

Use Cases

SUPPLY Use Case 02: Tender process for establishment of LTA or Purchase Order/Contract (Applicable for Goods & Services)

Description:

This use case happens throughout the implementation of Strategic Procurement Plan at any point in the biennium. Tendering process is the means to identify an offer with best value for money from the market to fulfil the planned needs. When the Strategic Procurement Plan defines strategy:

- of establishment of an LTA, a tender process is required to select a supplier and award an LTA;
- of undertaking a competitive bidding for pooled demand, spot buy or stockpile, a tender process is the pre-requisite to identify the supplier/s with the offer(s) that best meet WHO's requirements and award a purchase order/contract.

Global/Regional Procurement teams would publish tender invitation through ERP to potential bidders who have registered in United Nations Global Marketplace (UNGM) or other professional network/inventory that have interfaced with ERP. Bidders would submit their proposals through UNGM portal and bids would be locked in WHO ERP until tender closing date. Tender opening committee would unlock the bids concurrently in tender opening session with system generated record of tender opening.

Subsequently, technical evaluation will be done by technical panel and commercial evaluation will be evaluated by procurement experts and/or a panel of technical staff from the Offices or Technical Units, with final evaluation reports generated. Procurement Experts will present the recommendation of award using Adjudication Report (AR) or Memo to Contract Review Committee (CRC) (subject to thresholds) routing through approval workflow to obtain final approval for the tender award.

Notification to be sent to unsuccessful bidders regarding completion of tender process.

Pre-conditions:

- Strategic Procurement Plan should be completed and approved which identifies specific products/services suitable for LTA establishment, thus tender is executed to identify most suitable supplier(s) for the LTA; or,
- Approved Purchase Requisition (PR) cannot be filled from (i) Catalogue list, (ii) Past Purchased list, (iii) Standardized Item list, or (iv) First time purchase, would require new tender process to identify best offer for items in

Post-conditions:

Awarded supplier/s receive an LTA with WHO; or receive purchase order or a service contract from WHO for their acknowledgement and electronic signature. The signed copy will be archived in system automatically.

This flow is focused on the tendering process of Invitation to Bid (ITB) for Goods or Request for Proposals (RFP) for Services, with sealed bid opening; and Request for Quotation (RFQ) for Goods, up to successful award.

Use case ID	User	ERP	Description and associated requirements
SUC201	User in country office, Technical unit and/or regional office access past purchase details.	System should enable user to access and review the optimized historical purchase details beyond a threshold value interfaced from current or future ERP system and/or 3rd party forecast application. The user should be able to view the following: country office/regional office name, items or services procured, quantities, units, price, period of purchase etc	SUP-FR-084
SUC202	User needs the provision of goods or services on a long term	System should enable user to search if a corresponding tender or LTA exists. If not, user should be able to create a tender.	SUP-FR-085
SUC203	User access the tender screens for initiating the tender process.	System must enable to grant access to the tender process to different actors (user or procurement experts – If user is conducting the process, procurement experts shall be able to oversee the process and intervene at any stage) depending on the expected value of the goods or service.	SUP-FR-087
SUC204	User prepare the tender transaction	System must enable users the flexibility to specify Terms of reference (TORs), definition of criteria, currency, end dates/deadlines, 1 or 2 stage process, open or closed tender, etc.	SUP-FR-086 SUP-FR-096
SUC205	User enter evaluation criteria	System must allow user to define the evaluation criteria with scores, weightages and ratings which will be used during proposals evaluation process.	SUP-FR-091
SUC206	User uploads relevant documents to tender.	System must allow to upload ad hoc templates and forms for bidders to complete as part of their proposal.	SUP-FR-095
SUC207	Generate Request for Proposal to send to vendors	System must have the feature to automatically generate the RFP with legal terms based on predefined template and value of the proposal, with a possibility to add attachments as annexures.	SUP-FR-102
SUC208	User publish the tender on UNGM	System must allow online publishing of RFP to bidders on UNGM system (UN Global Marketplace) or any other 3rd party systems, which requires an integration with that system.	SUP-FR-088 SUP-FR-108
SUC209	Bidders will request online for additional clarifications and procurement experts to respond to question.	System must allow bidders to raise questions online which can be reviewed and responded by procurement experts and/or users. System must support closed online correspondence between bidders and WHO [procurement] team which should be recorded with audit trail.	SUP-FR-110 SUP-FR-111 SUP-FR-112 SUP-FR-113
SUC210	Bidders upload proposal online.	System must provide online access to bidders to online fill in response templates provided as part of	SUP-FR-115 SUP-FR-118

		tender with possibility to upload mandatory attachments, only within the defined timelines.	
SUC211	Committee open the bids formally	System must allow the opening of the proposals envelopes in two distinct stages (Note: in most cases, only part of the financial envelopes of bidders who passed the technical evaluation are opened, the others must remain sealed), and the transfer of selected documentation to a repository accessible to selected user and Procurement Expert. System should automatically perform compliance/formal check if the proposals were provided as per the compliance. For example, financial proposal should not be uploaded under technical proposal envelope.	SUP-FR-120 SUP-FR-121 SUP-FR-123 SUP-FR-124 SUP-FR-125 SUP-FR-126
SUC212	Panel members perform technical and financial evaluation.	System must allow respective technical and financial panel members to online access the relevant documents through the system and facilitate the evaluation process by entering online comments and ratings based on evaluation criteria.	SUP-FR-129
SUC213	Generate adjudication report for approval to award to winning bidder(s)	System must generate an adjudication report consolidating technical and financial evaluation reports in a pre-defined format/template presenting the recommendation of award, which can be open for modifications by panel members and procurement expert.	SUP-FR-133
SUC214	Submit the adjudication report for approval	System must allow the routing of Adjudication Report for approval (in line with staff's role and delegation of authority) to Contract Review Committee and other approvers based on business rules. System must support capturing workflow action history with details of who approved when along with comments specified during approval and whom it is pending with.	SUP-FR-134