



e-RFx Quick Guide

Table of Contents

1. Supplier Registration.....	3
2. Supplier Portal – Login	4
3. Changing your initial temporary password.....	4
4. Supplier Workbench.....	5
5. RFX Response List	6
6. RFX Document.....	7
6.1 RFX Responses.....	7
6.2 Intention to Respond.....	8
6.3 Accepting the Event Terms.....	9
6.4 RFX Response Header.....	10
6.5 RFX Response Schedule	11
6.6 RFX Response Information.....	12
6.7 RFX Response Questions.....	13
6.8 RFX Line Items.....	14
6.9 RFX Submitting response	18
7. Online Help.....	19

1. Supplier Registration

- Suppliers will access the Telkom web site (www.telkom.co.za) to view current tenders.
- Tenders will indicate if the RFX is obtainable electronically or via the current tender office.
- If obtainable electronically, the supplier needs to download a registration form.
- Registration form needs to be completed and returned via email to the specific contact person associated with the RFX.
- Suppliers will then be processed and informed via email that their information has been successfully registered.
- Each supplier contact will be assigned a username and temporary password to gain access to the SAP Sourcing system.

2. Supplier Portal – Login



SAP SOURCING
SUPPLIER PORTAL

User Name:

Password:

[Forgot your Password?](#)

[Add to your bookmarks](#)

Login Page Language: English

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- After registration, each supplier contact will receive a notification email containing the username and temporary password allocated to the individual.
- Enter the following URL in your browser to access the SAP Sourcing supplier portal: <https://telkom-esourcing.frictionless.com/fsvendor/portal/login>
- Enter your username and temporary password. (As provided in notification email)

3. Changing your initial temporary password



SAP Sourcing

RFx Auctions

* Old Password:

* New Password:

* Re-enter New Password:

- After successful login, the user will be prompted to change their initial temporary password.
- Enter your old temporary password.

- Enter a new password and verify it by re-entering it again.
- Click on the OK button.

4. Supplier Workbench

The screenshot displays the SAP Sourcing Supplier Workbench interface. At the top, the user is logged in as 'L. Claassens'. The main navigation bar includes 'RFX' and 'Auctions' tabs. The interface is organized into several functional panels:

- Calendar:** A monthly calendar for January 2011.
- Supplier Setup:** A section for managing supplier information, including options to change passwords, manage user accounts, and view supplier information.
- Tech Support and Training:** A section for technical support and training, including a 'My Profile' section and a 'Need Help?' section with links for help, email, and phone.
- Global Discussions:** A section for global discussions, including topics like 'General', 'Strategy', 'Suppliers', and 'Testing Procedures'.
- Events for 2011 01 21:** A section for active auctions, RFXs, and XPress Requests. It contains a table with the following data:

Name	Event Type	Due Date	Status	Contact Person
Optical Fibre Jointing Closure	Telkom RFP (Default)	2010/12/17 0000 (CAT)	Closed For Response	Leon Claassens
Optical Fibre Jointing Closure (2)	Telkom RFP (Default)	2010/12/16 0700 (CAT)	Open For Response	Leon Claassens
From Template Competitive Auction Templa	Reverse Auction	2010/12/09 1701 (CAT)	Open for bidding	Stanley Dube
Supply of Optical Fibre Cable	RFX	2010/12/03 1500 (CAT)	Closed For Response	Doreen Erasmus
Auction RFX to auction /test 2	Reverse Auction	2010/12/02 1537 (CAT)	Open for bidding	SAP Support
Training RFP	RFX (Training)	2010/11/30 1900 (CAT)	Closed For Response	SAP Support
- Awarded Auctions, RFXs, and XPress Requests:** A section for awarded items. It contains a table with the following data:

Name	Event Type	Date	Line Items Awarded Price	Awarded By
Lot by Lot Blade	Reverse Auction (Ranked & Sealed) Demol	2010/12/09	8,090.00 ZAR	Stanley Dube
Training RFP	RFX (Training)	2010/11/23	20,000.00 ZAR	SAP Support
- Upcoming Events:** A section for upcoming events, currently empty.

- After successful login, the user is presented with their personalised workbench.
- The user has the ability to manipulate and customize what is displayed on the workbench.
- On the top toolbar, next to the user's personalized workbench option, the user has the option to select the RFX or Auction option. Each option will only display the relevant document type; RFX's or Auctions.
- Supplier specific tasks like managing supplier information, changing passwords etc can also easily be made available on the workbench. This functionality is dependant on the type of security profiles that a user has.

5. RFX Response List



The screenshot shows the SAP Sourcing interface for the RFX Response List. The page title is "RFX Response List" and it displays a table of all RFX documents. The table has columns for Title, Intention to Respond Date, Due Date, Phase, Type, Contact Person, and RFX Response Status. The data rows are as follows:

Title	Intention to Respond Date	Due Date	Phase	Type	Contact Person	RFX Response Status
Optical Fibre Joining Closure	2010/12/16	2010/12/16	Closed For Response	Telkom RFP (Default)	Leon Claessens	Firm
Optical Fibre Joining Closure (2)	2010/12/16	2010/12/16	Open For Response	Telkom RFP (Default)	Leon Claessens	No Response
Supply of Optical Fibre Cable	2010/12/02	2010/12/03	Closed For Response	RFP	Doreen Erasmus	Firm
Training RFP	2010/11/08	2010/11/30	Closed For Response	RFX (Training)	SAP Support	Firm

- The RFX Response List contains all RFX documents that the supplier has been invited to participate in.
- The user is able to see from the RFX Response List which documents require priority and track the overall progress of each individual document.
- To open a specific RFX document, click on the Title hyperlink.

