



SPM Guide for Suppliers		
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Issue Date 2025 Nov 28	Owner Manager, Procurement	Last Review/Approval Date 2025 Nov 28

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SUPPLIERS' GUIDE TO SUPPLIER PERFORMANCE MANAGEMENT IN SAP Ariba

The City of Calgary's Supplier Performance Management (SPM) process is intended to:

- Provide a consistent approach for measuring both supplier and City performance.
- Enhance collaboration.
- Support ongoing assessment of supplier performance.

SPM projects are conducted at least quarterly throughout the contract lifecycle, with the option to increase the frequency as required.

PURPOSE

The purpose of this document is to describe how suppliers participate in SPM projects with The City of Calgary, including how to do the following in SAP Ariba:

- Access and respond to performance evaluation surveys.
- Provide feedback to The City for improvement.
- View performance data and scorecards.
- Participate in continuous improvement processes.

TARGET AUDIENCE

This document is for Supplier Project Managers who are responsible for participating in SPM projects as part of the Supplier Contract Lifecycle process with The City of Calgary.

SCOPE

This guide applies to SPM projects for suppliers who have an active Contract Workspace in SAP Ariba.



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SAP ARIBA SUPPLIER PORTAL

Access the SAP
Business Network

1. Open the [SAP Business Network Supplier Sign-in](#) page.
2. Enter your **username**.
3. Click **Next**.
4. Enter your **password**.
5. Click **Sign in**

Open your supplier
dashboard

6. Click the **Business Network** logo and select **Ariba Proposals and Questionnaires** from the dropdown.

Your SAP Ariba supplier dashboard opens.



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Recover your username

Follow these steps if you forget your SAP Business Network username:

1. Click **Forgot Username** link on supplier.ariba.com.

2. Enter the email address registered with SAP Business Network.
3. Click **Submit**.

4. SAP Ariba will email the username to the registered email address.
5. Follow the instructions in the email to recover your username.

Recover your password

Follow these steps if you forget your SAP Business Network password:

1. Click **Forgot Password** on the password entry page.



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2. Enter the email address registered with SAP Business Network.
3. Click **Submit**.

Reset your password

Enter the email address you used to register with SAP Business Network.

Email address

-
-
-
4. SAP Ariba will email a password reset link to the registered email address.
5. Follow the instructions in the email to reset your password.



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KEY PERFORMANCE INDICATORS & WEIGHTAGES

You will receive an email notifying you about the KPIs and weightages that will be used in the SPM evaluation process throughout the contract lifecycle.

Access Supplier Portal

1. Click **Click Here** in the email.

System Reference [Click Here](#) to access the system.

2. Login to the SAP Ariba Supplier Portal using your SAP Ariba username and password.

Download SPM evaluation criteria

3. On the **Review Task** page, click **SPM KPIs and Weighting**.
4. Click **Download**.

5. Open the downloaded file to view the preset KPIs and weightages.



NOTE: KPIs and Weightages are preset and will *not* be changed.

Complete review

6. Click **Complete Review**.



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Review Task

Exit

The document below has been submitted for review. To view documents, click the document link to open or download them. If you are a reviewer, you can complete this task by clicking the **Complete Review** button.

SPM Trial V1.2 / Plan Phase / [Notify supplier about the KPIs and weightages](#)

TSK1858348443 Notify supplier about the KPIs and weightages Round 2: Awaiting Response(s)

Automated emails notify the supplier and SPM Project Team of the KPIs and weightages used in the evaluation.
1. Click **Mark Complete**.
2. On the **Completed** page, enter comments, as required, then click **OK**.

SPM KPIs and Weighting

Action

Download

One or more documents have been submitted for your review. You have the following options:

- View the documents on the left.
- To propose document changes, edit and save all required documents locally. Add it as an attachment when you submit your Counter Proposal or Review.

Complete Review

7. On the **Reviewed** page, click **Exit**.

Reviewed

OK

Cancel

Enter a comment **message** and, if necessary, set the **Access Control** for this comment. You can also add document attachments to support your comment. To add attachments, click the **Attachments** icon.

