

REVISION DATE: FEBRUARY 2025



# DEPLOYMENT DESCRIPTION

THIS DOCUMENT DESCRIBES THE DEPLOYMENT SERVICES FOR  
THE FOLLOWING SAP CLOUD SERVICE:

SAP Strategic Sourcing Suite

## I. DEFINITIONS

Capitalized terms used in this Deployment Description that are not defined herein are defined in the SAP Subscription Agreement, GTC, applicable master agreement, or Order Form between SAP and Customer, or represent the name of Cloud Service features or SAP internal teams.

"SAP Ariba" or "Ariba" or SAP	Means the SAP entity identified in the applicable Order Form.
"Cloud Service"	<p>If not otherwise defined in a governing master agreement, means any distinct, subscription-based, hosted, supported, and operated on-demand solution provided by SAP under an Order Form. Cloud Services are sometimes also referred to as "Solutions" or the "Service" in SAP contracts and Documentation. As used in this Deployment Description, "Solution" and/or "Cloud Service" refers specifically to any one of the following SAP Cloud Services, subscribed to by Customer under an Order Form:</p> <ul style="list-style-type: none"> <li>○ SAP Strategic Sourcing Suite (formerly SAP Ariba Strategic Sourcing Suite)</li> </ul>
"Deployment Services"	Means the routinized Consulting Services provided to Customer concurrently with the initial purchase of a subscription to the Cloud Service and provided by SAP to Customer to assist with the initial setup, configuration, and deployment of such Cloud Service. Deployment Services are delivered remotely by SAP resources that support multiple customer engagements concurrently.
"Supplemental SAP Services"	Means any other Consulting Services for the Cloud Service separately purchased by Customer in the applicable Order Form or separate Statement of Work ("SOW"), which are designed to supplement and augment the Deployment Services for the Cloud Service described herein.
"Deployment Description"	This document, which describes the Deployment Services for the Cloud Service.
"Deployment Kick-Off"	The date on which the SAP and Customer core project teams convene to align the entire project team on the goals, scope and approach defined during the Prepare phase.
"Go Live"	The date on which live transactions are entered into one single production system.
"RFX"	A blanket acronym meant to encompass Sourcing event types (e.g. Request for Information ("RFI"), Request for Proposal ("RFP"), total cost auctions and RFPs, reverse auctions, forward auctions, index-based auctions, transformation-based auctions and rank-based auctions).
"Project"	Means a specific sourcing project in a particular services or commodity category initiated by Customer for Customer's internal use and benefit, which can consist of any one or more related events. Examples of events include: (a) on-line auction; (b) sealed bid; (c) e-negotiation; (d) an RFQ, RFI, or RFP; (e) quick survey; and (f) quick projects.

## II. INTRODUCTION

The Deployment Description provides a high-level overview of the Deployment Services included in this Cloud Service.

Deployment Services may not be provided in countries in which the Cloud Service is not compliant with all applicable local laws and/or in which support is not available. Restrictions apply to certain features described within this document regarding the Enterprise Resource Planning system ("ERP") system and middleware in use, as well as required pre-requisites, these restrictions are described in detail in the SAP Ariba Cloud Solution description guide.

The Deployment Services described in this document are the required SAP services necessary to assist Customers with the set up and initial configuration of the Cloud Service in support of a single system Go Live. Coordination of Deployment Services across multiple Cloud Services is not covered by this Deployment Description.

SAP offers a variety of Supplemental SAP Services in addition to the baseline services described in this Deployment Description, which may be purchased by Customer for an additional fee. Supplemental Consulting Services are recommended by SAP to help Customers realize the full potential of the Cloud Service.

SAP recommends a deployment scope discussion with SAP Consulting to discuss Customer's available resources and program initiative to determine what, if any, Supplemental Consulting Services should be considered.

### III. SCOPE OF SAP DEPLOYMENT SERVICES

SAP will provide the Deployment Services as described below. Any change in the specific scope of Deployment Services, including Customer requested relocation of the instance to a different Data Center, must be mutually agreed upon by the parties in writing and may be subject to additional fees.

PREPARE PHASE		
The purpose of this phase is to confirm that the scope is defined, and that Customer is ready to start the project. SAP will provide Customer with access to templates needed to complete for their deployment. Upon receipt of the completed templates, the Customer's project will be processed for staffing.		
Activities in this Phase	SAP Responsibilities	Customer Responsibilities
<b>Confirm Goals, Scope and Roll Out Plan</b>	<ul style="list-style-type: none"> <li>Conduct deployment overview.</li> <li>Provide project charter and project resource matrix.</li> </ul>	<ul style="list-style-type: none"> <li>Provide business goals and success metrics.</li> <li>Complete charter and resource matrix.</li> </ul>
	<ul style="list-style-type: none"> <li>Review major scope elements.</li> <li>Confirm project scope with Customer.</li> </ul>	<ul style="list-style-type: none"> <li>Make decisions on project scope.</li> </ul>
<b>Plan Deployment and Confirm Readiness</b>	<ul style="list-style-type: none"> <li>Assign SAP resources to project roles.</li> </ul>	<ul style="list-style-type: none"> <li>Assign Customer resources to project roles.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide sample project plan, establish recurring meetings, and propose status report format.</li> </ul>	<ul style="list-style-type: none"> <li>Contribute Customer tasks and timing to the sample project plan.</li> <li>Define the project management and governance framework for the SAP Deployment Services, in accordance with this Deployment Description.</li> </ul>
	<ul style="list-style-type: none"> <li>Draft the Deployment Kick-Off presentation and agenda.</li> </ul>	<ul style="list-style-type: none"> <li>Contribute to, review, and approve the Deployment Kick-Off presentation.</li> <li>Identify and assess project impact on other departments and proactively communicate with stakeholders to obtain their support.</li> </ul>
	<ul style="list-style-type: none"> <li>Assist customer with scheduling participation in the SAP features and functions training as described below in this Deployment Description.</li> </ul>	<ul style="list-style-type: none"> <li>Send Customer team member(s) to SAP features and functions training as necessary.</li> </ul>

