

PRT.SOP.VI.060

eTendering: High-Value Services RFPs

OSS/CPC

OSS Standard Operating Procedure
Target Audience: All Staff

DISCLAIMER

Standard Operating Procedures (SOPs) provide a step-by-step guide for staff directly involved in the processing of administrative actions to support and facilitate the implementation of WHO policies and procedures. The SOPs are for guidance only; they are neither authoritative nor binding. The SOPs reflect the policies and procedures of WHO at the time of writing; however, policies and procedures change from time-to-time. In the case of a conflict between the SOPs and the WHO eManual provisions, the WHO eManual provisions take precedence.

DOCUMENT SPECIFICATIONS

Version	Date of revision	Author (s) / Dept / Unit	Approver	Indicate which section changed compared to previous version
1.0	May / July 2017	Elise Pacquetet HQ/GMG/OSS/CPC	Ann Janssens & François Jorda HQ/GMG/OSS/CPC	Original Version
2.0	25.01.2018	Elise Pacquetet HQ/GMG/OSS/CPC	Ann Janssens & François Jorda HQ/GMG/OSS/CPC	Modifications re- WPRO's application threshold (under 1.1)

1 INTRODUCTION

1.1 Overview/Description

This Standard Operating Procedure describes activities performed during the a procurement process for high-value Services (high value means > US\$ 200,000). The SOP covers the procurement process from needs definition, preparation of Terms of Reference, competitive bidding process through the use of the eTendering system (“in-tend” / UNGM), evaluation, creation of a Purchase Requisition, approval and creation of the Service Purchase Order (PO) in GSC/GPL.

1.2 General Guidance / Business Rules

The procurement processes for Services are conducted in line with the Procurement Principles of WHO. As from 1 August 2017, the competitive bidding of high value Services is conducted electronically via an eTendering system (“in-tend” / UNGM), and Procurement Experts (Regional Procurement Officers, or CPC in HQ) will be fully involved in the process, together with the Requesting Units. Registrations for procurement of Service are raised through Service requisition in GSM. The requisition is submitted by the Requestor and then approved electronically in GSM by the work plan approver(s). The approved requisition is dispatched to GSC/GPL for validation of the compliance to procurement policies, approval of the Service PO and distribution. The creation of a Service Requisition creates an encumbrance in GSM. The Service Requisition is approved by the work plan approver(s) and helps ensuring that sufficient funds are available to complete the transaction. The encumbrance is liquidated at the time of the payment of the invoice.

The range of Services covered is:

Service Contract Type	Description
Agreement for Performance of Work (APW)	Contract to be used for a specific piece of work or technical services performed by an institution or a company within a set timeframe; APWs are established on the basis of standard contractual conditions (<i>ref. eManual VI.2.3 Procurement of Services</i>).
Non-Grant Letter of Agreement (Non-Grant LOA)	A contract with an external party, which is not a WHO standard contract issued by GSM (APW or TSA). The Non-Grant LOA function in GSM is also used as the mechanism for processing tailor-made agreements or Letters of Agreement (<i>ref. eManual VI.2.3 Procurement of Services</i>).
Technical Service Agreement (TSA)	Contract type to be used with institutions for research or other technical projects/investigations (<i>ref. eManual XVI.1 Technical Services Agreement</i>).

The SOP can also cover a mix of Contractual document and GSM transaction.

1.3 Reference Material

1.3.1 WHO eManual

- VI.1 General Procurement Requirements
- VI.2 Procurement of Goods and Services
- VI.2.3 Procurement of services
- XVI.1 Technical Services Agreements

1.3.2 Related SOPs

- PRT.SOP.VI.057 Adjud. Report Preparation for Services
- PRT.SOP.VI.058 CRC Approval Request
- PRT.SOP.VI.001 Services Requisition Validation
- PRT.SOP.VI.002 PO Distribution
- PRT.SOP.VI.004 Services Purchase Order Revision

1.3.3 UPKs

- 3.211.2 APW Request Specific
- 3.211.3 TSA Request Specific
- 3.211.8 Letter of Agreement Request Specific
- 3.161 Reject a Requisition
- 3.191 Revise Service request - Amendment
- 3.160 Approve a Requisition

