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1. WELCOME

Welcome to Iberdrola group tendering process!

Iberdrola group runs SRM 7.0 (Suppliers Relationship Management) tool for the management of the tendering process and supplier’s relationship.
2. **Bid Invitation Information**

Whenever a company of the Group invites a supplier to participate in one of our tendering process, by issuing a bid, an invitation mail is sent to the supplier’s contact person e-mail with the following information:

2.1 **SRM Access**

   A) The mail includes a hyperlink to access directly to the tool. By double-clicking on the hyperlink the supplier gets to the access screen

   B) It is also possible to access directly on the internet URL:

   ```
   https://www.iberdrola.es/sap/bc/nwbc/?sap-language=en
   ```

2.2 **SRM User and Password**

   Then please introduce Supplier USER ID and password and click **Log On**

   Invitation Email also includes the following paragraph:

   “If this is the first time you have been invited to bid on a tender through SRM, you will receive an e-mail with your initial password. If you do not receive the email containing the password, or you have forgotten your password or you have any other queries, please contact any of our SUPPLIER HELP DESK SERVICES giving your username XXXXXX”

   So the **user name** (same as Iberdrola Group’s supplier code) is also provided. As for the **password**, if this is the first time you have been invited to bid in SRM, you will receive an additional e-mail with your initial password. The system will automatically request you to change the password in the supplier first connection.
- Password Rules: Minimum of 6 characters, maximum of 8 characters, must include 2 numeric characters, no special characters allowed and can’t be a previously used password.

- Please take into account that for security reasons, every three months, SRM will request all users to change their password.

### 2.3 Suppliers Help Desk Services

Click in “Contact” section to display all Iberdrola Suppliers Help Desk Services

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*Para información, consultas y claves por favor contacte con los siguientes Centros de Atención al Suministrador / For information, support and password resets please contact the following Help Desk Services.*

**España / Spain**

CENTRO DE ATENCIÓN AL SUMINISTRADOR (C.A.S.)
T: 91 7842915 (horario atención: 07.00 - 23.00 (GMT +1) )
Email: cas.admon@iberdrola.es

**Reino Unido / UK**

SCOTTISH POWER SUPPLIER CENTER
T: 00 44 02392 638018 (service times: 08.30 - 16.30 GMT)
Email: scottishpower-suppliers@scottishpower.com

**Estados Unidos / USA**

IBERDROLA USA SUPPLIER CENTER
Email: energyeast-suppliers@energyeast.com

IBERDROLA RENEWABLES US SUPPLIERS ASSISTANCE
T: 503-706-7050
Email: SupplierAssistance@iberdrolaren.com

Por favor, recuerde identificarse con su código de proveedor/usuario y el NIF de su empresa / Please remember to provide your supplier/user and your company’s VAT number

*Volver/Back*

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*Please remember to provide the Help Desk your supplier/user, your company’s VAT number and the tender number*
2.4 TENDER BASIC INFORMATION

Invitation email also includes tender basic information such as Tender number and description and submission deadline.

*Only bids sent via SRM system (before the submission deadline) will be considered. If you do not submit your bid by the deadline, you will not be able to do so. We recommend you not wait until the last minute to register your bid.*
3. MENUS AND SEARCH

3.1 MENUS

Once the supplier logon, SRM displays following Main menu:

- **Bid Processing**: Published Tenders
- **Contact Persons Management**: To manage supplier contact person information
- **Contracting Conditions**: General/Basic contract conditions
- **Help**: SRM manuals

To access a tender go to Bid Processing Icon
Show quick criteria. Option to modify the search criteria selection from the current search.

Results area: Tenders result area shows the results of the search. It allows ascent / descendent classification by clicking on the header.

It is necessary to refresh the information by clicking on the refresh button whenever you access to this initial working area.

3.2 MODIFY SEARCH CRITERIA

To modify the search criteria, click on Show Quick Criteria Maintenance and then introduce requested values:

Then click button Apply.

To hide again the selection criteria, click on the button “Hide Quick Criteria Maintenance”.

3.3 FILTER DOCUMENTS IN THE RESULTS AREA

Once the results are displayed, it is possible to apply selection filters again. Click on the link Filter on the right side of the screen. A new line will appear where to introduce data to filter.
Then click “Enter”.
To delete the filter, just delete the input data or click on the link Delete Filter.

3.4 EXPORT QUERY RESULTS

To export the search selected data to Excel use the button Export -> Export to Microsoft Excel and all the data selected will be downloaded in a excel file.
4. DISPLAY TENDER

To display the tender, click twice on its number or select it and click in “Display Tender” Button

SRM display all the tender information introduced by the buyer

Summary of tender basic information

> **Header Data**

Mainly submission date and currency is shown here. Also buyers information and contact mail is display in this section.