EXPLORE PHASE		
The purpose of this phase is to confirm requirements and prepare Customer's technical infrastructure.		
Activities in this Phase	SAP Responsibilities	Customer Responsibilities
<b>Deployment Kick-Off</b>	<ul style="list-style-type: none"> <li>Lead Deployment Kick-Off presentations to inform customers and Ariba teams on goals, scope, timeline, workstreams and key project details.</li> </ul>	<ul style="list-style-type: none"> <li>Participate in the Deployment Kick-Off.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide instructions for logging into the test site.</li> </ul>	<ul style="list-style-type: none"> <li>Core team members start learning functionality of the Cloud Service.</li> </ul>
<b>Requirements</b>	<ul style="list-style-type: none"> <li>Provide overview of product features and functionality of the Cloud Service.</li> </ul>	<ul style="list-style-type: none"> <li>Attend product features and functionality overview sessions for the Cloud Service. Learn SAP product capabilities and configurability.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide and review data collection templates.</li> </ul>	<ul style="list-style-type: none"> <li>Hold internal meetings and drive activities needed to finalize requirements decisions.</li> <li>Provide business and technical requirements. Provide context and rationale for requirements as necessary.</li> </ul>
<b>Design</b>	<ul style="list-style-type: none"> <li>Review completed data collection templates for accuracy.</li> </ul>	<ul style="list-style-type: none"> <li>Make design decisions.</li> <li>Verify data collection templates.</li> <li>Document all business processes affected by SAP Cloud Services.</li> </ul>

REALIZE PHASE CLOUD SERVICE SETUP TASK		
The purpose of this phase is to configure and test the Cloud Service.		
Activities in this Phase	SAP Responsibilities	Customer Responsibilities
<b>Build</b>	<ul style="list-style-type: none"> <li>Configure test system as per data collection templates.</li> <li>Conduct unit testing on configurations.</li> <li>Assist in loading of master data.</li> </ul>	<ul style="list-style-type: none"> <li>Review completed configurations in test site as available.</li> <li>Develop and document practices for managing master data.</li> <li>Begin configuring elements that fall outside the deployment scope.</li> <li>Load master data.</li> </ul>
	<ul style="list-style-type: none"> <li>Provide generic sample test documentation.</li> </ul>	<ul style="list-style-type: none"> <li>Create test plan.</li> <li>Document test use cases and test scripts.</li> </ul>
<b>Test (System and User Acceptance)</b>	<ul style="list-style-type: none"> <li>Validate readiness for testing.</li> <li>Address test defects related to SAP configurations.</li> </ul>	<ul style="list-style-type: none"> <li>Validate readiness for testing.</li> <li>Manage and coordinate testing activities.</li> <li>Execute testing.</li> <li>Triage and investigate test defects.</li> <li>Address test defects with Customer systems or data.</li> <li>Raise test defects to SAP where appropriate. Include all information necessary to understand and recreate the test defect.</li> <li>Track and manage test defect resolution.</li> </ul>

DEPLOY PHASE		
The purpose of this phase is to go live and transition the Customer to SAP Customer Support.		
Activities in this Phase	SAP Responsibilities	Customer Responsibilities
<b>Go Live and Wrap Up</b>	<ul style="list-style-type: none"> <li>Prepare production cut over checklist for SAP activities.</li> <li>Validate readiness for production cut over.</li> <li>Execute SAP tasks of the cutover checklist.</li> </ul>	<ul style="list-style-type: none"> <li>Validate readiness for production cut over.</li> <li>Execute Customer tasks of the cutover checklist.</li> </ul>
	<ul style="list-style-type: none"> <li>Facilitate transition to SAP Customer Support.</li> <li>Support Customer with major production issues for a maximum of two (2) weeks after Go Live.</li> </ul>	<ul style="list-style-type: none"> <li>Grant Authorized Users access to the production site.</li> <li>Assume administrative and maintenance duties of Cloud Service site.</li> <li>Follow SAP Customer Support process for any issues requiring SAP attention.</li> </ul>

## IV. DEPLOYMENT PACKAGE SCOPE ASSUMPTIONS

### FOR SAP ARIBA SOURCING:

Please find below key assumptions regarding features and functionality configured, as well as enablement services provided for the Cloud Service. By selecting this deployment offering, the Customer has reviewed and agrees to the following scope and conditions:

