PRE_BID CONFERENCE – MINUTES OF THE MEETING

Assignment Name:
RFP-UNDP-001-2017 RFP for PURCHASE OF eCOMMERCE SOFTWARE PACKAGE

Date & time:
Tuesday, 8 August 0930 [NY Time], Conference Call

Closing Date of RFP:
Monday, 21 August 2017 [11:59p.m. NY Time]

New Closing Date of RFP:
Sunday, 3 September 2017 [11:59p.m. NY Time]

UNDP Participants:
Nazim Razak, PSU/OOLTS
Yazan Musharbash, OIMT/OOLTS

TO ALL INTERESTED COMPANIES

<table>
<thead>
<tr>
<th>NO</th>
<th>SUBJECT: RFP FOR THE EMPLOYEE ENGAGEMENT SURVEY</th>
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</thead>
<tbody>
<tr>
<td>Info</td>
<td>Bid conference was opened with following agenda:</td>
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<tr>
<td></td>
<td>1. Brief explanation on RFP document – administrative issue (closing date, submission form &amp; method, delivery place for submitting proposal, etc).</td>
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<td>2. Brief explanation on submission and requirements for separate envelopes for Technical and Financial offers.</td>
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<td>3. Brief explanation provided on evaluation stages and how proposals should correspond to the evaluation criteria</td>
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<td></td>
<td>4. Clarifications provided to Bidders’ Technical Questions and Administrative Questions.</td>
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</table>

Instruction to Bidders of RFP document provides detailed explanation on all above brief requirements. Bidders are encouraged to carefully read the Request for Proposal (RFP) document before preparing the proposal.
Below are Answers to Questions raised regarding the above assignment:

Q1. Will submissions using own format accepted?
   
   A1. To facilitate the evaluation stage the submission of proposal must be guided by the prescribed forms provided. The proposal must address all the requirements stipulated in the RFP. Minor deviations in terms of format may be acceptable so long the proposal is presented in a structured manner.

Q2. Will you share the list of companies that have expressed interest in this RFP?
   
   A2. We do not share the companies that have expressed interest to participate.

Q3. What ERP system currently being used?
   
   A3. PEOPLESOFT version 9.0.

Q4. Please provide the expected integration requirement.
   
   A4. Integration requirements are provided in Attachment 1 to the RFP document.

Q5. Will integration with commitment control (i.e. pre-encumbrance, encumbrance) required?
   
   A5. Yes.

Q6. What does it mean by “Self-Statement of Satisfactory Performance from the Top 3 Clients in terms of Contract Value for the past 3 years”?
   
   A6. Statements of performance generated by the bidders themselves based on past projects for the past 3 years.

Q7. Does UNDP has a ‘market place’ at present?
   
   A7. No.
Q8. Does the system need to be integrated with any barcoding system?

A8. Not at this stage as UNDP field offices use various localized tagging/barcoding systems.

Q9. Please provide locations of users?

A9. All UNDP country offices globally, main hubs (Copenhagen, Kuala Lumpur, Malaysia) and potentially other UN partners.

Q10. What is the estimated number of users?

A10. Total ERP system user will be approximately 10,000, concurrent users will be much less with an estimated 1000 users/transaction per day. eCommerce users will be as per RFP number (please refer to Section 7).

Q11. Will the current PEOPLESOFT business process remain?

A11. Yes.

Q12. Is there any customization/integration on the current ERP?

A12. Only minimum customization and no integration.

Q13. Do you require international invoicing?

A13. Yes.

Q14. What are the primary business challenges (beyond what’s in the RFP)?

A14. The primary challenge is absence of eCommerce type platform for UNDP offices globally to place orders using eCatalogue and move the order to ERP for further PO processing, receipt and payment.
Q15. What are the key decision criteria?

A15. Please refer to RFP document for criteria.

Q16. Are there any restrictions as to sending data off shore, similar to what the US government has?

A16. UNDP expressed an interest to have data stored within the EU. If bids make alternate proposals, they will be scored accordingly.

Q17. Under Stage 1 Evaluation Area M1 (Solution Management Services), Item vii. states that the Project Reference should use “Form 2 to Part 4 – Project Reference Check Form”. Are you able to provide this form or point us to this form in the available documents?

