



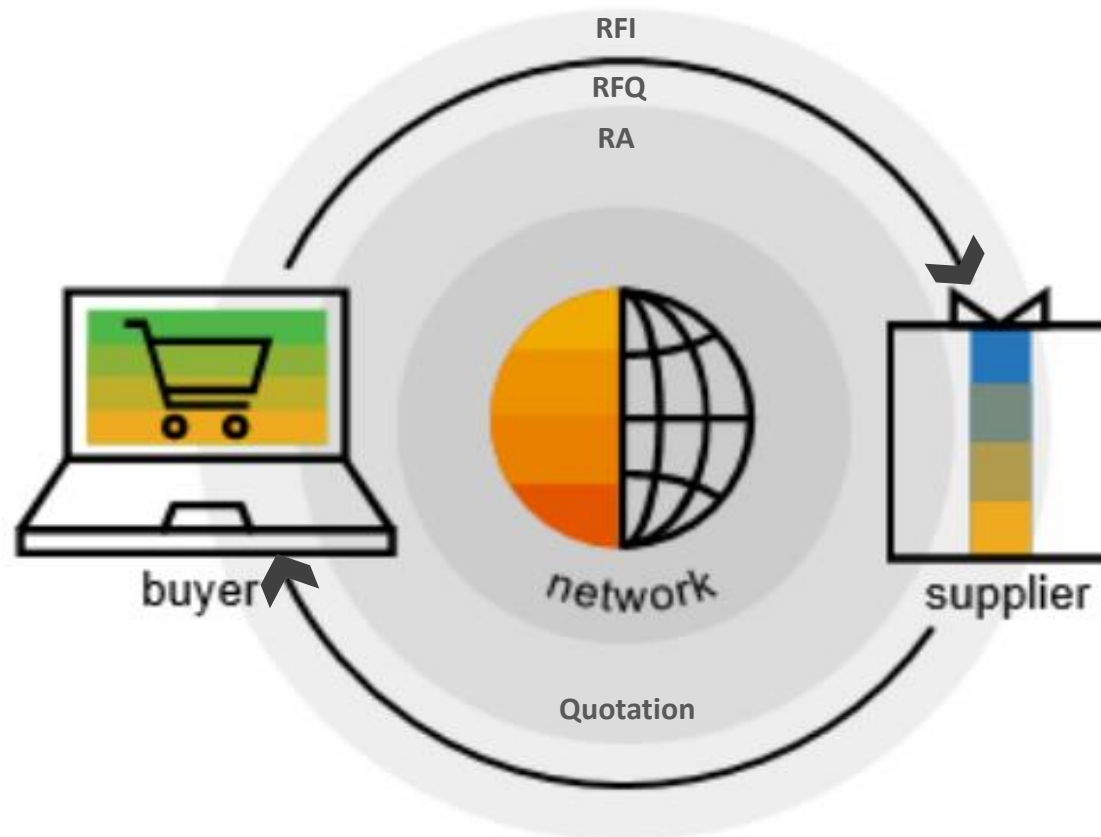
# **Supplier Webinar Series 2 (RWS Sourcing Events)**

# Agenda

- Introduction to RWS Sourcing Events
- Types of Sourcing Events
- Bids Submission
- Frequently Asked Questions (FAQs)

# Introduction to RWS Sourcing Events

- Ariba e-sourcing tool enables the sourcing process to be:-
  - Safe and transparent where it allows for a precise evaluation process with clearly defined requirements.
  - Forms the basis for ensuring a competitive and fair environment for all Suppliers.



# Types of Sourcing Events

## 1. Request for information (RFI)

- Used to send questions to participants, gather participant feedback, and qualify participants based on their responses.

## 2. Request for proposal (RFP)

- Used to create a questionnaire with sections, questions, requirements, and/or line items to collect pricing information, and/or qualify participants, possibly for an auction.

## 3. Reverse Auction (RA)

- Auctions are directly competitive and allow the real-time exchange of information between Supplier and the other event participants. It is a scheduled event to ensure that all participants can participate at the same time.

# Bids Submission

Ariba Supplier Page: <http://rwsentosa.supplier.ariba.com>

Below video shows the step-by-step guide on how to submit bids via Ariba for the various RWS sourcing events:

## *Link*

- RFP – 2:31
- RA – 10:53

# FAQs

## 1. Why is the Supplier not able to log-in to Ariba?

- Ensure that the correct username and password have been keyed in.  
*(Note that both username and password are caps sensitive.)*

- Clear the browser cache and log-in again.