Message:

Reviewed



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SURVEY EVENTS

The City of Calgary values supplier feedback and encourages you to share your insights by participating in survey events. You will receive an email inviting you to participate in a survey about your experience working with The City during the term of the contract.

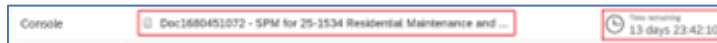
RESPOND TO A SURVEY

Access a survey

1. Click **Click Here** in the email.

[Click Here](#) to access this event.

2. Login to the SAP Ariba Supplier Portal.
3. After logging in you will be redirected to the survey.
4. Surveys are open for 14 calendar days. The time remaining to submit your response is displayed in the top right corner.



Respond to the survey

5. Answer question #2. It is conditional, as follows:

If you select:	Then:
No	The following message will appear: <i>"This survey contributes 10% to the overall Supplier Performance Management scorecard. Your participation is crucial in helping us improve our services. If you choose not to participate by selecting "No", you will not be able to access the survey questions, and this will result in a score of 0 for the 10% allocated to the survey."</i>
Yes	The survey will open.

6. Click through the survey sections under **Event Contents**.
7. Select your responses from the dropdowns for each question.



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8. Click **Submit Entire Response** when the survey is complete.

9. Click **OK** on the confirmation dialog box.



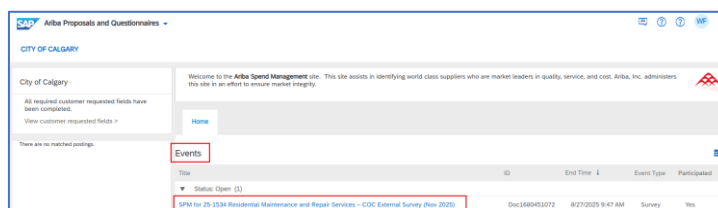
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REVISE A SURVEY RESPONSE

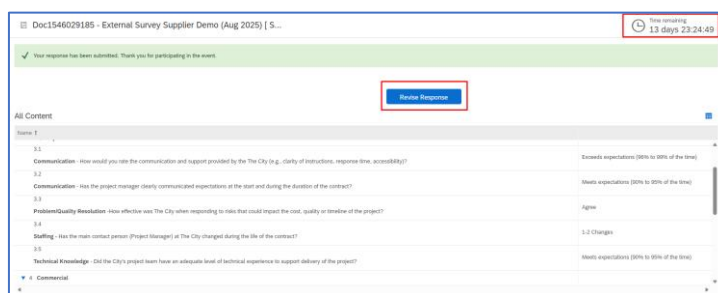
You can revise a previously submitted response while the survey is open. After the survey closes you cannot change your response.

Open the survey

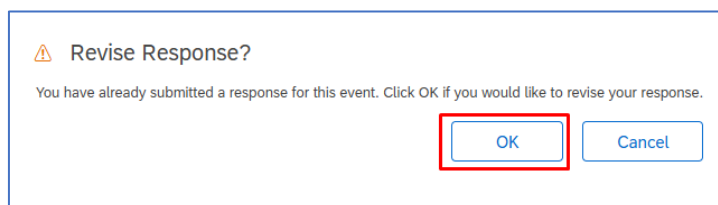
1. Login to the SAP Ariba Supplier Portal.
2. On your SAP Ariba supplier dashboard, click the link to the survey under **Events**.



3. Click **Revise Response**



4. Click **OK** on the confirmation dialog box.



Revise your response

5. Edit your response(s) as required.
6. Click **Submit Entire Response**.
7. Click **OK** on the confirmation dialog box.




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SCORECARDS

After The City of Calgary Project Team completes their evaluation, the published scorecards are accessible through the SAP Ariba Supplier Portal.

- View the scorecard**
1. Login to the SAP Ariba Supplier Portal.
 2. Scroll down to the **Scorecards** section of the supplier dashboard.
 3. Each scorecard record displays the following information:
 - **Title:** displayed in the format <Two-Way Scorecard (Month YYYY)>.
 - **Project Title:** includes the contract ID, and date the scorecard was published.
 - **Performance From** and **Performance To**.
 4. Click the scorecard **Title** to view the results.

