

# HOW TO RESPOND TO RFIs

**A** HIGH LEVEL RFI PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS  
REQUEST FOR INFORMATION (RFIs)

**C** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

**D** HOW TO REVISE A SUBMITTED  
RFI RESPONSE

**E** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

**F** SUMMARY OF COMMON RFI  
ISSUES

# HIGH LEVEL RFI PROCESS FLOW

A

## Suppliers



**SAP Business Network**

4

RFI published on Implats' website and Ariba Discovery



5

Access RFI event from website to SAP Business Network



6

Respond to the RFI event



Start here



Sourcing request created

1



RFI sourcing project created

2



RFI event created

3



Run event

7



Evaluate and shortlist supplier/s for RFP

8



RFP event created

9

**A** HIGH LEVEL RFI PROCESS FLOW

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ISSUES



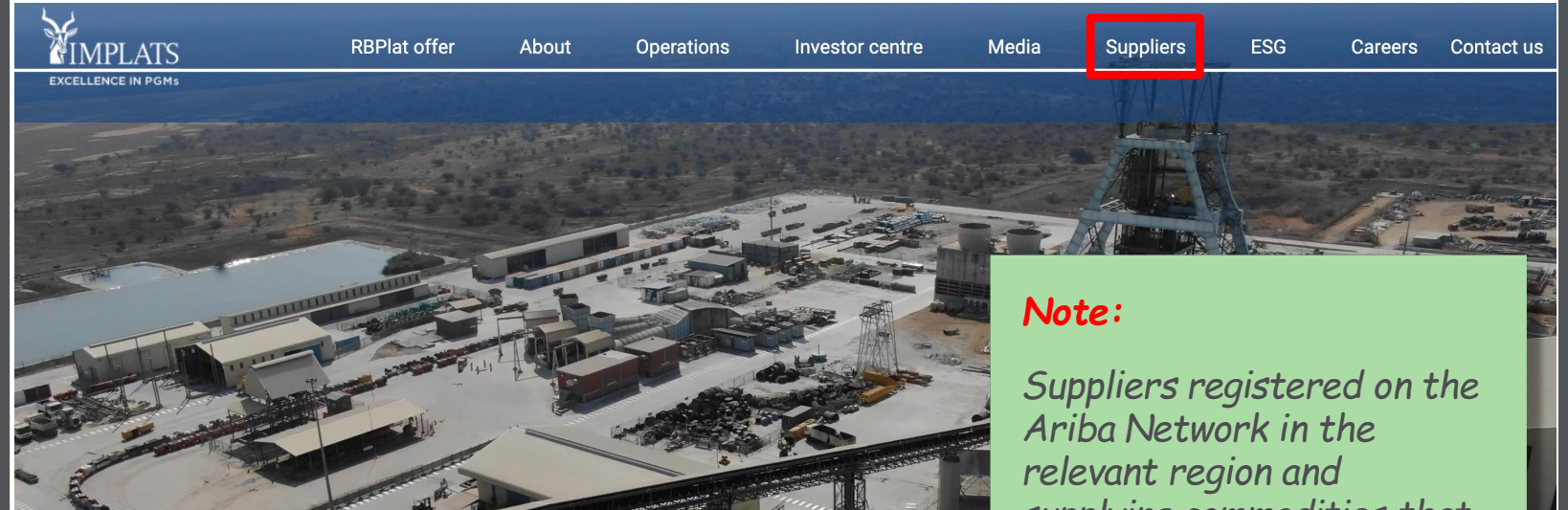
# HOW TO RESPOND TO RFIs

**B**

1. Implats RFIs are published on Implats' website.

Registered and non-registered suppliers can respond to these RFIs.

Access the Implats website on [www.implats.co.za](http://www.implats.co.za) and select the "Supplier" menu option to access RFIs.

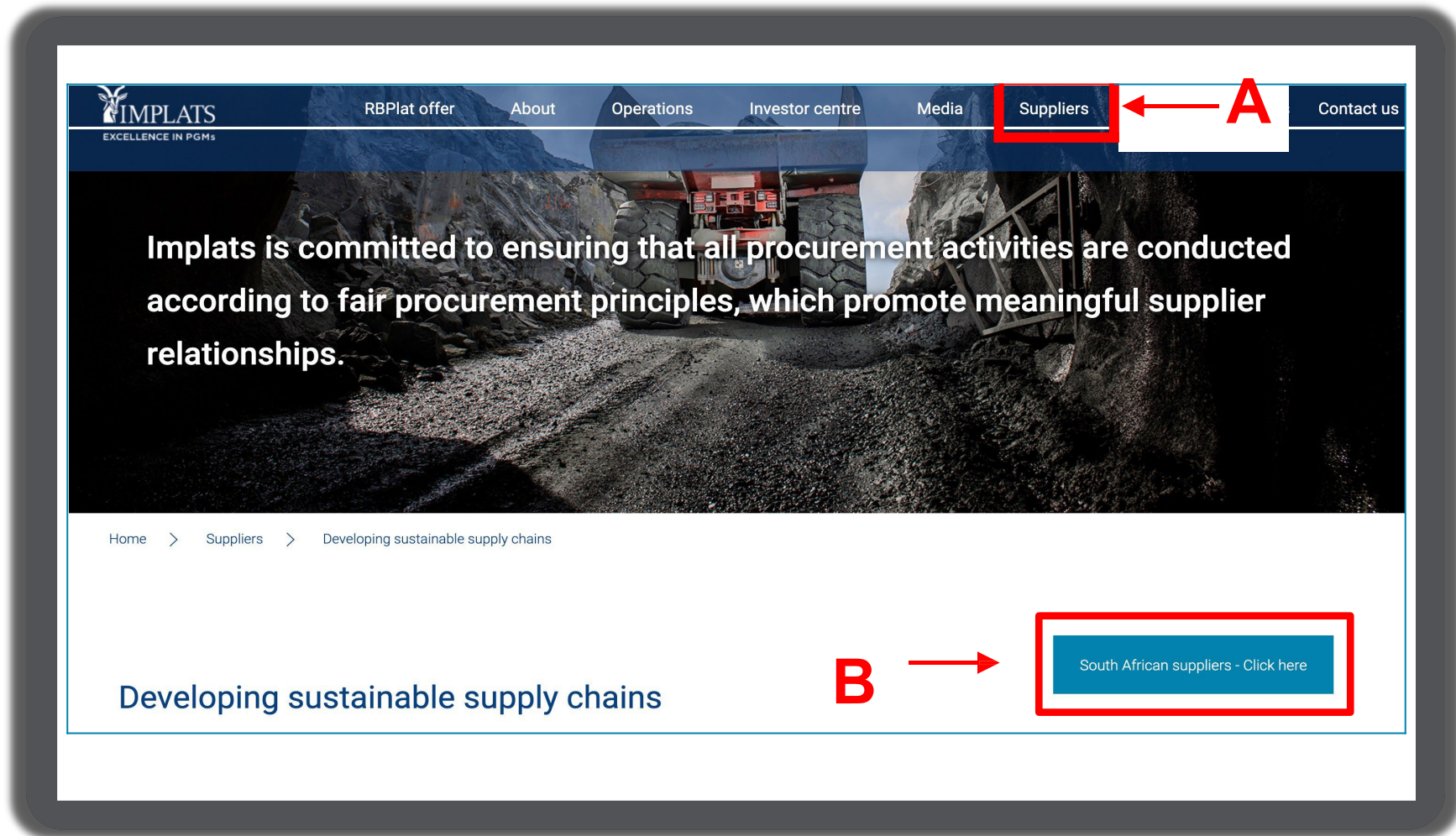


**Note:**

*Suppliers registered on the Ariba Network in the relevant region and supplying commodities that match the RFI, will automatically receive notifications about the RFI via e-mail.*

# HOW TO RESPOND TO RFIs

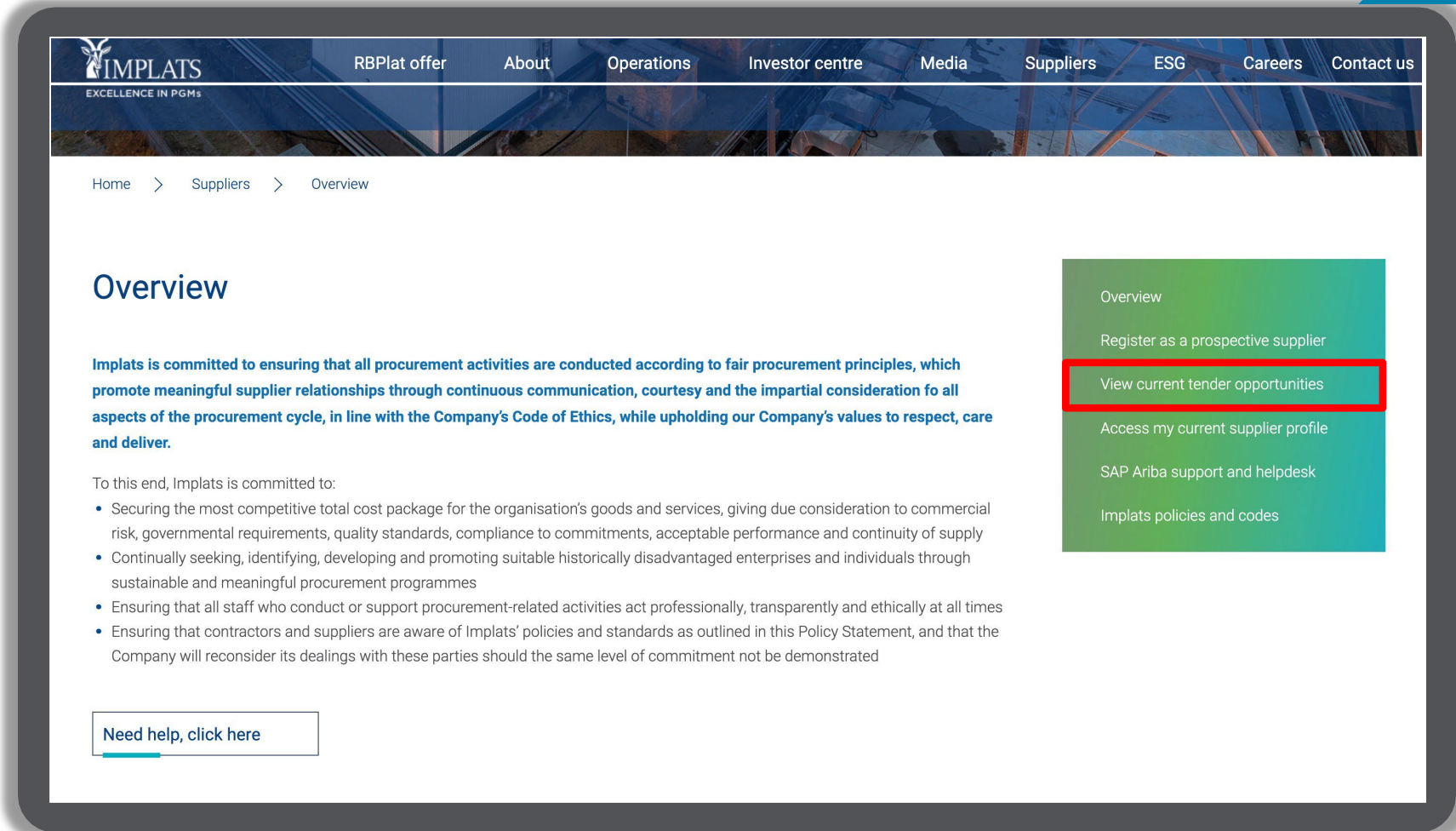
2. When the supplier page has opened, click on the “**South African Suppliers**” button



# HOW TO RESPOND TO RFIs

3. Read through the Overview information.

Then click **“View Current tender opportunities”**.



The screenshot displays the IMPLATS website's 'Overview' page. The top navigation bar includes links for RBPlat offer, About, Operations, Investor centre, Media, Suppliers, ESG, Careers, and Contact us. Below the navigation bar, a breadcrumb trail shows 'Home > Suppliers > Overview'. The main content area is titled 'Overview' and contains a paragraph stating: 'Implats is committed to ensuring that all procurement activities are conducted according to fair procurement principles, which promote meaningful supplier relationships through continuous communication, courtesy and the impartial consideration for all aspects of the procurement cycle, in line with the Company's Code of Ethics, while upholding our Company's values to respect, care and deliver.' Below this, a section titled 'To this end, Implats is committed to:' lists four bullet points. On the right side, a vertical sidebar contains several links: 'Overview', 'Register as a prospective supplier', 'View current tender opportunities' (highlighted with a red box), 'Access my current supplier profile', 'SAP Ariba support and helpdesk', and 'Implats policies and codes'. At the bottom left of the main content area, there is a button labeled 'Need help, click here'.

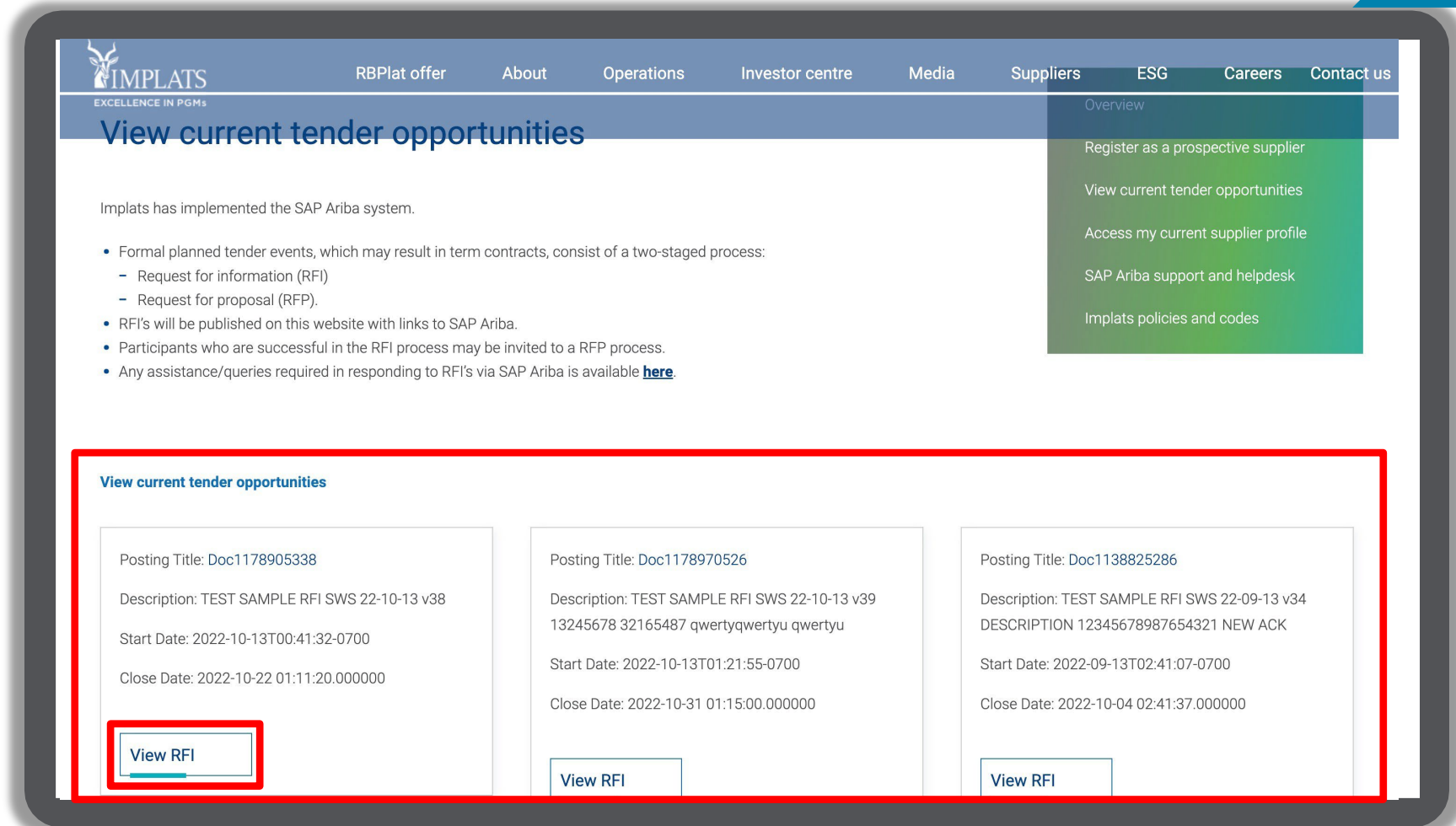


# HOW TO RESPOND TO RFIs

B

4. Implats RFIs are shown in the **“View current tender opportunities”** section.

Click **“View RFI”** to see more RFI details.



**View current tender opportunities**

Implats has implemented the SAP Ariba system.

- Formal planned tender events, which may result in term contracts, consist of a two-staged process:
  - Request for information (RFI)
  - Request for proposal (RFP).
- RFI's will be published on this website with links to SAP Ariba.
- Participants who are successful in the RFI process may be invited to a RFP process.
- Any assistance/queries required in responding to RFI's via SAP Ariba is available [here](#).

View current tender opportunities		
Posting Title: Doc1178905338 Description: TEST SAMPLE RFI SWS 22-10-13 v38 Start Date: 2022-10-13T00:41:32-0700 Close Date: 2022-10-22 01:11:20.000000 <a href="#">View RFI</a>	Posting Title: Doc1178970526 Description: TEST SAMPLE RFI SWS 22-10-13 v39 13245678 32165487 qwertyqwertyu qwertyu Start Date: 2022-10-13T01:21:55-0700 Close Date: 2022-10-31 01:15:00.000000 <a href="#">View RFI</a>	Posting Title: Doc1138825286 Description: TEST SAMPLE RFI SWS 22-09-13 v34 DESCRIPTION 12345678987654321 NEW ACK Start Date: 2022-09-13T02:41:07-0700 Close Date: 2022-10-04 02:41:37.000000 <a href="#">View RFI</a>

# HOW TO RESPOND TO RFIs

B

- Click the link shown in the tab “**How to respond**” to start a response to the RFI.

Suppliers already registered on the Ariba Network will be taken to a screen where they can start responding.

Suppliers new to Ariba Network must register before they can respond to the RFI.

## Tender details

Request for information (RFI)	
RFI number:	QU4wMTA0MTcxMTc4MTpEb2MxMTc4OTcwNTI2
RFI title:	Doc1178970526
RFI short description:	TEST SAMPLE RFI SWS 22-10-13 v39 13245678 32165487 qwertyqwertyu qwertyu
Issued date and time:	2022-10-13T01:21:55-0700
Closing date and time:	2022-10-31 01:15:00.000000
How to respond:	Interested parties to click on the link below to respond: <a href="http://discovery.ariba.com/rfx/14352020?extsite=MTQzNTIwMjBfQU4xMTA2NTM0MTU0NQ==">http://discovery.ariba.com/rfx/14352020?extsite=MTQzNTIwMjBfQU4xMTA2NTM0MTU0NQ==</a>

Overview

Register as a prospective supplier

View current tender opportunities

Access my current supplier profile

Implats policies and codes

# HOW TO RESPOND TO RFIs

B

If there is no link under **“How to respond”** please contact the Implats Ariba Support Helpdesk.

The contact details for the Ariba Support Helpdesk can be found on the next slide

Tender details

Request for information (RFI)	
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RFI title:	Doc1178970526
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Issued date and time:	2022-10-13T01:21:55-0700
Closing date and time:	2022-10-31 01:15:00.000000
How to respond:	

Overview  
 Register as a prospective supplier  
 View current tender opportunities  
 Access my current supplier profile  
 Implats policies and codes

# IMPLATS Ariba SUPPORT HELP LINES

**B**

Implats' **Supplier Support Helpdesk** is open **Monday to Friday from 07:30 to 15:30**, excluding all South African Public Holidays.

If you need assistance outside Helpdesk operating hours, please send us an email with your request, and an agent will respond within 24 hours.



+27 14 569 6899



[aribasupport@implats.co.za](mailto:aribasupport@implats.co.za)



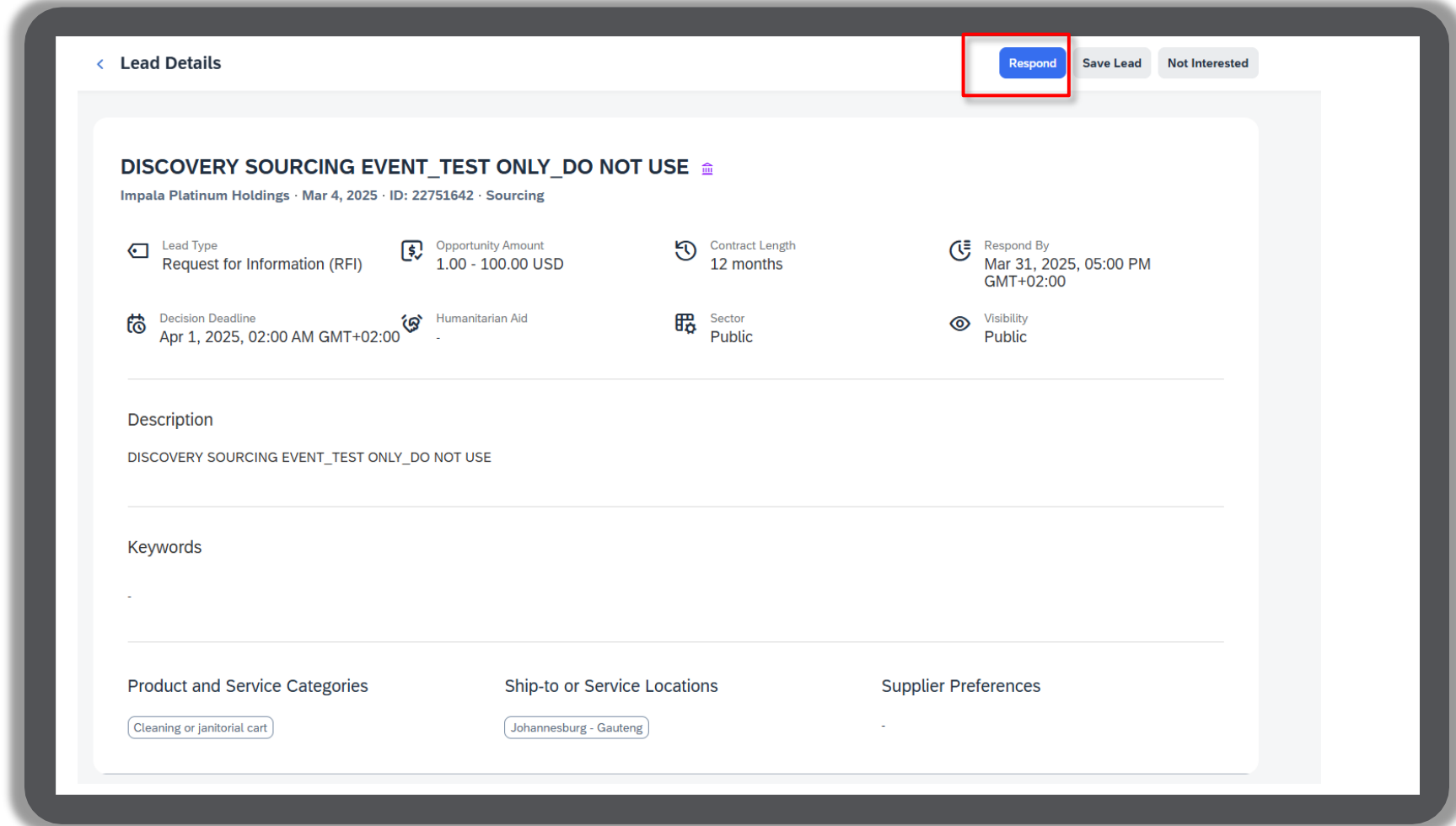
# HOW TO RESPOND TO RFIs

Let's continue.

- Registered suppliers will be able to start responding.

Suppliers new to Ariba Network must register before they can respond to the RFI.

Click **“Respond”**.



**Lead Details**

**Respond** Save Lead Not Interested

**DISCOVERY SOURCING EVENT\_TEST ONLY\_DO NOT USE**

Impala Platinum Holdings · Mar 4, 2025 · ID: 22751642 · Sourcing

Lead Type Request for Information (RFI)	Opportunity Amount 1.00 - 100.00 USD	Contract Length 12 months	Respond By Mar 31, 2025, 05:00 PM GMT+02:00
Decision Deadline Apr 1, 2025, 02:00 AM GMT+02:00	Humanitarian Aid -	Sector Public	Visibility Public

**Description**

DISCOVERY SOURCING EVENT\_TEST ONLY\_DO NOT USE

**Keywords**

-

<b>Product and Service Categories</b>	<b>Ship-to or Service Locations</b>	<b>Supplier Preferences</b>
Cleaning or janitorial cart	Johannesburg - Gauteng	-

# HOW TO RESPOND TO RFIs

**Note:**

*You may also experience an error when clicking on the Respond Button*

Lead Details

RespondSave LeadNot Interested

DISCOVERY SOURCING EVENT\_TEST ONLY\_DO NOT USE

Impala Platinum Holdings · Mar 4, 2025 · ID: 22751642 · Sourcing

Lead Type  
Request for Information (RFI)

Opportunity Amount  
1.00 - 100.00 USD

Contract Length  
12 months

Respond By  
Mar 31, 2025, 05:00 PM GMT+02:00

Decision Deadline  
Apr 1, 2025, 02:00 AM GMT+02:00

Humanitarian Aid  
-

Sector  
Public

Visibility  
Public

Description

DISCOVERY SOURCING EVENT\_TEST ONLY\_DO NOT USE

Keywords

-

Product and Service Categories

Ship-to or Service Locations

Supplier Preferences

Cleaning or janitorial cart

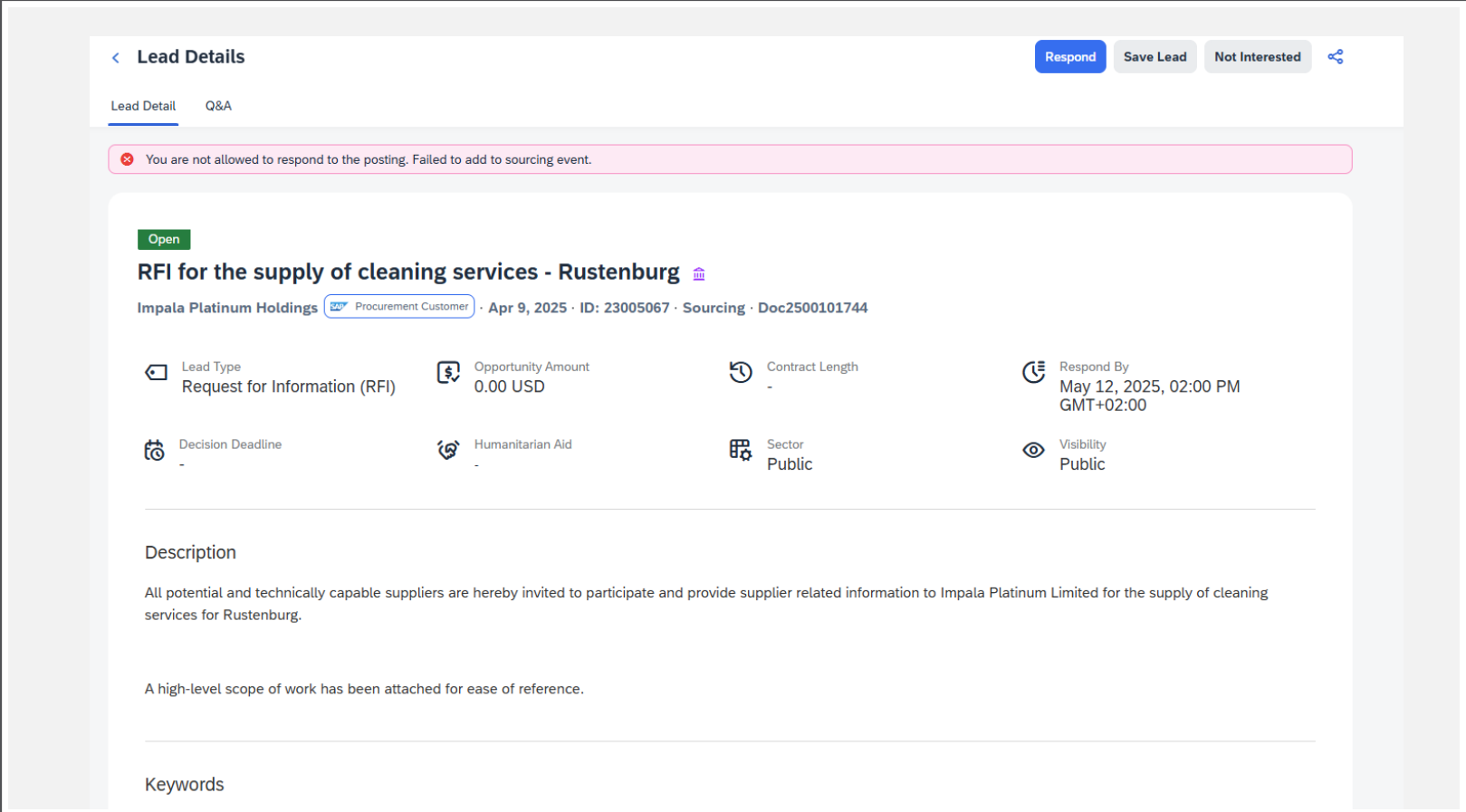
Johannesburg - Gauteng

-

# MAXIMUM NUMBER OF SUPPLIERS ERROR

B

7. After clicking on Respond button, the following error message will be displayed – You are not allowed to respond to the posting. Failed to add to sourcing event.
8. The next step is to log the issue with our Ariba support helpdesk



The screenshot displays the 'Lead Details' page in the Ariba system. At the top, there are buttons for 'Respond', 'Save Lead', and 'Not Interested'. Below these, a pink error message states: 'You are not allowed to respond to the posting. Failed to add to sourcing event.' The lead title is 'RFI for the supply of cleaning services - Rustenburg'. The lead is from 'Impala Platinum Holdings' and is a 'Procurement Customer'. The lead date is 'Apr 9, 2025', the ID is '23005067', and the sourcing document is 'Doc2500101744'. The lead type is 'Request for Information (RFI)'. The opportunity amount is '0.00 USD'. The contract length is '-'. The response deadline is 'May 12, 2025, 02:00 PM GMT+02:00'. The decision deadline is '-'. The humanitarian aid status is '-'. The sector is 'Public'. The visibility is 'Public'. The description states: 'All potential and technically capable suppliers are hereby invited to participate and provide supplier related information to Impala Platinum Limited for the supply of cleaning services for Rustenburg. A high-level scope of work has been attached for ease of reference.' The keywords section is empty.

# IMPLATS Ariba SUPPORT HELP LINES

**B**

You can also log the issue with our Ariba Support Helpdesk via phone or email and an agent will assist you

Implats' **Supplier Support Helpdesk** is open **Monday to Friday from 07:30 to 15:30**, excluding all South African Public Holidays.

If you need assistance outside Helpdesk operating hours, please send us an email with your request, and an agent will respond within 24 hours.



+27 14 569 6899

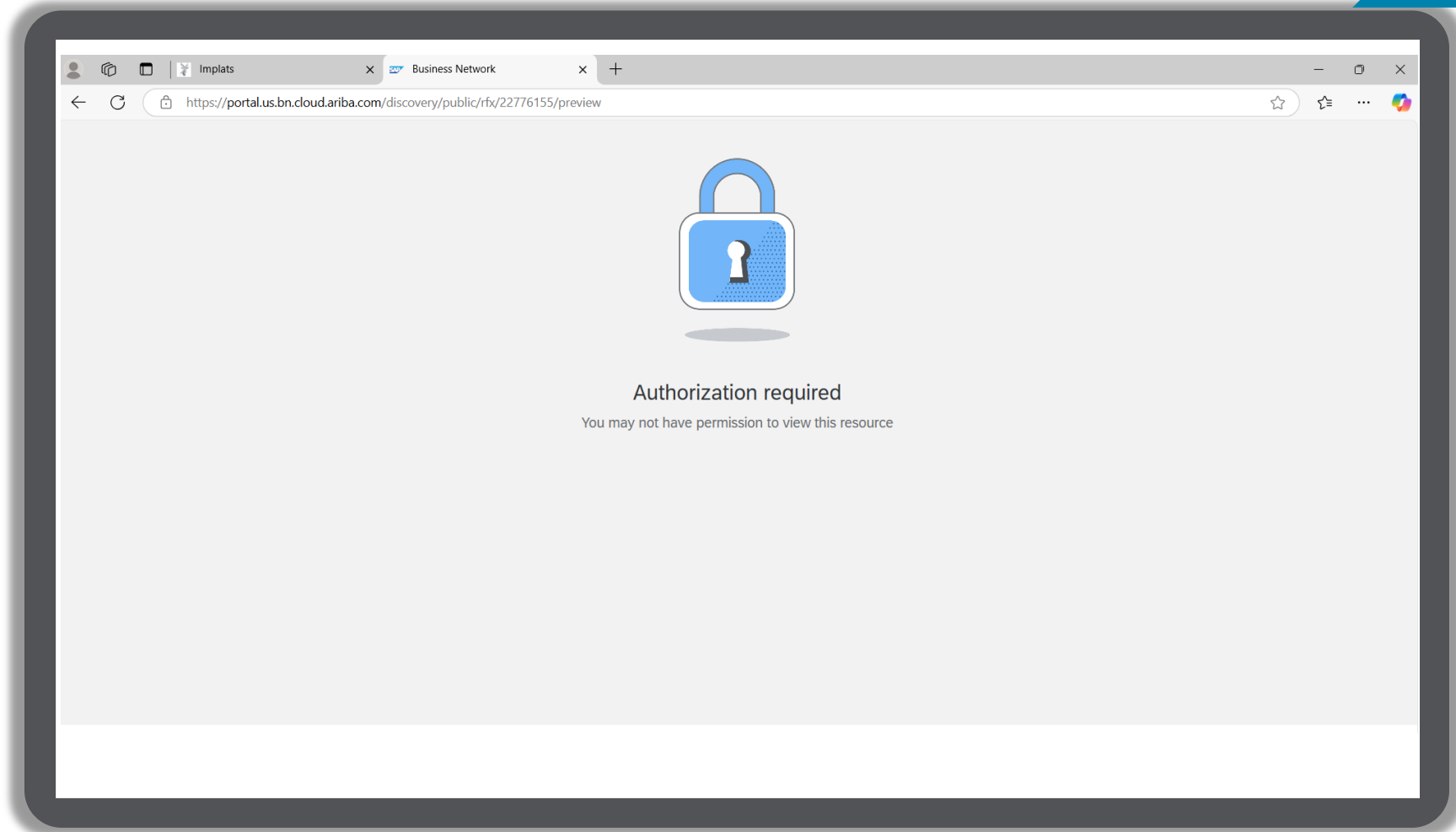


[aribasupport@implats.co.za](mailto:aribasupport@implats.co.za)

# RFI CLOSED FOR RESPONSE

If an RFI has closed, the following message will be shown.

9. After the Discovery page loads, you will see a message popup that says **“Authorization Required”**



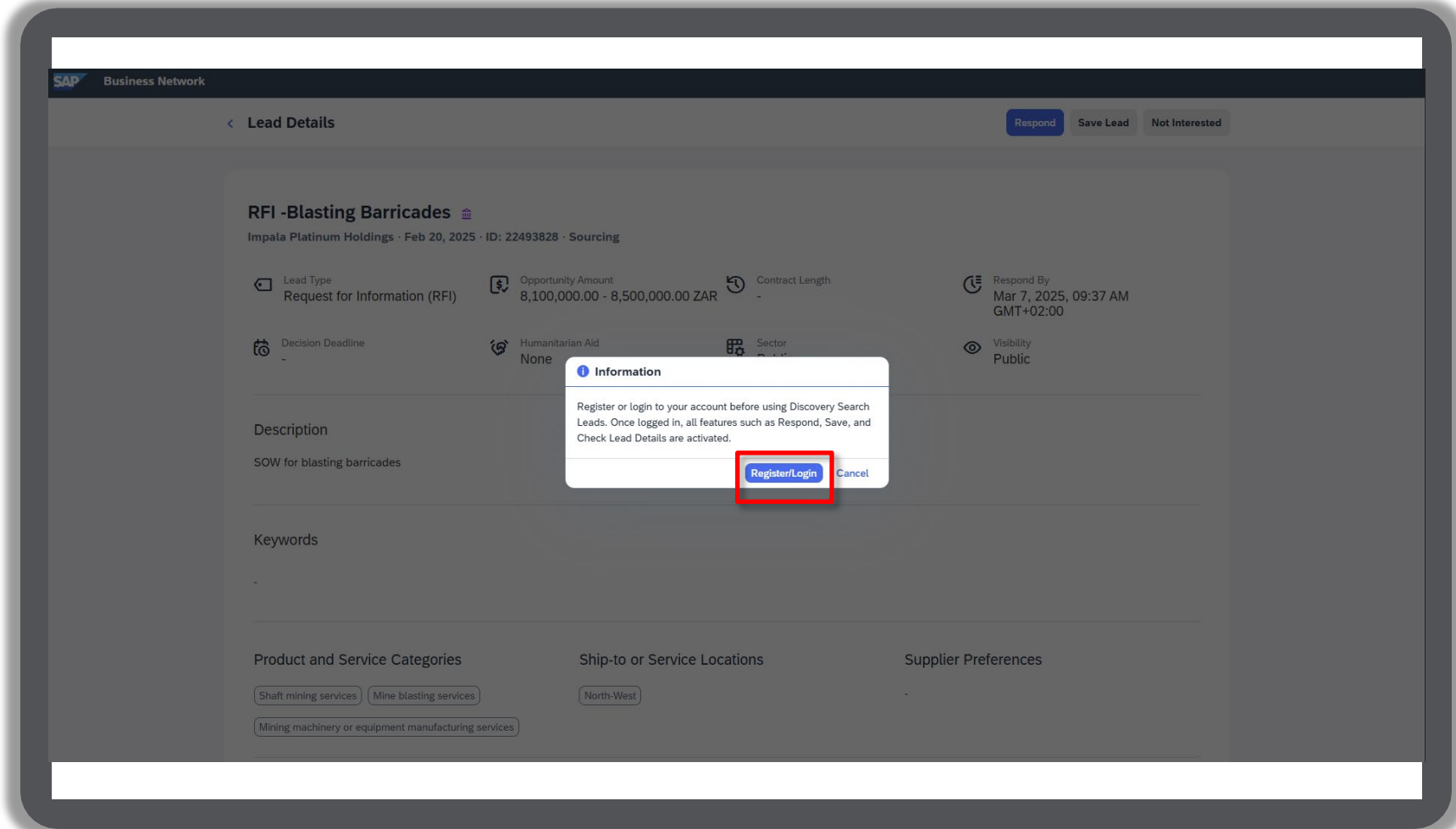
# HOW TO RESPOND TO RFIs

Let's continue.

10. Registered suppliers should login to the Ariba Network by entering their Username and Password.

They will be taken to the RFI where they can respond.

New suppliers must register on the Ariba Network by clicking **“Register/Login”** before they can respond to the RFI. By clicking on this button supplier will be led to a page where they can register.

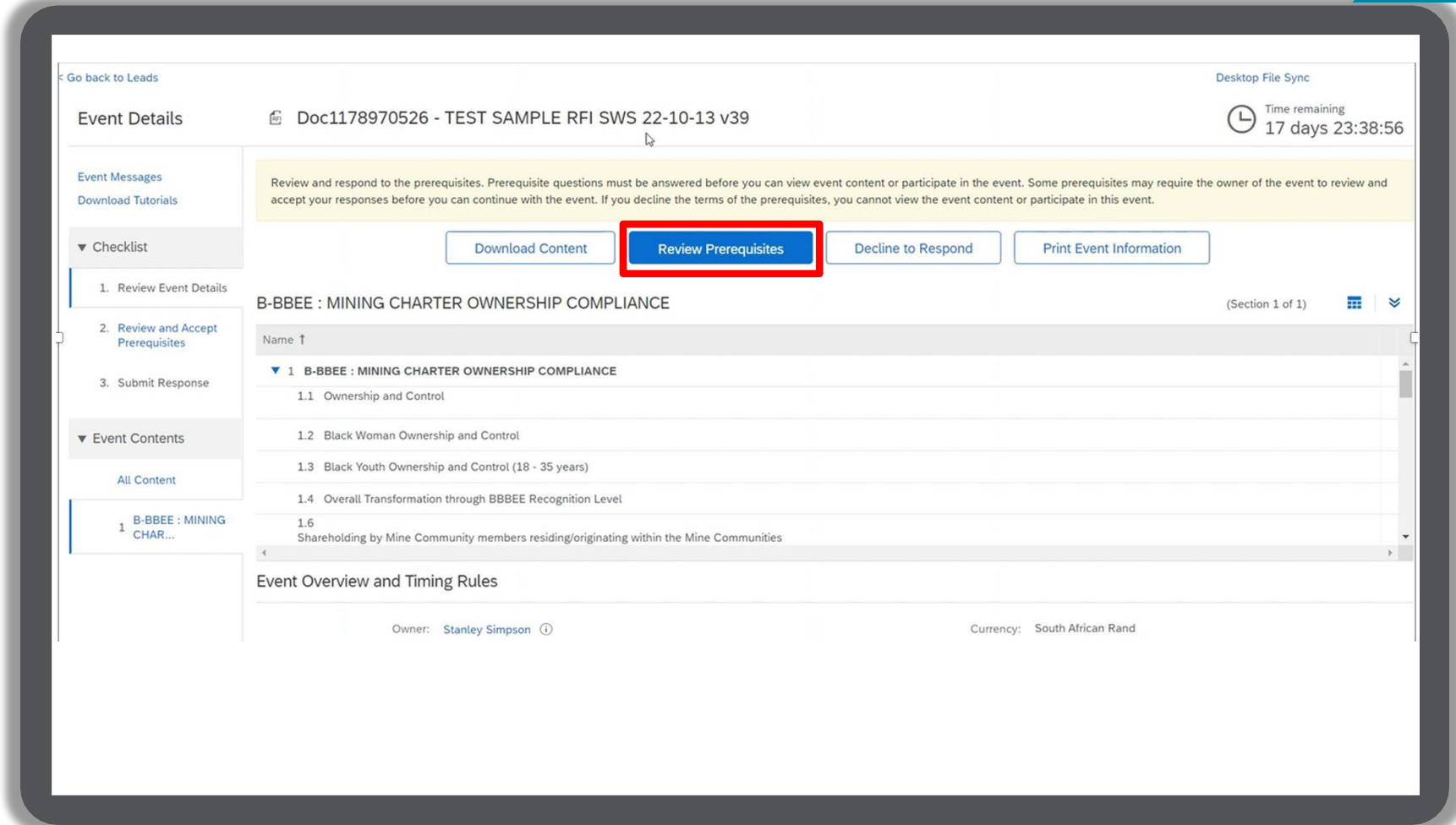


# HOW TO RESPOND TO RFIs

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11. Once logged the supplier will be able to view the RFI event.

To start responding, click **“Review Prerequisites”**.



The screenshot displays the IMPLATS RFI event interface. At the top, the document ID 'Doc1178970526 - TEST SAMPLE RFI SWS 22-10-13 v39' is shown. A yellow banner contains instructions: 'Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.'

Below the banner are four buttons: 'Download Content', 'Review Prerequisites' (highlighted with a red box), 'Decline to Respond', and 'Print Event Information'. The 'Review Prerequisites' button is the primary action for starting the response process.

The main content area shows the event title 'B-BBEE : MINING CHARTER OWNERSHIP COMPLIANCE' (Section 1 of 1). A table lists the prerequisites:

Name ↑
1 B-BBEE : MINING CHARTER OWNERSHIP COMPLIANCE
1.1 Ownership and Control
1.2 Black Woman Ownership and Control
1.3 Black Youth Ownership and Control (18 - 35 years)
1.4 Overall Transformation through BBBEE Recognition Level
1.6 Shareholding by Mine Community members residing/originating within the Mine Communities

At the bottom, the 'Event Overview and Timing Rules' section shows the owner as 'Stanley Simpson' and the currency as 'South African Rand'.



# HOW TO RESPOND TO RFIs

B

12. Review the prerequisites and accept the terms of agreement.

Click **“I accept the terms of this agreement”**, then click **“OK”**.

Prerequisites must be completed prior to participation in the event.

5. Bids through Site only. The Participant agrees to submit Bids only through the on-line bidding mechanism supplied by the Site and not to submit Bids via any other mechanism including, but not limited to, post, courier, hand-delivery, fax, email, or verbally, unless specifically requested by the PRINCIPAL.

6. Ethical conduct. All parties will prohibit unethical behaviour and are expected to notify the PRINCIPAL's Whistle Blowing Hotline if they witness or experience practices that are viewed to be counter-productive to the fair operation of the On-Line Event. Whistle Blowing Hotline number: 0800 005 314. All calls are toll-free, available 24 hours and anonymous. All PARTICIPANTS are therefore required to agree, adhere to and be bound by the Implats Code of Ethics, the Fraud, Corruption and Whistleblowing Policy, Anti-bribery and anti-corruption Policy and Supplier Code of Conduct which are available on the Implats website at: [www.implats.co.za/supplier-development.php](http://www.implats.co.za/supplier-development.php) and as may be amended from time to time.

7. Technical Difficulties. If the Participant experiences any technical difficulties during a live On-Line Event, the Participant should notify the Site Owner immediately either by contacting the Site owner's toll free number on 0800 981 709 or by emailing the Implats Ariba support helpdesk: [ariba.support@implats.co.za](mailto:ariba.support@implats.co.za).

8. Continued applicability. The terms and conditions of this Bidder Agreement will continue to apply even after expiry or termination of the On-Line Event.

9. DATA PROTECTION AND THE SOUTH AFRICAN PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013.  
The PRINCIPAL maintains the confidentiality of your personal information and complies with the Protection of Personal Information Act 4 of 2013 ('POPIA') whilst processing the same.  
When you provide such personal information it is regarded as consent for the PRINCIPAL to process the information which will be strictly in accordance with POPIA.  
The PRINCIPAL as a responsible party will process the PARTICIPANTS (the 'data subject') Personal Information, as defined in terms of POPIA, lawfully and responsibly.

☒ I accept the terms of this agreement.

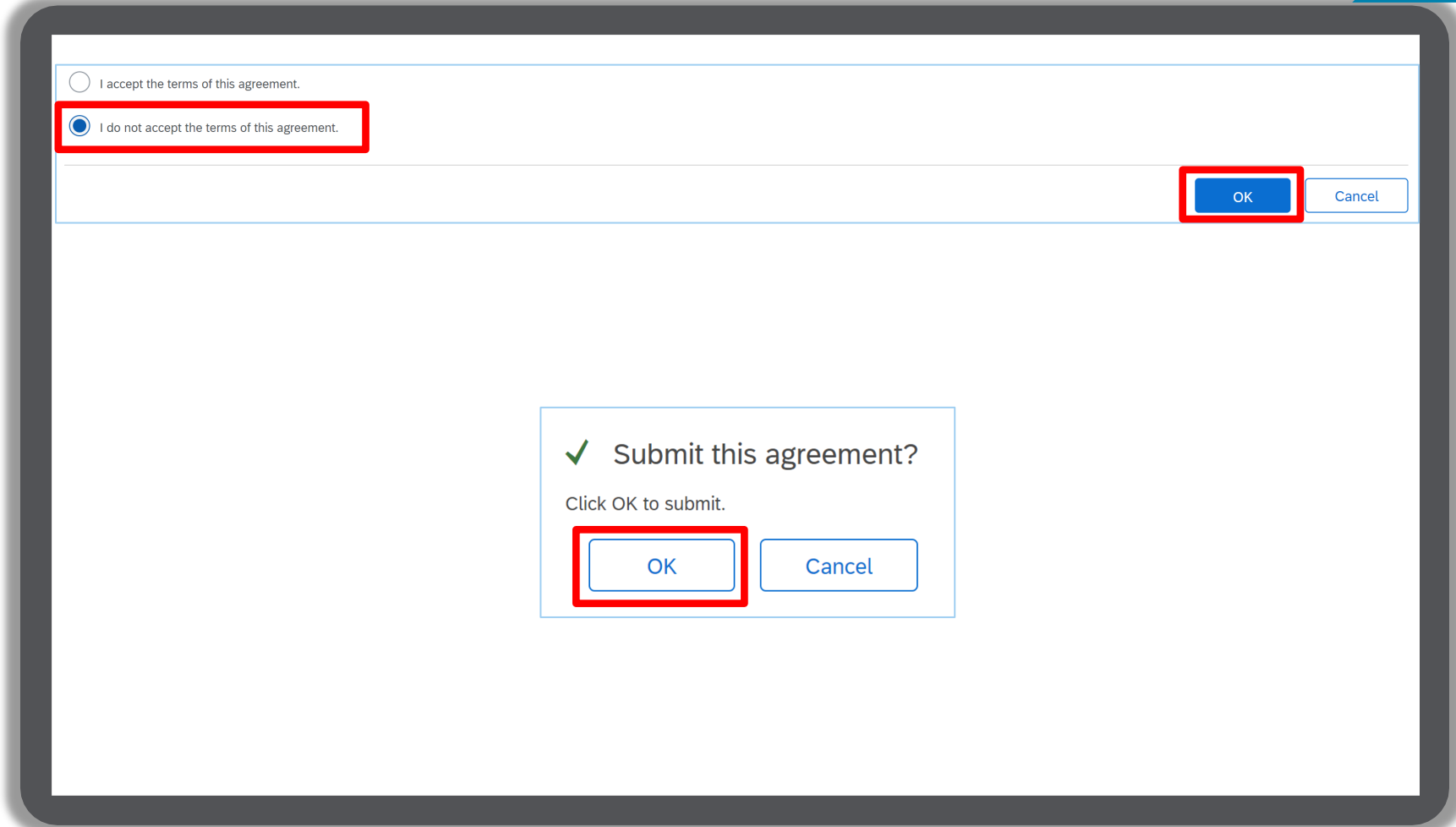
☐ I do not accept the terms of this agreement.

OK Cancel

# HOW TO RESPOND TO RFIs

B

13. If you do not agree with the terms of agreement, **click “I do not accept the terms of this agreement”** and click **“OK”**.
14. Click **“OK”** to submit the agreement.



The screenshot displays a web form for accepting or declining terms. At the top, there are two radio button options: "I accept the terms of this agreement." and "I do not accept the terms of this agreement." The second option is selected and highlighted with a red rectangle. Below these options is a large text area. In the bottom right corner of the form, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red rectangle. Below the main form area, there is a separate box containing a green checkmark icon, the text "Submit this agreement?", and the instruction "Click OK to submit." Below this instruction are two buttons: "OK" and "Cancel". The "OK" button in this box is also highlighted with a red rectangle.

# HOW TO RESPOND TO RFIs

B

## Completing the RFI

15. There are several sections that require completion to ensure successful submission of your event/proposal

Name ↑

- ▶ 1 INTRODUCTION
- ▶ 2 HOW TO GET HELP/SUPPORT
- ▶ 3 SCOPE OF WORK
- ▶ 4 SUBMISSION DETAILS
- ▶ 5 QUERIES / CLARIFICATIONS
- ▶ 6 COMPANY DOCUMENTATION FROM PARTICIPANT
- ▶ 7 ADDITIONAL COMPANY DOCUMENTATION
- ▶ 8 B-BBEE : MINING CHARTER OWNERSHIP COMPLIANCE
- ▶ 9 TECHNICAL INFORMATION
- ▶ 10 NON-DISCLOSURE AGREEMENT
- ▼ 11 IMPALA POLICIES AND PROCEDURES

### Note:

*All fields marked with \* are mandatory fields and must be completed.*

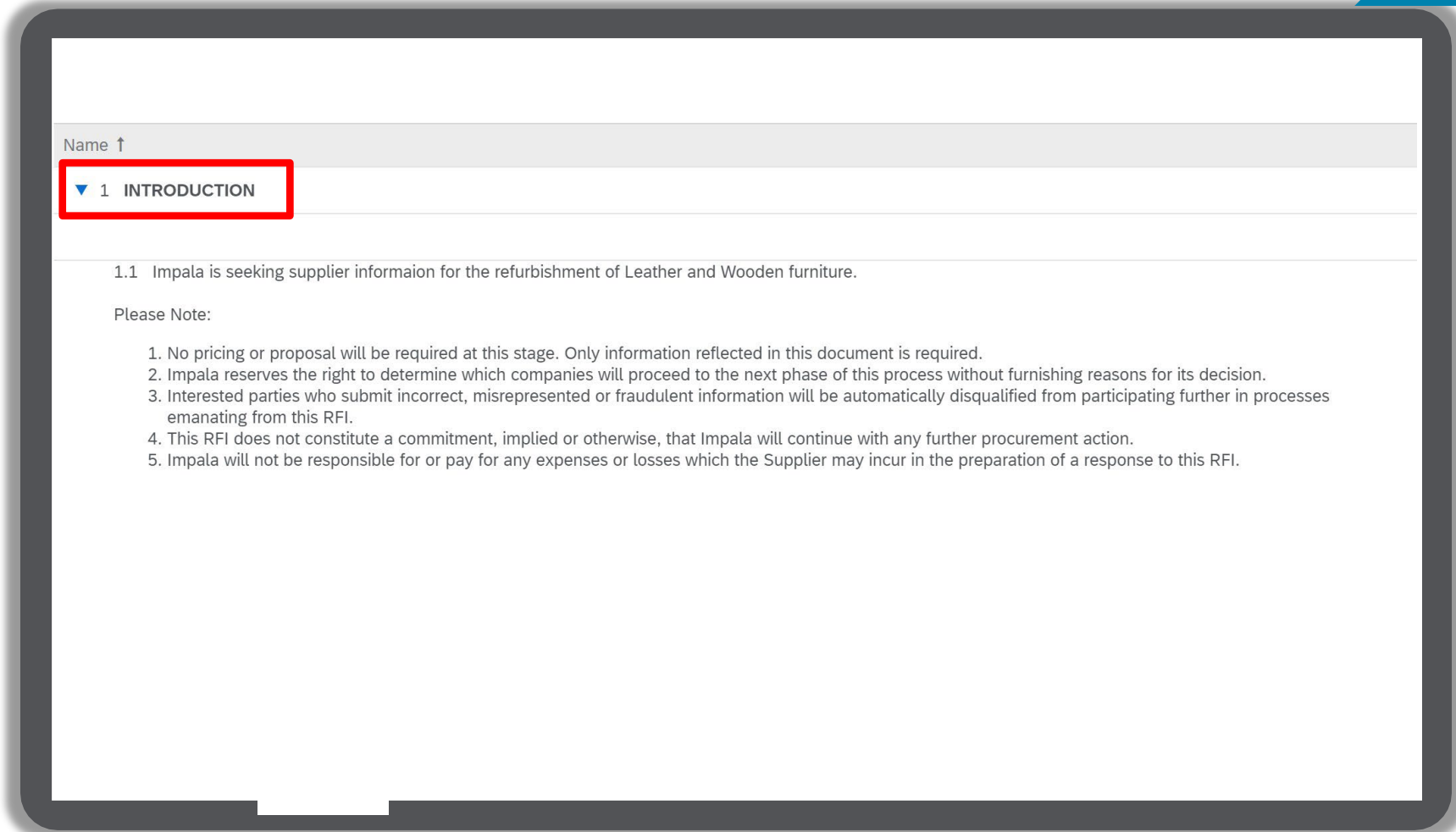
*Make sure you have completed all sections and uploaded all the required supporting documentation.*

# HOW TO RESPOND TO RFIs

B

## Completing the RFI

16. Review the “**Introduction**” section of the event to ensure you understand the requirements.



The screenshot displays the SAP Ariba RFI interface. At the top, there is a header bar with the text 'Name ↑'. Below this, a section titled '1 INTRODUCTION' is highlighted with a red rectangular box. Underneath this section, the text '1.1 Impala is seeking supplier informaion for the refurbishment of Leather and Wooden furniture.' is visible. Below this, the text 'Please Note:' is followed by a list of five numbered points:

1. No pricing or proposal will be required at this stage. Only information reflected in this document is required.
2. Impala reserves the right to determine which companies will proceed to the next phase of this process without furnishing reasons for its decision.
3. Interested parties who submit incorrect, misrepresented or fraudulent information will be automatically disqualified from participating further in processes emanating from this RFI.
4. This RFI does not constitute a commitment, implied or otherwise, that Impala will continue with any further procurement action.
5. Impala will not be responsible for or pay for any expenses or losses which the Supplier may incur in the preparation of a response to this RFI.

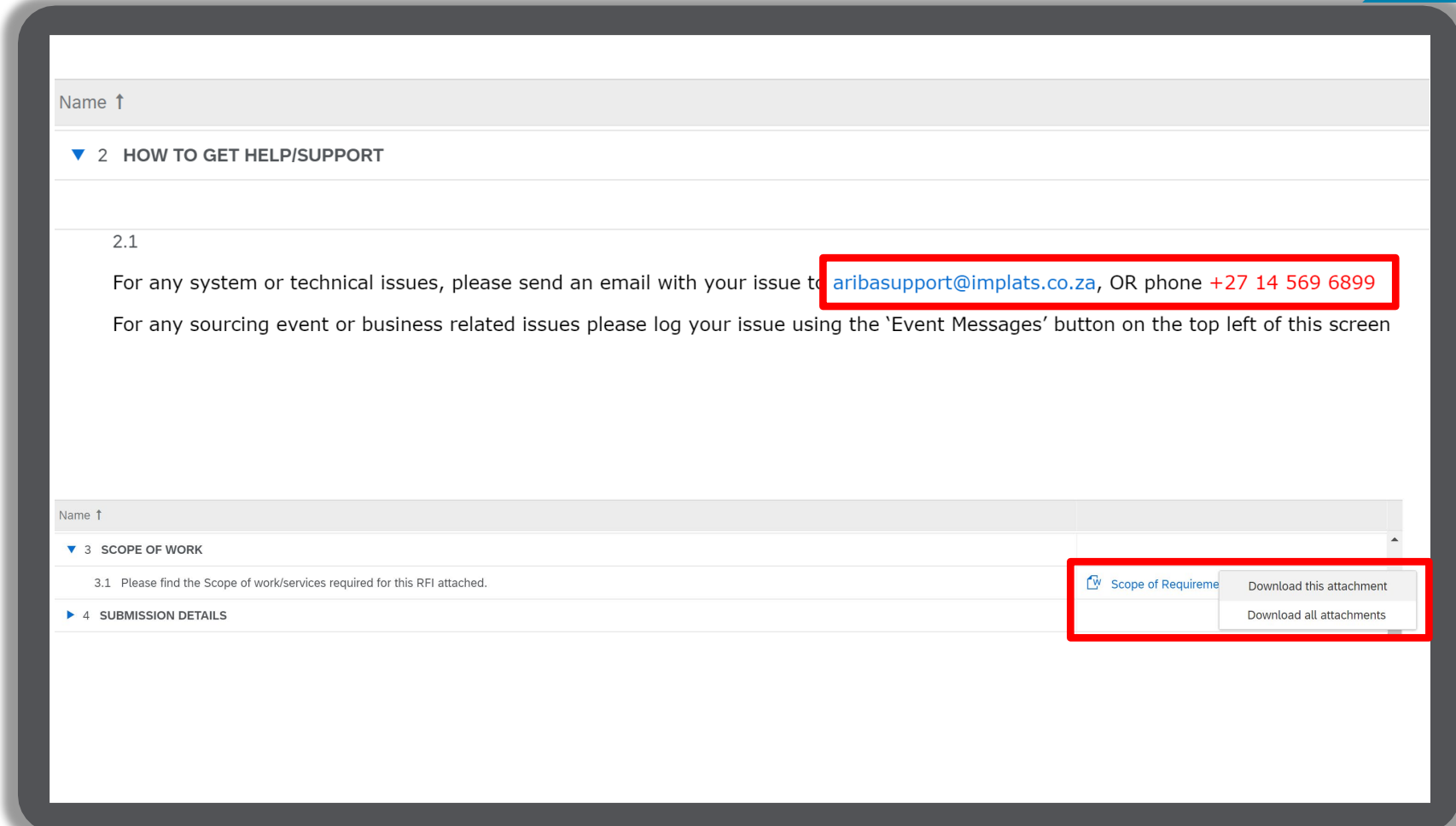
# HOW TO RESPOND TO RFIs

B

## Completing the RFI

17. Review section 2 of the event to understand where to get help and support.

18. Read the “Scope of Work” by downloading the document.



The screenshot displays the SAP Ariba RFI interface. At the top, there is a header bar with the text 'Name ↑'. Below this, a section titled '2 HOW TO GET HELP/SUPPORT' is expanded. Under this section, item '2.1' provides contact information: 'For any system or technical issues, please send an email with your issue to [aribasupport@implats.co.za](mailto:aribasupport@implats.co.za), OR phone +27 14 569 6899'. Below this, it states: 'For any sourcing event or business related issues please log your issue using the ‘Event Messages’ button on the top left of this screen'. Further down, another section titled '3 SCOPE OF WORK' is expanded, showing item '3.1 Please find the Scope of work/services required for this RFI attached.'. To the right of this section, there is a red-bordered box containing a document icon, the text 'Scope of Requirement', and two buttons: 'Download this attachment' and 'Download all attachments'.

# HOW TO RESPOND TO RFIs

B

## Completing the RFI

### 19. Review the “Submission Details” section.

Name ↑

▼ 4 SUBMISSION DETAILS

4.1 How to respond to the RFI:

1. Once you access the project, please review the event details. You can click on "All content" in order to see all the sections together.
2. Review and accept the Bidder Agreement and/or Prerequisite(s) at the project level
3. Enter your response and click on Submit entire response. Please note that unless you click on the "Submit" button, your response will not be received by the customer

4.2 To qualify for the next phase of the process, Impala will take the following into consideration:

1. Minimum technical requirements as set out in the Technical section
2. B-BBEE and Mine Communities – apart from being a BEE compliant supplier (>25% HDP and B-BBEE Recognition level 4 or better) further preference will be given to suppliers who are:
  - ≥51% HDP Owned and Controlled
  - ≥51% Black Women Owned and Controlled
  - ≥51% Black Youth Owned and Controlled
  - ≥51% shareholding by Mine Community members

- Suppliers that have a physical business address within the local areas

# HOW TO RESPOND TO RFIs

B

## Completing the RFI

20. Review the “**Queries/Clarifications**” sections in section 5.

Name ↑
▼ 5 <b>QUERIES / CLARIFICATIONS</b>
5.1 Impala Contact Info During Event: For any questions, comments or inquiries, please use the Sourcing Event Message Board on the SAP Ariba Event to communicate. No email correspondence will be allowed.
Queries will not be responded to if delivered elsewhere.



# HOW TO RESPOND TO RFIs

**B**

## Completing the RFI

### 21. Complete the “Company Documentation From Participant” section.

Upload all the required documents by clicking on “**Update file**” under each section.

#### Note:

*All fields marked with \* are mandatory fields and must be completed.*

*Make sure you have completed all sections and uploaded all the required supporting documentation.*

Name ↑	
<b>6 COMPANY DOCUMENTATION FROM PARTICIPANT</b>	
6.1 The following legal documents are required and have to be submitted with the tender documents:  Required documents: 1. Business / Company Profile 2. CIPC document 3. Shareholder's Certificates (excluding public companies and trusts) & Director's Identity Documents 4. SANAS B-BBEE Certificate or Sworn Affidavit	
6.2 Please attach your company's Business / Company Profile	*  Company Profile.pdf <b>Update file</b> Delete file
6.3 Please attach your company's CIPC document, not older than 12 months	*  CIPC Document .pdf <b>Update file</b> Delete file
6.4 Please confirm the date as reflected on the CIPC document	* Thu, 30 Nov, 2023
6.5 Does your company have Shareholder's Certificates (excluding public companies and trusts) & Director's Identity Documents?  If yes, please attach copies of the share certificates and certified copies of the Director ID's (certified copies must not be older than 3 months)	Shareholders Certificates.pdf <b>Update file</b> Delete file
6.6 Please attach your company's valid SANAS B-BBEE Certificate or Sworn Affidavit (Commissioned before a Commissioner of Oaths). Please attach a certified copy	*  BEE CERTIFICATE.pdf <b>Update file</b> Delete file

# HOW TO RESPOND TO RFIs

B

## Completing the RFI

### 22. Complete the “Additional Company Documentation” section.

Upload the required documents by clicking “**Update file**” in each section.

#### Note:

*All fields marked with \* are mandatory fields and must be completed.*

*Make sure you have completed all sections and uploaded all the required supporting documentation.*

Name ↑	
▼ 7 ADDITIONAL COMPANY DOCUMENTATION	
7.1 Impala reserves the right to request the below information at a later stage of the commercial process. You are welcome to provide it now already.	
Additional documents (see next Section)	
1. SARS pin letter	
2. Workmen's Compensation Certificate (COIDA certificate) (Letter of good standing from Compensation Commissioner): Department of Labour OR Rand Mutual Assurance	
3. Utilities Bill, municipal rates and taxes, Lease agreement, Telecoms/mobile Account, or Bank statement not older than 3 months so as to substantiate proof of physical business address	
7.2 Please attach a copy of your SARS pin letter as proof that you are in a compliant status at SARS	<a href="#">SARS PIN CERTIFICATE.pdf</a> ▼ <a href="#">Update file</a> <a href="#">Delete file</a>
7.3 Please attach a valid Workmen's Compensation Certificate (COIDA certificate) (Letter of good standing from Compensation Commissioner): Department of Labour OR Rand Mutual Assurance	<a href="#">Workman's compensation certificate.pdf</a> ▼ <a href="#">Update file</a> <a href="#">Delete file</a>
7.4 Please state the issue date of the Workmen's Compensation Certificate (COIDA certificate) (Letter of good standing from Compensation Commissioner): Department of Labour OR Rand Mutual Assurance letter	<input type="text" value="Thu, 31 Aug, 2023"/>
7.5 Please attach any one of the following: Utilities Bill, municipal rates and taxes, Lease agreement, Telecoms/mobile Account, or Bank statement not older than 3 months so as to substantiate proof of physical business address	<a href="#">Lease Agreement.pdf</a> ▼ <a href="#">Update file</a> <a href="#">Delete file</a>

# HOW TO RESPOND TO RFIs

B

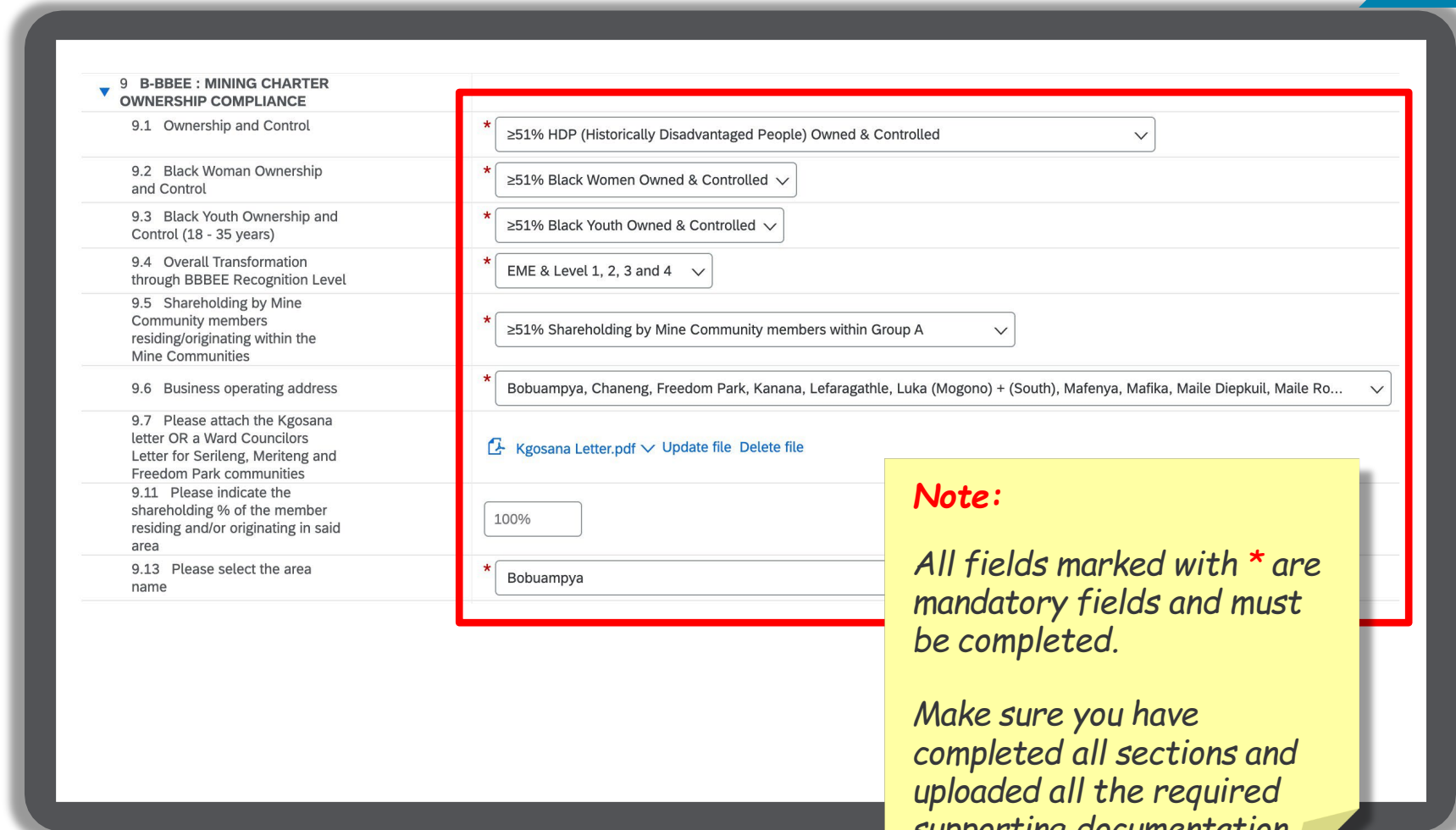
## Completing the RFI

### 23. Complete the “B-BBEE Mining Charter Ownership Compliance” section.

Select the most appropriate information pertaining to your company’s BBEE status from the drop-down menu.

Select your correct communities if you have shareholders residing / originating from Mine Communities

Upload the required documents by clicking on “Update file” in each section.



**9 B-BBEE : MINING CHARTER OWNERSHIP COMPLIANCE**

9.1 Ownership and Control	* ≥51% HDP (Historically Disadvantaged People) Owned & Controlled
9.2 Black Woman Ownership and Control	* ≥51% Black Women Owned & Controlled
9.3 Black Youth Ownership and Control (18 - 35 years)	* ≥51% Black Youth Owned & Controlled
9.4 Overall Transformation through BBEE Recognition Level	* EME & Level 1, 2, 3 and 4
9.5 Shareholding by Mine Community members residing/originating within the Mine Communities	* ≥51% Shareholding by Mine Community members within Group A
9.6 Business operating address	* Bobuampya, Chaneng, Freedom Park, Kanana, Lefaragathle, Luka (Mogono) + (South), Mafenya, Mafika, Maile Diepkuil, Maile Ro...
9.7 Please attach the Kgosana letter OR a Ward Councilors Letter for Serileng, Meriteng and Freedom Park communities	<a href="#">Kgosana Letter.pdf</a> <a href="#">Update file</a> <a href="#">Delete file</a>
9.11 Please indicate the shareholding % of the member residing and/or originating in said area	100%
9.13 Please select the area name	* Bobuampya

#### Note:

All fields marked with \* are mandatory fields and must be completed.

Make sure you have completed all sections and uploaded all the required supporting documentation.

