

SingHealth eProcurement System – Supplier Training

Trainer: Alvin Ng, Project Lead

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SingHealth Academic Healthcare Cluster

PATIENTS. AT THE HEART OF ALL WE DO.®

Partner in
Academic Medicine



Singapore
General Hospital



KK Women's and
Children's Hospital



National Cancer
Centre Singapore



National Dental
Centre Singapore



National Heart
Centre Singapore



National
Neuroscience Institute



Singapore National
Eye Centre



Bright Vision
Hospital

Sengkang
Health

DUKE NUS
GRADUATE MEDICAL SCHOOL SINGAPORE

Training materials

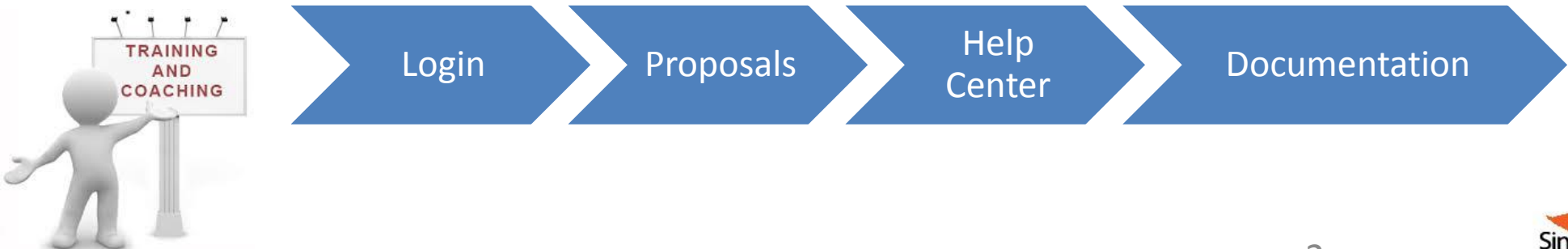
➤ From SingHealth website

[https://www.singhealth.com.sg/AboutSingHealth/GroupProcurement/BusinesswithGPO/eProcurement/Docs/Supplier Enablement Workshop v2 6 \(27-May-16\).pptx](https://www.singhealth.com.sg/AboutSingHealth/GroupProcurement/BusinesswithGPO/eProcurement/Docs/Supplier Enablement Workshop v2 6 (27-May-16).pptx)



➤ From Ariba Network

<http://supplier.ariba.com/>



End to End Sourcing to Contract Process

Event Types: RFI, RFP, ITQ, Tender



Registration

- ❑ Register with a generic email address on Ariba Network (<http://supplier.ariba.com/>).

Note: If you have already registered with a non-generic email address, please edit your profile to reflect generic email

- ❑ Suppliers must operationalize own internal admin processes for managing generic email address
- ❑ Provide same generic email address to SingHealth when express interest to participate. Ensure no typo error.



How to know SingHealth calling for events?

- Search regularly for SingHealth postings on Ariba Discovery with keyword 'Singhealth'. No login required



- Login to [Ariba Network](#) go to <Leads> on Ariba Discovery to check any matched leads

Note: Match when your profile Product and Service Categories same as SingHealth posting. SingHealth post categories at level 4. You are recommended to set at level 3 as long as they are parent of our level 4



Notifications

- Two types of notifications from Ariba:
 1. Whenever SingHealth posted on Ariba Discovery with category matches your profile ([See Sample1](#)).
 2. Whenever SingHealth invited you to our events.

SingHealth only invites one user per organization. Share the same username and password within your organization

- Check your company does not block email from Ariba.com
- Check email not send to junk or spam folder



Respond to Posting

- Read carefully the instructions on Posting Summary on Ariba Discovery
- Do not need to click 'Respond to posting' on Ariba Discovery. You **MUST** write to our procurement staff to express your interest to participate so that we can invite you to our events.
 - Expect minimum 24 hours to receive invitation from our staff
 - You have to contact our procurement staff in event of delayed response
- **IMPORTANT!!** Do not upload proposal to Ariba Discovery
 - May result in disqualification
 - Posting questions on Ariba Discovery may result in not receiving response in time for submission of proposal



Access to Event

- If you are participating for the very 1st time, **MUST** click hyperlink on invitation email ([See sample2](#)) and login to Ariba Network. It will direct you to Ariba Sourcing a.k.a SingHealth eProcurement System
- If you are a returned participant, you can login to [Ariba Network](#) without the invitation email. Go to <Proposals> on Ariba Sourcing to find the event



Note:

- You must login with the same username that accessed to our past events. Invitation email will show what username you should login with ([See sample3](#))

Demonstration on Submission of Proposal



FAQ

Question

Why cannot download documents?

Answer

- You have not accepted Bidder Agreement.
- If there are prerequisite questions, you must clear them and wait for project owner to grant you access to the documents



FAQ

Question

Why cannot enter response?

Answer

You have not selected lots



FAQ

FAQ

How to attach more than one file?

Answer

1. Zip the files; or
2. Attach in Comment section



FAQ

Question

How to enter alternative?

Answer

You have to submit primary bid before enter alternative.



FAQ

Question

How to know proposal is submitted?

