



Service Description Document for:

SAP Ariba Sourcing and Procurement for Public Sector in SAP S/4HANA Cloud Private Edition

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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 Sourcing and Procurement for Public Sector in SAP S/4HANA

Description

SAP Ariba Sourcing and Procurement for Public Sector in SAP S/4HANA is purpose-built to meet the complex regulatory, legislative, and procedural demands of government procurement. Replacing the legacy ECC-based Supplier Relationship Management for Public Sector Procurement solution, it delivers a modern user experience, ensures native compliance with public sector mandates, and integrates deeply with SAP Finance within the S/4HANA ecosystem.

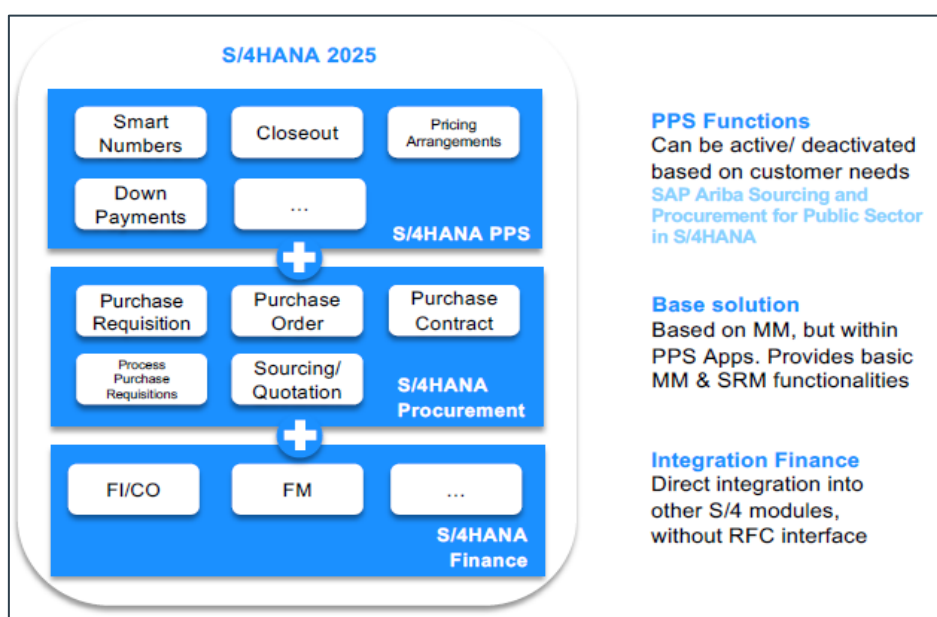


Figure 1 SAP Ariba Sourcing and Procurement for Public

Key capabilities include:

- End-to-end requisition and sourcing management
- RFx lifecycle support (RFI, RFQ, RFP)
- Hierarchical contract and sub-contract management
- Native integrations with OpenText
- Inherited S/4HANA security controls for robust governance
- Purchase Instrument Identifier (Smart Number) generation



Figure 2 :Public Sector Features

The solution allows public sector buyers to manage requisitions, sourcing, contracting, and supplier collaboration across integrated platforms, and external portals. It supports end-to-end public procurement workflows tailored for government and federal entities. It involves the following:

- **Requisition Initiation:** The process begins with the requester creating a Purchase Requisition (PR) using the Manage Purchase Requisitions – Public Services app. If specifications or supporting documents are needed, they are added through OpenText Workspace or Attachments.
- **Requisition Processing:** The buyer uses the Process Purchase Requisitions app to assign a **Source of Supply**. If no existing contract is available, the buyer creates a sourcing requisition with a bulk demand quantity. After requisition approval, the buyer initiates a sourcing project.
- **Sourcing and Pre-Publishing:** The sourcing project captures procurement needs (material, quantity, timelines). A pre-publishing step syncs the sourcing project with Quotation Management (for external supplier interaction), and country-specific portals. Suppliers can view and register interest via the **Supplier Registration** app.
- **Supplier Registration and Publishing:** Supplier registration requests are processed using **Process Supplier Registrations**. Approved suppliers are added to the sourcing project's supplier list. The sourcing project is then published to these suppliers.
- **Quotation Submission and Evaluation:** Suppliers submit quotations in Quotation Management. Submitted quotes are synced back to S/4HANA. Buyers evaluate quotations based on price, supplier responses, and associated questionnaires. The best quotations are awarded.
- **Contract Creation:** Awarded quotations are used to create purchase contracts. These contracts act as the source of supply and enable subsequent purchase order creation.
- **Follow-On Processes:** Once a purchase order is created using the contract, the process continues with **Goods Receipt** or **Service Entry Sheet** creation and finally invoice posting.
- **Supporting apps and Integration:**
 - **Icertis Integration:** Generates legal documents using clause libraries and syncs with the **Legal Transaction** facet.
 - **OpenText:** Manages structured document storage and access control.
 - **External Reporting:** Required for certain government agencies to report purchase order and purchase contract data as a compliance.
- **Additional Processes:** Contract **Closeout**, **Novation**, and **Deobligation** are supported with separate apps and workflows. **Manage Contract Hierarchies** app is used to manage the hierarchy of interrelated contracts.
- **Workflow and Approvals:** Workflows for purchase requisition, purchase order, novation, and closeout are handled through the **My Inbox** app. Business-specific rules are configured via dedicated workflow setup tiles.

Technology Features

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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.

SAP Cloud ERP Private is prerequisite software for SAP Ariba Sourcing and Procurement for Public Sector.

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.

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

- 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

Major updates available every 2 years along with interim Feature Packs every 6 months. Optional to take the updates and / or Feature Packs – but the customer must be on a supported / maintained release.

Maintenance and Upgrades are scheduled by the customer and in collaboration with SAP.

Offboarding, and Access to Data

When offboarding, 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

With SAP Cloud ERP Private operations and support includes optimised configuration, setup, and monitoring of your cloud ERP, delivering 99.7% availability. To protect your critical business data and enable quick restoration in the event of a disaster, it also provides data backup and business continuity planning. SAP cloud operations support compliance regulations, including ISO22301 for business continuity management standards.

RISE with SAP encrypts backup data, making it immutable to protect against tampering, and supports data sovereignty and residency controls to help comply with regional and global regulations.

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.