# HOW TO RESPOND TO RFIs

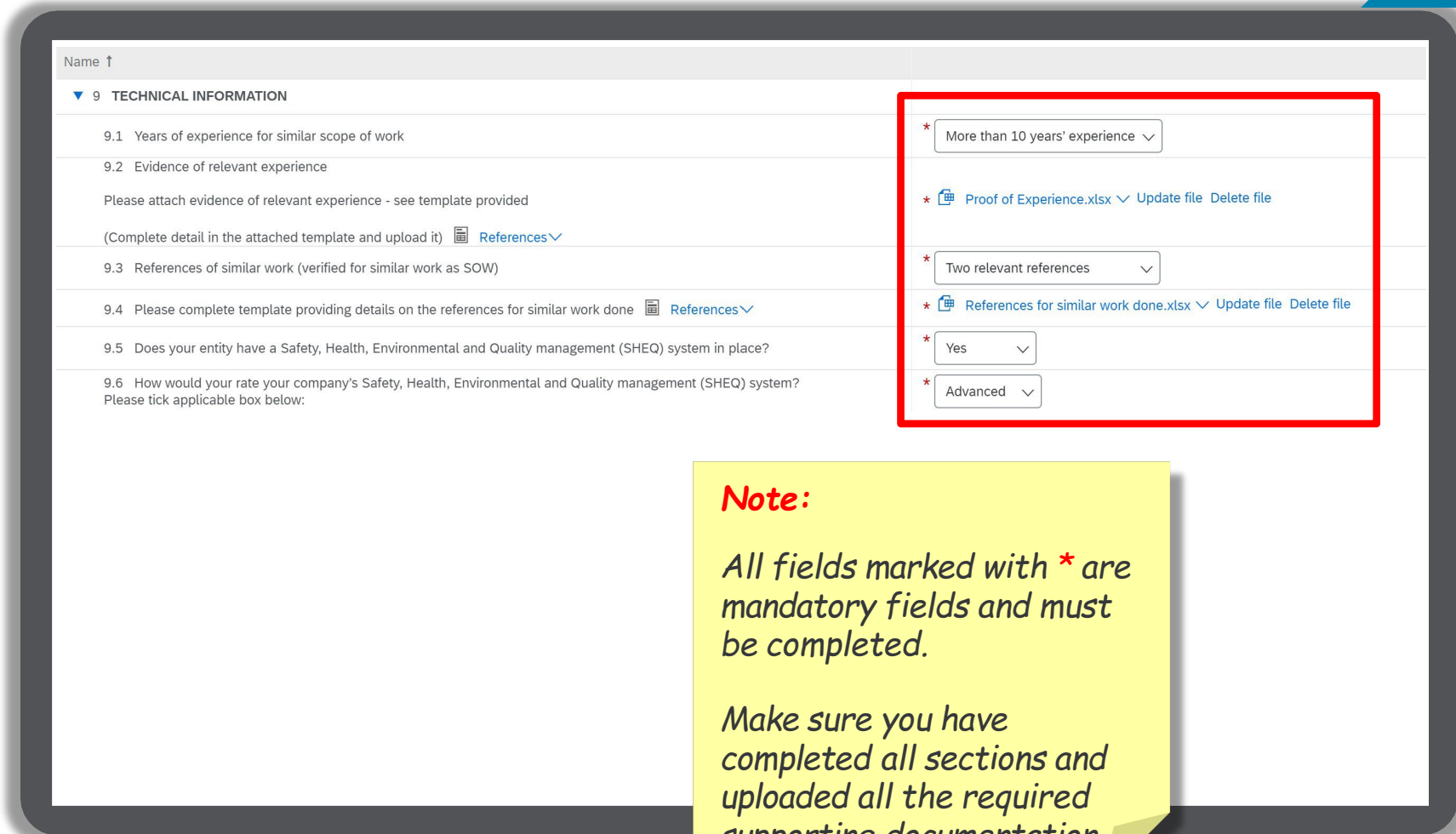
B

## Completing the RFI

### 24. Complete the “**Technical Information**” section.

Select the most appropriate information from the drop-down menu from Section 9.1 to 9.6.

Upload the required documents by clicking on “Update file” in each section.



Name ↑

▼ 9 TECHNICAL INFORMATION

9.1 Years of experience for similar scope of work

9.2 Evidence of relevant experience

Please attach evidence of relevant experience - see template provided

(Complete detail in the attached template and upload it) [References](#)▼

9.3 References of similar work (verified for similar work as SOW)

9.4 Please complete template providing details on the references for similar work done [References](#)▼

9.5 Does your entity have a Safety, Health, Environmental and Quality management (SHEQ) system in place?

9.6 How would you rate your company's Safety, Health, Environmental and Quality management (SHEQ) system?  
Please tick applicable box below:

\* More than 10 years' experience ▼

\* [Proof of Experience.xlsx](#) ▼ [Update file](#) [Delete file](#)

\* Two relevant references ▼

\* [References for similar work done.xlsx](#) ▼ [Update file](#) [Delete file](#)

\* Yes ▼

\* Advanced ▼

#### Note:

All fields marked with \* are mandatory fields and must be completed.

Make sure you have completed all sections and uploaded all the required supporting documentation.

# HOW TO RESPOND TO RFIs

B

## Completing the RFI

25. Complete the “**Non-Disclosure Agreement**” and “**Impala Policies and Procedures**” sections.

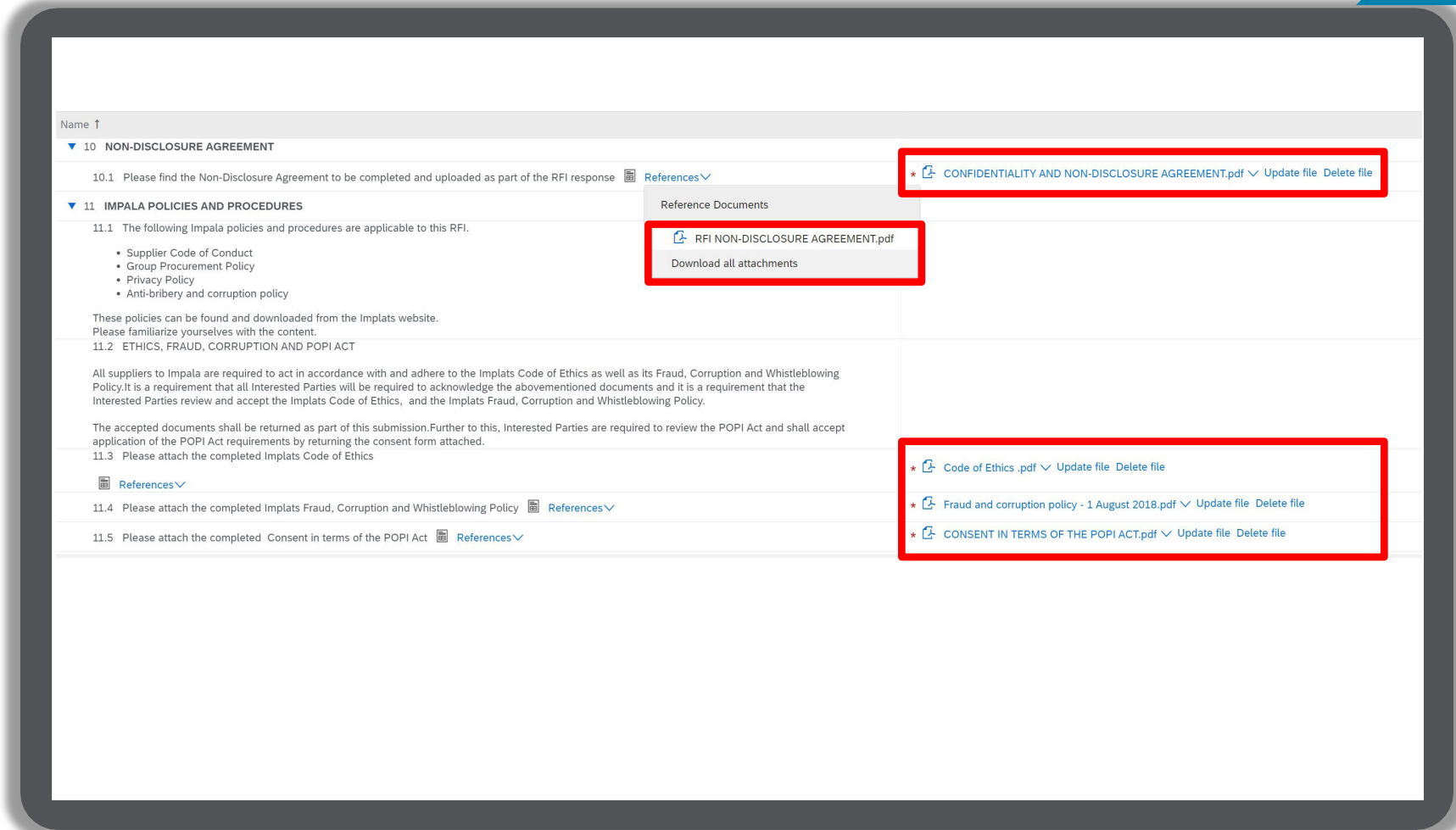
Download the reference documents

Upload the required documents by clicking “**Update file**” in each section.

### Note:

*All fields marked with \* are mandatory fields and must be completed.*

*Make sure you have completed all sections and uploaded all the required supporting documentation.*



The screenshot displays the RFI response form with the following sections and highlighted elements:

- Section 10: NON-DISCLOSURE AGREEMENT**
  - 10.1 Please find the Non-Disclosure Agreement to be completed and uploaded as part of the RFI response. **References**
    - \* [CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT.pdf](#) Update file Delete file
- Section 11: IMPALA POLICIES AND PROCEDURES**
  - 11.1 The following Impala policies and procedures are applicable to this RFI.
    - Supplier Code of Conduct
    - Group Procurement Policy
    - Privacy Policy
    - Anti-bribery and corruption policy

These policies can be found and downloaded from the Implats website. Please familiarize yourselves with the content.
  - 11.2 ETHICS, FRAUD, CORRUPTION AND POPI ACT
 

All suppliers to Impala are required to act in accordance with and adhere to the Implats Code of Ethics as well as its Fraud, Corruption and Whistleblowing Policy. It is a requirement that all Interested Parties will be required to acknowledge the abovementioned documents and it is a requirement that the Interested Parties review and accept the Implats Code of Ethics, and the Implats Fraud, Corruption and Whistleblowing Policy.

The accepted documents shall be returned as part of this submission. Further to this, Interested Parties are required to review the POPI Act and shall accept application of the POPI Act requirements by returning the consent form attached.
  - 11.3 Please attach the completed Implats Code of Ethics
 

**References**

    - \* [Code of Ethics .pdf](#) Update file Delete file
    - \* [Fraud and corruption policy - 1 August 2018.pdf](#) Update file Delete file
    - \* [CONSENT IN TERMS OF THE POPI ACT.pdf](#) Update file Delete file
  - 11.4 Please attach the completed Implats Fraud, Corruption and Whistleblowing Policy **References**
  - 11.5 Please attach the completed Consent in terms of the POPI Act **References**

Red boxes in the image highlight the mandatory fields (marked with \*) and the reference documents section.

# HOW TO RESPOND TO RFIs

B

## Completing the RFI

26. Complete the **“Additional Documents From Participant”** section if this applies to you.

### Note:

All fields marked with \* are mandatory fields and must be completed.

Make sure you have completed all sections and uploaded all the required supporting documentation.

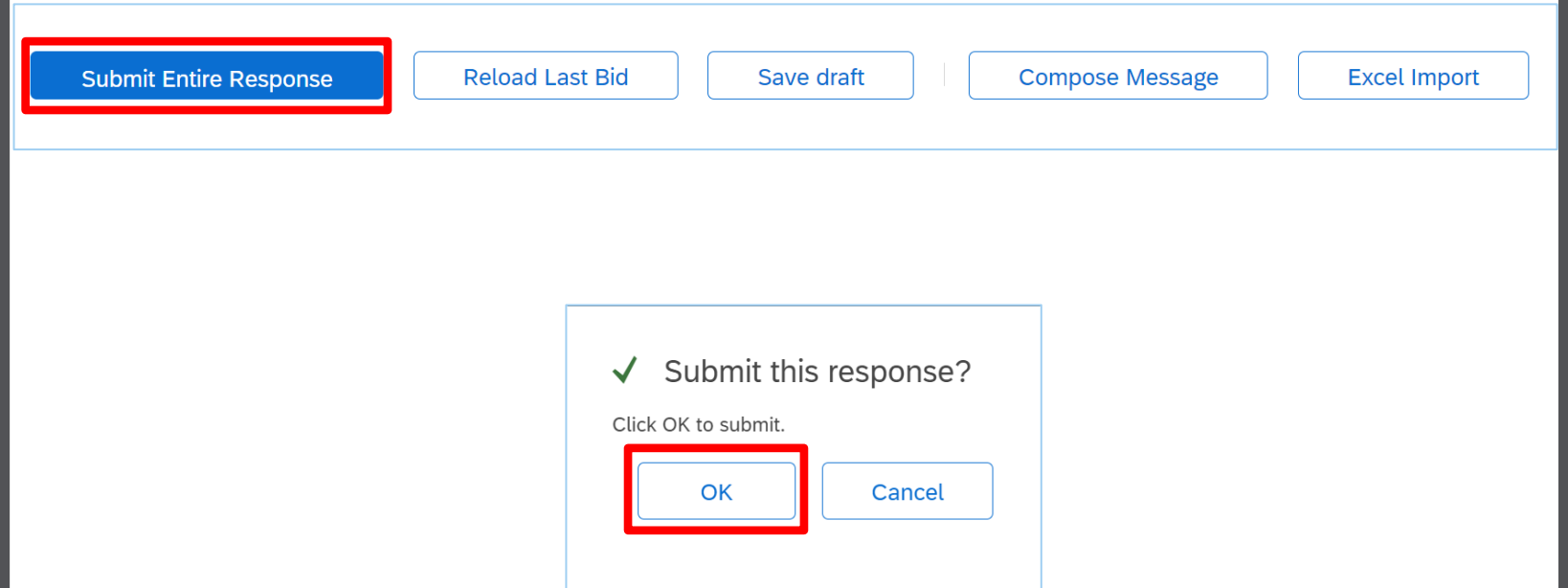
▼ 12 ADDITIONAL DOCUMENTS FROM PARTICIPANT	
12.1 Are there any additional documents you want to provide in support of your proposal?	* Yes ▼
12.2 Please attach any additional documents in support of your proposal.	*  ISO CERTIFICATION.pdf ▼ Update file Delete file
▼ 13 THANK YOU!	
13.1 We appreciate your time and effort to respond to this RFI.	

# HOW TO RESPOND TO RFIs

B

## Completing the RFI

27. Once completed and satisfied with your responses, click “**Submit Entire Response**”.
28. Click “**OK**” to confirm the submission of your response to Implats.



The screenshot shows a web interface for submitting an RFI response. At the top, there is a horizontal bar with five buttons: "Submit Entire Response", "Reload Last Bid", "Save draft", "Compose Message", and "Excel Import". The "Submit Entire Response" button is highlighted with a red rectangular border. Below this bar, in the center of the page, is a confirmation dialog box. The dialog box has a green checkmark icon and the text "Submit this response?". Below this text, it says "Click OK to submit.". At the bottom of the dialog box, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red rectangular border.



# HOW TO RESPOND TO RFIs

B

## Completing the RFI

29. Click **“Go back to Impala Platinum Holdings”** to go back to the dashboard or home page.
30. The participation status of the event will reflect as **“Yes”**.

### Note:

*Implats will review your submitted bid and revert to you via e-mail to confirm whether you have succeeded or lost the bid.*

Ariba Sourcing

Go back to Impala Platinum Holdings - TEST Dashboard

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Pending Selection (3)				
<a href="#">RFI Template</a>	Doc1227711803	12/7/2022 10:48 AM	RFI	Yes

**A** HIGH LEVEL RFI PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS  
REQUEST FOR INFORMATION (RFIs)

**C** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

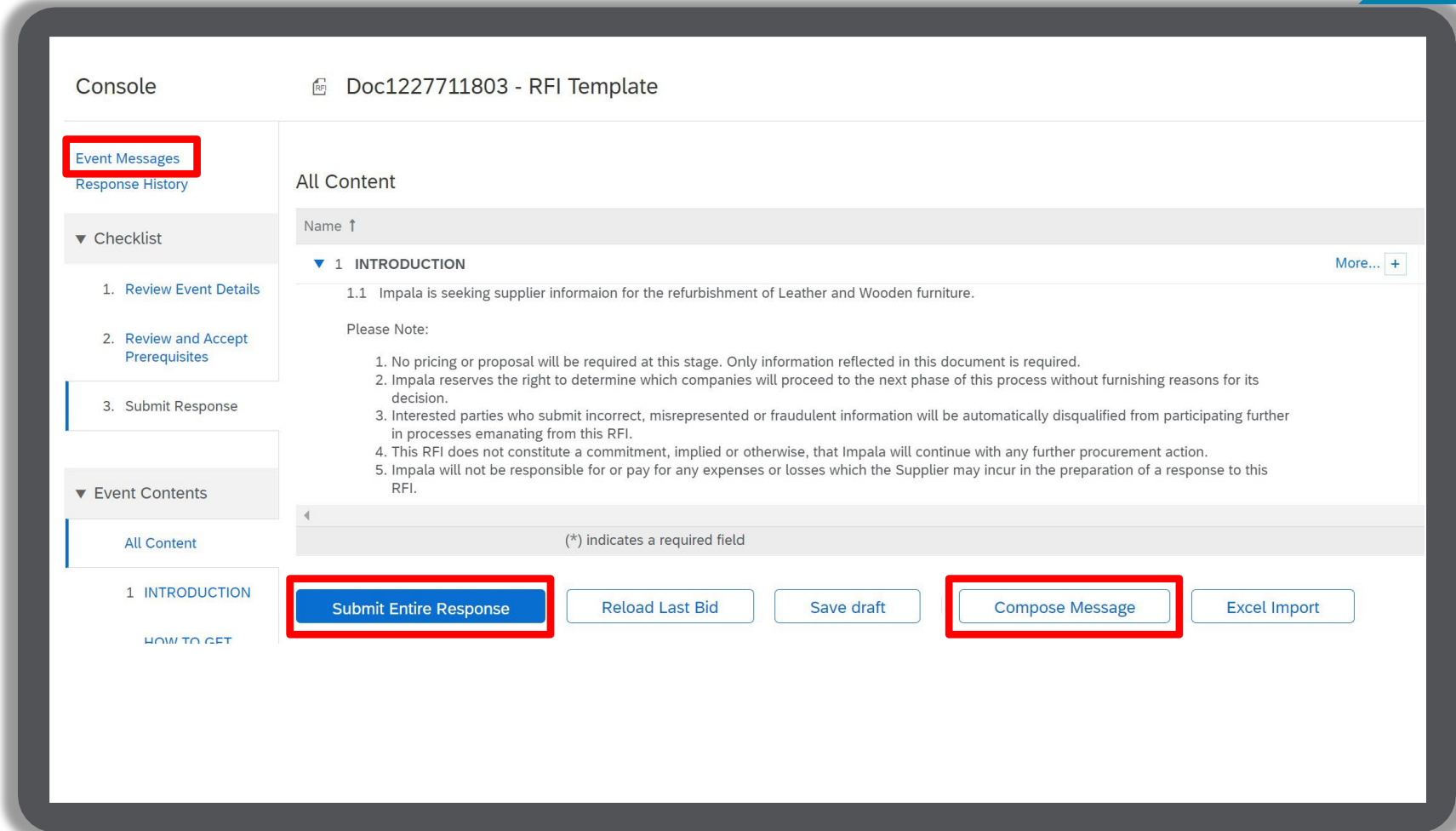
**D** HOW TO REVISE A SUBMITTED  
RFI RESPONSE

**E** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

**F** SUMMARY OF COMMON RFI  
ISSUES

# HOW TO COMPOSE A MESSAGE TO YOUR IMPLATS SOURCING SPECIALIST

1. Implats could send you important messages during the course of the event providing further information and updates about the event. Find these messages by clicking on **“Event Messages”**, which can be found in the menu bar on the left hand side of your screen.
2. Should you need to contact Implats during the course of the event, do so by clicking on **“Compose Message”**.



The screenshot displays the 'Doc1227711803 - RFI Template' interface. On the left sidebar, the 'Event Messages' link is highlighted with a red box. Below it, the 'Checklist' section lists three items: 'Review Event Details', 'Review and Accept Prerequisites', and 'Submit Response'. The 'Event Contents' section shows 'All Content' and '1 INTRODUCTION'. The main content area, titled 'All Content', shows the '1 INTRODUCTION' section with a list of five points. At the bottom, the 'Submit Entire Response' button is highlighted with a red box, and the 'Compose Message' button is also highlighted with a red box. Other buttons include 'Reload Last Bid', 'Save draft', and 'Excel Import'.

Console Doc1227711803 - RFI Template

Event Messages  
Response History

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Submit Response

▼ Event Contents

All Content

1 INTRODUCTION

HOW TO GET

All Content

1.1 Impala is seeking supplier informaion for the refurbishment of Leather and Wooden furniture.

Please Note:

1. No pricing or proposal will be required at this stage. Only information reflected in this document is required.
2. Impala reserves the right to determine which companies will proceed to the next phase of this process without furnishing reasons for its decision.
3. Interested parties who submit incorrect, misrepresented or fraudulent information will be automatically disqualified from participating further in processes emanating from this RFI.
4. This RFI does not constitute a commitment, implied or otherwise, that Impala will continue with any further procurement action.
5. Impala will not be responsible for or pay for any expenses or losses which the Supplier may incur in the preparation of a response to this RFI.

(\*) indicates a required field

Submit Entire Response Reload Last Bid Save draft Compose Message Excel Import

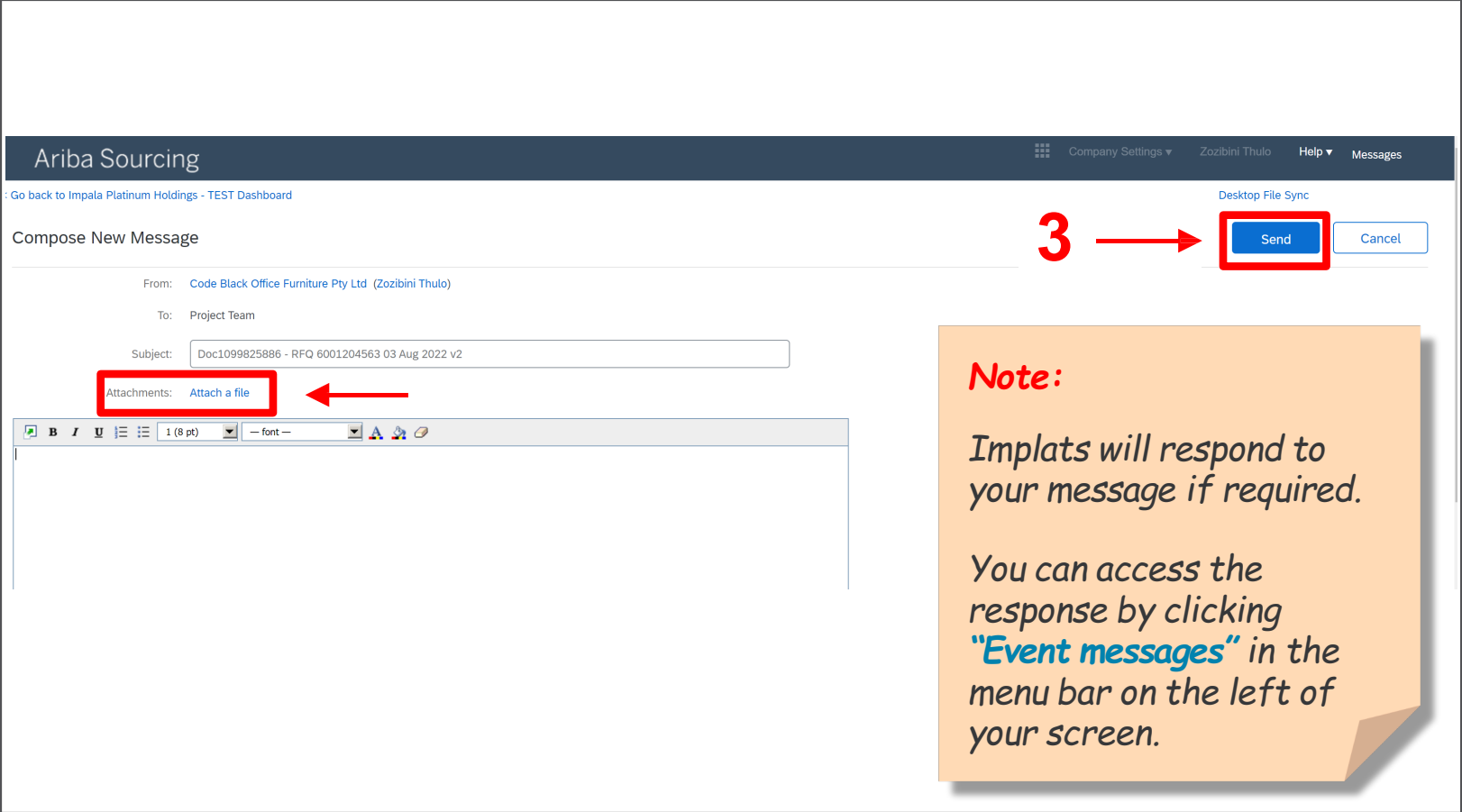
# HOW TO COMPOSE A MESSAGE TO YOUR IMPLATS SOURCING SPECIALIST

- When the message screen opens, write your message. When finished, click **"Send"**.

**Note:**

*Attachments can also be added if need.*

*Just click **"Attach a file"** to do so.*



Ariba Sourcing

Go back to Impala Platinum Holdings - TEST Dashboard

Desktop File Sync

Compose New Message

From: Code Black Office Furniture Pty Ltd (Zozibini Thulo)

To: Project Team

Subject: Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2

Attachments: **Attach a file**

**3** → **Send** Cancel

**Note:**

*Implats will respond to your message if required.*

*You can access the response by clicking **"Event messages"** in the menu bar on the left of your screen.*

**A** HIGH LEVEL RFI PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS  
REQUEST FOR INFORMATION (RFIs)

**C** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

**D** HOW TO REVISE A SUBMITTED  
RFI RESPONSE

**E** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

**F** SUMMARY OF COMMON RFI  
ISSUES

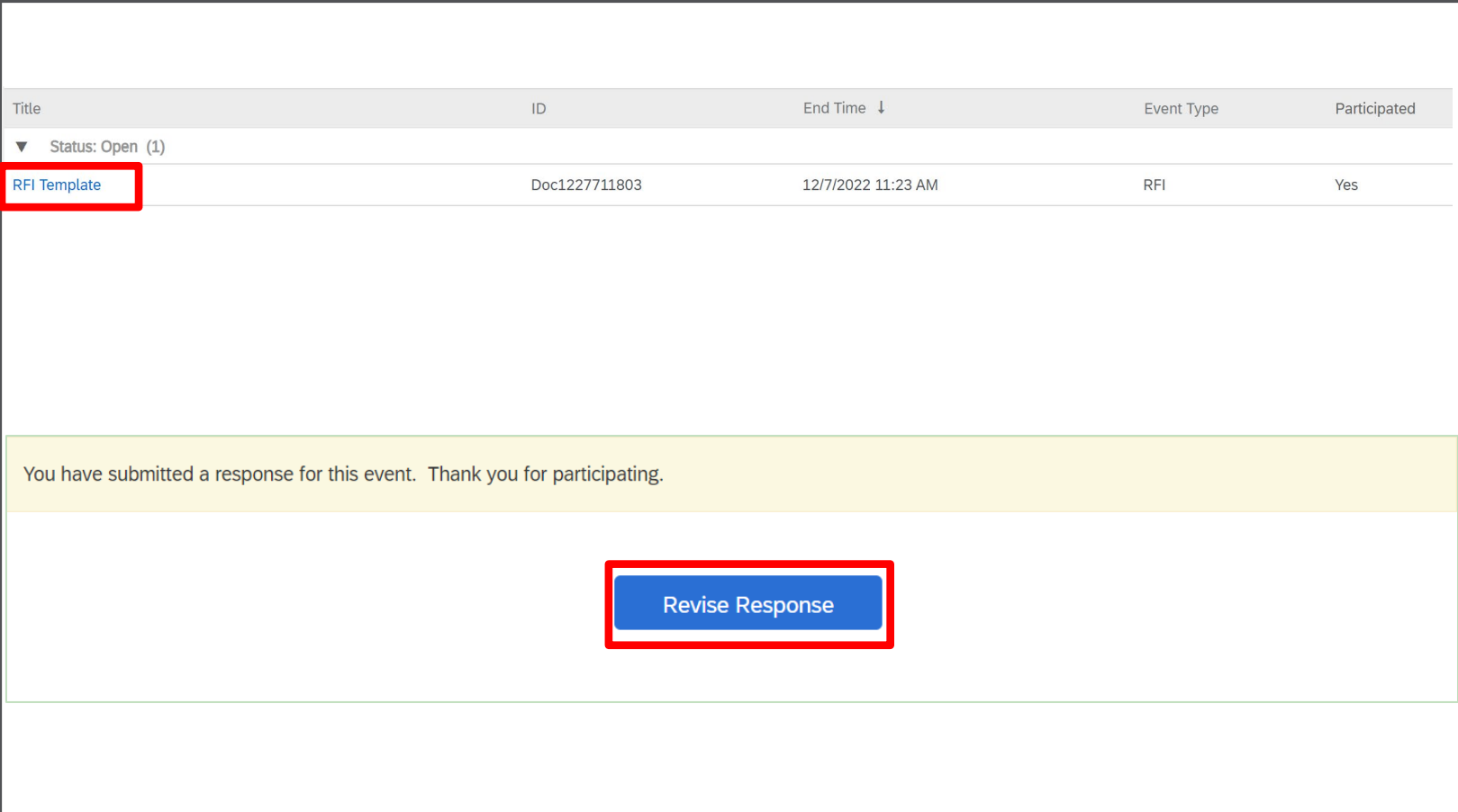
# HOW TO REVISE A SUBMITTED RFI



1. You may need to revise your submitted response

Login to your SAP Business Network Account and click on the event you want to revise.

2. Click “**Revise Response**” to change or update your response.



Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1)				
RFI Template	Doc1227711803	12/7/2022 11:23 AM	RFI	Yes

You have submitted a response for this event. Thank you for participating.

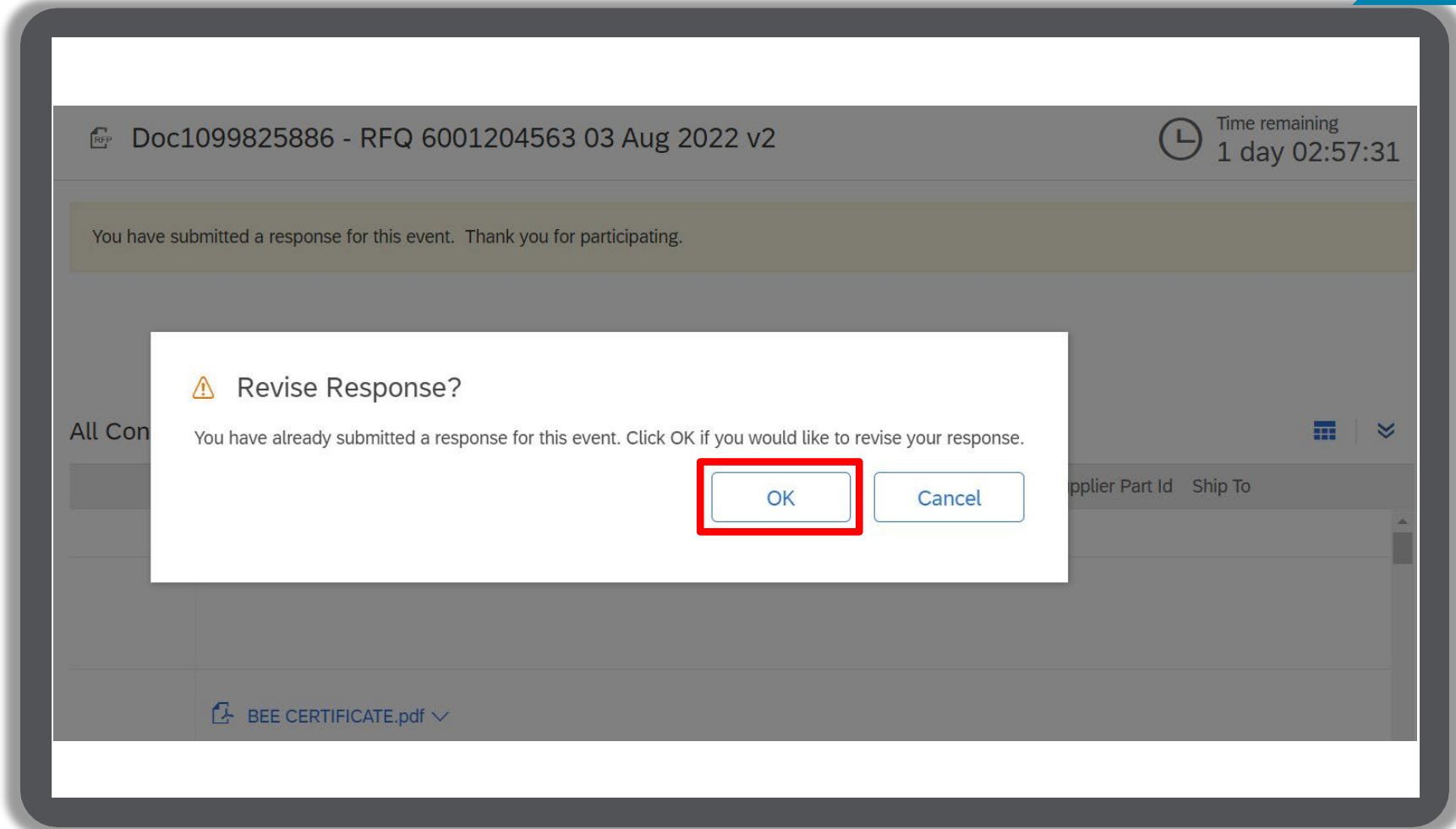
[Revise Response](#)

# HOW TO REVISE A SUBMITTED RFI

D

3. A pop-up will warn you that you have already submitted a response.

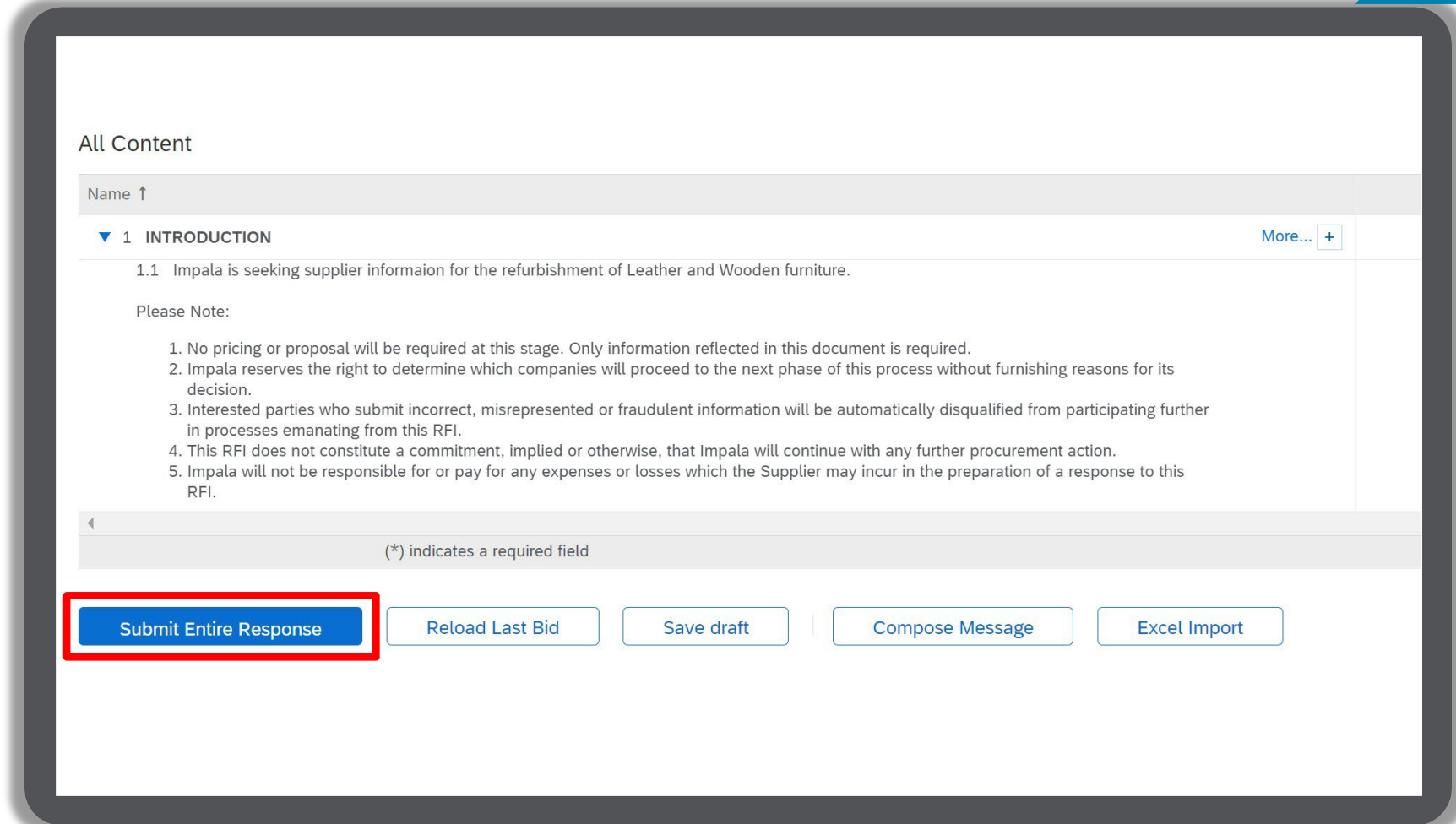
If you are certain that you want to revise your response, click **“OK”**.



# HOW TO REVISE A SUBMITTED RFI

**D**

4. Make your updates/changes  
Once competed, click **“Submit Entire Response”** to send to Implats.



All Content

Name ↑

▼ 1 INTRODUCTION More... +

1.1 Impala is seeking supplier informaion for the refurbishment of Leather and Wooden furniture.

Please Note:

1. No pricing or proposal will be required at this stage. Only information reflected in this document is required.
2. Impala reserves the right to determine which companies will proceed to the next phase of this process without furnishing reasons for its decision.
3. Interested parties who submit incorrect, misrepresented or fraudulent information will be automatically disqualified from participating further in processes emanating from this RFI.
4. This RFI does not constitute a commitment, implied or otherwise, that Impala will continue with any further procurement action.
5. Impala will not be responsible for or pay for any expenses or losses which the Supplier may incur in the preparation of a response to this RFI.

(\*) indicates a required field

**Submit Entire Response** | Reload Last Bid | Save draft | Compose Message | Excel Import



**A** HIGH LEVEL RFI PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS  
REQUEST FOR INFORMATION (RFIs)

**C** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

**D** HOW TO REVISE A SUBMITTED  
RFI RESPONSE

**E** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

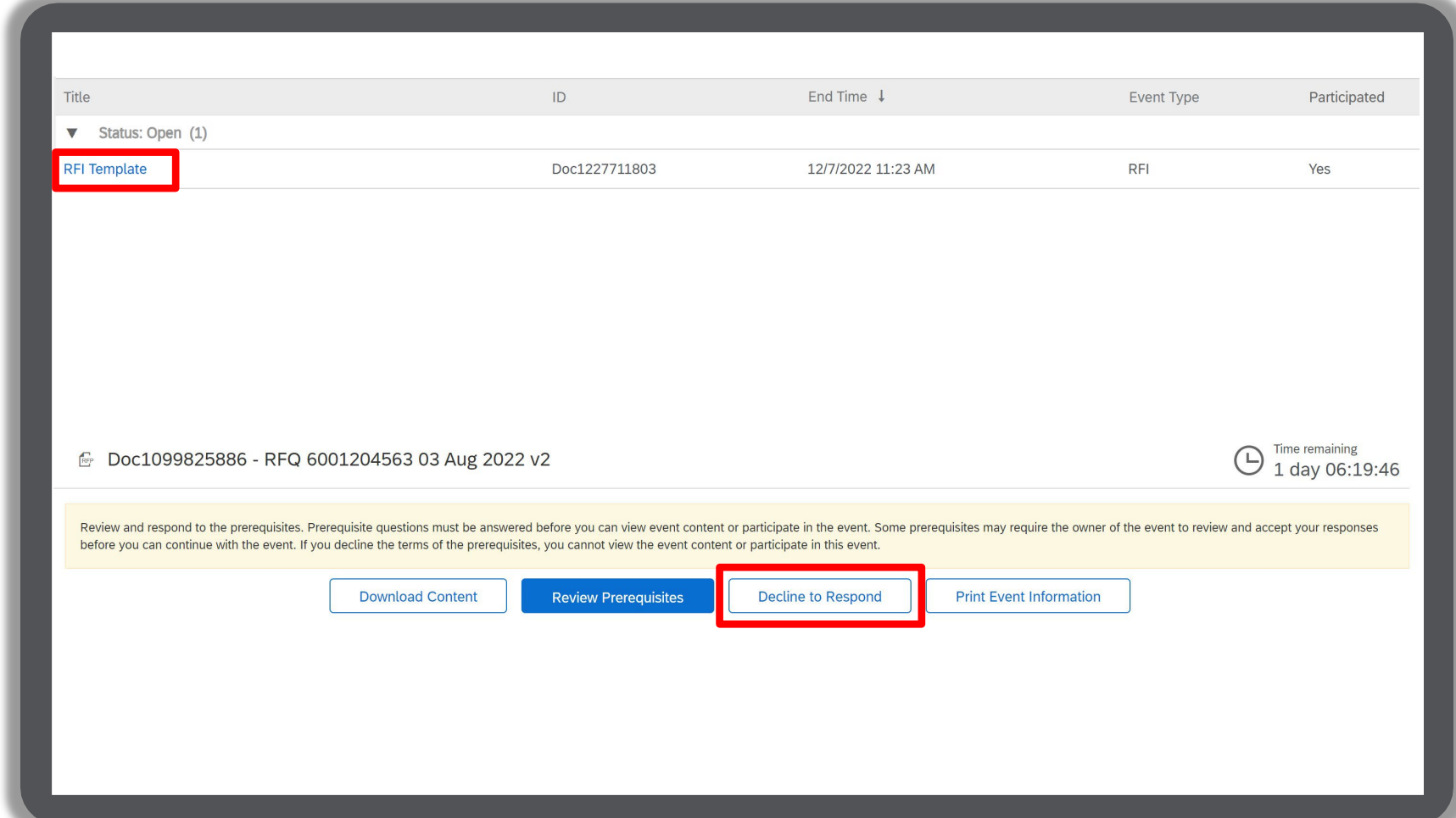
**F** SUMMARY OF COMMON RFI  
ISSUES

# HOW TO DECLINE RESPONDING TO AN RFI

E

1. Login to your SAP Business Network and click on the Event you want to decline.

Click **“Decline to Respond”**.



Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1)				
<a href="#">RFI Template</a>	Doc1227711803	12/7/2022 11:23 AM	RFI	Yes

Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2

Time remaining  
1 day 06:19:46

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

[Download Content](#)
[Review Prerequisites](#)
[Decline to Respond](#)
[Print Event Information](#)

# HOW TO DECLINE RESPONDING TO AN RFI

E

2. Please provide a reason for declining to participate in the free text box area on your screen.
- Click “OK”.

## Reason for Declining to Respond

Declining to respond will temporarily remove your accessibility to this event. If you decide to respond to this event later, click the 'Intend to Respond' button for this event. Please enter the reason for declining (limited to 500 characters).

We cannot meet your current requirement and looking forward to participating in any future events.

OK

Cancel

### Note:

*Your reason for not participating should be limited to **500 characters** - please be brief and to the point.*

# HOW TO DECLINE RESPONDING TO AN RFI

**E**

3. Your event participation status will be updated to **“Declined”**.

## Events

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1)				
<a href="#">RFQ 6001204563 03 Aug 2022 v2</a>	Doc1099825886	11/16/2022 6:30 PM	RFP	Declined

## Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (2)			
<a href="#">Implats Supplier Registration Questionnaire 1 of 2</a>	Doc1203008247	11/2/2023 11:18 AM	Registered
<a href="#">Implats Supplier Registration Questionnaire 2 of 2</a>	Doc1203008251	11/2/2023 10:15 AM	Registered

**A** HIGH LEVEL RFI PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS  
REQUEST FOR INFORMATION (RFIs)

**C** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

**D** HOW TO REVISE A SUBMITTED  
RFI RESPONSE

**E** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

## SUMMARY OF COMMON RFI ISSUES

**A** MAXIMUM NUMBER OF  
SUPPLIER ERROR

**B** ANERR EXCEPTION

**C** RFI CLOSED FOR  
RESPONSE

**D** RFI LINK IS NOT  
AVAILABLE



# GETTING HELP



**A** IMPLATS SAP ARIBA SUPPLIER  
SUPPORT

**B** CONTACTING SAP ARIBA  
DIRECTLY – WITH USER  
CREDENTIALS

**C** CONTACTING SAP ARIBA  
DIRECTLY – WITH NO USER  
CREDENTIALS

# IMPLATS SUPPORT AND HELP LINES

A

Implats' **Supplier Support Helpdesk** is open **Monday to Friday from 07:30 to 15:30**, excluding all South African Public Holidays.

If you need assistance outside Helpdesk operating hours, please send us an email with your request, and an agent will respond within 24 hours.



+27 14 569 6899



[aribasupport@implats.co.za](mailto:aribasupport@implats.co.za)

**A** IMPLATS SAP ARIBA SUPPLIER  
SUPPORT

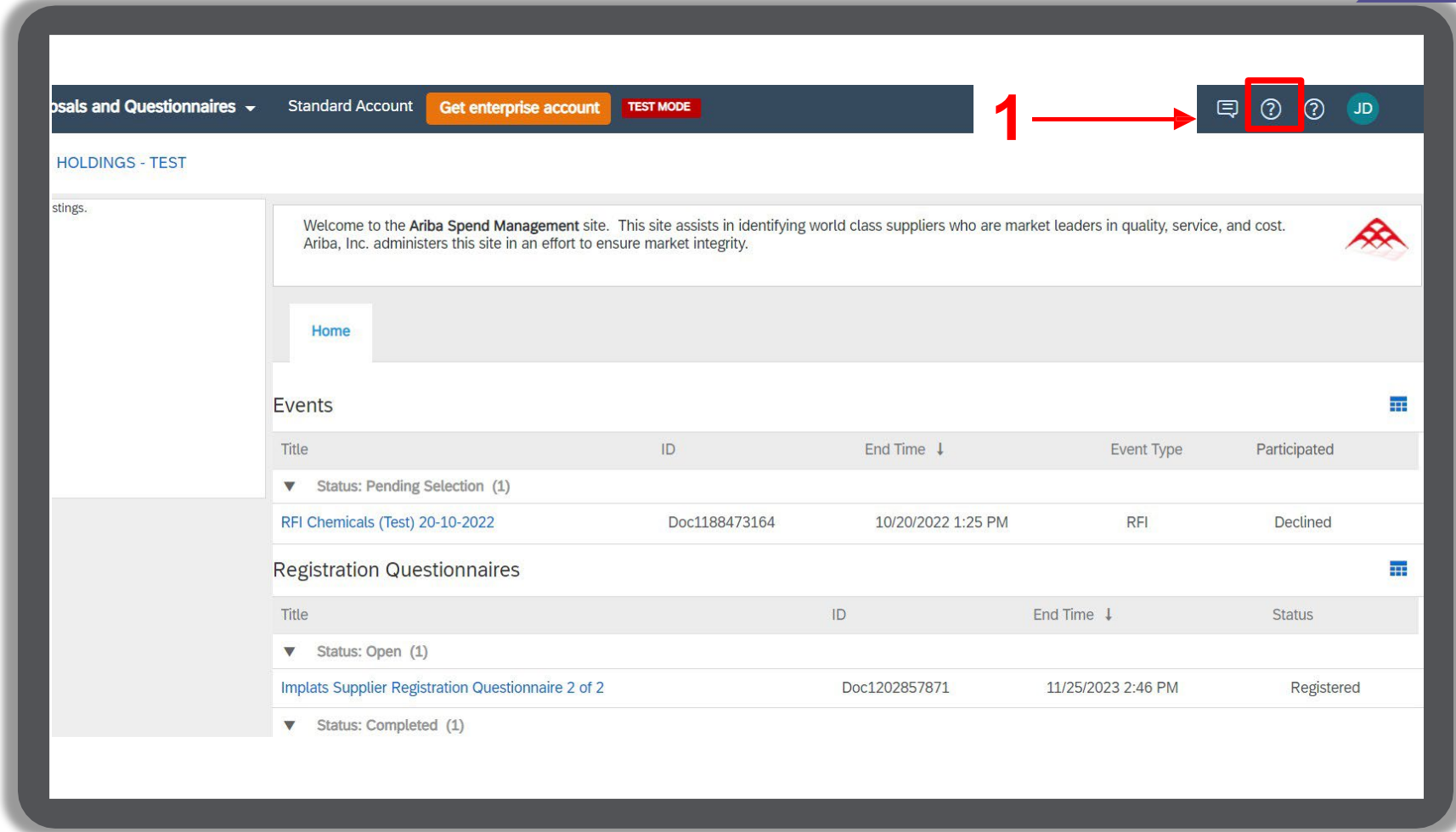
**B** CONTACTING SAP ARIBA  
DIRECTLY – WITH USER  
CREDENTIALS

**C** CONTACTING SAP ARIBA  
DIRECTLY – WITH NO USER  
CREDENTIALS

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

To contact SAP Ariba Support directly, when you are already logged in follow these steps:

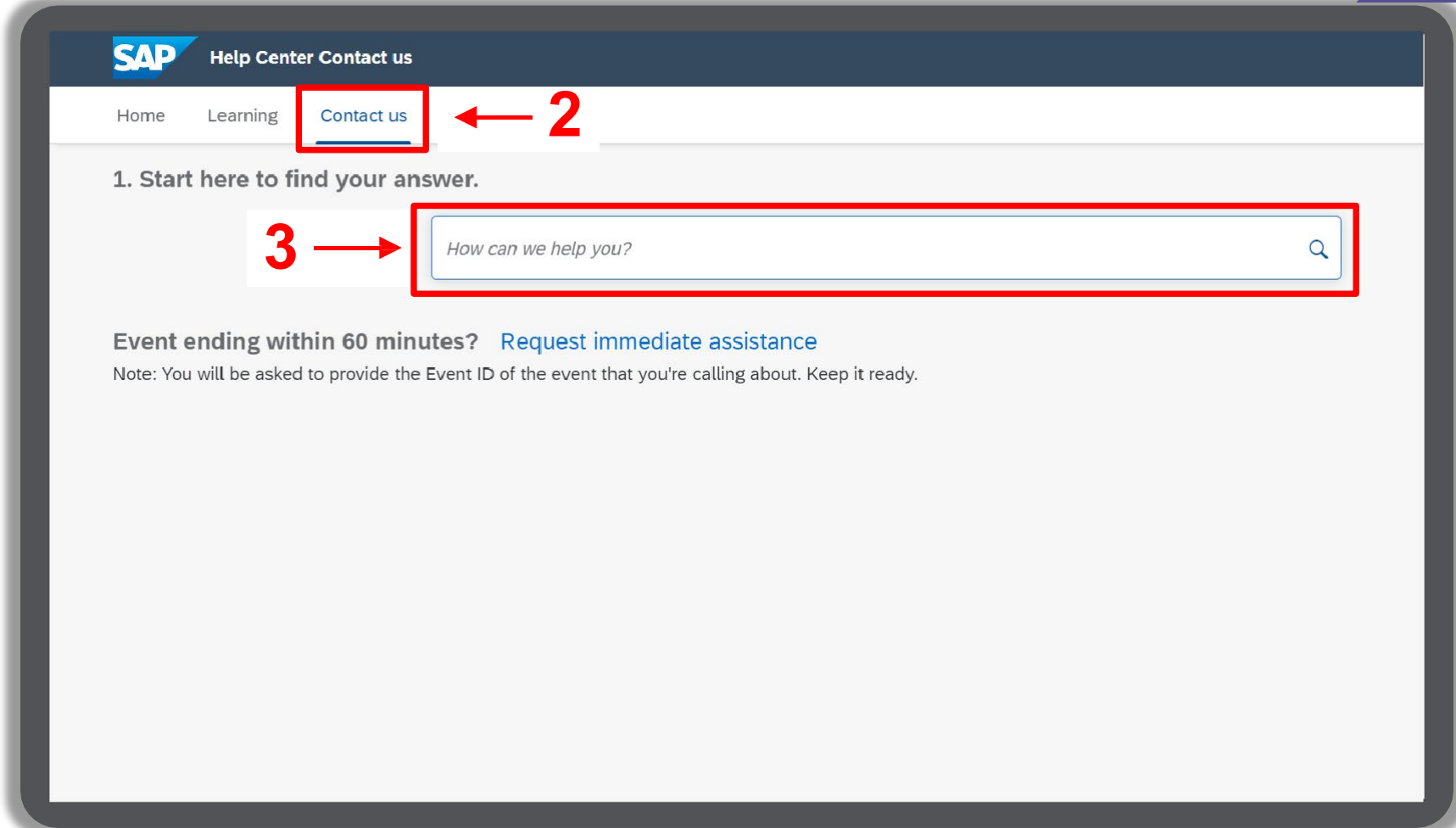
- 1. Login to the **SAP Business Network**, and from the Home page Click on the first “?” help icon.



# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

You will be redirected to this screen

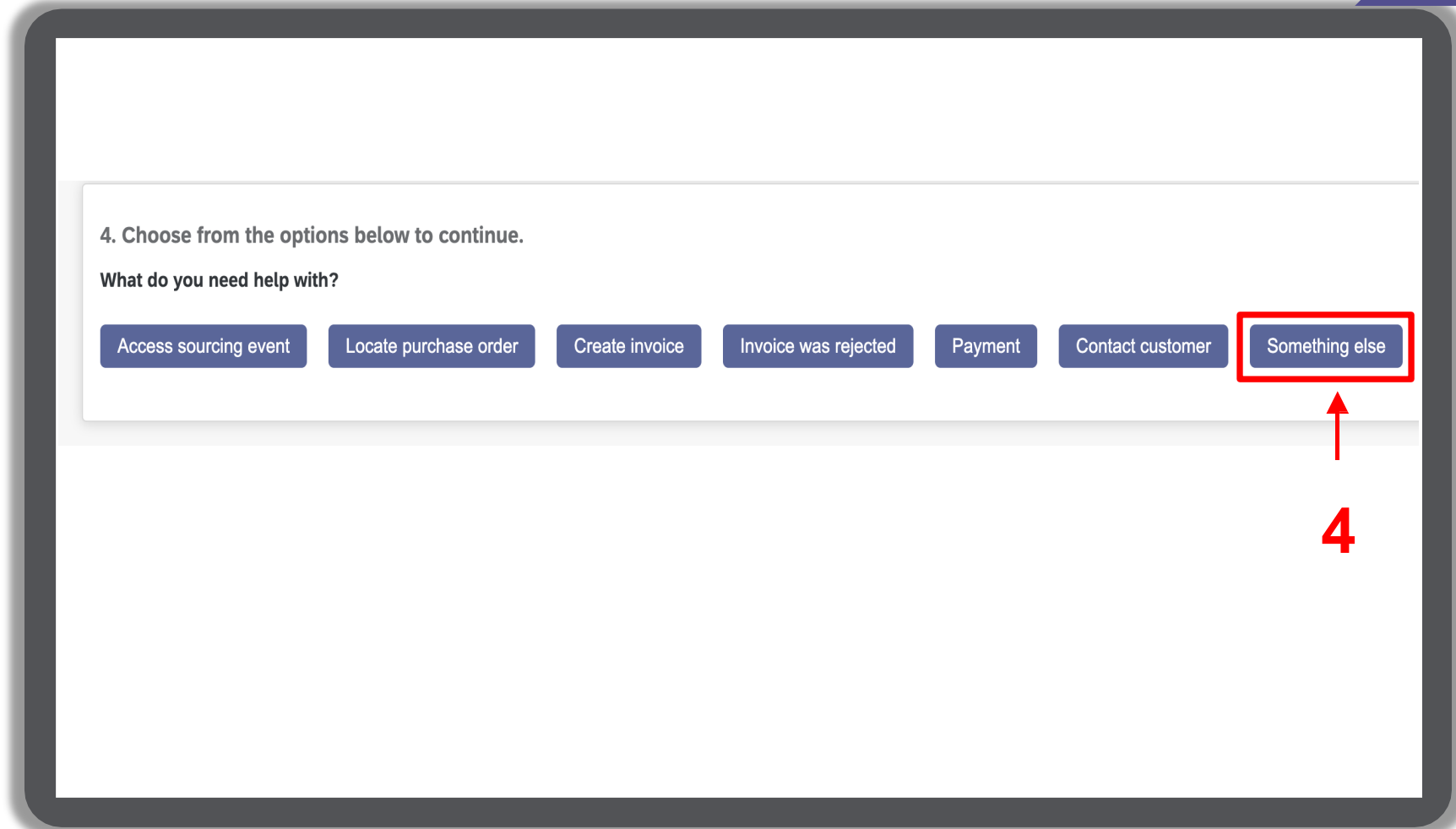
2. Select the **“Contact us”** tab.
3. Enter a brief description of what you need help with and click **“Search”**.



The screenshot shows the SAP Help Center 'Contact us' page. The page has a dark blue header with the SAP logo and the text 'Help Center Contact us'. Below the header is a navigation bar with three tabs: 'Home', 'Learning', and 'Contact us'. The 'Contact us' tab is highlighted with a red box and a red arrow pointing to it, with a large red number '2' next to the arrow. Below the navigation bar is a section titled '1. Start here to find your answer.' with a red box around the text. Below this is a search bar with the placeholder text 'How can we help you?' and a magnifying glass icon. A red box is around the search bar, and a red arrow points to it with a large red number '3'. Below the search bar is a section titled 'Event ending within 60 minutes?' with a link 'Request immediate assistance'. Below this is a note: 'Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.'

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

4. Should you not find an option, scroll down the screen and click **“Something Else”**.



4. Choose from the options below to continue.

What do you need help with?

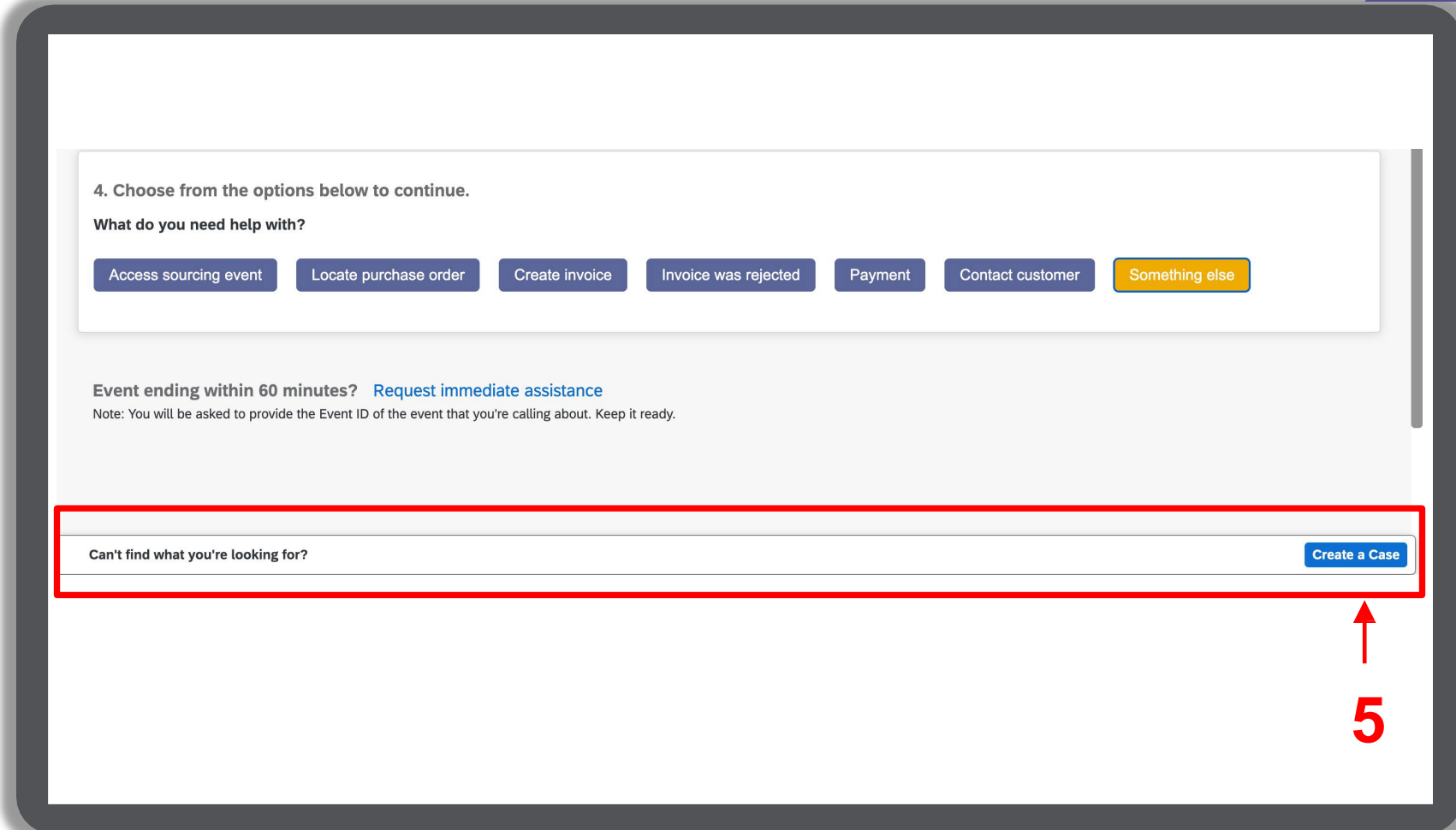
Access sourcing event   Locate purchase order   Create invoice   Invoice was rejected   Payment   Contact customer   **Something else**

4

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B

5. A bar will appear at the bottom of the screen. Click **“Create a Case”**.



4. Choose from the options below to continue.

What do you need help with?

[Access sourcing event](#) [Locate purchase order](#) [Create invoice](#) [Invoice was rejected](#) [Payment](#) [Contact customer](#) [Something else](#)

Event ending within 60 minutes? [Request immediate assistance](#)

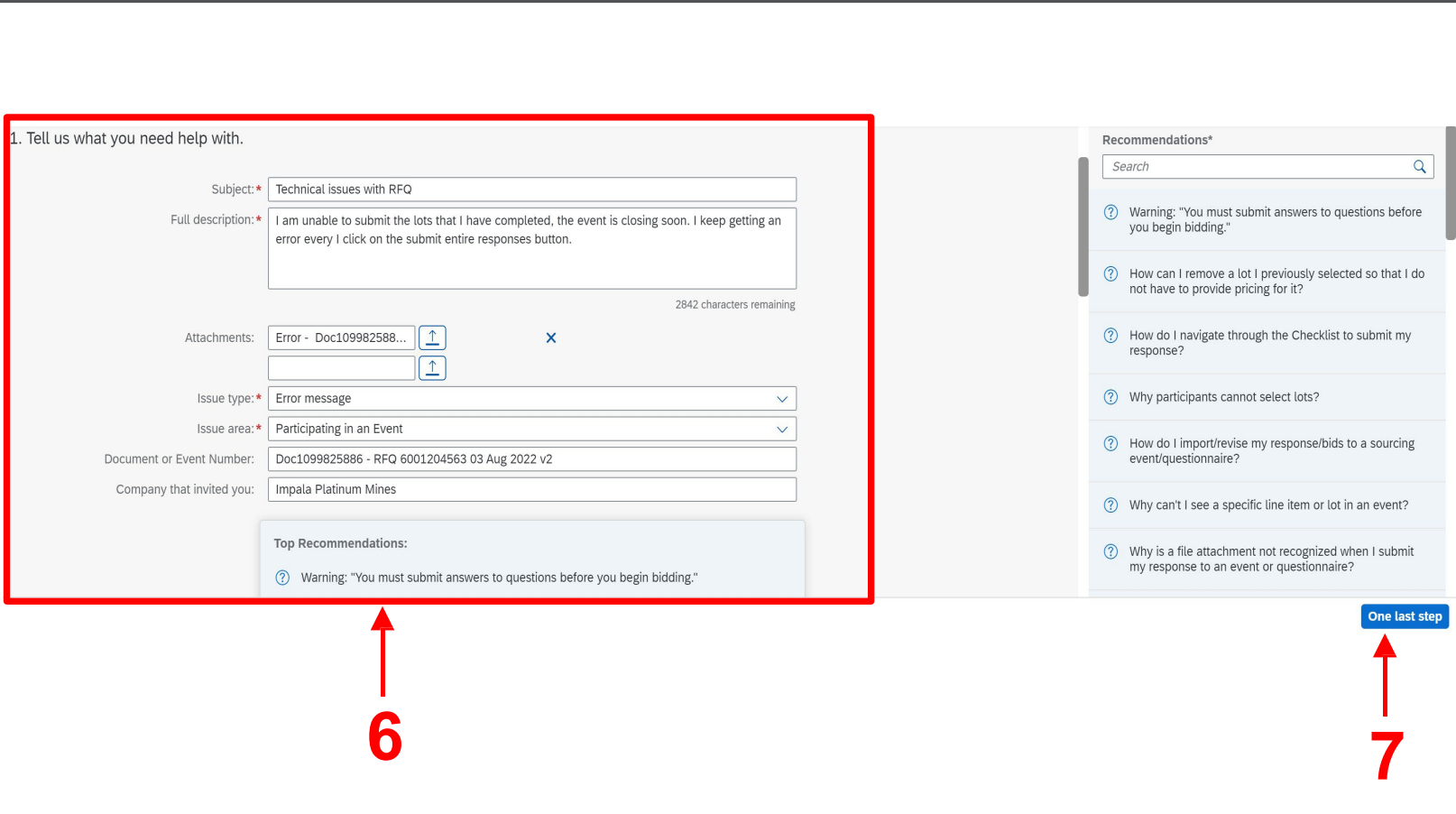
Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.

Can't find what you're looking for? [Create a Case](#)

5

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

6. Complete the form with as much detail on the issue as possible. Attach screenshots of the error if possible.
7. Click **“One Last Step”**.



The screenshot shows the SAP Ariba support form interface. A red rectangle highlights the main form area, and a red arrow labeled '6' points to it. A blue button labeled 'One last step' is at the bottom right, with a red arrow labeled '7' pointing to it.

1. Tell us what you need help with.

Subject: \* Technical issues with RFQ

Full description: \* I am unable to submit the lots that I have completed, the event is closing soon. I keep getting an error every I click on the submit entire responses button.

2842 characters remaining

Attachments: Error - Doc109982588... [Upload icon] [X] [Upload icon]

Issue type: \* Error message

Issue area: \* Participating in an Event

Document or Event Number: Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2

Company that invited you: Impala Platinum Mines

Top Recommendations:

- Warning: "You must submit answers to questions before you begin bidding."

Recommendations\*

Search

- Warning: "You must submit answers to questions before you begin bidding."
- How can I remove a lot I previously selected so that I do not have to provide pricing for it?
- How do I navigate through the Checklist to submit my response?
- Why participants cannot select lots?
- How do I import/revise my response/bids to a sourcing event/questionnaire?
- Why can't I see a specific line item or lot in an event?
- Why is a file attachment not recognized when I submit my response to an event or questionnaire?

One last step



# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

8. Review your contact information for correctness.
9. Click **“One Last Step”**.

3. Please review your contact information for correctness:

8 →


First name: \* Zozibini

Last name: \* Thulo

Username: zozibini.thulo@codeblack.com

Company: \* Code Black Office Furniture Pty Ltd

Email: \* phindile.manana@sap.com

Phone: \* +27 11 656 0000 South Africa 

Extension:

Confirm phone: \* 0116560000

☒ My phone number is correct.

Ariba Network ID: \* AN11149198792-T

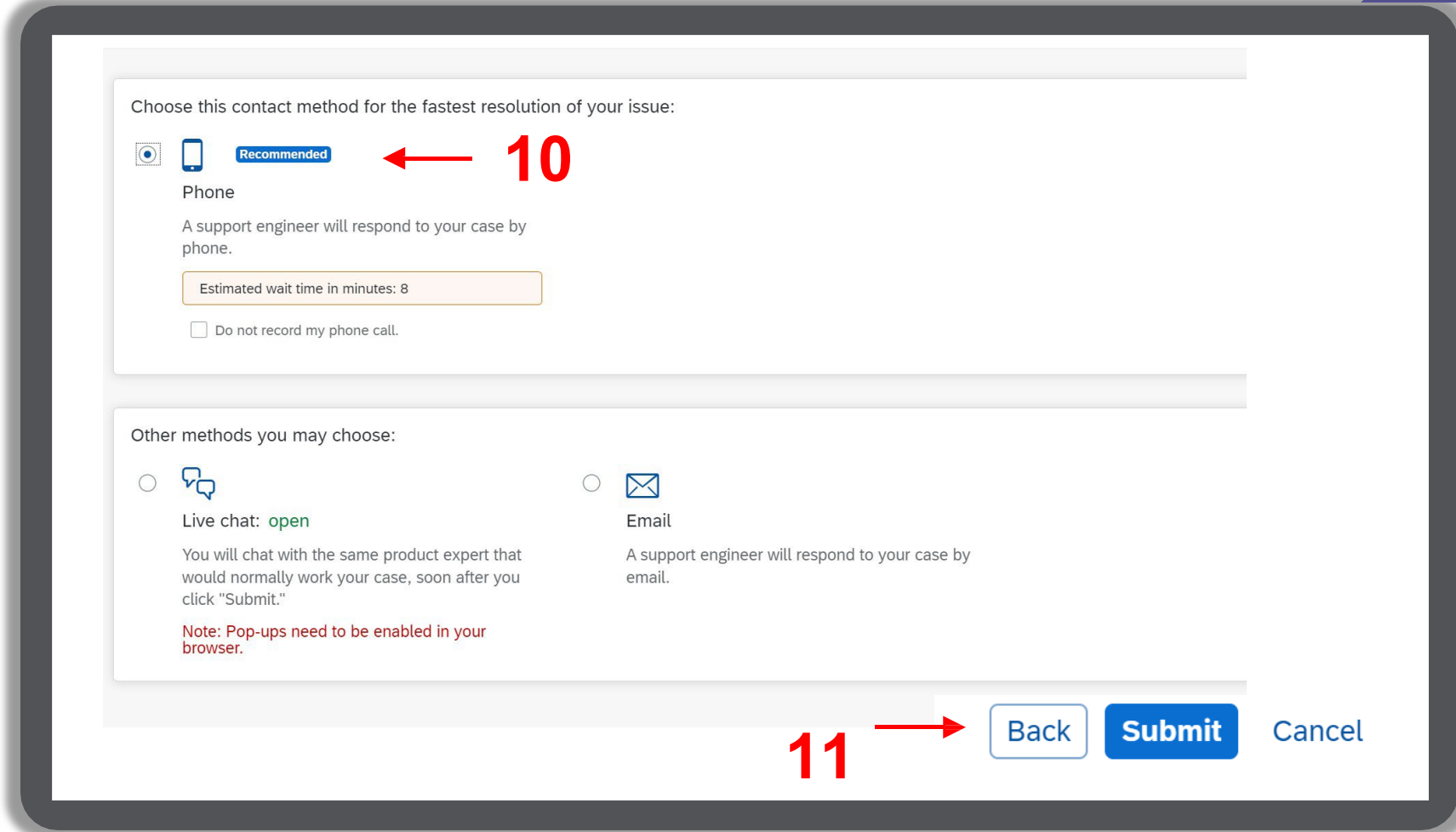
To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

9 → **One last step**

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)


10. Select your preferred method of contact.

11. Click “**Submit**”.





The screenshot shows a web form for contacting SAP Ariba support. At the top, it says "Choose this contact method for the fastest resolution of your issue:". Below this, there are three options: "Phone" (marked as "Recommended" with a red arrow and the number "10"), "Live chat" (with a green "open" status), and "Email". The "Phone" option includes a description "A support engineer will respond to your case by phone.", an "Estimated wait time in minutes: 8" in a yellow box, and a checkbox "Do not record my phone call." which is unchecked. The "Live chat" option includes a description "You will chat with the same product expert that would normally work your case, soon after you click 'Submit.'" and a red note "Note: Pop-ups need to be enabled in your browser." The "Email" option includes a description "A support engineer will respond to your case by email." At the bottom right, there are three buttons: "Back", "Submit" (highlighted in blue with a red arrow and the number "11"), and "Cancel".

Choose this contact method for the fastest resolution of your issue:

☒  **Recommended** ← 10  
Phone  
A support engineer will respond to your case by phone.  
Estimated wait time in minutes: 8  
☐ Do not record my phone call.

Other methods you may choose:

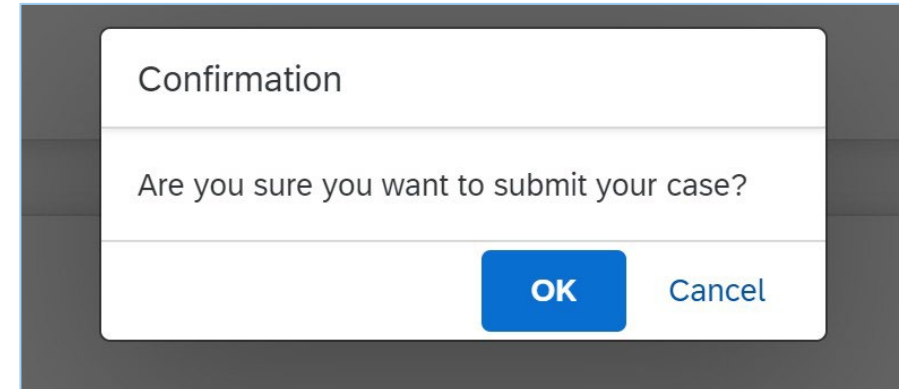
☐  Live chat: **open**  
You will chat with the same product expert that would normally work your case, soon after you click "Submit."  
**Note: Pop-ups need to be enabled in your browser.**

☐  Email  
A support engineer will respond to your case by email.

11 →

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

11. Confirm your intention to submit by clicking "**OK**". You will receive an e-mail notification advising you of your ticket details.

