



## eSourcing – creating value through eProcurement

The xchangewales programme understands that working in public sector procurement today means rising to the challenge of delivering value for money and increased productivity through effective and efficient procurement processes.

That's why we have brought together a suite of hosted, web-based tools that allow buyers and suppliers to conduct all their sourcing activities in a secure online environment. This is called eSourcing.

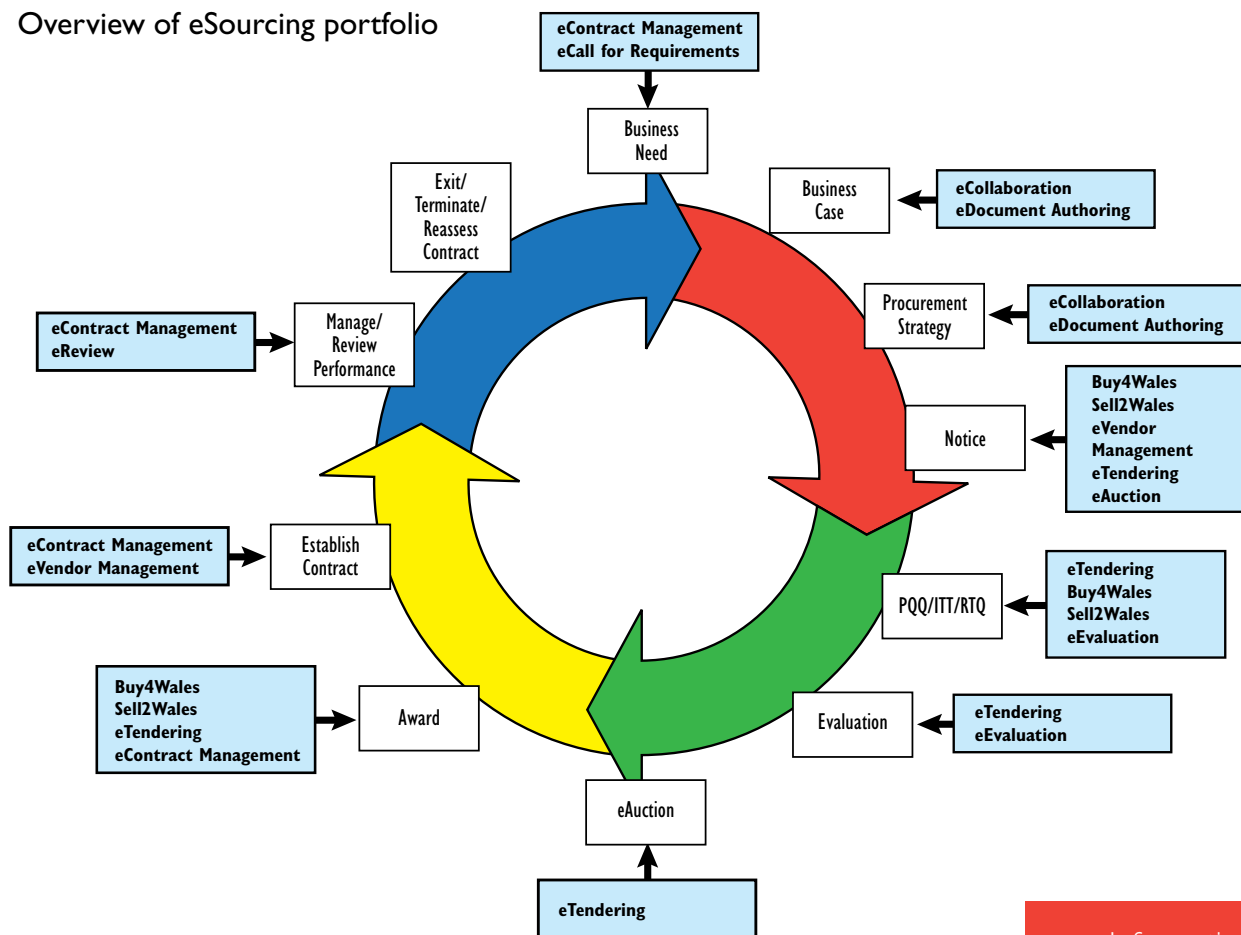
eSourcing provides the public sector procurement professional with the potential to meet the

challenges of increased efficiency, improved compliance and control, whilst driving best practice procurement.

eSourcing comprises a number of service elements. Their modular format means that you can choose to use them individually or in any combination to suit your requirements. Furthermore, they are all supported by a comprehensive online source of knowledge and training, 'BEN'.

This information card provides you with an overview of the eSourcing suite of tools and their benefits.