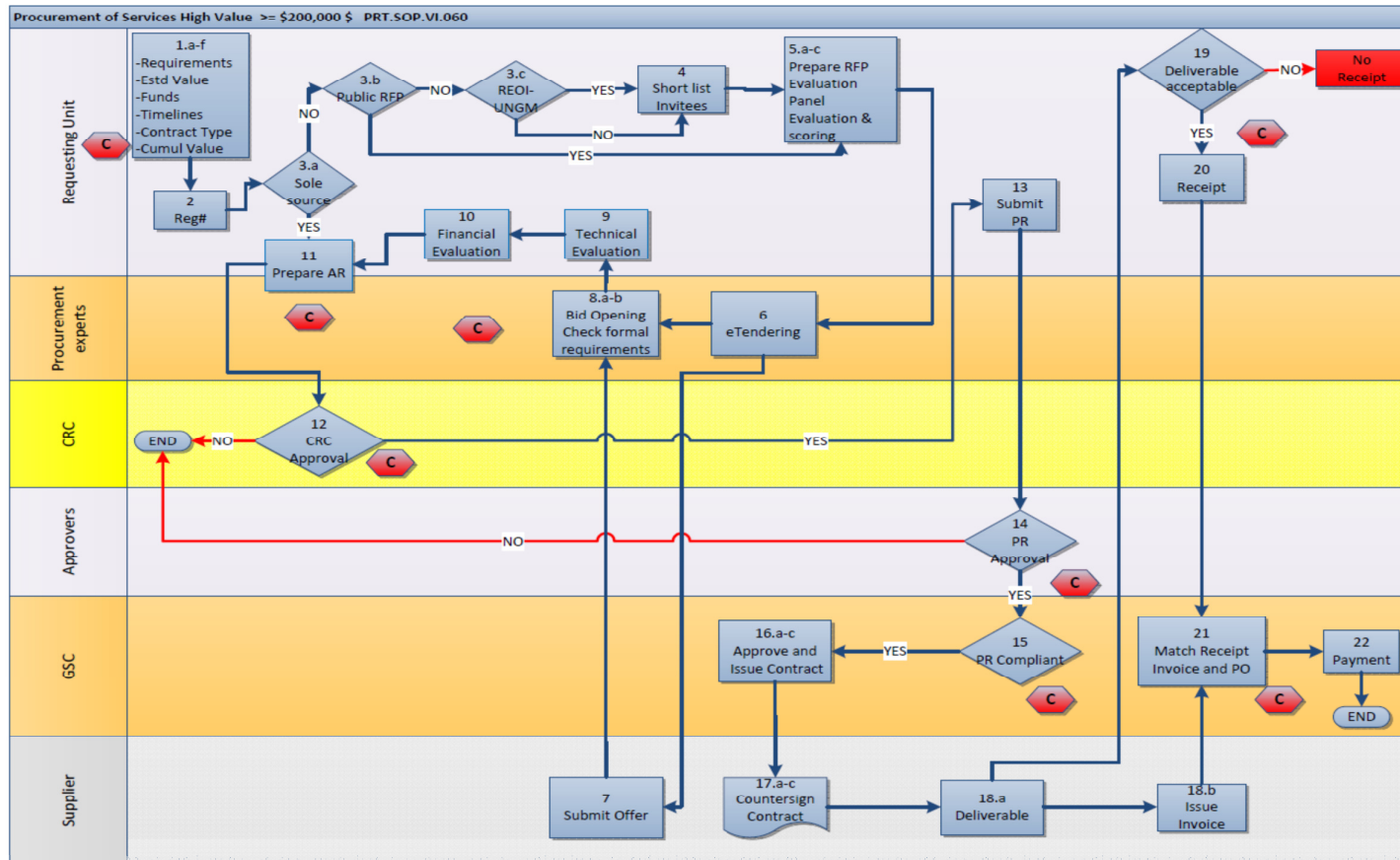
1.3.4 Other

- Guidance Note 003 : Procurement of Services Revision 7.06.02
- Information Note 25/2017 – Procurement – Changes in the eManual (31.05.2017)
- Information Note 35/2017 - Procurement – Change in procurement process for High-Value Services (above US\$ 200,000)
- Delegation of Authority: <http://intranet.who.int/homes/fnm/delegations/>