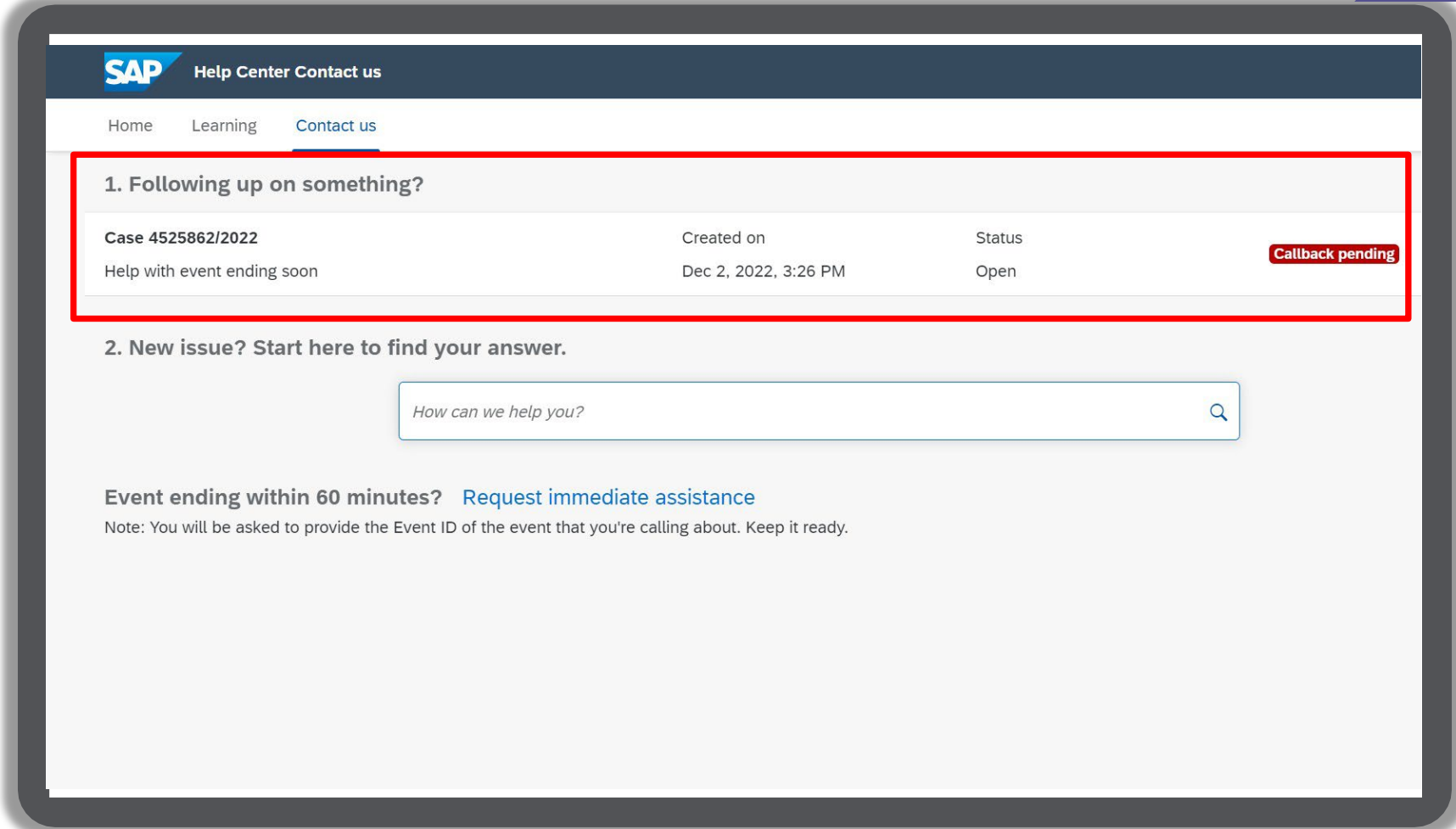


A screenshot of a confirmation dialog box. The dialog has a title bar that says "Confirmation". Below the title bar, the text "Are you sure you want to submit your case?" is displayed. At the bottom right of the dialog, there are two buttons: a blue button labeled "OK" and a grey button labeled "Cancel".

← 11

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

12. Once submitted the following screen shows the status of your query.



The screenshot displays the SAP Help Center 'Contact us' page. The page has a dark blue header with the SAP logo and 'Help Center Contact us'. Below the header is a navigation bar with 'Home', 'Learning', and 'Contact us' (which is underlined). The main content area is divided into two sections. The first section, '1. Following up on something?', contains a table with one row of case information. The second section, '2. New issue? Start here to find your answer.', features a search bar with the placeholder text 'How can we help you?' and a magnifying glass icon. Below the search bar, there is a link 'Event ending within 60 minutes? Request immediate assistance' and a note: 'Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.'

Case 4525862/2022	Created on	Status
Help with event ending soon	Dec 2, 2022, 3:26 PM	Open

**A** IMPLATS SAP ARIBA SUPPLIER  
SUPPORT

**B** CONTACTING SAP ARIBA  
DIRECTLY – WITH USER  
CREDENTIALS

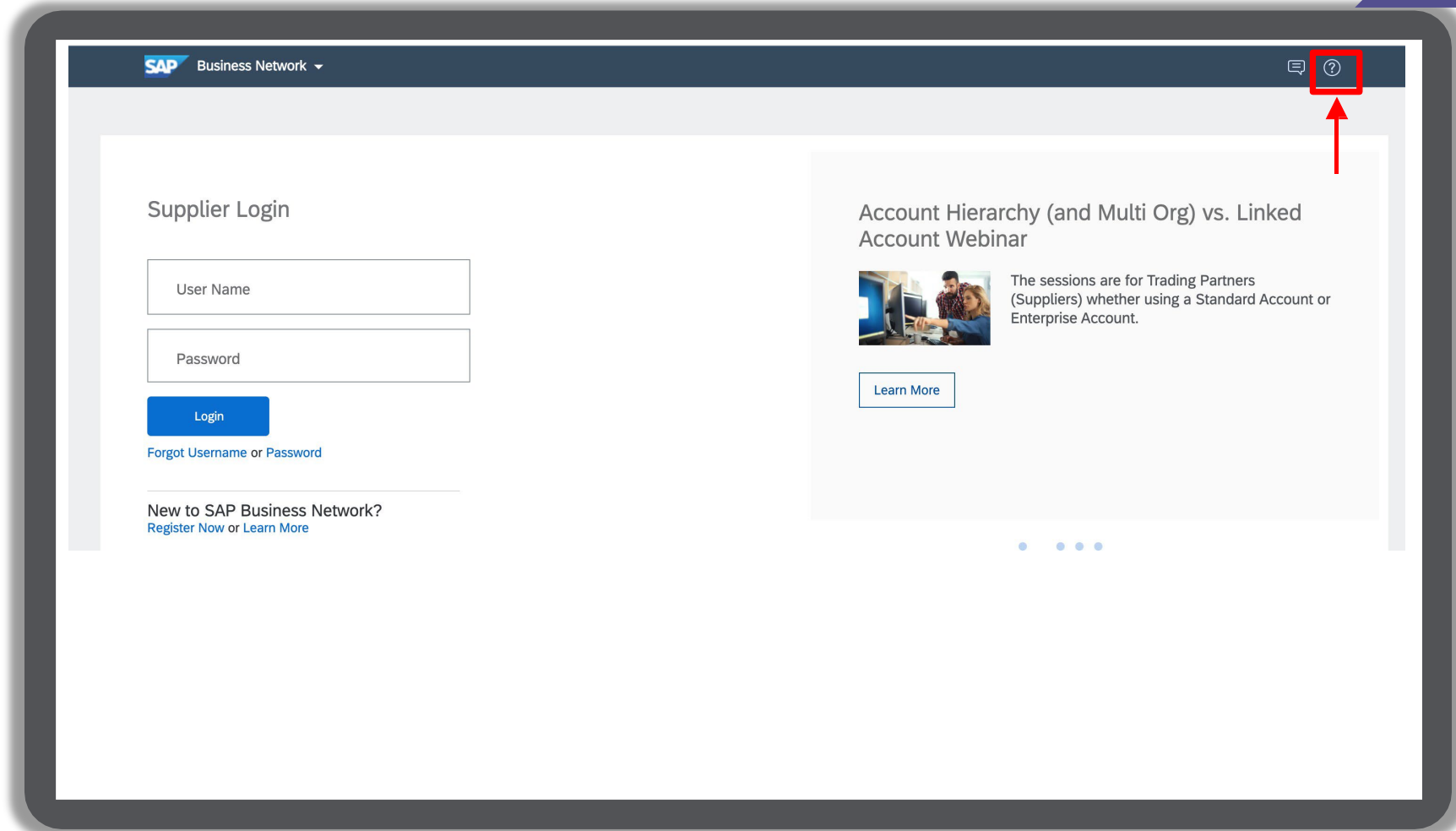
**C** CONTACTING SAP ARIBA  
DIRECTLY – WITH NO USER  
CREDENTIALS

# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

To contact SAP Ariba Support directly, when you do not have any login credentials to your account, follow these steps:

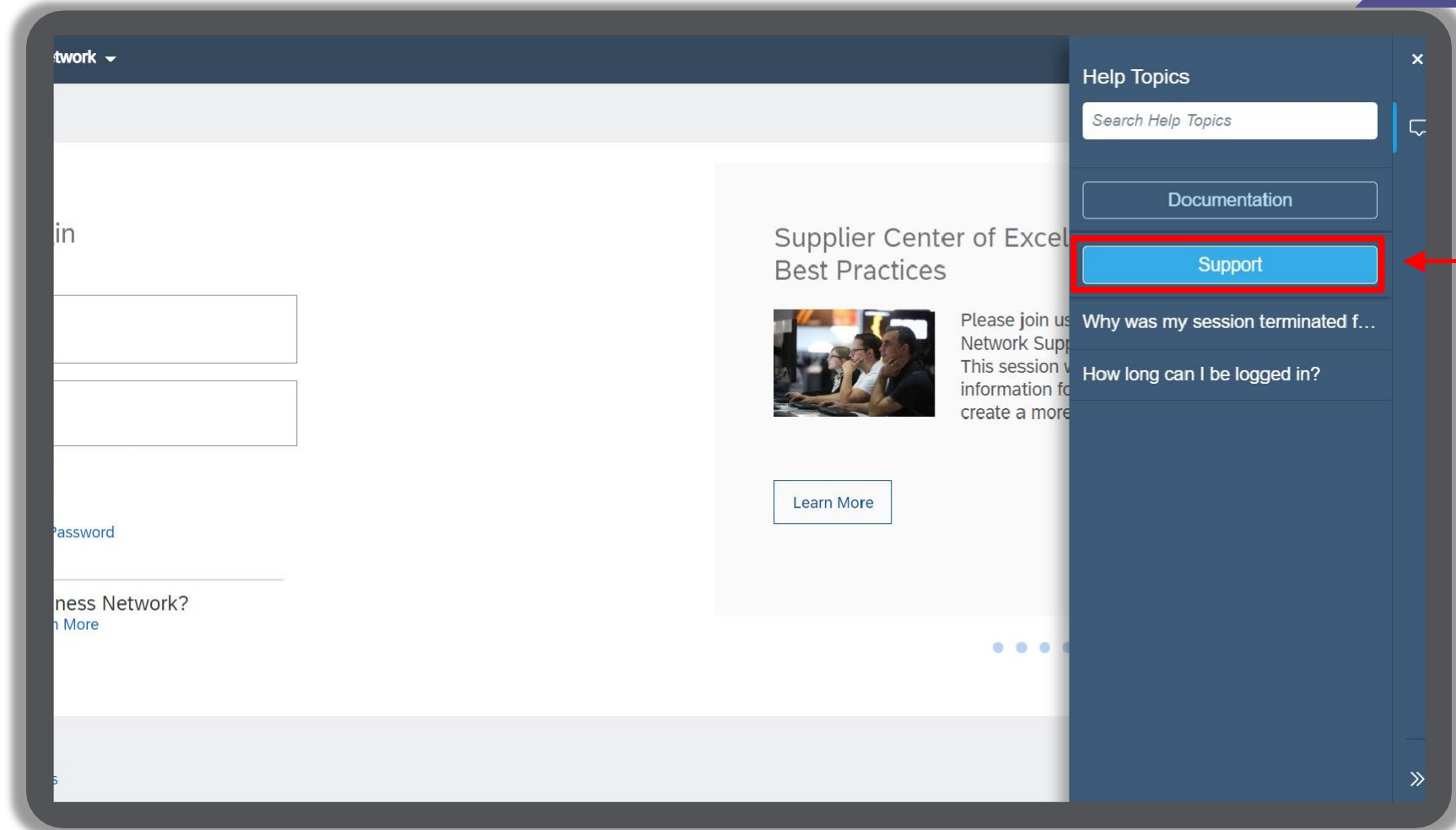
1. Access the **SAP Business Network** Supplier login page.

Click the “?” help icon



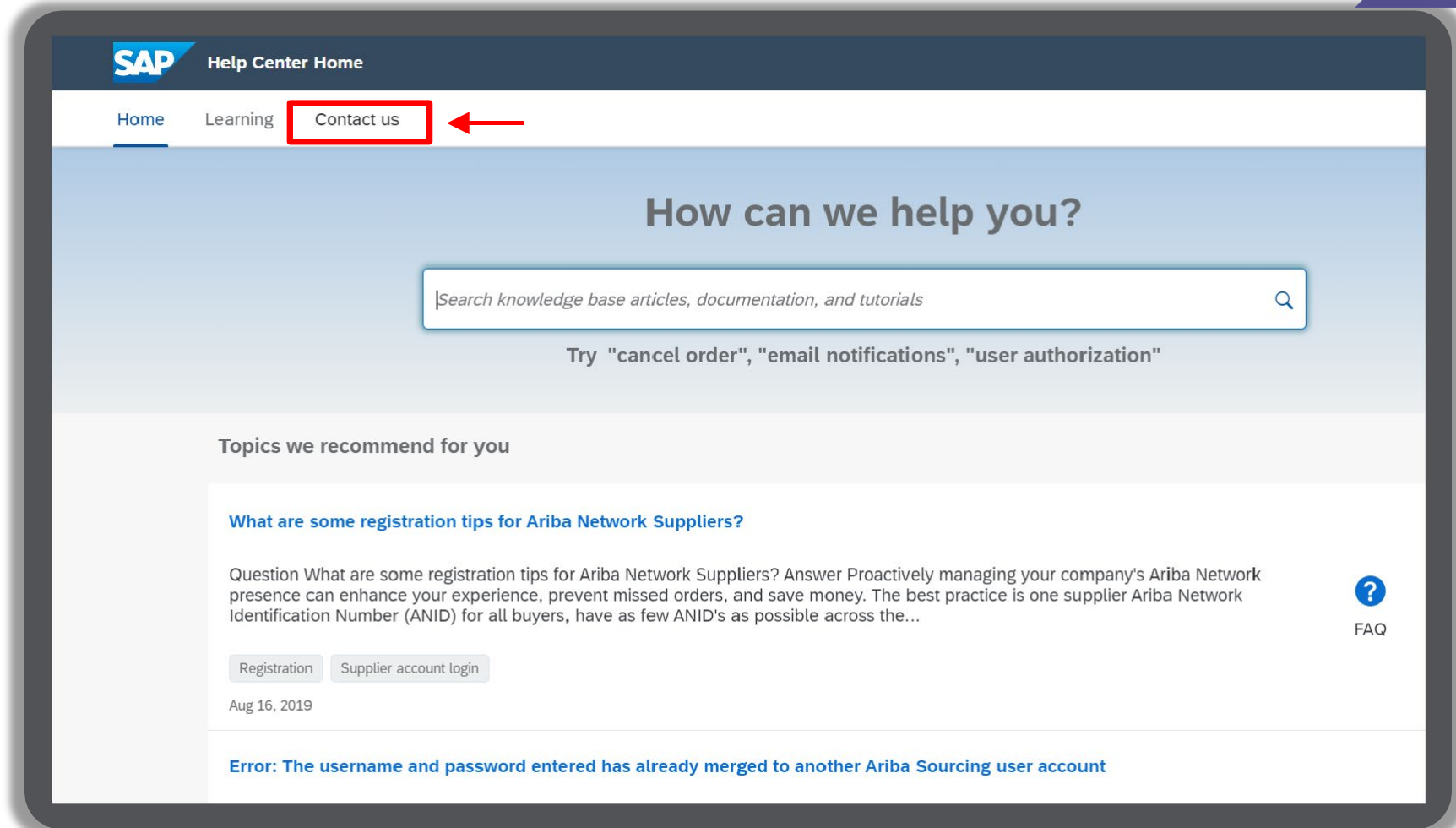
# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

2. Click **“Support”**



# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

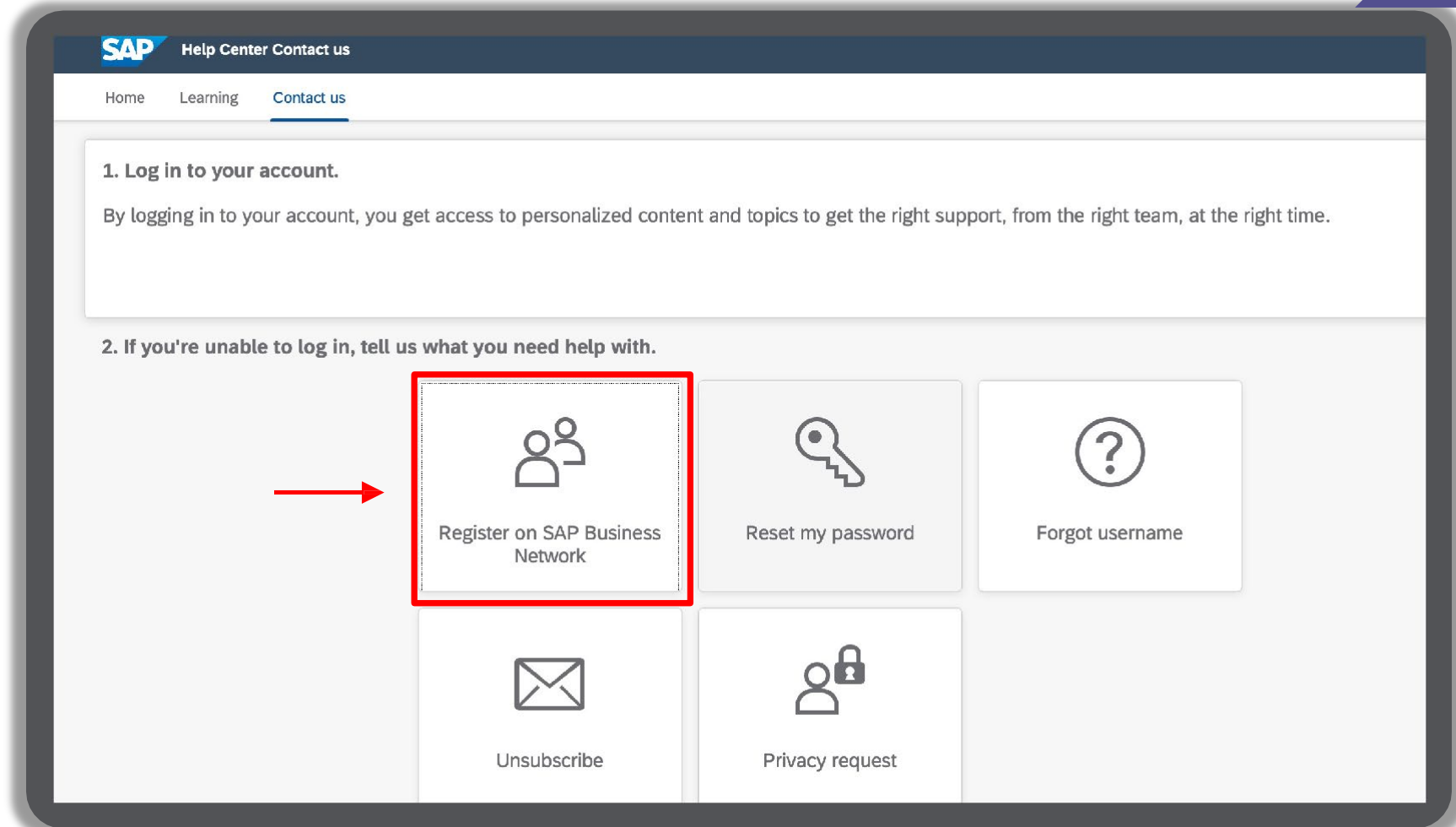
3. Click **“Contact us”**.





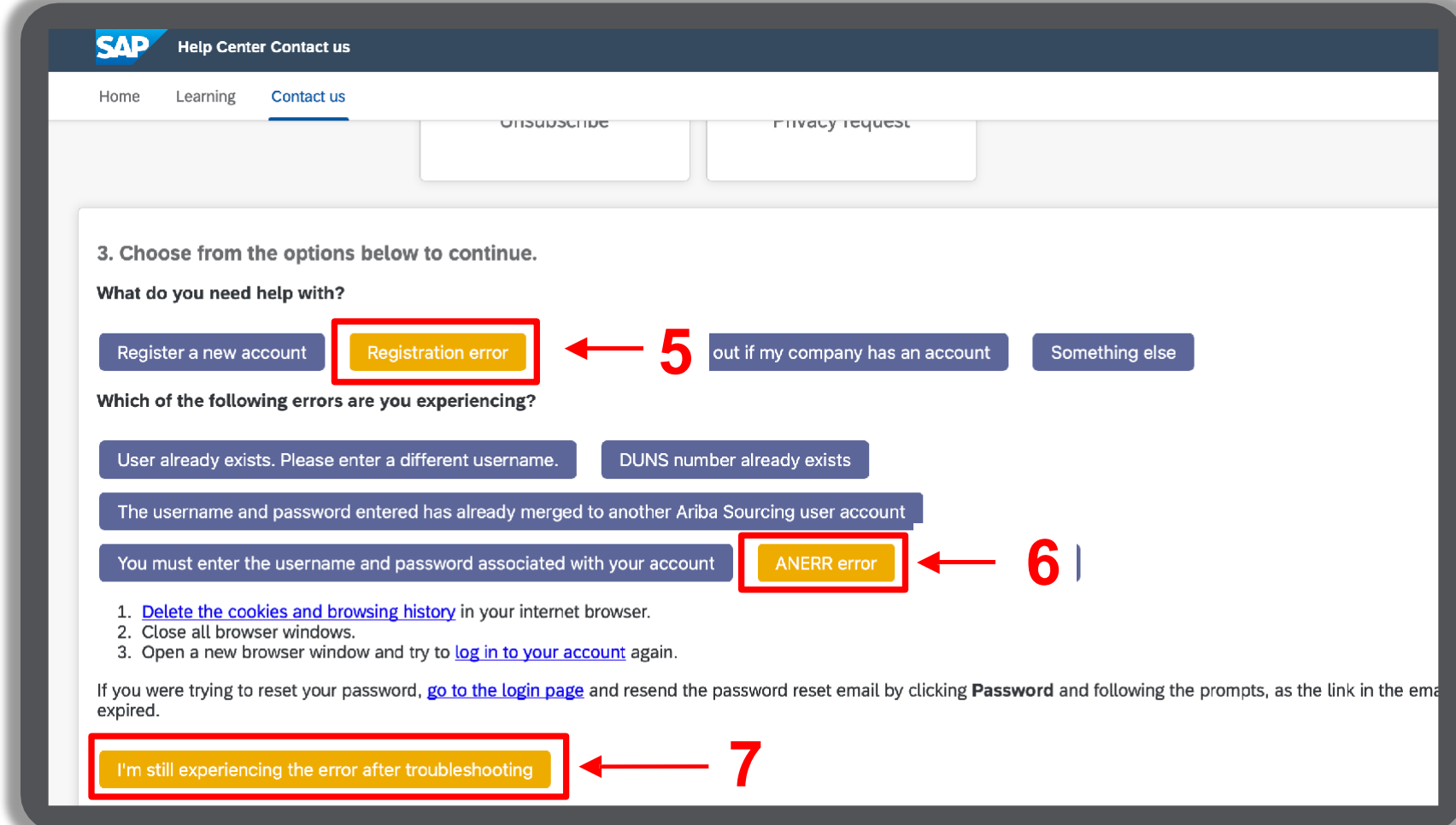
# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

4. Click “**Register on SAP Business Network**”.



# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

5. Click “Registration error”.
6. Click “ANERR error”.
7. Click “I’m still experiencing the error after troubleshooting”.

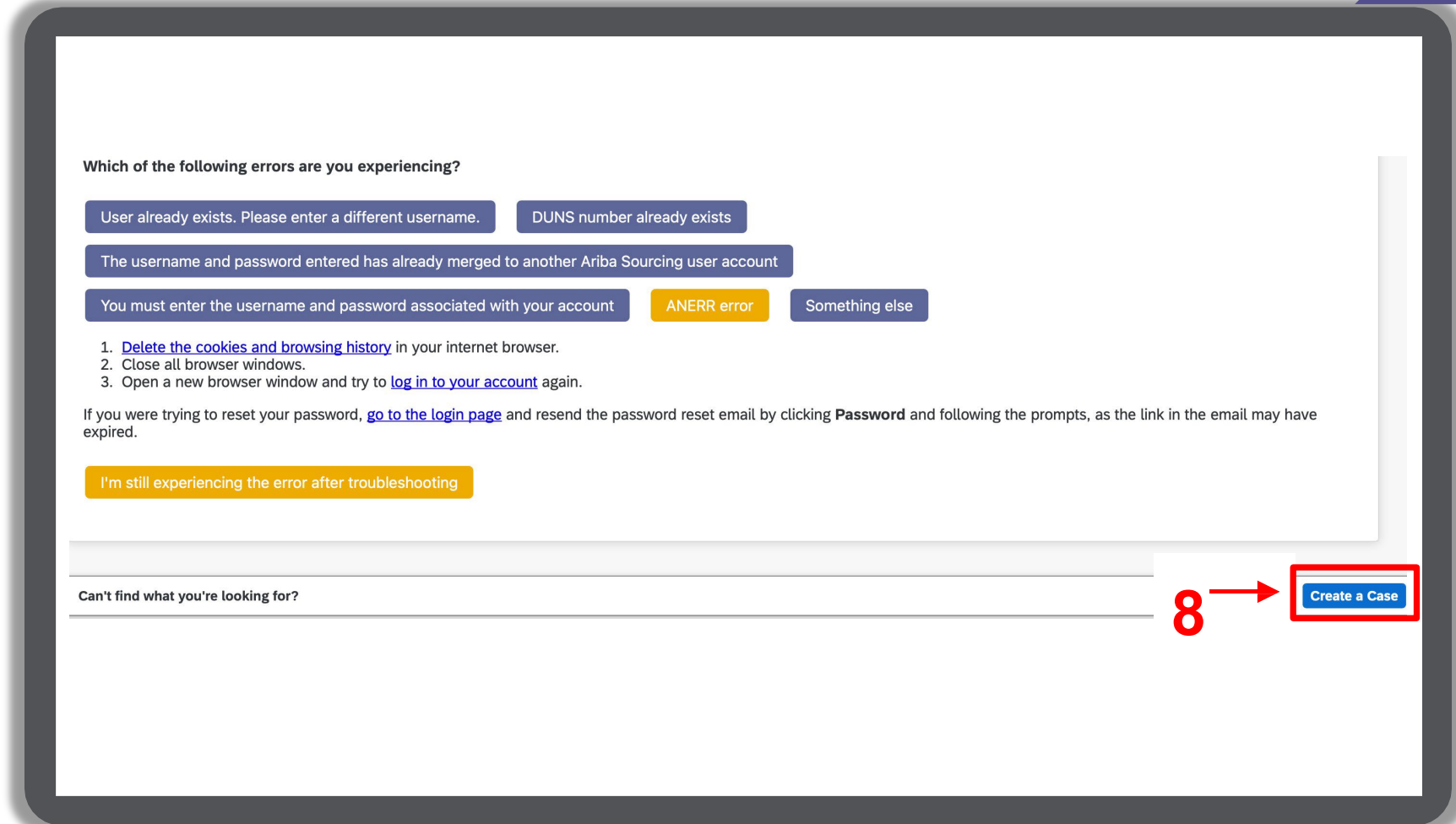


The screenshot shows the SAP Ariba Help Center 'Contact us' page. The page has a dark blue header with the SAP logo and 'Help Center Contact us'. Below the header, there are links for 'Home', 'Learning', and 'Contact us'. There are also buttons for 'Unsubscribe' and 'Privacy request'. The main content area is titled '3. Choose from the options below to continue.' and 'What do you need help with?'. There are four buttons: 'Register a new account', 'Registration error' (highlighted with a red box and a red arrow labeled '5'), 'out if my company has an account', and 'Something else'. Below this, there is a section titled 'Which of the following errors are you experiencing?'. There are four buttons: 'User already exists. Please enter a different username.', 'DUNS number already exists', 'The username and password entered has already merged to another Ariba Sourcing user account', and 'You must enter the username and password associated with your account' (highlighted with a red box and a red arrow labeled '6'). Below these buttons, there are three numbered steps: 1. Delete the cookies and browsing history in your internet browser. 2. Close all browser windows. 3. Open a new browser window and try to log in to your account again. At the bottom, there is a button 'I'm still experiencing the error after troubleshooting' (highlighted with a red box and a red arrow labeled '7').

# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

8. After clicking “I’m still experiencing the error” a pop up will appear at the bottom of your screen.

Click “Create a Case”.



Which of the following errors are you experiencing?

User already exists. Please enter a different username. DUNS number already exists

The username and password entered has already merged to another Ariba Sourcing user account

You must enter the username and password associated with your account ANERR error Something else

1. [Delete the cookies and browsing history](#) in your internet browser.
2. Close all browser windows.
3. Open a new browser window and try to [log in to your account](#) again.

If you were trying to reset your password, [go to the login page](#) and resend the password reset email by clicking **Password** and following the prompts, as the link in the email may have expired.

I'm still experiencing the error after troubleshooting

Can't find what you're looking for?

8 → Create a Case

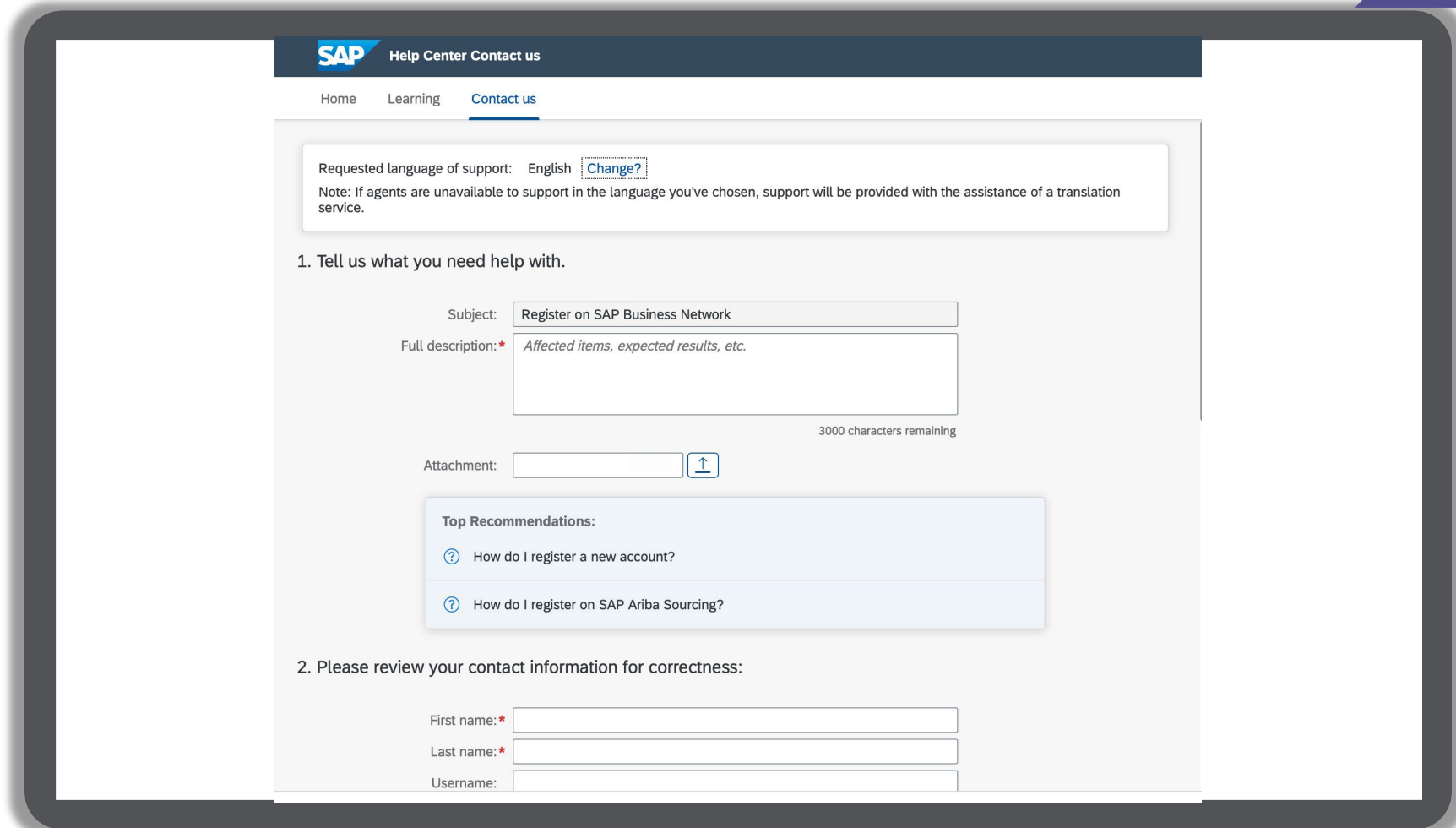
# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

## 9. Complete the form and submit your SAP Ariba Support case ticket.

### Note:

To change your user **Administrator** in SAP Ariba, you are required to provide the following information:

- **ANID** (Ariba Network Identification number) of your supplier account. The Implats Helpdesk will assist you with this number if you do not have it.
- Previous administrator's **full name**.
- Previous administrator's **e-mail address**.
- Name and e-mail address of a sub-user (if the account has sub-users)



The screenshot shows the SAP Help Center 'Contact us' page. At the top, there's a navigation bar with 'SAP', 'Help Center', and 'Contact us'. Below this, there are tabs for 'Home', 'Learning', and 'Contact us'. The main content area starts with a language selection section: 'Requested language of support: English' with a 'Change?' link. A note below states: 'Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.' The first step is '1. Tell us what you need help with.' It includes a 'Subject' field with 'Register on SAP Business Network' and a 'Full description' text area with 'Affected items, expected results, etc.' and a '3000 characters remaining' indicator. There's an 'Attachment' field with an upload icon. Below this is a 'Top Recommendations' section with two links: 'How do I register a new account?' and 'How do I register on SAP Ariba Sourcing?'. The second step is '2. Please review your contact information for correctness:' followed by 'First name', 'Last name', and 'Username' fields.

# HOW TO RESPOND TO RFPs

# OVERVIEW

**A** HIGH LEVEL RFP PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS  
REQUEST FOR PROPOSALS (RFPs)

**C** HOW TO RESPOND TO IMPLATS  
RFPs THAT ALLOW ALTERNATIVE  
RESPONSES

**D** HOW TO RESPOND TO IMPLATS  
BOQ RFPs

**E** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

**F** HOW TO REVISE A SUBMITTED  
RFP RESPONSE

**G** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

# HIGH LEVEL RFP PROCESS FLOW

A

## Suppliers



**SAP Business Network**

4

RFP invitation received via e-mail



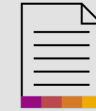
5

Access RFP event on the SAP Business Network



6

Respond to the RFP event



9

Supplier/s informed of award decision



Start here



RFP sourcing request created

1



RFP sourcing project created

2



RFP event created

3



Run event

7



Evaluate and select supplier/s

8



Contact created in SAP Ariba Contracts

10



EXCELLENCE IN PGMs



**SAP Ariba SLP**



# OVERVIEW

**A** HIGH LEVEL RFP PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS  
REQUEST FOR PROPOSALS (RFPs)

**C** HOW TO RESPOND TO IMPLATS  
RFPs THAT ALLOW ALTERNATIVE  
RESPONSES

**D** HOW TO RESPOND TO IMPLATS  
BOQ RFPs

**E** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

**F** HOW TO REVISE A SUBMITTED  
RFP RESPONSE

**G** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT



# HOW TO RESPOND TO RFPs

B

1. You will receive an invitation email notification with the subject: **“Impala Platinum Holdings has invited you to participate in event”**.

**Important note:**

*Please read the content of the invitation carefully. It will contain information guiding you on the next steps required to respond to the RFP.*

Click **“Click Here”** to access the event.

Impala Platinum Holdings - TEST has invited you to participate in an event: RFP Templates.

Impala Platinum Holdings - TEST has invited you to participate in the following event: RFP Templates. The event is set to begin on Monday, November 21, 2022 at 4:21 AM, Pacific Standard Time.

Use the following username to log in to Impala Platinum Holdings - TEST events: [xxx@yyyyy.zz.zz](#)

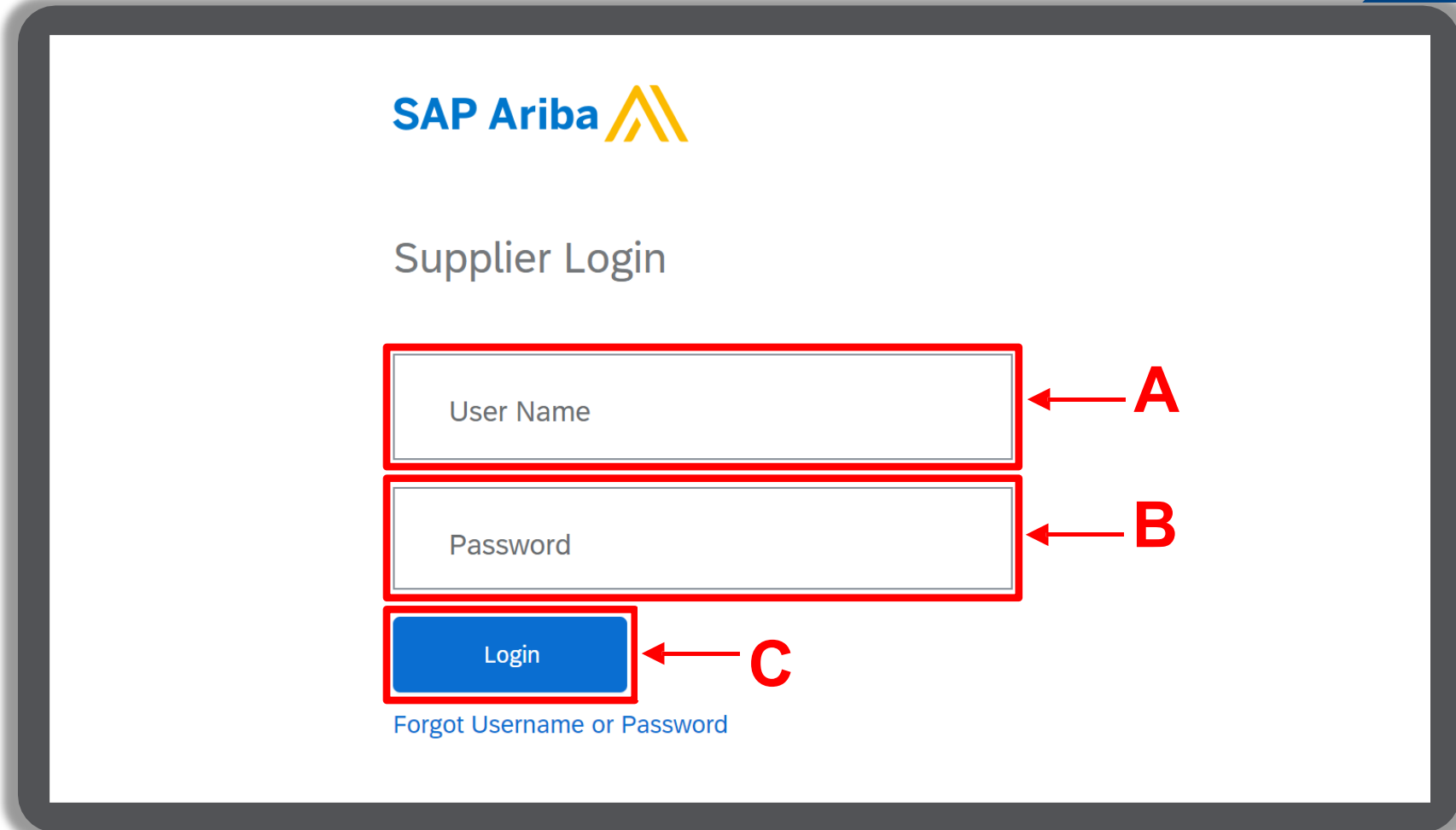
[Click Here](#) to access this event.



# HOW TO RESPOND TO RFPS

B

2. You will be redirected to the SAP Ariba Supplier Login Page
  - A. Enter your **username**
  - B. Enter your **password**
  - C. Click on the “**Login**” button



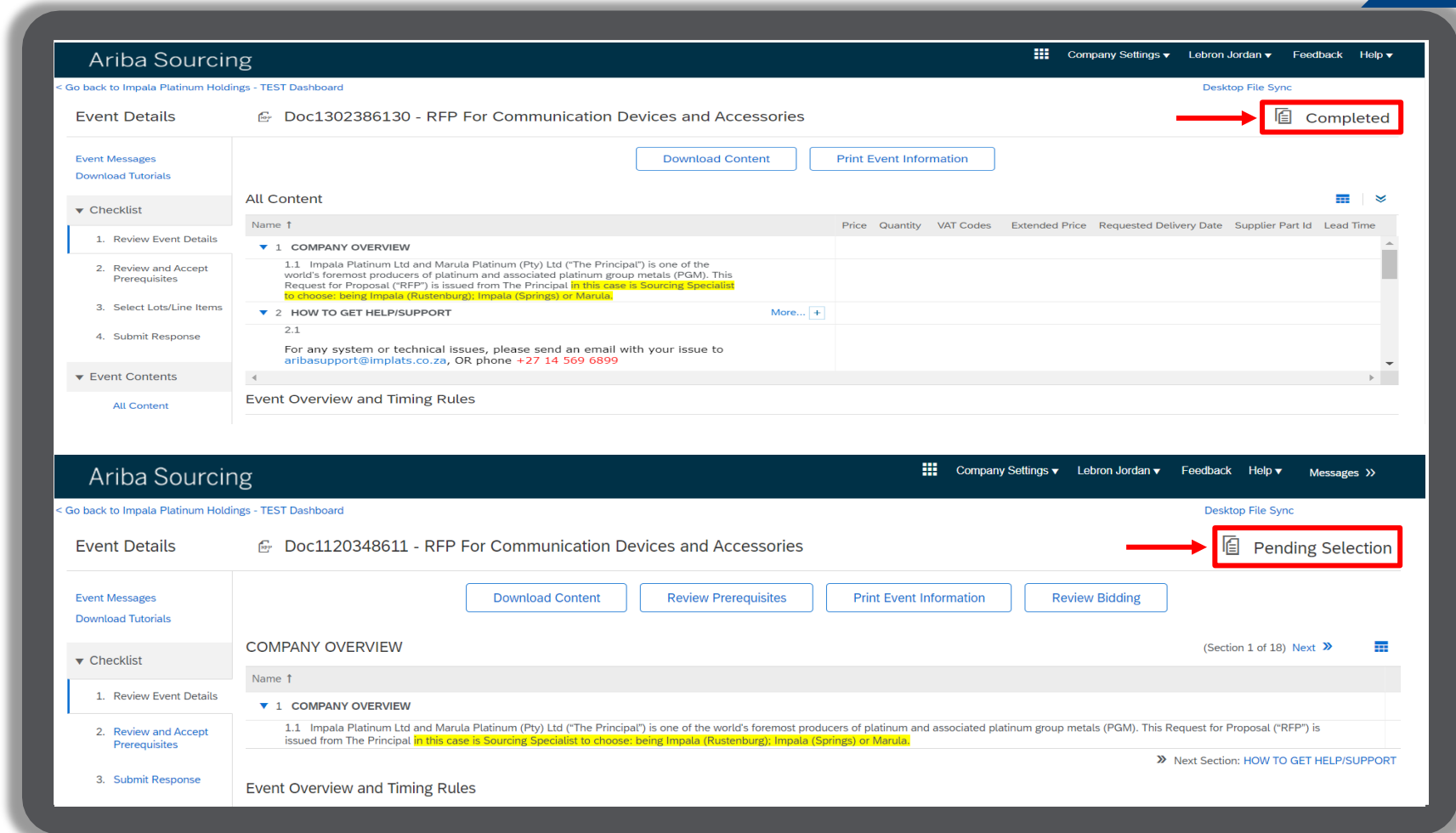
The screenshot shows the SAP Ariba Supplier Login page. At the top, the SAP Ariba logo is displayed. Below it, the text 'Supplier Login' is centered. There are three main input areas: a 'User Name' field, a 'Password' field, and a blue 'Login' button. Each of these three areas is enclosed in a red rectangular box. To the right of the 'User Name' box is a red arrow pointing left with the letter 'A'. To the right of the 'Password' box is a red arrow pointing left with the letter 'B'. To the right of the 'Login' button is a red arrow pointing left with the letter 'C'. Below the 'Login' button, there is a link that says 'Forgot Username or Password'.

# HOW TO RESPOND TO RFPs

## Note:

*If a RFP has closed, you will see one of these two screens.*

3. In the top right of the page, you will see a message that says “Completed” or “Pending Selection.” This means that the RFP is closed for responses.
4. Pending Selection -The event has closed for responses and is pending the sourcing specialist’s awarding decision.
5. Completed – The event is complete and cannot be reopened.



The image displays two screenshots of the Ariba Sourcing interface, illustrating the status of an RFP (Request for Proposal) for Communication Devices and Accessories.

**Top Screenshot (Completed):** The interface shows the RFP details for Doc1302386130. The status is "Completed", indicated by a red box and arrow in the top right corner. The left sidebar contains a checklist with steps: 1. Review Event Details, 2. Review and Accept Prerequisites, 3. Select Lots/Line Items, and 4. Submit Response. The main content area displays the RFP details, including the event name, document number, and a table of items. The table has columns: Name, Price, Quantity, VAT Codes, Extended Price, Requested Delivery Date, Supplier Part Id, and Lead Time. The first item is "1.1 Impala Platinum Ltd and Marula Platinum (Pty) Ltd ('The Principal') is one of the world's foremost producers of platinum and associated platinum group metals (PGM). This Request for Proposal ('RFP') is issued from The Principal in this case is Sourcing Specialist to choose: being Impala (Rustenburg), Impala (Springs) or Marula".

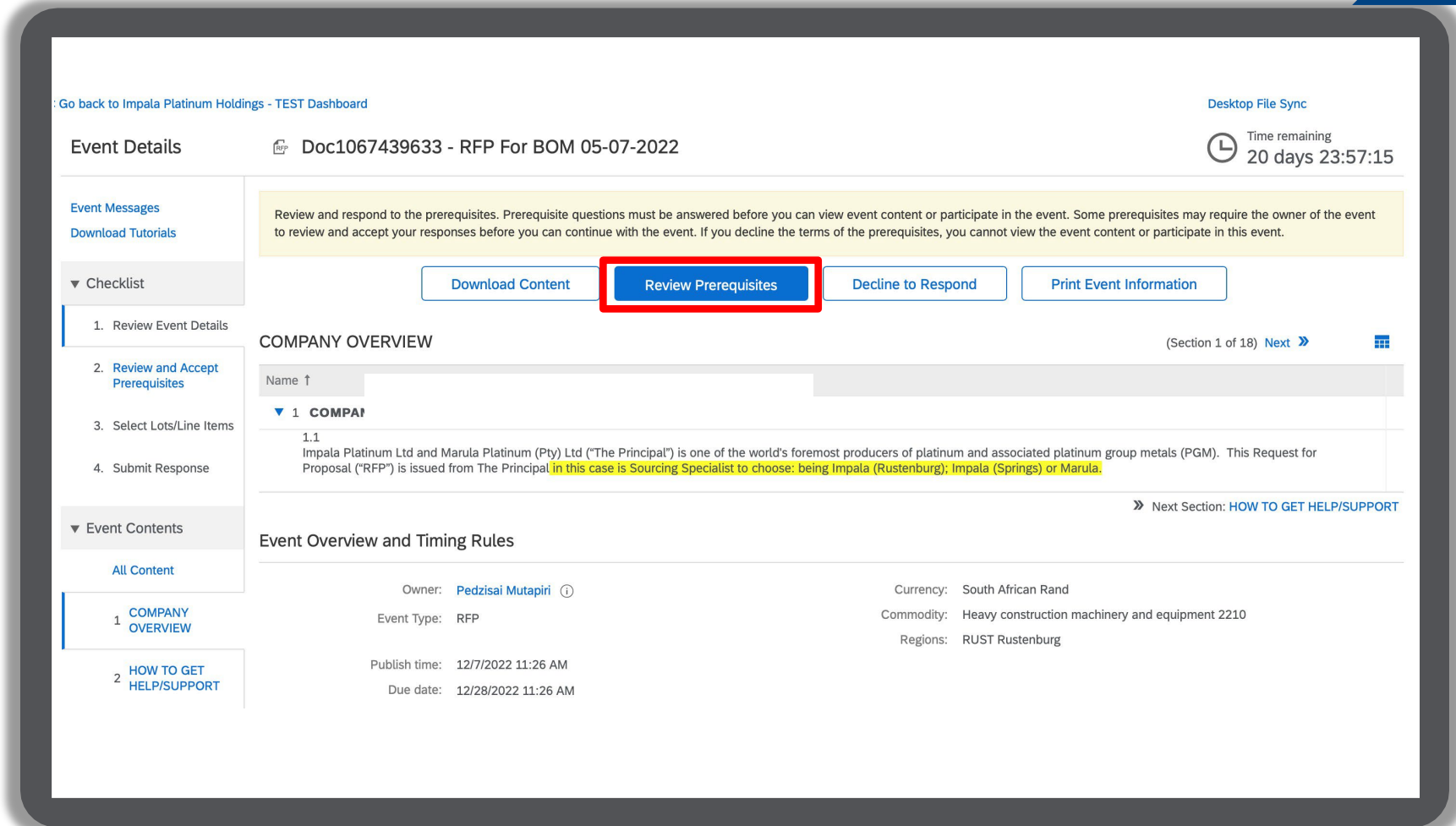
**Bottom Screenshot (Pending Selection):** The interface shows the RFP details for Doc1120348611. The status is "Pending Selection", indicated by a red box and arrow in the top right corner. The left sidebar contains a checklist with steps: 1. Review Event Details, 2. Review and Accept Prerequisites, and 3. Submit Response. The main content area displays the RFP details, including the event name, document number, and a table of items. The table has columns: Name, Price, Quantity, VAT Codes, Extended Price, Requested Delivery Date, Supplier Part Id, and Lead Time. The first item is "1.1 Impala Platinum Ltd and Marula Platinum (Pty) Ltd ('The Principal') is one of the world's foremost producers of platinum and associated platinum group metals (PGM). This Request for Proposal ('RFP') is issued from The Principal in this case is Sourcing Specialist to choose: being Impala (Rustenburg), Impala (Springs) or Marula".

# HOW TO RESPOND TO RFPs

B

Let's continue.

6. Once logged in the RFP event screen will appear.
7. Click **“Review Prerequisites”** for information on Implats' requirements, which must be completed before you can respond to the RFP.



Go back to Impala Platinum Holdings - TEST Dashboard

Desktop File Sync

Event Details Doc1067439633 - RFP For BOM 05-07-2022

Time remaining 20 days 23:57:15

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

Download Content **Review Prerequisites** Decline to Respond Print Event Information

COMPANY OVERVIEW (Section 1 of 18) Next »

Name ↑

▼ 1 **COMPAI**

1.1  
 Impala Platinum Ltd and Marula Platinum (Pty) Ltd ("The Principal") is one of the world's foremost producers of platinum and associated platinum group metals (PGM). This Request for Proposal ("RFP") is issued from The Principal **in this case is Sourcing Specialist to choose: being Impala (Rustenburg), Impala (Springs) or Marula.**

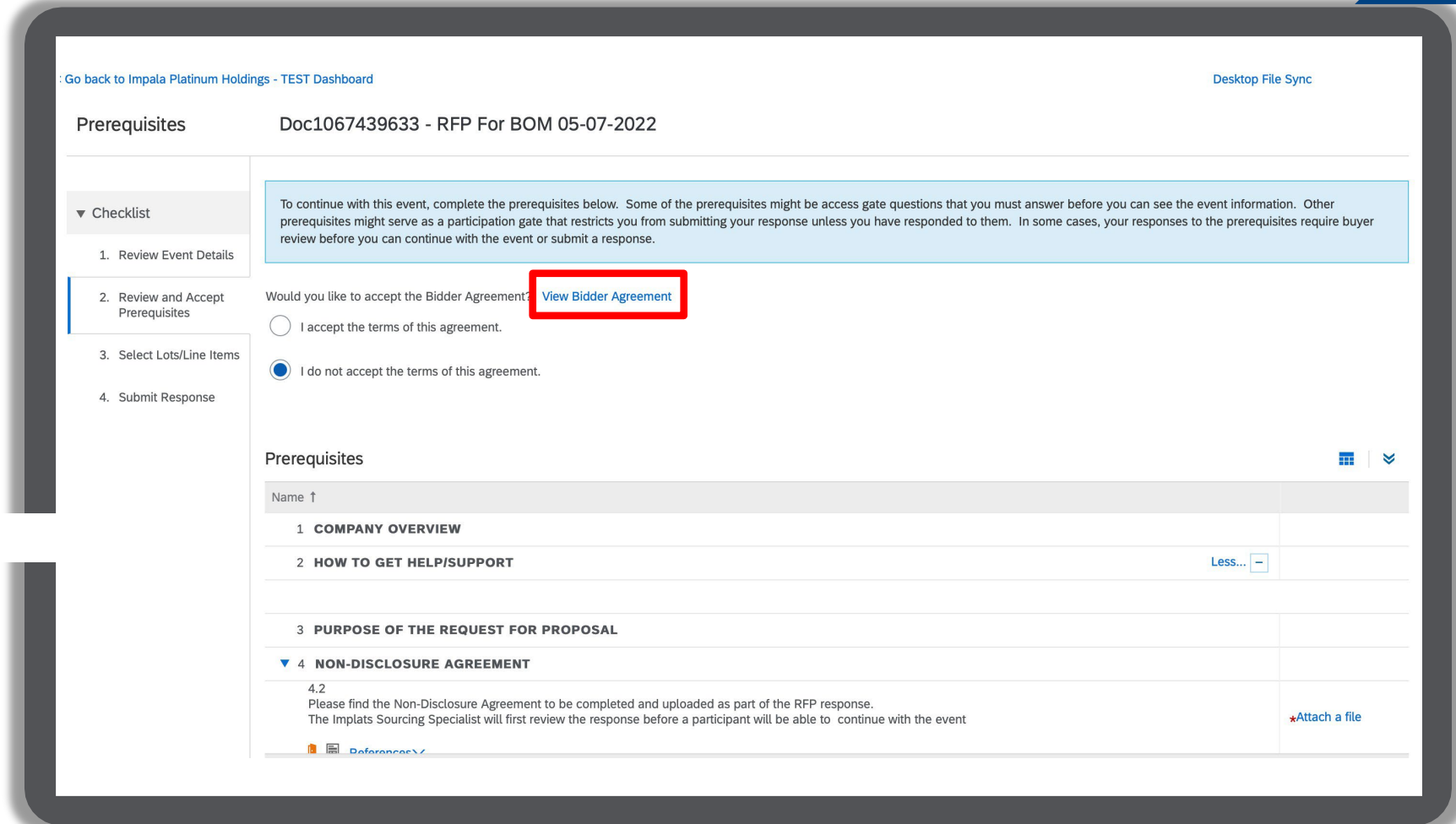
» Next Section: [HOW TO GET HELP/SUPPORT](#)

Event Overview and Timing Rules

Owner: <a href="#">Pedzisai Mutapiri</a> ⓘ	Currency: South African Rand
Event Type: RFP	Commodity: Heavy construction machinery and equipment 2210
Publish time: 12/7/2022 11:26 AM	Regions: RUST Rustenburg
Due date: 12/28/2022 11:26 AM	

# HOW TO RESPOND TO RFPs

8. Review Implats' Bidder Agreement.  
Click **“View Bidder Agreement”** to see details.



The screenshot displays the 'Prerequisites' section for a specific RFP (Doc1067439633 - RFP For BOM 05-07-2022). On the left, a checklist shows four steps: 1. Review Event Details, 2. Review and Accept Prerequisites (highlighted), 3. Select Lots/Line Items, and 4. Submit Response. The main content area contains a blue informational box about prerequisites. Below it, there is a question 'Would you like to accept the Bidder Agreement?' with two radio button options: 'I accept the terms of this agreement.' and 'I do not accept the terms of this agreement.' A red box highlights the 'View Bidder Agreement' link next to the first option. Below the radio buttons, there is a table titled 'Prerequisites' with a 'Name' column. The table lists four items: 1. COMPANY OVERVIEW, 2. HOW TO GET HELP/SUPPORT, 3. PURPOSE OF THE REQUEST FOR PROPOSAL, and 4. NON-DISCLOSURE AGREEMENT. Item 4 is expanded, showing a sub-item 4.2 with a description and an 'Attach a file' button. A 'References' link is visible at the bottom of the table.

Go back to Impala Platinum Holdings - TEST Dashboard Desktop File Sync

Prerequisites Doc1067439633 - RFP For BOM 05-07-2022

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots/Line Items
4. Submit Response

To continue with this event, complete the prerequisites below. Some of the prerequisites might be access gate questions that you must answer before you can see the event information. Other prerequisites might serve as a participation gate that restricts you from submitting your response unless you have responded to them. In some cases, your responses to the prerequisites require buyer review before you can continue with the event or submit a response.

Would you like to accept the Bidder Agreement? [View Bidder Agreement](#)

☐ I accept the terms of this agreement.

☒ I do not accept the terms of this agreement.

Prerequisites

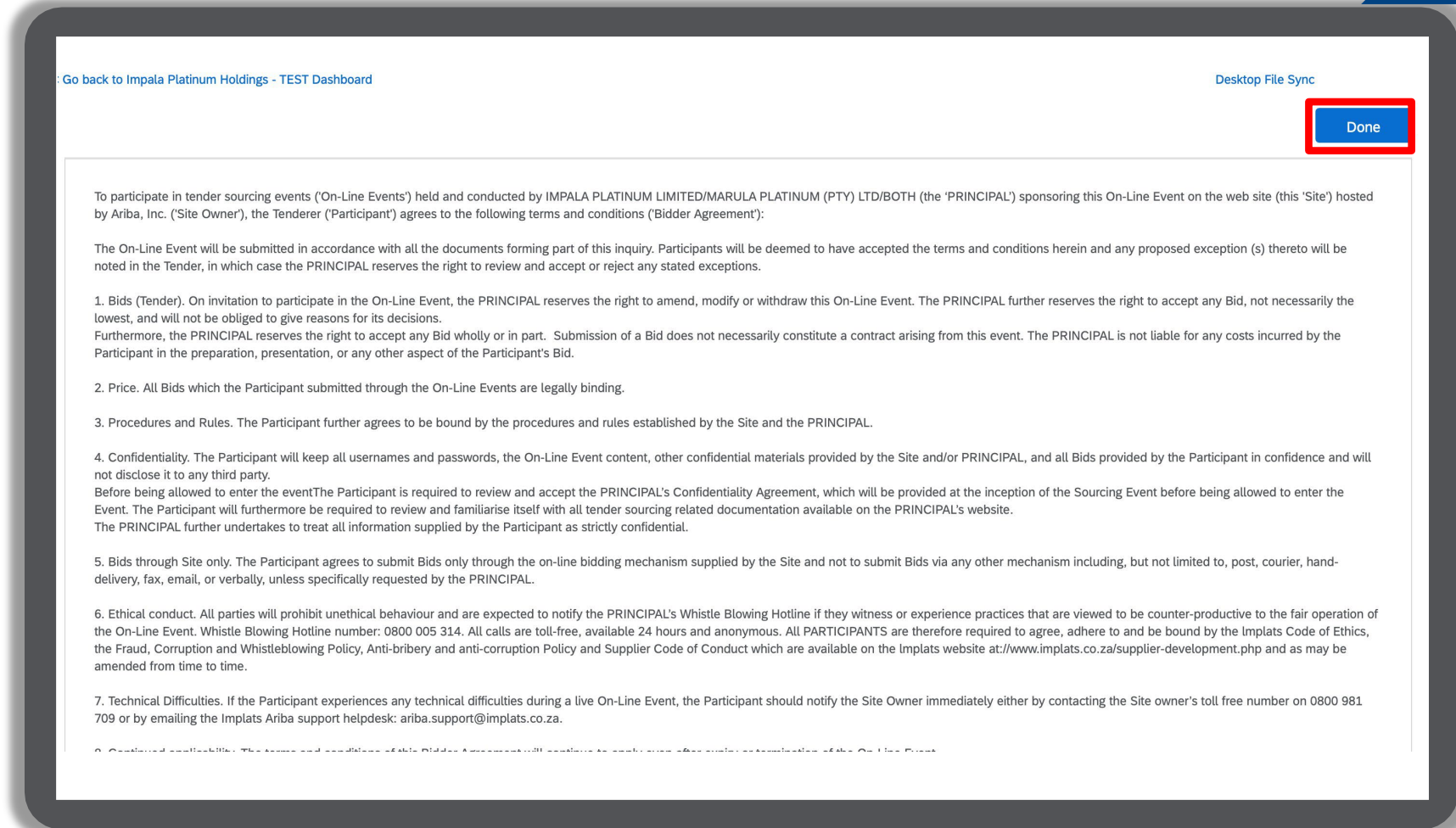
Name ↑
1 COMPANY OVERVIEW
2 HOW TO GET HELP/SUPPORT <a href="#">Less...</a>
3 PURPOSE OF THE REQUEST FOR PROPOSAL
▼ 4 NON-DISCLOSURE AGREEMENT
4.2 Please find the Non-Disclosure Agreement to be completed and uploaded as part of the RFP response. The Implats Sourcing Specialist will first review the response before a participant will be able to continue with the event

[References](#) [★Attach a file](#)

# HOW TO RESPOND TO RFPs

## 9. Once reviewed, click “Done”.

You must agree to the Bidder Agreement to be able to respond to the RFP.



The screenshot shows a web interface for the IMPLATS Bidder Agreement. At the top left, there is a link: "Go back to Impala Platinum Holdings - TEST Dashboard". At the top right, there is a link: "Desktop File Sync". In the top right corner, there is a blue button labeled "Done" which is highlighted with a red rectangle. The main content area contains the following text:

To participate in tender sourcing events ('On-Line Events') held and conducted by IMPALA PLATINUM LIMITED/MARULA PLATINUM (PTY) LTD/BOTH (the 'PRINCIPAL') sponsoring this On-Line Event on the web site (this 'Site') hosted by Ariba, Inc. ('Site Owner'), the Tenderer ('Participant') agrees to the following terms and conditions ('Bidder Agreement'):

The On-Line Event will be submitted in accordance with all the documents forming part of this inquiry. Participants will be deemed to have accepted the terms and conditions herein and any proposed exception (s) thereto will be noted in the Tender, in which case the PRINCIPAL reserves the right to review and accept or reject any stated exceptions.

1. Bids (Tender). On invitation to participate in the On-Line Event, the PRINCIPAL reserves the right to amend, modify or withdraw this On-Line Event. The PRINCIPAL further reserves the right to accept any Bid, not necessarily the lowest, and will not be obliged to give reasons for its decisions. Furthermore, the PRINCIPAL reserves the right to accept any Bid wholly or in part. Submission of a Bid does not necessarily constitute a contract arising from this event. The PRINCIPAL is not liable for any costs incurred by the Participant in the preparation, presentation, or any other aspect of the Participant's Bid.

2. Price. All Bids which the Participant submitted through the On-Line Events are legally binding.

3. Procedures and Rules. The Participant further agrees to be bound by the procedures and rules established by the Site and the PRINCIPAL.

4. Confidentiality. The Participant will keep all usernames and passwords, the On-Line Event content, other confidential materials provided by the Site and/or PRINCIPAL, and all Bids provided by the Participant in confidence and will not disclose it to any third party. Before being allowed to enter the event The Participant is required to review and accept the PRINCIPAL's Confidentiality Agreement, which will be provided at the inception of the Sourcing Event before being allowed to enter the Event. The Participant will furthermore be required to review and familiarise itself with all tender sourcing related documentation available on the PRINCIPAL's website. The PRINCIPAL further undertakes to treat all information supplied by the Participant as strictly confidential.

5. Bids through Site only. The Participant agrees to submit Bids only through the on-line bidding mechanism supplied by the Site and not to submit Bids via any other mechanism including, but not limited to, post, courier, hand-delivery, fax, email, or verbally, unless specifically requested by the PRINCIPAL.

6. Ethical conduct. All parties will prohibit unethical behaviour and are expected to notify the PRINCIPAL's Whistle Blowing Hotline if they witness or experience practices that are viewed to be counter-productive to the fair operation of the On-Line Event. Whistle Blowing Hotline number: 0800 005 314. All calls are toll-free, available 24 hours and anonymous. All PARTICIPANTS are therefore required to agree, adhere to and be bound by the Implats Code of Ethics, the Fraud, Corruption and Whistleblowing Policy, Anti-bribery and anti-corruption Policy and Supplier Code of Conduct which are available on the Implats website at: [www.implats.co.za/supplier-development.php](http://www.implats.co.za/supplier-development.php) and as may be amended from time to time.

7. Technical Difficulties. If the Participant experiences any technical difficulties during a live On-Line Event, the Participant should notify the Site Owner immediately either by contacting the Site owner's toll free number on 0800 981 709 or by emailing the Implats Ariba support helpdesk: [ariba.support@implats.co.za](mailto:ariba.support@implats.co.za).

8. Continued availability. The terms and conditions of this Bidder Agreement will continue to apply even after completion of the On-Line Event.

# HOW TO RESPOND TO RFPS

B

10. Select the radio button “**I accept the terms of this agreement**”.

11. Respond to the other prerequisites as shown in the Prerequisites section, by attaching the required Non-disclosure Agreement (NDA).

Click “**OK**” at the bottom of the screen to continue.

Go back to Impala Platinum Holdings - TEST Dashboard Desktop File Sync

Prerequisites Doc1067439633 - RFP For BOM 05-07-2022

▼ Checklist

1. Review Event Details
2. Review and Accept Prerequisites
3. Select Lots/Line Items
4. Submit Response

To continue with this event, complete the prerequisites below. Some of the prerequisites might be access gate questions that you must answer before you can see the event information. Other prerequisites might serve as a participation gate that restricts you from submitting your response unless you have responded to them. In some cases, your responses to the prerequisites require buyer review before you can continue with the event or submit a response.

Would you like to accept the Bidder Agreement? [View Bidder Agreement](#)

☒ I accept the terms of this agreement.

☐ I do not accept the terms of this agreement.

**Prerequisites**

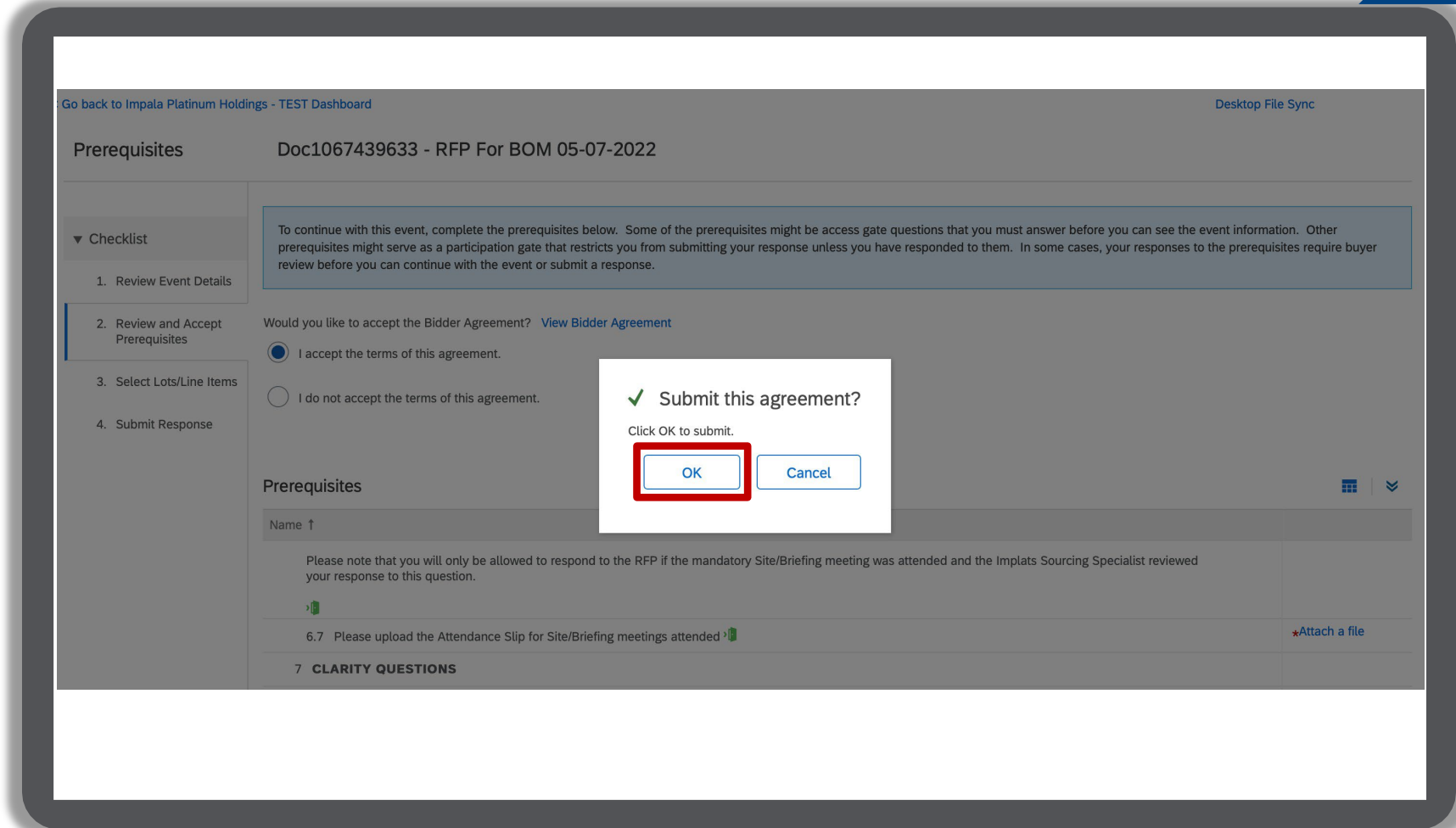
Name ↑	
1 COMPANY OVERVIEW	
2 HOW TO GET HELP/SUPPORT	<a href="#">Less...</a>
3 PURPOSE OF THE REQUEST FOR PROPOSAL	
▼ 4 NON-DISCLOSURE AGREEMENT	
4.2 Please find the Non-Disclosure Agreement to be completed and uploaded as part of the RFP response. The Implats Sourcing Specialist will first review the response before a participant will be able to continue with the event	<a href="#">★Attach a file</a>

[References](#)

(\*) indicates a required field

# HOW TO RESPOND TO RFPs

12. Click “OK” to submit your agreement.



The screenshot displays the 'Prerequisites' section for 'Doc1067439633 - RFP For BOM 05-07-2022'. On the left, a checklist includes: 1. Review Event Details, 2. Review and Accept Prerequisites (highlighted), 3. Select Lots/Line Items, and 4. Submit Response. The main area contains a message about completing prerequisites and a question: 'Would you like to accept the Bidder Agreement?' with two radio button options: 'I accept the terms of this agreement.' (selected) and 'I do not accept the terms of this agreement.' Below this, a 'Submit this agreement?' dialog box is open, prompting the user to 'Click OK to submit.' with 'OK' and 'Cancel' buttons. The 'OK' button is highlighted with a red rectangle. The background interface also shows a table of prerequisites with a note about mandatory Site/Briefing meetings and a section for 'CLARITY QUESTIONS'.



# HOW TO RESPOND TO RFPs



Now you can start responding to the RFP Sections

13. There are several sections that must be completed to ensure the successful submission of your event/proposal.
  - **Section 1** - Implats overview to better understand our company.
  - **Section 2** - how to get help should you encounter technical issues during your participation.
  - **Section 3** – understanding the purpose of the RFP prior to you completing a proposal

Name ↑

▼ 1 COMPANY OVERVIEW ▼

1.1 Impala Platinum Ltd and Marula Platinum (Pty) Ltd (“The Principal”) is one of the world's foremost producers of platinum and associated platinum group metals (PGM). This Request for Proposal (“RFP”) is issued from The Principal in this case this is the Sourcing Specialist to choose: Being Impala (Rustenburg); Impala (Springs) or Marula.

2 HOW TO GET HELP/SUPPORT ▼

Less... –

▼ 3 PURPOSE OF THE REQUEST FOR PROPOSAL ▼

3.1 *The Principal is seeking information and or gather prices in response to this RFP from Tenderers who have a proven ability to meet The Principal's requirements for the Refurbishment of Furniture.*

The estimated duration of the Agreement is 12 months, with a possible extension of 90 days.

The estimated commencement date of the contract is 02 January 2023.