6. RFX Document

6.1 RFX Responses

The screenshot shows the SAP Sourcing interface for an RFX document. The breadcrumb trail is 'RFX Response > Optical Fibre Jointing Closure (2)'. The main content area displays the following details:

- ID: RFP-00008--2010
- Title: Optical Fibre Jointing Closure (2)
- Description: This RFP will be used to determine the supplier of Optical Fibre Jointing Closure. It will be used as a prototype to see how the manual process is converted to an electronic process.
- Current Phase: Open For Response
- Company: Telkom SA Limited
- Contact: Leon Claassens
- RFX Response Due Date: 2011/01/28 00:00 (CAT)

Below the details is a table titled 'RFX Responses' with the following columns: RFX Response, Internal RFX Response ID, Cover Page Comments, RFX Response Status, and Intend to Respond. A single row is visible with the following data:

RFX Response	Internal RFX Response ID	Cover Page Comments	RFX Response Status	Intend to Respond
RFP-00022--2010			In Progress	<input type="checkbox"/> Intention to respond

At the bottom, there is a 'Schedule Items' section with the following table:

Display Name	Planned Start	Description
RFX Response Due	2011/01/27	The RFX response is due shortly. Make your final changes and set the response status to Firm.
Issue Date	2010/12/09	
Closing Date for Question	2010/01/21 5	All required questions must be answered and submitted.

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

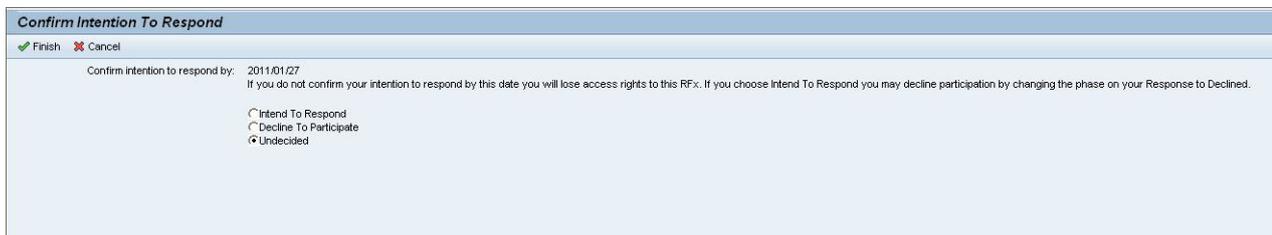
6.2 Intention to Respond

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

If the purchaser has chosen to attach a document to the RFX invitation, it will be e-mailed to you when the RFX invitation is sent. You can review this document and any relevant details before confirming or declining your intent to respond. This attachment can also be viewed by choosing *Attachments* in the RFX toolbar. It is displayed on the *Attachments* page under *Supplier Invitation Attachment*.

To decline participation in an RFX after you have confirmed, do the following:

1. On any RFX response page with a toolbar containing the *Change Phase* button, choose the button. The button text indicates the current document phase.
2. Choose *Decline*.
3. Choose *OK*.
4. Save your entries.



Confirm Intention To Respond

✔ Finish ✖ Cancel

Confirm intention to respond by: 2011/01/27
If you do not confirm your intention to respond by this date you will lose access rights to this RFX. If you choose Intend To Respond you may decline participation by changing the phase on your Response to Declined.

Intend To Respond
 Decline To Participate
 Undecided

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

6.3 Accepting the Event Terms

Terms of Event

✔ Finish ✖ Cancel

1.0 INTRODUCTION

1.1 Bidders are invited to tender for Telkom's Optical Fibre Jointing Closures as per the attached specification and requirements.