#### SITE ENABLEMENT ASSUMPTIONS

- Access is provided to the following sites: test and production. The applicable sites will remain available for the Subscription Term.
- Distribute Data Collection Documents – SAP distributes the SAP Ariba Sourcing enablement workbook and other data collection documents to the Customer. This is the information that SAP will use in the configuration of the Customer instance. The SAP Deployment Lead will discuss the pros and cons with the Customer regarding the configuration options of the site. The data must be included in the provided data collection workbooks as described in the Deploy phase below.
- Review Customer Data – Once SAP receives the completed data collection documents with the Customers information, SAP will first review the information and identify any potential gaps and errors. If there are any errors, SAP will notify the Customer for any corrections.

- The SAP Deployment Lead will assist the Customer regarding allocation of Users and Authorized Users per rules as defined in the SAP Ariba Cloud Supplement.

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#### SITE BUILD ASSUMPTIONS

- Once complete and accurate information is received from the Customer, SAP will configure the test site with the provided Customer-specific information.
- SAP will assist / support the respective activities for each:
  - Welcome text
  - Customer logo
  - Customization of pre-defined event message email templates
  - Site data such as regions, departments, currency conversion rates and units of measure
  - Establish Buyer account
  - Supplier / Bidder Agreement
  - Supplier account information
  - Commodity classification structure
  - Information for custom header fields, pick lists, and reporting
  - Document attachments
- RFX Management – Basic
  - Enable out of the box reverse auction templates
  - Enable out of the box RFI templates
  - Enable out of the box RFP template
  - Enable out of the box forward auction templates
- RFX Management – Advanced
  - SAP will review and configure a maximum of one (1) custom RFP template based on the out of the box Request for Proposal template that has:
    - A maximum of fifteen (15) lines of content (sections, questions, line items or lots)
- Workflow – Customer supplies SAP with their sourcing process in electronic format using the provided data collection file. SAP will create one (1) Sourcing Process template that has:
  - A maximum of fifty (50) tasks/phases in the process
  - A maximum of five (5) process configuration conditions
  - A maximum of ten (10) questions
  - A maximum of five (5) groups
  - A maximum of twenty (20) documents on document tab
  - The SAP Ariba Leading Practice process template will be configured in the Customer site
- Form Development – One (1) form is included, meeting but not exceeding the specifications below:
  - A maximum of fifty (50) form header fields (line and header combined)
  - A maximum of ten (10) conditions (visibility, editability, and validity)
- Document Management - Upload a maximum of twenty (20) document attachments to the process template or into the Sourcing Library
- Sourcing Reporting/Custom Fields - Build a maximum of five (5) custom header fields to the Create Sourcing Project screen that can be used for searching and reporting
- Knowledge Management - Confirm Knowledge Management is enabled
- Dashboard - Confirm Dashboard is enabled
- Sourcing Analysis - Review how to access and run prepackaged sourcing reports and provide guidance for creation of custom reports.

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## SAP Ariba Sourcing, Savings and Pipeline Tracking Add-on Module Configuration

SAP Ariba Sourcing, savings, and pipeline tracking add-on, is an add-on module to SAP Ariba Sourcing that may be deployed as part of the Cloud Service during the initial Subscription Term. The Deployment Services are outlined below:

- Data Collection – SAP distributes the data collection template to the Customer and provides a contact in case the Customer has questions on how to complete it. This is the information that SAP will use in the configuration of the customer's module. The data collection template is designed to assist the customer in determining which custom fields will be included in the configuration.
- Review Customer Data – Once SAP receives the customer completed Data Collection Template, SAP will review the information and identify any potential gaps and errors. If there are any errors, SAP will notify the customer so that customer may make corrections.
- Configure Module – Once complete and accurate information is received from the customer, SAP will configure the module with the provided data.
- Site Testing & Validation – SAP will test to verify the configurations meet the customer's requests. In addition, SAP will provide the customer with a testing script, and the customer will complete the testing script to verify that the site has been configured correctly.
- Savings Form Configuration
  - Review and configure (as needed) three (3) standard out-of-the-box reports: Savings Summary Report, Savings Detail Report and Actual Savings Report.
  - Add the completed savings form to each sourcing process template in the Customer's site, a maximum of five (5) templates, and updated each template to include one task for completing the Savings Form.

## FOR SAP Ariba Contracts:

Please find below key assumptions regarding features and functionality configured, as well as enablement services provided for the Cloud Service. By selecting this deployment offering, the Customer has reviewed and agrees to the following scope and conditions:

For clarity: Deployment Services are scoped by contract type (e.g. procurement/buy side contracts, internal contracts or sales/sell side contracts). The scope of the Deployment Services described below applies to contracts of a single type and is included with the Subscription. Each additional contract type requires the purchase of additional Deployment Services for each additional contract type. Customer must confirm which contract type is to be deployed in advance of the project Kick-Off meeting. Once selected contract types may not be changed.