▼ 4 NON-DISCLOSURE AGREEMENT ▼

# HOW TO RESPOND TO RFPs

B

## 14. Complete **Section 4**

Download the “Non-Disclosure Agreement”, read and sign it and upload the signed copy into the system.

## 15. Indicate your intention to participate

Complete the “**Intent to Respond**” (**Section 5**) and supply details marked with an \*.

All Content

Name ↑

4 NON-DISCLOSURE AGREEMENT

4.2 Please find the Non-Disclosure Agreement to be completed and uploaded as part of the RFP response.  
References

4.2 Please find the Non-Disclosure Agreement to be completed and uploaded as part of the RFP response.  
References

5 INTENT TO RESPOND

5.1 By accepting the Bidder agreement on the SAP Business Network, the Principal will be informed that you intend to submit a Response to this RFP.  
  
By declining to participate on the SAP Business Network, the Principal will be informed that you will NOT participate.

5.2 Please supply the contact details for this Bid by answering the following questions:

5.3 Bidders Contact Person Name

5.4 Bidders Telephone number

5.5 Bidders Cellphone Number

5.6 Bidders E-mail address

\*

CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT.pdf

Update file

Delete file

\*

\*

\*

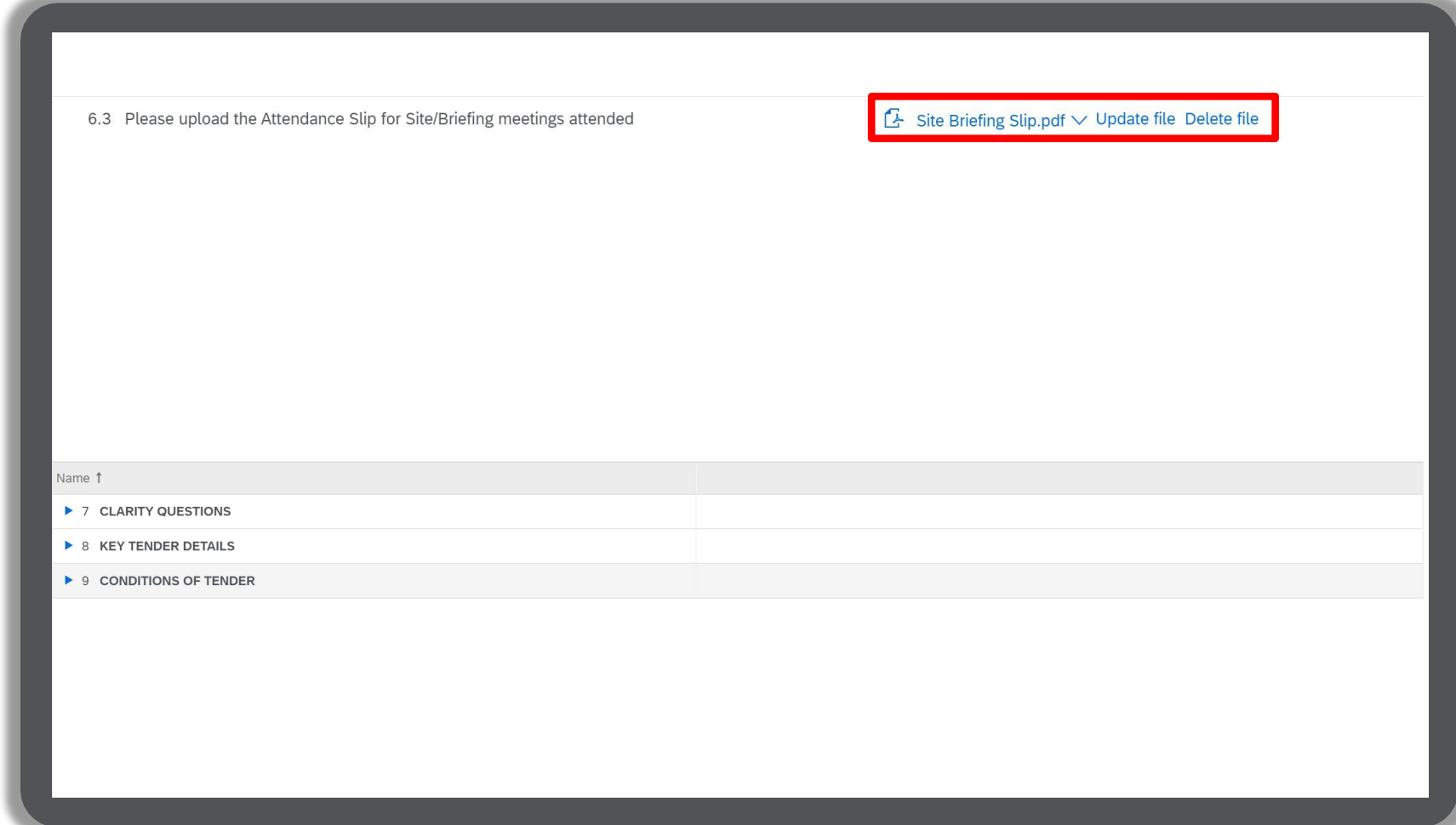
\*

# HOW TO RESPOND TO RFPs

B

16. **Section 6** requires you to upload the attendance slip for any site/briefing meetings attended. You may share other information here.

17. Read **Sections 7 – 9** for important details about the RFP.



6.3 Please upload the Attendance Slip for Site/Briefing meetings attended

[Site Briefing Slip.pdf](#) [Update file](#) [Delete file](#)

Name ↑	
▶ 7 CLARITY QUESTIONS	
▶ 8 KEY TENDER DETAILS	
▶ 9 CONDITIONS OF TENDER	

# HOW TO RESPOND TO RFPS



B

## 18. Complete the “General Conditions of Contract” in Section 10.

### Note:

*All fields marked with \* are mandatory fields and must be completed.*

## 19. Read through the “Scope of Requirements” in Section 11.

Name ↑	
▼ 10 GENERAL CONDITIONS OF CONTRACT	
10.1 Please find the General Conditions of Contract document attach. 	
<a href="#">References</a> ▼	
10.2 Please find the Mandatory Specials Conditions of Contract document attach. 	
<a href="#">References</a> ▼	
10.3 Are you in agreement with all the General terms conditions?	* Yes ▼
10.5 Are you in agreement with all the Mandatory Specials Conditions terms?	* Yes ▼
10.9 Please review the Optional Special Conditions of Contract.	
10.10 Are you in agreement with all the terms of the Optional Special Conditions of Contract?	* Yes ▼
Name ↑	
▼ 11 SCOPE OF REQUIREMENTS	
11.1 The Tenderer is hereby invited to tender for supply of Refurbishment of Furniture as defined in the <b>Scope of Requirements</b> .	
11.2 Please find the Scope of work/services required for this RFP attached.	 <a href="#">Scope of Work – Office Furniture Replacement RFP.pdf</a> ▼

# HOW TO RESPOND TO RFPS

B

20. Review the “**Bid Response and Returnable Schedules**” sections in **Sections 12**.

Name ↑

▼ 12.2 Returnable Schedules

12.2.1 The Returnable Schedules are divided into two parts,

- a. Tender Schedules; and
- b. Compliance Schedules.

The Schedule formats are not to be modified in any way.

All Schedules are to be completed and submitted as part of the Tenderers Response. If Tenderers need to submit any additional information, they are able to add attachments to their Response, clearly referencing as “Additional Information”.

# HOW TO RESPOND TO RFPS

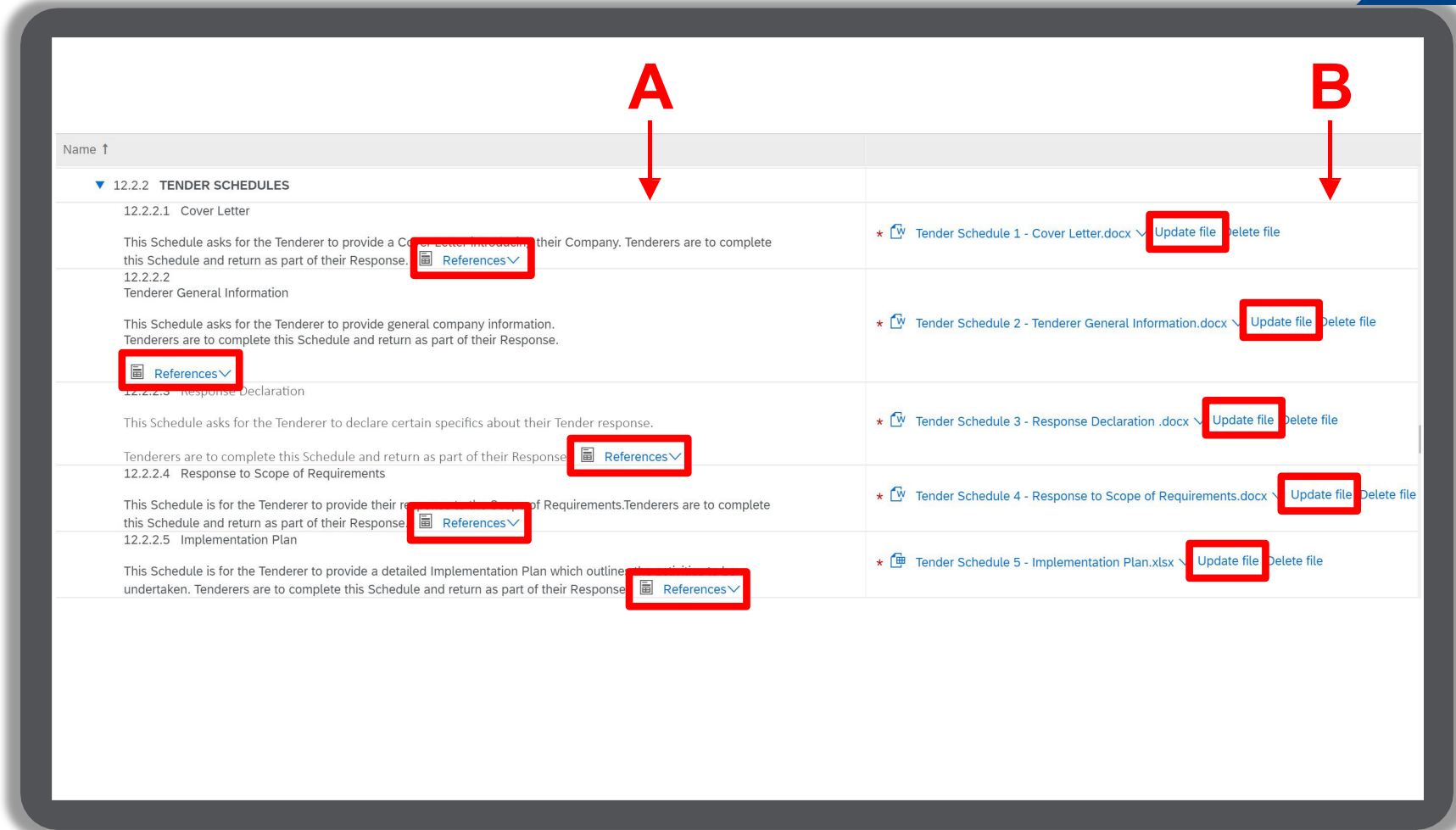
B

## 21. Complete the **Tender Schedules** section:

- A. Download and complete the reference documents under each section from 12. 2.2.1 to 12.2.2.5
- B. Upload your reference documents by clicking “**Update file**” in each section.

### Note:

*All fields marked with \* are mandatory fields and must be completed. Make sure you have completed all sections and uploaded all the required supporting documentation.*



Name ↑		
▼ 12.2.2 TENDER SCHEDULES		
12.2.2.1 Cover Letter This Schedule asks for the Tenderer to provide a Cover Letter introducing their Company. Tenderers are to complete this Schedule and return as part of their Response.	References	* Tender Schedule 1 - Cover Letter.docx Update file Delete file
12.2.2.2 Tenderer General Information This Schedule asks for the Tenderer to provide general company information. Tenderers are to complete this Schedule and return as part of their Response.	References	* Tender Schedule 2 - Tenderer General Information.docx Update file Delete file
12.2.2.3 Response Declaration This Schedule asks for the Tenderer to declare certain specifics about their Tender response. Tenderers are to complete this Schedule and return as part of their Response.	References	* Tender Schedule 3 - Response Declaration .docx Update file Delete file
12.2.2.4 Response to Scope of Requirements This Schedule is for the Tenderer to provide their response to the Scope of Requirements. Tenderers are to complete this Schedule and return as part of their Response.	References	* Tender Schedule 4 - Response to Scope of Requirements.docx Update file Delete file
12.2.2.5 Implementation Plan This Schedule is for the Tenderer to provide a detailed Implementation Plan which outlines the tasks to be undertaken. Tenderers are to complete this Schedule and return as part of their Response.	References	* Tender Schedule 5 - Implementation Plan.xlsx Update file Delete file

# HOW TO RESPOND TO RFPS

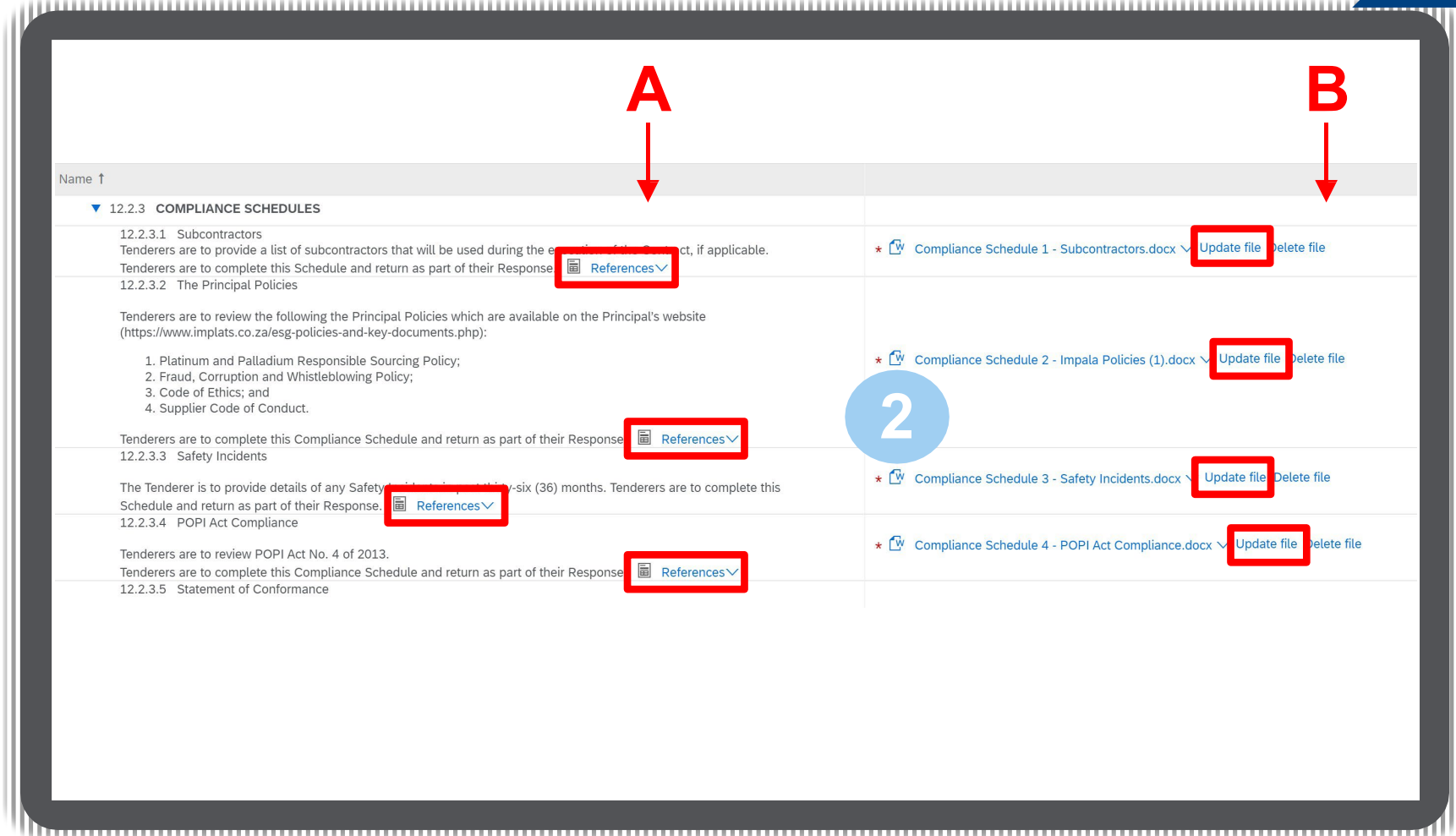
**B**

## 22. Complete the **Compliance Schedules** Section.

- A. Download and complete the reference documents in each section from 12. 2.3.1 to 12.2.3.8
- B. Upload your reference documents by clicking “**Upload file**” under each section.

### Note:

*All fields marked with \* are mandatory fields and must be completed. Make sure you have completed all sections and uploaded all the required supporting documentation.*



Name ↑	
▼ 12.2.3 COMPLIANCE SCHEDULES	
12.2.3.1 Subcontractors Tenderers are to provide a list of subcontractors that will be used during the execution of the contract, if applicable. Tenderers are to complete this Schedule and return as part of their Response. <a href="#">References</a>	* <a href="#">Compliance Schedule 1 - Subcontractors.docx</a> <a href="#">Update file</a> <a href="#">Delete file</a>
12.2.3.2 The Principal Policies Tenderers are to review the following the Principal Policies which are available on the Principal's website (https://www.implats.co.za/esg-policies-and-key-documents.php): 1. Platinum and Palladium Responsible Sourcing Policy; 2. Fraud, Corruption and Whistleblowing Policy; 3. Code of Ethics; and 4. Supplier Code of Conduct. Tenderers are to complete this Compliance Schedule and return as part of their Response. <a href="#">References</a>	* <a href="#">Compliance Schedule 2 - Impala Policies (1).docx</a> <a href="#">Update file</a> <a href="#">Delete file</a>
12.2.3.3 Safety Incidents The Tenderer is to provide details of any Safety Incidents that have occurred within the last six (36) months. Tenderers are to complete this Schedule and return as part of their Response. <a href="#">References</a>	* <a href="#">Compliance Schedule 3 - Safety Incidents.docx</a> <a href="#">Update file</a> <a href="#">Delete file</a>
12.2.3.4 POPI Act Compliance Tenderers are to review POPI Act No. 4 of 2013. Tenderers are to complete this Compliance Schedule and return as part of their Response. <a href="#">References</a>	* <a href="#">Compliance Schedule 4 - POPI Act Compliance.docx</a> <a href="#">Update file</a> <a href="#">Delete file</a>
12.2.3.5 Statement of Conformance	



# HOW TO RESPOND TO RFPS

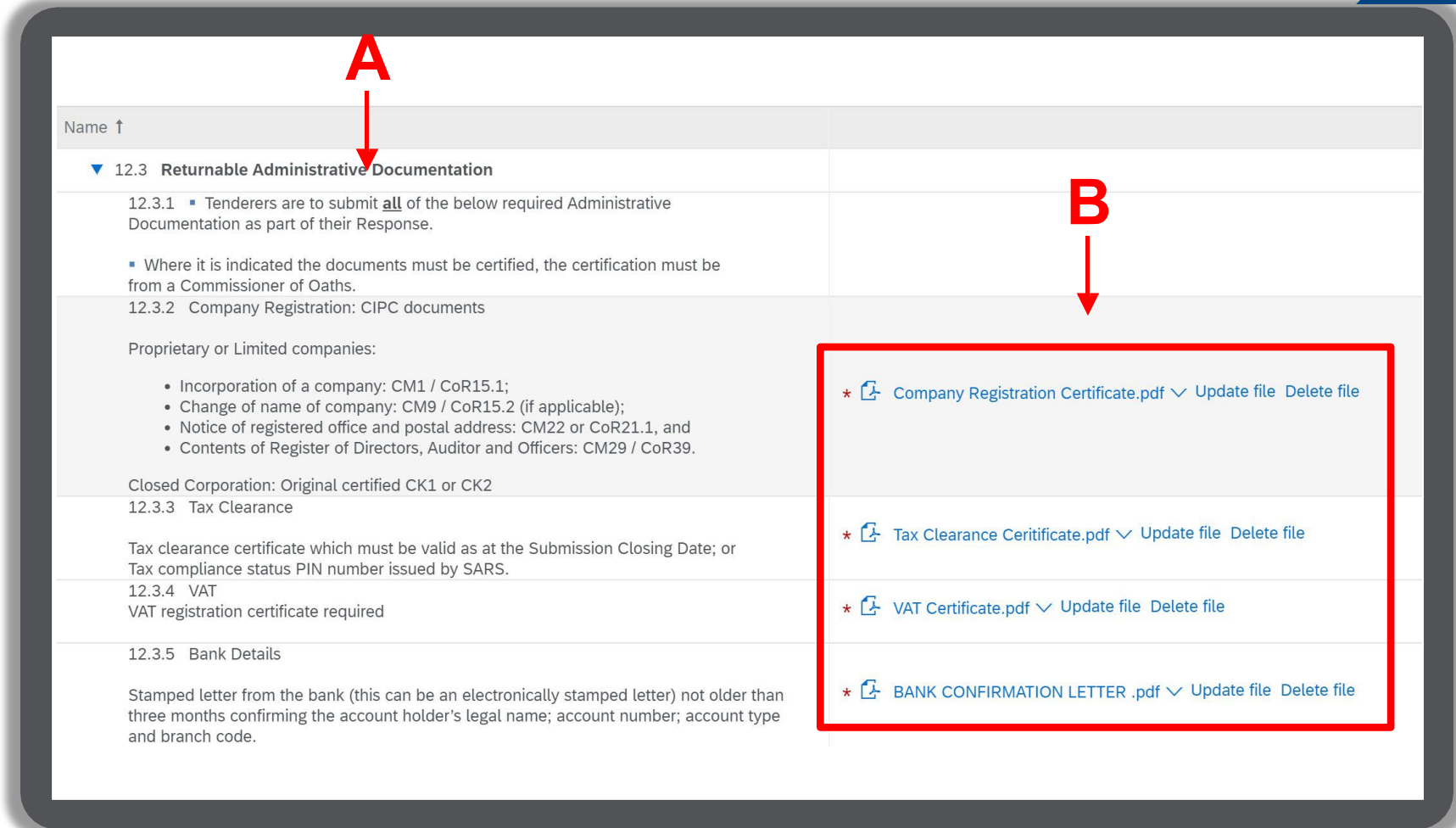
**B**

## 23. Complete the **Returnable Administrative Documentation**.


- A. Complete the required documents under each section starting from **12.3.1** to **12.3.12**
- B. Upload the required documents by clicking **“Update file”** in each section.


### Note:


*All fields marked with \* are mandatory fields and must be completed. Make sure you have completed all sections and uploaded all the required supporting documentation.*




Name ↑	
▼ 12.3 Returnable Administrative Documentation	
12.3.1 Tenderers are to submit <u>all</u> of the below required Administrative Documentation as part of their Response.	
Where it is indicated the documents must be certified, the certification must be from a Commissioner of Oaths.	
12.3.2 Company Registration: CIPC documents	
Proprietary or Limited companies:	
<ul style="list-style-type: none"> <li>Incorporation of a company: CM1 / CoR15.1;</li> <li>Change of name of company: CM9 / CoR15.2 (if applicable);</li> <li>Notice of registered office and postal address: CM22 or CoR21.1, and</li> <li>Contents of Register of Directors, Auditor and Officers: CM29 / CoR39.</li> </ul>	
Closed Corporation: Original certified CK1 or CK2	
12.3.3 Tax Clearance	
Tax clearance certificate which must be valid as at the Submission Closing Date; or Tax compliance status PIN number issued by SARS.	
12.3.4 VAT	
VAT registration certificate required	
12.3.5 Bank Details	
Stamped letter from the bank (this can be an electronically stamped letter) not older than three months confirming the account holder's legal name; account number; account type and branch code.	

\*  Company Registration Certificate.pdf ▾ Update file Delete file

\*  Tax Clearance Certificate.pdf ▾ Update file Delete file

\*  VAT Certificate.pdf ▾ Update file Delete file

\*  BANK CONFIRMATION LETTER .pdf ▾ Update file Delete file



# HOW TO RESPOND TO RFPs

B

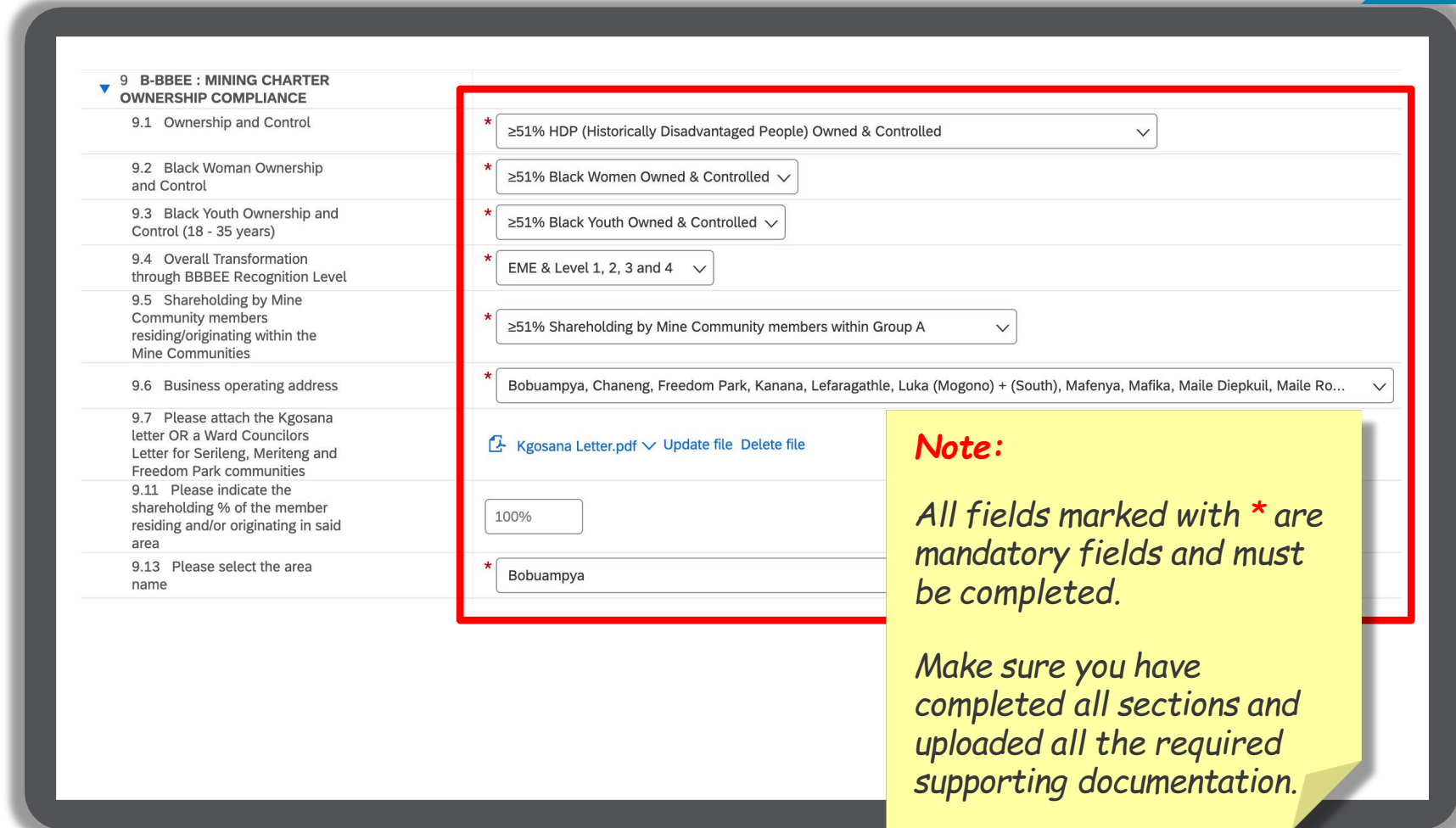
## Completing the RFP

### 24. Complete the “B-BBEE Mining Charter Ownership Compliance” section.

Select the most appropriate information pertaining to your company’s BBEE status from the drop-down menu.

Select your correct communities if you have shareholders residing / originating from Mine Communities

Upload the required documents by clicking on “**Update file**” in each section.



9 B-BBEE : MINING CHARTER OWNERSHIP COMPLIANCE	
9.1 Ownership and Control	* ≥51% HDP (Historically Disadvantaged People) Owned & Controlled
9.2 Black Woman Ownership and Control	* ≥51% Black Women Owned & Controlled
9.3 Black Youth Ownership and Control (18 - 35 years)	* ≥51% Black Youth Owned & Controlled
9.4 Overall Transformation through BBEE Recognition Level	* EME & Level 1, 2, 3 and 4
9.5 Shareholding by Mine Community members residing/originating within the Mine Communities	* ≥51% Shareholding by Mine Community members within Group A
9.6 Business operating address	* Bobuampya, Chaneng, Freedom Park, Kanana, Lefaragathle, Luka (Mogono) + (South), Mafenya, Mafika, Maile Diepkuil, Maile Ro...
9.7 Please attach the Kgosana letter OR a Ward Councilors Letter for Serileng, Meriteng and Freedom Park communities	<a href="#">Kgosana Letter.pdf</a> <a href="#">Update file</a> <a href="#">Delete file</a>
9.11 Please indicate the shareholding % of the member residing and/or originating in said area	100%
9.13 Please select the area name	* Bobuampya

**Note:**  
 All fields marked with \* are mandatory fields and must be completed.  
 Make sure you have completed all sections and uploaded all the required supporting documentation.

# HOW TO RESPOND TO RFPS

**B**

## 25. Complete the **B-BBEE: Mining Charter Ownership Compliance** section.

Select the most appropriate information pertaining to your company's BBBEE status:

- Click on the drop-down menu and select your options. Complete sections **13.2** to **13.15**

### Note:

All fields marked with \* are mandatory and must be completed. Make sure you have completed all sections and uploaded all the required supporting documentation.

Name ↑	
▼ 13 B-BBEE : MINING CHARTER OWNERSHIP COMPLIANCE	
13.2 International Suppliers: Suppliers not local to South Africa must select the International Supplier option for the BEE related questions	
13.3 Ownership and Control	* ≥51% HDP (Historically Disadvantaged People) Owned & Controlled ▼
13.4 Black Woman Ownership and Control	* ≥51% Black Women Owned & Controlled ▼
13.5 Black Youth Ownership and Control (18 - 35 years)	* <51% Black Youth Owned & Controlled ▼
13.6 Overall Transformation through BBBEE Recognition Level	* QSE & Level 1, 2, 3 and 4 ▼

# HOW TO RESPOND TO RFPS


B

## 26. Complete the **Joint Ventures: Incorporated and Un-incorporated** section.

Upload the required documents by clicking **“Upload file”** in each section from **14.2.1** to **14.3**.

### Note:

*All fields marked with \* are mandatory and must be completed. Make sure you have completed all sections and uploaded all the required supporting documentation.*

Name ↑	
▼ 14 JOINT VENTURES: INCORPORATED AND UN-INCORPORATED JOINT VENTURES/CONSORTIUMS	
▼ 14.2 CONDITIONS OF TENDER (JV PARTNER)	
14.2.1 Incorporated Joint Ventures	
REMOVE THIS SECTION IF NOT APPLICABLE	
If Tenderers intend to respond as an incorporated Joint Venture (JV) the Tenderer must provide, in addition to all other requirements of this RFP, the following:	
<ul style="list-style-type: none"> <li>• The JV ownership percentages, including details of the governing board of the JV.</li> <li>• The role that each partner will play within the JV including which JV partner will be responsible for which element of the proposed solution.</li> </ul>	
Please attach the relevant documents	<div>  Incorporated Joint Ventures .pdf         </div>

# HOW TO RESPOND TO RFPS

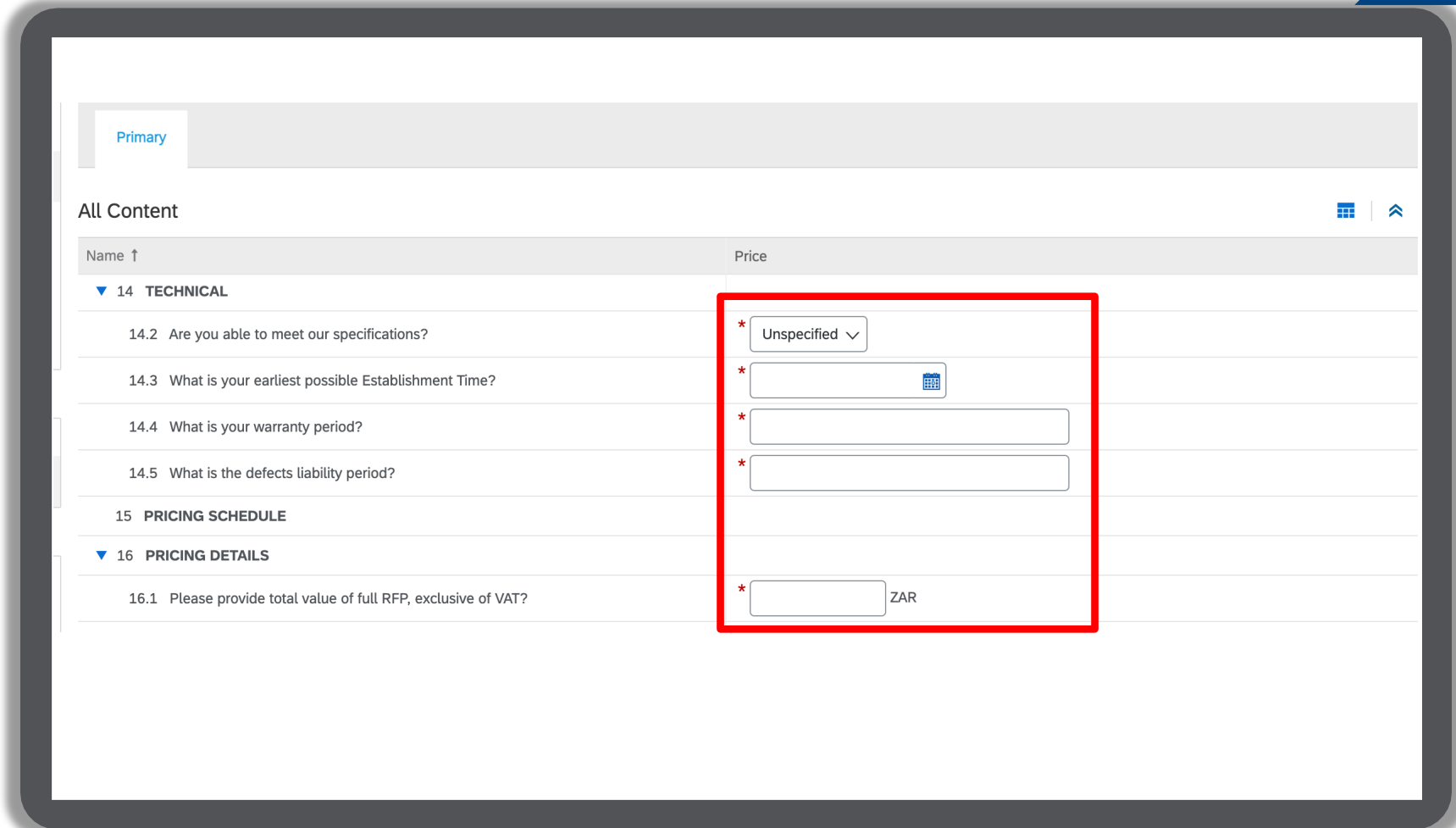
B

## 27. Complete the **Technical** section.

Answer all the RFP's technical questions as required.

### Note:

*All fields marked with \* are mandatory and must be completed. Make sure you have completed all sections and uploaded all the required supporting documentation.*



The screenshot shows the SAP Ariba RFP response form. The 'Primary' tab is selected. The 'All Content' section is visible, showing a table with columns 'Name' and 'Price'. The table is expanded to show section 14, 'TECHNICAL'. The table contains the following rows:

Name	Price
14.2 Are you able to meet our specifications?	* Unspecified
14.3 What is your earliest possible Establishment Time?	* [Date Picker]
14.4 What is your warranty period?	* [Text Field]
14.5 What is the defects liability period?	* [Text Field]
15 PRICING SCHEDULE	
16 PRICING DETAILS	
16.1 Please provide total value of full RFP, exclusive of VAT?	* [Text Field] ZAR

A red box highlights the mandatory fields marked with an asterisk (\*).

# HOW TO RESPOND TO RFPS

B

## 28. Complete the **Pricing Schedule and Pricing Details** section.

Enter the prices of your products/services

### Note:

All fields marked with \* are mandatory and must be completed. Make sure you have completed all sections and uploaded all the required supporting documentation.

15 PRICING SCHEDULE	
▼ 16 PRICING DETAILS	
16.1 Please provide total value of full RFP, exclusive of VAT?	* <input type="text"/> ZAR
16.3 WEDGE:TIMBER;SQUARE;THK (70-80)MM;550MM ▼ More... +	* <input type="text"/> ZAR
16.4 SAW:TIMBER REFURBISHED;HPE;XNP008000 ▼ More... +	* <input type="text"/> ZAR
16.5 HANG:DOOR:813x2032MM HIGH HUNG:TBR FRAME ▼ More... +	* <input type="text"/> ZAR
16.6 RENEW:TIMBER SKIRTS:QUADRANT MATCHED ▼ More... +	* <input type="text"/> ZAR
16.7 REPLACE:DOOR;SAPELE;FIBB TIMBER ▼ More... +	* <input type="text"/> ZAR
▶ 17 PRICING DETAILS - BOQ ALTERNATIVE PROPOSALS (CAPITAL)	
▼ 18 THANK YOU!	
18.1 We appreciate your time and effort to respond to this RFP.	
(*) indicates a required field	
<input type="button" value="Submit Entire Response"/> <input type="button" value="Update Totals"/> <input type="button" value="Save draft"/> <input type="button" value="Compose Message"/> <input type="button" value="Excel Import"/>	

# HOW TO RESPOND TO RFPs – EXCEL DOWNLOAD

B

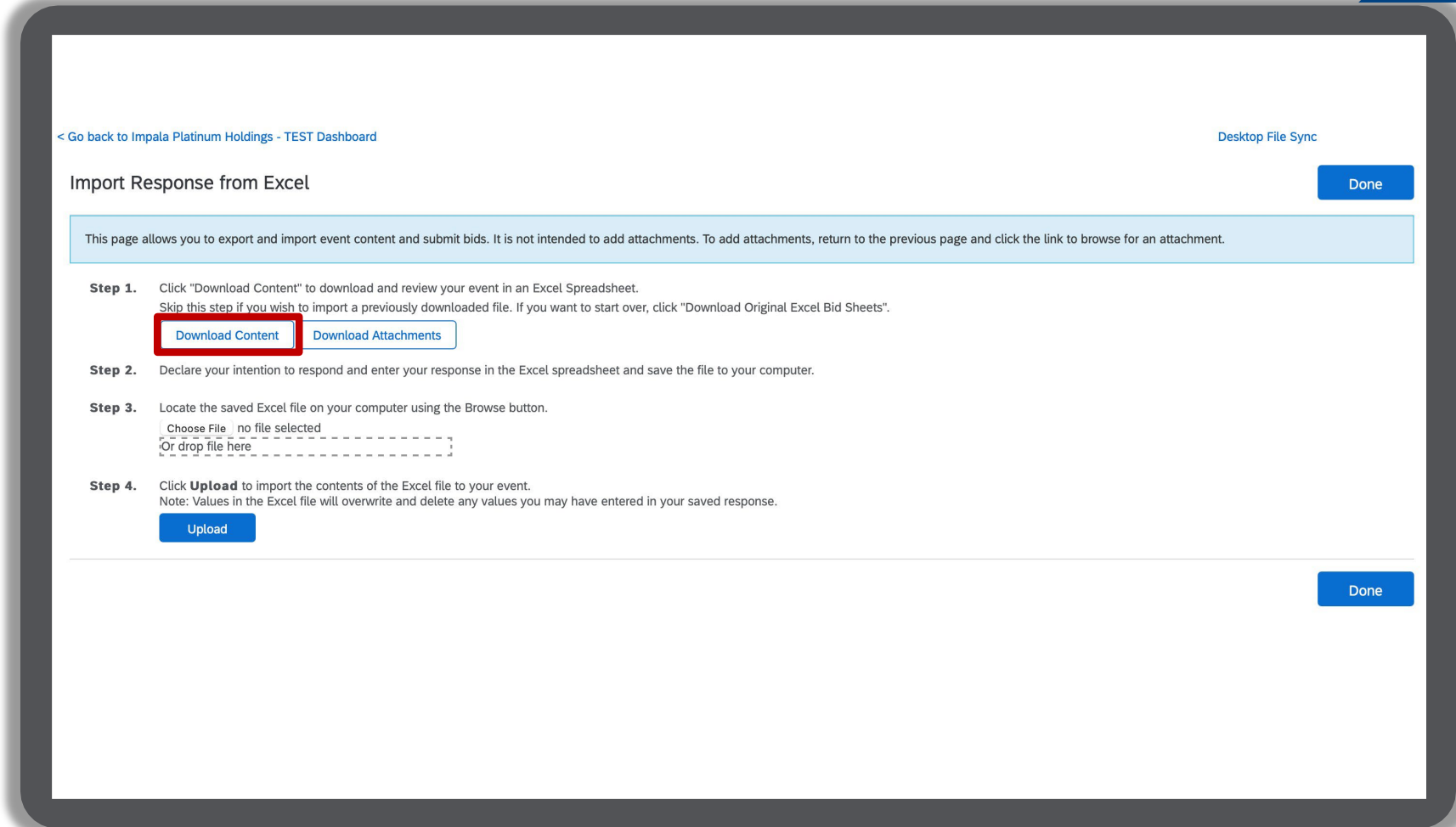
29. If there are many line items on the RFP, it maybe easier to download the RFP to Excel, maintain it there and upload back into Ariba.

To do this, click **“Excel Import”**, at the bottom of the screen.

15 PRICING SCHEDULE		
▼ 16 PRICING DETAILS		
16.1 Please provide total value of full RFP, exclusive of VAT?		* <input type="text"/> ZAR
16.3 WEDGE:TIMBER;SQUARE;THK (70-80)MM;550MM ▼	More... +	* <input type="text"/> ZAR
16.4 SAW:TIMBER REFURBISHED;HPE;XNP008000 ▼	More... +	* <input type="text"/> ZAR
16.5 HANG:DOOR:813x2032MM HIGH HUNG:TBR FRAME ▼	More... +	* <input type="text"/> ZAR
16.6 RENEW:TIMBER SKIRTS:QUADRANT MATCHED ▼	More... +	* <input type="text"/> ZAR
16.7 REPLACE:DOOR;SAPELE;FIBB TIMBER ▼	More... +	* <input type="text"/> ZAR
▶ 17 PRICING DETAILS - BOQ ALTERNATIVE PROPOSALS (CAPITAL)		
▼ 18 THANK YOU!		
18.1 We appreciate your time and effort to respond to this RFP.		
(*) indicates a required field		
<div> <input type="button" value="Submit Entire Response"/> <input type="button" value="Update Totals"/> <input type="button" value="Save draft"/> <input type="button" value="Compose Message"/> <input type="button" value="Excel Import"/> </div>		

# HOW TO RESPOND TO RFPs – EXCEL DOWNLOAD

30. Click “**Download Content**” to download the RFP content into Excel.



< Go back to Impala Platinum Holdings - TEST Dashboard

Desktop File Sync

### Import Response from Excel

Done

This page allows you to export and import event content and submit bids. It is not intended to add attachments. To add attachments, return to the previous page and click the link to browse for an attachment.

**Step 1.** Click "Download Content" to download and review your event in an Excel Spreadsheet.  
Skip this step if you wish to import a previously downloaded file. If you want to start over, click "Download Original Excel Bid Sheets".

[Download Content](#) [Download Attachments](#)

**Step 2.** Declare your intention to respond and enter your response in the Excel spreadsheet and save the file to your computer.

**Step 3.** Locate the saved Excel file on your computer using the Browse button.

Choose File no file selected  
Or drop file here

**Step 4.** Click **Upload** to import the contents of the Excel file to your event.  
Note: Values in the Excel file will overwrite and delete any values you may have entered in your saved response.

Upload

Done

# HOW TO RESPOND TO RFPs – EXCEL DOWNLOAD

B

31. Open the downloaded RFP document in Excel.

Navigate to the **"Pricing Details"** tab and update your prices in the price column.

Enter the **total value** of the RFP in column C.

**Save your document** when done, ready to be uploaded back into Ariba.

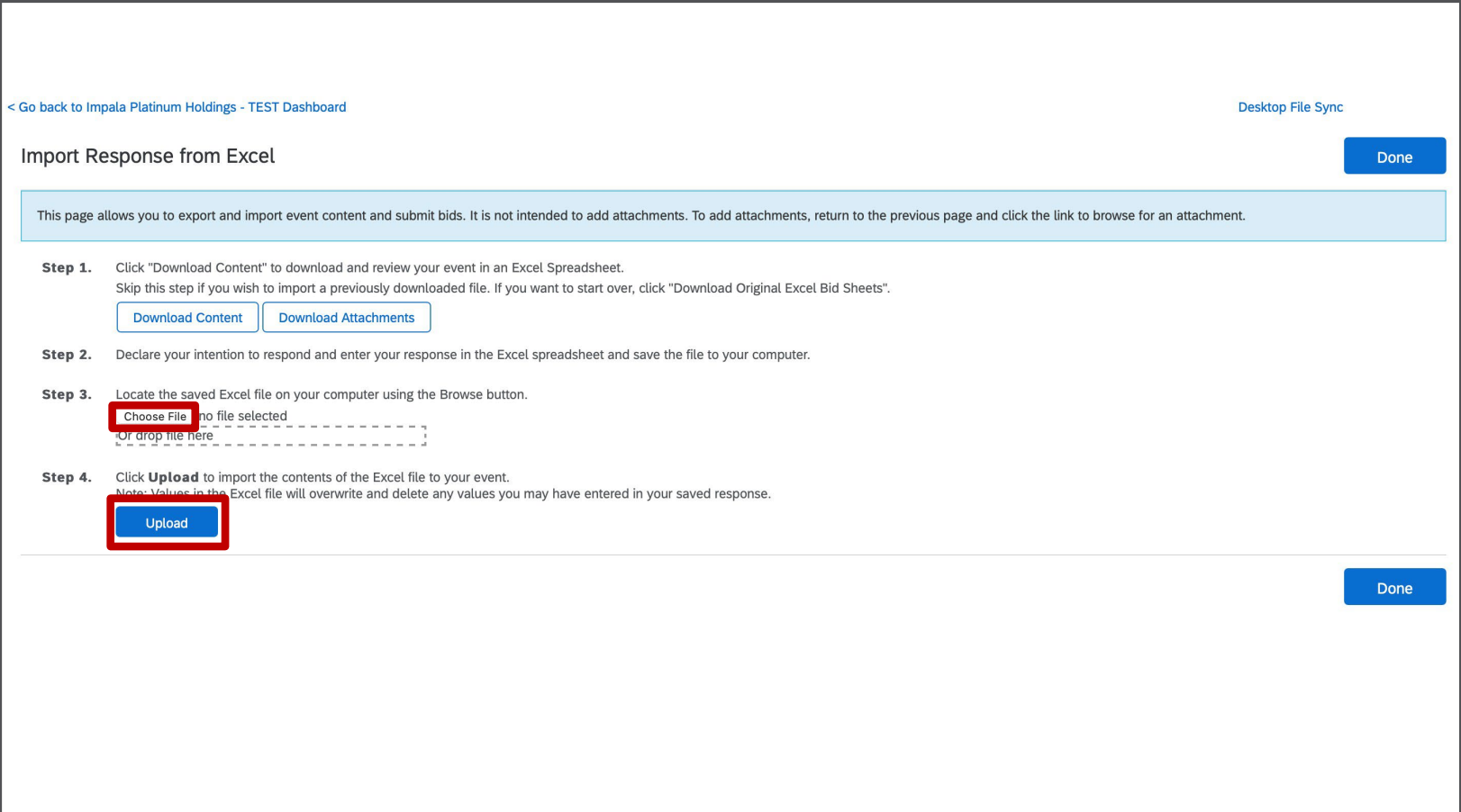
A1															
Number															
Number	Name	Answer	Description	Currency	Unit of Measure	Price	Quantity	VAT Codes	Requested Delivery Date	Comment	Comments	Supplier Part Id	Lead Time	LongDescription	OrderUnit
16.1	Please provide total value of full RFP, exclusive of VAT?														
16.3	WEDGE:TIMBER:SQUARE:THK (70-80)MM,550MM		WEDGE:TIMBER:SQUARE:THK (70-80)MM,550MM	ZAR	each		5	J1 15% Input VAT						WEDGE: material: TIMBER; style: SQUARE; size: THK (70-80) MM; length: 550 MM; MNF: MONDI MINING SUPPLIES	
16.4	SAW:TIMBER REFURBISHED;HPE:XP008000		SAW:TIMBER REFURBISHED;HPE:XP008000	ZAR	each		4	J1 15% Input VAT						SAW:TIMBER REFURBISHED;H YDROPOWER;MF R:HPE:PIN:XP008000	
16.5	HANG:DOOR:813x2032MM HIGH HUNG:TBR FRAME		HANG:DOOR:813x2032MM HIGH HUNG:TBR FRAME	ZAR	each		5	J1 15% Input VAT						HANG: DOOR: Dimensions: 813x2032mm HIGH HUNG: TIMBER FRAME: Type: 44mm THICKWROUGHT MERANTI FRAMED: LEDGED AND BRACED BATTEN DOORS WITH 44 X 115mm TOP RAIL AND STILES: 22 X 150mm MIDDLE LEDGE AND BRACES AND 22 X 230mm BOTTOM RAIL FILLED IN WITH 22mm V-JOINTE	
16.6	RENEW:TIMBER SKIRTS:QUADRANT MATCHED		RENEW:TIMBER SKIRTS:QUADRANT MATCHED	ZAR	each		4	J1 15% Input VAT						RENEW:TIMBER SKIRTS:QUADRANT TO MATCHING EXISTING;Service type:CIVIL MAINTENANCE;JOINERY	
16.7	REPLACE:DOOR:SAPELE:FIBB TIMBER		REPLACE:DOOR:SAPELE:FIBB TIMBER	ZAR	Activity unit		5	J1 15% Input VAT						REPLACE:DOOR: material: SAPELE FIBB; TIMBER; FFT: USE EXISTING LOCKSET AND REDECORATE	



# HOW TO RESPOND TO RFPs – EXCEL DOWNLOAD

## 32. Click “Choose File” in Step 3

Select your file from your desktop, and then click “**Upload**” to submit your RFP back into SAP Ariba.



< Go back to Impala Platinum Holdings - TEST Dashboard

Desktop File Sync

### Import Response from Excel

Done

This page allows you to export and import event content and submit bids. It is not intended to add attachments. To add attachments, return to the previous page and click the link to browse for an attachment.

**Step 1.** Click "Download Content" to download and review your event in an Excel Spreadsheet. Skip this step if you wish to import a previously downloaded file. If you want to start over, click "Download Original Excel Bid Sheets".

Download Content Download Attachments

**Step 2.** Declare your intention to respond and enter your response in the Excel spreadsheet and save the file to your computer.

**Step 3.** Locate the saved Excel file on your computer using the Browse button.

Choose File no file selected

Or drop file here

**Step 4.** Click **Upload** to import the contents of the Excel file to your event. Note: Values in the Excel file will overwrite and delete any values you may have entered in your saved response.

Upload

Done

# HOW TO RESPOND TO RFPs – EXCEL DOWNLOAD

B

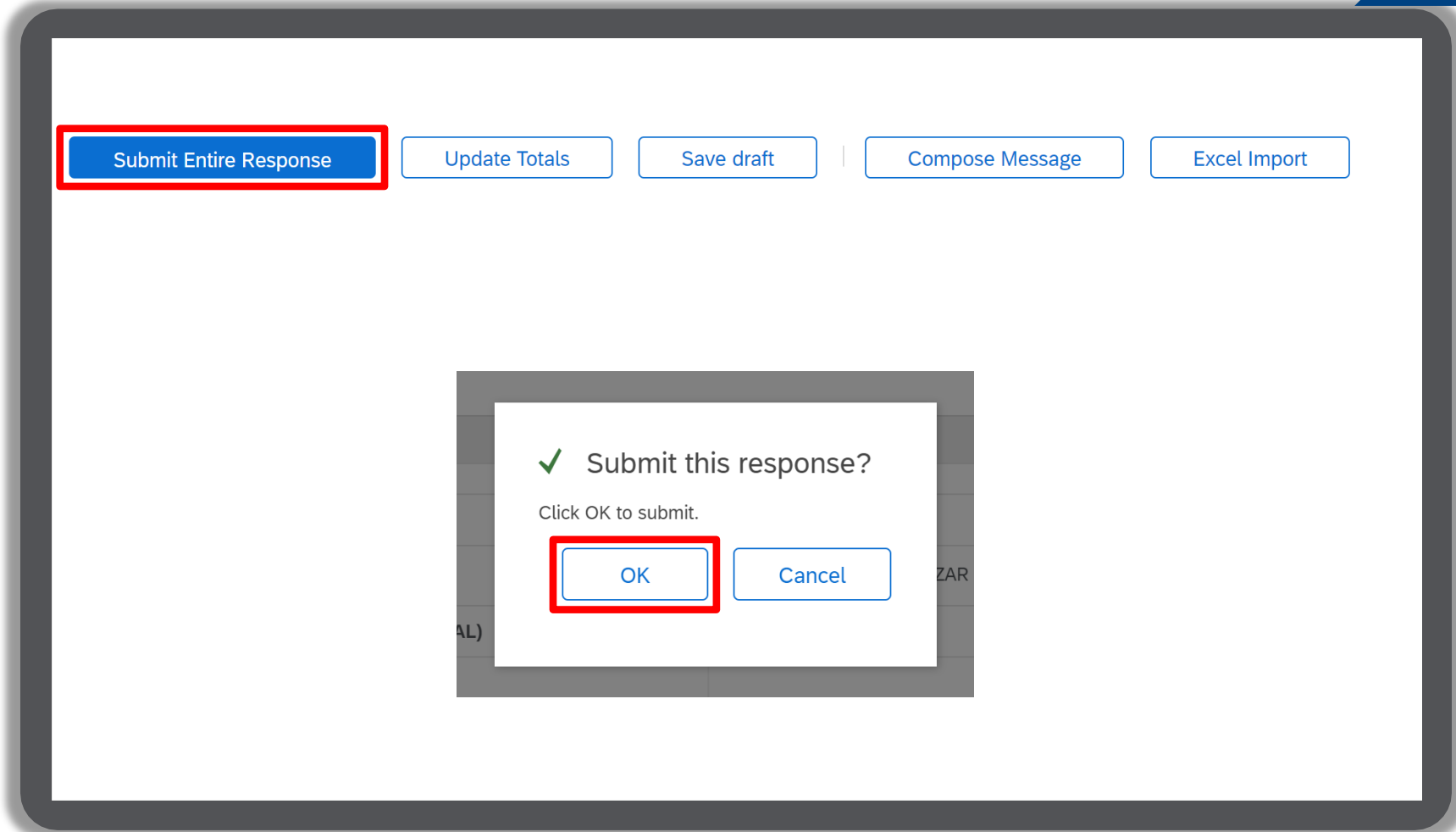
33. Once successfully uploaded, your prices are loaded into Ariba.

15 PRICING SCHEDULE									
▼ 16 PRICING DETAILS <span style="float: right;">536,050.00 ZAR</span>									
16.1 Please provide total value of full RFP, exclusive of VAT?		* <input type="text" value="11,791.00"/>		ZAR					
16.3 WEDGE:TIMBER;SQUARE;THK (70-80)MM;550MM		* <input type="text" value="500.00"/>		ZAR 50 each		25,000.00 ZAR	J1 15% Input VAT	<input type="text"/>	<input type="text"/>
16.4 SAW:TIMBER REFURBISHED;HPE;XNP008000		* <input type="text" value="700.00"/>		ZAR 45 each		31,500.00 ZAR	J1 15% Input VAT	<input type="text"/>	<input type="text"/>
16.5 HANG:DOOR:813x2032MM HIGH HUNG:TBR FRAME		* <input type="text" value="1,500.00"/>		ZAR 50 each		75,000.00 ZAR	J1 15% Input VAT	<input type="text"/>	<input type="text"/>
16.6 RENEW:TIMBER SKIRTS:QUADRANT MATCHED		* <input type="text" value="5,000.00"/>		ZAR 40 each		200,000.00 ZAR	J1 15% Input VAT	<input type="text"/>	<input type="text"/>
16.7 REPLACE:DOOR;SAPELE;FIBB TIMBER		* <input type="text" value="4,091.00"/>		ZAR 50 Activity unit		204,550.00 ZAR	J1 15% Input VAT	<input type="text"/>	<input type="text"/>
17 PRICING DETAILS - BOQ ALTERNATIVE PROPOSALS (CAPITAL)									
▼ 18 THANK YOU!									
18.1 We appreciate your time and effort to respond to this RFP.									
(*) indicates a required field									
<div> <input type="button" value="Submit Entire Response"/> <input type="button" value="Update Totals"/> <input type="button" value="Save draft"/> <input type="button" value="Compose Message"/> <input type="button" value="Excel Import"/> </div>									

# HOW TO RESPOND TO RFPs

**B**

34. Once you are satisfied with your responses, click **“Submit Entire Response”**.
35. Click **“OK”** to confirm the submission of your response.



The screenshot displays the SAP Ariba interface for submitting a response. At the top, there is a horizontal bar with five buttons: "Submit Entire Response", "Update Totals", "Save draft", "Compose Message", and "Excel Import". The "Submit Entire Response" button is highlighted with a red rectangular border. Below this bar, a confirmation dialog box is shown. The dialog box has a green checkmark icon and the text "Submit this response?". Below this, it says "Click OK to submit." At the bottom of the dialog box, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red rectangular border.

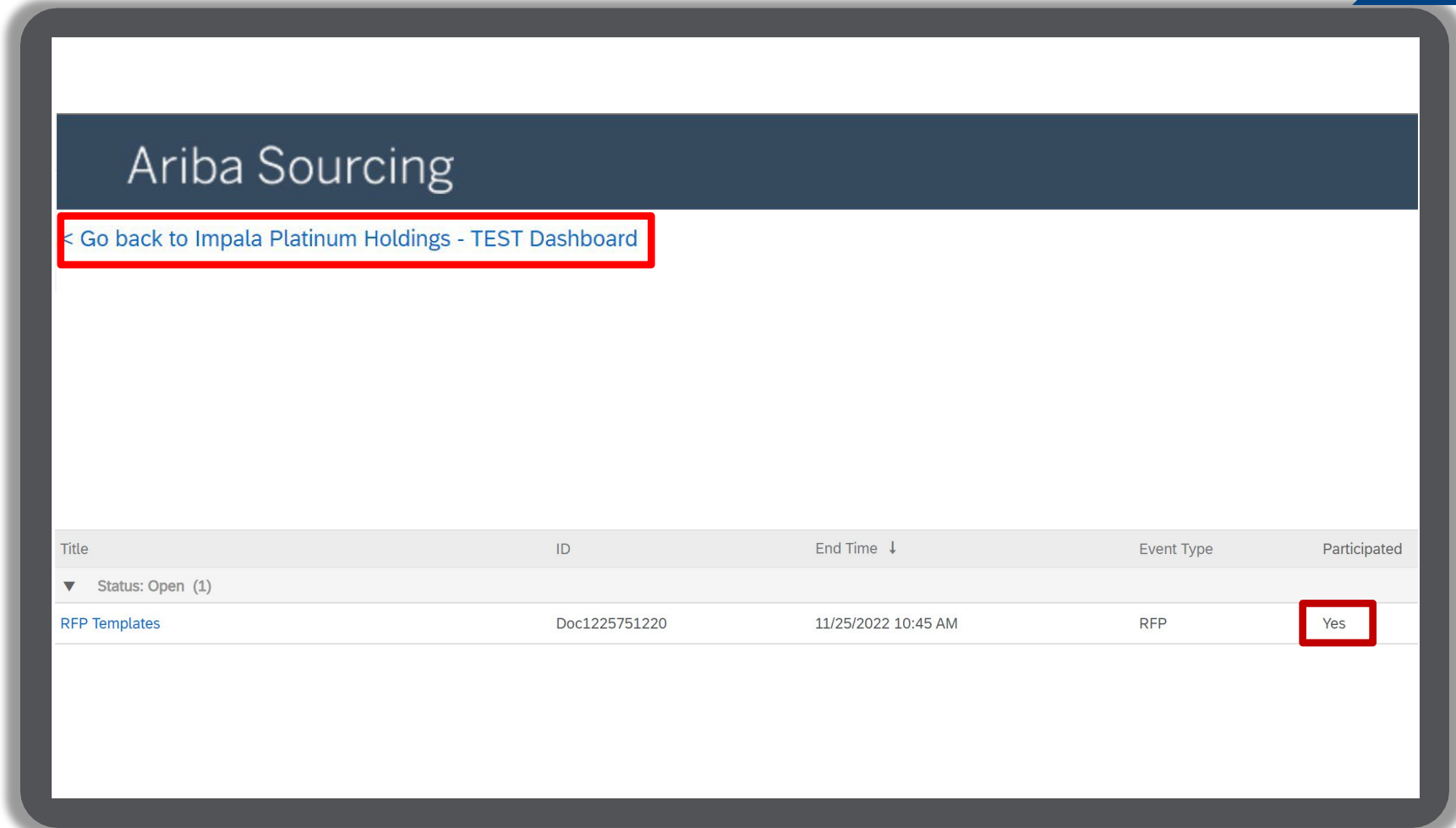
# HOW TO RESPOND TO RFPS

B

36. Click **“Go back to Impala Platinum Holdings”** to return to your home page.
37. The participation status of the event will reflect as **“Yes”**.

**Note:**

*Implats will review your submitted bid and revert back to you via e-mail to confirm whether you have succeeded or lost the bid.*



The screenshot shows the Ariba Sourcing interface. At the top, there is a dark blue header with the text "Ariba Sourcing". Below the header, there is a red-bordered button that says "< Go back to Impala Platinum Holdings - TEST Dashboard". Below this, there is a table with the following columns: Title, ID, End Time ↓, Event Type, and Participated. The table has one row with the following data: Title: RFP Templates, ID: Doc1225751220, End Time: 11/25/2022 10:45 AM, Event Type: RFP, and Participated: Yes. The "Yes" in the Participated column is highlighted with a red border.

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1)				
RFP Templates	Doc1225751220	11/25/2022 10:45 AM	RFP	Yes

# OVERVIEW

**A** HIGH LEVEL RFP PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS  
REQUEST FOR PROPOSALS (RFPs)

**C** HOW TO RESPOND TO IMPLATS  
RFPs THAT ALLOW ALTERNATIVE  
RESPONSES

**D** HOW TO RESPOND TO IMPLATS  
BOQ RFPs

**E** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

**F** HOW TO REVISE A SUBMITTED  
RFP RESPONSE

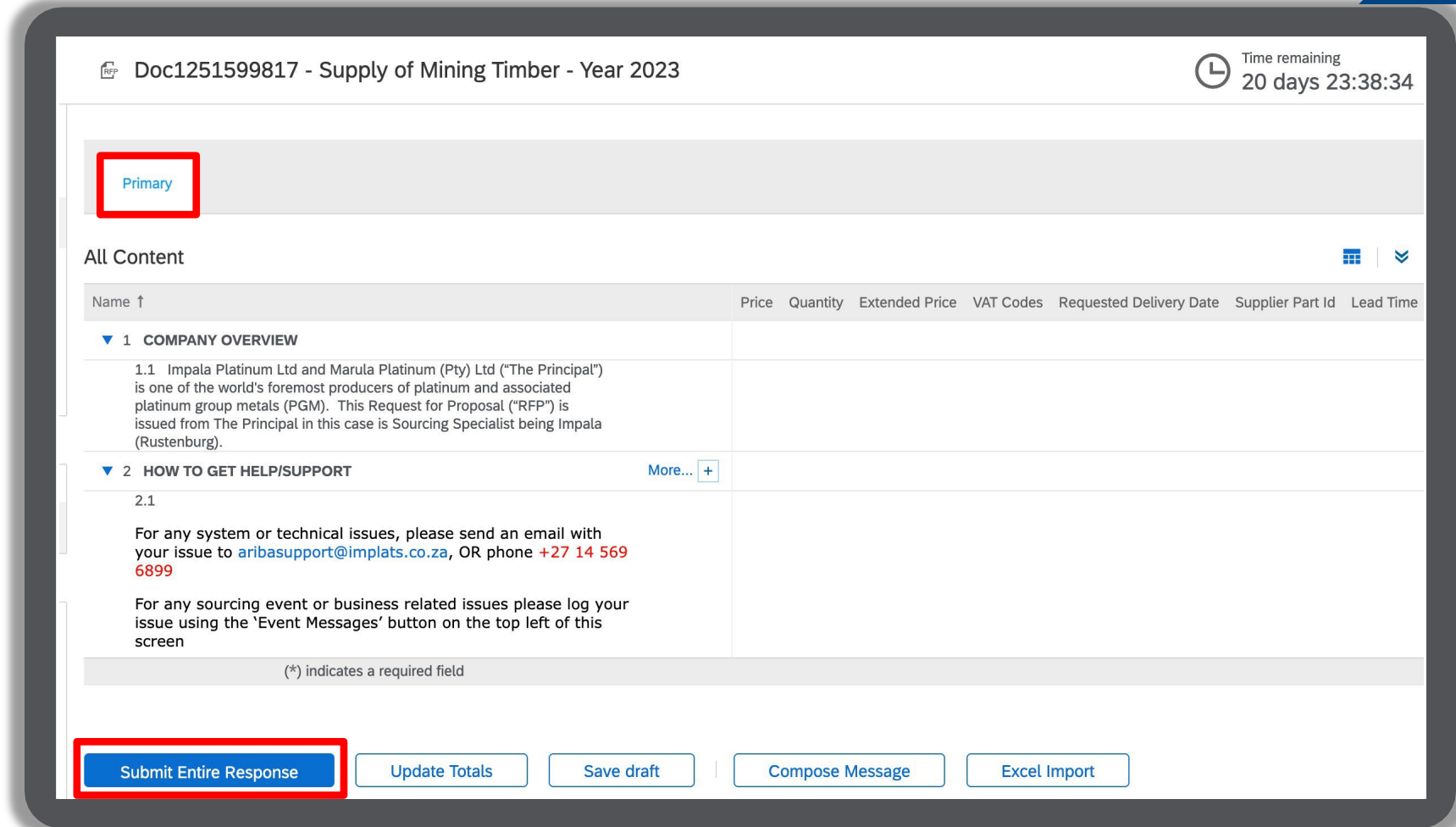
**G** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

# HOW TO RESPOND TO RFPs WITH ALTERNATIVE RESPONSES

1. If you receive an RFP that allows you to provide alternative responses to what was requested, proceed as follows:

Firstly, you must fully respond to and submit your response to the original request by Implats (also called the Primary response).

Follow the steps as indicated in the **“How to Respond to RFPs”** section.



Doc1251599817 - Supply of Mining Timber - Year 2023

Time remaining  
20 days 23:38:34

Primary

All Content

Name ↑	Price	Quantity	Extended Price	VAT Codes	Requested Delivery Date	Supplier Part Id	Lead Time
▼ 1 COMPANY OVERVIEW							
1.1 Impala Platinum Ltd and Marula Platinum (Pty) Ltd ("The Principal") is one of the world's foremost producers of platinum and associated platinum group metals (PGM). This Request for Proposal ("RFP") is issued from The Principal in this case is Sourcing Specialist being Impala (Rustenburg).							
▼ 2 HOW TO GET HELP/SUPPORT <a href="#">More...</a> +							
2.1							
For any system or technical issues, please send an email with your issue to <a href="mailto:aribasupport@implats.co.za">aribasupport@implats.co.za</a> , OR phone +27 14 569 6899							
For any sourcing event or business related issues please log your issue using the 'Event Messages' button on the top left of this screen							

(\*) indicates a required field

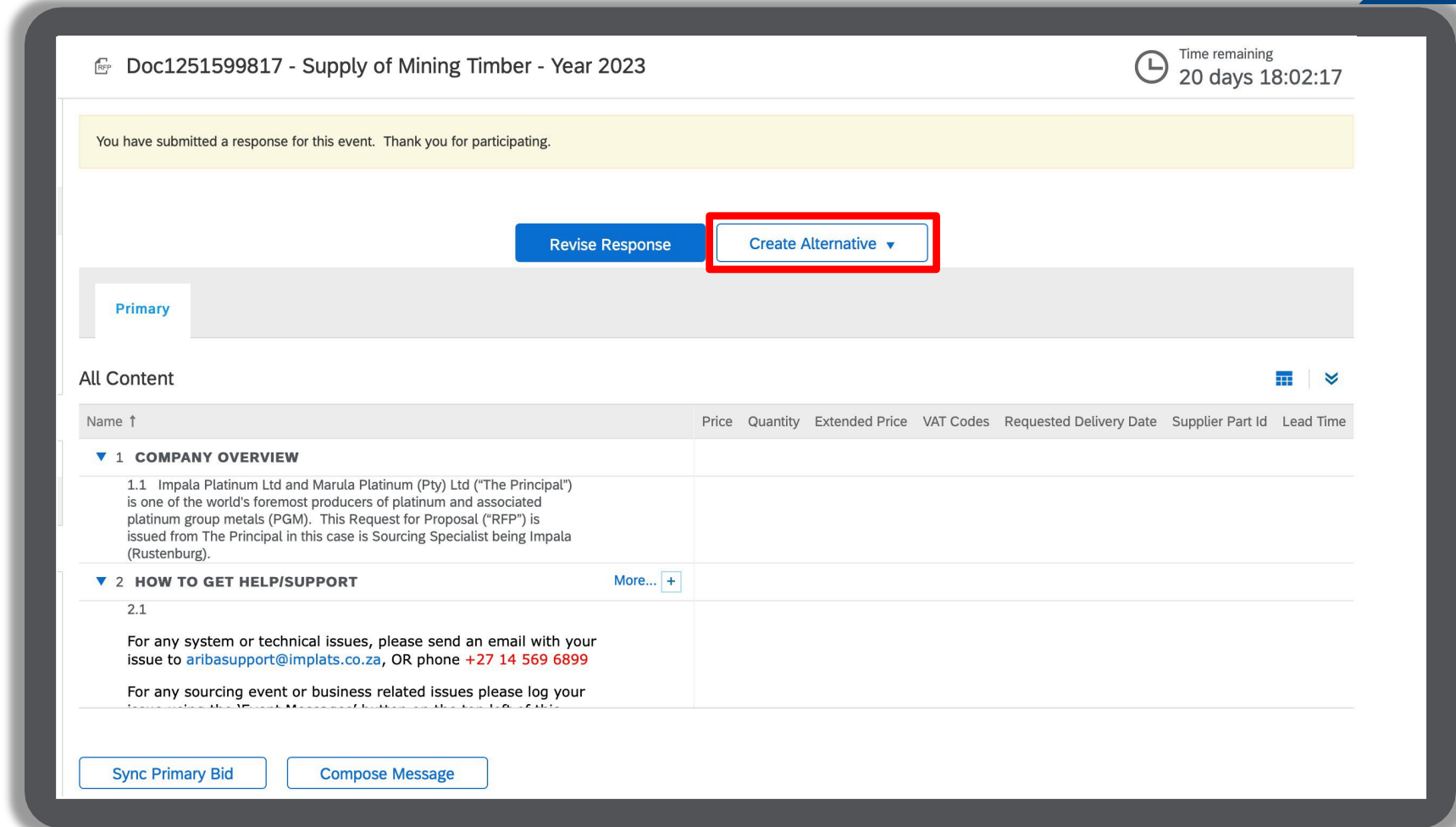
Submit Entire Response Update Totals Save draft Compose Message Excel Import

# HOW TO RESPOND TO RFPs WITH ALTERNATIVE RESPONSES

- After you have submitted the primary response, you can then go back to your RFP, and provide an alternative response.

Click **“Create Alternative”** and then select **“Pricing Alternative”**.

The “Create Alternative” tab only appears when Implats sets the RFP to allow alternative responses.



Doc1251599817 - Supply of Mining Timber - Year 2023

Time remaining  
20 days 18:02:17

You have submitted a response for this event. Thank you for participating.