Google Chrome: Settings → Clear Browsing Data → Clear Data

Internet Explorer: Settings → Internet Options → Browsing History → Delete

Mozilla Firefox: Settings → Privacy & Security → Cookies and Site Data → Clear Data → Clear

Microsoft Edge: Settings → Privacy, Search, and Services → Clear Browsing Data → Choose What to Clear → Clear Now

- Try to log-in by using another browser.

# FAQs

## 2. Why is the Supplier not able to view the event?

- The event can only be accessed by the user account (email contact) that RWS has invited for the event.
- Ensure that the same user account is used to log-in to Ariba.

# FAQs

### 3. How does Supplier differentiate if the sourcing event they are invited to is a RFI, RFP or RA?

- At the “Ariba Proposals and Questionnaires” page, Supplier can view the type of event being invited under “Event Type”.


Events

Title	ID	End Time ↓	Event Type
▼ Status: Pending Selection (8)			
RA - Swimming Pool Maintenance	Doc3110895317	08/13/2021 04:02 PM	Auction
Tender (Round 1)	Doc3102556726	08/06/2021 03:45 PM	RFP
RFQ for Actuators (RA Lite)	Doc3102556675	08/06/2021 03:30 PM	RFP



## FAQs

### 4. The Supplier's screen has dimmed and unable to key in the bids.

- Refresh the browser page by clicking on the refresh button (  ) or pressing F5. Log-in again if prompted.

# FAQs

## 5. Why is the Supplier not able to submit any bids?

- Bids can only be submitted when the event is still ongoing / open for bidding. Refer to the countdown timer that can be found at the top right corner of the event page.



## FAQs

### 6. Can the Supplier submit multiple attachments for a question?

- Yes, the Supplier can add all the attachments to a zip file and upload the zip file.
- Note that maximum file size attachment per question is 100MB.

## FAQs

### 7. How does the Supplier resubmit attachments in the event after they had done their submission earlier on?

- Look for the sourcing event and click on “Revise Response” to resubmit the attachments.
- Note that this can only be done when the event is still ongoing.


## FAQs

8. **The Supplier is not able to submit the bids before the event closure time. Can the Supplier request for a time extension?**
- If the Supplier requires more time to submit the bids, do contact and inform the respective RWS Buyer **asap** before the event closure time.


# FAQs

## 9. How does the Supplier determine if the bids have been submitted successfully?

- A notification panel will appear indicating that a successful bid submission has been made.

 Your revised response has been submitted. Thank you for participating in the event.

- Do not submit bids at the last minute as the system requires time to process and validate the bids. A rejection notification will appear a few seconds later if the bid validation is completed after event closing time. In this case, the last system accepted bid will be reinstated.

 Your last submitted bid ID1759502817 had been rejected. Please refer to your Event Messages for details.

## FAQs

### 10. When trying to access a Sourcing Event, an error message “The username and password entered has already merged to another Ariba Sourcing user account” is encountered. How does the Supplier resolve this issue?

- This error is encountered when the Supplier trying to access the event is using a different username.
- Log-in using the existing registered username with RWS.
- If the Supplier no longer have access to the existing account, create an alternate username by clicking “Sign Up” through the event invitation. The new username has to be different from any existing registered username.

# FAQs

## 11. Can the Supplier still decline after accepting the bidder agreement / prerequisites?

- After acceptance of the agreement and responding to the prerequisites for a particular event, the Supplier can no longer decline to respond.
- This is to satisfy legal and security requirements because accepting the agreement allows the Supplier to have access to the event contents which may contain secured data.
- If the Supplier no longer plans to participate in the event, the Supplier can inform the RWS Buyer either by:-
  - Sending an email or
  - Clicking on “Compose Message” in the event to send a message