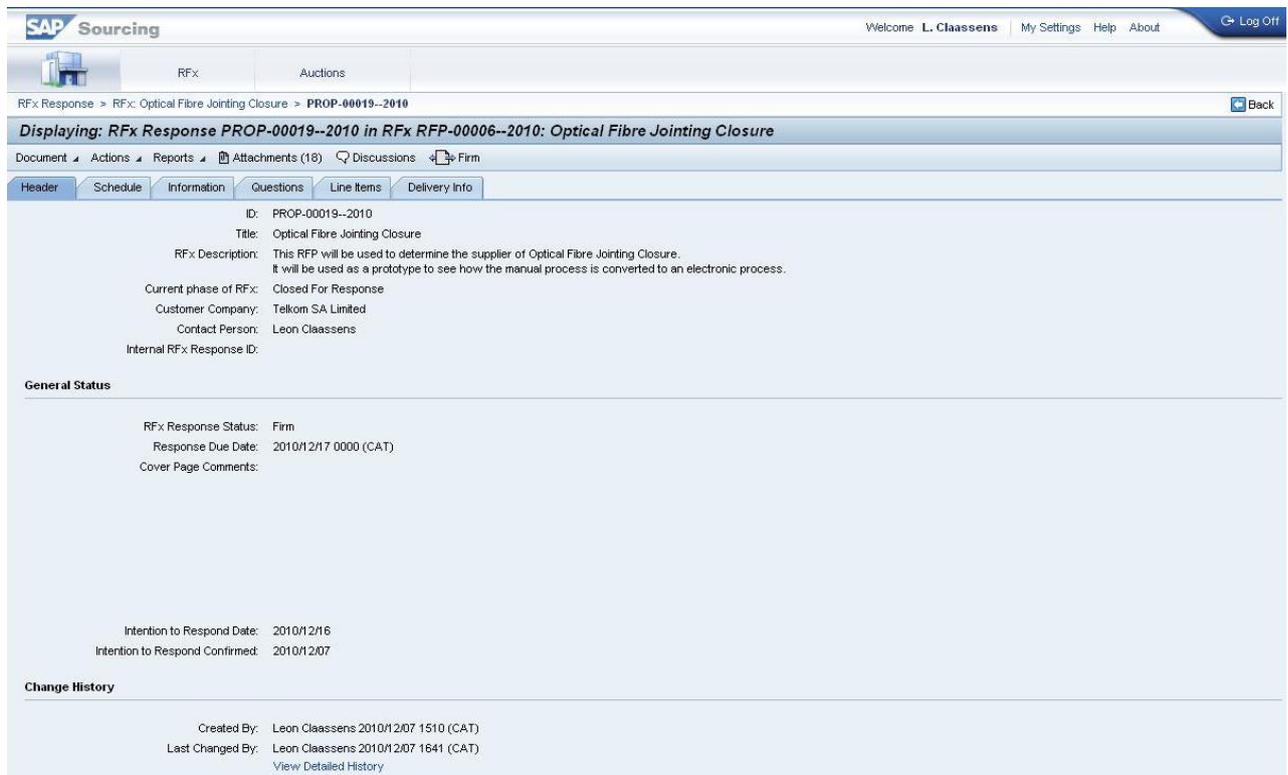
1.1.1 The document contains the conditions, which will govern the contract for the supply of Optical Fibre Jointing Closures for Telkom S.A. Limited, hereafter referred to as Telkom.

1.1.2 Bidder/s are invited to offer the Optical Fibre Jointing Closures hereafter referred to as product, in accordance with the attached Specification, Service Level Agreement, and contract with the successful Bidder/s for the product will endure for a 2-year period with the option to extend for a further period of 12 months.

Accept
 Decline

- Before access to the RFX document is given, the user needs to accept the initial Event Terms. (If applicable)
- If the user declines the Event Terms, the user won't get access to the detailed RFX documents information.
- Click the Accept option and click on the Finish button to proceed.

6.4 RFX Response Header



The screenshot displays the SAP Sourcing interface for an RFX response. The breadcrumb trail is: RFX Response > RFX: Optical Fibre Jointing Closure > PROP-00019--2010. The main title is "Displaying: RFX Response PROP-00019--2010 in RFX RFP-00006--2010: Optical Fibre Jointing Closure". The page has several tabs: Header, Schedule, Information, Questions, Line Items, and Delivery Info. The "Header" tab is active, showing the following details:

- ID: PROP-00019--2010
- Title: Optical Fibre Jointing Closure
- RFX Description: This RFP will be used to determine the supplier of Optical Fibre Jointing Closure. It will be used as a prototype to see how the manual process is converted to an electronic process.
- Current phase of RFX: Closed For Response
- Customer Company: Telkom SA Limited
- Contact Person: Leon Claassens
- Internal RFX Response ID:

Below this is the "General Status" section:

- RFX Response Status: Firm
- Response Due Date: 2010/12/17 0000 (CAT)
- Cover Page Comments:

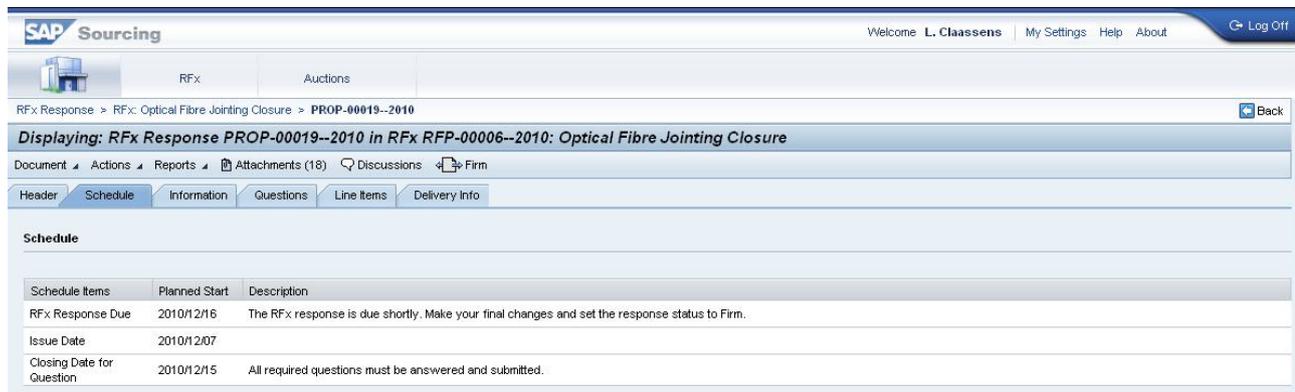
Intention to Respond Date: 2010/12/16
Intention to Respond Confirmed: 2010/12/07

The "Change History" section shows:

- Created By: Leon Claassens 2010/12/07 1510 (CAT)
- Last Changed By: Leon Claassens 2010/12/07 1641 (CAT)
- [View Detailed History](#)

- General information about the RFX document is displayed under the Header tab.
- The phase the RFX document is currently in, the status of the response as well as the intention to respond and respond due dates is also shown.
- The *Header* tab is mostly for information purposes.