Revise Response Create Alternative ▾

Primary

All Content

Name ↑	Price	Quantity	Extended Price	VAT Codes	Requested Delivery Date	Supplier Part Id	Lead Time
▼ 1 COMPANY OVERVIEW							
1.1 Impala Platinum Ltd and Marula Platinum (Pty) Ltd (“The Principal”) is one of the world's foremost producers of platinum and associated platinum group metals (PGM). This Request for Proposal (“RFP”) is issued from The Principal in this case is Sourcing Specialist being Impala (Rustenburg).							
▼ 2 HOW TO GET HELP/SUPPORT More... +							
2.1							
For any system or technical issues, please send an email with your issue to <a href="mailto:aribasupport@implats.co.za">aribasupport@implats.co.za</a> , OR phone +27 14 569 6899							
For any sourcing event or business related issues please log your							

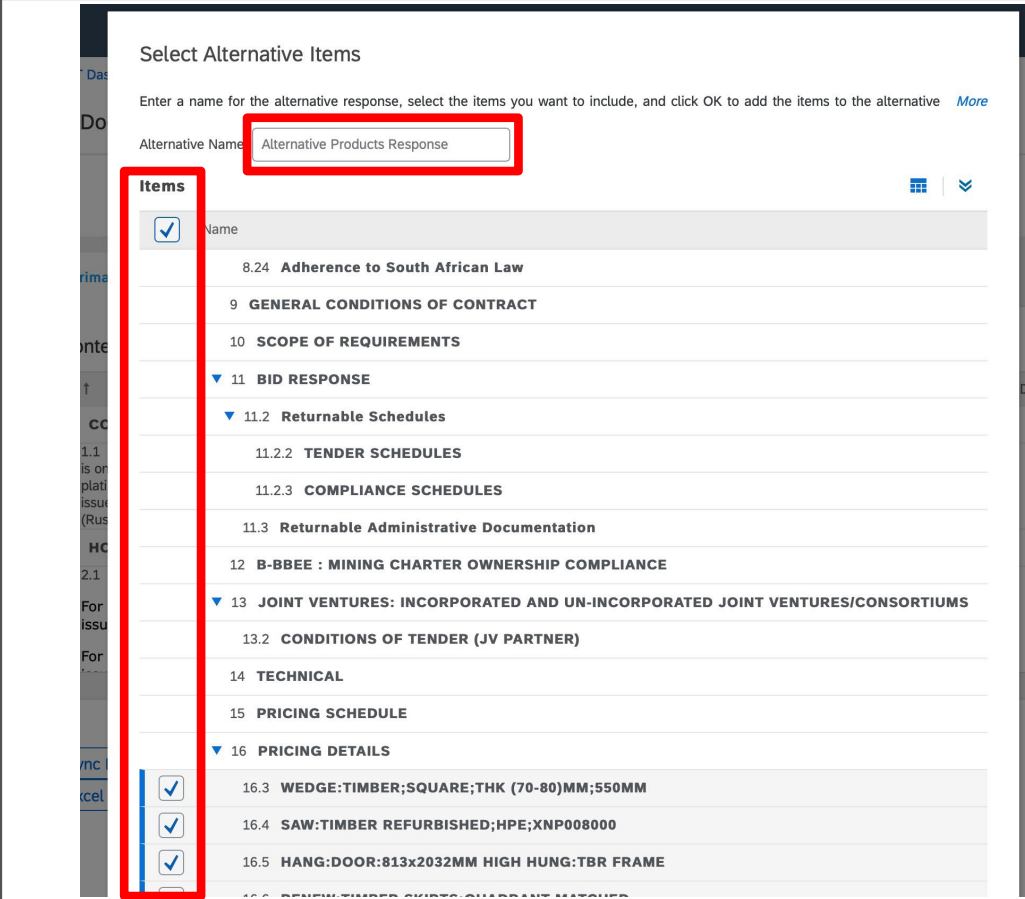
Sync Primary Bid Compose Message

# HOW TO RESPOND TO RFPs WITH ALTERNATIVE PRICING

3. Enter the name of your alternative response.

Select line items by scrolling and clicking relevant tick boxes under “Items”.

Alternatively, click on the top tick box to select all the items.



Select Alternative Items

Enter a name for the alternative response, select the items you want to include, and click OK to add the items to the alternative [More](#)

Alternative Name:

Items	Name
<input checked="" type="checkbox"/>	8.24 Adherence to South African Law
<input type="checkbox"/>	9 GENERAL CONDITIONS OF CONTRACT
<input type="checkbox"/>	10 SCOPE OF REQUIREMENTS
<input type="checkbox"/>	11 BID RESPONSE
<input type="checkbox"/>	11.2 Returnable Schedules
<input type="checkbox"/>	11.2.2 TENDER SCHEDULES
<input type="checkbox"/>	11.2.3 COMPLIANCE SCHEDULES
<input type="checkbox"/>	11.3 Returnable Administrative Documentation
<input type="checkbox"/>	12 B-BBEE : MINING CHARTER OWNERSHIP COMPLIANCE
<input type="checkbox"/>	13 JOINT VENTURES: INCORPORATED AND UN-INCORPORATED JOINT VENTURES/CONSORTIUMS
<input type="checkbox"/>	13.2 CONDITIONS OF TENDER (JV PARTNER)
<input type="checkbox"/>	14 TECHNICAL
<input type="checkbox"/>	15 PRICING SCHEDULE
<input checked="" type="checkbox"/>	16 PRICING DETAILS
<input checked="" type="checkbox"/>	16.3 WEDGE:TIMBER;SQUARE;THK (70-80)MM;550MM
<input checked="" type="checkbox"/>	16.4 SAW:TIMBER REFURBISHED;HPE;XNP008000
<input checked="" type="checkbox"/>	16.5 HANG:DOOR:813x2032MM HIGH HUNG:TBR FRAME



# HOW TO RESPOND TO RFPs WITH ALTERNATIVE PRICING



4. Navigate to the “**Pricing Details**” section of the RFP to capture alternative prices.
- Enter the **alternative price** for each line item as well as the description of the alternative product in the “**Comments**” box.

Doc1251599817 - Supply of Mining Timber - Year 2023

Time remaining  
20 days 17:38:09

Create Alternative ▾

Primary

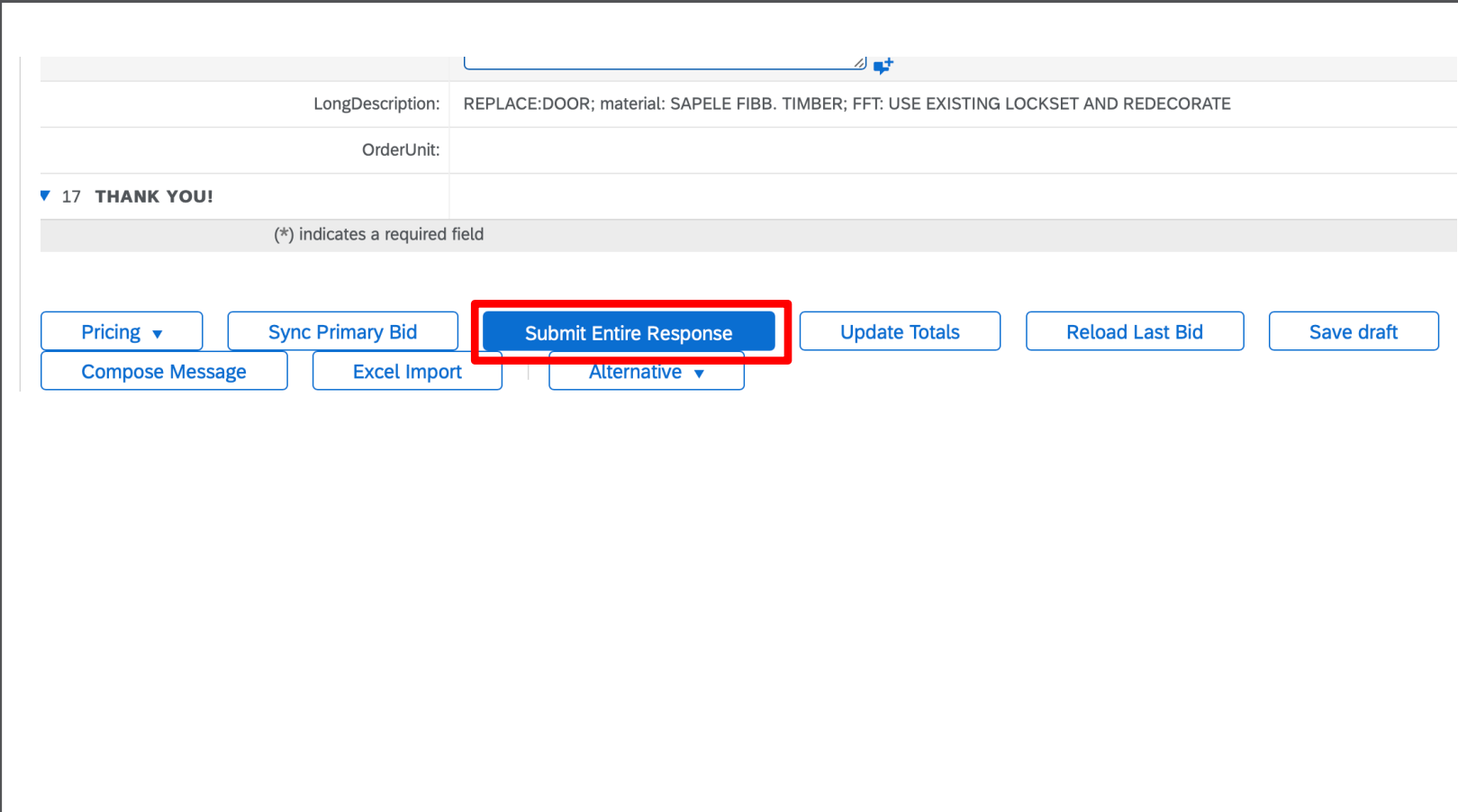
Alternative Products Response

All Content

Item Name	Price	Quantity	Extended Price
▼ 16 PRICING DETAILS			
16.3 WEDGE:TIMBER;SQUARE;THK (70-80)MM;550MM	* 1,500.00 ZAR	50 each	75,000.00 ZAR
WEDGE:TIMBER;SQUARE;THK (70-80)MM;550MM			
Comment:			
LongDescription: WEDGE: material: TIMBER; style: SQUARE; size: THK (70-80) MM; length: 550 MM; MNF: MONDI MINING SUPPLIES			
OrderUnit:			
16.4 SAW:TIMBER REFURBISHED;HPE;XNP008000	* 1,000.00 ZAR	45 each	45,000.00 ZAR
SAW:TIMBER REFURBISHED;HPE;XNP008000			
Comment:			

# HOW TO RESPOND TO RFPs WITH ALTERNATIVE PRICING

5. Click “**Submit Entire Response**” when done to submit your alternative response to Implats.



The screenshot displays the SAP Ariba RFP response interface. At the top, there is a header bar with a search icon. Below it, a table shows the 'LongDescription' as 'REPLACE:DOOR; material: SAPELE FIBB. TIMBER; FFT: USE EXISTING LOCKSET AND REDECORATE' and the 'OrderUnit' as an empty field. A section titled '17 THANK YOU!' is visible, followed by a note: '(\*) indicates a required field'. At the bottom, there is a row of buttons: 'Pricing ▼', 'Sync Primary Bid', 'Submit Entire Response' (highlighted with a red box), 'Update Totals', 'Reload Last Bid', and 'Save draft'. Below this row, there are three more buttons: 'Compose Message', 'Excel Import', and 'Alternative ▼'.

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RESPONSES

**D** HOW TO RESPOND TO IMPLATS  
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**E** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

**F** HOW TO REVISE A SUBMITTED  
RFP RESPONSE

**G** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

# HOW TO RESPOND TO BILL OF QUANTITY RFPs

D

1. If you receive an RFP that has a Bill of Quantity (BOQ) to respond to, follow these steps:

The BOQ summary sections are shown on the under the Pricing Details section.

Open the “**Pricing Details**” section of the RFP that has a BOQ and click “**Excel Import**”.

Doc1251652918 - BOQ Water Reservoir RFP - Jan 2023

Time remaining  
20 days 22:20:37

All Content

Name ↑	Price	VAT Codes	Extended Price	Quantity	Requested Delivery Date
▼ 1 PRICING DETAILS					
1.1 Please provide total value of full RFP, exclusive of VAT?		* <input type="text"/> ZAR			
▼ 1.3 25ML POTABLE WATER CONCRETE RESERVOIR AND ASSOCIATED SERVICES		More... + 1 Activity unit <input type="text"/>			
1.3.1 PRELIMINARY AND GENERAL		Less... - J1 15% Input VAT 1 each			
PRELIMINARY AND GENERAL		Comment:			
1.3.2 SITE CLEARANCE		More... + J1 15% Input VAT 1 each			
1.3.3 BULK EARTHWORKS		More... + J1 15% Input VAT 1 each			
1.3.4 25 ML RESERVOIR AND CHAMBERS		More... + J1 15% Input VAT 1 each			
▼ 2 THANK YOU!					
2.1 We appreciate your time and effort to respond to this RFI.					
(*) indicates a required field					

Submit Entire Response

Update Totals

Save draft

Compose Message

Excel Import

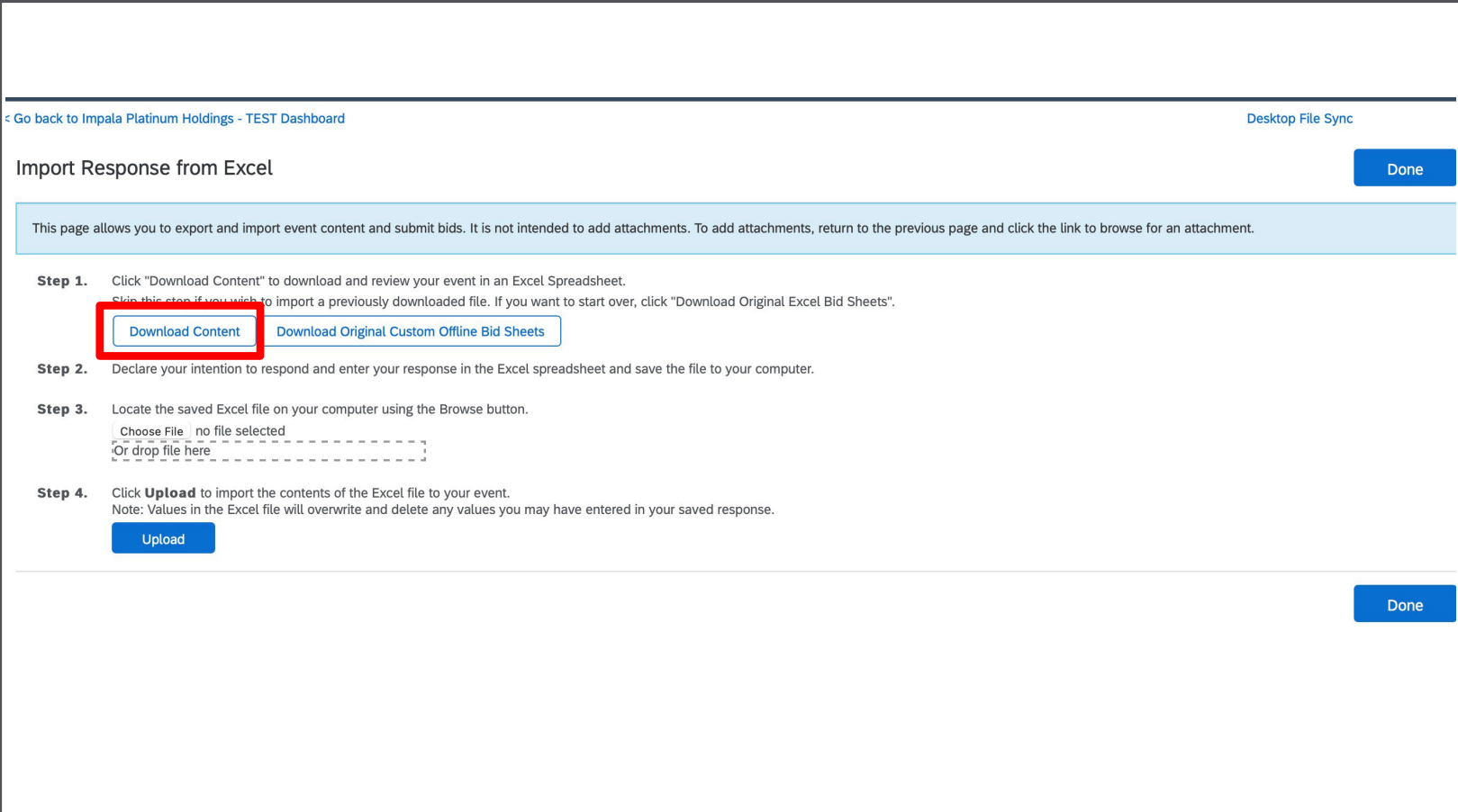
# COMMON ISSUE WITH BOQ RFPs

D

**Note:**

*You may experience an issue when trying to download the BOQ document*

- Click **“Download Content”** to download the BOQ to Excel, where you can capture your pricing.



< Go back to Impala Platinum Holdings - TEST Dashboard Desktop File Sync

## Import Response from Excel Done

This page allows you to export and import event content and submit bids. It is not intended to add attachments. To add attachments, return to the previous page and click the link to browse for an attachment.

**Step 1.** Click "Download Content" to download and review your event in an Excel Spreadsheet.  
 Skip this step if you wish to import a previously downloaded file. If you want to start over, click "Download Original Excel Bid Sheets".

[Download Content](#) [Download Original Custom Offline Bid Sheets](#)

**Step 2.** Declare your intention to respond and enter your response in the Excel spreadsheet and save the file to your computer.

**Step 3.** Locate the saved Excel file on your computer using the Browse button.

[Choose File](#) no file selected  
 Or drop file here

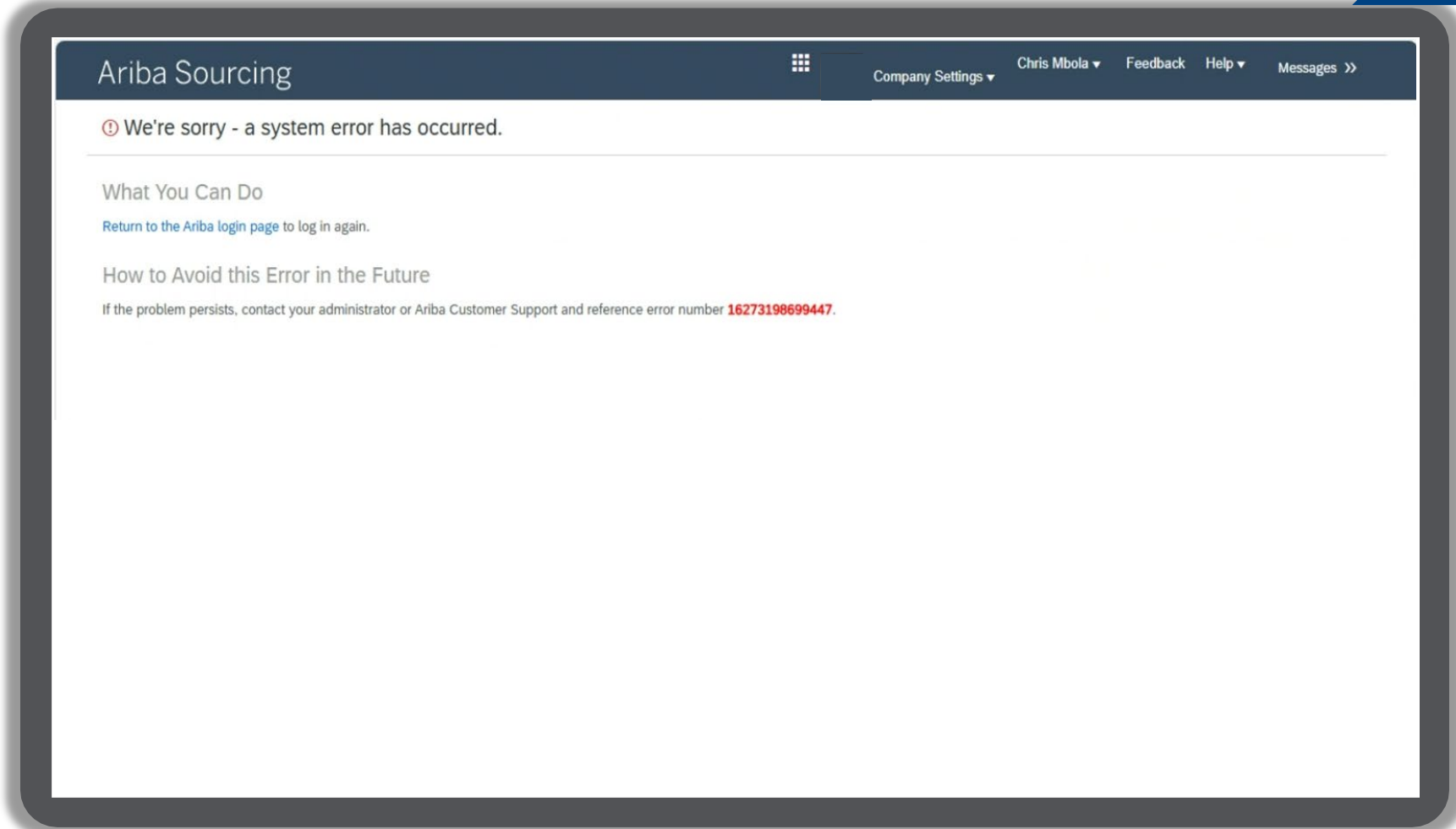
**Step 4.** Click **Upload** to import the contents of the Excel file to your event.  
 Note: Values in the Excel file will overwrite and delete any values you may have entered in your saved response.

[Upload](#) Done

# COMMON ISSUE WITH BOQ RFPs

D

3. If the BOQ has an issue, the following error will be displayed.
4. The next step would be to use the Compose Message function, to communicate the issue to the sourcing specialist



# COMMON ISSUE WITH BOQ RFPs

D

5. Use the **Compose Message** function to communicate the issue with the sourcing specialist.

Console

Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2

Time remaining  
1 day 03:27:44

▼ Checklist

[1. Review Event Details](#)
[2. Review and Accept Prerequisites](#)
[3. Select Lots/Line Items](#)
[4. Submit Response](#)

▼ Event Contents

[All Content](#)

1 BBBEE Data

All Content

Name ↑	Price	Extended Price	VAT Codes	Quantity	Requested Delivery Date	Comment	Supplier Part Id
▼ 1 BBBEE Data							
1.2 International Suppliers: Suppliers not local to South Africa must select the International Supplier option for the BEE related questions							
1.3 Please attached a quality copy of your latest valid BBBEE certificate or a Sworn Affidavit.						* <a href="#">BEE CERTIFICATE.pdf</a> <a href="#">Update file</a> <a href="#">Delete file</a>	
1.4 Ownership and Control						* ≥51% HDP (Historically Disadvantaged People) Owned & Controlled <div></div>	
1.5 Black Women							

(\*) indicates a required field

Submit Entire Response

Update Totals

Reload Last Bid

Save draft

Compose Message

Excel Import

# COMMON ISSUE WITH BOQ RFPs

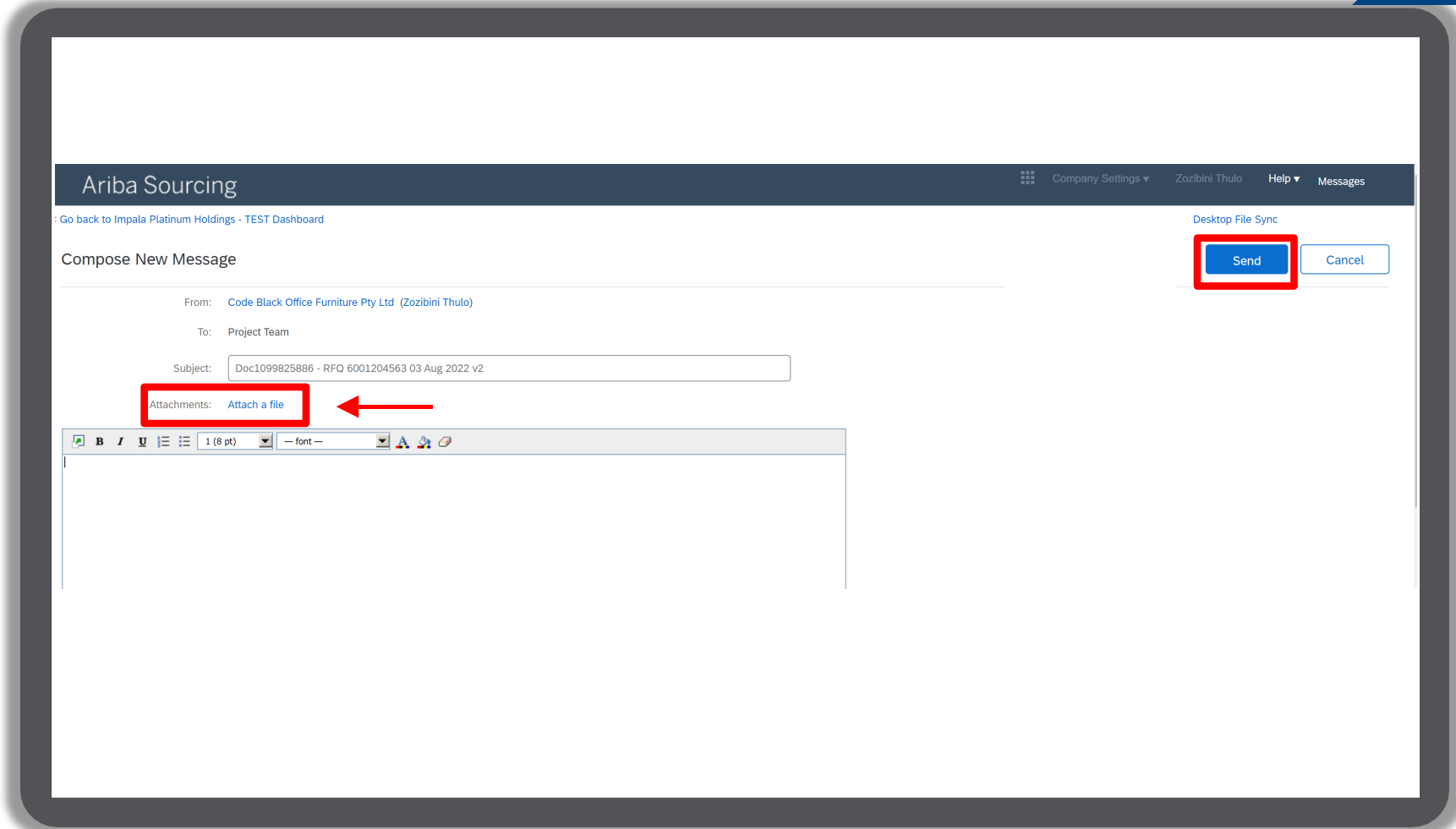
D

- When the message screen opens, write your message. When finished, click **“Send”**.

**Note:**

*Attachments can also be added if need.*

*Just click **“Attach a file”** to do so.*





# IMPLATS Ariba SUPPORT HELP LINES



7. Alternatively, you can log the issue with our Ariba support helpdesk via phone or email

Implats' **Supplier Support Helpdesk** is open **Monday to Friday from 07:30 to 15:30**, excluding all South African Public Holidays.

If you need assistance outside Helpdesk operating hours, please send us an email with your request, and an agent will respond within 24 hours.



+27 14 569 6899

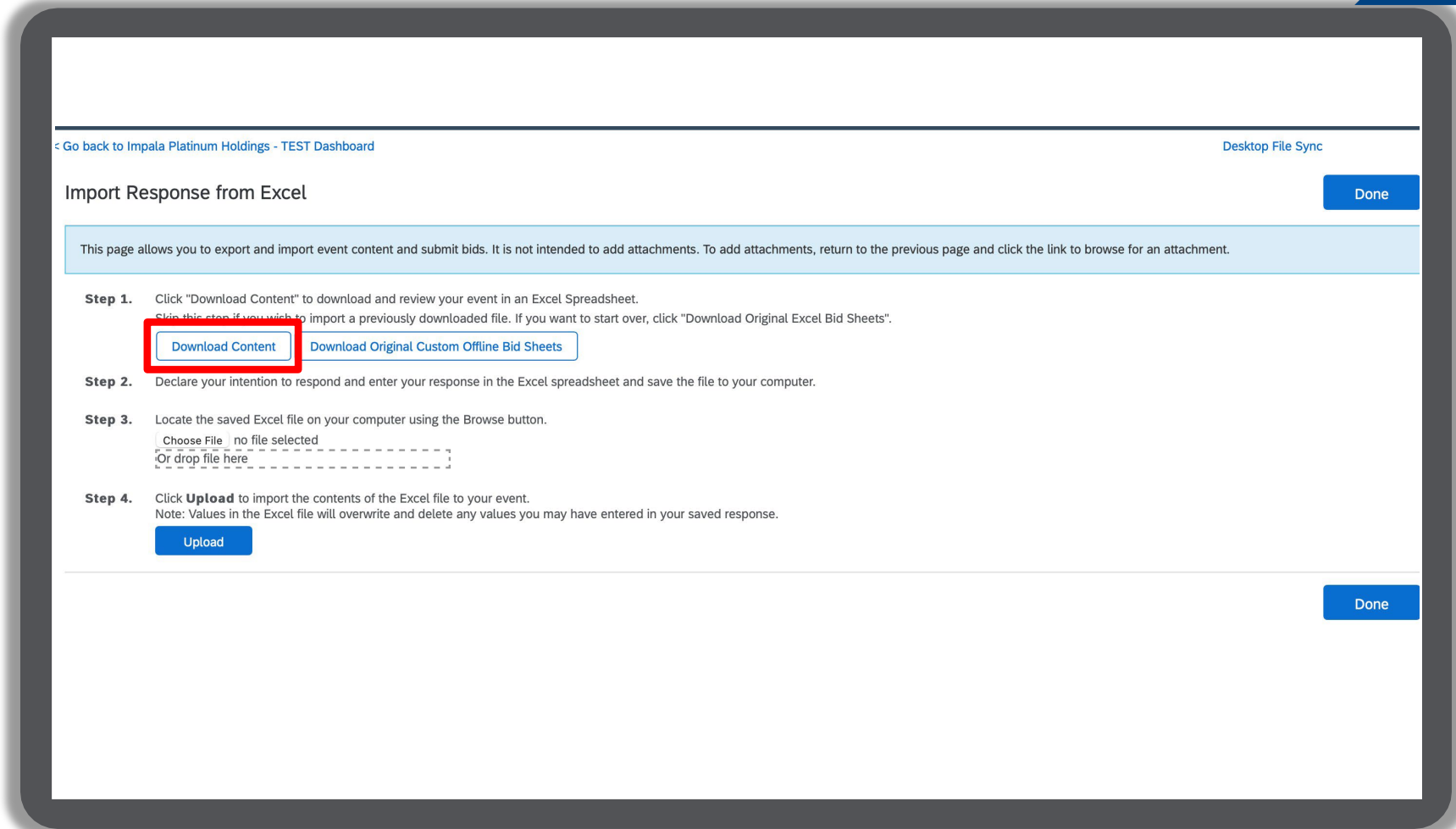


[aribasupport@implats.co.za](mailto:aribasupport@implats.co.za)

# HOW TO RESPOND TO BOQ RFPs

Let's continue.

8. Click “**Download Content**” to download the BOQ to Excel, where you can capture your pricing.



< Go back to Impala Platinum Holdings - TEST Dashboard Desktop File Sync

### Import Response from Excel Done

This page allows you to export and import event content and submit bids. It is not intended to add attachments. To add attachments, return to the previous page and click the link to browse for an attachment.

**Step 1.** Click “Download Content” to download and review your event in an Excel Spreadsheet.  
*Skip this step if you wish to import a previously downloaded file. If you want to start over, click “Download Original Excel Bid Sheets”.*

Download Content Download Original Custom Offline Bid Sheets

**Step 2.** Declare your intention to respond and enter your response in the Excel spreadsheet and save the file to your computer.

**Step 3.** Locate the saved Excel file on your computer using the Browse button.

Choose File no file selected  
Or drop file here

**Step 4.** Click **Upload** to import the contents of the Excel file to your event.  
Note: Values in the Excel file will overwrite and delete any values you may have entered in your saved response.

Upload

Done

Read through and complete the BOQ sheets shown and capture your prices / rates into the spreadsheet's detailed sheets, as you have always done before.

D

[illegible]

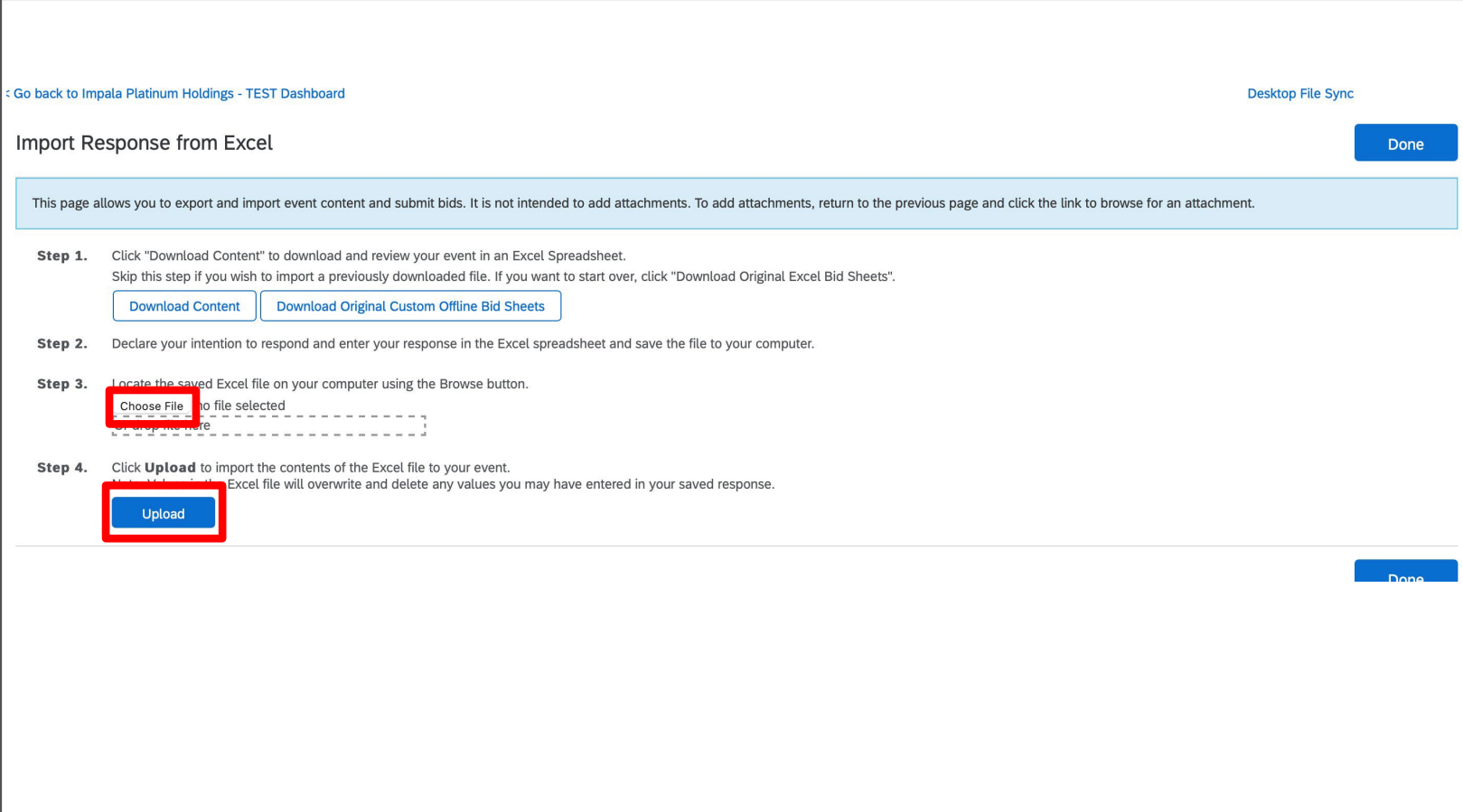
# HOW TO RESPOND TO BOQ RFPs

D

10. Once completed, upload your BOQ spreadsheet back into Ariba.

Click “**Choose File**” and browse for and select your BOQ file that you have updated on your desktop.

Click “**Upload**” to upload it back into Ariba.



Go back to Impala Platinum Holdings - TEST Dashboard Desktop File Sync

## Import Response from Excel Done

This page allows you to export and import event content and submit bids. It is not intended to add attachments. To add attachments, return to the previous page and click the link to browse for an attachment.

**Step 1.** Click "Download Content" to download and review your event in an Excel Spreadsheet.  
Skip this step if you wish to import a previously downloaded file. If you want to start over, click "Download Original Excel Bid Sheets".

Download Content Download Original Custom Offline Bid Sheets

**Step 2.** Declare your intention to respond and enter your response in the Excel spreadsheet and save the file to your computer.

**Step 3.** Locate the saved Excel file on your computer using the Browse button.

Choose File no file selected

**Step 4.** Click **Upload** to import the contents of the Excel file to your event.  
Note: When you click Upload, the Excel file will overwrite and delete any values you may have entered in your saved response.

Upload Done

# HOW TO RESPOND TO BOQ RFPs

D

11. Once your BOQ file has been uploaded into Ariba, your BOQ summary prices are updated on the Ariba platform.

You can now update the total RFP value on Ariba field shown with the asterisk, by copying the extended price into this field. The extend price on Ariba represents the total value of your full response.

Once complete, you must click **“Submit Entire Response”** to submit your RFP back to Implats.

ings - TEST Dashboard

Desktop File Sync

Doc1251652918 - BOQ Water Reservoir RFP - Jan 2023

Time remaining  
20 days 21:36:03

PRICING DETAILS (Section 1 of 2) Next »

Name ↑	Price	VAT Codes	Extended Price	Quantity	Requested Delivery Date
▼ 1 PRICING DETAILS			7,330,000.00 ZAR		
1.1 Please provide total value of full RFP, exclusive of VAT?	* <input type="text"/>	ZAR			
▼ 1.3 25ML POTABLE WATER CONCRETE RESERVOIR AND ASSOCIATED SERVICES ▼					
1.3.1 PRELIMINARY AND GENERAL ▼	30,000.00 ZAR	J1 15% Input VAT	30,000.00 ZAR	1 each	
1.3.2 SITE CLEARANCE ▼	800,000.00 ZAR	J1 15% Input VAT	800,000.00 ZAR	1 each	
1.3.3 BULK EARTHWORKS ▼	1,500,000.00 ZAR	J1 15% Input VAT	1,500,000.00 ZAR	1 each	
1.3.4 25 ML RESERVOIR AND CHAMBERS ▼	5,000,000.00 ZAR	J1 15% Input VAT	5,000,000.00 ZAR	1 each	

(\*) Indicates a required field

Submit Entire Response Update Totals Save draft Compose Message Excel Import

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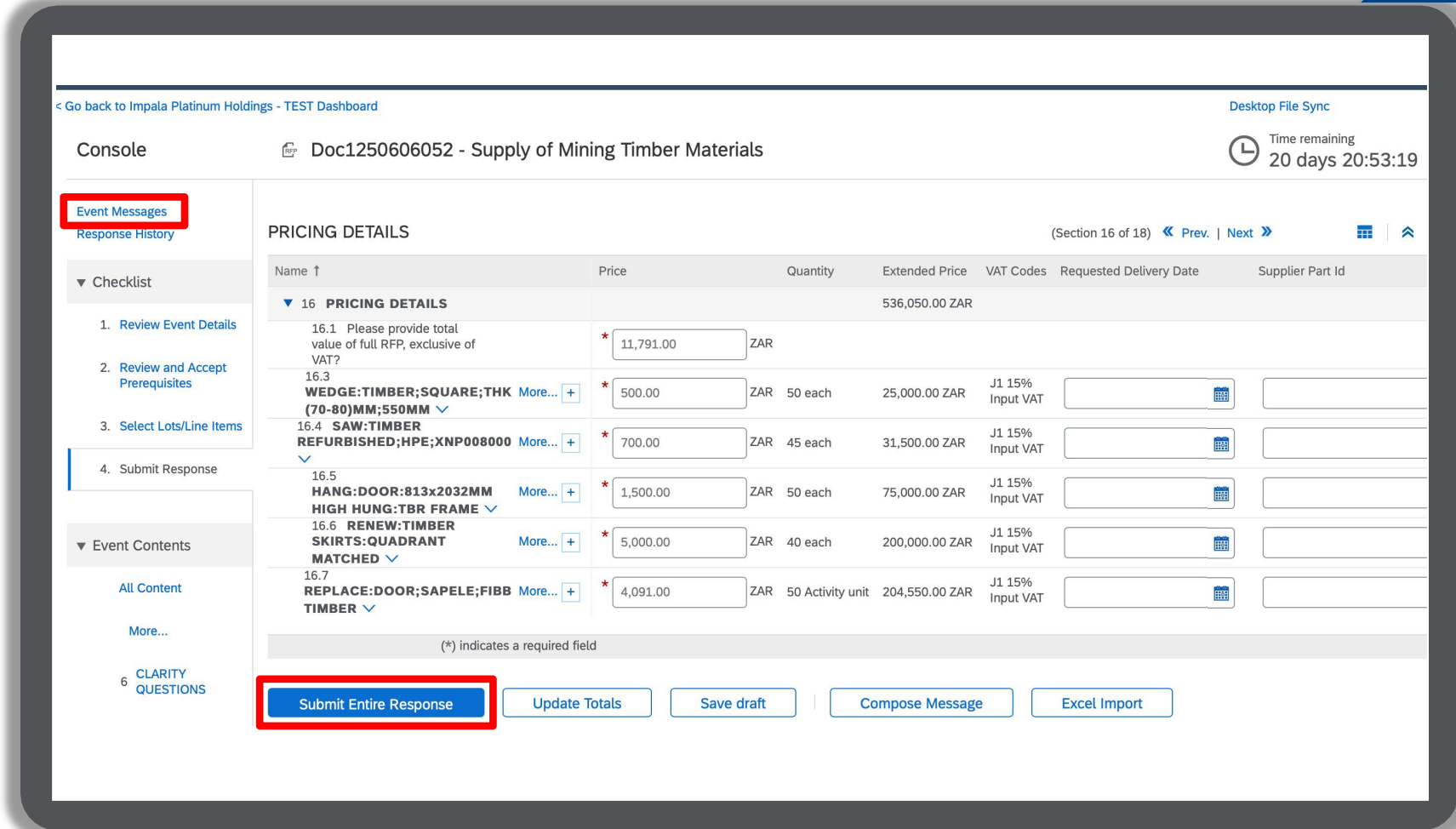
**E** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

**F** HOW TO REVISE A SUBMITTED  
RFP RESPONSE

**G** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

# HOW TO COMPOSE A MESSAGE TO THE IMPLATS BUYER

1. Implats could send you important messages during the course of the event providing further information and updates about the event. Find these messages by clicking on **“Event Messages”**, which can be found in the menu bar on the left hand side of your screen.
2. Should you need to contact Implats during the course of the event, do so by clicking on **“Compose Message”**.



< Go back to Impala Platinum Holdings - TEST Dashboard Desktop File Sync

Console Doc1250606052 - Supply of Mining Timber Materials ⌚ Time remaining  
20 days 20:53:19

**Event Messages**  
Response History

▼ Checklist

- 1. Review Event Details
- 2. Review and Accept Prerequisites
- 3. Select Lots/Line Items
- 4. Submit Response

▼ Event Contents

- All Content
- More...

6 CLARITY QUESTIONS

PRICING DETAILS (Section 16 of 18) << Prev. | Next >> 📄 ⤴

Name ↑	Price	Quantity	Extended Price	VAT Codes	Requested Delivery Date	Supplier Part Id
▼ 16 PRICING DETAILS			536,050.00 ZAR			
16.1 Please provide total value of full RFP, exclusive of VAT?	* 11,791.00 ZAR					
16.3 WEDGE:TIMBER;SQUARE;THK (70-80)MM;550MM ▼ <span>More... +</span>	* 500.00 ZAR	50 each	25,000.00 ZAR	J1 15% Input VAT	<input type="text"/>	<input type="text"/>
16.4 SAW:TIMBER REFURBISHED;HPE;XNP008000 <span>More... +</span>	* 700.00 ZAR	45 each	31,500.00 ZAR	J1 15% Input VAT	<input type="text"/>	<input type="text"/>
16.5 HANG:DOOR:813x2032MM HIGH HUNG:TBR FRAME ▼ <span>More... +</span>	* 1,500.00 ZAR	50 each	75,000.00 ZAR	J1 15% Input VAT	<input type="text"/>	<input type="text"/>
16.6 RENEW:TIMBER SKIRTS:QUADRANT MATCHED ▼ <span>More... +</span>	* 5,000.00 ZAR	40 each	200,000.00 ZAR	J1 15% Input VAT	<input type="text"/>	<input type="text"/>
16.7 REPLACE:DOOR;SAPELE;FIBB TIMBER ▼ <span>More... +</span>	* 4,091.00 ZAR	50 Activity unit	204,550.00 ZAR	J1 15% Input VAT	<input type="text"/>	<input type="text"/>

(\*) indicates a required field

Submit Entire Response

Update Totals

Save draft

Compose Message

Excel Import



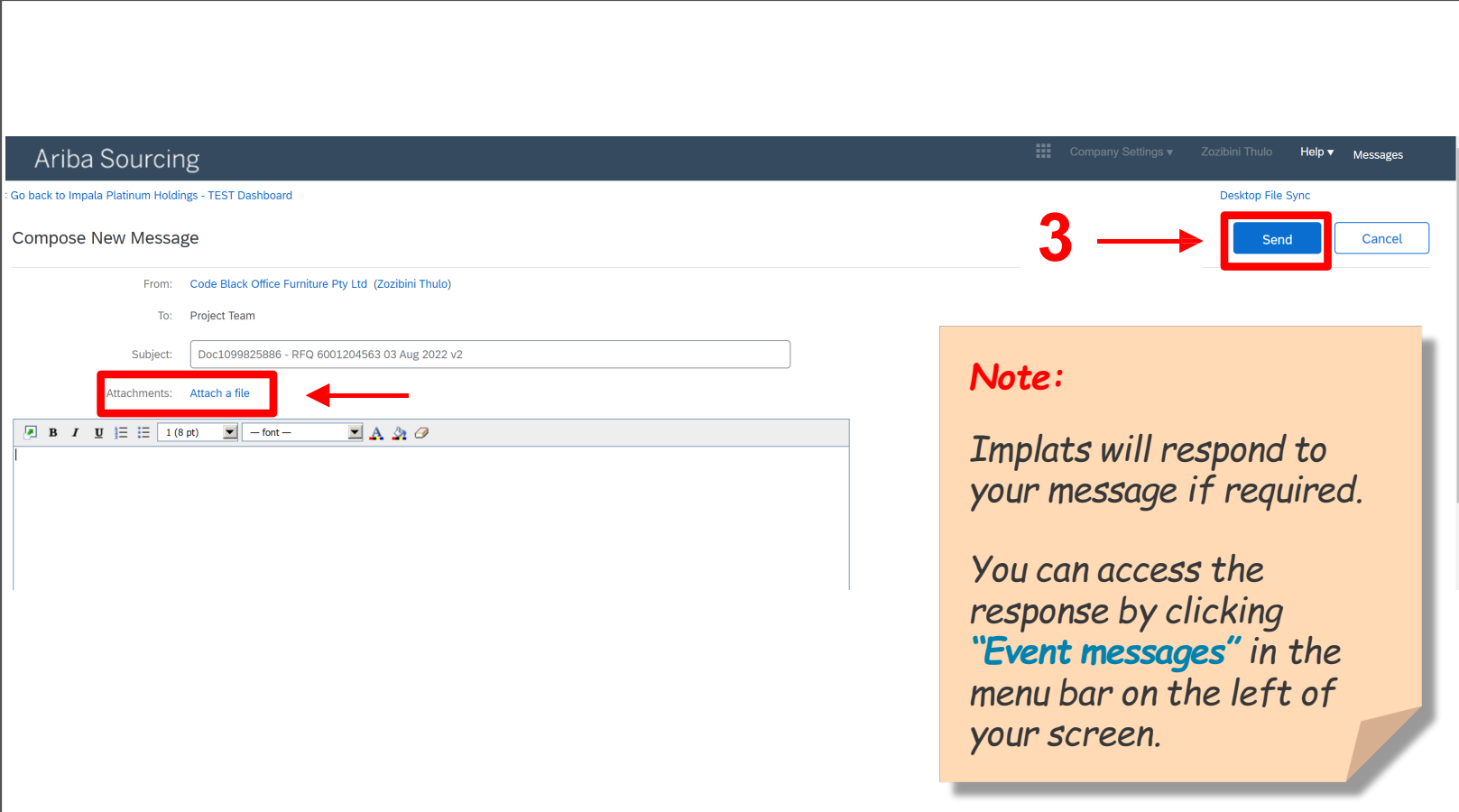
# HOW TO COMPOSE A MESSAGE TO THE IMPLATS BUYER

3. When the message screen opens, write your message. When finished, click **"Send"**.

**Note:**

*Attachments can also be added if need.*

*Just click **"Attach a file"** to do so.*



Ariba Sourcing

Go back to Impala Platinum Holdings - TEST Dashboard

Desktop File Sync

Compose New Message

From: Code Black Office Furniture Pty Ltd (Zozibini Thulo)

To: Project Team

Subject: Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2

Attachments: **Attach a file**

**3** → **Send** Cancel

**Note:**

*Implats will respond to your message if required.*

*You can access the response by clicking **"Event messages"** in the menu bar on the left of your screen.*

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RESPONSES

**D** HOW TO RESPOND TO IMPLATS  
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**E** HOW TO COMPOSE A MESSAGE  
TO YOUR IMPLATS BUYER

**F** HOW TO REVISE A SUBMITTED  
RFP RESPONSE

**G** HOW TO DECLINE A RESPONSE  
TO A SOURCING EVENT

# HOW TO REVISE A SUBMITTED RFP RESPONSE

F

1. You may need to revise your submitted response.

You can do so provided the event is still active and not closed.

**Login** to your SAP Business Network Account and click on the event you intend to revise.

2. Click **“Revise Response”** to change or update your response.

Events

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (2)				
Supply of Mining Timber Materials	Doc1250606052	12/28/2022 6:01 PM	RFP	No
RFP For BOM 05-07-2022	Doc1067439633	12/28/2022 11:26 AM	RFP	No

You have submitted a response for this event. Thank you for participating.

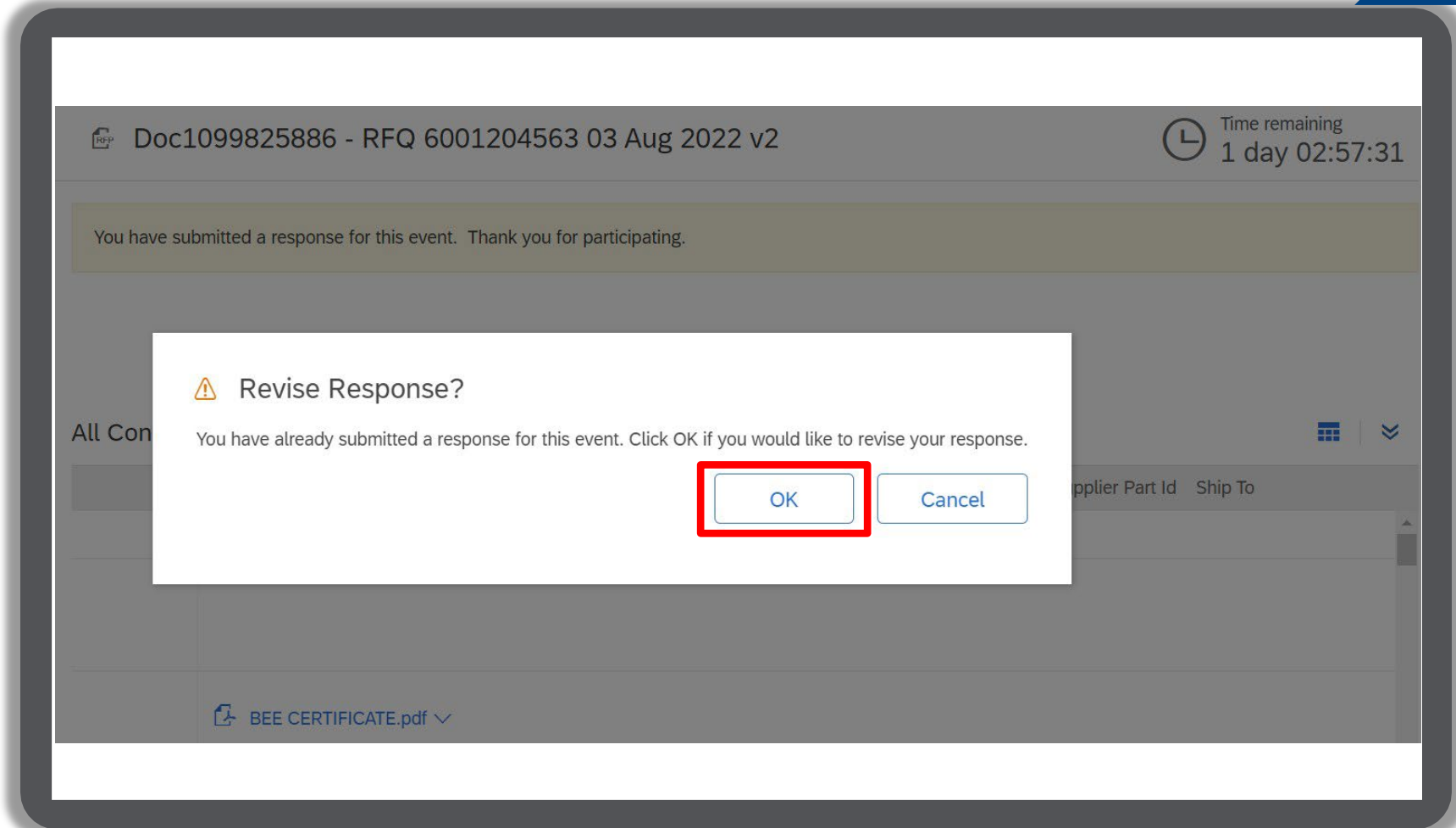
Revise Response

# HOW TO REVISE A SUBMITTED RFP RESPONSE

**F**

3. A pop-up dialogue box will warn you that you have already submitted a response.

If you are certain you want to revise your response, click **“OK”**.



# HOW TO REVISE A SUBMITTED RFP RESPONSE

F

## 4. Make your updates/changes

Once completed, click **“Submit Entire Response”**.

Name ↑	Price	Extended Price	VAT Codes	Quantity	Requested Delivery Date
2.8.2 LABOUR ▾ More... +	* 80,000.00 ZAR	80,000.00 ZAR		1 each	
2.8.3 TRAVELLING ▾ More... +	* 25,500.00 ZAR	51,000.00 ZAR		2 each	

(\*) indicates a required field

Submit Entire Response

Update Totals

Reload Last Bid

Save draft

Compose Message

# OVERVIEW

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TO YOUR IMPLATS BUYER

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RFP RESPONSE

**G** HOW TO DECLINE A RESPONSE  
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# HOW TO DECLINE RESPONDING TO AN RFP EVENT

**G**

1. If you do not intend to participate in the event, click the **“Click Here”** link in the event invitation e-mail received from Implats.

**Note:**

*Please read through the content of the invitation to fully understand next steps, whether you intend to participate or not.*

2. Log in to the SAP Business Network and access the event.

Click **“Decline to Respond”**.

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

Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2

Time remaining  
1 day 06:19:46

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

[Download Content](#)[Review Prerequisites](#)[Decline to Respond](#)[Print Event Information](#)

# HOW TO DECLINE RESPONDING TO AN RFP EVENT

G

3. Please provide a reason for declining to participate in the free text box area on your screen.

Click “OK”.

## Reason for Declining to Respond

Declining to respond will temporarily remove your accessibility to this event. If you decide to respond to this event later, click the 'Intend to Respond' button for this event. Please enter the reason for declining (limited to 500 characters).

We cannot meet your current requirement and looking forward to participating in any future events.

OK

Cancel

### Note:

*Your reason for not participating should be limited to **500 characters** - please be brief and to the point.*



# HOW TO DECLINE RESPONDING TO AN RFP EVENT

4. Your event participation status will be updated to **“Declined”**.

## Events

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1)				
<a href="#">RFQ 6001204563 03 Aug 2022 v2</a>	Doc1099825886	11/16/2022 6:30 PM	RFP	Declined

## Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (2)			
<a href="#">Implats Supplier Registration Questionnaire 1 of 2</a>	Doc1203008247	11/2/2023 11:18 AM	Registered
<a href="#">Implats Supplier Registration Questionnaire 2 of 2</a>	Doc1203008251	11/2/2023 10:15 AM	Registered

# HOW TO RESPOND TO RFPS

1. You will receive an invitation email notification with the subject: **“Impala Platinum Holdings has invited you to participate in event”**.

**Important note:**

*Please read the content of the invitation carefully. It will contain information guiding you on the next steps required to respond to the RFP.*

Click **“Click Here”** to access the event.

Impala Platinum Holdings - TEST has invited you to participate in an event: RFP Templates.

Impala Platinum Holdings - TEST has invited you to participate in the following event: RFP Templates. The event is set to begin on Monday, November 21, 2022 at 4:21 AM, Pacific Standard Time.

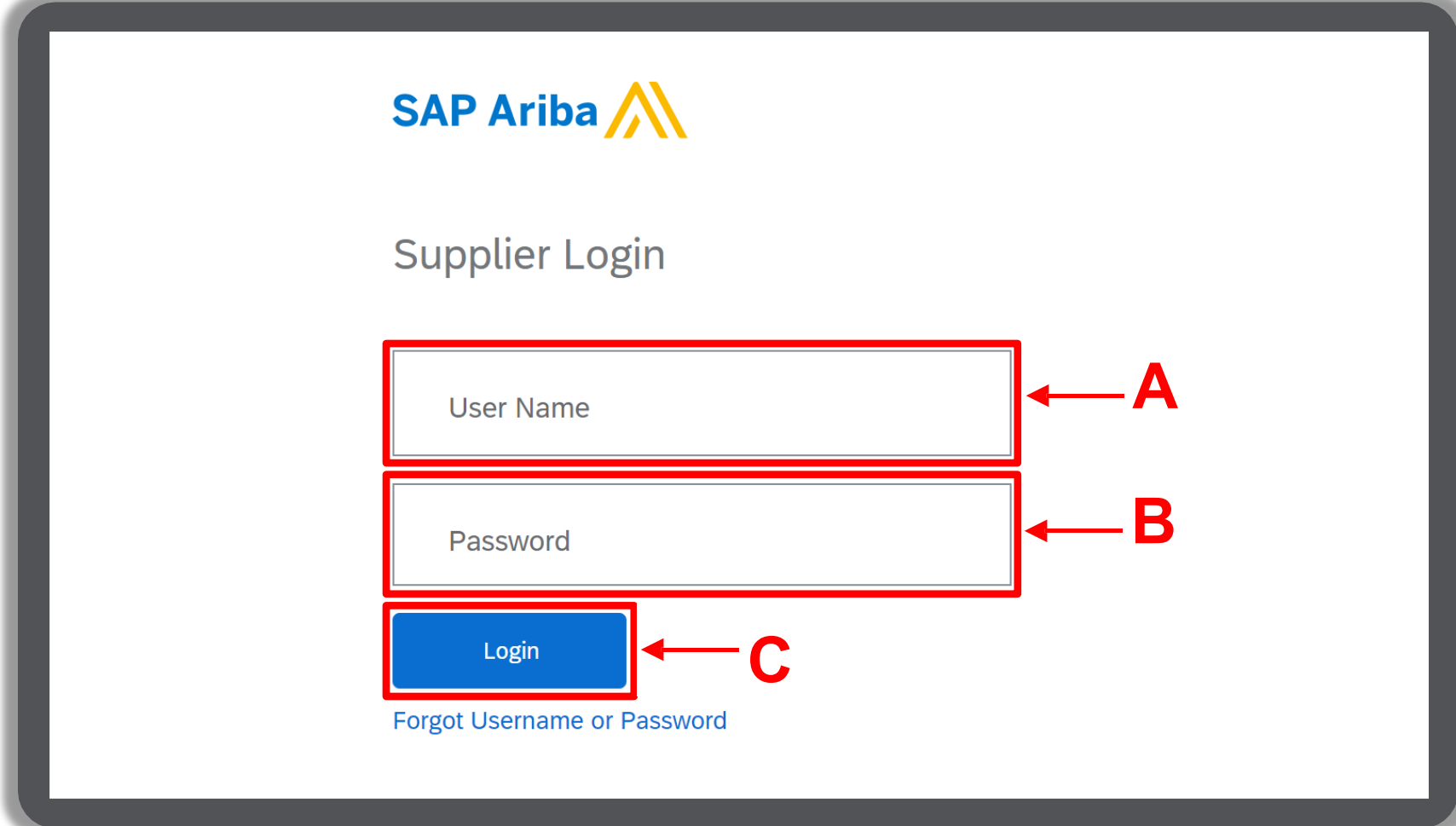
Use the following username to log in to Impala Platinum Holdings - TEST events: [xxx@yyyyy.zz.zz](#)

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



# HOW TO RESPOND TO RFPS

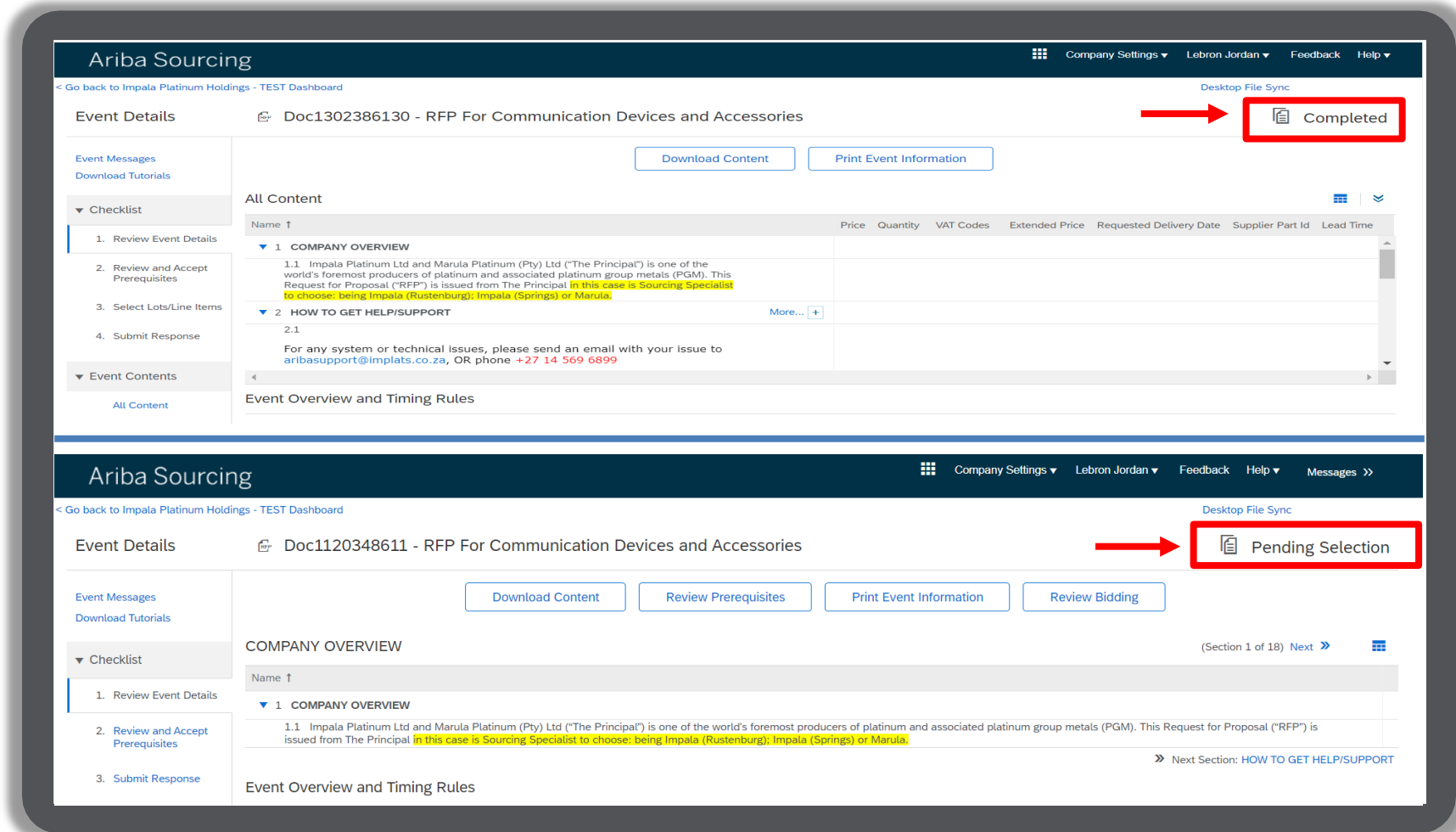
2. You will be redirected to the SAP Ariba Supplier Login Page
  - A. Enter your **username**
  - B. Enter your **password**
  - C. Click on the “**Login**” button



The screenshot displays the SAP Ariba Supplier Login interface. At the top, the 'SAP Ariba' logo is visible. Below it, the text 'Supplier Login' is centered. There are three main input areas: a 'User Name' field, a 'Password' field, and a blue 'Login' button. Each of these areas is enclosed in a red rectangular box. To the right of each box is a red arrow pointing left, labeled with a bold red letter: 'A' for the User Name field, 'B' for the Password field, and 'C' for the Login button. Below the Login button, there is a link that says 'Forgot Username or Password'.

# RFP THAT HAS CLOSED

- Once logged in the RFP event screen will appear.
- In the top right of the page, you will see a message that says “Completed” or “Pending Selection”. This means that the RFP is closed for responses.
- Pending Selection -The event has closed for responses and is pending the sourcing specialist’s awarding decision.
- Completed – The event is complete and cannot be reopened.



The image displays two screenshots of the Ariba Sourcing interface, illustrating the status of an RFP event.

**Top Screenshot:** The interface shows the "Event Details" for "Doc1302386130 - RFP For Communication Devices and Accessories". In the top right corner, a red arrow points to a status indicator labeled "Completed". The "All Content" section displays a table with columns: Name, Price, Quantity, VAT Codes, Extended Price, Requested Delivery Date, Supplier Part Id, and Lead Time. The table contains two rows: "1 COMPANY OVERVIEW" and "2 HOW TO GET HELP/SUPPORT".

**Bottom Screenshot:** The interface shows the "Event Details" for "Doc1120348611 - RFP For Communication Devices and Accessories". In the top right corner, a red arrow points to a status indicator labeled "Pending Selection". The "COMPANY OVERVIEW" section displays a table with columns: Name, Price, Quantity, VAT Codes, Extended Price, Requested Delivery Date, Supplier Part Id, and Lead Time. The table contains one row: "1 COMPANY OVERVIEW".

## GETTING HELP

**A** **IMPLATS SAP ARIBA SUPPLIER  
SUPPORT**

**B** **CONTACTING SAP ARIBA  
DIRECTLY – WITH USER  
CREDENTIALS**

**C** **CONTACTING SAP ARIBA  
DIRECTLY – WITH NO USER  
CREDENTIALS**

# IMPLATS SUPPORT AND HELP LINES

A

Implats' **Supplier Support Helpdesk** is open **Monday to Friday from 07:30 to 15:30**, excluding all South African Public Holidays.

If you need assistance outside Helpdesk operating hours, please send us an email with your request, and an agent will respond within 24 hours.



+27 14 569 6899



[aribasupport@implats.co.za](mailto:aribasupport@implats.co.za)

**A** IMPLATS SAP ARIBA SUPPLIER  
SUPPORT

**B** CONTACTING SAP ARIBA  
DIRECTLY – WITH USER  
CREDENTIALS

**C** CONTACTING SAP ARIBA  
DIRECTLY – WITH NO USER  
CREDENTIALS

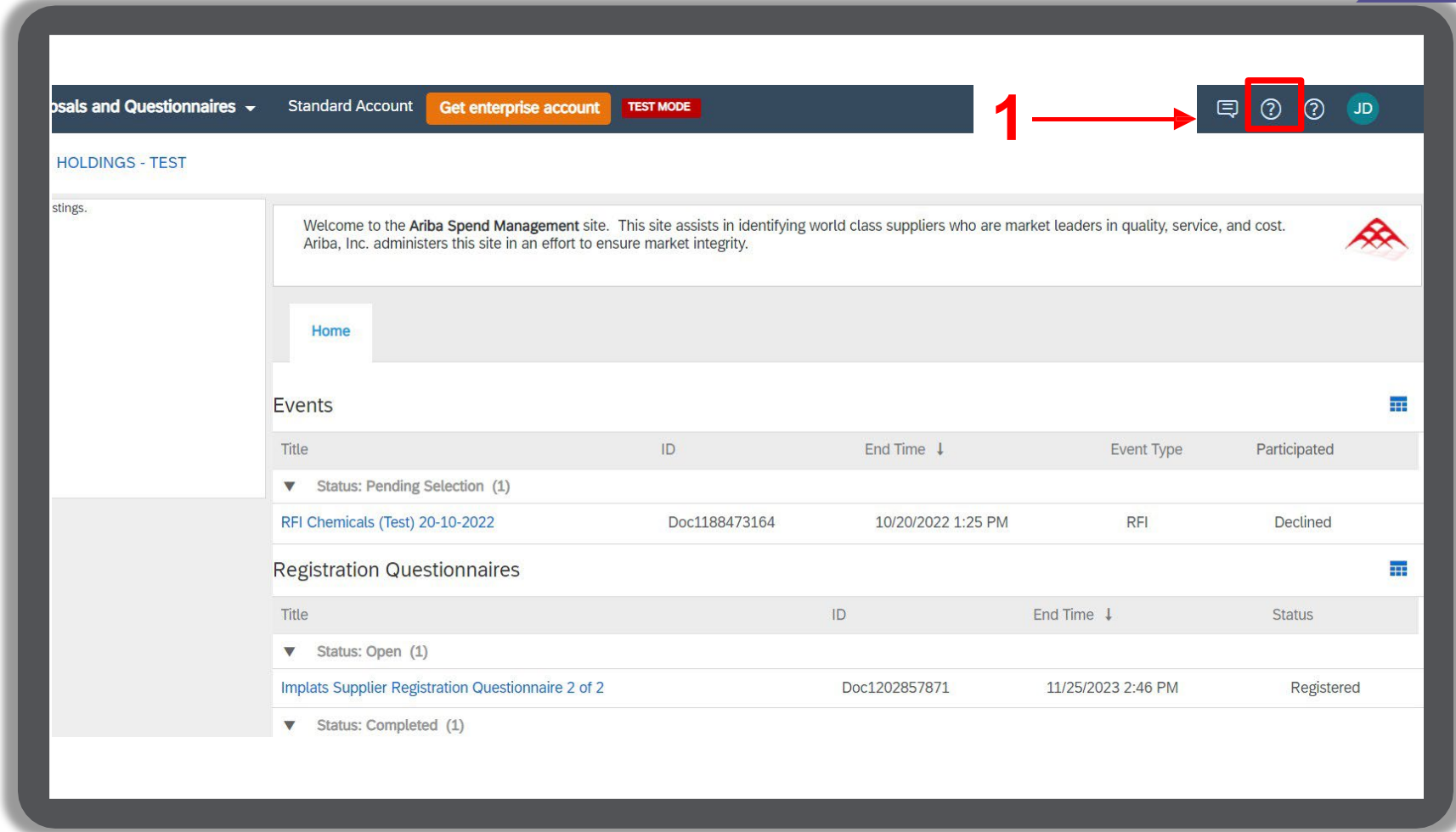


# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)



To contact SAP Ariba Support directly, when you are already logged in follow these steps:

- 1. Login to the **SAP Business Network**, and from the Home page Click on the first “?” help icon.



The screenshot shows the SAP Ariba Spend Management interface. At the top, there is a navigation bar with 'Proposals and Questionnaires', 'Standard Account', 'Get enterprise account', and 'TEST MODE'. A red box highlights the first help icon (a question mark) in the top right corner, with a red arrow and the number '1' pointing to it. Below the navigation bar, the page title is 'HOLDINGS - TEST'. The main content area includes a welcome message, a 'Home' button, and two tables: 'Events' and 'Registration Questionnaires'. The 'Events' table has columns for Title, ID, End Time, Event Type, and Participated. The 'Registration Questionnaires' table has columns for Title, ID, End Time, and Status.