Events					
Title	ID	End Time	Event Type	Participants	
✓ Station Completed (S)					
CDC External Survey (Aug 2025)	Dec1548344305	4/24/2025 10:51 PM	Survey	Yes	
Registration Questionnaires					
Title	ID	End Time	Community	Regions	Status
No Items					
Qualification Questionnaires					
Title	ID	End Time	Community	Regions	Status
No Items					
Questionnaires					
Title	ID	End Time	Community	Regions	Status
No Items					
Certificates					
Certificate Info	Effective	Expiration	Attachment	Questionnaire	Status
No Items					
Scorecards					
Title	ID	Project Title	Performance From	Performance To	
New Way Score Card (Aug 2025)	Dec1548344370	Supplier Training - SPM 24042025	05/01/2025	07/31/2025	

5. Click the **Table Actions Menu** icon () to view additional columns.
6. Click **Done** to exit the scorecard.

Two-Way Score Card-Demo (Aug 2025)					Done
Review your scorecard, paying attention to those grades highlighted as being below the target grade. Note, the server may not have granted you full visibility to the scorecard, therefore some of the content may be hidden.					
SPM Test Supplier Performance from 05/01/2025 to 07/31/2025					
Name	Weight	Overall %	Item		
1. Safety	100	100%	✓ Show Details		
Value: 82%	27	27%	✓ No Items		
2. Quality & Performance	25.5	22.5%	✓ Weight		
Value: 80%	9	9%	✓ Overall %		
3. Environmental	13.5	13.5%	✓ Grade		
Value: 53%	13.5	13.5%	✓ Target		
4. Commercial	13.5	13.5%	Outline Expansion		
Value: 60%			Expand All		
5. Community Value	9	9%	Collapse All		
Value: 67%			Expand to Detail		
6. Strategy & Innovation	4.5	4.5%	Expand all Rows		
Value: 80%			Expand Current Page		



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Review scorecard grades

The total score received is visible at the top of the table

The scores for each KPI are listed in the **Grade** column. Grades that fall below target grades are indicated in red font.

SPM Test Supplier Performance from 05/01/2025 to 07/31/2025				
Name	Weight	Overall %	Grade	Target
▼ Totals	100	100%	64.50%	60 %
1 Safety	27	27%	63.00%	60 %
Value 63%				
2 Quality & Performance	22.5	22.5%	60.00%	60 %
Value 60%				
3 Environmental	13.5	13.5%	53.00%	60 %
Value 53%				
4 Commercial	13.5	13.5%	60.00%	60 %
Value 60%				
5 Community Value	9	9%	67.00%	60 %
Value 67%				

If a grade falls below the required target score:

- The SPM Project Team will create a performance improvement log for that KPI.
- You will be asked to develop a resolution plan.

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SUPPLIER RESOLUTION PLAN

After the SPM Project Team creates the performance improvement log, you will receive an email asking you to review it and create a resolution plan for any KPI shortfalls.

If a performance improvement log was not created, a resolution plan is not required.

SUBMIT A RESOLUTION PLAN

Open the task

1. Click **Click Here** in the email.

System Reference [Click Here](#) to access the system.

2. Login to the SAP Ariba Supplier Portal.

Download the document

3. On the **Negotiation Task** page, click the **[Supplier Performance Improvement Log and Resolution Plan]** on the left side of the page.
4. Click **Download**.

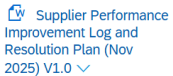
Negotiation Task

This task has been submitted for negotiation and is now in progress. You can add comments on the **Task History** tab.

[Supplier Performance Management Project ...](#) / [Monitor Performance Phase - Semiannually...](#) / [Review perform](#)

TSK1785778884 Review performance improvement log and develop resolution plan

Steps to Prepare and share Resolution Plan,
1. Download the Action Plan file from left Side
2. Update the downloaded file and click counter proposal to submit the updated file
3. Attach the updated file in the Comments
4. Click Done



Action

Download

Develop the resolution plan

5. Open the downloaded document.



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6. Review *Step 1 – Supplier Performance Improvement Log* and enter comments in Step 1, if required.
7. Complete *Step 2 - Supply Resolution Plan* to address the items identified in Step 1.
8. Save the document with the file name “[SPM Project Name] Performance Improvement Log and Resolution Plan [date] [V.#],” using the subsequent version number.