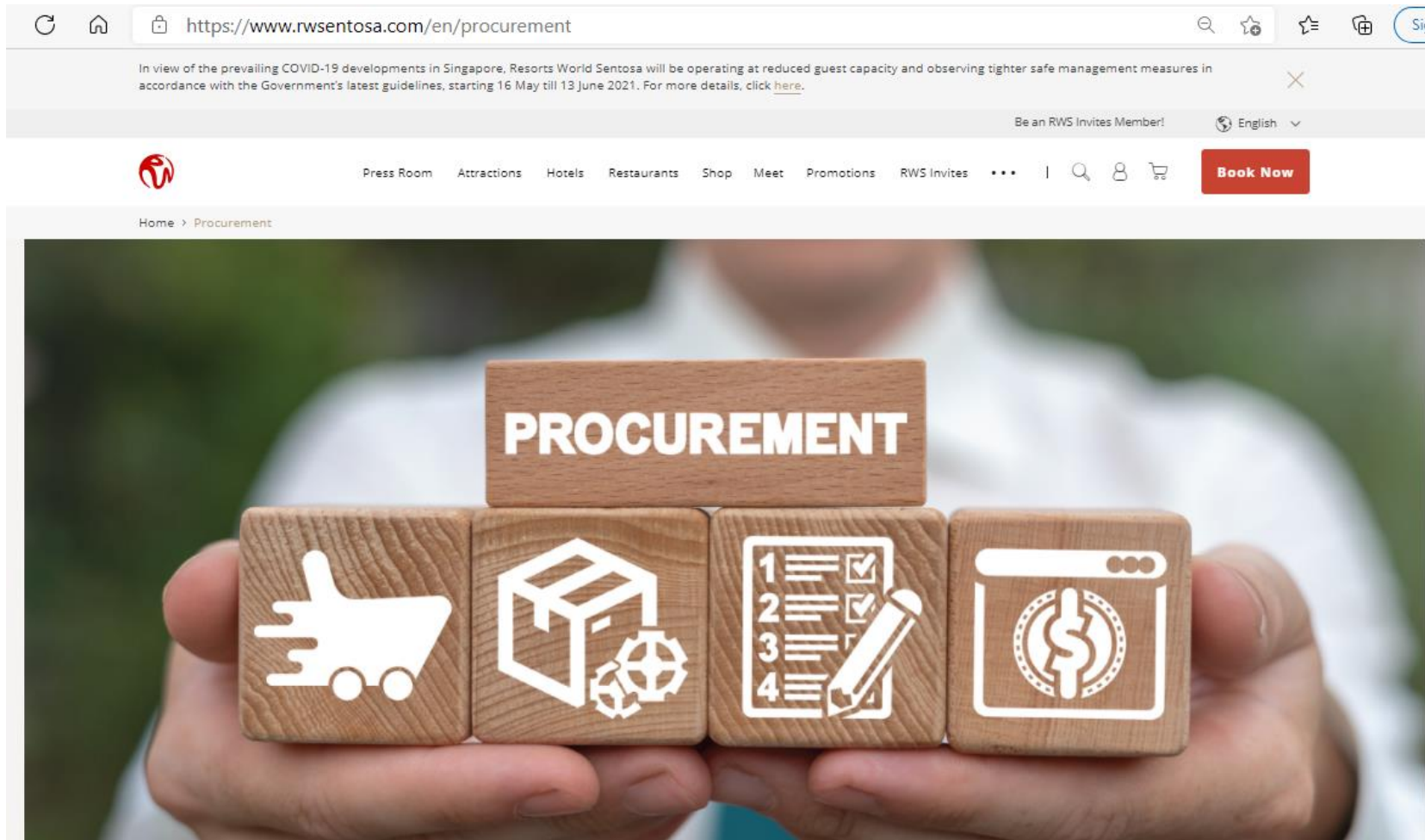


### 12. Will Supplier be informed if they are the winning bid?

- Yes, RWS Buyer shall notify Supplier if they have won the bid.

# RWS Website

Link: <https://www.rwsentosa.com/en/procurement>



## Be Our Supplier

Suppliers who wish to establish a business relationship with RWS must adopt the Ariba Network for their business transactions with RWS, and register for an account.

[Find Out More](#)

## About Ariba

Benefits of using Ariba, Difference between Standard & Enterprise Account, Support Centre (FAQ, Helpdesk: SAP Ariba Customer Support, Helpdesk : RWS Supplier Support)

[Find Out More](#)

## Ariba Training Materials

Resource centre and guide to setting up a new Ariba Network Account with Resorts World Sentosa.

[Find Out More](#)



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**Q & A**





**Thank you!**