1.3.5 Intranet

- <http://intranet.who.int/homes/cpc/>

2 PROCESS FLOW – Procurement of Services above US\$ 200,000



3 PROCESS STEPS – Procurement of Services above US\$ 200,000

Step	Control (C)	Type	Process	Role / Responsibility
INITIAL NEW REQUISITION FOR PROCUREMENT OF SERVICES				
1. a		Off-line	Identifies the need for a Service: . Either when planning for a new project; . Or when establishing a biennial workplan.	Requesting Unit (Template available)
1. b		Off-line	Develops the Terms of Reference for the Service.	Requesting Unit (Template available)
1. c		Off-line	Verifies with the Procurement Expert that no Long-Term Agreement (or other contractual arrangement) already exists that would cover for the needed Service.	Requesting Unit Procurement Officer
1. d	C	Off-line / BI	Estimates the value of the Service and identifies the corresponding and sufficient funding. Estimates the cumulative value (or total contractual expenditure) for determining the delegation of authority and/ or the type of Procurement process.	Requesting Unit (Ref. eManual VI.1.3 §130. 140. 150.)
1. e		Off-line	Establishes realistic timelines for the process.	Requesting Unit (Template available)
1. f	C	Off-line	Checks the contractual modality for the Service and consults with Procurement Experts and LEG if needed.	Requesting Unit / Procurement / LEG
2.		GSM	Creates a Service Registration on GSM to get a Registration Number.	Requesting Unit
3.a-c		Off-line	EITHER: Decides for Sole source (Contracts Review Committee Approval required), if: - Previous competitive bidding for a similar Service was unsuccessful; - For Services in scarce supply, if immediate procurement appears to be in the best interest of the Organization; - A contract was concluded with the lowest bidder, for the same or a similar Service, in a recent bidding exercise within the past 12 months;	Requesting Unit (Ref. eManual VI.5 Contract Review Committee)
3. b		Off-line	OR: Decides for open bidding, for wide outreach and maximum exposure;	Requesting Unit

3. c		Off-line	OR: Decides to initiate a Request for Expression of Interest, if no shortlist of already eligible and qualified companies exist; and/or when there is a risk that too many bidders make proposals, which would trigger a long and costly evaluation phase.	Requesting Unit (REOI Template available)
4.		Off-line	Establishes short list of a minimum of 5 prospective bidders.	Requesting Unit / (Template available)
5. a		Off-line	Fills in the High-Value Request for Proposals template.	Requesting Unit (Ref. eManual VI)
5. b		Off-line	Establishes an Evaluation Panel.	Requesting Unit
5. c		Off-line	Establishes the <u>criteria</u> and <u>method</u> that will be used for the screening and evaluation of the upcoming proposals.	Requesting Unit
6.		in-tend / UNGM	Publishes the tender on the United Nations Global Marketplace (UNGM), and, if possible, on other available and appropriate media (professional network for example).	Procurement
7.		UNGM	The interested bidders submit their proposals.	Bidders
8.		in-tend	Proceeds to the opening of the bids, and transmits the proposals documentation to the Evaluation Panel.	Opening Committee (Template available)
8. a	C	Off-line	As early as possible after the opening ceremony: makes a preliminary examination of the received Offers against the formal requirements and retain only compliant proposals.	Requesting Unit (Template available)
9.		Off-line	The Evaluation Panel scores compliant technical proposals.	Evaluation Panel (Template available)
10.		Off-line	Opens the financial proposals of those bidders whose proposal was found technically compliant. The financial envelopes of the non-compliant proposals shall not be opened.	Evaluation Panel (Template available)
11.	C	Off-line	The Requesting Unit (<i>and the Procurement Expert, if required</i>) finalizes the evaluation through the issuance of an adjudication report that will specify the name(s) of the selected bidder(s). The Adjudication report is signed by the relevant official(s), in application of the delegation of authority. <i>An HV Adjudication report template and attachments are available from CPC Intranet.</i> <i>N.B.: the Evaluation of Formal Requirements; Technical Evaluation Report and Financial</i>	Requesting Unit / Manager (Template available) (Delegation of authority)

			<i>Evaluation Report documents form part of the HV Adjudication Report.</i>	
12.	C	Off-line	The duly signed Adjudication Report and its annexes are routed to the CRC for review. The CRC is responsible for verifying that the selection process has been carried out in accordance with the relevant procurement procedures and that the proposed selection of a contractor is in the best interest of the Organization. Any waiver from competitive bidding needs to be approved by HQ or regional CRC or by the DAF, who will report this to the Regional CRC.	CRC
13.		GSM	Finalizes the Registration and submits a Purchase Requisition in GSM.	Requesting Unit
14.	C	GSM	Once the requisition is submitted, the notification is routed electronically to Work-Plan approver(s) for his/her review and approval. If the requisition is rejected it cannot be re-submitted. The creator is notified and may copy the data into a new registration and restart the process.	Project Approver(s)
15.	C	GSM, Excel, Powerpoint	<ul style="list-style-type: none"> • GSC Buyers Validate Requisition with reference to latest version of Validation Matrix, Guidance Notes and If needed seek clarification. • If Validation is not conform, the requisition is returned, for copy into a new one. • PO Approval: GPL Buyers approve Purchase Order in accordance to the delegated authority limit. 	GSC/GPL (procurement processing unit) <i>Refer PRT.SOP.VI.001</i>
16. a		Off line Outlook	<p>PO Distribution:</p> <ul style="list-style-type: none"> • GSM auto-generate the batch of POs overnight upon PO approval. • POs are either sent to the requestor or the supplier according to the procurement context: <ul style="list-style-type: none"> ○ Local context (supplier and requester located in the same country). ○ Global context (supplier and requester are located in different countries) 	GSC/GPL <i>Refer PRT.SOP.VI.002</i>
16. b		Off line Outlook	Local context: GSC/GPL sends contract to Requesting unit, who, in turn, sends it to Supplier.	Requesting Unit
16. c		Off line Outlook	Global context: GSC/GPL sends contract to Supplier.	GSC/GPL