Overview of eSourcing portfolio



## What are the benefits of eSourcing?

You can use the eSourcing tools with confidence, realising a number of significant benefits, whether you are a buyer or supplier:

<b>opportunities</b>	<ul style="list-style-type: none"> <li>• buyers can optimise visibility of their opportunities by advertising via Buy4Wales</li> <li>• registered suppliers have maximum access to relevant Public Sector opportunities on Sell2Wales.</li> </ul>
<b>efficiencies</b>	<ul style="list-style-type: none"> <li>• using collaborative tools allows you to engage with your stakeholders, create documents and capture requirements effectively</li> <li>• search, access and contribute to a library of commonly used questions to use in your PQQ or ITT reducing duplication of effort &amp; reducing tender preparation time</li> <li>• conduct all your tender activities online from requirements gathering through to PQQ/ITT, response review &amp; even communicating with those responding to your tenders.</li> </ul>
<b>sustainability</b>	<ul style="list-style-type: none"> <li>• less paper, postage and mileage means a reduction in your environmental impact</li> <li>• electronic tenders allow suppliers to download relevant documentation and store it locally thus reducing buyer admin costs with regards to collation &amp; distribution of documentation.</li> </ul>
<b>flexibility</b>	<ul style="list-style-type: none"> <li>• xchangewales eSourcing tools can be used for procurement exercises and eAuctions of any category, size, complexity and value.</li> </ul>
<b>control</b>	<ul style="list-style-type: none"> <li>• robust, repeatable, auditable processes.</li> </ul>
<b>security</b>	<ul style="list-style-type: none"> <li>• work in confidence in a secure environment</li> <li>• eTendering &amp; eEvaluation accredited against HM Government Information Security Standards (eGov Impact Level 3).</li> </ul>

## The eSourcing portfolio – product by product

**Get your advertisement seen by a wide range of suppliers in one easy step**

**Buy4Wales.co.uk** allows public sector buyers to advertise low and high value contracts and 'requests for quotes' to a wide range of suppliers. A secure site, it allows buyers to add & manage notices, as well as create their own list of suppliers. Advertisements are immediately sent through to Buy4Wales' sister site, Sell2Wales.co.uk. Sell2Wales is exclusively for suppliers – registering on the site allows them to search and view Welsh public sector tender notices, even receiving email alerts of tenders specific to their business goods or services, size and geography.

- Use Buy4Wales to get maximum visibility for your upcoming contracts. In September 2009 over 42000 suppliers were registered on Sell2Wales where your opportunity will be advertised.
- Receive electronic quotes from suppliers through the Request for Quotation (RFQ) facility.



## Create complex documents collaboratively

Developing complex procurement documentation can often be time-consuming, going through numerous drafts with stakeholders before sign off.

**eDocument Authoring** allows you to engage with your stakeholders, creating documents collaboratively and effectively in a secure online environment.

- Assign individual sections to specific stakeholders
- Combine multiple inputs into one template that can be merged into Microsoft Word®.



## Capture stakeholder requirements

For the central purchasing organisation capturing and collating requirements from multiple stakeholders can be complicated – especially for diverse procurement agreements or framework contracts. **eCall for Requirements** allows you to alert users when they need to contribute, send messages and keep them apprised of progress. Stakeholders are able to input at line item level including descriptions and classifications and coding whilst the central purchasing organisation can review, accept and revised captured requirements – in essence creating the basis of a commercial envelope or price schedule automatically.

## Access a library of standard questions and answers to support your PQQ & ITT

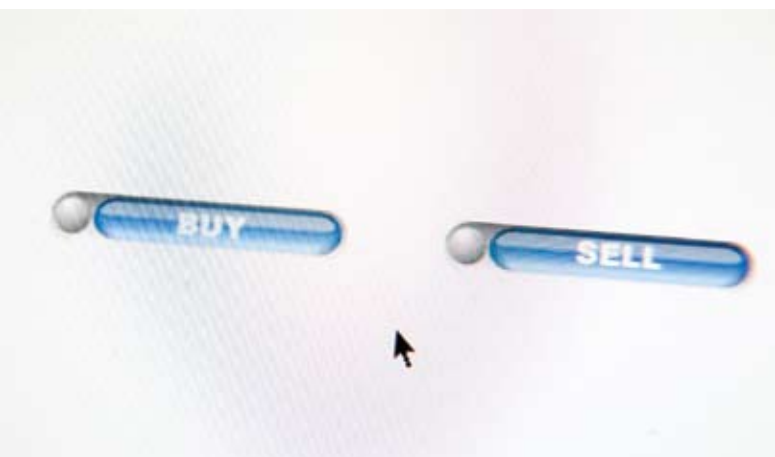
Creating a Pre-qualification Questionnaire (PQQ) or Invitation to Tender (ITT) with a question set that will bring about the required supplier information is crucial to a successful procurement. **eVendor Management** allows buyers to search and access a library of over 190 questions that are frequently used in common areas, such as finance, health & safety and quality assurance. So instead of developing a unique question set for each procurement, buyers can draw from this library, saving time and duplication of effort – there are even templates of frequently asked questions for buyers to edit for their procurement exercise. When a supplier answers a question that has been taken from the eVendor Management question library, their response is retained on eTenderwales as part of their profile. This means that once answered, suppliers do not have to do so again – unless they have an update. Their answers and standard documents are stored in a dynamic supplier database for use again and again – thus reducing the administration burden for the supplier.

