

HOW TO RESPOND TO RFP/RFI

Suppliers' Guide

Content

1. How to get started?
2. How to accept or decline invitation?
3. How to select items to bid for?
4. How to answer mandatory questions? How to upload and download attachments?
5. How to communicate with buyer?
6. How to submit or revise a response?

Where to get support:

Fortum Operational team

Email: purchasing@fortum.com

Phone: +358 9 42726348

1. How to get started



Hello!

Fortum has invited you to participate in an event in SAP Ariba supplier portal:
RFP - Test.

[Click Here](#) to access the event in the portal.

Please do not forward this email within your organisation as this is a personal invitation. If you need someone else to be invited, please let us know. You can find our event participation instructions here: <https://www.fortum.com/about-us/contact-us/suppliers/supplier-registration>

If you have any further questions, you may contact us via purchasing@fortum.com / +358 942 726 348 or book a call with our experts here: <https://outlook.office365.com/owa/calendar/FortumAribasuppliersupport@fortum.onmicrosoft.com/bookings/>

We look forward to your participation!

Best Regards,
Fortum Procurement

You are receiving this email because your customer, Fortum Oyj, has identified you as the appropriate contact for this correspondence. If you are not the correct contact, please contact Fortum Oyj.

Fortum Oyj sourcing site, Event Doc3243923989: RFP - Test, Realm: FortumOyj, Message ID: MSG433214323, [Click Here](#)

[Offices](#) | [Data Policy](#) | [Contact Us](#) | [Customer Support](#)

Powered by [SAP Ariba](#) 

- First, you will receive an e-mail, inviting you to participate in the planned RFP.
- If you don't have a SAP Business Network account you will also be able to create one through this link
- You can access the RFP by clicking on the link in the e-mail invitation
- It is also possible to access the RFP through logging into your Business Network account at service.ariba.com and clicking on [Proposals-Questionnaires & Contracts]

1. How to get started

- When opening Fortum tender, you can see tender content that buyer has added

The screenshot shows the Fortum tender interface. At the top left, there is a link "< Go back to Fortum Oyj Dashboard". The main header area displays "Event Details" and "Doc3243923989 - RFP - Test". A red box labeled "3" highlights a clock icon and the text "Time remaining 2 days 23:46:12". Below this, a yellow banner states "You must decide whether or not you intend to participate in this event." with buttons for "Download Content", "Intend to Participate", "Decline to Participate", and "Print Event Information". A red box labeled "2" highlights a zoom-in icon. The left sidebar contains a "Checklist" with items: "1. Review Event Details" (highlighted with a red box and a red "1"), "2. Select Lots/Line Items", and "3. Submit Response". Below the checklist is the "Event Contents" section with links for "All Content", "1 Introduction", and "2 Tender Upload Area". The main content area, titled "All Content", shows a table with columns "Name", "Price", and "Quantity". The first row is "1.0 Introduction" with a "Less..." link. The content area is scrollable, showing text about the tender and a yellow box for "Add your contact details". A red box labeled "1" highlights the "1. Review Event Details" item in the checklist.

1. All requirements and specifications are written under "Review Event Details"
2. By clicking on the right hand arrows, you can enlarge the view and see more text
3. The remaining time for responding to the RFP is shown in the corner

2. How to accept or decline an invitation?

< Go back to Fortum Oyj Dashboard

Desktop File Sync

Time remaining
2 days 23:41:20

Event Details Doc3243923989 - RFP - Test

You must decide whether or not you intend to participate in this event.

Download Content Intend to Participate Decline to Participate Print Event Information

▼ Checklist

1. Review Event Details

2. Select Lots/Line Items

3. Submit Response

▼ Event Contents

All Content

1 Introduction

2 Tender Upload Area

All Content

1.0 Introduction

Less...

Dear Potential Supplier,

Your company has been identified as a potential supplier for Fortum Corporation. Fortum's key objective is to find long-term co-operation partner(s) who could provide services and/or materials in an innovative, user friendly, cost-efficient, professional and reliable way.

At the moment, we are looking for (add description)

All RFP material shall be treated as confidential.