6.5 RFX Response Schedule



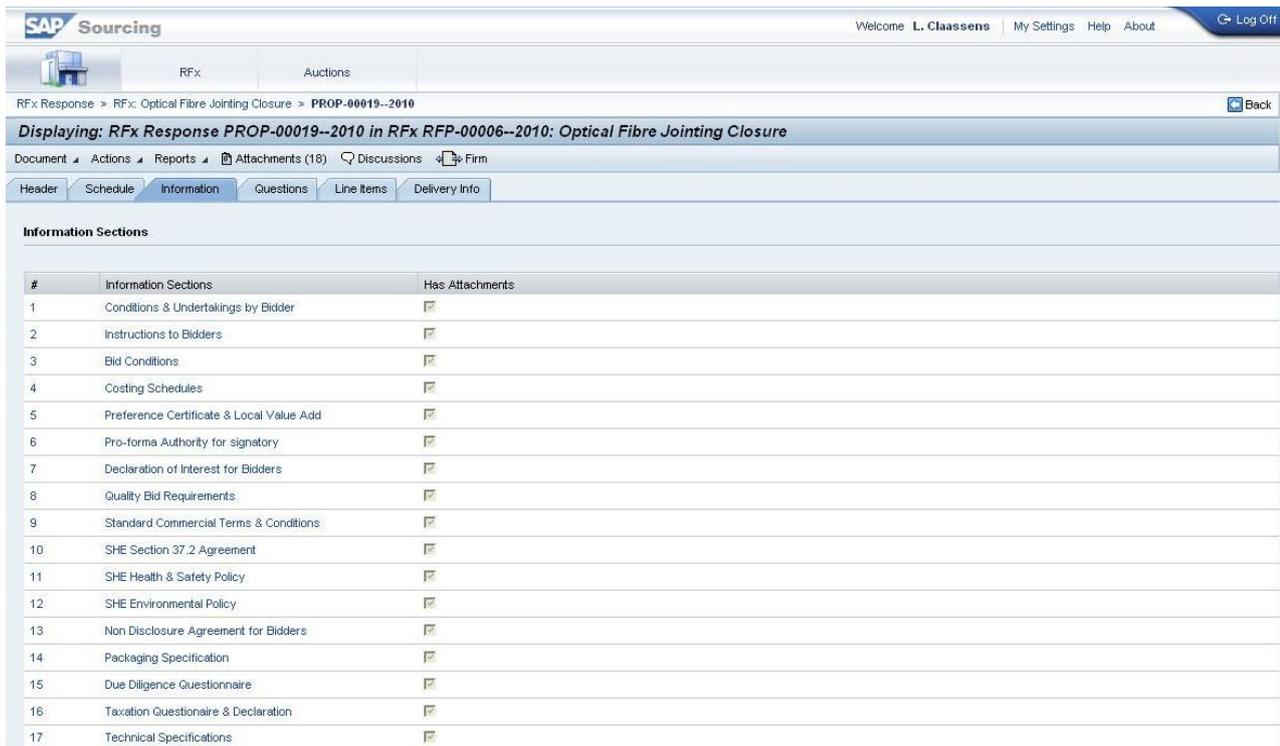
The screenshot shows the SAP Sourcing interface for an RFX response. The breadcrumb trail is: RFX Response > RFX: Optical Fibre Jointing Closure > PROP-00019--2010. The page title is "Displaying: RFX Response PROP-00019--2010 in RFX RFP-00006--2010: Optical Fibre Jointing Closure". The navigation menu includes Document, Actions, Reports, Attachments (18), Discussions, and Firm. The "Schedule" tab is selected, showing a table with the following data:

Schedule Items	Planned Start	Description
RFX Response Due	2010/12/16	The RFX response is due shortly. Make your final changes and set the response status to Firm.
Issue Date	2010/12/07	
Closing Date for Question	2010/12/15	All required questions must be answered and submitted.

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

6.6 RFX Response Information

Information sections typically provide information about the purchaser's company and the RFX. For example, the purchaser might include information sections for nondisclosure agreements, warranties, procurement practices, instructions for the proposal, and so forth.