17. a		Off line Outlook	The supplier is requested to return the Countersigned Contract. This a mandatory step to officialise the contracting relationship with the Organization. The countersigned contract constitutes the first deliverable. <ul style="list-style-type: none"> • In the context of the Local procurement, the supplier is requested to send the contract back to the requesting unit. • In the context of Global procurement, the supplier is required to send the contract back to GSC/GPL. 	Supplier
17. b		Off line GSM	Global context: Obtain counter-signed contract from supplier, uploads Countersigned Contract in ECM – Managed Attachments and enter in Registration page as First deliverable. This status is reflected on End-to-End view in GSM for requester to access and view.	GSC/GPL
17. c		Off line GSM	Local context : Obtain counter-signed contract from supplier, uploads Countersigned Contract in RMS and enter in Registration page as First deliverable.	Requesting Unit
18. a		Off line	Implements the contract and produces the deliverables.	Supplier
18. b		Off line	Issues the invoice(s) and sends the document(s) to accountspayable.	Supplier
19.	C	Off line GSM	Checks the deliverables, and ensure that they match their needs and requirements as expressed in the Terms of Reference.	Requesting Unit
20.		GSM	If the deliverables are accepted, the Requesting Unit enters the receipt in GSM.	Requesting Unit
21.	C	Off line GSM	Accounts Payable match Receipt, Invoice and PO.	GSC/GFI
22.		GSM	GFI issues payment to the Supplier.	GSC/GFI
- END OF PROCESS -				

4 KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
Inefficient use of Procurement resources due to lack of planning at Program level.	Requesting units and programs should assess and plan their procurement needs in a timely manner.	1
Identification of funding not done or inadequate.	Requesting Units and Programs should ensure that: - The value of the Services needed is properly estimated; - The corresponding funding is available; - The selected award(s) and donors' provisions allow for this specific procurement action; - The PTAE0(s) are period of validity, and the Award's end date leave sufficient time for the completion of the procurement process – i.e. until the delivery date.	1
Purchase of inadequate services due to insufficient/wrong specifications.	Requesting Unit to precisely and clearly define TOR, share experience with other Technical Units and with their Major Office Procurement Unit.	1
Wrong contract type.	Requesting Unit to select the appropriate contractual type, with the guidance of Procurement Experts and LEG if needed, to avoid legal risks for the Organization.	1
Poor market Survey.	Requesting Unit to share experience with other Technical Units and with their Major Office procurement Unit in order to identify an adequate panel of responsive Vendors.	1, 3, 4, 6
Non compliant bidders.	Requesting Unit to ensure that the formal requirements are duly followed by the Bidders, and that requested legal and financial documentation is provided.	8
Inadequate Segregation of Task, Not best value for money, Overpayment.	Pertinent Adjudication Report is needed for Project Approver and CRC to ensure that selection of supplier is made in the best interest of the organization and that procurement Rules are abode by.	11, 12
Insufficient monitoring of high value procurement.	Project Approver, AR approver, Contract Review Committee must ensure that procurement Rules are abode by.	11, 12, 14
Not best value for money, Overpayment, fraud due to approval of	GPL Buyers to perform validation according to the Validation matrix. Refer PRT.SOP.VI.001 Services Requisition Validation & PO Approval.	15

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requisitions with incomplete supporting documents.		
Uncontrolled increase of the PO amount.	Validation according to bidding threshold and CRC Clearance Refer PRT.SOP.VI.004 Services Purchase Order Revision	20, 21

5 Documentation available

Phase	Guidance / Template
Planning	Requisition Plan template (to be completed as early as possible upstream)
Specifying the needs	Terms of Reference Template & Guide: How to write Terms of Reference
Competitive bidding	Template for establishment of timelines
Competitive bidding	Request for Expression of Interest template
Competitive bidding	Request for Proposals (RFP) High Value template
Evaluation	HV Adjudication report template and 9 attachments