



Service Description Document for:

# SAP Ariba e-Tendering Add-On for Public Sector

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NTT DATA Business Solutions is a Global Value-Added Reseller of SAP and provides all SAP products in the same form as if they had been purchased

## NTT DATA Business Solutions

We Transform. SAP® Solutions into Value

We understand the business of our clients and know what it takes to transform it into the future. At NTT DATA Business Solutions, we drive innovation - from advisory and implementation, to managed services and beyond, we continuously improve SAP solutions and technology to make them work for companies - and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for SAP solutions: As your passionate partner, we connect your business opportunities with the latest technologies – and offer you a unique approach to get the job done as smoothly as possible. Our close ties to SAP and other partners give you access to innovative solutions and developments. Being part of the global NTT DATA group enables us to master any scope of project.

With operations in more than 30 countries, we have enabled thousands of companies become more efficient and effective during the last three decades. Our more than 14,000 experts around the world will also accompany you on your journey toward a truly intelligent enterprise – wherever you want to start! We have specialised in making SAP solutions work for companies – and for their people: We Transform. SAP® solutions into Value.

We are proud to be consistently recognised within the SAP ecosystem, having won multiple SAP accolades over the years. We are also delighted to announce our recent achievement of four SAP Pinnacle Awards in the categories of GROW with SAP, SAP Business AI Customer Adoption, Business Transformation Management, and Cross-Portfolio Success. These awards celebrate the exceptional performance of the world's foremost SAP partners, underscoring our commitment to excellence and innovation. With four wins and five finalist positions, we stood out as the leading winner in 2025. Additionally, our greatest asset and our most significant differentiator is our people. In 2025, the NTT DATA Group was named a Global Top Employer in 33 countries by the Top Employers Institute. This award highlights our dedication to creating a thriving work environment and confirms our status as a choice destination for IT professionals.

# SAP Ariba e-Tendering Add-On for Public Sector

## Add-On Description

The SAP Ariba e-tendering add-on for public sector comprises a set of features, based on the guided sourcing capability, that enable public entities (public sector customers and public buyers) to manage mandatory, legally prescribed procurement processes. These features support the planning and preparation of public tenders and provide tools to address the requirements for the publication, submission and selection, and evaluation and award phases of the public tendering process.

## Technology Features

- Unrestricted access to procurement documents: a dedicated tender portal page showing the details of a public tender for interested businesses to directly download the procurement documents in a structured way, free of charge and without requiring registration. Interested tenderers can register for electronic participation in the tender.
- Integration with Tenders Electronic Daily (TED) and Central Digital Platform (CDP): preparation and publication of procurement notices fully integrated with SAP Ariba Sourcing, with predefined and prefilled procurement notice templates.
- European Single Procurement Document (ESPD) in public sector events: buyers in the European Union (EU) public sector can add the ESPD questionnaire to sourcing events for collecting responses to the ESPD from suppliers participating in public sector sourcing events.
- Sign In, Registration and Supplier Information (SIRSI): buyers in the United Kingdom (UK) public sector can add the SIRSI questionnaire to sourcing event for collecting responses from the Central Digital Platform supplier profiles from suppliers participating in public sector sourcing events.

## Onboarding

The SAP software is made available to the customer from the point of contract signature as a Software-as-a-Service.

The SAP Onboarding Resource Center provides a one-stop-shop for onboarding information, with step-by-step guides, assets and webcast sessions to ensure a smooth and seamless onboarding experience.

Full use of the service is enabled through an implementation project. NTT DATA Business Solutions (NDBS) are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

## General Implementation Approach

NDBS offer implementation and advisory consulting services for the implementation and onboarding of the SAP software, available through our Lot 3 listing – NDBS Cloud Support Services (Implementation). These services cover:

- Application skills for implementation, configuration, testing support.
- Value Added services for: change management, training and training strategy, data migration.
- Technical skills for development of applications, enhancements, and integrations to the SAP platform

Customers achieve fast and cost-efficient deployment of SAP products and innovations through a consistent and proven methodology, SAP Activate for SAP Ariba.