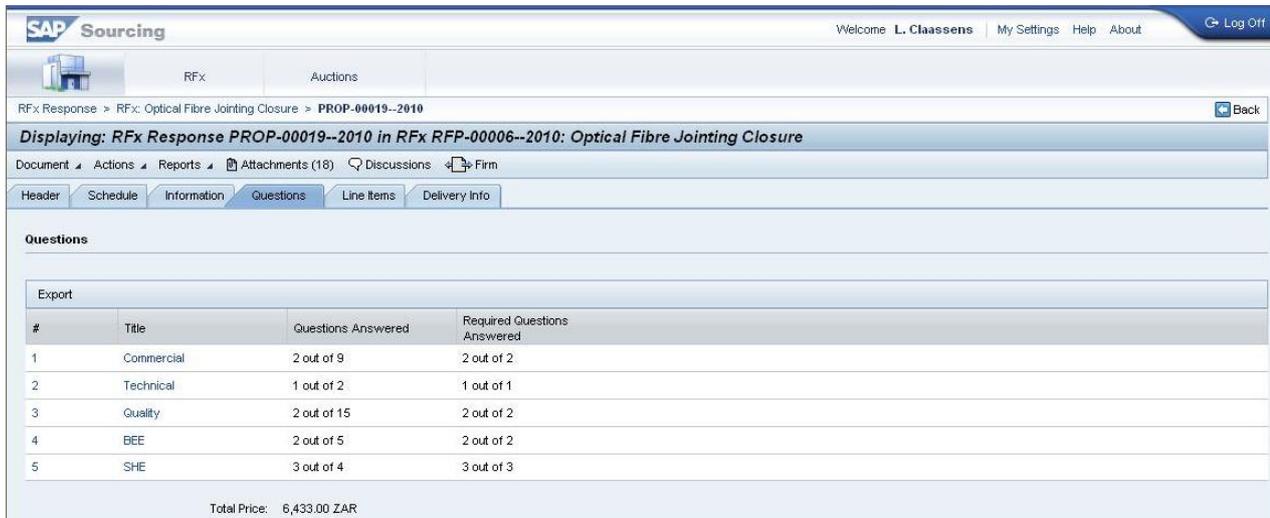


The screenshot shows the SAP Sourcing interface for an RFX response. The breadcrumb trail is: RFX Response > RFX: Optical Fibre Jointing Closure > PROP-00019--2010. The page title is "Displaying: RFX Response PROP-00019--2010 in RFX RFP-00006--2010: Optical Fibre Jointing Closure". The navigation tabs include Header, Schedule, Information (selected), Questions, Line Items, and Delivery Info. The "Information Sections" table lists 17 sections, each with a checkbox in the "Has Attachments" column.

#	Information Sections	Has Attachments
1	Conditions & Undertakings by Bidder	<input checked="" type="checkbox"/>
2	Instructions to Bidders	<input checked="" type="checkbox"/>
3	Bid Conditions	<input checked="" type="checkbox"/>
4	Costing Schedules	<input checked="" type="checkbox"/>
5	Preference Certificate & Local Value Add	<input checked="" type="checkbox"/>
6	Pro-forma Authority for signatory	<input checked="" type="checkbox"/>
7	Declaration of Interest for Bidders	<input checked="" type="checkbox"/>
8	Quality Bid Requirements	<input checked="" type="checkbox"/>
9	Standard Commercial Terms & Conditions	<input checked="" type="checkbox"/>
10	SHE Section 37.2 Agreement	<input checked="" type="checkbox"/>
11	SHE Health & Safety Policy	<input checked="" type="checkbox"/>
12	SHE Environmental Policy	<input checked="" type="checkbox"/>
13	Non Disclosure Agreement for Bidders	<input checked="" type="checkbox"/>
14	Packaging Specification	<input checked="" type="checkbox"/>
15	Due Diligence Questionnaire	<input checked="" type="checkbox"/>
16	Taxation Questionnaire & Declaration	<input checked="" type="checkbox"/>
17	Technical Specifications	<input checked="" type="checkbox"/>

- On the *Information* page, you can view any information sections added by the purchaser.
- On the *Information* page under *Information Sections*, choose the *Edit* icon for a section. You see the text for that information section in the information section dialog box.
- Optionally, view any attachments, if available.
- After you finish viewing the information, choose *OK*.