To view buyers information click on the button “Details”. To send an email click on the button “Send E-Mail”.

[Image of Display RFx: 657747]
**Items**

In the “Items” tab, product positions details are shown and a price is requested for them.

To access to each item, double click on the item description or select the line and click on details.

In the details of the item, additional information and attached documents and text can be displayed.

**Notes and Attachments**

This tab shows the information introduced by the buyer as “Vendor text” note and all the attached tender documentation.
To see the attached documents, double click on the title of each attached documents in the tender.
5. CREATE A BID

Once the tender information has been checked the supplier can:

✓ **Submit his participation intentions:** he can show his interest in the tender by choosing one of the following options:

- Participate: The supplier will participate in the process;
- Do Not Participate: The supplier will not participate in the process;
- Tentative: The supplier is not sure to participate.

Click on one of the options to send this information to the buyer.

✓ **Create a bid**

It is possible to create a bid:

a) From the Display RFx (Display tender) section. Please note following system message:
b) Go back to first screen, select the tender and click in the “Create Bid” button.

A new screen is displayed to introduce the bid information.

- In the “Header Data” tab, “Bid Reference” and “Bid Date” are required fields.

- In the tab “Items”, supplier has to introduce a price/amount for each of the positions.
In the “Notes and Attachments” tab, notes for the buyer and documents can be attached.

System displays this informative message whenever accessing this section:

Please note, each attachment is limited to 4MB, but the number of attachments is unlimited.

To add a note:

Go to Notes > Add and select it. System displays following window to introduce the note.
To attach a document:

Go to Attachments > Add attachment

System displays following window to look for the document:

Use the button <Browser> to look for it
Select the document/s and click in <Open> button

Once all the bid information has been introduced, bid can be:

1. “Save, without submitting”: just saved but not sent to buyer.

System displays following message:

Bid can be changed / complete afterwards.
2. “Submit”: bid is submitted.
6. EDIT / DISPLAY A BID

To edit or complete a previously saved bid, access bid document from the first screen:

a) Click twice in the Bid document number (Display/Edit bid column)

b) Select the tender line and click in the “Display/edit Bid” button

If you first access the tender, in the “Display RFx (tender) section”, system will display following informative message:

You are in the tender section where you can display all the tender information. You can not access a previously saved offer from this screen. Go back to previous screen, select the tender line and click in the Display/Edit Bid
7. BIDS VERSIONS

Once a bid has been submitted, under the following situations, it is possible to create/submit a new one or modify/withdraw a submitted bid.

- If tender manager allows it. **Buyer has an option (that can active or not) to “allow bidder to change the bid “ until submission deadline.** Thus, although a bid has been submitted, within the submission deadline the bid can be changed and resubmit to buyer. In this is the situation, buyer has to inform bidder that this option has been selected. Even in the “bid submitted “ status, the “Edit button” is available for the bidder until submission deadline.

- Returned offer. Buyer can return an offer so within the submission deadline, the supplier can change it and resubmit it again.

To edit a bid, display the tender and click in the button "**Edit**" as shown in the next screen.

Modify the bid information and once it is completed, submit it again to the buyer (or save it).

- Withdraw an offer. Once an offer has been submitted, within the submission deadline, the supplier can withdraw it so the offer will not be considered by the buyer.
With no modifications, it could be re-submitted again.

The control of the bid versions is shown:

- In the tenders working area
as well as displaying the bid, in the tracking tab
8. NEGOTIATION ROUNDS.

In SRM 7.0 the buyer can create different negotiation rounds within the same awarding process. Each negotiation round will have a different tender number.

Once the buyer creates a new round SRM’s previous tender completes/closes. New rounds can be created whenever the tender is out of an approval process or it is not awarded.

The new round will have:

- A new submission deadline.
- Supplier will receive a new invitation mail with a description informing that it is a next round (different tender number).
- Suppliers will have to place their bids again.

For a first sight identification of a “round tender”, buyer can include in the new tender number description the original tender number and round information.

Other round information (new requests) will be included by the buyer in the new tender – round.
9. BUYER-SUPPLIER MESSAGES

The system allows the communication between the supplier and the buyer. This functionality allows
the supplier to write messages to the buyer.

To get to the messages, click on the upper menu button “Questions and Answers”

The system displays the next screen where the supplier can add his questions or comments to the
buyer

Send Message

Message:

Send

Cancel

All the messages sent are registered in the system.