Supporting the findings in the Barriers to Procurement report March 2009, the eVendor Management tool provides benefits to both sides of the procurement process ensuring that suppliers respond quickly and effectively, and buyers receive the valuable and robust information they require.



## Manage your entire tender process online

The **eTendering** tool supports the typical sourcing process for buyers and suppliers allowing them to complete all their PQQs and tenders online. Supporting the full tender lifecycle including advertisement, requirements gathering, expression of interest, PQQ, ITT and eAuctions, its flexibility means that it can be used for procurement exercises of any category, size, complexity and value (OJEU and non OJEU).



## Respond to your bidders with comprehensive debriefings

A collaborative approach to the evaluation of responses to tender means that all stakeholders are able to contribute: but how to manage this effectively? The **eEvaluation** tool allows buyers and stakeholders to work together to create response evaluation plans and assessment models (criteria, weights, score type) prior to ITT. Then, when the response tenders have been received, it provides a secure, common environment for collaborative evaluation.

Supplier responses are visible to all those taking part in the evaluation process, simplifying comparison of bids and the evaluation of tender responses. This is particularly effective during complex procurement exercises or when stakeholders and buyers are geographically disparate. eEvaluation will support the response evaluation plan ensuring best practice and has the potential to reduce the risk of challenge through its robust audit trail.

## Collate stakeholder feedback

Used in conjunction with eEvaluation, **eReview** allows stakeholders to evaluate a supplier's performance throughout the contract lifetime. Bringing together the review team with the contract information to review the performance of the supplier and ultimately feed into the eContract Management software. Completing the review online – especially when frequent reviews are necessary – creates efficiencies, especially within teams working in different locations. Framework managers may be particularly interested in this tool when collecting multiple stakeholder views on contract performance.

## Negotiate best value for money from your contracts

The **eAuctioning** tool allows suppliers to dynamically compete in a live auction. Suitable for procurements of a value that will attract competition, suppliers take part in MEAT auctions, submitting their prices and updating them during the eAuction. Secure web-based technology provides an environment in which the supplier can take part with confidence.

## Manage the performance of your contracts and suppliers

Designed with the Public Sector contract manager in mind, **eContract Management** provides a secure repository for all contracts, suppliers and related documentation. Totally integrated with eTendering it allows the automatic creation of the eContract. It allows buyers and contract managers to manage their contracts from set up through to expiry, monitoring KPIs, and supplier performance – including recording price change and history – even setting automated alerts for key contract milestones. This visibility of supplier performance allows contract managers to identify where best value for money and performance is being provided; and where there is under-performance, target improvements.

## Work collaboratively on procurement documentation

The **eCollaboration** tool allows teams to work together sharing and managing any type of documentation – anything from the simple, such as meeting minutes, to the complex, like an ITT. You can ensure that the right people have access to the information they need by creating appropriate permissions & security rights. You can even set up a directory structure that's right for your project or activity. The 'check out' function supports the review process, avoiding conflicts with other reviewers. Checking it back in means that a new version is stored and other users can begin their review.

The interactive nature of this tool also allows you to take part in forums, posting topics of common interest or responding to discussions already taking place.



## Keep developing your eProcurement knowledge

**BravoSolution Education Network (BEN)** provides the Public Sector procurement specialist with a knowledge bank of valuable information to support best practice and learning. Discussion forums provide the opportunity to explore procurement issues in a safe environment with other users. eLearning modules encourage users to improve their procurement knowledge, with certificates providing evidence to show progress and attainment.

## Summarising this factsheet

- eSourcing is the umbrella name for a suite of tools that allows buyers and suppliers to complete sourcing activities such as tendering and evaluation online, in a secure environment
- There are ten tools in the suite, plus BEN – a source of procurement information and learning
- The modular format means that you can use one tool or many
- Some tools are available to both parties – buyer and supplier – in the procurement process e.g. eTendering, Buy4Wales / Sell2Wales, eAuctions
- Other tools are for the exclusive use of the buyer community to support activities such as evaluation and collaborative document review
- Using eSourcing to support your every-day working will help you save time and create efficiencies in all procurement activities.



Visit our websites:

**[www.xchangewales.co.uk](http://www.xchangewales.co.uk)** – for an overview of all our products and services

**<https://etenderwales.bravosolution.co.uk/learn>** – for more about eSourcing

**[www.sell2wales.co.uk](http://www.sell2wales.co.uk)** – to register for email alerts of upcoming opportunities

Alternatively contact us directly at **[xchangewales@wales.gsi.gov.uk](mailto:xchangewales@wales.gsi.gov.uk)**