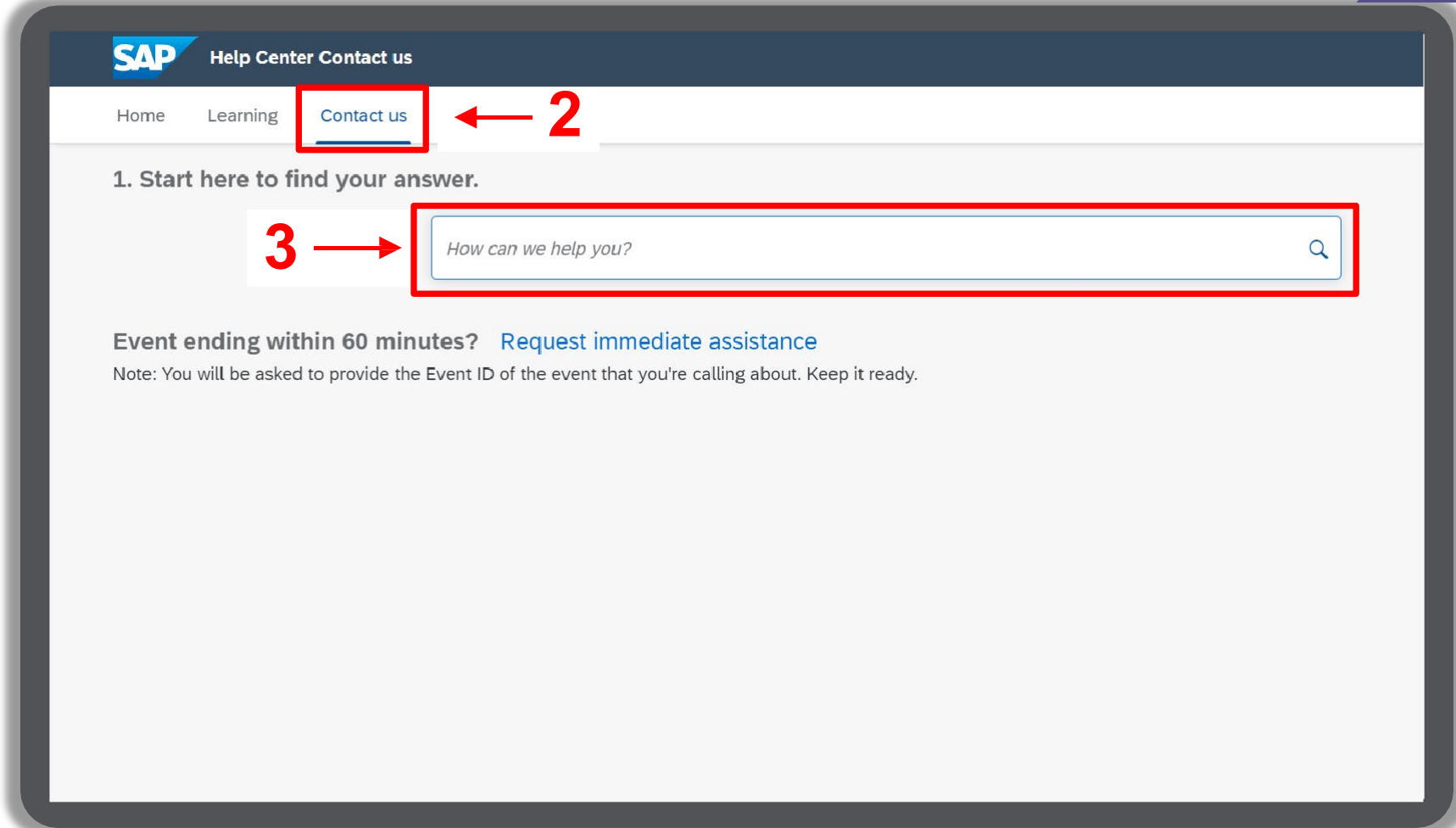
Title	ID	End Time	Event Type	Participated
▼ Status: Pending Selection (1)				
RFI Chemicals (Test) 20-10-2022	Doc1188473164	10/20/2022 1:25 PM	RFI	Declined

Title	ID	End Time	Status
▼ Status: Open (1)			
Implats Supplier Registration Questionnaire 2 of 2	Doc1202857871	11/25/2023 2:46 PM	Registered
▼ Status: Completed (1)			

# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

You will be redirected to this screen

2. Select the **“Contact us”** tab.
3. Enter a brief description of what you need help with and click **“Search”**.

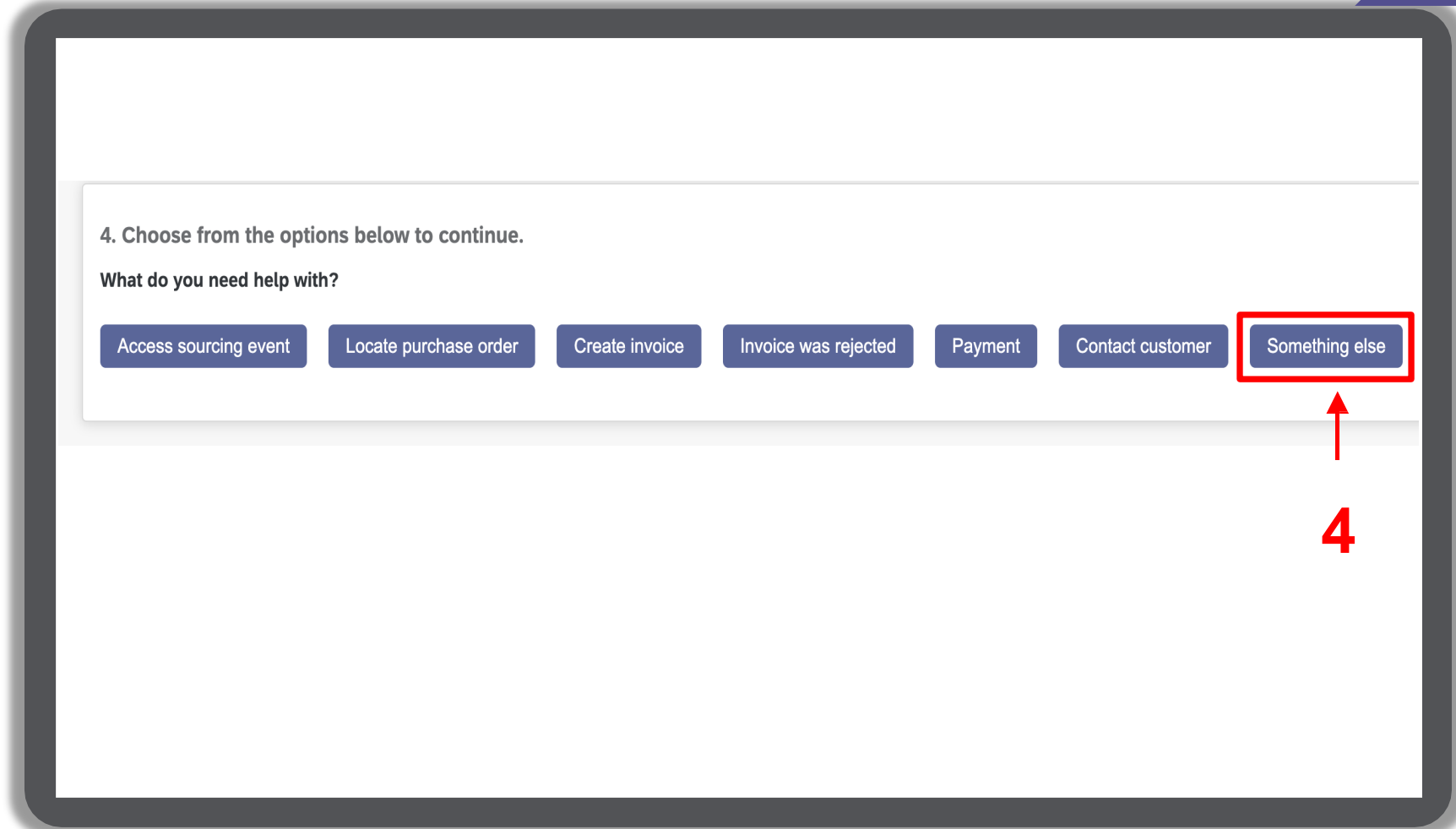


The screenshot shows the SAP Help Center 'Contact us' page. The page has a dark blue header with the SAP logo and the text 'Help Center Contact us'. Below the header is a navigation bar with three tabs: 'Home', 'Learning', and 'Contact us'. The 'Contact us' tab is highlighted with a red box and a red arrow pointing to it, with a large red number '2' next to the arrow. Below the navigation bar is a section titled '1. Start here to find your answer.' followed by a search bar. The search bar is highlighted with a red box and a red arrow pointing to it, with a large red number '3' next to the arrow. The search bar contains the placeholder text 'How can we help you?' and a magnifying glass icon. Below the search bar is a link that says 'Event ending within 60 minutes? Request immediate assistance'. At the bottom of the page, there is a note that says 'Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.'

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

B

4. Should you not find an option, scroll down the screen and click **“Something Else”**.



4. Choose from the options below to continue.

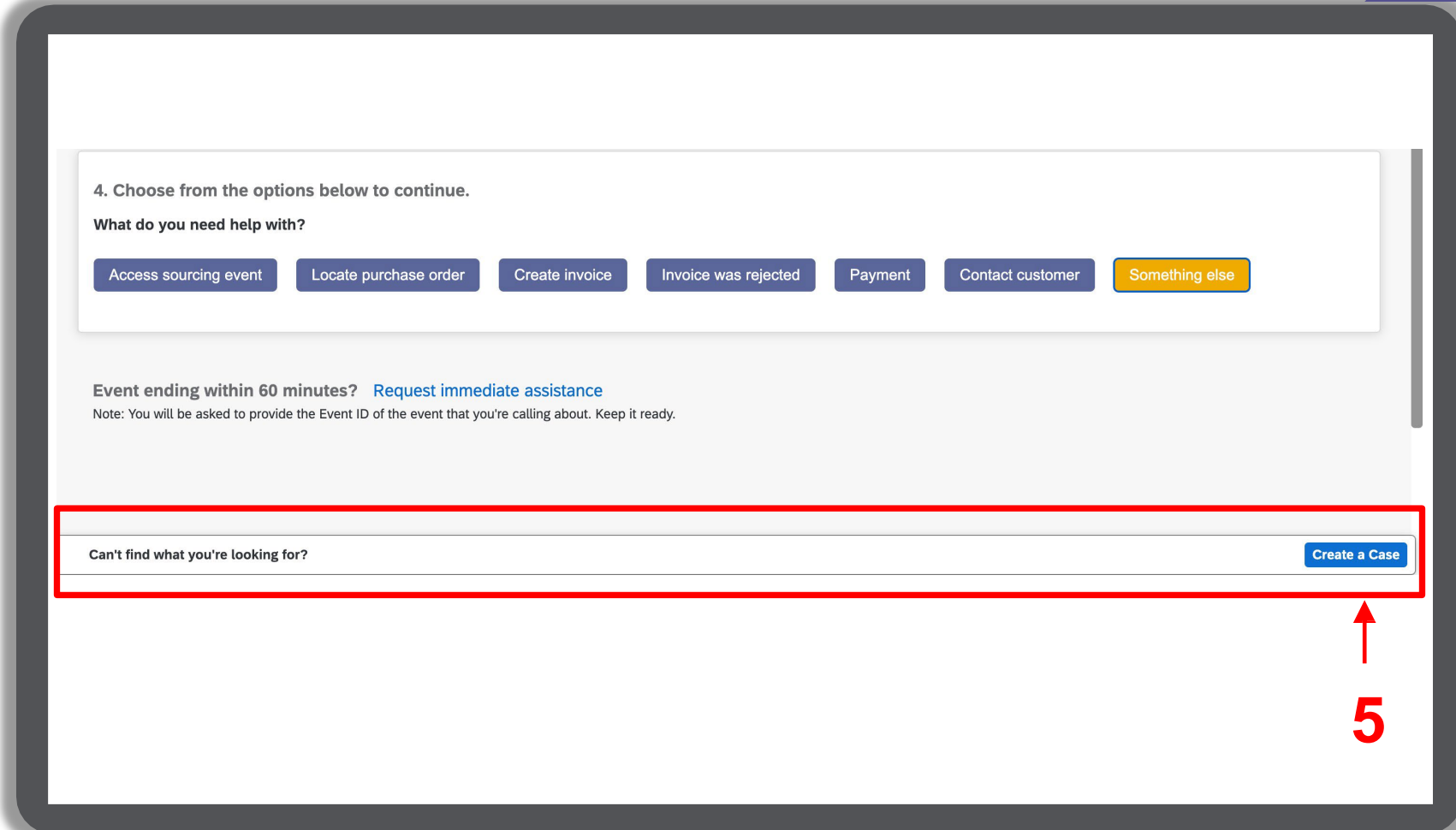
What do you need help with?

Access sourcing event   Locate purchase order   Create invoice   Invoice was rejected   Payment   Contact customer   **Something else**

4

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

5. A bar will appear at the bottom of the screen. Click **“Create a Case”**.



4. Choose from the options below to continue.

What do you need help with?

[Access sourcing event](#) [Locate purchase order](#) [Create invoice](#) [Invoice was rejected](#) [Payment](#) [Contact customer](#) [Something else](#)

Event ending within 60 minutes? [Request immediate assistance](#)

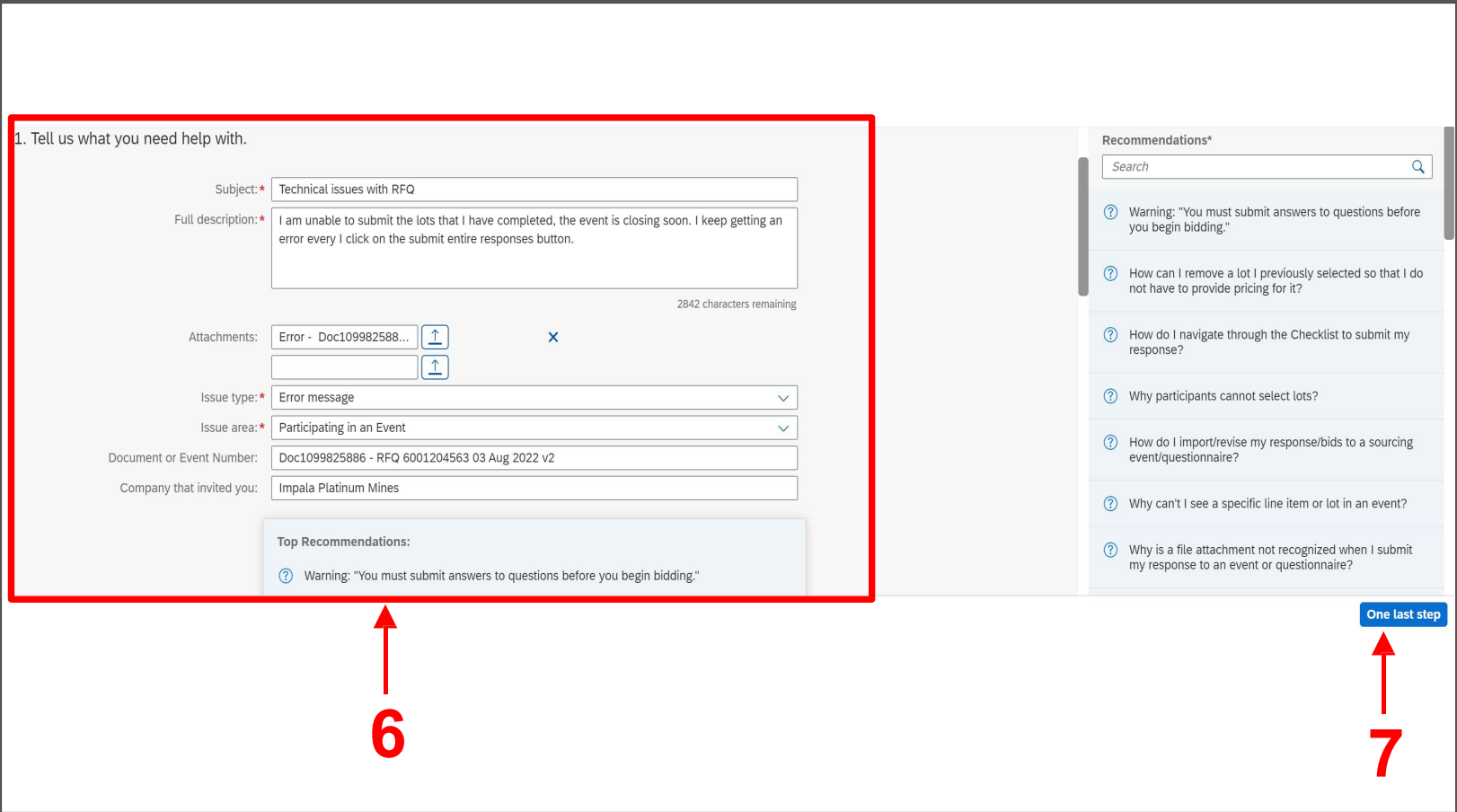
Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.

Can't find what you're looking for? [Create a Case](#)

5

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

6. Complete the form with as much detail on the issue as possible. Attach screenshots of the error if possible.
7. Click **“One Last Step”**.



The screenshot shows the SAP Ariba support form interface. A red rectangle highlights the main form area, and a red arrow labeled '6' points to it. A blue button labeled 'One last step' is at the bottom right, with a red arrow labeled '7' pointing to it.

1. Tell us what you need help with.

Subject: \* Technical issues with RFQ

Full description: \* I am unable to submit the lots that I have completed, the event is closing soon. I keep getting an error every I click on the submit entire responses button.

2842 characters remaining

Attachments: Error - Doc109982588... [Upload icon] [X] [Upload icon]

Issue type: \* Error message

Issue area: \* Participating in an Event

Document or Event Number: Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2

Company that invited you: Impala Platinum Mines

Top Recommendations:

- Warning: "You must submit answers to questions before you begin bidding."

Recommendations\*

Search

- Warning: "You must submit answers to questions before you begin bidding."
- How can I remove a lot I previously selected so that I do not have to provide pricing for it?
- How do I navigate through the Checklist to submit my response?
- Why participants cannot select lots?
- How do I import/revise my response/bids to a sourcing event/questionnaire?
- Why can't I see a specific line item or lot in an event?
- Why is a file attachment not recognized when I submit my response to an event or questionnaire?

One last step

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

8. Review your contact information for correctness.
9. Click **“One Last Step”**.

3. Please review your contact information for correctness:

8 →

First name: *	Zozibini
Last name: *	Thulo
Username:	zozibini.thulo@codeblack.com
Company: *	Code Black Office Furniture Pty Ltd
Email: *	phindile.manana@sap.com
Phone: *	+27 11 656 0000 South Africa
Extension:	
Confirm phone: *	0116560000
<input checked="" type="checkbox"/> My phone number is correct.	
Ariba Network ID: *	AN11149198792-T

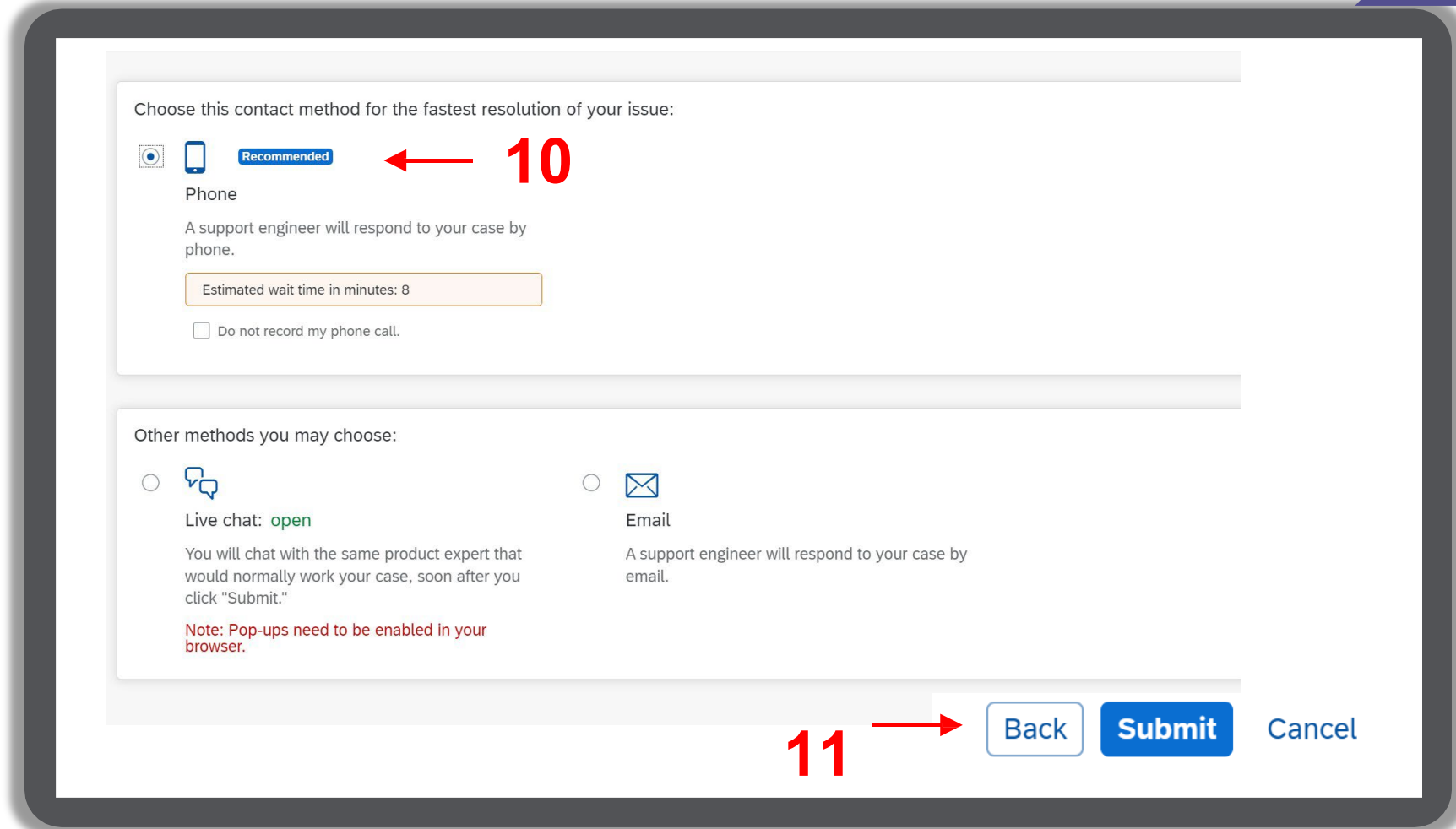
To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

9 → **One last step**


# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

10. Select your preferred method of contact.

11. Click **“Submit”**.



Choose this contact method for the fastest resolution of your issue:

☒  **Recommended** 10 ←


**Phone**

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 8


☐ Do not record my phone call.

Other methods you may choose:

☐  **Live chat: open**

You will chat with the same product expert that would normally work your case, soon after you click "Submit."

Note: Pop-ups need to be enabled in your browser.

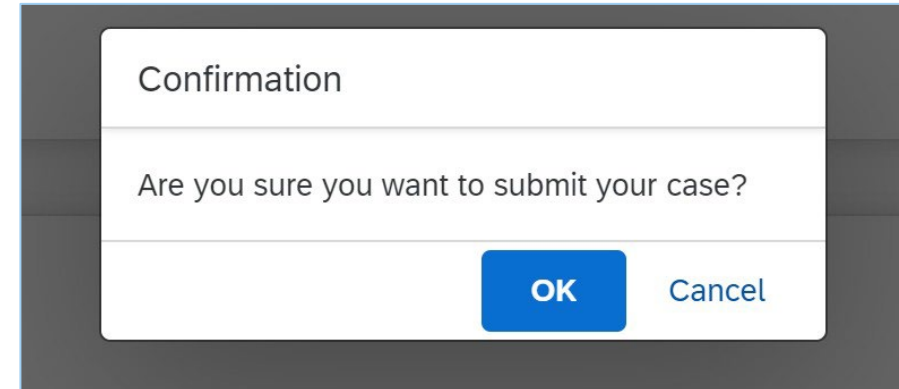
☐  **Email**

A support engineer will respond to your case by email.

11 →

# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

11. Confirm your intention to submit by clicking "**OK**". You will receive an e-mail notification advising you of your ticket details.

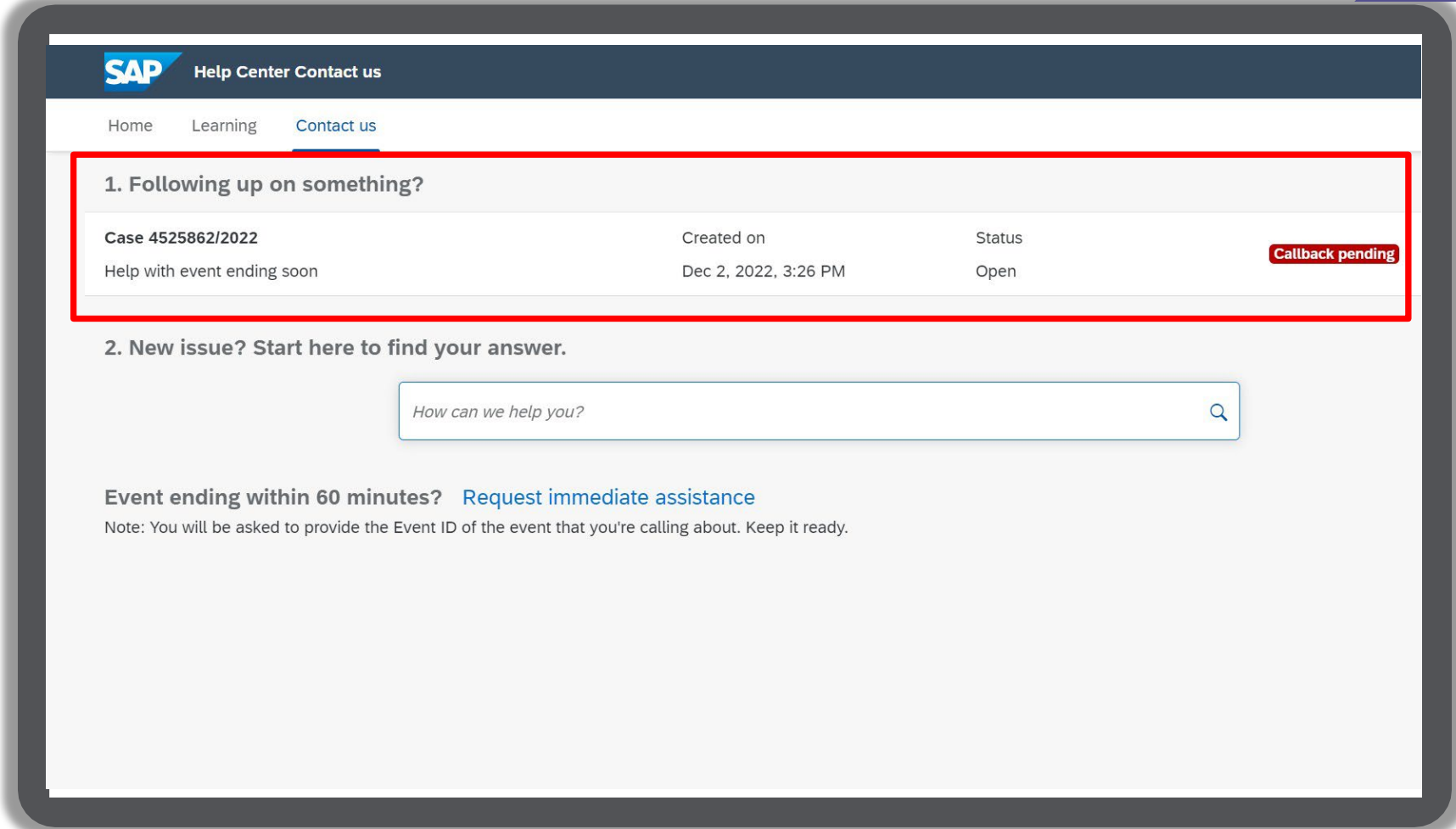


← 11



# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

12. Once submitted the following screen shows the status of your query.



The screenshot displays the SAP Help Center 'Contact us' page. The page has a dark blue header with the SAP logo and 'Help Center Contact us'. Below the header is a navigation bar with 'Home', 'Learning', and 'Contact us' (the active tab). The main content area is divided into two sections. The first section, '1. Following up on something?', contains a table with one row of case information. The second section, '2. New issue? Start here to find your answer.', features a search bar with the placeholder text 'How can we help you?'. Below the search bar, there is a link 'Event ending within 60 minutes? Request immediate assistance' and a note: 'Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.'

Case 4525862/2022	Created on	Status
Help with event ending soon	Dec 2, 2022, 3:26 PM	Open

**A** IMPLATS SAP ARIBA SUPPLIER  
SUPPORT

**B** CONTACTING SAP ARIBA  
DIRECTLY – WITH USER  
CREDENTIALS

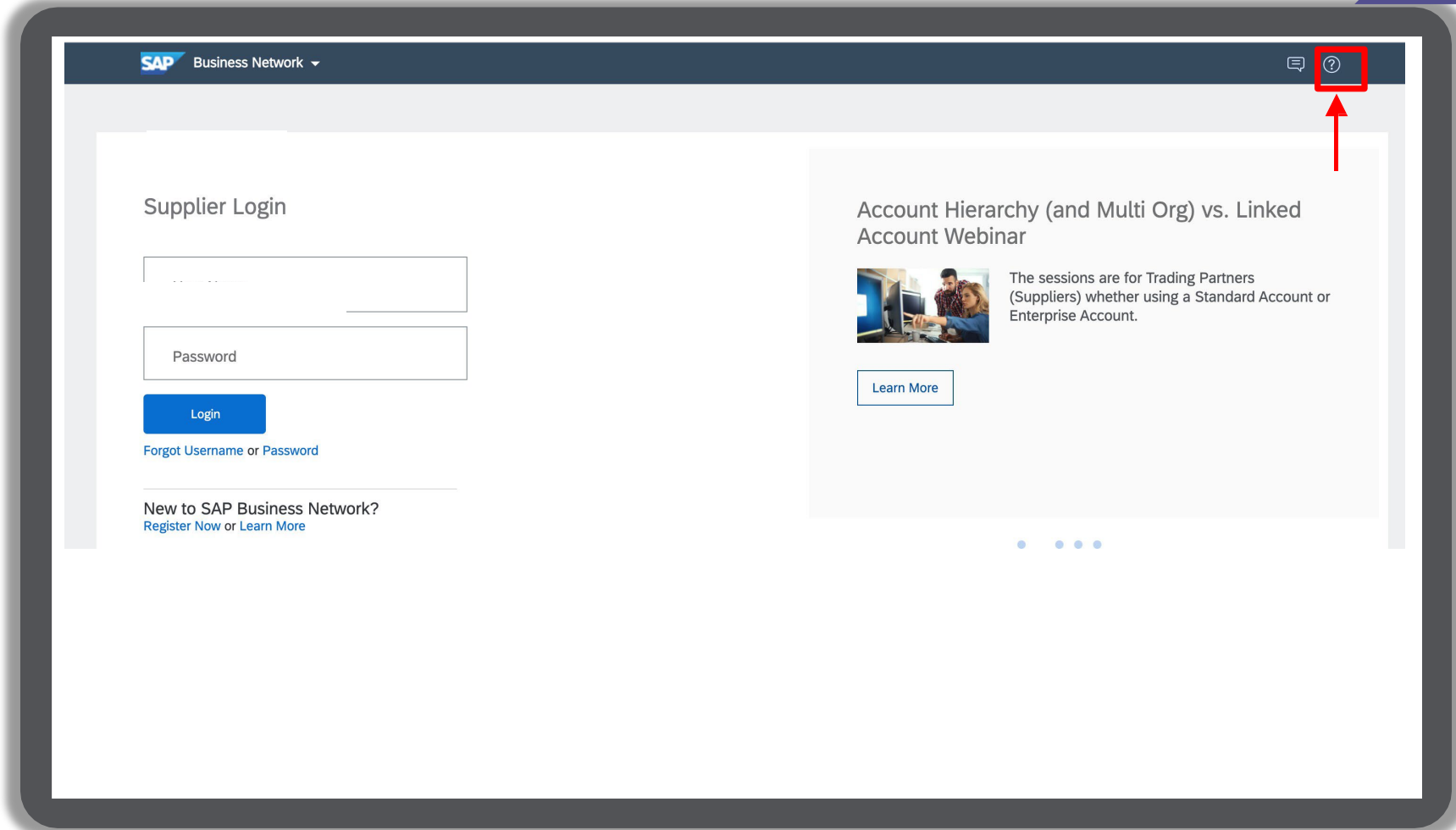
**C** CONTACTING SAP ARIBA  
DIRECTLY – WITH NO USER  
CREDENTIALS

# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

To contact SAP Ariba Support directly, when you do not have any login credentials to your account, follow these steps:

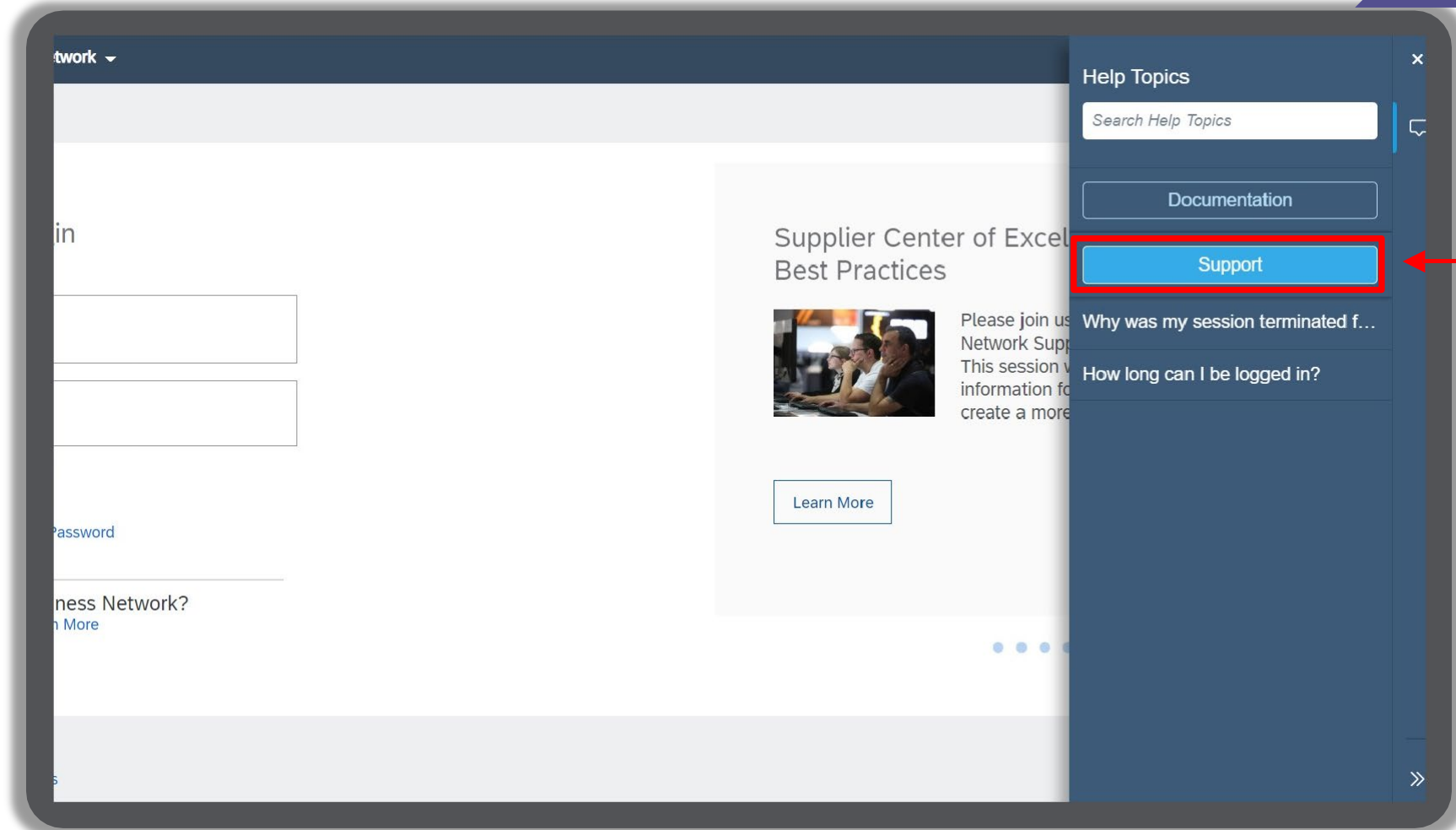
1. Access the **SAP Business Network** Supplier login page.

Click the “?” help icon



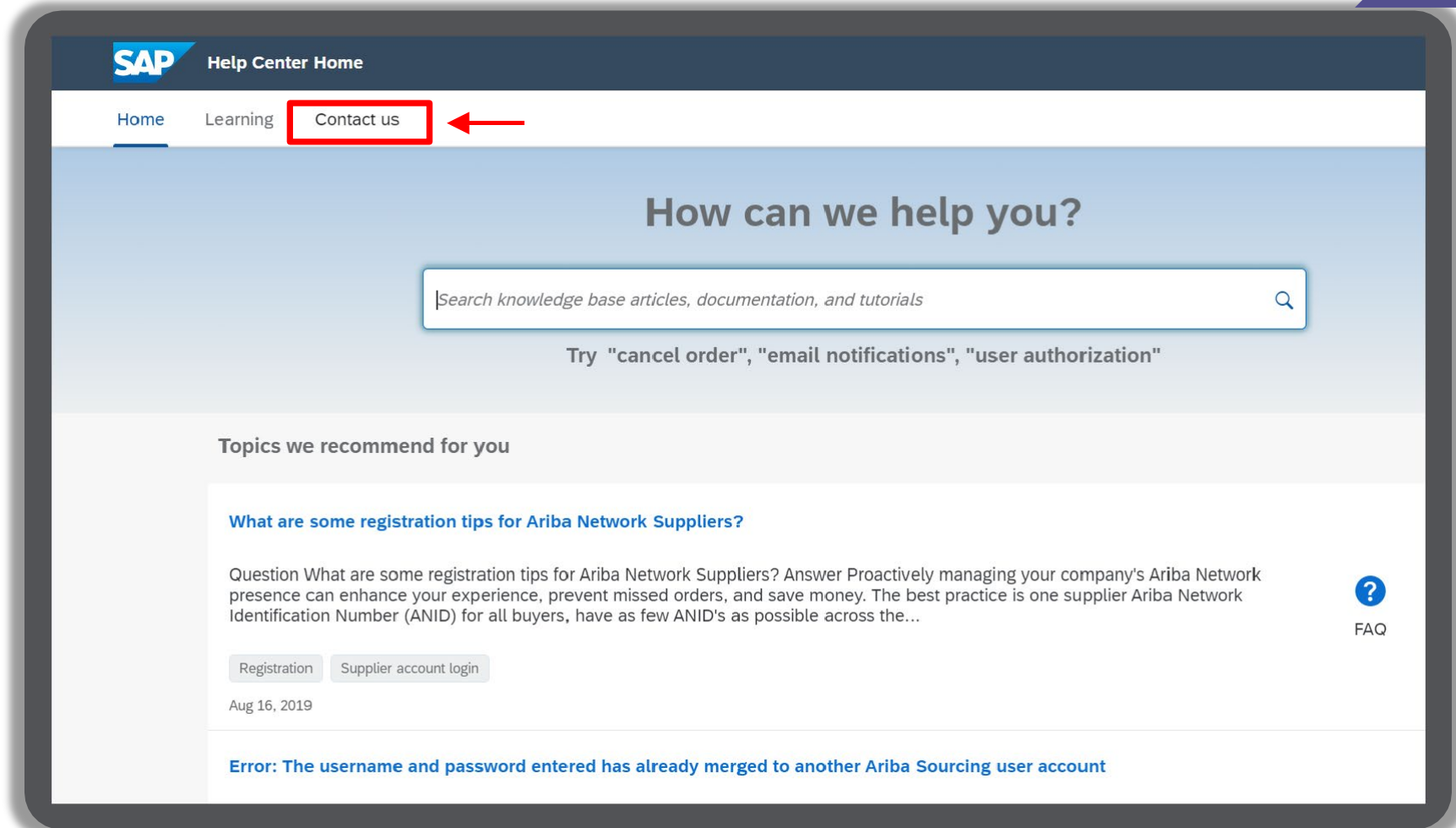
# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

2. Click **“Support”**



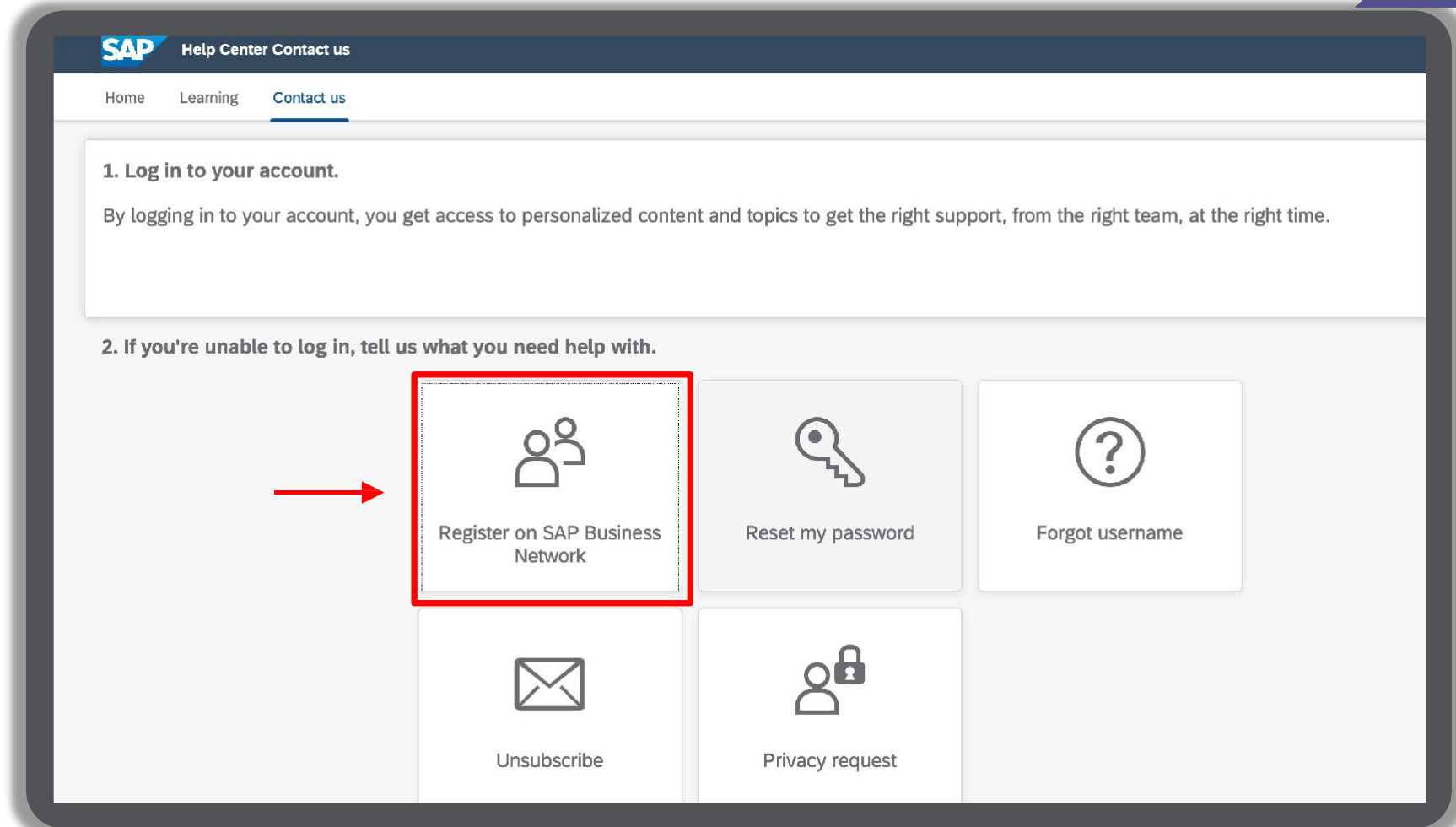
# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

3. Click **“Contact us”**.



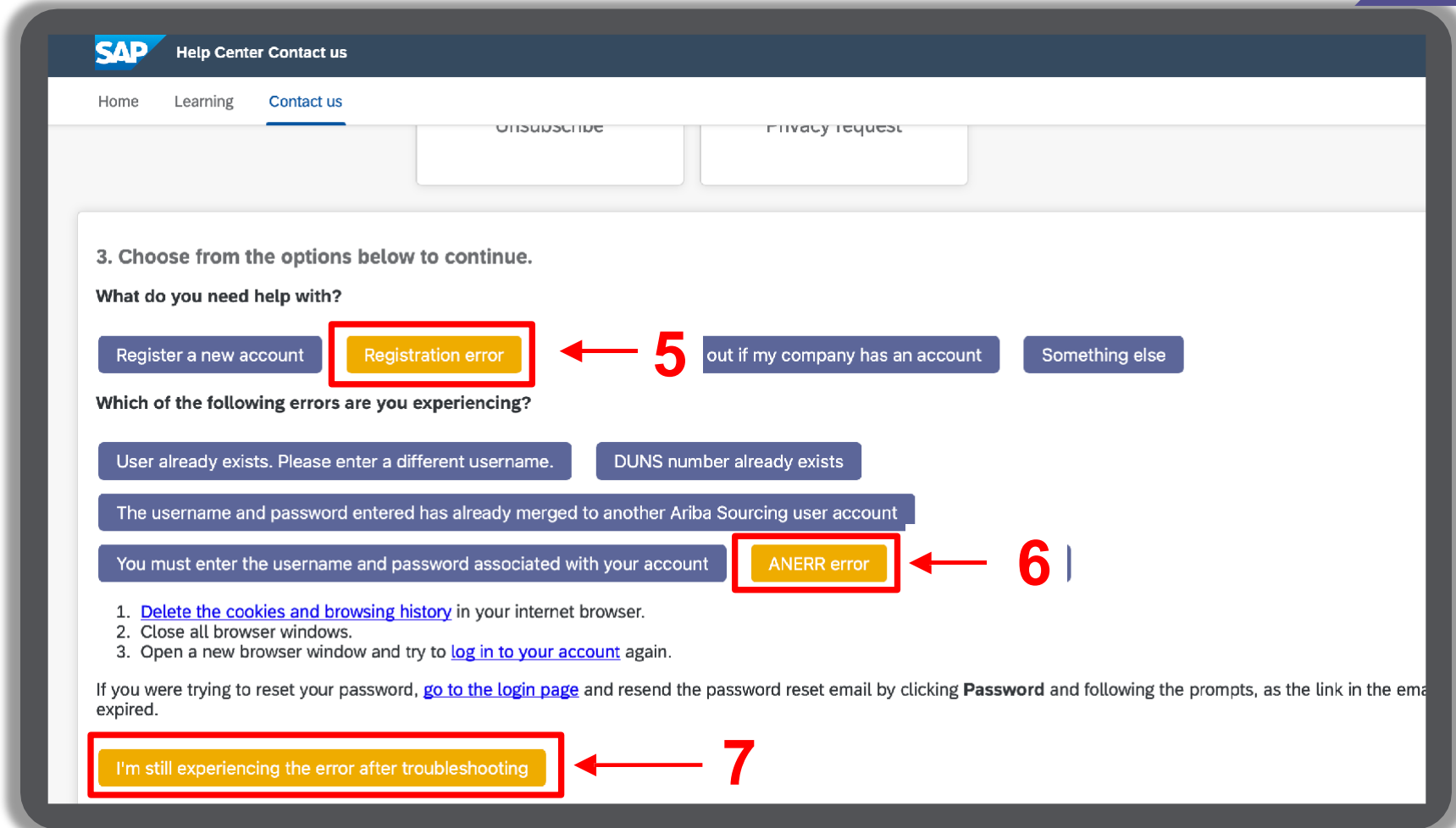
# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

4. Click **“Register on SAP Business Network”**.



# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

5. Click “Registration error”.
6. Click “ANERR error”.
7. Click “I’m still experiencing the error after troubleshooting”.

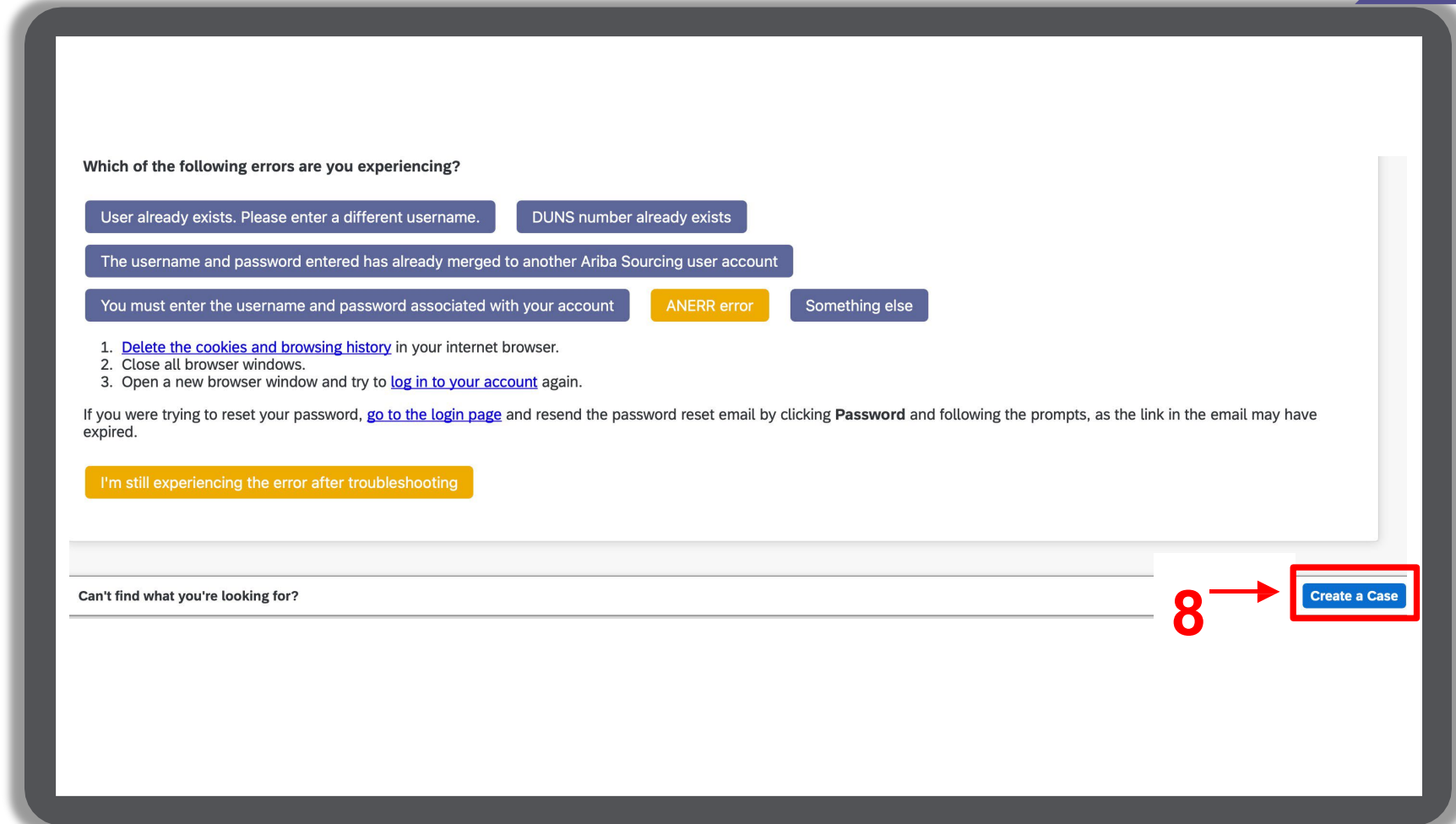


The screenshot shows the SAP Ariba Help Center 'Contact us' page. The page has a dark blue header with the SAP logo and 'Help Center Contact us'. Below the header, there are links for 'Home', 'Learning', and 'Contact us'. There are also buttons for 'Unsubscribe' and 'Privacy request'. The main content area is titled '3. Choose from the options below to continue.' and 'What do you need help with?'. It contains four buttons: 'Register a new account', 'Registration error' (highlighted with a red box and a red arrow labeled '5'), 'out if my company has an account', and 'Something else'. Below this, it asks 'Which of the following errors are you experiencing?' and lists five error messages in blue boxes: 'User already exists. Please enter a different username.', 'DUNS number already exists', 'The username and password entered has already merged to another Ariba Sourcing user account', 'You must enter the username and password associated with your account', and 'ANERR error' (highlighted with a red box and a red arrow labeled '6'). Below the error messages, there are three numbered steps: 1. Delete the cookies and browsing history in your internet browser. 2. Close all browser windows. 3. Open a new browser window and try to log in to your account again. At the bottom, there is a text block about password reset and a button 'I'm still experiencing the error after troubleshooting' (highlighted with a red box and a red arrow labeled '7').

# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

8. After clicking “I’m still experiencing the error” a pop up will appear at the bottom of your screen.

Click “Create a Case”.



Which of the following errors are you experiencing?

User already exists. Please enter a different username. DUNS number already exists

The username and password entered has already merged to another Ariba Sourcing user account

You must enter the username and password associated with your account ANERR error Something else

1. [Delete the cookies and browsing history](#) in your internet browser.  
2. Close all browser windows.  
3. Open a new browser window and try to [log in to your account](#) again.

If you were trying to reset your password, [go to the login page](#) and resend the password reset email by clicking **Password** and following the prompts, as the link in the email may have expired.

I'm still experiencing the error after troubleshooting

Can't find what you're looking for?

8 → Create a Case



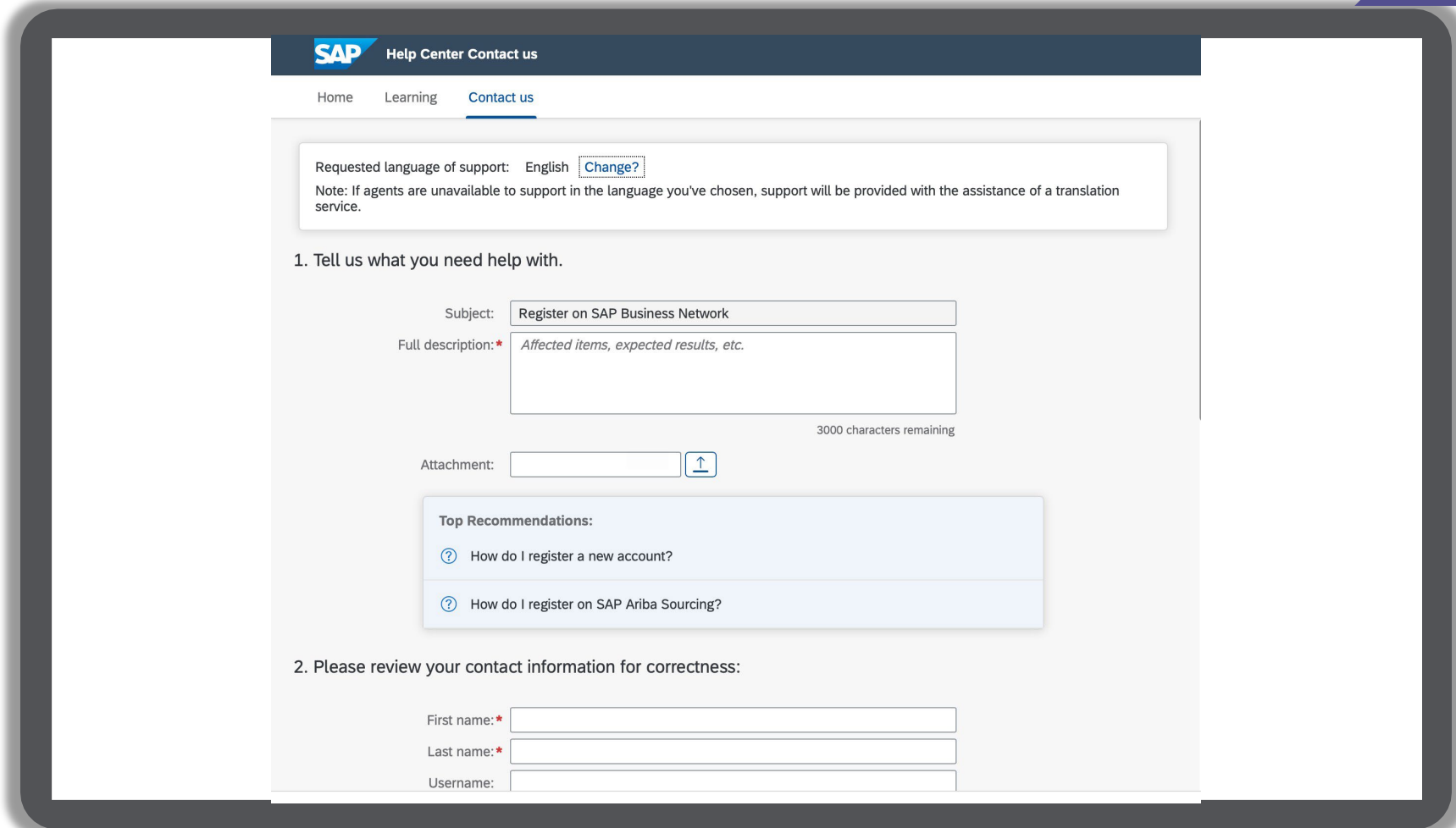
# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

## 9. Complete the form and submit your SAP Ariba Support case ticket.

### Note:

To change your user **Administrator** in SAP Ariba, you are required to provide the following information:

- **ANID** (Ariba Network Identification number) of your supplier account. The Implats Helpdesk will assist you with this number if you do not have it.
- Previous administrator's **full name**.
- Previous administrator's **e-mail address**.
- Name and e-mail address of a sub-user (if the account has sub-users)



The screenshot shows the SAP Help Center 'Contact us' page. At the top, there's a navigation bar with 'SAP', 'Help Center', and 'Contact us'. Below this, there are tabs for 'Home', 'Learning', and 'Contact us'. The main content area starts with a language selection section: 'Requested language of support: English' with a 'Change?' link. A note below states: 'Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.' The first step is '1. Tell us what you need help with.' It includes a 'Subject' field with the value 'Register on SAP Business Network' and a 'Full description' text area with the value 'Affected items, expected results, etc.' and a '3000 characters remaining' indicator. There is an 'Attachment' field with an upload icon. Below this is a 'Top Recommendations' section with two links: 'How do I register a new account?' and 'How do I register on SAP Ariba Sourcing?'. The second step is '2. Please review your contact information for correctness:' It includes fields for 'First name', 'Last name', and 'Username'.

# HOW TO RESPOND TO RFQs

# OVERVIEW

**A** HIGH LEVEL RFQ PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS' REQUEST FOR QUOTATIONS (RFQs)

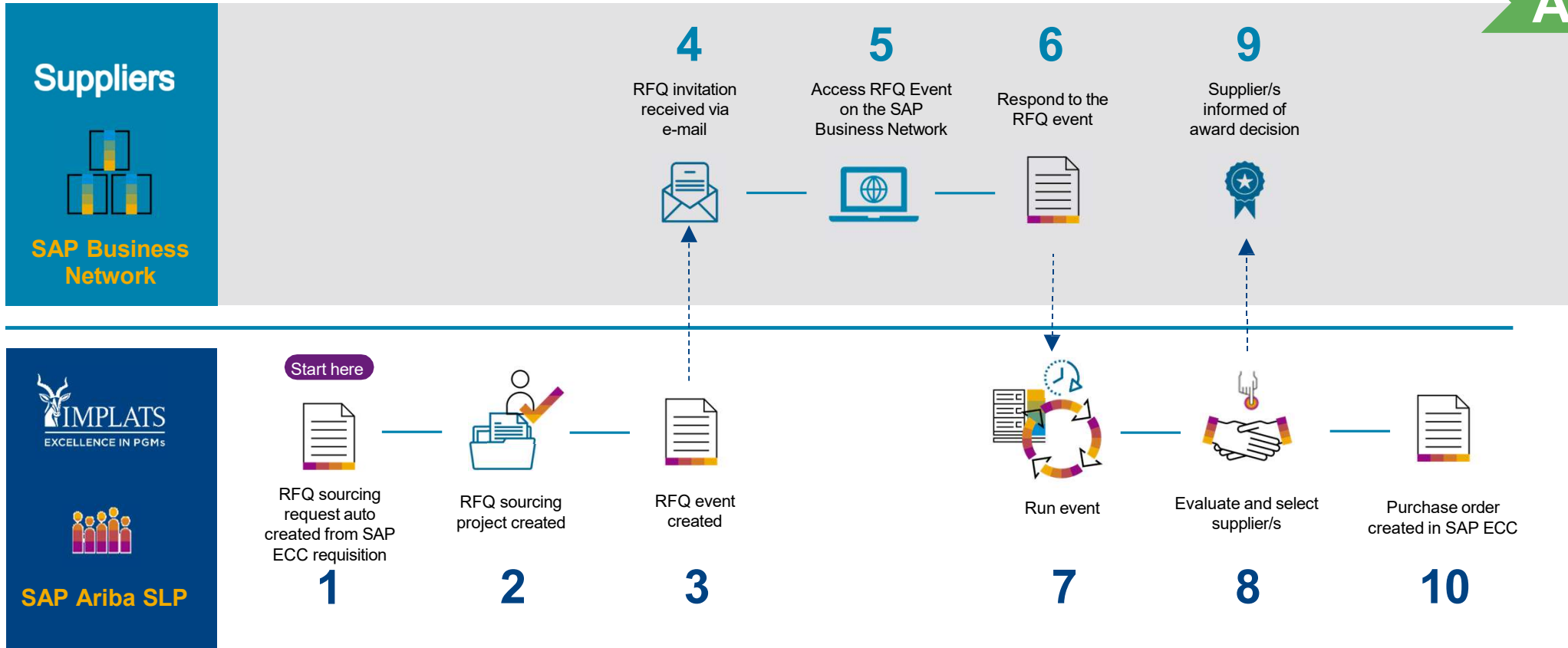
**C** HOW TO COMPOSE A MESSAGE TO IMPLATS BUYER

**D** HOW TO REVISE A SUBMITTED QUOTATION

**E** HOW TO DECLINE RESPONSE TO SOURCING EVENTS

# HIGH LEVEL RFQ PROCESS FLOW

A



# OVERVIEW

**A** HIGH LEVEL RFQ PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS' REQUEST FOR QUOTATIONS (RFQs)

**C** HOW TO COMPOSE A MESSAGE TO IMPLATS BUYER

**D** HOW TO REVISE A SUBMITTED QUOTATION

**E** HOW TO DECLINE RESPONSE TO SOURCING EVENTS

# HOW TO RESPOND TO RFQs

B

1. If you are included in an Implats RFQ event, you will receive an invitation email notification with the subject: **“Impala Platinum Holdings has invited you to participate in an event”**

**Important note:**

*Please read the content of the invitation carefully. It will contain information guiding you on the next steps required to respond to the RFQ*

- A. Click on **“Click Here”** to access the event

Impala Platinum Holdings - TEST has invited you to participate in an event:

Impala Platinum Holdings - TEST has invited you to participate in the following event: RFQ 6001204563 03 Aug 2022 v2. The event is set to begin on Wednesday, August 3, 2022 at 5:58 AM, Pacific Daylight Time.

Use the following username to log in to Impala Platinum Holdings - TEST events: [xxx@yyyyy.zz.zz](mailto:xxx@yyyyy.zz.zz)

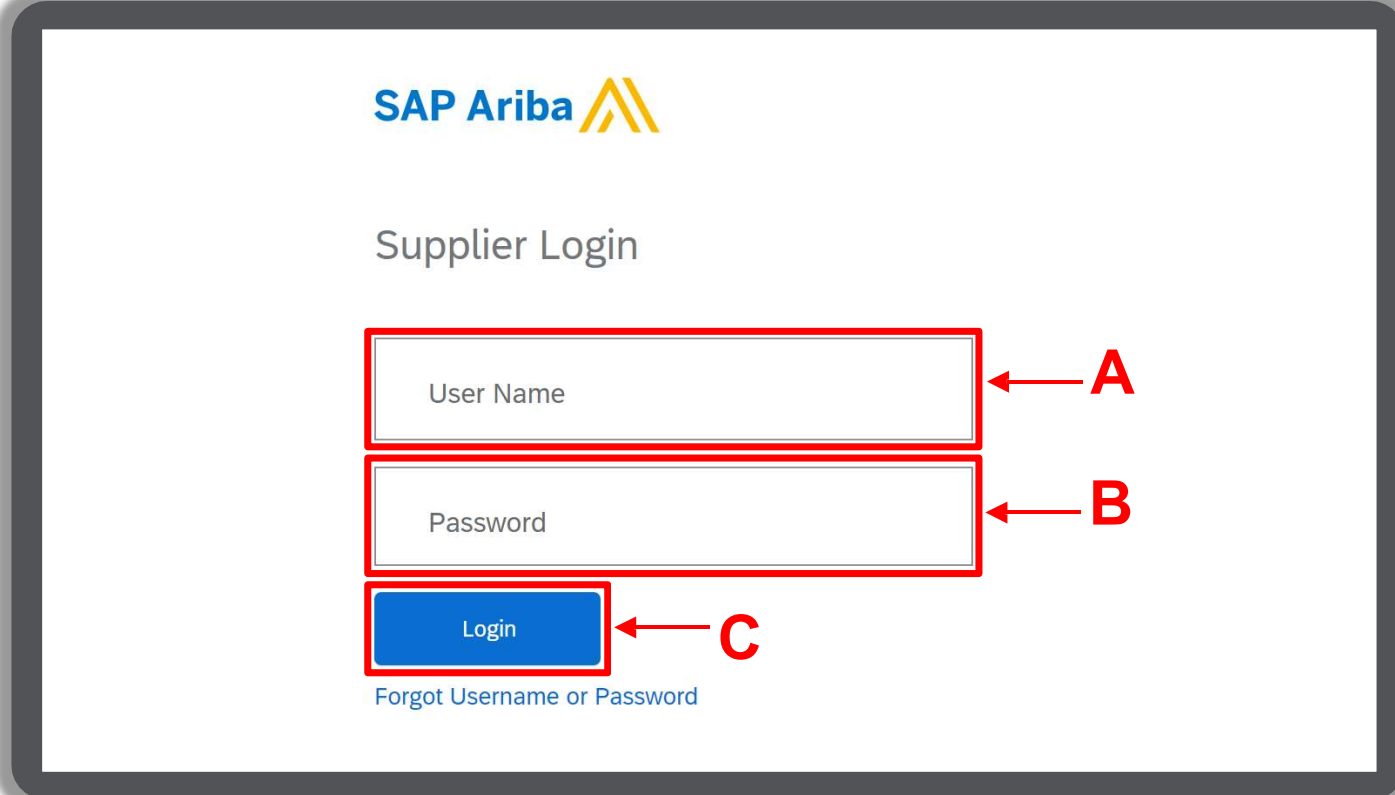
[Click Here](#) to access this event.

**A**

# HOW TO RESPOND TO RFQs

B

2. You will be redirected to the SAP Ariba Supplier Login Page
  - A. Enter your **username**
  - B. Enter your **password**
  - C. Click on the “**Login**” button



SAP Ariba

Supplier Login

User Name

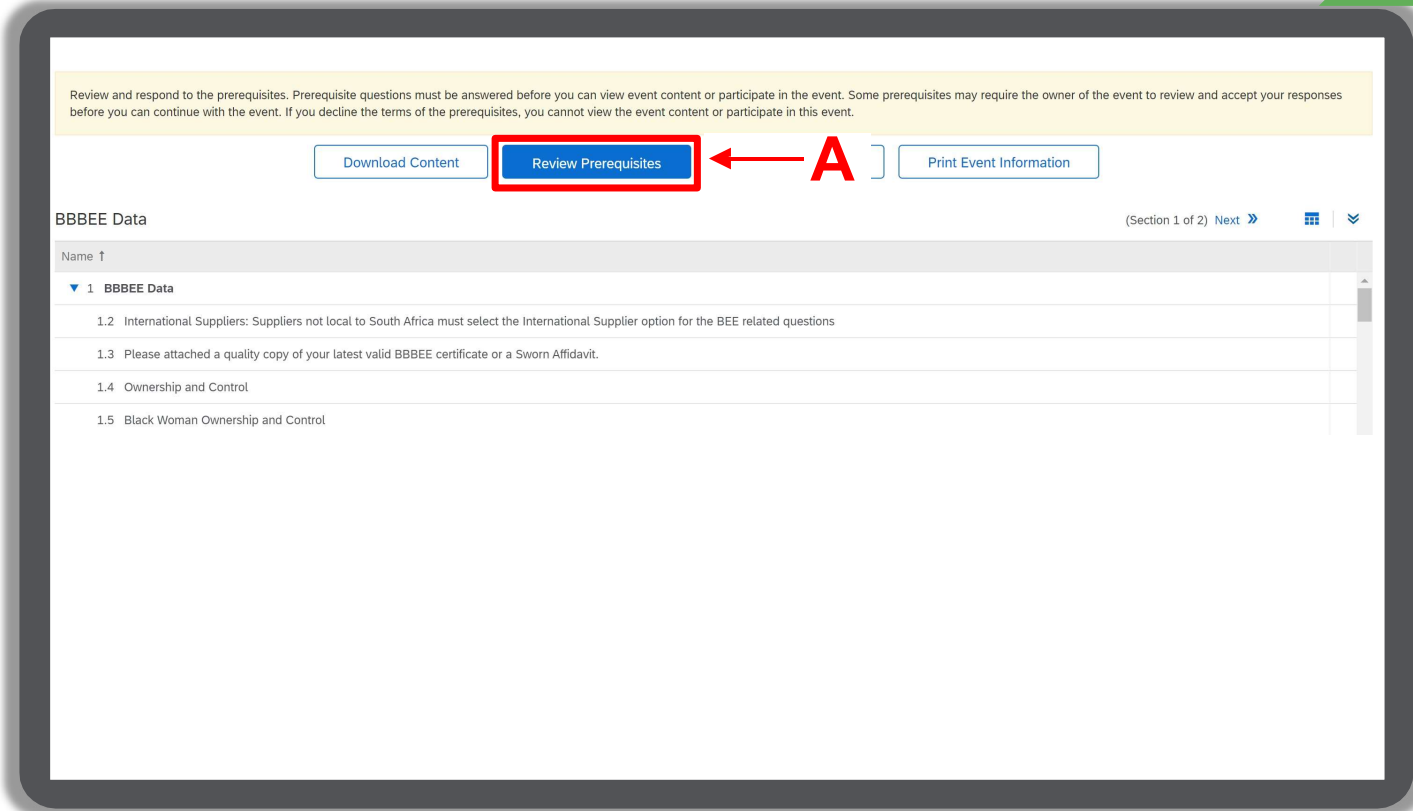
Password

Login

[Forgot Username or Password](#)

# HOW TO RESPOND TO RFQs

3. Once logged in you are taken straight into the RFQ Event.
  - A. Click on the **“Review Prerequisites”** button to review the RFQ prerequisites.



Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

[Download Content](#)
[Review Prerequisites](#)
[Print Event Information](#)

BBBEE Data (Section 1 of 2) Next »

Name ↑
▼ 1 BBBEE Data
1.2 International Suppliers: Suppliers not local to South Africa must select the International Supplier option for the BEE related questions
1.3 Please attached a quality copy of your latest valid BBBEE certificate or a Sworn Affidavit.
1.4 Ownership and Control
1.5 Black Woman Ownership and Control

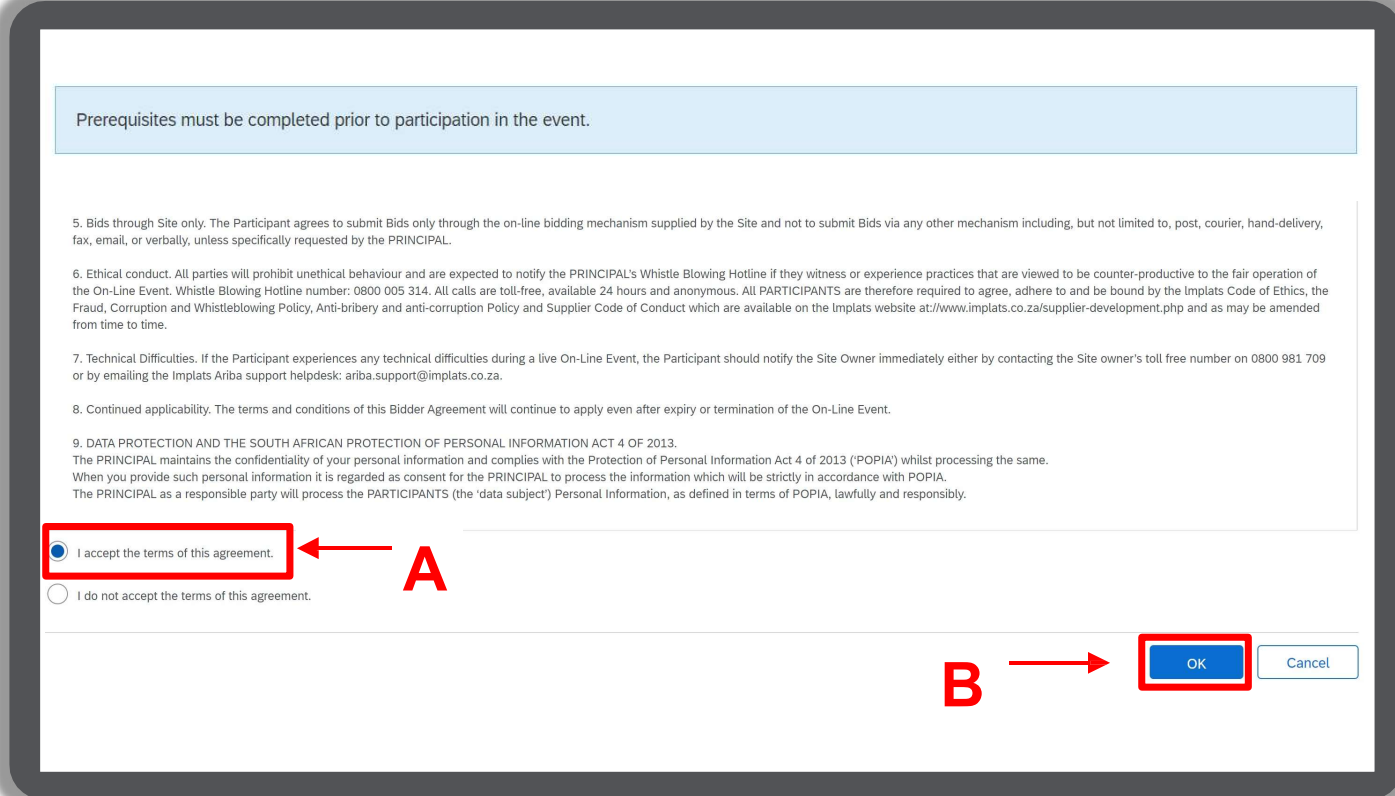


# HOW TO RESPOND TO RFQs

**B**

## 4. Review the prerequisites (Bidders Agreement)

- A. Accept the terms of agreement if you agree by selecting **“I accept the terms of this agreement”**.
- B. Then click **“OK”**.