6.7 RFX Response Questions

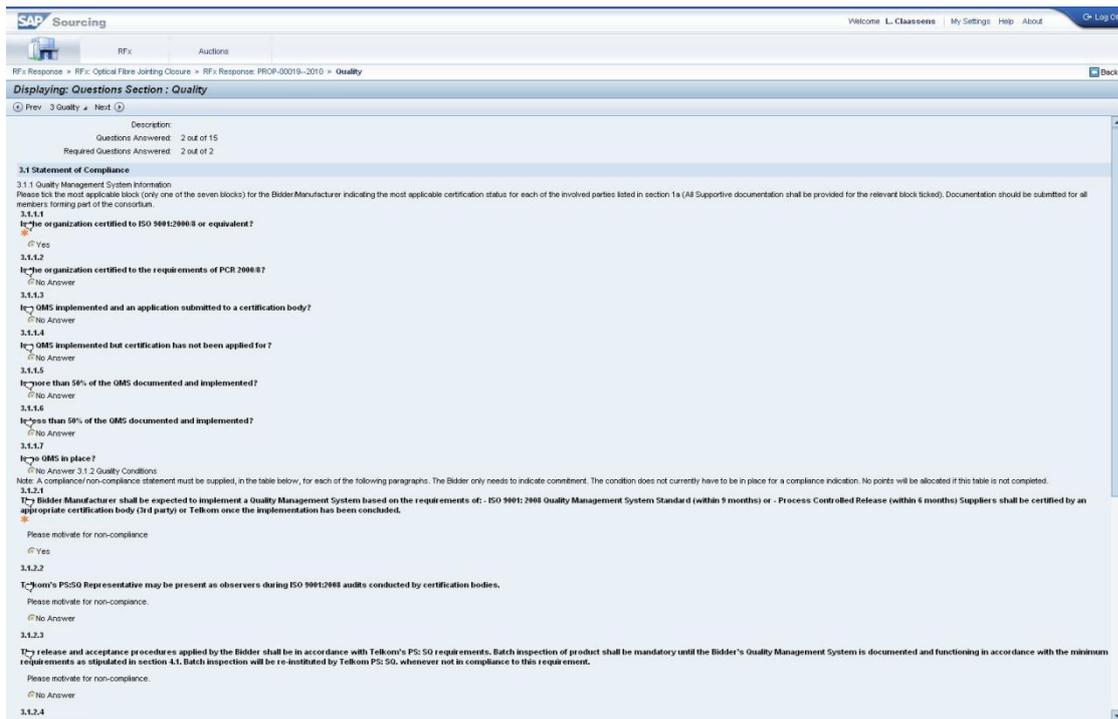


The screenshot shows the SAP Sourcing interface for an RFX response. The breadcrumb trail is: RFX Response > RFX: Optical Fibre Jointing Closure > PROP-00019--2010. The main heading is "Displaying: RFX Response PROP-00019--2010 in RFX RFP-00006--2010: Optical Fibre Jointing Closure". Below this are navigation tabs: Header, Schedule, Information, Questions (selected), Line Items, and Delivery Info. The "Questions" section contains an "Export" button and a table with the following data:

#	Title	Questions Answered	Required Questions Answered
1	Commercial	2 out of 9	2 out of 2
2	Technical	1 out of 2	1 out of 1
3	Quality	2 out of 15	2 out of 2
4	BEE	2 out of 5	2 out of 2
5	SHE	3 out of 4	3 out of 3

At the bottom of the page, the total price is listed as 6,433.00 ZAR.

- The purchaser adds questions to an RFX about your products, services, procedures, companies, and so on. Associated with the RFX as a whole, questions are organized in groups within sections.
- Questions can be scored so that the purchaser can make side-by-side comparisons with your responses and those of other suppliers.
- On the *Questions* page, you can respond to questions.
- On the *Questions* page under Questions, choose *Edit*.
- On the *Question Summary* page, answer each question.
- Repeat steps 1 and 2 for each section.
- Save your entries.



6.8 RFx Line Items

Line items represent the goods and services the purchaser wants to purchase. You can select one of several views for line items to see different information.

On the *Line Items* page, you can:

- Specify a line item view
- Respond to line items
- Review line item specifications
- Specify supplier-entered attributes
- Respond to a line item with multiple offers, if the purchaser enabled this feature
- Export line items to work on responses offline, and import those responses

Quantity	Unit	Net Applicable - Unit Price	Not Applicable - Extended Price
1	EA	1,500.00 ZAR	1,500.00 ZAR
1	EA	1,350.00 ZAR	1,350.00 ZAR
1	EA	799.00 ZAR	799.00 ZAR
1	EA	1,499.00 ZAR	1,499.00 ZAR
1	EA	1,285.00 ZAR	1,285.00 ZAR
Total Price			6,433.00 ZAR

Specifying a Line Item View for an RFX Response

In the *Basic* view, you can:

- Enter prices, depending on the pricing structure, for unit price, component prices, or tiered prices for each delivery term
- Import line items from a CSV file
- Export line items to a CSV file

In the *Attributes for Purchaser Values* view, which appears only if the purchaser so specifies, you can view purchaser values for the attributes.

In the *Attributes for Supplier Values* view, which appears only if the purchaser so specifies, you can add and edit values for attributes.

In the *Unit Price* view, you can add and edit unit prices.

In the *Price Components* view, you can add and edit contracted quantities and pricing structures.

In the *Tiered Pricing* view, you can add and edit the unit price for each delivery term.

To specify a line item view for an RFX response, select a line item view from the dropdown list on the *Line Item* page under *Line Items*.

Responding to RFX Line Items

A red star next to a line item indicates that you are required to enter a price for that line item.

To respond to line items, do the following:

1. On the *Line Items* page, select a view from the dropdown list.
2. Optionally, select a grouping option from the *Group by* dropdown list.
3. Fill in the fields, including those for quantity and price, for each line item that you want to respond to.
4. Under *Supplier-Entered Attributes*, specify a value for each attribute. This enables you to provide the supplier with more information about the line item.
5. Under *Line Item Specifications*, review the specifications the purchaser has entered for the line item. This section communicates detailed information about the purchaser's requirements for this line item.
6. Save your entries.

Responding to an RFx Line Item with Multiple Offers

If the purchaser has enabled this feature, you can respond with multiple offers for the same line item.

To respond to a line item with multiple offers, do the following:

1. On the *Line Items* page, select a view from the dropdown list.
2. Optionally, select a grouping option from the *Group by* dropdown list.
3. To create your first offer, fill in the fields, including those for quantity and price, for a line item.
4. To create a second offer, choose the *Edit* icon for the line item.
5. If this offer is the primary offer, select the *Primary Offer* checkbox. You can only select this checkbox for one offer per line item.
6. In the toolbar, choose *Actions* and select *Add Offer* from the menu.
7. Fill in the fields for the line item.
8. Choose *Apply Changes*.
9. Repeat steps 4 through 8 to create further offers.