Answer

1. **MUST** click 'Submit Entire Response' button before event close. Same for uploading response using Excel spreadsheet. You should see 'You have submitted a response for this event. Thank you for participating'
2. Check Response History. Status should show 'Accepted'
3. Do not ignore any notifications from Ariba reminding you to submit ([See Sample4](#))

IMPORTANT!! Do not upload proposal to Event Messages

- May result in disqualification



Tips

- Always submit early. System will remind you what you have missed after you clicked 'Submit Entire Response'. You can always revise your response before event is closed. SingHealth could only see your last revision.
- Contact [Ariba Helpdesk](#) for assistance if you encounter issue



SingHealth eProcurement Supplier Training



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Sample1 – Posting notification from Discovery

From: Ariba Discovery <ordersender-prod@smtp-11.ariba.com>
To: SingHealth GPO (SHHQ)
Cc:
Subject: Best Match! Singapore Health Services Pte Ltd - SHHQ_Q16012SPB_PR25355_Production and Supply of Corporate Gift for Nurses' Day 2016



A R I B A

DISCOVERY

Dear SHQ Supplier,

The following business opportunity is a Best Match:



RFI

**SHHQ_Q16012SPB_PR25355_Production and Supply
of Corporate Gift for Nurses' Day 2016**
Singapore Health Services Pte Ltd

What: Stationery or business form printing, Product or gift personalization
services

Where: Singapore

Amount: \$1,000.00 - \$1,000.00 SGD (Est.)

Closes: 13 May 2016

View Lead

Best Match

Sample2 - Invitation Email for new participant

From: Kenny Chong Han Sian <s4system-prod+singhealthcluster.Doc845801339@ansmtp.ariba.com>

Date: Wednesday, 5 October 2016 at 12:08 PM

To: Sales and Marketing <sales@xxx.com>

Subject: SingHealth eProcurement System has invited you to participate in an event: SHHQ_GPMR01516-Warehouse Management System (WMS)



Welcome, Somanath Mungarwadi.

SingHealth eProcurement System has registered you on their Ariba Spend Management site and invited you to participate in the following event: SHHQ_GPMR01516-Warehouse Management System (WMS). The event starts on Tuesday, October 4, 2016 at 5:24 PM, Singapore Time and ends on Tuesday, October 25, 2016 at 3:00 PM, Singapore Time.

[Click Here](#) to access this event. You should have a registered account on Ariba Network to access this sourcing event. If you do not have, register yourself at supplier.ariba.com

NOTE: This link is only valid for 30 days.

If you have questions about this event, contact Kenny Chong Han Sian via telephone at or via e-mail at kenny.chong.h.s@singhealth.com.sg.

If you need any IT / technical assistance, please contact Ariba Customer Support at 1800 311 4600 if calling from Singapore.

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

New participant must
click here

Sample3 - Invitation Email for returned participant

From: Eleana Lim <s4system-prod+singhealthduster.Doc722175597@ansmtpr.ariba.com>
To: SingHealth GPO (SHHQ)
Cc:
Subject: SingHealth eProcurement System has invited you to participate in an event: SHHQ_GPMR04315_Local Courier Service.



SingHealth eProcurement System has invited you to participate in the following event:
SHHQ_GPMR04315_Local Courier Service. The event is set to begin on Friday, April 8, 2016 at 3:39 PM, Singapore Time.

[Click Here](#) to access this event. You should have a registered account on Ariba Network to access this sourcing event. If you do not have, register yourself at supplier.ariba.com

If you do not want to respond to this event, [Click Here](#). You must register on the Ariba Network before you can indicate that you do not want to respond to this event.

If you have questions about this event, contact Eleana Lim via telephone at or via e-mail at eleana.lim.g.h@singhealth.com.sg.

If you need any IT / technical assistance, please contact Ariba Customer Support at 1800 311 4600 if calling from Singapore. For other countries, please go to Help on Ariba Network
We look forward to working with you!

Thank You,


SingHealth eProcurement System

P.S.: Use the following username to log in to SingHealth eProcurement System events: gpo@singhealth.com.sg. If you have forgotten your username or password and are unable to log in, [Click Here](#). NOTE: The forgot password link is only valid for 24 hours. After this link expires, click Forgot Password on the Ariba Login page to reset your password.

Returned participant
can check what
username to login

Sample4 – Submission Reminder Notification

From: Nicole Liew Hui Ping <s4system-prod+singhealthcluster.Doc874145355@ansmtp.ariba.com>
To: SingHealth GPO (SHHQ)
Cc:
Subject: Event KKH_KRFP160912_Video Systems, FEES **End Date Reminder**

 Right-click here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from the Internet.
Ariba Logo

Ariba event Doc874145355 KKH_KRFP160912_Video Systems, FEES : You have not submitted a response for this event.

This is a reminder that the event is scheduled to end on Friday, November 18, 2016 at 3:00 PM, Singapore Time.

For details about this event, please visit the SingHealth eProcurement System Ariba site [Click Here](#).

To stop receiving this notification, log in to the event and decline the Bidder Agreement or Decline to Respond.

If you have any questions about the response deletion, please contact Nicole Liew Hui Ping at or via e-mail at nicole.liew.h.p@singhealth.com.sg.

Thank you,

SingHealth eProcurement System