During the tendering period additional inquiries shall be addressed to Purchaser's representatives:
(Add your contact details)

Event Overview and Timing Rules

- Go to "Review Event Details" in the left side menu and choose one of the following options:
 - If you plan to participate in the bidding, click "Intend to Participate"
 - If you do not plan to participate in the bidding, click "Decline to Participate"

You will be asked to add a short comment

- Once you click "Intend to Participate" you can see and review all details in the RFP and answer to tender
- The countdown of the remaining time can be seen in the top right corner

3. How to select items to bid for?

< Go back to Fortum Oyj Dashboard Desktop File Sync

Select Lots Doc3243923989 - RFP - Test Cancel

▼ Checklist

1. Review Event Details

2. Select Lots/Line Items

3. Submit Response

Choose the lots in which you will participate. You can cancel your intention to participate in a lot until you submit a response for that lot; once you submit a [More](#)

Select Lots/Line Items Select Using Excel

A dimmed checkbox indicates lots for which bidding is required, or for which you have already placed a bid. You cannot modify your intent to bid on these lots.

Lots Available for Bidding

☐	Name
☒	3.0 Product A
☐	4.0 Product B
☐	5.0 Product C

Confirm Selected Lots/Line Items

- It is mandatory to bid on all Line Items that are already ticked. These Line Items are pre-selected by the purchaser and need a response.
- It is not mandatory to quote on specific Line Items which are not ticked and appear on a white background
- You can submit a bid by:
 - A) Tick marking the field "Name" and thus choosing all Line Items for bidding
 - B) Tick marking specific Line Items and thus selecting only the marked Line Items for bidding
- When finished, click "Confirm Selected Lots/Line items"

4. How to answer to mandatory questions? How to download and upload attachments?

Console Doc3243923989 - RFP - Test Time remaining 2 days 23:21:19

Event Messages
Response History
Response Team

▼ Checklist

1. Review Event Details
2. Select Lots/Line Items
3. Submit Response

▼ Event Contents

All Content

1 Introduction

2 Tender Upload Area

2.1 Please upload your tender here (if multiple files please upload them in ZIP file)

3.0 Product A

4.0 Product B

(*) indicates a required field

Submit Entire Response Update Totals Save draft

- In some RFPs you are asked to answer to certain questions
 - A) All fields marked with an asterisk (*) are mandatory and must be filled out
 - Some questions have a dropdown menu with pre-set answers

Console Doc3243923989 - RFP - Test Time remaining 2 days 23:20:28

Event Messages
Response History
Response Team

▼ Checklist

1. Review Event Details
2. Select Lots/Line Items
3. Submit Response

▼ Event Contents

All Content

1 Introduction

2 Tender Upload Area

2.1 Please upload your tender here (if multiple files please upload them in ZIP file)

3.0 Product A

4.0 Product B

(*) indicates a required field

Submit Entire Response Update Totals Save draft

Compose Message Excel Import

1. To download attachments, click on the downward arrow
2. To upload attachments click on "Attach a file"

5. How to communicate with buyer

< Go back to Fortum Oyj Dashboard Desktop File Sync

Console Doc3243923989 - RFP - Test Time remaining 2 days 23:18:57

Event Messages
Response History
Response Team

▼ Checklist

1. Review Event Details
2. Select Lots/Line Items
3. Submit Response

▼ Event Contents

All Content

1 Introduction

2 Tender Upload Area

1

Submit Entire Response Update Totals Save draft

Compose Message Excel Import

All Content

Name ↑	Price	Quantity
During the tendering period additional inquiries shall be addressed to Purchaser's representatives: (Add your contact details)		
Instead of sending normal e-mails please use the Ariba Messaging tool. This is the most effective communication channel related to this RFP. You find Compose Message- button at the bottom of the page		
Privacy We care about your privacy. Read our Privacy Notice for Suppliers and Externals here: https://www.fortum.com/legal/privacy/consultant-and-vendor-privacy-notice		
Fortum Fortum is a Nordic energy company. We generate and deliver reliable energy to our customers and the Nordic energy system while at the same time helping industries decarbonise their processes and grow. Our core operations comprise of efficient and best-in-class low-carbon power generation, customer services, and heating and cooling. Fortum's power generation is already 99% from renewable or nuclear sources with one		