You must choose *Edit* for the first line item offer to create multiple offers. The *Actions* button does not appear in the toolbar for subsequent line item offers.

10. Save your entries.

You can toggle between line item offers by choosing the *Edit* icon for an offer, selecting another offer from the dropdown list in the toolbar, and choosing *Go*.

Exporting RFx Line Items and Importing Responses

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

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

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

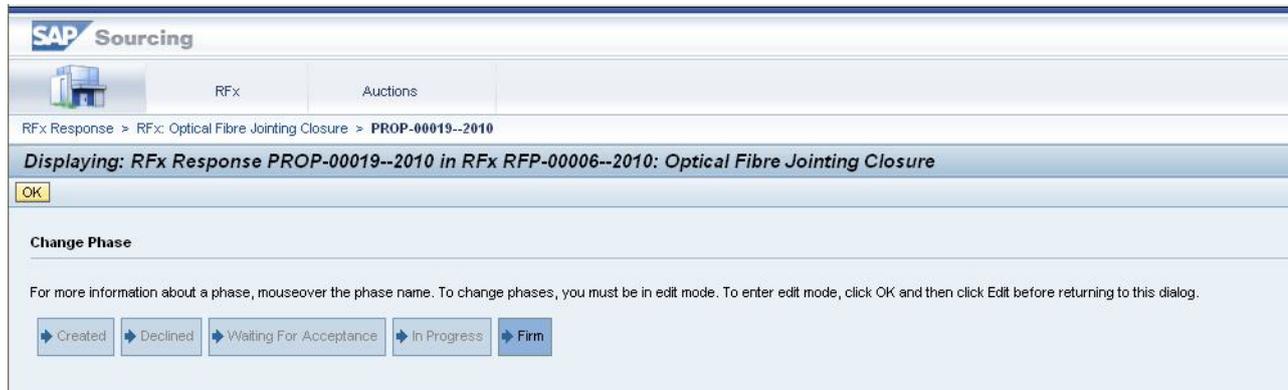
To import line item responses:

1. On the *Line Items* page, choose *Import*.

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

6.9 RFx Submitting response

All RFx responses need to be submitted in order to be evaluated by the purchaser.



The screenshot shows the SAP Sourcing interface. At the top, there is a navigation bar with 'SAP Sourcing' and tabs for 'RFx' and 'Auctions'. Below the navigation bar, the breadcrumb path is 'RFx Response > RFx: Optical Fibre Jointing Closure > PROP-00019--2010'. A status bar indicates 'Displaying: RFx Response PROP-00019--2010 in RFx RFP-00006--2010: Optical Fibre Jointing Closure'. An 'OK' button is visible. The main content area is titled 'Change Phase' and contains the following text: 'For more information about a phase, mouseover the phase name. To change phases, you must be in edit mode. To enter edit mode, click OK and then click Edit before returning to this dialog.' Below this text is a toolbar with five buttons: 'Created', 'Declined', 'Waiting For Acceptance', 'In Progress', and 'Firm'. The 'Firm' button is highlighted in blue.

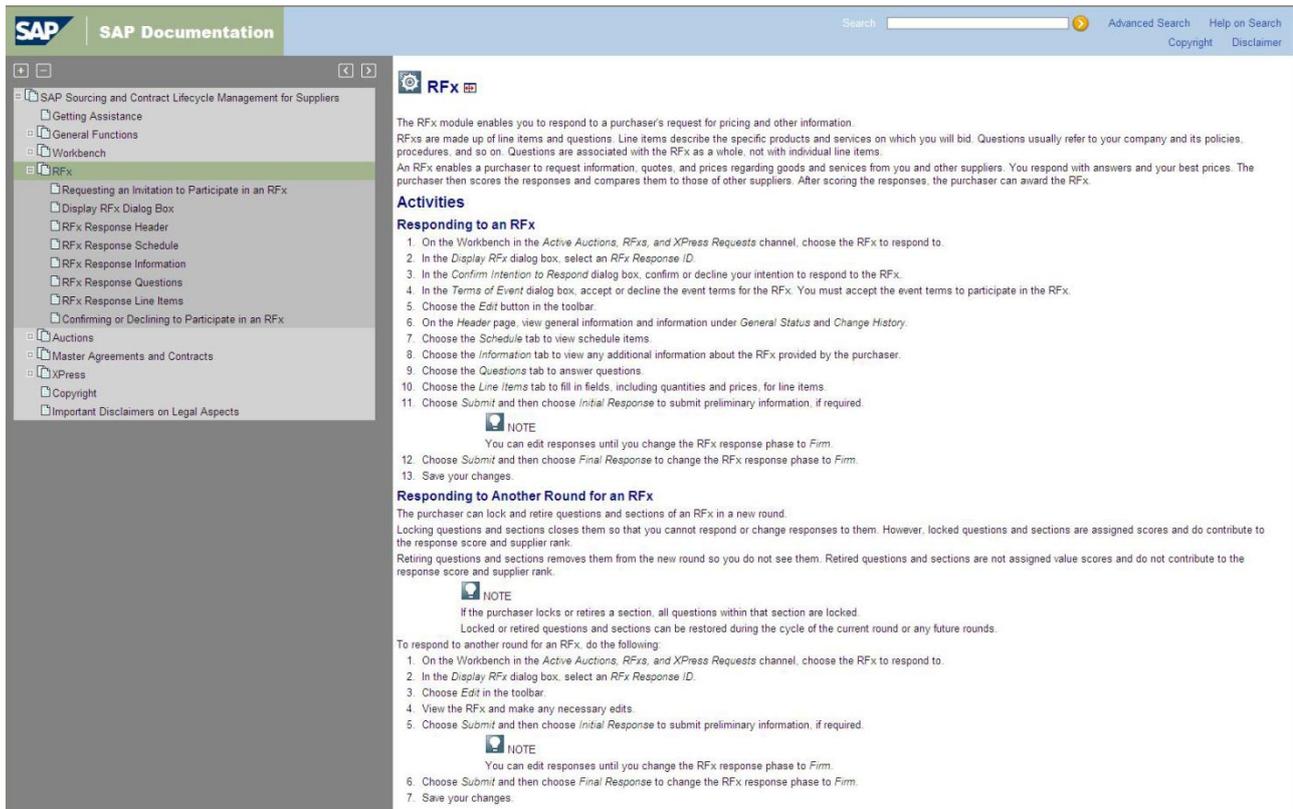
To submit your response in an RFx after you have completed all required question, do the following:

1. On any RFx response page with a toolbar containing the *Change Phase* button, choose the button. The button text indicates the current document phase.
2. Choose *Firm*.
3. Choose *OK*.
4. Save your entries.

Alternatively:

1. On the RFx Response page with a toolbar, choose the *Submit* button.
2. Select the *Final Response* option.
3. The response current phase changes to the *Firm* phase.

7. Online Help



The screenshot displays the SAP Documentation interface for the RFX (Request for Information) process. The top navigation bar includes the SAP logo, 'SAP Documentation', a search field, and links for 'Advanced Search', 'Help on Search', 'Copyright', and 'Disclaimer'. A left-hand navigation pane shows a tree structure under 'SAP Sourcing and Contract Lifecycle Management for Suppliers', with 'RFX' selected. The main content area is titled 'RFX' and contains the following text:

The RFX module enables you to respond to a purchaser's request for pricing and other information. RFXs are made up of line items and questions. Line items describe the specific products and services on which you will bid. Questions usually refer to your company and its policies, procedures, and so on. Questions are associated with the RFX as a whole, not with individual line items. An RFX enables a purchaser to request information, quotes, and prices regarding goods and services from you and other suppliers. You respond with answers and your best prices. The purchaser then scores the responses and compares them to those of other suppliers. After scoring the responses, the purchaser can award the RFX.

Activities

Responding to an RFX

1. On the Workbench in the *Active Auctions, RFXs, and XPress Requests* channel, choose the RFX to respond to.
2. In the *Display RFX* dialog box, select an *RFX Response ID*.
3. In the *Confirm Intention to Respond* dialog box, confirm or decline your intention to respond to the RFX.
4. In the *Terms of Event* dialog box, accept or decline the event terms for the RFX. You must accept the event terms to participate in the RFX.
5. Choose the *Edit* button in the toolbar.
6. On the *Header* page, view general information and information under *General Status and Change History*.
7. Choose the *Schedule* tab to view schedule items.
8. Choose the *Information* tab to view any additional information about the RFX provided by the purchaser.
9. Choose the *Questions* tab to answer questions.
10. Choose the *Line Items* tab to fill in fields, including quantities and prices, for line items.
11. Choose *Submit* and then choose *Initial Response* to submit preliminary information, if required.

NOTE
You can edit responses until you change the RFX response phase to *Firm*.

12. Choose *Submit* and then choose *Final Response* to change the RFX response phase to *Firm*.
13. Save your changes.

Responding to Another Round for an RFX

The purchaser can lock and retire questions and sections of an RFX in a new round. Locking questions and sections closes them so that you cannot respond or change responses to them. However, locked questions and sections are assigned scores and do contribute to the response score and supplier rank. Retiring questions and sections removes them from the new round so you do not see them. Retired questions and sections are not assigned value scores and do not contribute to the response score and supplier rank.

NOTE
If the purchaser locks or retires a section, all questions within that section are locked. Locked or retired questions and sections can be restored during the cycle of the current round or any future rounds.

To respond to another round for an RFX, do the following:

1. On the Workbench in the *Active Auctions, RFXs, and XPress Requests* channel, choose the RFX to respond to.
2. In the *Display RFX* dialog box, select an *RFX Response ID*.
3. Choose *Edit* in the toolbar.
4. View the RFX and make any necessary edits.
5. Choose *Submit* and then choose *Initial Response* to submit preliminary information, if required.

NOTE
You can edit responses until you change the RFX response phase to *Firm*.

6. Choose *Submit* and then choose *Final Response* to change the RFX response phase to *Firm*.
7. Save your changes.

To get assistance with SAP Sourcing, use the online Help, which the user can reach from any page in the SAP Sourcing software by choosing Help from the top right of the screen.

The online Help provides a detailed step by step guide for the RFX process.