Create Counter Proposal

9. Return to the **Negotiation Task** page.
10. Click **Create Counter Proposal***.

TSK1785778884 Review performance improvement log and develop resolution plan

Steps to Prepare and share Resolution Plan,
1. Download the Action Plan file from left Side
2. Update the downloaded file and click counter proposal to submit the updated file
3. Attach the updated file in the Comments
4. Click Done

Supplier Performance Improvement Log and Resolution Plan (Nov 2025) V1.0

One or more documents have been submitted

- View the documents on the left.
- To propose document changes, edit any when you submit your Counter Proposal

Create Counter Proposal ⓘ

Accept Proposal ⓘ

11. On the **Counter Proposal** page, click **Choose File**.
12. Navigate to the saved document.
13. Click **Open**.
14. Enter a **Message** stating “For review.”
15. Click **OK**.



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16. If a warning message about a mismatch between the *revised* file name and the *reference* file name appears, confirm that you have uploaded the correct file, then click **OK**.

The resolution plan is submitted to the Project Team for review.

* The initial supplier’s resolution plan is called a “counter proposal” because it is a response to the Project Team’s initiation of the process.

Determine next steps

You will be notified by email if the SPM Project Team decides to accept your resolution plan or request additional input.

If:	Then:
The Project Team accepts your resolution plan.	You have completed all your tasks in SAP Ariba for the performance evaluation review period.
The Project Team does NOT accept your resolution plan.	The Project Team will send the resolution plan back to you for further review. Go to Respond to Counter Proposal .

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RESPOND TO A COUNTER PROPOSAL

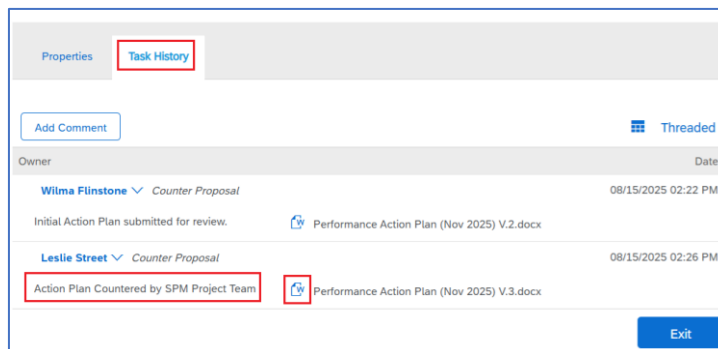
Review SPM Project Team counter proposal

If the SPM Project Team does not accept your proposed resolution plan, you will receive an email asking for further input.

1. Click **Click Here** in the email.

System Reference [Click Here](#) to access the system.

2. On the **Negotiation Task** page, click the **Task History** tab.
3. Review the Project Team's comments.
4. Click the Word icon () beside the most recent counter proposal to download it.




NOTE: Comments and uploaded files are shown in the **Task History** tab with time and date listed under the **Date** column.

Determine next steps

5. After reviewing the SPM Project Team's comments, determine:

If:	Then:
The Project Team's proposed changes to the resolution plan <i>are NOT</i> acceptable.	Go to Create Counter Proposal .
The Project Tam's proposed changes to the resolution plan <i>are</i> acceptable.	Go to Accept Proposal .



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Accept Proposal

- Click **Accept Proposal**.
- On the **Proposal Accepted** page, click **OK**.

Proposal Accepted

Enter a comment message and, if necessary, set the Access Control for this comment. You can also add document attachments to support your comment. To add a document from an external source, click the 'Add Attachment' button.

Message:

Proposal Accepted

The process to create a resolution plan can take multiple rounds to finalize.

When the resolution plan is accepted by the Project Team, your tasks within SAP Ariba for the performance evaluation review period are complete.

The City's SPM Project Team will work with you to achieve the improvement goals documented in the resolution plan.



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REVISION HISTORY:

Revision Number	Completed by	Revision Date (yyyy mmm dd)	Revision Description/Comments
1.0	Leslie Street	2025 Nov 28	Initial -Final