(*) indicates a required field

- You can communicate with buyer using Compose message-functionality. This should be considered main contact method during the tender (replaces email communication)

1. Click “Compose Message”
2. Write message to buyer and press send. When buyer responses to your message, you will receive copy also to your own email

< Go back to Fortum Oyj Dashboard Desktop File Sync

Compose New Message

2

Send Cancel

From: Test Company Oy (Emma Tepponen)

To: Project Team

Subject: Doc3243923989 - RFP - Test

Attachments: Attach a file

1 (8 pt) — font —

Write the message here

6. How to submit a response?

[< Go back to Fortum Oyj Dashboard](#)

[Desktop File](#)
[Sync](#)

Console

 Doc3243923989 - RFP - Test

 Time remaining
2 days 23:18:57

[Event Messages](#)
[Response History](#)
[Response Team](#)

▼ Checklist

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

▼ Event Contents

All Content

1 Introduction

2 Tender Upload Area

All Content

Name ↑	Price	Quantity
During the tendering period additional inquiries shall be addressed to Purchaser's representatives: (Add your contact details)		
Instead of sending normal e-mails please use the Ariba Messaging tool. This is the most effective communication channel related to this RFP. You find Compose Message- button at the bottom of the page		
Privacy We care about your privacy. Read our Privacy Notice for Suppliers and Externals here: https://www.fortum.com/legal/privacy/consultant-and-vendor-privacy-notice		
Fortum Fortum is a Nordic energy company. We generate and deliver reliable energy to our customers and the Nordic energy system while at the same time helping industries decarbonise their processes and grow. Our core operations comprise of efficient and best-in-class low-carbon power generation, customer services, and heating and cooling. Fortum's power generation is already 99% from renewable or nuclear sources with one		

(*) indicates a required field

Submit Entire Response

Update Totals

Save draft

Compose Message

Excel Import

- You are ready to submit your response when you have filled out all mandatory fields and entered bids for items
1. Click "Submit Entire Response"
 2. Once you have submitted your response, you will see a confirmation at the top of the page in a yellow information box

Console

 Doc3243923989 - RFP - Test

 Time remaining
2 days 23:01:18

[Event Messages](#)
[Response History](#)
[Response Team](#)

▼ Checklist

1. [Review Event Details](#)
2. [Select Lots/Line Items](#)

Tender Upload Area

(Section 2 of 2) [Prev.](#)

Name ↑

▼ 2.0 Tender Upload Area

Your bid ID3426184655 is being processed.

7. How to revise a response

The screenshot shows the Ariba Sourcing interface. At the top, there's a navigation bar with 'Ariba Sourcing' and user options like 'Company Settings', 'Emma Tepponen', 'Feedback', 'Help', and 'Messages'. Below this, a breadcrumb trail says '< Go back to Fortum Oyj Dashboard' and a link for 'Desktop File Sync'. The main header area includes 'Console', a document ID 'Doc3243923989 - RFP - Test', and a clock icon indicating 'Time remaining 2 days 22:56:51'. A yellow message box states: 'You have submitted a response for this event. Thank you for participating.' Below this, a blue button labeled 'Revise Response' is highlighted with a red rectangle. The left sidebar contains a 'Checklist' with items: '1. Review Event Details', '2. Select Lots/Line Items', and '3. Submit Response'. Under 'Event Contents', there are links for 'All Content', '1. Introduction', and '2. Tender Upload Area'. The main content area, titled 'All Content', shows a table with columns 'Name', 'Price', and 'Quantity'. The first row is '1.0 Introduction' with a 'Less...' button. The content area displays a letter template with fields for 'Add description' and 'Add your contact details' highlighted in yellow.

- If you want to revise your response after submitting, click on the "Revise Response" button in the middle of the screen
- All submitted questions and prices can be revised as long as the RFP is open.
- The remaining time until the RFP closes is shown in the top right corner.