## Deliverables by Workstream

SAP Ariba

| Deliverables by Workstream              |                                    |                                                     |                                                           |                                                                 |                                           | Deliverables                                 |                               |
|-----------------------------------------|------------------------------------|-----------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------------|----------------------------------------------|-------------------------------|
| SAP Ariba                               |                                    |                                                     |                                                           |                                                                 |                                           | Quality gates                                |                               |
|                                         | DISCOVER                           | PREPARE                                             | EXPLORE                                                   | REALIZE                                                         | DEPLOY                                    | RUN                                          |                               |
| Project Management                      |                                    | Getting Started & Onboarding                        | Execution and Monitoring of Project                       |                                                                 |                                           |                                              |                               |
|                                         |                                    | Project Initiation & Governance                     | Sprint Planning and Execution                             |                                                                 |                                           |                                              |                               |
|                                         |                                    | Project Standards, Plans & Kick-off                 |                                                           |                                                                 |                                           |                                              |                               |
| Customer Team Enablement                |                                    | Customer Team Self-Enablement                       |                                                           |                                                                 |                                           |                                              |                               |
| Technical Architecture & Infrastructure |                                    | Supporting Tools for Implementation                 |                                                           | Initial Access for SAP Ariba Production System                  | System Go-Live                            | Technical Monitoring and Management          |                               |
|                                         |                                    | Initial Access to SAP Cloud ALM, WalkMe & SAP Ariba |                                                           |                                                                 |                                           | Release and Update Cycles                    |                               |
| Application Design and Configuration    | Application Value and Scoping      | Fit-to-Standard Workshops Preparation               | Fit-to-standard Workshops, Documentation & Validation     | Solution Configuration & Walkthrough                            |                                           | Release and Update Cycles                    |                               |
|                                         |                                    | Transition Planning                                 | Delta Design Workshops and Documentation                  | Request Configuration Design Freeze                             |                                           | Continuous Improvement                       |                               |
| Extensibility                           |                                    |                                                     | User Access, Permissions and Security Planning and Design | Identify and Access Management Configuration in the Test System |                                           | Identify Innovation and Growth Opportunities |                               |
| Integration                             |                                    | Extension Planning and Design                       | Extension Development & Configuration                     |                                                                 |                                           |                                              |                               |
| Testing                                 |                                    | Prepare Integration Setup                           | Integration Planning and Design                           | Integration Configuration in Test and Production Systems        |                                           |                                              |                               |
| Data Management                         |                                    | Test Planning                                       | Test Preparation & Execution                              |                                                                 |                                           |                                              |                               |
|                                         |                                    | Customer Team Self-Enablement                       | Data Load Preparation                                     | Data Migration in Test Tenant                                   | Production Cutover                        | Ongoing System Operations                    |                               |
| Operations & Support                    |                                    |                                                     | Cutover Preparation                                       | System Go-Live                                                  |                                           | Identify Innovation and Growth Opportunities |                               |
|                                         |                                    |                                                     | Support Operations and Handover Plan                      | Operation Readiness                                             |                                           | Post Go-Live Hypercare Support               |                               |
|                                         |                                    |                                                     | Operations Implementation                                 | Handover to Support Organization                                |                                           | Incident and Problem Management              |                               |
|                                         |                                    |                                                     |                                                           |                                                                 |                                           | Ongoing System Operations                    |                               |
|                                         |                                    |                                                     |                                                           |                                                                 |                                           | Release and Update Cycles                    |                               |
| Solution Adoption                       | Introduction to SAP Business Suite | Organizational Change Management                    |                                                           |                                                                 |                                           | End User and Supplier Learning               | User Adoption Analysis        |
|                                         |                                    | Learning Needs Analysis                             |                                                           |                                                                 |                                           |                                              | Value Management              |
|                                         |                                    | Enablement Strategy                                 | Communication Plan Execution                              | Change Impact Analysis                                          | Enablement Content Development & Delivery |                                              | Recurring Supplier Enablement |
|                                         |                                    | Value Determination                                 | Supplier Enablement                                       | Buyer & Supplier Enablement                                     |                                           |                                              |                               |
| Analytics                               |                                    |                                                     | Analytics Planning and Design                             | Analytics Configuration                                         |                                           |                                              |                               |

The implementation approach encompasses the management of the key workstreams (left axis) throughout the 6 phases of implementation (top axis). Key activities during implementation include:

### Discover Phase Activities:

The purpose of the Discover phase is to understand the functionality of the SAP Ariba solutions in scope and how they can bring benefits to the business. The phase ends with the software contract being signed.

- User enablement via the trial system.
- Solution scoping via the SAP digital discovery assessment tool.
- Value discovery.

### Prepare Phase Activities:

The purpose of the Prepare phase is to perform the initial planning and preparation for the project. In this phase, the project is started, plans are finalised, project team is assigned, and work is under way to start the project optimally.

- Define project goals, a high-level scope, and a project plan.
- Identify and quantify business value objectives.
- Best practices installation
- Establish project standards, organisation and governance.
- Define and secure approval for the implementation/upgrade strategy.
- Define roles and responsibilities for the project team.
- Validate the project objectives.
- Establish project management, tracking, and reporting mechanisms for value delivery.
- Begin self-enablement.
- Develop enablement strategy.
- Receive and access the initial systems.
- Kick off the project.