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## SITE ENABLEMENT ASSUMPTIONS

- Access is provided to the following sites: test and production, the applicable sites will remain available for the Subscription Term.
- Distribute Data Collection Documents – SAP distributes the Solution enablement workbook and other data collection documents to the Customer. This is the information that SAP will use in the configuration of the Customer instance. The SAP Deployment Lead will discuss the pros and cons with the Customer regarding the configuration options of the site. The data must be included in the provided data collection workbooks as described in the Deploy phase below.
- SAP will assist / support the respective activities for each:
  - Welcome text
  - Customer logo
  - Site data such as regions, departments, commodities, suppliers, products, Customers, and User information
  - Electronic contracts and associated custom header field data
  - Workflow information, including tasks, documents, and team members
  - Clauses for Clause Library and associated header field data
  - Conditions for clause usage
- Review Customer Data – Once SAP receives the completed data collection documents with the Customers information, SAP will review the information and identify any potential gaps and errors. If there are any errors, SAP will notify the Customer for any corrections.
- The Deployment Lead will assist the Customer regarding allocation of Users and Authorized Users per rules as defined in the agreement executed with Ariba governing this subscription.

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## SITE BUILD ASSUMPTIONS

Once complete and accurate information is received from the Customer, SAP will configure the test site with the provided Customer-specific information.

The Deployment Lead will configure the site as outlined below:

Site Configuration – Once completed and accurate information is received from the Customer, using the provided data collection templates, SAP will configure the test site with the information that was provided as follows:

- Site Configuration
  - Set system defaults

- Configure system user interface
  - Identify and load all system users
  - Assign appropriate roles and permissions to all system users
- Process Configuration
  - Configure one contract process template to Customer requirements (define phases, tasks; a maximum of thirty (30) tasks, a maximum of twenty (20) process configuration conditions, a maximum of ten (10) questions)
  - Load a maximum of ten (10) process-related documents.
  - Set up team members and access controls for the template
  - Configure standard review/approval rules on the tasks in the template
  - Enabling Portable Document Format (“PDF”) generation
- Form Development –One (1) form is included which meets but does not exceed the following requirements:
  - A maximum of fifty (50) form header fields (line and header combined)
  - A maximum of ten (10) Conditions (visibility, editability, etc.)
  - Data must be provided in the Data Collection template provided by SAP.
- Contract Loading
  - Define out of the box header level fields for Contract Workspaces. (A Contract Workspace includes any Sales Contract Workspace, Internal Contract Workspace, or Procurement Contract Workspace, but does not include any Sales Contract Request or Procurement Contract Request.)
  - Configure a maximum of ten (10) custom header fields
  - Load a maximum of two hundred and fifty (250) contracts / five hundred (500) Documents (full load will only be made into the production site. A sample load will be done in the test site)
  - Provide structured templates and explanation for bulk load of collected contract data
  - Provide guidance in gathering all soft copy contract documents to be uploaded into contract workspaces and completing the Contract Repository data collection template
  - Review the Contract Repository Template for completeness and format
  - Perform the bulk load (Customer to provide access to soft copies of contract documents, a maximum of two hundred and fifty (250) legacy contracts, no more than two (2) documents average in each)
- Dashboard and Reporting Configuration
  - Advise Customer on using the out-of-the-box dashboard
  - Advise Customer on using the out-of-the-box analysis reports
  - Provide guidance for the creation of custom reports
- Main Agreement Template and Clause Library Set-Up
  - Create one main agreement document in the template (limited to fifty (50) clauses per main agreement)
  - Create a maximum of ten (10) conditions for clause usage
  - Create a maximum of five (5) Document properties that automatically populate content within the main agreement
  - Provide guidance for the collection and evaluation of legacy contract documents / clauses for inclusion in Clause Library.
  - Configure and load a maximum of twenty (20) preferred and twenty (20) alternate clauses into the library from the main agreement document
  - Add descriptive information / instructional text for each clause if desired
  - Configure Clause Library approvals and notification settings
- \*Electronic Signature Configuration - Electronic signature functionality provides the ability for a contract to be used for electronic signature and execution via a Third Party Electronic Signature Provider (“TPESP”)\*\*. Customer must obtain a subscription with an SAP approved and supported TPESP to leverage the functionality in the Cloud Service.
  - Guide Customer on configuration of parameters for electronic signature functionality
  - Review options for signature task set-up
  - Provide a demo to the Customer showing the signature task workflow
  - Advise Customer on requirements for electronic signature functionality
  - Troubleshoot set-up as needed (on SAP side only)
  - Customer must have a subscription with an SAP approved and supported TPESP for SAP to provide the services outlined above
  - The electronic signature configuration services will be available to Customer during the Cloud Service deployment timeline. After Go Live, Customer may configure the electronic signature functionality, or contract with SAP for additional services support. Services support after Go Live of the Cloud Service may be subject to additional fees

*\* SAP makes no warranty, commitment, or representation as to local legal requirements, regulations, legislation, etc. as to the legal presumptions of validity or enforceability of electronically signed documents. In such regard, SAP only provides only a means of exchanging documents with the selected TPESP.*

*\*\*Customers need to determine the validity and enforceability of their electronically signed documents under their own local applicable law.*