Prerequisites must be completed prior to participation in the event.

5. Bids through Site only. The Participant agrees to submit Bids only through the on-line bidding mechanism supplied by the Site and not to submit Bids via any other mechanism including, but not limited to, post, courier, hand-delivery, fax, email, or verbally, unless specifically requested by the PRINCIPAL.

6. Ethical conduct. All parties will prohibit unethical behaviour and are expected to notify the PRINCIPAL's Whistle Blowing Hotline if they witness or experience practices that are viewed to be counter-productive to the fair operation of the On-Line Event. Whistle Blowing Hotline number: 0800 005 314. All calls are toll-free, available 24 hours and anonymous. All PARTICIPANTS are therefore required to agree, adhere to and be bound by the Implats Code of Ethics, the Fraud, Corruption and Whistleblowing Policy, Anti-bribery and anti-corruption Policy and Supplier Code of Conduct which are available on the Implats website at://www.implats.co.za/supplier-development.php and as may be amended from time to time.

7. Technical Difficulties. If the Participant experiences any technical difficulties during a live On-Line Event, the Participant should notify the Site Owner immediately either by contacting the Site owner's toll free number on 0800 981 709 or by emailing the Implats Ariba support helpdesk: ariba.support@implats.co.za.

8. Continued applicability. The terms and conditions of this Bidder Agreement will continue to apply even after expiry or termination of the On-Line Event.

9. DATA PROTECTION AND THE SOUTH AFRICAN PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013.  
The PRINCIPAL maintains the confidentiality of your personal information and complies with the Protection of Personal Information Act 4 of 2013 ('POPIA') whilst processing the same.  
When you provide such personal information it is regarded as consent for the PRINCIPAL to process the information which will be strictly in accordance with POPIA.  
The PRINCIPAL as a responsible party will process the PARTICIPANTS (the 'data subject') Personal Information, as defined in terms of POPIA, lawfully and responsibly.

☒ I accept the terms of this agreement. **A**

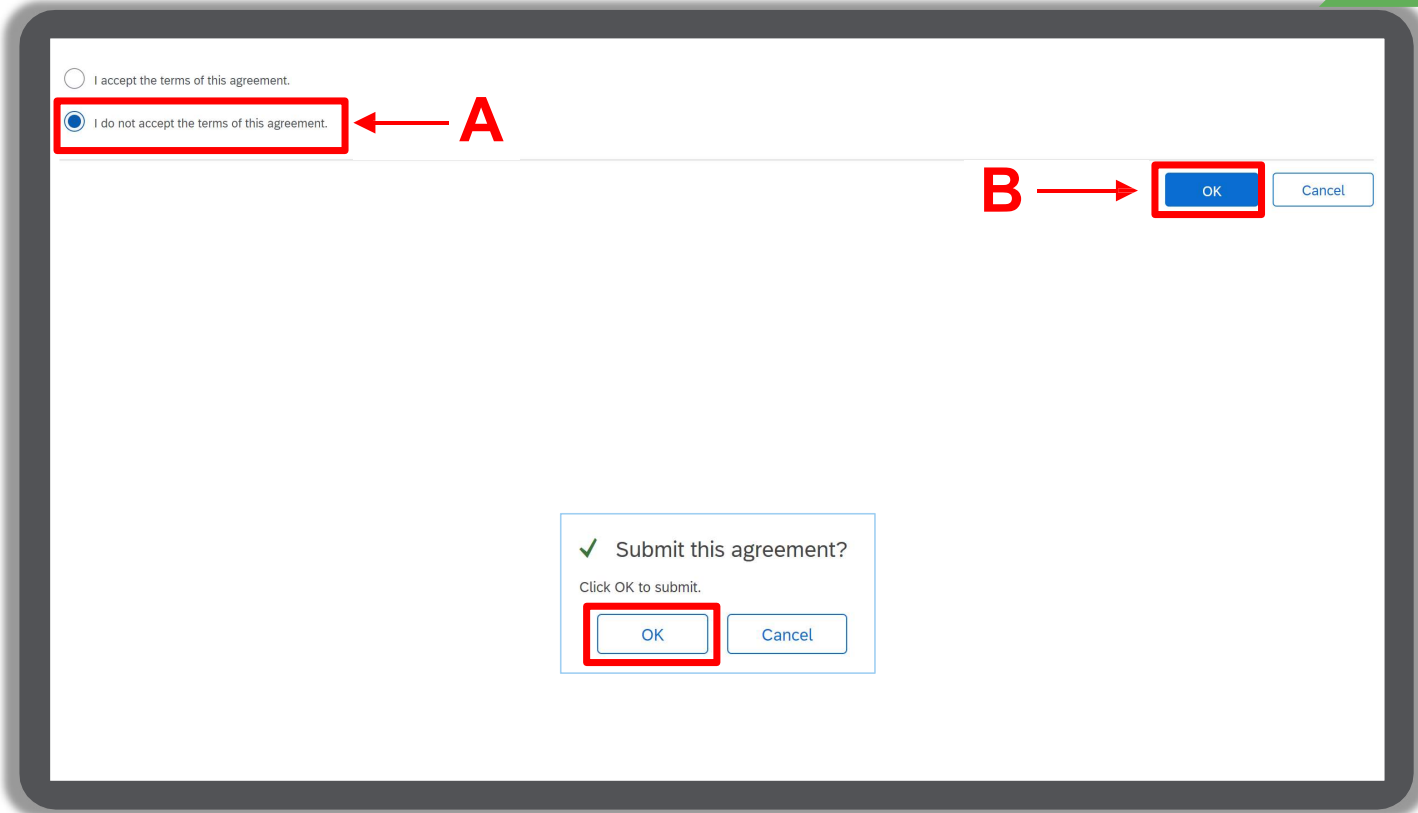
☐ I do not accept the terms of this agreement.

**B** →

# HOW TO RESPOND TO RFQs

B

4. Review the prerequisites (Bidders Agreement)
  - A. If you do not accept the terms of agreement select **“I do not accept the terms of this agreement”**.
  - B. Then click **“OK”**.
5. Click **“OK”** to submit the agreement.



The screenshot shows a web interface for the Bidders Agreement. At the top, there are two radio buttons: "I accept the terms of this agreement." (unselected) and "I do not accept the terms of this agreement." (selected). A red box labeled 'A' highlights the second option. Below this, there are two buttons: "OK" and "Cancel". A red arrow labeled 'B' points to the "OK" button. At the bottom of the dialog, there is a confirmation box with a green checkmark and the text "Submit this agreement?". Below this text, it says "Click OK to submit." and there are two buttons: "OK" and "Cancel". The "OK" button in this confirmation box is also highlighted with a red box.

# HOW TO RESPOND TO RFQs

**B**

## 6. Selecting bidding lots

- A. Select the lots you wish to bid on by ticking the relevant boxes on the left hand side of the item.

Lots Available for Bidding

<input type="checkbox"/>	Name	Reason for not bidding
<input checked="" type="checkbox"/>	2.7 Coal Samples Analysis Coal Samples Analysis	
<input checked="" type="checkbox"/>	2.8 DO ULTRASONIC TEST ON LOCO WHEEL DO ULTRASONIC TEST ON LOCO WHEEL	
	2.8.1 DO ULTRASONIC TEST ON LOCO WHEEL DO ULTRASONIC TEST ON LOCO WHEEL	
	2.8.2 LABOUR LABOUR	

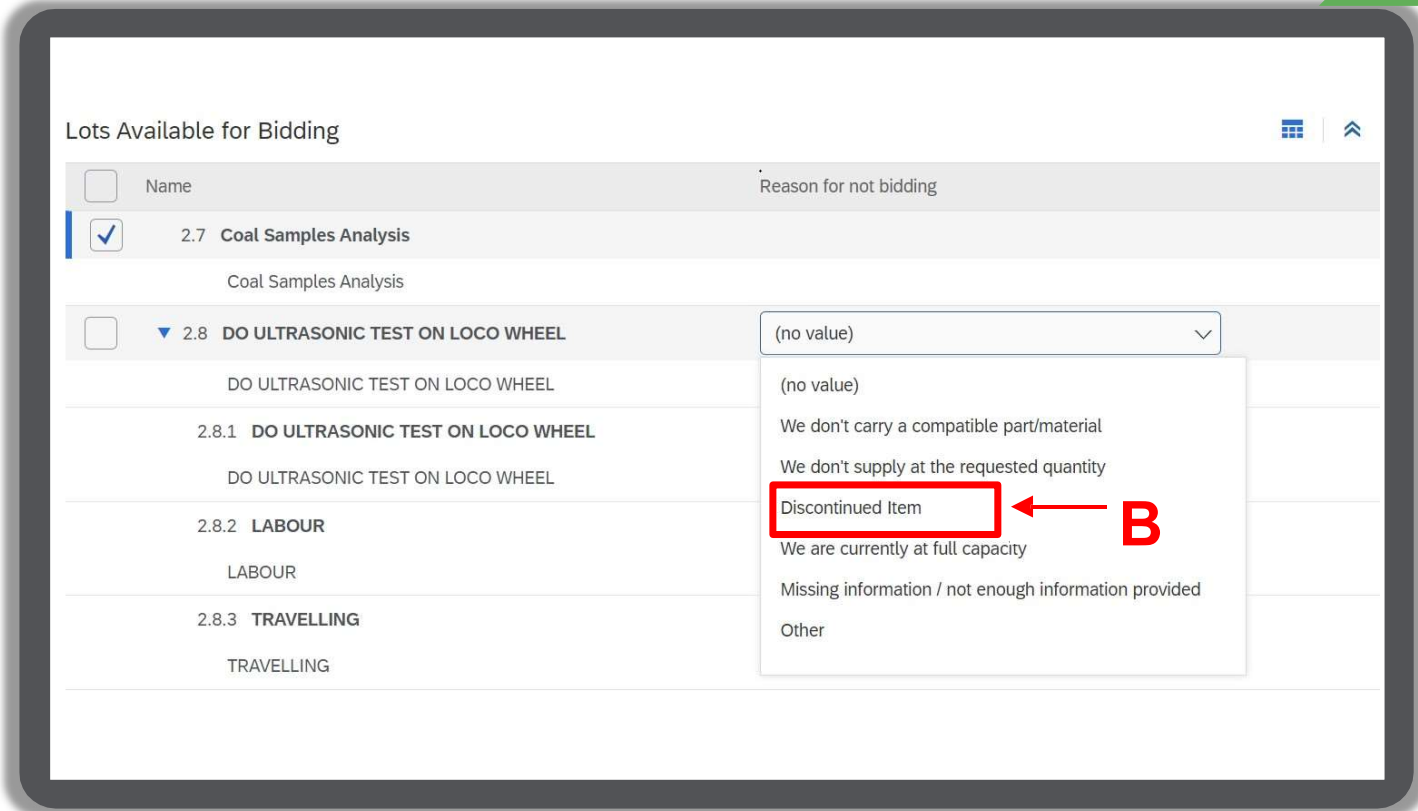
**A** ↑

# HOW TO RESPOND TO RFQs

**B**

## 6. Selecting bidding lots

- B. If, for any reason, you are unable to bid for certain lots, you have the option not to submit a bid for that particular lot. Select the dropdown option on the right to provide a reason for not bidding.



**Lots Available for Bidding**

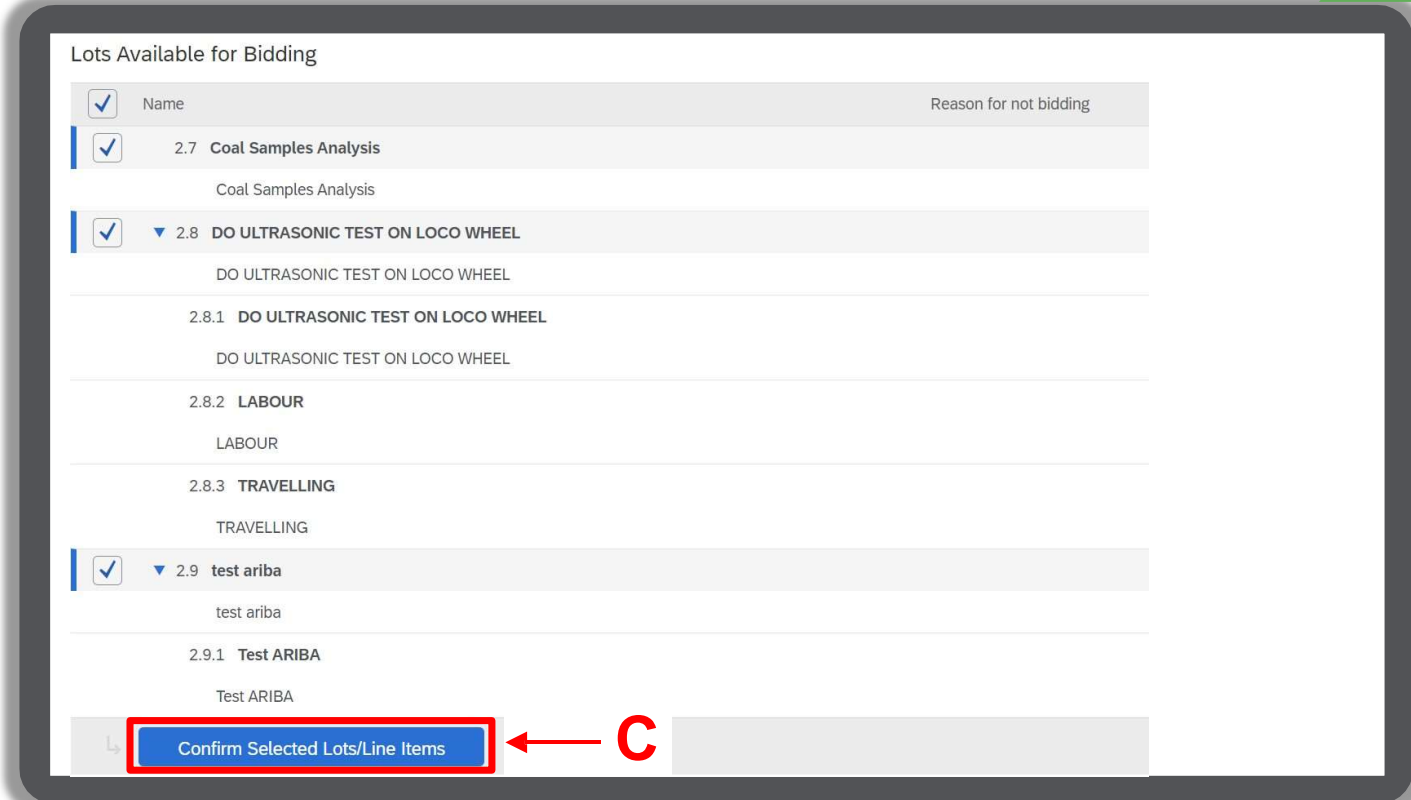
<input type="checkbox"/>	Name	Reason for not bidding
<input checked="" type="checkbox"/>	2.7 Coal Samples Analysis	
	Coal Samples Analysis	
<input type="checkbox"/>	▼ 2.8 DO ULTRASONIC TEST ON LOCO WHEEL	(no value)
	DO ULTRASONIC TEST ON LOCO WHEEL	(no value)
	2.8.1 DO ULTRASONIC TEST ON LOCO WHEEL	We don't carry a compatible part/material
	DO ULTRASONIC TEST ON LOCO WHEEL	We don't supply at the requested quantity
	2.8.2 LABOUR	<b>Discontinued Item</b>
	LABOUR	We are currently at full capacity
	2.8.3 TRAVELLING	Missing information / not enough information provided
	TRAVELLING	Other

# HOW TO RESPOND TO RFQs

B

## 6. Selecting bidding lots

- C. Once you have completed selecting bidding lots, click on **“Confirm Selected Lots/Line Items”**.



The screenshot displays the 'Lots Available for Bidding' interface. It features a table with columns for selection, name, and reason for not bidding. Several lots are selected, including '2.7 Coal Samples Analysis', '2.8 DO ULTRASONIC TEST ON LOCO WHEEL' (with sub-items 2.8.1, 2.8.2, and 2.8.3), and '2.9 test ariba' (with sub-item 2.9.1). At the bottom, a blue button labeled 'Confirm Selected Lots/Line Items' is highlighted with a red rectangle and a red arrow pointing to it, with a large red 'C' next to the arrow.

<input checked="" type="checkbox"/>	Name	Reason for not bidding
<input checked="" type="checkbox"/>	2.7 Coal Samples Analysis	
	Coal Samples Analysis	
<input checked="" type="checkbox"/>	2.8 DO ULTRASONIC TEST ON LOCO WHEEL	
	DO ULTRASONIC TEST ON LOCO WHEEL	
	2.8.1 DO ULTRASONIC TEST ON LOCO WHEEL	
	DO ULTRASONIC TEST ON LOCO WHEEL	
	2.8.2 LABOUR	
	LABOUR	
	2.8.3 TRAVELLING	
	TRAVELLING	
<input checked="" type="checkbox"/>	2.9 test ariba	
	test ariba	
	2.9.1 Test ARIBA	
	Test ARIBA	

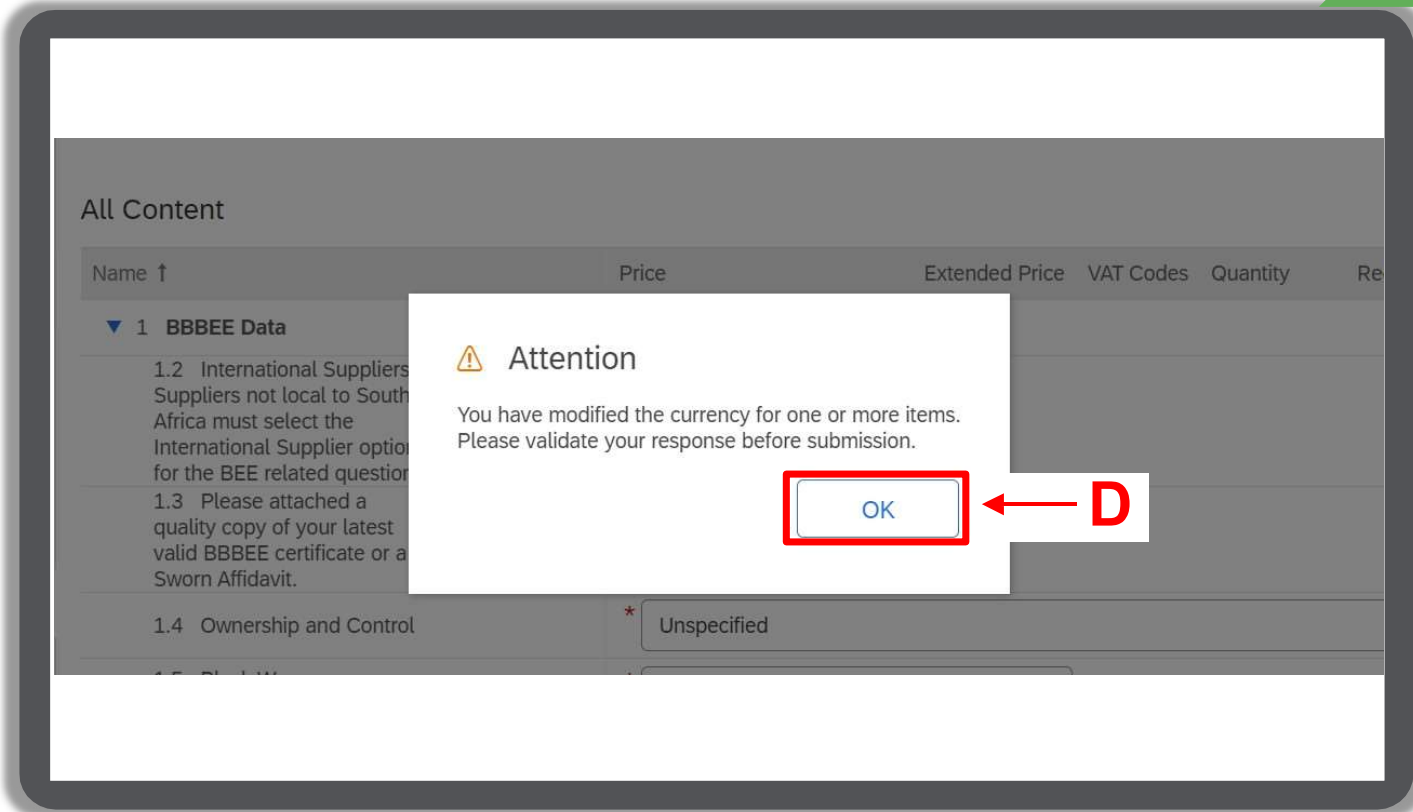
Confirm Selected Lots/Line Items

# HOW TO RESPOND TO RFQs

B

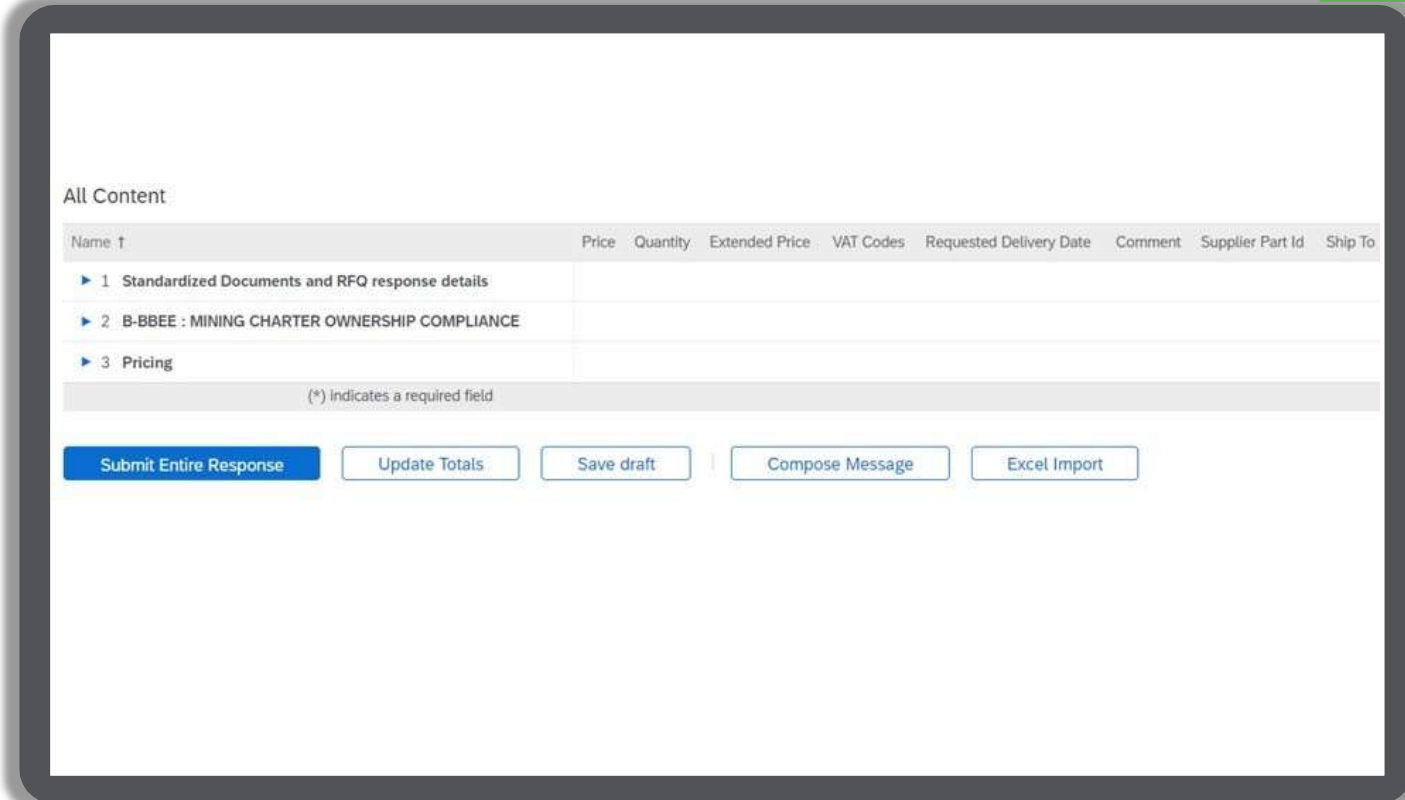
## 6. Selecting bidding lots

- D. After clicking on “Confirm Selected Lots/Line Items” button, a warning will appear notifying you of the currency modifications you made. Click **“OK”** to continue processing your bids.



# HOW TO RESPOND TO RFQs

7. There are three sections of the RFQ event that require completion.
  1. Standardized documents and RFQ response details
  2. BBBEE data
  3. Pricing



The screenshot displays the IMPLATS RFQ response interface. At the top, it says "All Content". Below this is a table with columns: Name ↑, Price, Quantity, Extended Price, VAT Codes, Requested Delivery Date, Comment, Supplier Part Id, and Ship To. The table contains three rows, each with a blue arrow icon and a label: "1 Standardized Documents and RFQ response details", "2 B-BBEE : MINING CHARTER OWNERSHIP COMPLIANCE", and "3 Pricing". Below the table, a note states "(\*) Indicates a required field". At the bottom, there are five buttons: "Submit Entire Response" (highlighted in blue), "Update Totals", "Save draft", "Compose Message", and "Excel Import".

Name ↑	Price	Quantity	Extended Price	VAT Codes	Requested Delivery Date	Comment	Supplier Part Id	Ship To
▶ 1 Standardized Documents and RFQ response details								
▶ 2 B-BBEE : MINING CHARTER OWNERSHIP COMPLIANCE								
▶ 3 Pricing								

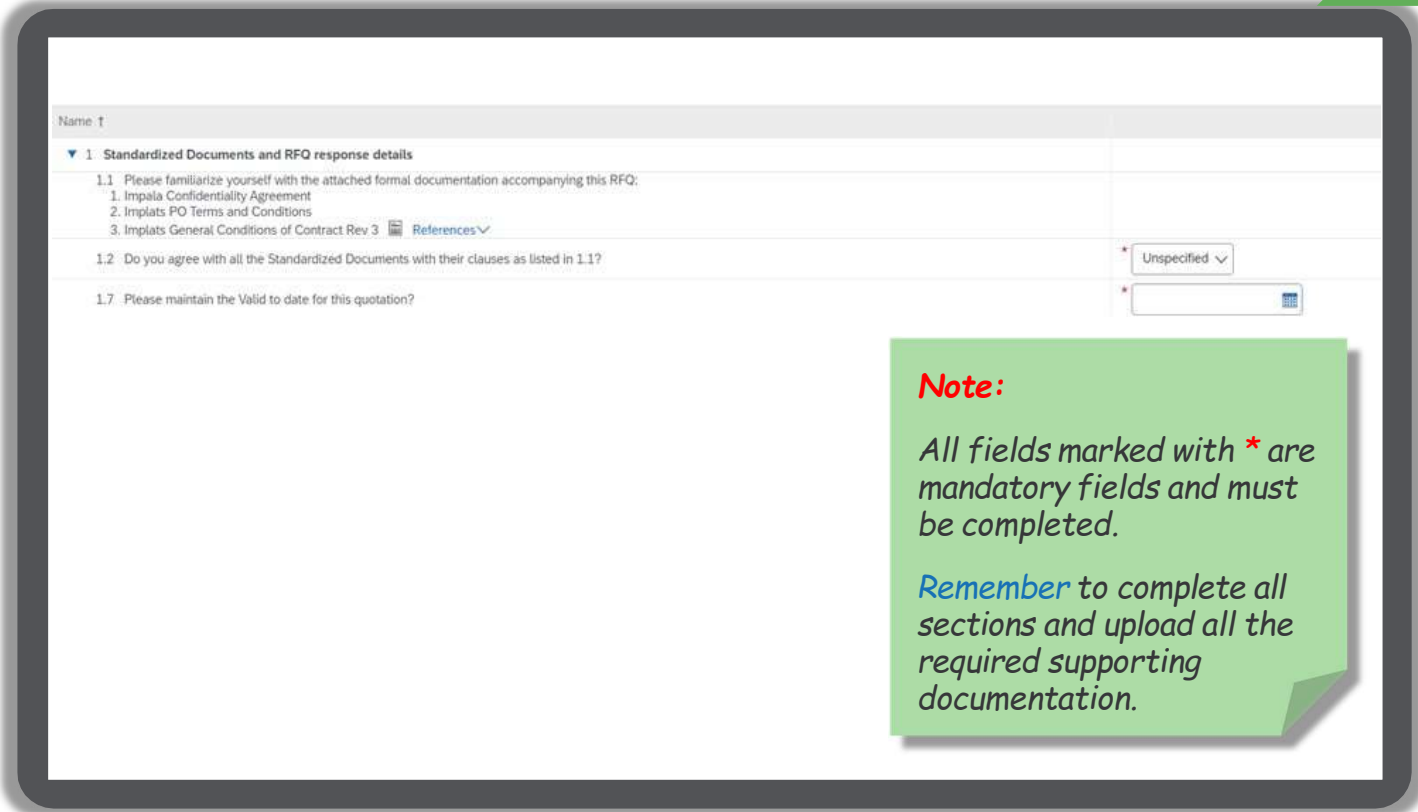
(\*) Indicates a required field

Submit Entire Response Update Totals Save draft Compose Message Excel Import

# HOW TO RESPOND TO RFQs

B

8. Complete the first section relating to **standardised documents and RFQ response details**.





# HOW TO RESPOND TO RFQs


B

9. Complete the second section relating to **BBBEE data**.

**Note:**

All fields marked with \* are mandatory fields and must be completed.

Remember to complete all sections and upload all the required supporting documentation.

Name ↑	Price	Extended Price	VAT Codes	Quantity	Requested Delivery Date	Comment	Supplier Part Id	Ship To
▼ 1 BBBEE Data								
1.2 International Suppliers: Suppliers not local to South Africa must select the International Supplier option for the BEE related questions								
1.3 Please attached a quality copy of your latest valid BBBEE certificate or a Sworn Affidavit.						*  BEE CERTIFICATE.pdf ▼ Update file Delete file		
1.4 Ownership and Control	*					≥51% HDP (Historically Disadvantaged People) Owned & Controlled ▼		
1.5 Black Woman Ownership and Control	*					≥51% Black Women Owned & Controlled ▼		
1.6 Black Youth Ownership and Control (18 - 35 years)	*					<51% Black Youth Owned & Controlled ▼		
1.7 Overall Transformation through BBBEE Recognition Level	*					Generic & Level 1, 2, 3 and 4 ▼		
1.9 Shareholding by Mine Community members residing/originating within the Mine Communities								

# HOW TO RESPOND TO RFQs

B

9. Complete the second section relating to **BBBEE data**.

A. Select the relevant options pertaining to shareholding in your organisation.

**Note:**

All fields marked with \* are mandatory fields and must be completed.

*Remember to complete all sections and upload all the required supporting documentation.*

Name ↑	Price	Extended Price	VAT Codes	Quantity	Requested Delivery Date	Comment	Supplier Part Id	Ship To
<p>The List of choices below refer to Option 1 and 2. Details of the areas covered by the two options are:</p> <p>Option 1            Bobuampya, Chaneng, Freedom Park, Kanana, Lefaragathle, Luka (Mogono) + (South), Mafenya, Mafika, Maile Diepkuil, Maile Roodekraalspruit, Meriting, Phokeng, Rasimone, Robega, Seraleng, Serutube or Tsitsing</p> <p>Option 2            Mabitse, Maile Extension, Maile Kopman, Mamerotse, Marakana, Mfidikoe, Mogajane, Mosenthal, Photsaneng, Tantanana, Thekwane, Tlapa or Tlaseng</p>								
						* ≤25% Shareholding by Mine Community members <input type="text"/>		

# HOW TO RESPOND TO RFQs

B

## 9. Complete the second section relating to **BBBEE data**.

- B. Complete selecting relevant options pertaining to shareholding in your organisation.

### Note:

All fields marked with \* are mandatory fields and must be completed.

*Remember to complete all sections and upload all the required supporting documentation.*

Name ↑	Price	Extended Price	VAT Codes	Quantity	Requested Delivery Date	Comment	Supplier Part Id	Ship To
Option 1 Bobuampya, Chaneng, Freedom Park, Kanana, Lefaragathle, Luka (Mogono) + (South), Mafenya, Mafika, Maile Diepkuil, Maile Roodekraalspruit, Meriting, Phokeng, Rasimone, Robega, Seraleng, Serutube or Tsitsing								
Option 2 Mabitse, Maile Extension, Maile Kopman, Mamerotse, Marakana, Mfidikoe, Mogajane, Mosenthal, Photosaneng, Tantanana, Thekwane, Tlapa or Tlaseng								
Option 3 Beestekraal, Bethanie, Boekenhoutfontein, Boitekong, Bokamoso, Boons, Boshhoek, Buffelspoort, Entabeni, Hartebeesfontein, Ikageng, Karlienpark, Kroondal, Lekgalong, Lekojaneng, Lesung, Lethabong, Makolokwe, Marikana, Mathopestad, Maumong, Modderfontein, Modikwe, Monakato, Mogwase (Moses Kotane Municipality but declared Special Economic Zone), Nkaneng, Olifantsnek,								

\* Option 3 ▾

# HOW TO RESPOND TO RFQs

**B**

## 10. Complete the **Pricing** section.

- A. You will need to enter the **Unit Cost** for each line item.

### Note:

All fields marked with \* are mandatory fields and must be completed.

Please make sure that all the prices you input, are **Exclusive of VAT**.

**Remember** to complete all sections and upload all the required supporting documentation.

Name ↑	Price	Extended Price	VAT Codes	Quantity
2.3 Please provide total value of full RFQ, exclusive of VAT?	* <input type="text"/> ZAR			
2.7 Coal Samples Analysis ▾ Less... <input type="text"/>	* <input type="text"/> ZAR		J1 15% Input VAT	2 Hour
Coal Samples Analysis				
2.8 DO ULTRASONIC TEST ON LOCO WHEEL ▾ Less... <input type="text"/>				1 Activity unit

# HOW TO RESPOND TO RFQs

**B**

## 10. Complete the **Pricing** section.

- B. The next step is to add the price for each item. The price that you enter in each section is the **Unit Cost**, which is the price or cost for **one item**.

### Note:

All fields marked with \* are mandatory fields and must be completed.

Please make sure that all the prices you input, are **Exclusive of VAT**.

**Remember** to complete all sections and upload all the required supporting documentation.

Name ↑	Price	Extended Price	VAT Codes	Quantity
2.3 Please provide total value of full RFQ, exclusive of VAT?	* <input type="text"/> ZAR			
2.7 Coal Samples Analysis ▾ Less... <input type="text"/>	* <input type="text" value="50,000.00"/> ZAR		J1 15% Input VAT	2 Hour
Coal Samples Analysis				
2.8 DO ULTRASONIC TEST ON LOCO WHEEL ▾ Less... <input type="text"/>				1 Activity unit

# HOW TO RESPOND TO RFQs

B

## 10. Complete the **Pricing** section.

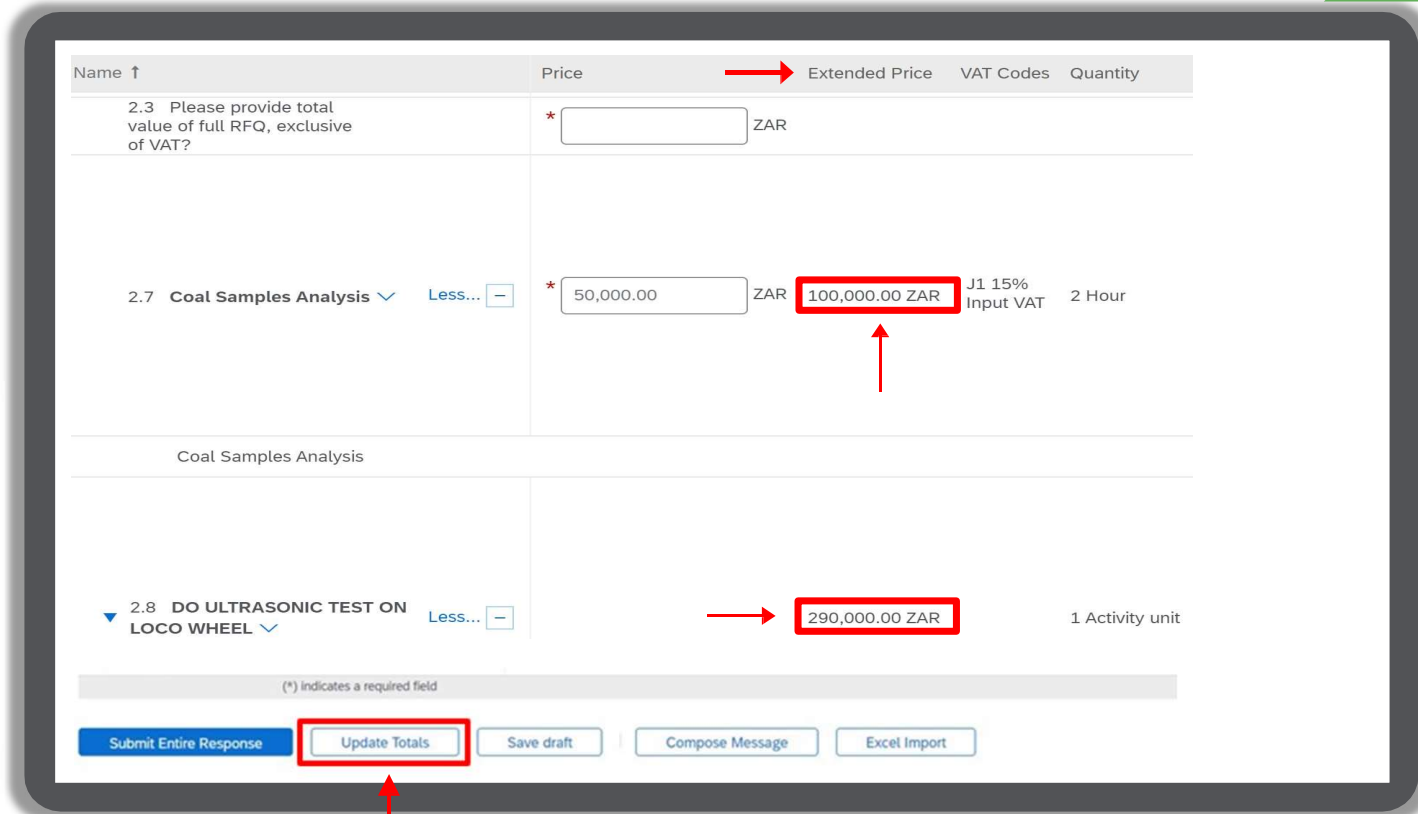
- C. Once you have completed all sections, click **Update Totals**. This will calculate the **Total Cost** for each item and display it under the **Extended Price** tab.

### Note:

All fields marked with \* are mandatory fields and must be completed.

Please make sure that all the prices you input, are **Exclusive of VAT**.

**Remember** to complete all sections and upload all the required supporting documentation.



Name ↑	Price	Extended Price	VAT Codes	Quantity
2.3 Please provide total value of full RFQ, exclusive of VAT?	* <input type="text"/> ZAR			
2.7 Coal Samples Analysis <span>Less... -</span>	* <input type="text"/> 50,000.00 ZAR	<b>100,000.00 ZAR</b>	J1 15% Input VAT	2 Hour
Coal Samples Analysis				
2.8 DO ULTRASONIC TEST ON LOCO WHEEL <span>Less... -</span>		<b>290,000.00 ZAR</b>		1 Activity unit

(\*) indicates a required field

# HOW TO RESPOND TO RFQs

B

10. Complete the **Pricing** section.

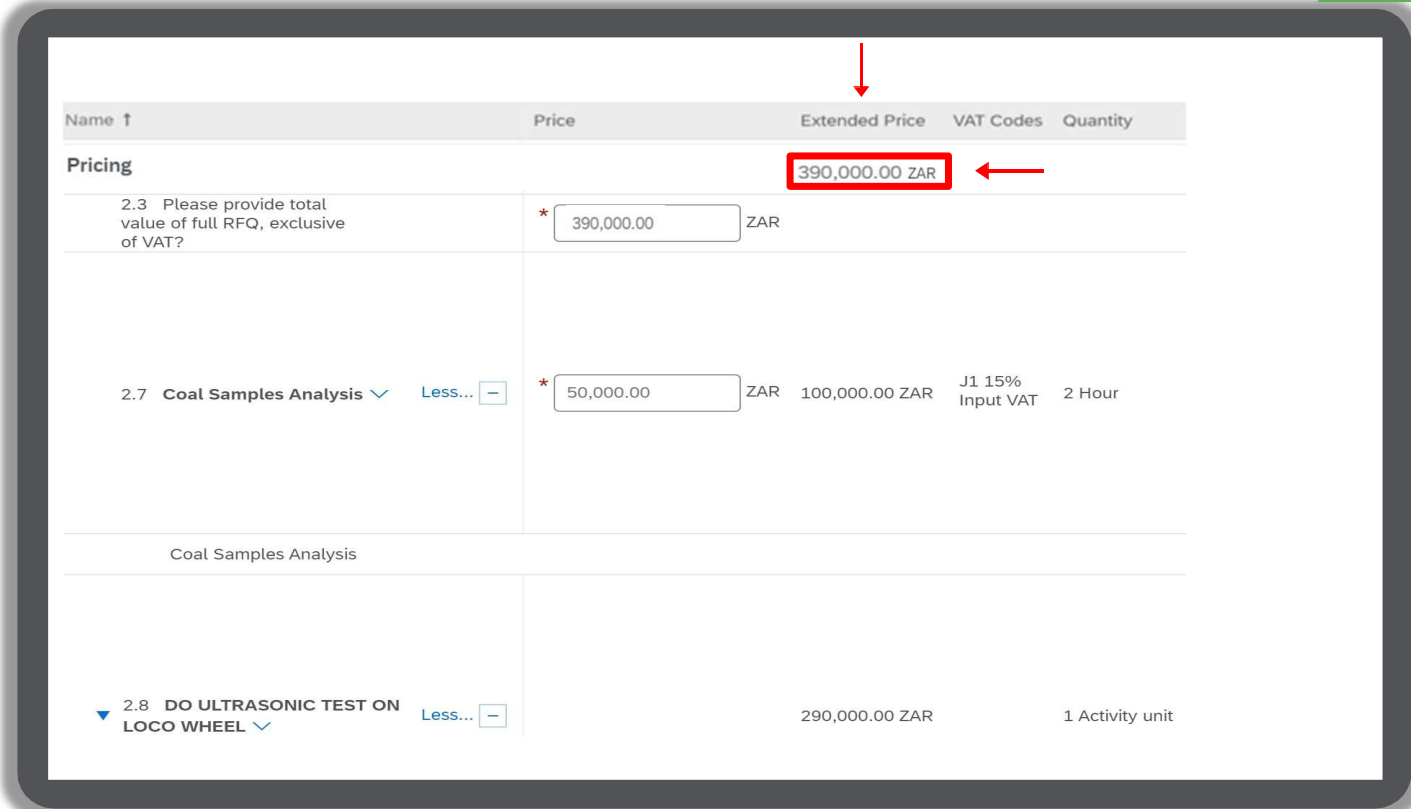
- D. You will also notice that the **Total Value** of the RFQ is also calculated by the system. Copy and paste the price into the textbox that asks for the **Total Value** of the full **RFQ**

## Note:

All fields marked with \* are mandatory fields and must be completed.

Please make sure that all the prices you input, are **Exclusive of VAT**.

**Remember** to complete all sections and upload all the required supporting documentation.



Name ↑	Price	Extended Price	VAT Codes	Quantity
<b>Pricing</b>				
2.3 Please provide total value of full RFQ, exclusive of VAT?	* 390,000.00 ZAR	390,000.00 ZAR		
2.7 Coal Samples Analysis ▾ Less... ▢	* 50,000.00 ZAR	100,000.00 ZAR	J1 15% Input VAT	2 Hour
Coal Samples Analysis				
▼ 2.8 DO ULTRASONIC TEST ON LOCO WHEEL ▾ Less... ▢		290,000.00 ZAR		1 Activity unit

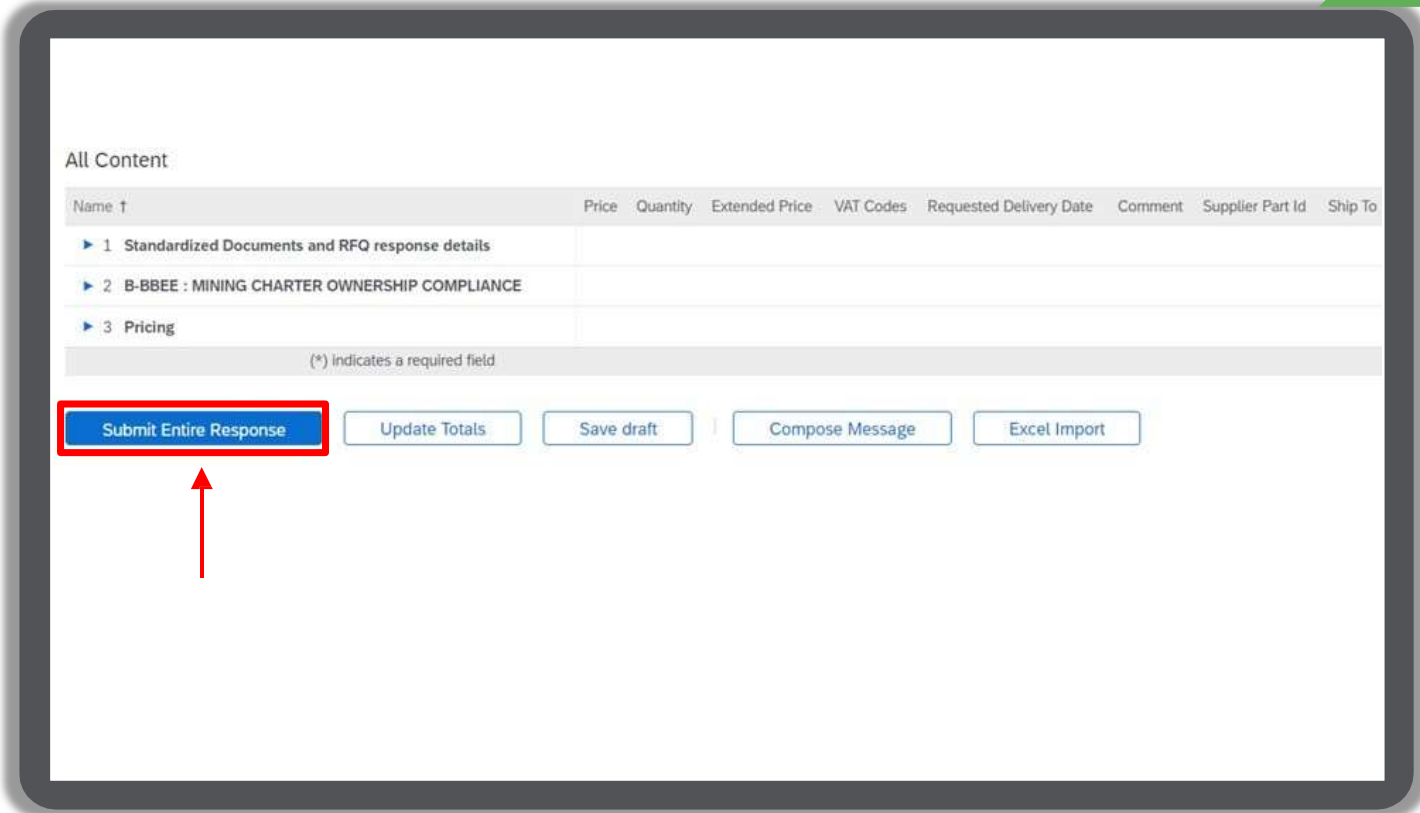
# HOW TO RESPOND TO RFQs

B

11. Once you are satisfied with your bid, click on **“Submit Entire Response”** to submit your RFQ response.

## Tips:

- i. Click **“Save draft”** if you are not yet ready to submit your response.
- ii. Be cognisant of the time remaining for submission - once the clock hits **00:00:00**, you will no longer be able to submit your response.



All Content

Name ↑	Price	Quantity	Extended Price	VAT Codes	Requested Delivery Date	Comment	Supplier Part Id	Ship To
▶ 1 Standardized Documents and RFQ response details								
▶ 2 B-BBEE : MINING CHARTER OWNERSHIP COMPLIANCE								
▶ 3 Pricing								

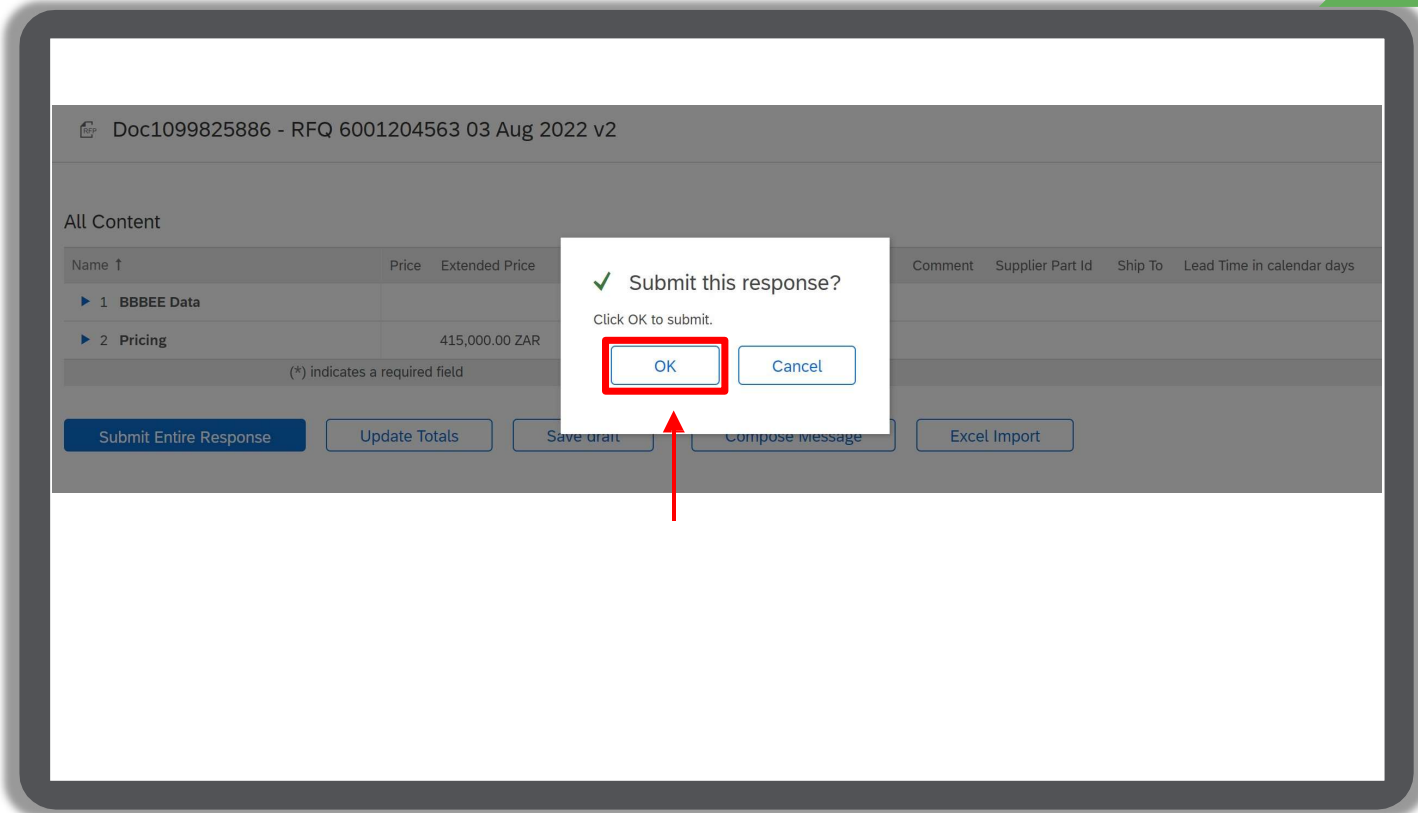
(\*) Indicates a required field



# HOW TO RESPOND TO RFQs

B

12. Click **“OK”** to confirm the submission of your response.



Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2

All Content

Name ↑	Price	Extended Price
▶ 1 BBBEE Data		
▶ 2 Pricing		415,000.00 ZAR

(\*) indicates a required field

Submit Entire Response   Update Totals   Save draft   Compose message   Excel Import

Submit this response? ✓  
Click OK to submit.  
OK   Cancel

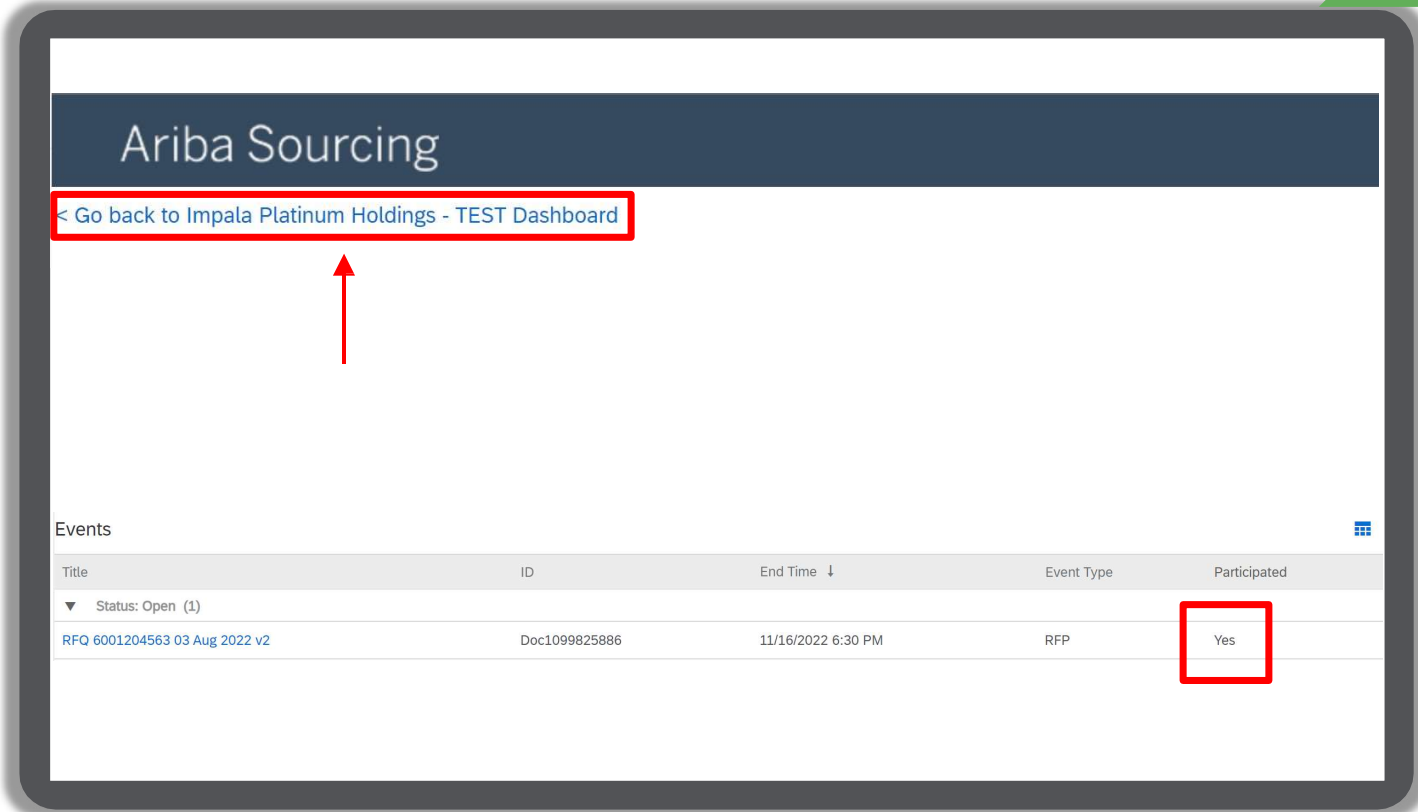
# HOW TO RESPOND TO RFQs

B

13. Click “**Go back to Impala Platinum Holdings – TEST Dashboard**” to return to the Events home page.
14. The participated status of the event will reflect as “**Yes**”.

**Note:**

*Implats will review your submitted bid and respond via e-mail to confirm if you have succeeded or lost the bid.*



The screenshot shows the Ariba Sourcing interface. At the top, there is a dark blue header with the text "Ariba Sourcing". Below the header, there is a red-bordered button labeled "< Go back to Impala Platinum Holdings - TEST Dashboard". A red arrow points from this button down to the "Participated" column of the table below. The table has a header row with columns: Title, ID, End Time ↓, Event Type, and Participated. Below the header, there is a row for an event titled "RFQ 6001204563 03 Aug 2022 v2" with ID "Doc1099825886", End Time "11/16/2022 6:30 PM", and Event Type "RFP". The "Participated" status for this event is "Yes", which is highlighted with a red-bordered box.

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1)				
RFQ 6001204563 03 Aug 2022 v2	Doc1099825886	11/16/2022 6:30 PM	RFP	Yes

# OVERVIEW

**A** HIGH LEVEL RFQ PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS' REQUEST FOR QUOTATIONS (RFQs)

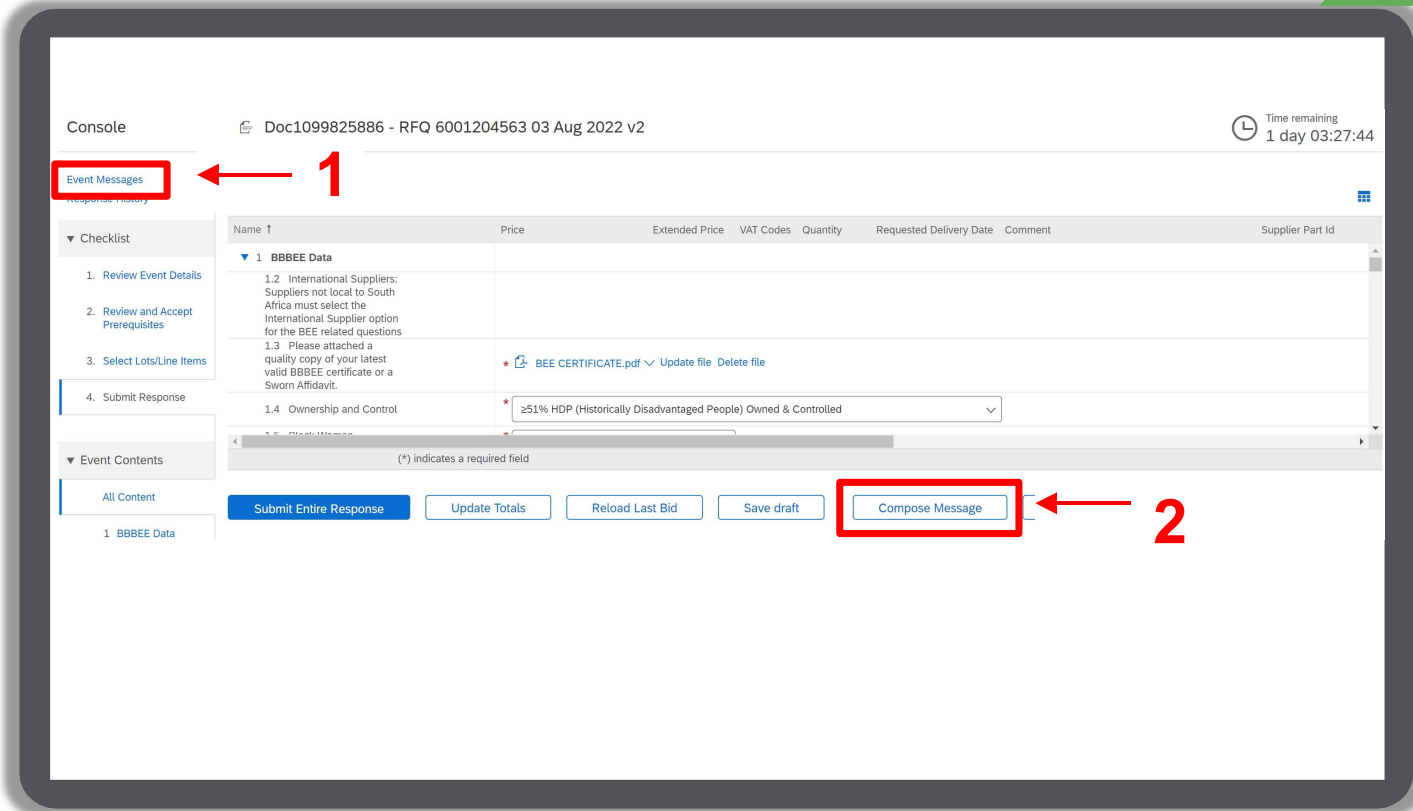
**C** HOW TO COMPOSE A MESSAGE TO IMPLATS BUYER

**D** HOW TO REVISE A SUBMITTED QUOTATION

**E** HOW TO DECLINE RESPONSE TO SOURCING EVENTS

# HOW TO COMPOSE A MESSAGE TO THE IMPLATS BUYER

1. Implats could send you important messages during the course of the event providing further information and updates about the event. Find these messages by clicking on **“Event Messages”**, which can be found in the menu bar on the left hand side of your screen.
2. Should you need to contact Implats during the course of the event, do so by clicking on **“Compose Message”**.



The screenshot displays the SAP Ariba Supplier User Guide interface. On the left, a sidebar menu contains 'Event Messages' (highlighted with a red box and labeled '1') and 'Compose Message' (highlighted with a red box and labeled '2'). The main content area shows a document titled 'Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2'. Below the title, there is a table with columns: Name, Price, Extended Price, VAT Codes, Quantity, Requested Delivery Date, Comment, and Supplier Part Id. The table contains one row with the following data: Name: 1.2 International Suppliers: Suppliers not local to South Africa must select the International Supplier option for the BEE related questions; Price: \* BEE CERTIFICATE.pdf; Extended Price: Update file Delete file; Quantity: \* ≥51% HDP (Historically Disadvantaged People) Owned & Controlled; Requested Delivery Date: \*; Comment: \*; Supplier Part Id: \*. Below the table, there is a section for 'Event Contents' with a sub-section 'All Content' containing '1. BBBEE Data'. At the bottom of the interface, there are several buttons: 'Submit Entire Response', 'Update Totals', 'Reload Last Bid', 'Save draft', and 'Compose Message' (highlighted with a red box and labeled '2').

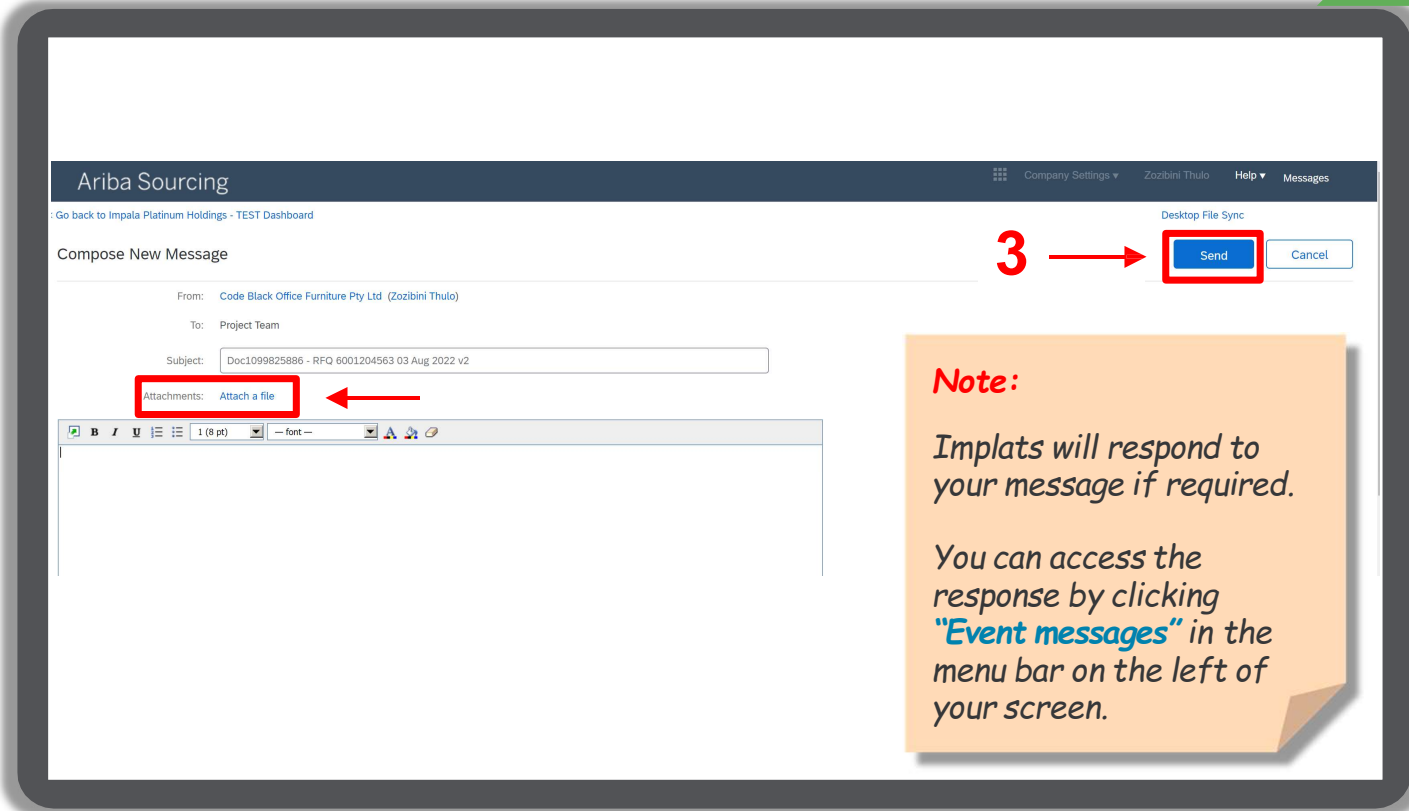
# HOW TO COMPOSE A MESSAGE TO THE IMPLATS BUYER

- When the message screen opens, write your message. When finished, click **"Send"**.

**Note:**

Attachments can also be added if need.

Just click **"Attach a file"** to do so.



Ariba Sourcing

Go back to Impala Platinum Holdings - TEST Dashboard

Compose New Message

From: Code Black Office Furniture Pty Ltd (Zozibini Thulo)

To: Project Team

Subject: Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2

Attachments: **Attach a file**

Send Cancel

3 →

**Note:**

Implats will respond to your message if required.

You can access the response by clicking **"Event messages"** in the menu bar on the left of your screen.

# OVERVIEW

**A** HIGH LEVEL RFQ PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS' REQUEST FOR QUOTATIONS (RFQs)

**C** HOW TO COMPOSE A MESSAGE TO IMPLATS BUYER

**D** HOW TO REVISE A SUBMITTED QUOTATION

**E** HOW TO DECLINE RESPONSE TO SOURCING EVENTS

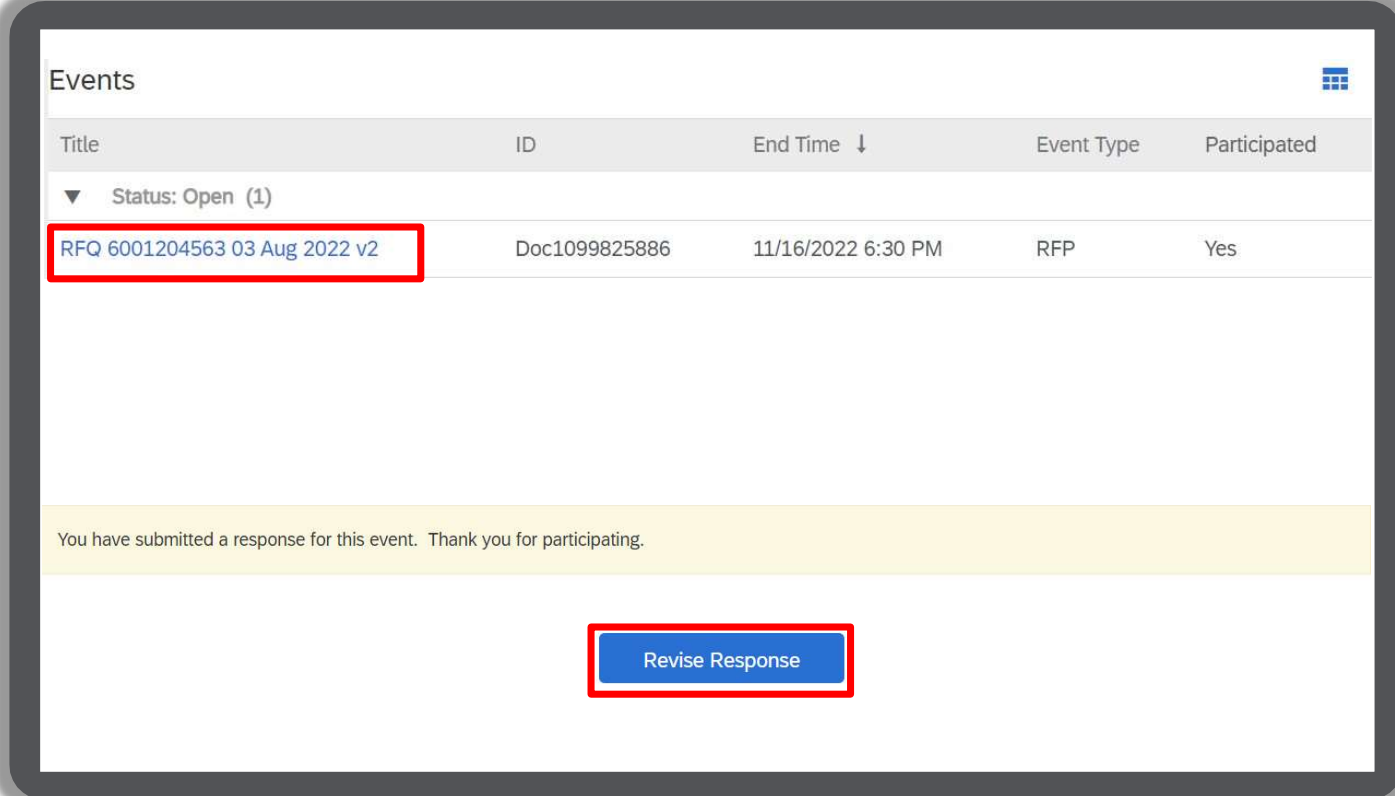
# HOW TO REVISE A SUBMITTED RFQ RESPONSE



1. Should you need to **revise your submitted response**, you can still do so provided the event is still active and not closed.

Access your SAP Business Network Account and click on the event you intend to revise.

2. Then click **“Revise Response”** to change or update your response.



The screenshot shows the 'Events' section of a SAP Business Network account. A table lists events with columns: Title, ID, End Time, Event Type, and Participated. One event is highlighted with a red box: 'RFQ 6001204563 03 Aug 2022 v2'. Below the table, a yellow message states: 'You have submitted a response for this event. Thank you for participating.' At the bottom, a blue button labeled 'Revise Response' is highlighted with a red box.