### Explore Phase Activities:

The purpose of the Explore phase is to perform a fit-to-standard analysis to validate the solution functionality included in the project scope and to confirm that the business requirements can be satisfied. Identified delta configuration values are added to the backlog for use in the next phase.

- Fit-to-standard workshop.
- Configuration definition.
- Integration prerequisites confirmation.
- Solution extension preparation.
- Data load preparation.
- Finalise and prioritise the project backlog and release/sprint planning.
- Collect organisation and supplier information, analyse learning needs, and develop a learning deployment strategy.
- Phase closure.

### Realise Phase Activities:

The purpose of the Realise phase is to use a series of iterations to incrementally build and test an integrated business and system environment that is based on the business scenarios and process requirements identified in the previous phase. During this phase, data is loaded, adoption activities occur, and operations are planned.

- Plan and execute on sprint plan
- Implement the solution in the test environment in time-boxed iterations (sprints).
- Conduct overall end-to-end testing of the solution.
- Set up production environment.
- Prepare for data migration and data archiving.
- Finalise organisational and supplier training materials and documentation
- Conduct project team and key user training.
- Finalise end user training materials and documentation.
- Track and report on value delivery.

### Deploy Phase Activities:

The purpose of the Deploy phase is to set up the production system(s), conduct cutover, confirm customer organisation readiness, and to switch business operations to the new system(s).

- Finalise the solution and business processes for production go-live
- Production cutover
- Resolve all crucial open issues
- Conduct system tests
- Proceed with cutover activities including data migration and organisational change management (OCM).
- Track and report on value delivery.
- Develop post-go live support plan.

### Run Phase Activities:

The purpose of the Run phase is to further optimise and automate the operability of the solution. Operability is the ability to maintain IT systems in a functioning and operating condition, guaranteeing system availability and required performance levels to support the execution of the enterprise's business operations.

- Ongoing system operations
- Continuous change management
- Continuous learning
- Continuous improvement
- Release cycles

### Our approach embeds the following principles:

- START with BEST PRACTICES - with the solution delivered through proven, re-useable knowledge assets and pre-built content, including process flows, pre-configuration, test scripts, data migration assets, and end-user documentation and help.
- VALIDATE the SOLUTION - validation to best practices and fit-gap analysis.
- MODULAR and AGILE – SAP provides the ability to deliver the solution incrementally, ensuring to value and focus on key business benefits.
- PRE-ASSEMBLY and CLOUD READY – Pre-built Best Practices enable customers to accelerate implementation whilst leveraging the flexibility and speed of the cloud.
- QUALITY BUILT-IN – A stage gate approach with embedded quality milestones delivers early identification and management of risk, with a “total quality” approach to implementation.
- A FOCUS on ADOPTION – Utilisation of Best Practices as an accelerator allows the project to focus less on the technical aspects of the solution, and more on the data and adoption aspects that are critical to success.

Implementation projects for all products and services are tailored to the customer, and delivered in line with client needs and requirements.

## Service Levels and Support

For productive system the service level for availability is 99.7%. For non-productive systems (development, test) the service level for availability is 99.5%.

Software Support is provided by SAP Enterprise Support. Additional cost options are available for enhanced support from SAP and details are available on request.

NDBS can also provide additional application and technical managed service support for the application which enhances the SAP Enterprise Support with additional support for the application and the technical elements of the application. This can include ‘how do I?’ and ‘break-fix’ type support.

## Maintenance Windows

For Public Cloud, there is a weekly maintenance window (Saturday 22:00 UTC) for 4 hours. In addition, there are up to 4 major upgrade windows per year (Saturday 19:00 UTC) for 8 hours.

Major upgrades happen quarterly — in February, May, August and November.

Between the quarterly major upgrades, SAP delivers monthly service packs.

## Offboarding, and Access to Data

When offboarding, for the Public Cloud solution SAP provides tools to download the data from the service. It is the customer responsibility to download the data prior to contract termination. Additional cost options can provide enhanced support from NDBS to support the customer in the offboard and data extraction elements up to the contract termination.

## Business Continuity

SAP Ariba implements a comprehensive backup strategy for data recovery. Regular automated backups of customer data are scheduled, with log files backed up every 15 minutes. Data is stored in an encrypted format and retained for 14 days. In the event of data loss, recovery is possible using the most recent backup, ensuring a maximum data loss of 15 minutes. Additionally, production backups are made to disk, with a multi-tiered backup process that includes full, differential, and incremental backups. Backups are monitored for failures, and annual restoration validations are conducted to ensure usability.

## After Sales Support

SAP provides Enterprise Support for the duration of the subscription (software support). NDBS can enhance the Enterprise Support, by providing highly flexible Application and Technical Managed Services for the buying organisation. As these can be tailored for individual customer requirements, NDBS can provide specific detail on application.