*\*\*Customer must select and obtain a subscription from an SAP approved and supported TPESP to receive the services noted above TPESP.*

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#### OTHER CONTRACT MANAGEMENT CLOUD SERVICE KEY ASSUMPTIONS

- All users must be using Microsoft Word 2007 or later. The business requirements document includes reference to all supported versions of Microsoft Word and is available with the product Documentation.
- The Customer must understand how the various versions of Microsoft Word interact, and choose their version appropriately.
- As a prerequisite to using assembled document functionality, Customer must standardize on a single version of Microsoft Word.
- Formatting and style variations will add time and expense. Customers should adhere to the following requirements:
  - All contract language will be clean, well-formatted, using clearly defined and consistent Microsoft Word fonts, styles, and formatting.
  - There should be no numeric hard coding in the documents.
  - There should be uniform styles across all documents.
- All soft documents loaded into the repository requiring search will be text-searchable (e.g., PDFs must be text searchable – OCR scanned).
- Customer has a defined process and does not require any customizations or process re-engineering support.
- Customer will provide all contract data elements to be loaded; spreadsheets will be clean (properly formatted).

#### FOR SAP Ariba SUPPLIER LIFECYCLE AND PERFORMANCE:

Please find below key assumptions regarding features and functionality configured, as well as enablement services provided for the Cloud Service. By selecting this deployment offering, the Customer has reviewed and agrees to the following scope and conditions:

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#### SITE ENABLEMENT ASSUMPTIONS

- Access is provided to the following sites: test and production, the applicable sites will remain available for the Subscription Term.
- Distribute Data Collection Documents – SAP distributes the SAP Ariba Supplier Lifecycle and Performance enablement workbook and other data collection documents to the Customer. This is the information that SAP will use in the configuration of the Customer instance. The SAP Deployment Lead will discuss the pros and cons with the Customer regarding the configuration options of the site. The data must be included in the provided data collection workbooks as described in the Deploy phase below.
- Review Customer Data – Once SAP receives the completed data collection documents with the Customers information, SAP will first review the information and identify any potential gaps and errors. If there are any errors, SAP will notify the Customer for any corrections.
- The SAP Deployment Lead will assist the Customer regarding allocation of Users and Authorized Users per rules as defined in the SAP Ariba Cloud Supplement.

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#### SITE BUILD ASSUMPTIONS

Once complete and accurate information is received from the Customer, SAP will configure the test site with the provided Customer-specific information.

The SAP Deployment Lead will provide services to assist in the loading of master data into the site including:

- Supplier statuses
- Bulk load of suppliers and their status (for example: qualified, preferred)
- SAP will configure a User Matrix

#### SUPPLIER LIFECYCLE CONFIGURATIONS

SAP will configure within the following limits across all templates and questionnaires:

- A maximum of one hundred sixty (160) content questions
- A maximum of thirty-five (35) tasks
- A maximum of ten (10) conditions

The SAP Deployment Lead will enable templates in the site as outlined within the configuration limits listed above:

##### Supplier Request

- Enable and configure out of the box Supplier Request template
  - A maximum of one (1) survey



- Enable and configure out of the box Self-Registration Request template
  - A maximum of one (1) survey

#### **Supplier Registration**

- Enable and configure out of the box Supplier Registration template
  - A maximum of one (1) internal survey
  - A maximum of one (1) external survey

#### **Supplier Qualification**

- Configure a maximum of one (1) process template
  - Configure a maximum of one (1) intake form
- Configure a maximum of two (2) Modular Questionnaires (MQs)

#### **Preferred Suppliers**

- Enable and configure out of the box Preferred Suppliers template

### **SUPPLIER PERFORMANCE MANAGEMENT CONFIGURATIONS**

- SAP will work with the Customer during the deployment to define a Supplier Performance Management (“SPM”) process and develop the Key Performance Indicators and KPI Measures that comprise the surveys and scorecards. The process, Key Performance Indicators and KPI Measures that are defined will be in accordance with the allowances for the deployment.
- SAP will configure the module with process, survey and scorecard templates defined by the Customer.
- SAP will configure a maximum of five (5) custom project header fields for searching and reporting on SPM projects.

#### **SPM Process Workflow**

- SAP will assist Customer in defining their Performance Management Process Workflow, using the data collection template provided. SAP will create one (1) SPM Process template that has:
  - A maximum of thirty (30) phases/tasks in the process
  - A maximum of ten (10) documents included within the process
  - A maximum of five (5) questions and ten (10) conditions on the SPM process

#### **SPM Surveys**

- SAP will assist Customer with defining their SPM survey data, using the data collection template provided. SAP will create a maximum of three (3) surveys that contain a maximum of 25 total combined questions (i.e., a maximum of twenty-five (25) total questions) and place in the document library. (i.e., the twenty-five (25) questions can be included in one (1) survey or broken out across three (3) surveys).

#### **SPM Scorecards**

- SAP assists with defining their SPM scorecard data, using the data collection template provided. SAP will create a maximum of three (3) scorecards that contain a maximum of twenty-five (25) total combined Key Performance Indicators and KPI Measures, with the surveys and existing SAP Ariba Analysis reports as the data sources. (i.e., the twenty-five (25) combined KPI's and measures can all be included in one (1) scorecard or broken out across three (3) scorecards).

