does not accept indemnification liability for "attorneys' fees and related costs". LSI requests each party assumes responsibility for its own counsel and related fees unless a judgment says otherwise.
6.	NASPO ValuePoint Master Agreement Terms and Conditions, Section IX, 12.2 Intellectual Property Indemnification.	12.2 Intellectual Property Indemnification. The Contractor shall defend, indemnify and hold harmless NASPO, NASPO ValuePoint, the Lead State, Participating Entities, Purchasing Entities, along with their officers and employees ("Indemnified Party"), from and against claims, damages or causes of	Please strike text in red. LSI does not accept indemnification liability for "attorneys' fees and related costs". LSI requests each party assumes responsibility for its own counsel and related fees unless a judgment says otherwise.

Exception #	Exception Location	Exception Area	LSI Exception Request
		action including reasonable attorneys' fees and related costs arising out of the claim that the Product or its use infringes Intellectual Property rights of another person or entity ("Intellectual Property Claim")	
7.	NASPO ValuePoint Exhibit 2. RFP 202102021 Model SLA	LSI takes exception to the model SLA.	LSI Response: LSI Consulting, an Invenio company, reserves the right to negotiate and takes exception to the terms and conditions set forth in this Model SLA from RFP 2021022021 to the extent it is in addition to or are inconsistent with the terms and conditions set forth in our offering's software and services agreements, including but not limited to the submitted <i>LSI Cloud Services SLA and Support Services</i> . LSI Consulting's response to this RFP is not acceptance of the State's terms and conditions. If, upon the State's review of LSI's only official SLA in the RFP response, the State's considers that certain provisions of the terms and conditions must remain applicable, the State and LSI shall enter into good faith negotiations and incorporate those terms that are mutually acceptable to both parties. This RFP response does not commit LSI Consulting to enter into any contracts as described in this document.

Embedded Attachments

PLEASE NOTE: This document contains the following embedded Adobe and MS Office files as attachments. Please contact sender if you are unable to access them.

File 3 Exhibit 1 RTM [LSI Consulting] – Proposed Solutions and or Services.xlsx

Interface Strategy Sample_NASPO eProcurement_LSI Consulting_Confidential.pdf

LSI Partner Managed Cloud.pdf

Service Level Agreement for SAP Cloud Services.pdf

Transition Plan Sample_Confidential_LSI.pdf

SAP-Road-Map-Explorer-Ariba Solutions.xlsx

SAP-Road-Map-Explorer-Fieldglass Solutions.xlsx

8969 CSA - CAIQ v.3.0.1_LSI Consulting.xlsx

Sample LSI Consulting Contracting Documents (Confidential)

PLEASE NOTE: This document contains the following embedded Adobe files as attachments. Please contact sender if you are unable to access them

LSI_SECTION 1_CSA_SAMPLE_2021_Confidential.pdf

LSI_SECTION 2_Cloud Order Form_SAMPLE_2021_Confidential.pdf

LSI_SECTION 3_Cloud Services SLA and Support Svcs_SAMPLE_2021_Confidential.pdf

LSI_SECTION 4a_DPA for LSI Cloud Services_SAMPLE_2021_Confidential.pdf

LSI_SECTION 4b_Personal DPA for LSI Cloud Services_SAMPLE_2021_Confidential.pdf



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About LSI Consulting

Established in 1998, LSI Consulting was formed from SAP's first US Public Sector implementations at MIT and the City of Phoenix and is the premiere provider for packaged SAP Public Sector implementation and integration services that enable cost effective and reduced risk engagements. LSI customers span the spectrum of US Public Sector markets including Federal, State and Local Government, Higher Education & Research, and Healthcare.