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1)				
RFQ 6001204563 03 Aug 2022 v2	Doc1099825886	11/16/2022 6:30 PM	RFP	Yes

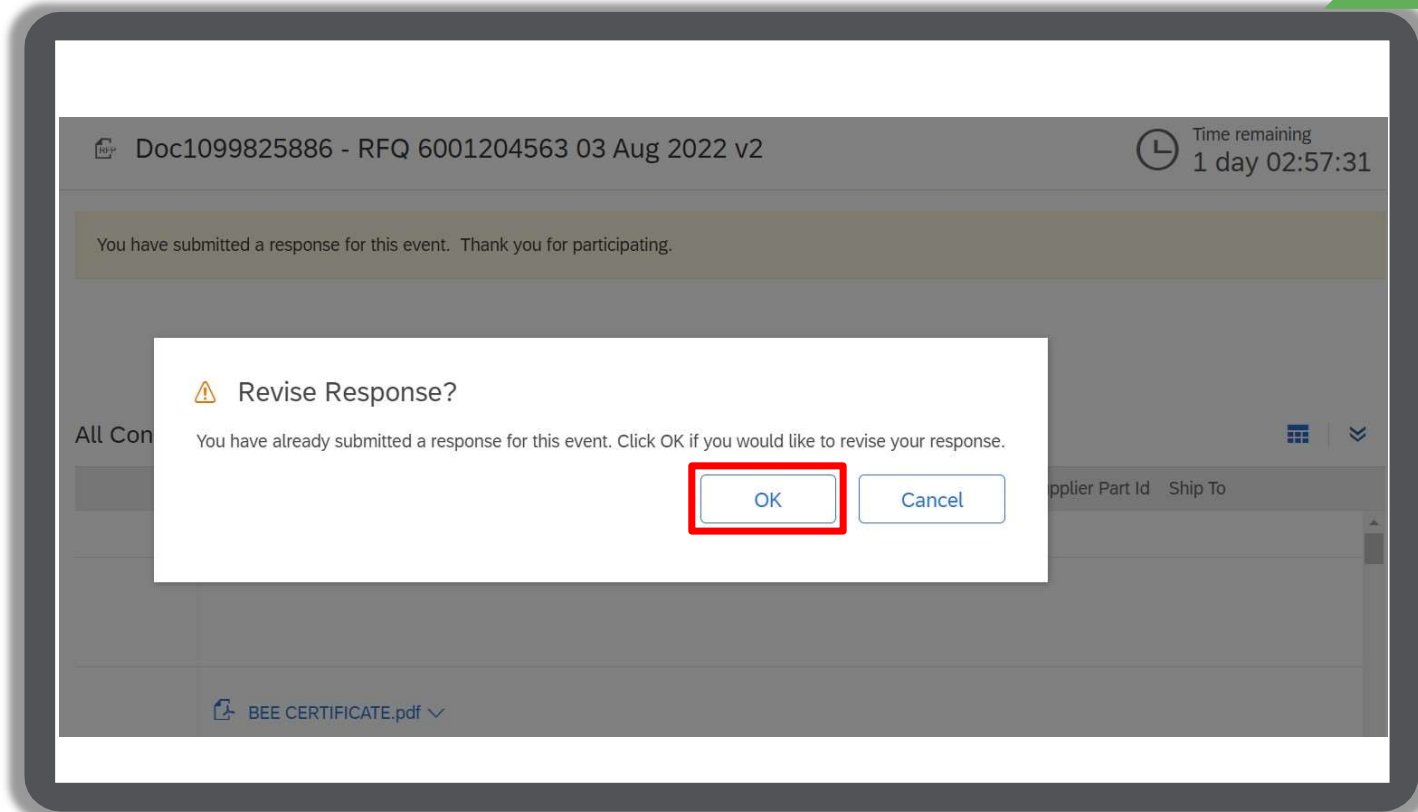
You have submitted a response for this event. Thank you for participating.

[Revise Response](#)

# HOW TO REVISE A SUBMITTED RFQ RESPONSE

D

3. A pop-up dialogue box will appear warning that you have already submitted a response.
  - A. Click **“OK”** to proceed.





# HOW TO REVISE A SUBMITTED RFQ RESPONSE



- Proceed to make your updates or changes. When complete, click **“Submit Entire Response”**.

Name ↑		Price	Extended Price	VAT Codes	Quantity	Requested Delivery Date
2.8.2 LABOUR ▾	More... +	* 80,000.00	ZAR 80,000.00 ZAR		1 each	
2.8.3 TRAVELLING ▾	More... +	* 25,500.00	ZAR 51,000.00 ZAR		2 each	

(\*) indicates a required field

# OVERVIEW

**A** HIGH LEVEL RFQ PROCESS FLOW

**B** HOW TO RESPOND TO IMPLATS' REQUEST FOR QUOTATIONS (RFQs)

**C** HOW TO COMPOSE A MESSAGE TO IMPLATS BUYER

**D** HOW TO REVISE A SUBMITTED QUOTATION

**E** HOW TO DECLINE RESPONSE TO SOURCING EVENTS

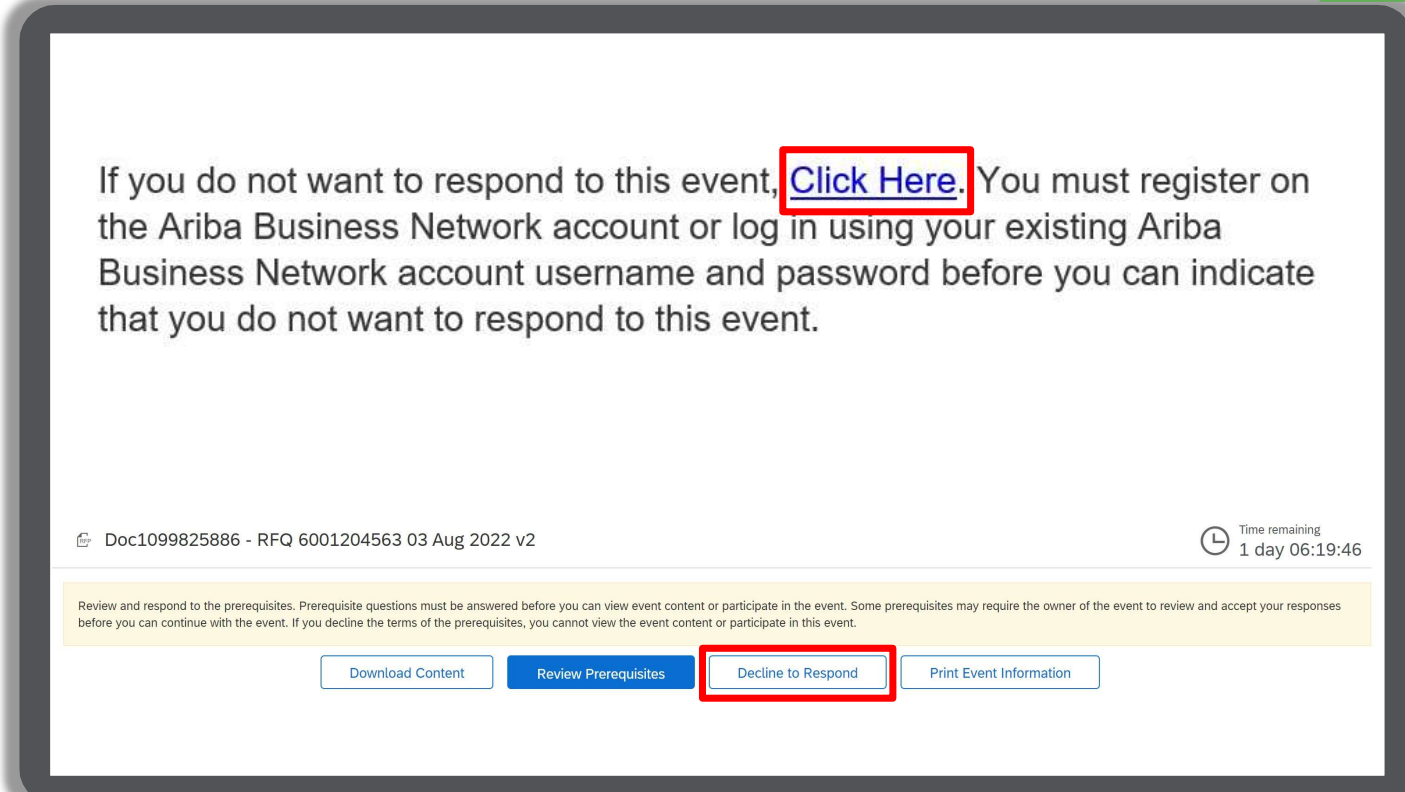
# HOW TO DECLINE RESPONDING TO AN RFQ EVENT

1. If you do not intend to participate in the event, click the **“Click Here”** link in the event invitation e-mail received from Implats.

**Note:**

*Please read through the content of the invitation to fully understand next steps, whether you intend to participate or not.*

2. Log in to the SAP Business Network and access the event.
  - A. Click **“Decline to Respond”**.



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

Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2 Time remaining 1 day 06:19:46

Review and respond to the prerequisites. Prerequisite questions must be answered before you can view event content or participate in the event. Some prerequisites may require the owner of the event to review and accept your responses before you can continue with the event. If you decline the terms of the prerequisites, you cannot view the event content or participate in this event.

[Download Content](#) [Review Prerequisites](#) [Decline to Respond](#) [Print Event Information](#)

# HOW TO DECLINE RESPONDING TO AN RFQ EVENT

3. Please provide a reason for declining to participate in the free text box area on your screen.

A. Click “OK”.



Reason for Declining to Respond

Declining to respond will temporarily remove your accessibility to this event. If you decide to respond to this event later, click the 'Intend to Respond' button for this event. Please enter the reason for declining (limited to 500 characters).

We cannot meet your current requirement and looking forward to participating in any future events.

**Note:**

*Your reason for not participating should be limited to **500 characters** - please be brief and to the point.*

OK Cancel

# HOW TO DECLINE RESPONDING TO AN RFQ EVENT



4. Your event participation status will be updated to **“Declined”**.

Events

Title	ID	End Time ↓	Event Type	Participated
▼ Status: Open (1)				
<a href="#">RFQ 6001204563 03 Aug 2022 v2</a>	Doc1099825886	11/16/2022 6:30 PM	RFP	Declined

Registration Questionnaires

Title	ID	End Time ↓	Status
▼ Status: Open (2)			
<a href="#">Implats Supplier Registration Questionnaire 1 of 2</a>	Doc1203008247	11/2/2023 11:18 AM	Registered
<a href="#">Implats Supplier Registration Questionnaire 2 of 2</a>	Doc1203008251	11/2/2023 10:15 AM	Registered

## GETTING HELP

**IMPLATS**  
SAP Ariba – SUPPLIER USER GUIDE

# OVERVIEW

**A** IMPLATS SAP ARIBA SUPPLIER  
SUPPORT

**B** CONTACTING SAP ARIBA  
DIRECTLY – WITH USER  
CREDENTIALS

**C** CONTACTING SAP ARIBA  
DIRECTLY – WITH NO USER  
CREDENTIALS

# IMPLATS SUPPORT AND HELP LINES

A

Implats' **Supplier Support Helpdesk** is open **Monday to Friday from 07:30 to 15:30**, excluding all South African Public Holidays.



+27 14 569 6899



[aribasupport@implats.co.za](mailto:aribasupport@implats.co.za)



# OVERVIEW

**A** IMPLATS SAP ARIBA SUPPLIER  
SUPPORT

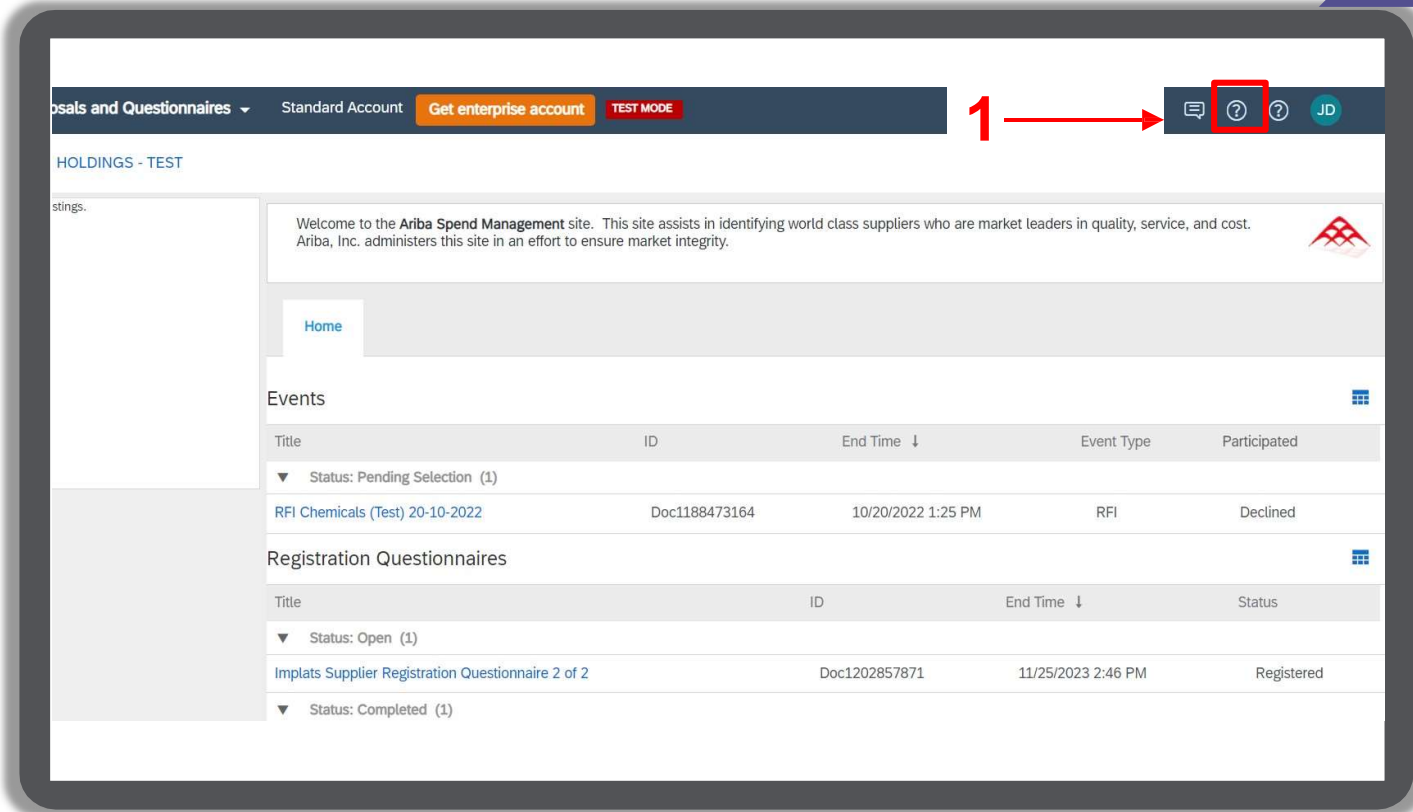
**B** CONTACTING SAP ARIBA  
DIRECTLY – WITH USER  
CREDENTIALS

**C** CONTACTING SAP ARIBA  
DIRECTLY – WITH NO USER  
CREDENTIALS

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

To contact SAP Ariba Support directly, when you are already logged in follow these steps:

1. Login to the **SAP Business Network**, and from the Home page Click on the first “?” help icon.



The screenshot shows the SAP Ariba Spend Management interface. The top navigation bar includes 'Purchases and Questionnaires', 'Standard Account', 'Get enterprise account', and 'TEST MODE'. A red arrow labeled '1' points to the first help icon (a question mark) in the top right corner. The main content area displays a welcome message, a 'Home' button, and two tables: 'Events' and 'Registration Questionnaires'.

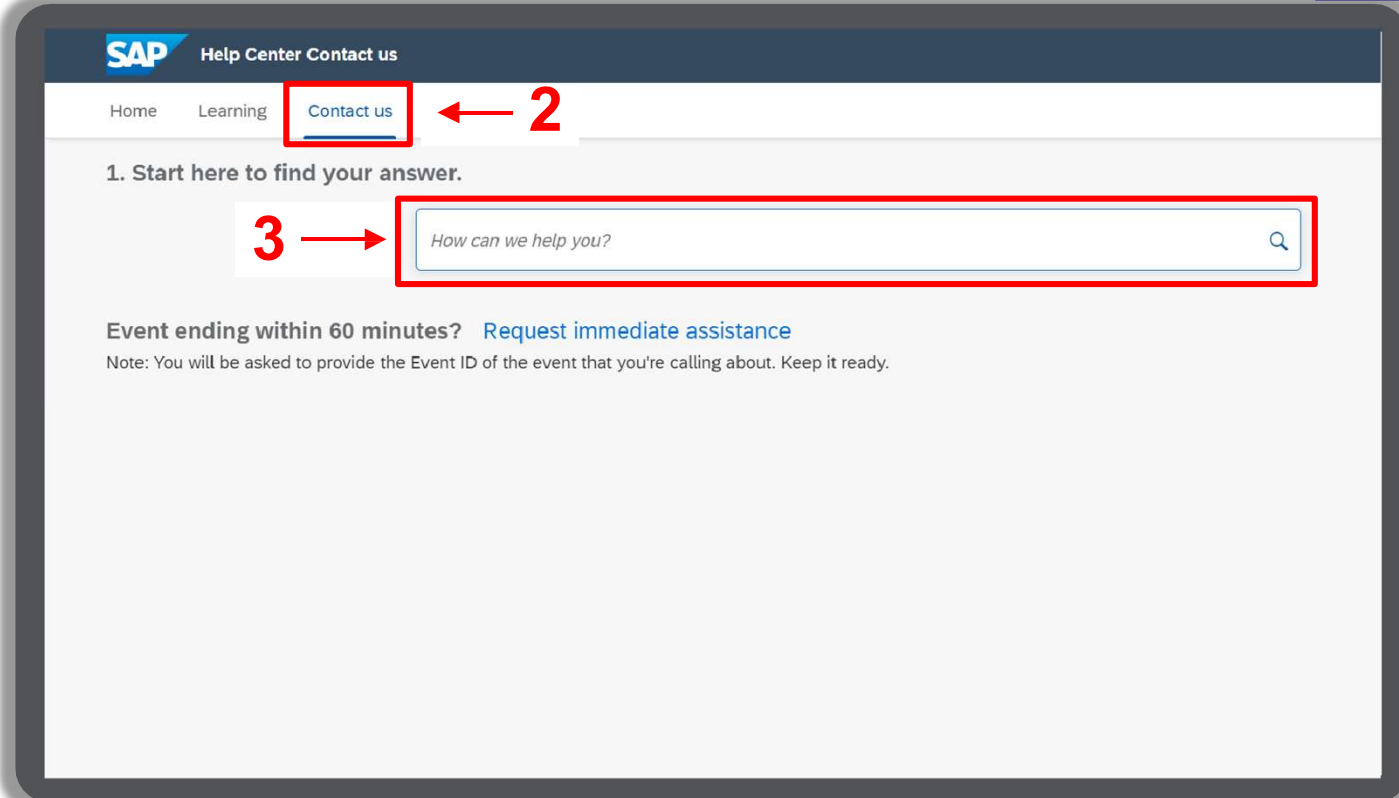
Title	ID	End Time ↓	Event Type	Participated
▼ Status: Pending Selection (1)				
RFI Chemicals (Test) 20-10-2022	Doc1188473164	10/20/2022 1:25 PM	RFI	Declined

Title	ID	End Time ↓	Status
▼ Status: Open (1)			
Implats Supplier Registration Questionnaire 2 of 2	Doc1202857871	11/25/2023 2:46 PM	Registered
▼ Status: Completed (1)			

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

You will be redirected to this screen

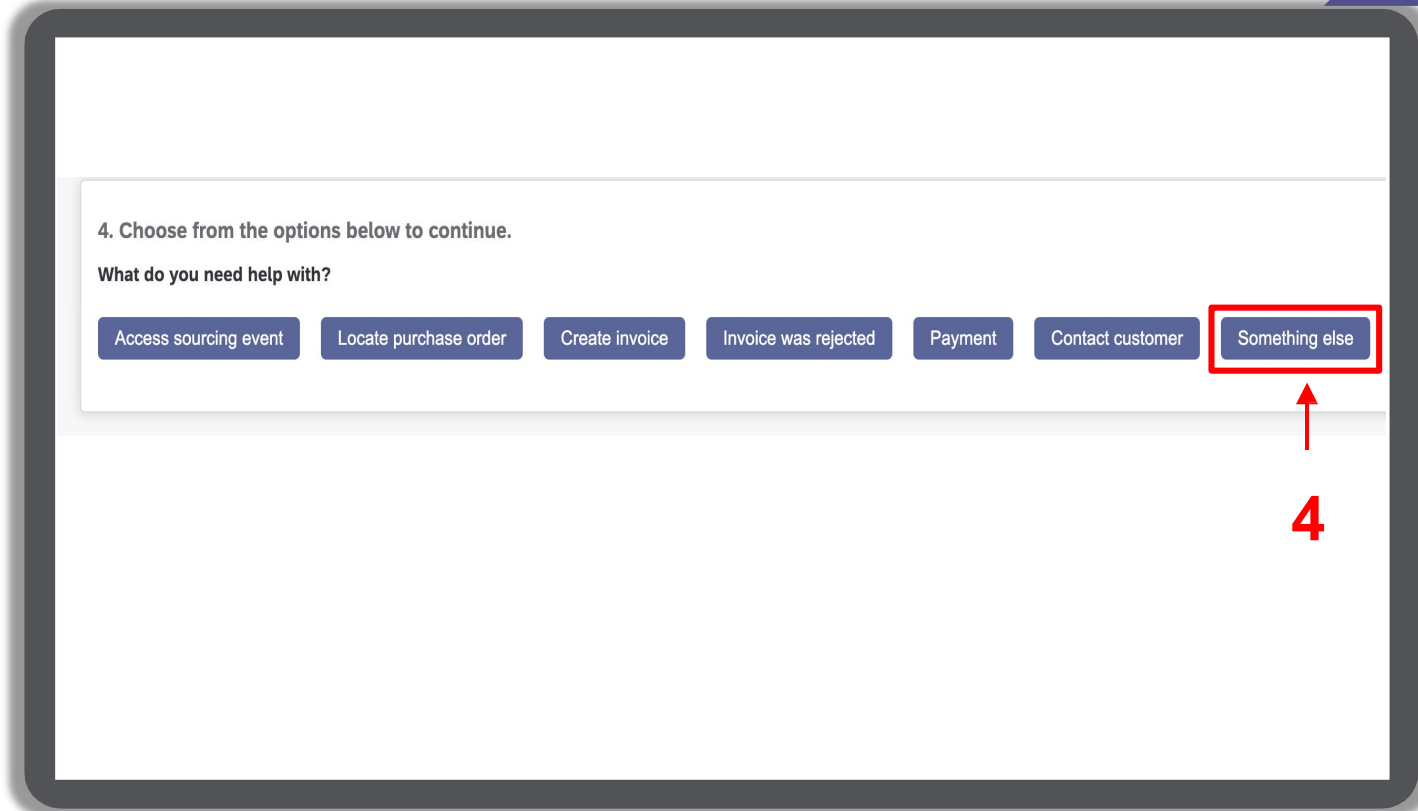
2. Select the **“Contact us”** tab.
3. Enter a brief description of what you need help with and click **“Search”**.



The screenshot shows the SAP Help Center 'Contact us' page. The 'Contact us' tab is highlighted with a red box and a red arrow labeled '2'. Below the tabs, the text '1. Start here to find your answer.' is followed by a search input field. The input field is highlighted with a red box and a red arrow labeled '3'. The input field contains the placeholder text 'How can we help you?'. Below the input field, there is a link 'Request immediate assistance' and a note: 'Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.'

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

4. Should you not find an option, scroll down the screen and click **“Something Else”**.



4. Choose from the options below to continue.

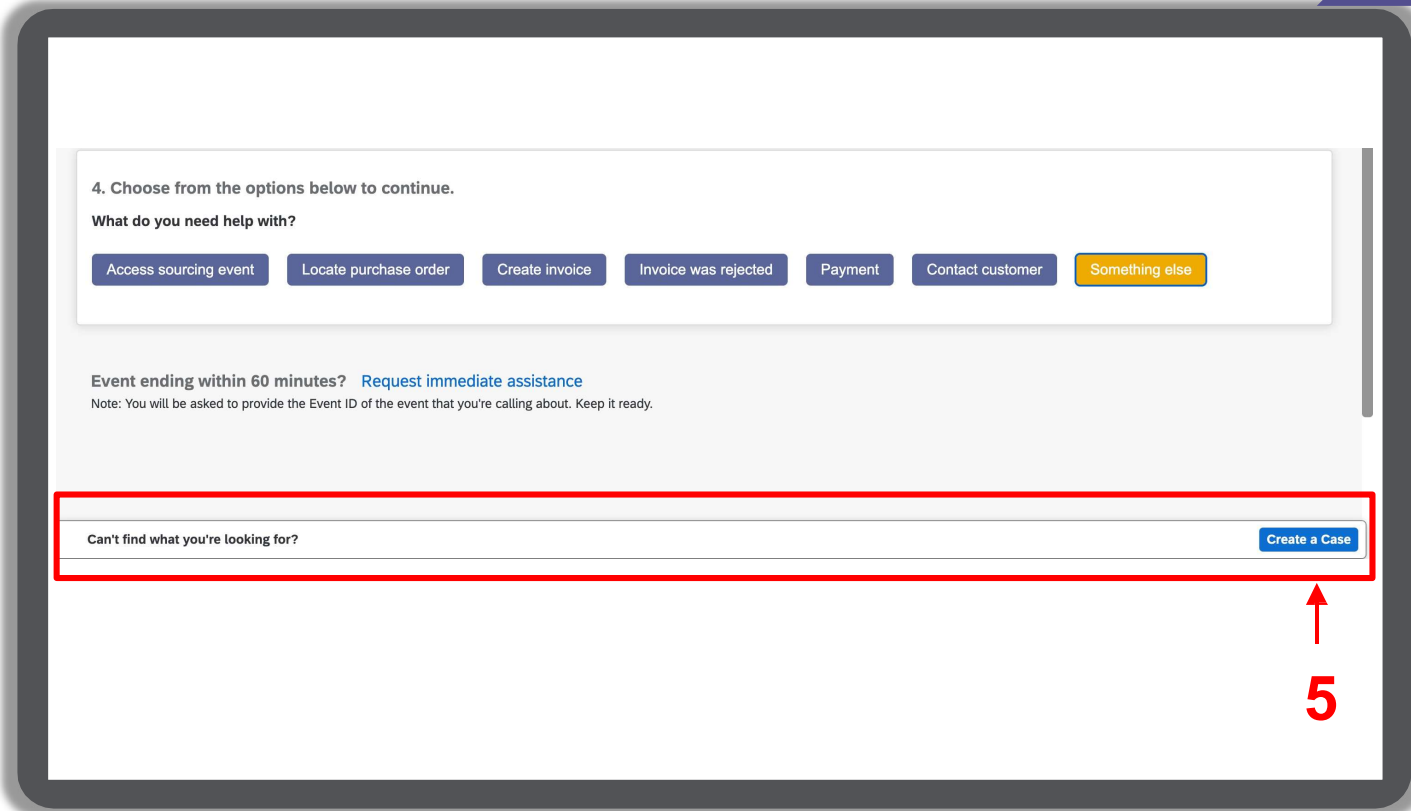
What do you need help with?

Access sourcing event   Locate purchase order   Create invoice   Invoice was rejected   Payment   Contact customer   **Something else**

4

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

5. A bar will appear at the bottom of the screen. Click **“Create a Case”**.



4. Choose from the options below to continue.

What do you need help with?

[Access sourcing event](#) [Locate purchase order](#) [Create invoice](#) [Invoice was rejected](#) [Payment](#) [Contact customer](#) [Something else](#)

Event ending within 60 minutes? [Request immediate assistance](#)

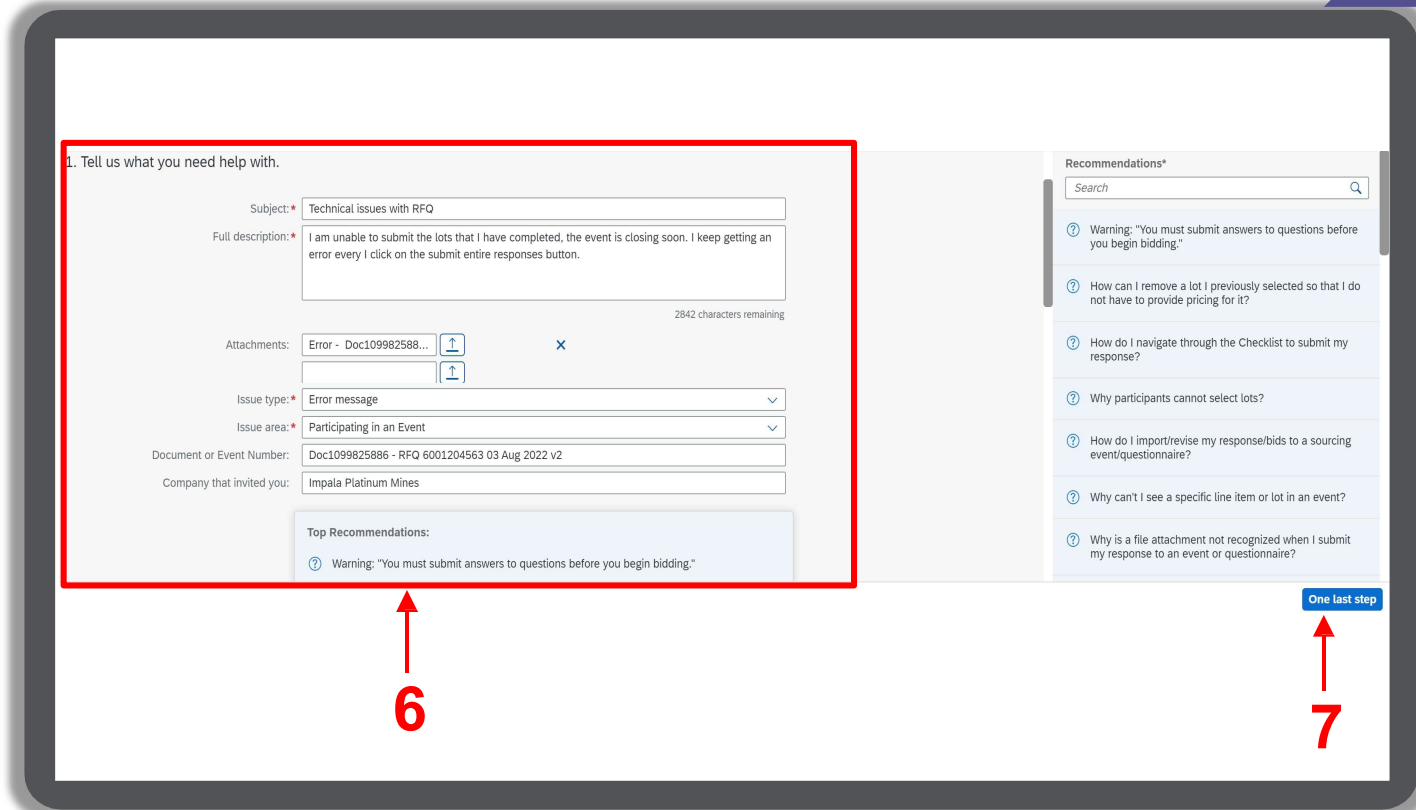
Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.

Can't find what you're looking for? [Create a Case](#)

5

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

6. Complete the form with as much detail on the issue as possible. Attach screenshots of the error if possible.
7. Click **“One Last Step”**.





1. Tell us what you need help with.

Subject: \* Technical issues with RFQ

Full description: \* I am unable to submit the lots that I have completed, the event is closing soon. I keep getting an error every I click on the submit entire responses button.

2842 characters remaining

Attachments: Error - Doc109982588...  

Issue type: \* Error message

Issue area: \* Participating in an Event


Document or Event Number: Doc1099825886 - RFQ 6001204563 03 Aug 2022 v2

Company that invited you: Impala Platinum Mines

Top Recommendations:

- Warning: "You must submit answers to questions before you begin bidding."

Recommendations\*

Search 

- Warning: "You must submit answers to questions before you begin bidding."
- How can I remove a lot I previously selected so that I do not have to provide pricing for it?
- How do I navigate through the Checklist to submit my response?
- Why participants cannot select lots?
- How do I import/revise my response/bids to a sourcing event/questionnaire?
- Why can't I see a specific line item or lot in an event?
- Why is a file attachment not recognized when I submit my response to an event or questionnaire?

One last step

# CONTACTING SAP ARIBA SUPPORT DIRECTLY (ALREADY LOGGED IN)

8. Review your contact information for correctness.
9. Click **“One Last Step”**.

3. Please review your contact information for correctness:

8 →

First name: *	Zozibini
Last name: *	Thulo
Username:	zozibini.thulo@codeblack.com
Company: *	Code Black Office Furniture Pty Ltd
Email: *	phindile.manana@sap.com
Phone: *	+27 11 656 0000 South Africa
Extension:	
Confirm phone: *	0116560000
<input checked="" type="checkbox"/> My phone number is correct.	
Ariba Network ID: *	AN11149198792-T

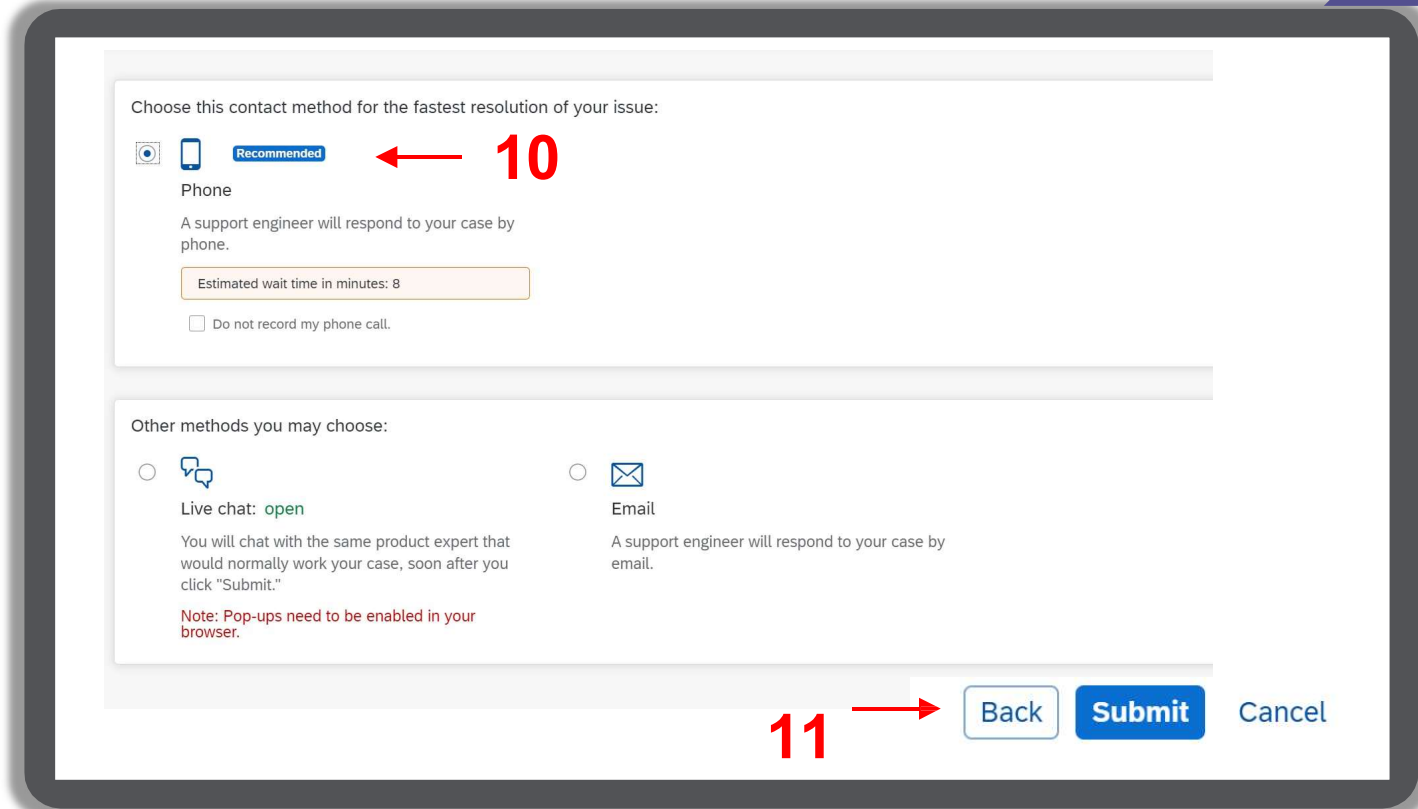
To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

9 → **One last step**


# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

10. Select your preferred method of contact.

11. Click “Submit”.



Choose this contact method for the fastest resolution of your issue:

☒  **Recommended** 10 ←


Phone

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 8


☐ Do not record my phone call.

Other methods you may choose:

☐  Live chat: open 11 →

You will chat with the same product expert that would normally work your case, soon after you click "Submit."

Note: Pop-ups need to be enabled in your browser.

☐  Email

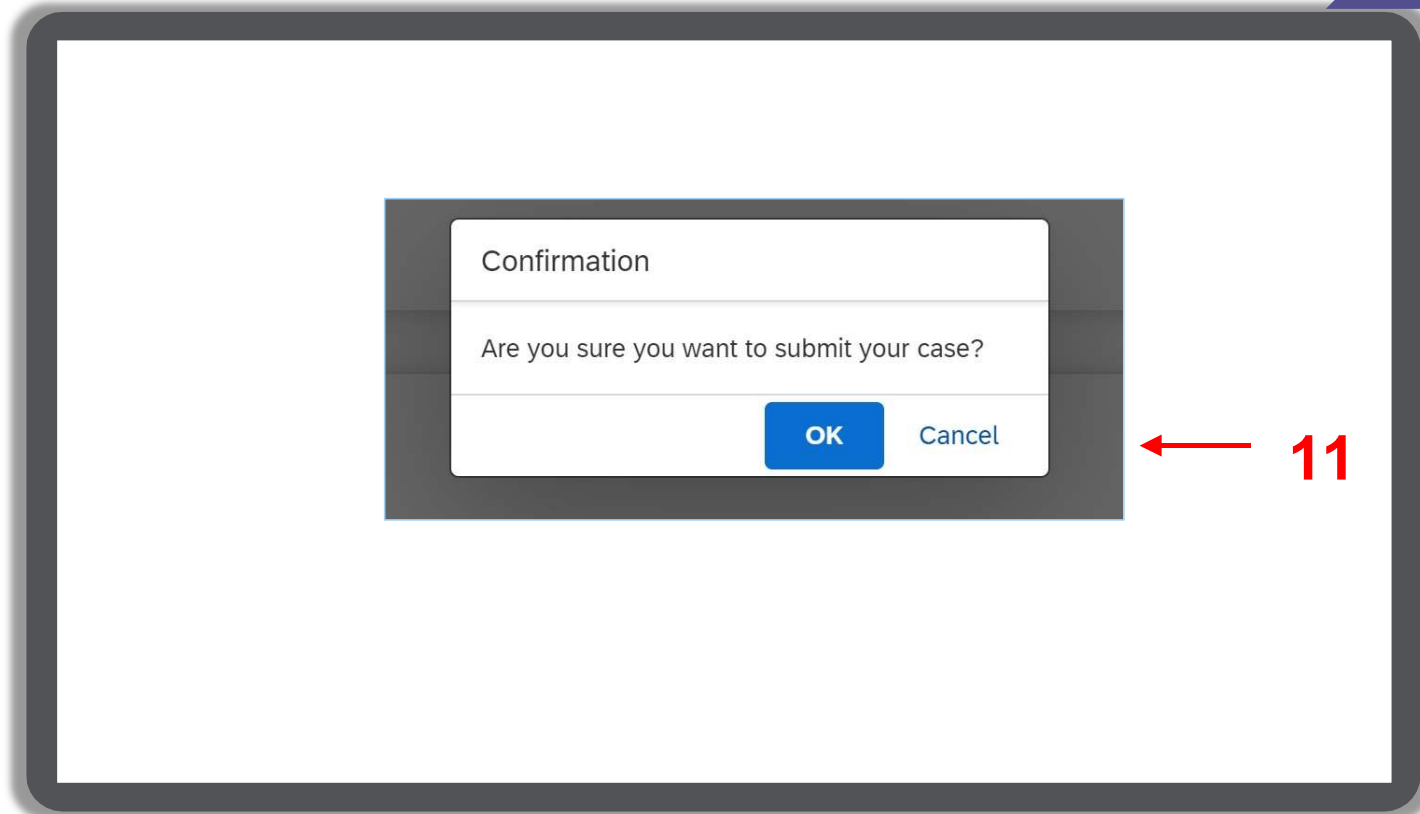
A support engineer will respond to your case by email.

11 →



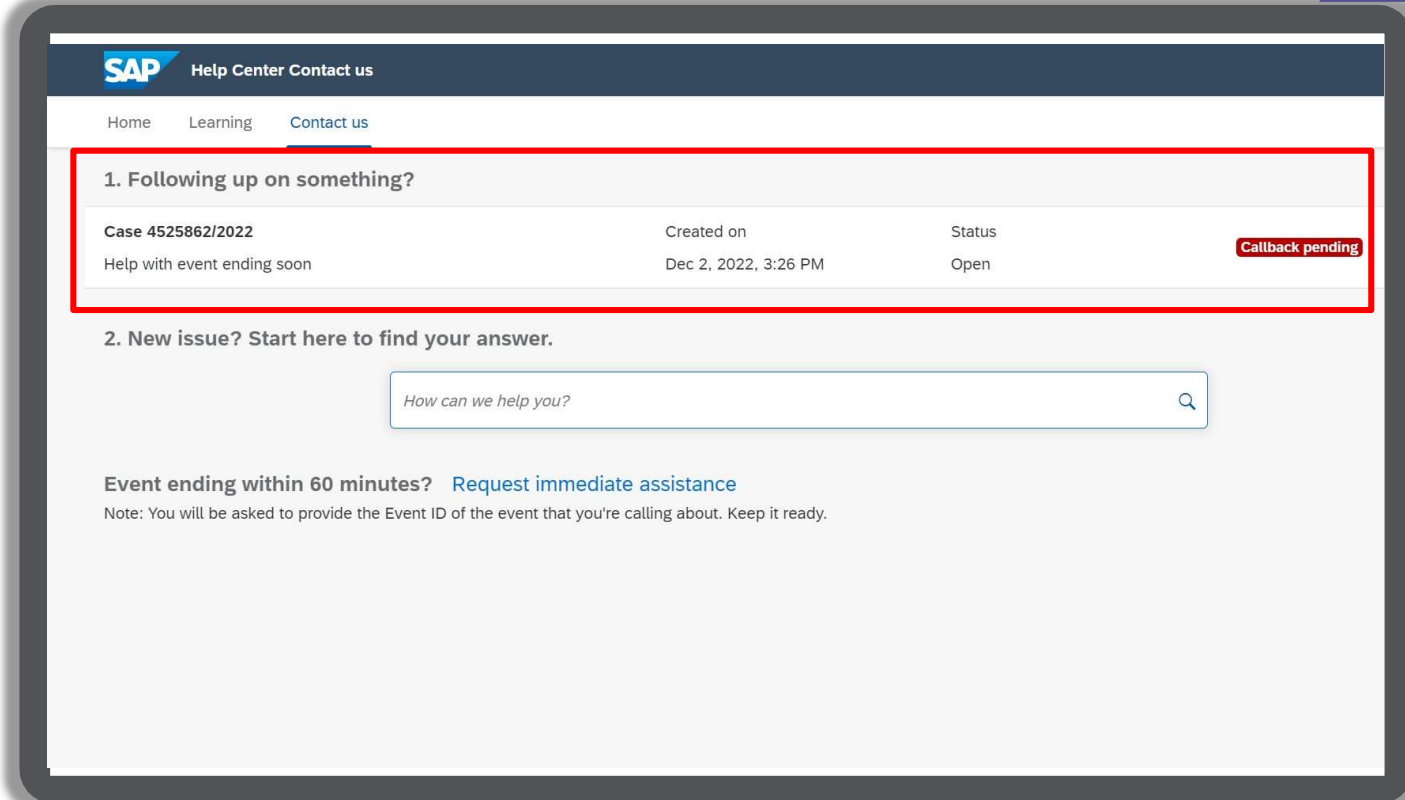
# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

11. Confirm your intention to submit by clicking "**OK**". You will receive an e-mail notification advising you of your ticket details.



# CONTACTING SAP Ariba SUPPORT DIRECTLY (ALREADY LOGGED IN)

12. Once submitted the following screen shows the status of your query.



The screenshot displays the SAP Help Center 'Contact us' page. A red rectangle highlights the case details for Case 4525862/2022. The case is titled 'Help with event ending soon'. It was created on Dec 2, 2022, at 3:26 PM. The status is 'Open', and a red badge indicates 'Callback pending'.

Case 4525862/2022	Created on	Status
Help with event ending soon	Dec 2, 2022, 3:26 PM	Open

1. Following up on something?

2. New issue? Start here to find your answer.

How can we help you?

Event ending within 60 minutes? [Request immediate assistance](#)

Note: You will be asked to provide the Event ID of the event that you're calling about. Keep it ready.

# OVERVIEW

**A** IMPLATS SAP ARIBA SUPPLIER  
SUPPORT

**B** CONTACTING SAP ARIBA  
DIRECTLY – WITH USER  
CREDENTIALS

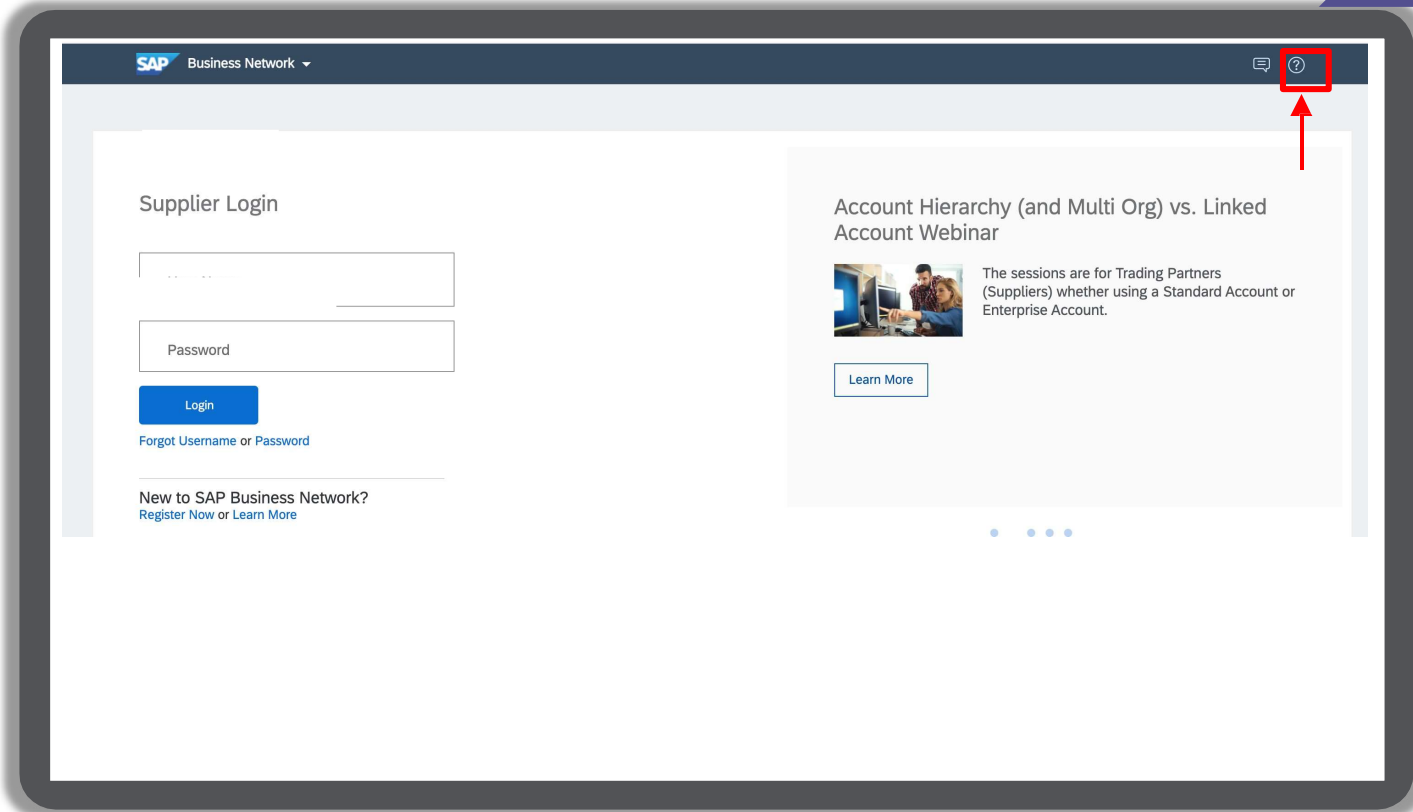
**C** CONTACTING SAP ARIBA  
DIRECTLY – WITH NO USER  
CREDENTIALS

# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

To contact SAP Ariba Support directly, when you do not have any login credentials to your account, follow these steps:

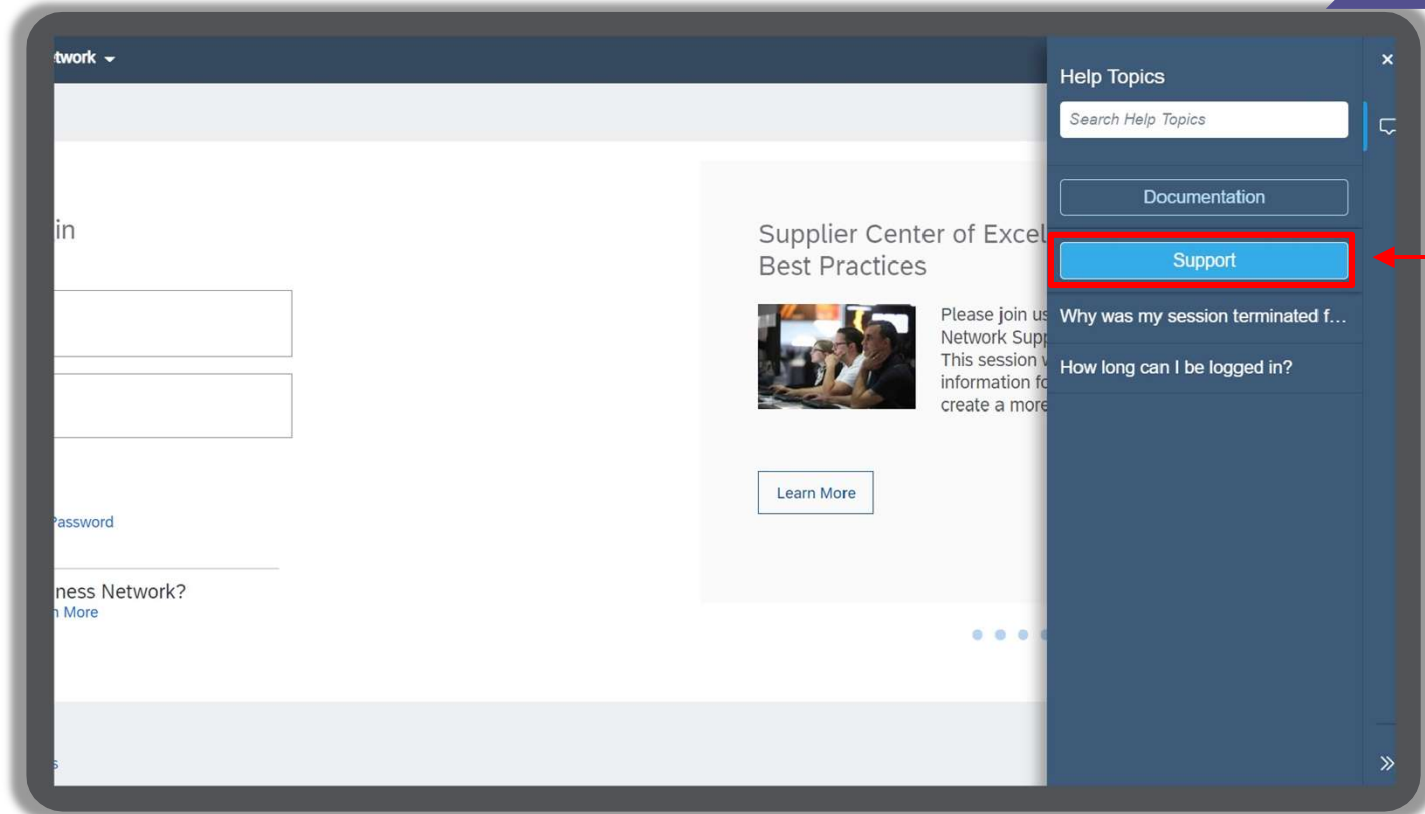
1. Access the **SAP Business Network** Supplier login page.

Click the “?” help icon



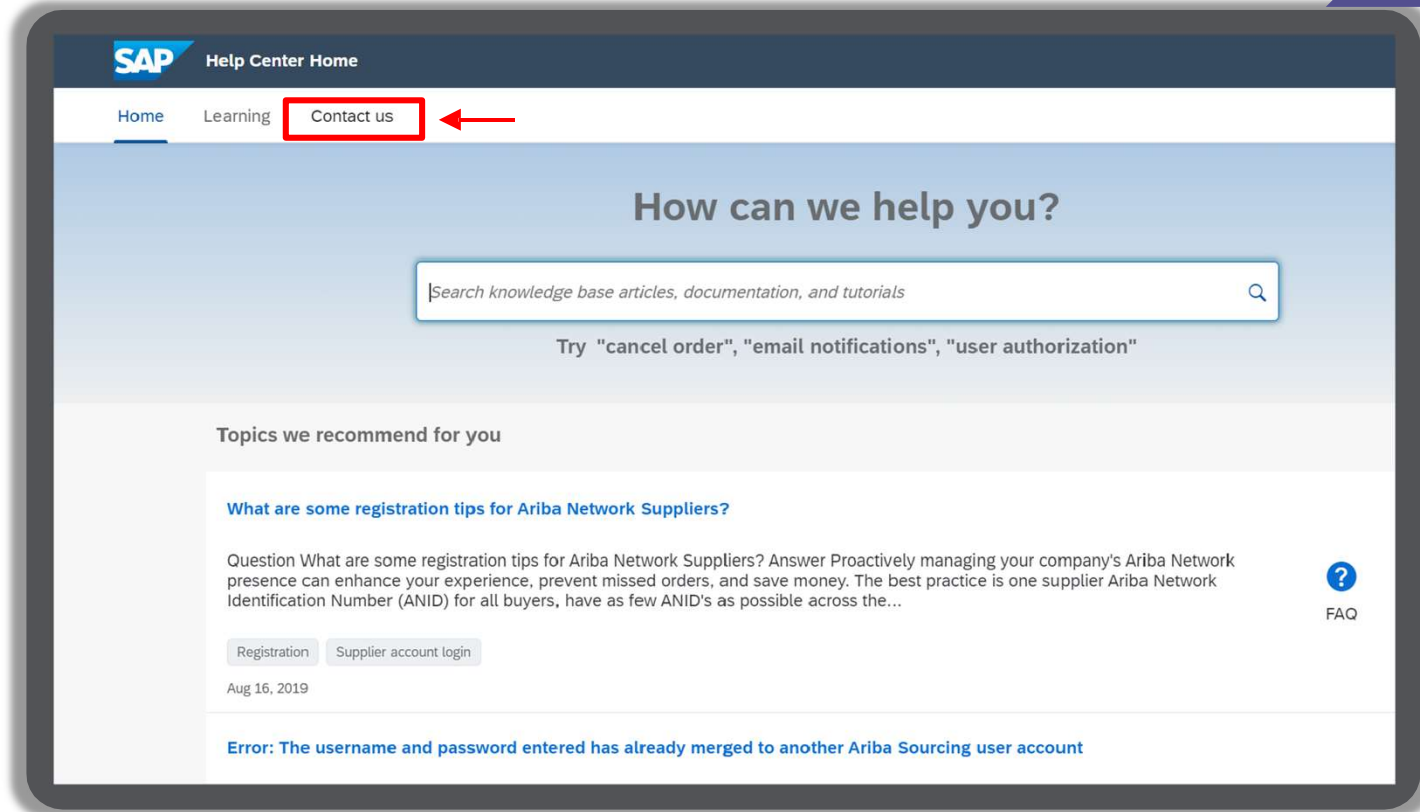
# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

2. Click **“Support”**



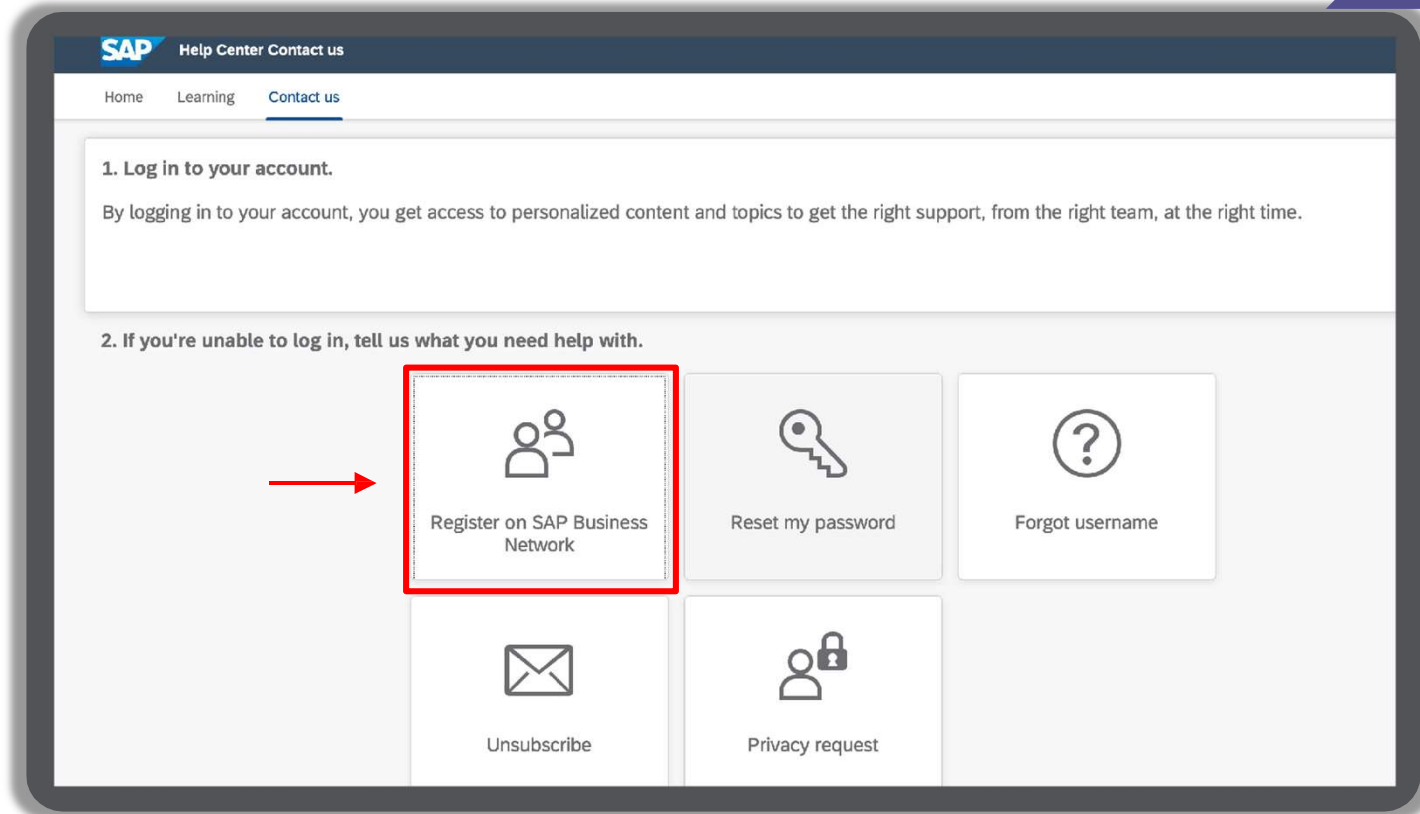
# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

3. Click **“Contact us”**.



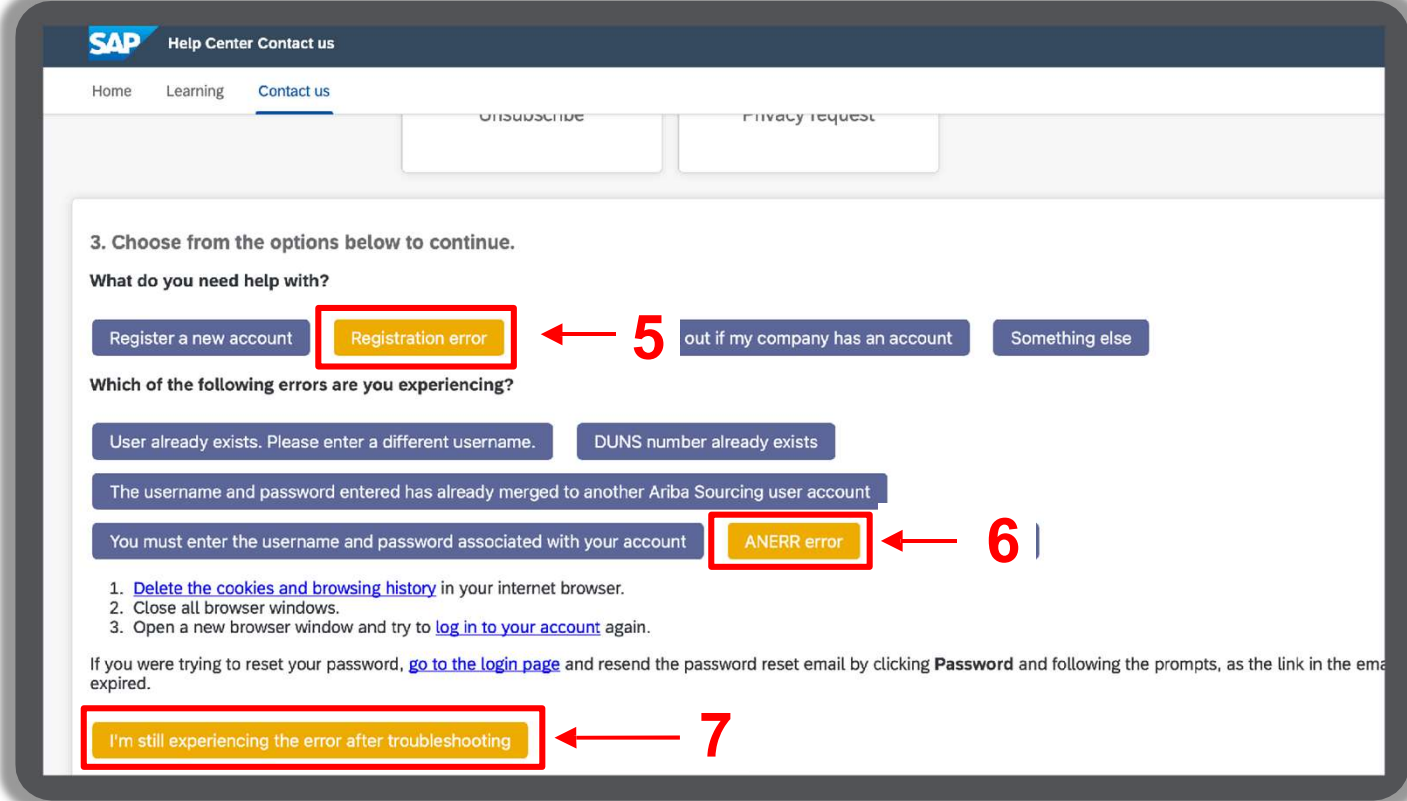
# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

4. Click **“Register on SAP Business Network”**.



# CONTACTING SAP Ariba SUPPORT DIRECTLY (NO USER CREDENTIALS)

5. Click “**Registration error**”.
6. Click “**ANERR error**”.
7. Click “**I’m still experiencing the error after troubleshooting**”.



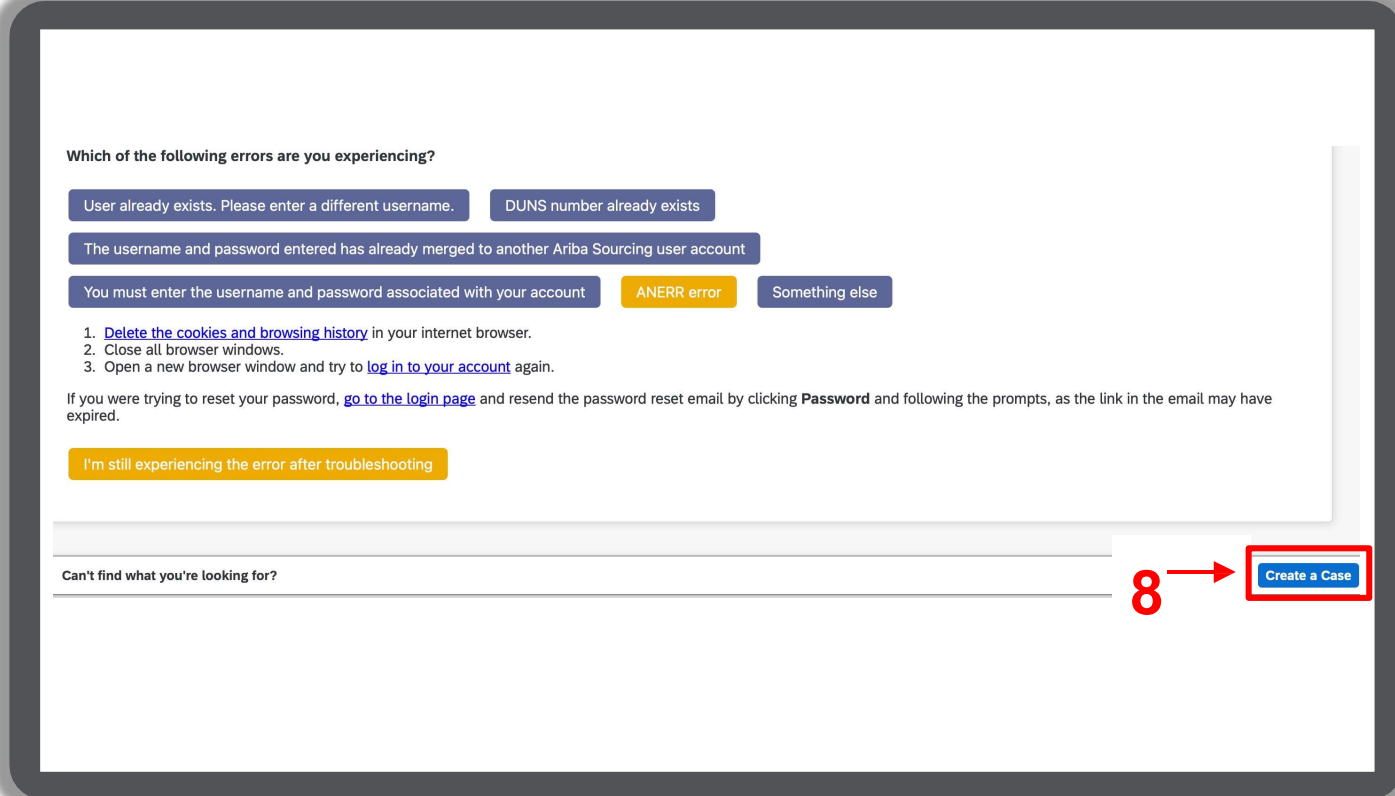
The screenshot shows the SAP Ariba Help Center 'Contact us' page. The page has a header with the SAP logo and navigation links: Home, Learning, and Contact us. Below the header, there are buttons for 'Unsubscribe' and 'Privacy request'. The main content area is titled '3. Choose from the options below to continue.' and 'What do you need help with?'. It contains several buttons: 'Register a new account', 'Registration error' (highlighted with a red box and labeled with a red arrow and the number 5), 'Log out if my company has an account', and 'Something else'. Below this, it asks 'Which of the following errors are you experiencing?' and lists several error messages: 'User already exists. Please enter a different username.', 'DUNS number already exists', 'The username and password entered has already merged to another Ariba Sourcing user account', and 'You must enter the username and password associated with your account'. The 'ANERR error' button (highlighted with a red box and labeled with a red arrow and the number 6) is located next to the last error message. At the bottom, there are three numbered steps: 1. Delete the cookies and browsing history in your internet browser. 2. Close all browser windows. 3. Open a new browser window and try to log in to your account again. Below these steps, there is a button 'I'm still experiencing the error after troubleshooting' (highlighted with a red box and labeled with a red arrow and the number 7). At the very bottom, there is a note: 'If you were trying to reset your password, go to the login page and resend the password reset email by clicking Password and following the prompts, as the link in the email has expired.'



# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

8. After clicking “I’m still experiencing the error” a pop up will appear at the bottom of your screen.

Click “Create a Case”.



Which of the following errors are you experiencing?

User already exists. Please enter a different username. DUNS number already exists

The username and password entered has already merged to another Ariba Sourcing user account

You must enter the username and password associated with your account ANERR error Something else

1. [Delete the cookies and browsing history](#) in your internet browser.  
2. Close all browser windows.  
3. Open a new browser window and try to [log in to your account](#) again.

If you were trying to reset your password, [go to the login page](#) and resend the password reset email by clicking **Password** and following the prompts, as the link in the email may have expired.

I'm still experiencing the error after troubleshooting

Can't find what you're looking for

8 → Create a Case

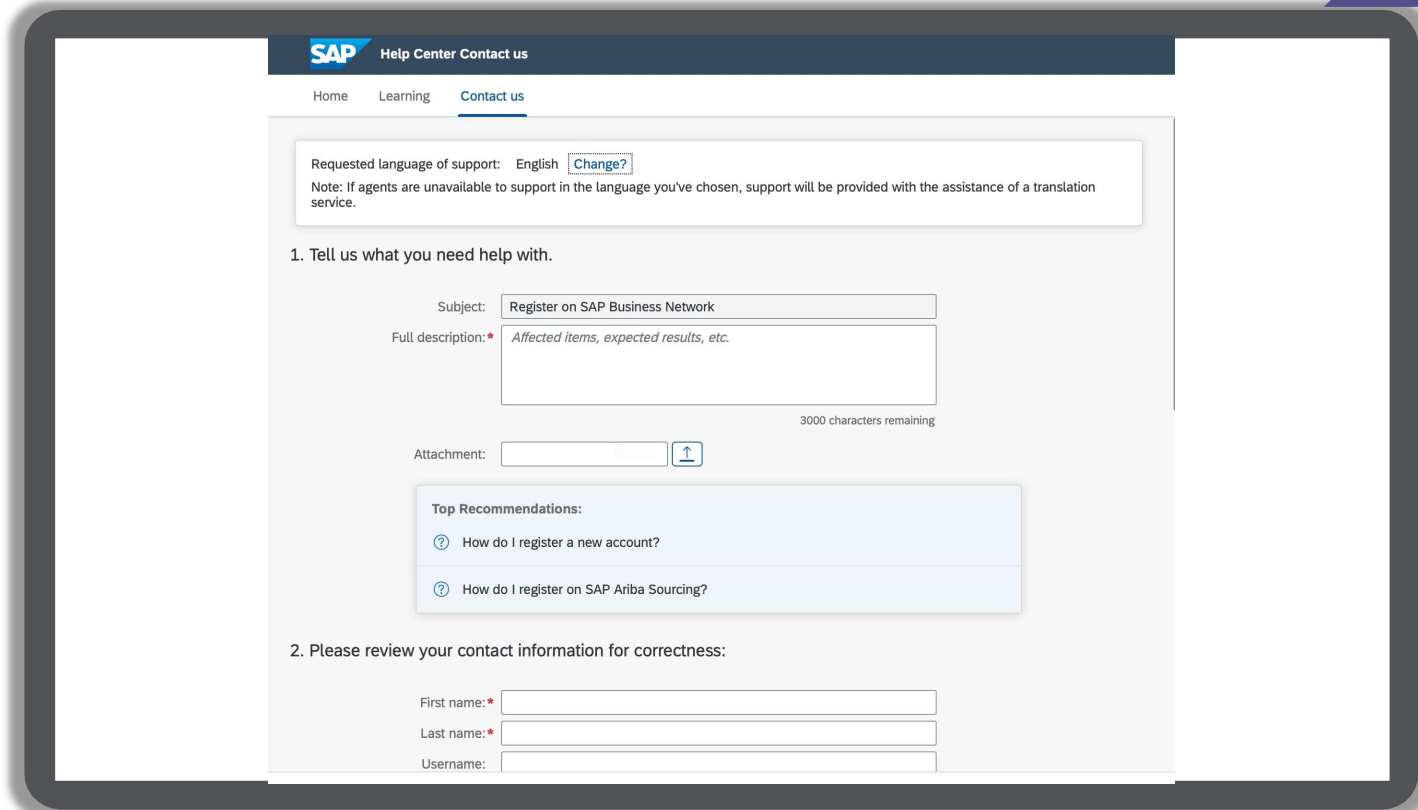
# CONTACTING SAP ARIBA SUPPORT DIRECTLY (NO USER CREDENTIALS)

9. Complete the form and submit your **SAP Ariba Support case ticket**.

## Note:

To change your user **Administrator** in SAP Ariba, you are required to provide the following information:

- **ANID** (Ariba Network Identification number) of your supplier account. The Implats Helpdesk will assist you with this number if you do not have it.
- Previous administrator's **full name**.
- Previous administrator's **e-mail address**.
- Name and e-mail address of a sub-user (if the account has sub-users)



The screenshot shows the SAP Help Center 'Contact us' page. The header includes the SAP logo and navigation links: Home, Learning, and Contact us. The main content area is titled 'Help Center Contact us'. It features a 'Requested language of support' dropdown set to 'English' with a 'Change?' link. A note states: 'Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.' Below this, the first section is '1. Tell us what you need help with.' It contains a 'Subject' field with the text 'Register on SAP Business Network' and a 'Full description' field with the text 'Affected items, expected results, etc.' and a '3000 characters remaining' indicator. There is an 'Attachment' field with an upload icon. Below these fields is a 'Top Recommendations' box with two links: 'How do I register a new account?' and 'How do I register on SAP Ariba Sourcing?'. The second section is '2. Please review your contact information for correctness:' and contains three input fields for 'First name', 'Last name', and 'Username'.