#### **SPM Reporting**

- SAP will enable available standard reports and provide guidance for custom reports in SPM.

### **DATA MIGRATION TOOL FEATURE**

- During the Deployment Services Term, the Delivery Lead will provide the following support to the Customer with the Data Migration Tool feature in their SAP Ariba sites. Applicable to existing SAP Ariba Customer who is upgrading to Supplier Lifecycle Performance Management:
  - Guidance on the migration of supplier organizations.
  - Guidance on the migration of supplier users.
  - Export of the existing Supplier Profile Questionnaire (SPQ).
  - Guidance on migration of a maximum of twenty (20) supplier profile questionnaire questions.
  - Guidance on creation of the profile mapping document a maximum of twenty (20) supplier profile questionnaire questions.
- Please note the following key assumptions regarding the data migration tool feature:
  - Customer will be responsible for reviewing the data quality for accuracy and completeness throughout the whole migration process.
  - Customer will be responsible for the supplier organizations and supplier users data uploads. For clarity, the customer is responsible for exporting, processing, and importing supplier organizations and supplier User data. Additional services beyond the scope as described above and in the contract between SAP and Customer, including, for example master data upload troubleshooting, on-site workshops, any questionnaire redesign activities, a project change request must be mutually agreed upon by the parties in writing and additional terms and fees may apply.

## V. DEPLOYMENT SERVICES TIMELINE

The duration of the Prepare phase, as defined in the deployment timeline, may vary depending on the time it takes to define and confirm the business goals and scope, and to plan and prepare for the deployment.

### FOR SAP ARIBA SOURCING:

- Go Live shall occur within the twelve (12) weeks following the project Kick-Off date, unless mutually agreed to otherwise in writing and may be subject to additional fees.
- Post-deployment support is offered for a maximum of two (2) weeks commencing upon Go Live. Upon conclusion of such two (2) weeks of post-deployment support, the SAP Delivery team will formally exit the project, and from this time, Customer will be supported by SAP Ariba Customer Support.
- For clarity and avoidance of doubt, the maximum services term for all Deployment Services hereunder (including post-deployment support, if any) is fourteen (14) consecutive calendar weeks from the project Kick-Off, unless otherwise mutually agreed upon in writing and may be subject to additional fees.

### FOR SAP ARIBA CONTRACTS:

- Go Live shall occur within the fourteen (14) weeks following the project Kick-Off date, unless mutually agreed to otherwise in writing and may be subject to additional fees.
- Post deployment support is offered for a maximum of two (2) weeks commencing upon Go Live. Upon conclusion of such two (2) weeks of post deployment support, the SAP Delivery team will formally exit the project, and from this time, Customer will be supported by SAP Ariba Customer Support.
- For clarity and avoidance of doubt, the maximum services term for all Deployment Services hereunder (including post deployment support, if any) is sixteen (16) consecutive calendar weeks from the project Kick-Off, unless otherwise mutually agreed upon in writing and may be subject to additional fees.

### FOR SAP ARIBA SUPPLIER LIFECYCLE AND PERFORMANCE:

- For SAP Ariba Supplier Lifecycle and Performance: Go Live shall occur within the fourteen (14) weeks following the project Kick-Off date, unless mutually agreed to otherwise in writing and may be subject to additional fees.
- Post-deployment support is offered for a maximum of two (2) weeks commencing upon Go Live. Upon conclusion of such two (2) weeks of post-deployment support, the SAP Delivery team will formally exit the project, and from this time, Customer will be supported by SAP Ariba Customer Support.
- For clarity and avoidance of doubt, the maximum services term for all Deployment Services hereunder (including post-deployment support, if any) is sixteen (16) consecutive calendar weeks from the project Kick-Off, unless otherwise mutually agreed upon in writing and may be subject to additional fees.

## VI. DEPLOYMENT SERVICES KEY ASSUMPTIONS

- The Deployment Services described in this document are a standard offering included in the Cloud Service for the following:
  - Configuration of a single production site and a single test site for Cloud Service in one (1) agreed and designated Data Center.
- Any change in the specific scope of Deployment Services must be mutually agreed upon by the parties in writing and may be subject to additional fees.
- The Deployment Services set forth herein are designed to support one single production system Go Live in one designated data center as mutually agreed by SAP and Customer, and will be performed accordingly, unless explicitly stated otherwise in the Order Form and subject to any additional terms and fees set forth therein. For clarity, support for additional production system Go Lives (for example multiple Go Lives to accommodate a phased roll-out, additional regions, multiple divisions, change in data center location, etc.) must be mutually agreed upon by the parties in writing in advance and may result in additional fees.
- Integration to external systems (other SAP or third party) is not part of the Deployment Services scope. Support for integration services is available for an additional fee.
- Scope of SAP Deployment Services is limited to the activities and tasks outlined herein and will be delivered remotely. SAP Supplemental Services, including, for example, on-site Consulting Services, are available for an additional fee.
- The project activities associated with features and/or components of the Cloud Service that are not covered in this Deployment Description are either covered elsewhere in other SAP Documentation or are Customer's responsibility. Customer may purchase Supplemental SAP Services for assistance with performance of any portion of the scope of work left to Customer, under a separate agreement for an additional fee.
- The Deployment Services are provided one-time only during the initial Subscription Term and are provided for the time period specified in the "Deployment Timeline" section above, and do not apply to any subsequent renewal Term or replacement Subscription Term except to the extent such Deployment Services were not delivered during a replaced initial Subscription Term and provided such Deployment Services are a part of such replacement Subscription Term.
- SAP can provide Supplemental Consulting Service in support of Cloud Service supported integration as described in the product Documentation for the Cloud Service.
- Services to integrate SAP Strategic Sourcing Suite with SAP Ariba Procurement Cloud Services (suite integration) is supported for no additional fees, if delivered during the initial Deployment Services term concurrent with SAP Strategic Sourcing Suite and SAP Ariba Procurement Cloud Services.

- The following SAP services are outside the scope of this Section: consulting program management, business process consulting, functional consulting, consulting technical support, support for test and performance testing, change management services, additional Ariba training services, end user documentation and training, and supplier strategy.
- Additional services beyond the scope as described in this Deployment Description and in the contract between SAP and Customer, including, for example expanded implementation to additional regions, departments or business units, a project change request must be mutually agreed upon by the parties in a signed writing and additional terms and fees may apply.

## VII. GENERAL ASSUMPTIONS

- For clarity, any version of this or any other Deployment Description attached to the Order Form represents the version of such Deployment Description that is current as of the Order Form effective date, and for purposes of the Consulting Service warranty applicable to the Deployment Services purchased by Customer, the then-current version of the Deployment Description shall apply unless explicitly stated otherwise in the Order Form.
- Prior to commencement of the project, Customer will have prepared and installed all prerequisite database software, personal computer hardware and software, server hardware and software, communications equipment, operating systems, and intranet proxy infrastructure.
- Customer will be responsible for establishing and maintaining Customer's telecommunications links (if deemed necessary) as well as local area networks, and the security of its network and related systems. SAP assumes the hardware and third-party software not licensed from SAP will function according to our expectations and will not present quality, capacity, timing, or performance problems that would adversely impact the project's overall progress. SAP will not be responsible for the performance, reliability, availability or security of the Internet or any third-party system or hardware which is not within the scope of the SAP responsibilities or the control of SAP.
- No license of, or grant to the use of, SAP Confidential Information and/or Cloud Materials to create derivative works thereof is provided hereunder.

## VIII. PROJECT RESOURCES

### RESOURCES – SAP

- SAP will provide a deployment lead (the "Deployment Lead") to undertake the deployment activities per the detailed scope described above and outlined below.
  - Supports project planning, coordinates SAP Deployment Services activities and provides input to status updates.
  - Advises Customer on SAP Ariba functionality.
  - Advises Customer on SAP Ariba technology and performs configuration of the SAP Cloud Services.
  - Staffed to Customer project on a part time basis and will support all project activities remotely.
- Interactions with the Deployment Services team outside the scope described above must be scheduled in advance. SAP will use commercially reasonable efforts to respond to ad hoc requests, however Customer should not expect an immediate response.
- SAP resources are available during normal business hours Monday to Friday excluding SAP recognized holidays, unless otherwise specified.
- Customer is responsible for all travel expenses related to the on-site Deployment Kick-Off meeting and any other portion of the Deployment Services performed onsite at Customer location that are mutually agreed upon in advance. Travel expenses (if any) will be billed as incurred.
- All Deployment Services and documents will be delivered in English.

### RESOURCES – CUSTOMER

Customer commits to provide the following resources:

- Customer is expected to staff the project roles listed in Appendix A. SAP assumes that assigned resources have the requisite skills and knowledge to complete all listed responsibilities. A detailed list of project responsibilities for each Customer role is provided in Appendix A.
- Customer is expected to staff the project roles per the time allocations recommended by SAP based on project scope. In cases where it's necessary to assign multiple resources to a single role (such as functional leads representing different departments or separate technical leads with knowledge of Customer's ERP and corporate network), Customer should clearly identify the responsibilities of each resource.
- Customer is expected to designate a single point of contact per each of the project roles as detailed in Appendix A.
- If Customer resources are not able to complete the responsibilities as detailed in Appendix A either due to skill, knowledge or time limitations, project delays may occur. Any extension to project duration due to Customer resource limitations may result in a project change request and additional fees.

## IX. TRAINING SERVICES

One (1) student may attend an open session of the following course(s) for the applicable Cloud Service(s) subscribed to by Customer at any point during the initial Subscription Term for the applicable Cloud Service(s), provided however that Customer must register for such open session prior to the expiration of the services timeline for the Deployment Services set forth herein (if Customer has not registered, or chooses not to register, for such open session upon expiration of the Deployment Services timeline, then the open session(s) availability shall be deemed to have expired and be unavailable):

**For SAP Ariba Strategic Sourcing Suite:**

- Creating a Full Project within SAP Ariba Guided Sourcing (ARS410)
- SAP Ariba Strategic Sourcing: Create Guided Sourcing Events (ARS411)
- SAP Ariba Sourcing: Advanced Features - Part 1 (AR120)
- SAP Ariba Contracts: Creating Contracts with Enhanced Contract Authoring (AR211)
- SAP Ariba Strategic Sourcing: Workspace Template Administration (AR711)
- SAP Ariba Contracts: Preparing Main Agreement Templates with Enhanced Contract Authoring (AR231)
- SAP Ariba Supplier Management: Supplier Lifecycle Management (AR330)

Training seats can only be used towards attendance in our Virtual Live Classroom (VLC) public sessions.

A current schedule of courses is available at <https://training.sap.com>.

Additional core team training for more than one (1) Customer attendee may be purchased separately.

SAP also offers change management services as part of our Supplemental SAP Services, including customized instructor led training development and delivery for end users.

**APPENDIX A: DETAILED CUSTOMER ROLES AND RESPONSIBILITIES**

Role	Description
Customer Project Sponsor	Provides vision, guidance, and senior leadership to the project.
Customer Project Manager	Manages the project.
Customer Functional Lead	Take responsibility for the Cloud Service satisfying the business needs.
Customer Technical Lead	Leads execution of activities that affect Customer systems and data.
Customer Change Management Lead	Develops and executes strategy for maximizing Customer adoption of the SAP Cloud Service.
Customer Subject Matter Experts / Testers / Pilot Users	Provide input from their respective departments and participate in project activities as appropriate.
Customer System Administrator of SAP Cloud Services	Administers site and configures Customer facing aspects of the site as needed.
Customer Support Lead	Plans, develops, and implements production support model for Customer.

Customer Role	Responsibilities by project phase
Customer Project Sponsor	<ul style="list-style-type: none"> <li>Establishes and communicates overall project vision, business goals and success metrics.</li> <li>Provides senior leadership communication in support of the project.</li> <li>Mandates appropriate change management across leadership of all affected departments.</li> <li>Monitors status reports and timelines.</li> <li>Resolves escalated issues including those which involve Customer resources, lack of participation, or compliance messaging.</li> </ul>
Customer Project Manager	<ul style="list-style-type: none"> <li>Understands and uses SAP implementation methodology. Identifies and remediates discrepancies between SAP implementation methodology and customer's own implementation methodology.</li> <li>Advocates buy-in of SAP's implementation methodology across all impacted departments.</li> <li>Makes or facilitates timely decisions throughout the project.</li> <li>Understands and manages the scope, decisions and impact on departments, systems, and content within Customer organization.</li> <li>Confirms that, throughout the duration of the project, adequate resources have been assigned and have sufficient skills, bandwidth, access, and authority to complete their tasks.</li> <li>Understands the project plan provided by SAP, including dependencies between different activities.</li> <li>Keeps impacted Customer departments informed and supportive of the project.</li> <li>Provides Customer current and future state business processes, policies, and requirements. Communicate current pain points and challenges.</li> <li>Keeps all team members and stakeholders aligned on what's expected of them on the project.</li> <li>Keeps entire team up to date on project status.</li> <li>Identifies and tracks issues and risks.</li> <li>Acts as point of contact for overall deployment.</li> </ul>
Customer Functional Lead	<ul style="list-style-type: none"> <li>Attend product features and functionality overview sessions for the Cloud Service. Learn SAP Ariba product capabilities and configurability.</li> <li>Hold internal meetings and lead activities needed to finalize requirements decisions.</li> <li>Provide business and technical requirements. Provide context and rationale for requirements as necessary.</li> </ul>

	<ul style="list-style-type: none"> <li>• Make design decisions.</li> <li>• Verify system configuration documentation.</li> <li>• Document all business processes affected by the SAP Cloud Service.</li> <li>• Identify, gather, format and load content into the Cloud Service test site.</li> <li>• Create test plan.</li> <li>• Document test use cases and test scripts.</li> <li>• Manage the testing.</li> <li>• Execute the testing.</li> <li>• Triage and Investigate test defects.</li> <li>• Raise test defects to SAP where appropriate. Include all information necessary to understand and recreate the test defect.</li> </ul>
Customer Administrator	<ul style="list-style-type: none"> <li>• Become customer technical expert on SAP Ariba.</li> <li>• Maintain process templates and other site configurations post Go Live.</li> <li>• Administer users, groups, and other master data post Go Live.</li> <li>• Serve as designated Support Contact for SAP Ariba.</li> </ul>
Customer Process Expert / Pilot Users	<ul style="list-style-type: none"> <li>• Provide input to configuration decision.</li> <li>• Participate in testing as needed.</li> </ul>
Customer Technical Lead	<ul style="list-style-type: none"> <li>• If integration is in scope: <ul style="list-style-type: none"> <li>• Determine which integration and authentication methods will be used.</li> <li>• Install and configure the SAP integration tools, or other Customer middleware, to pass data between the Cloud Service and Customer's ERP and other Customer systems.</li> <li>• Build and unit test interfaces including error handling and notification functionality into Customer ERP and any other integrated systems.</li> </ul> </li> </ul>