A17. Apology for a typo and there is no such form. Bidders can use their own format.

Q18. What is the expected number of suppliers?

A18. We assume the question is about how many suppliers (Long Term Agreement holders) will be in the eCommerce. UNDP estimate 100 suppliers with potential increase approximately to 500 suppliers.

Q19. What is the expected number of purchase orders per year?

A19. In average UNDP annually create 47,000 purchase orders (PO), however, POs created using eCommerce will be much lesser as these orders will be linked to the Long Term Agreements.

Q20. What is the level of PeopleSoft ERP expertise within UNDP. Does the Bidder need to include Proplesoft integration expertise in their proposal?

A20. Though UNDP has an internal capacity the Bidders should include sufficient resources/expertise for the project to ensure successful implementation.
Q21. Under Vendor Requirements (Section_4-7 document)

- “Vendor Address” is requested as well as “Vendor Location” – are you asking for additional addresses in the Vendor Location box?
- “Preliminary design compositions” - Can you elaborate on what you are expecting?

A21. Vendor Address refers to HQ and Vendor Location refers to other offices. If this information is not relevant please ignore it.

Q22. Sample on calculation of Total Combined Scoring

A22. Sample is provided below:

<table>
<thead>
<tr>
<th></th>
<th>Vendor A</th>
<th>Vendor B</th>
<th>Vendor C</th>
<th>Vendor D</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Technical evaluation</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maximum obtainable score</td>
<td>700</td>
<td>700</td>
<td>700</td>
<td>700</td>
</tr>
<tr>
<td>Total Score obtained by the offer</td>
<td>300</td>
<td>495</td>
<td>650</td>
<td>600</td>
</tr>
<tr>
<td>meet minimum passing score (70%)?</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>TP rating (= score obtained/max obtainable score) x 100</td>
<td>not applicable</td>
<td>70.7</td>
<td>92.9</td>
<td>85.7</td>
</tr>
<tr>
<td><strong>Financial evaluation</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Price quotation disqualified</td>
<td>$7000.00</td>
<td>$7300.00</td>
<td>$6700.00</td>
<td></td>
</tr>
<tr>
<td>FP rating (= lowest priced offer/ price of offer being reviewed) x 100</td>
<td>95.7</td>
<td>91.8</td>
<td>100.0</td>
<td></td>
</tr>
<tr>
<td><strong>Total combined score</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TP rating x 70%</td>
<td>49.5</td>
<td>65.0</td>
<td>60.0</td>
<td></td>
</tr>
<tr>
<td>FP rating x 30%</td>
<td>28.7</td>
<td>27.5</td>
<td>30.0</td>
<td></td>
</tr>
<tr>
<td>Total score</td>
<td>78.2</td>
<td>92.5</td>
<td>90.0</td>
<td></td>
</tr>
<tr>
<td>Ranking</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

Q23. Can you describe or provide a system data flow and a business process flow for requisitions, purchase orders and vouchers?

A23. Please refer to Annex A of this Minutes.
Q24. Do you plan to keep the business processes for procurement within PeopleSoft in place?
A24. Yes

Q25. Can you provide a sample of your COA structure and usage for each segment, specifically what segments and at what level are they used for commitment control?
A25. GL Unit, Account, Oper. Unit, Fund, Department, PC Bus. Unit, Project, Donor, Activity

Basic Commitment Control is done at below fields; but it may differ depending on the KK Ledger.

<table>
<thead>
<tr>
<th>Account</th>
<th>Fund</th>
<th>Department</th>
<th>Project</th>
<th>Donor</th>
<th>Activity</th>
</tr>
</thead>
</table>

Q26. Are you doing 3 or 4 way matching in PeopleSoft?
A26. ERP system offers 2 (Receipt and Voucher) and 3 (PO, Receipt and Voucher) ways of matching.

Q27. Are requisitions and purchase orders both budget checked? Are there hard stops if budget is not available for a req or PO?
A27. Yes, both PO and eReq are subject to budget check and there are hard stops for eReq if combination is not valid and PO if the budget is insufficient or combination not valid.

Q28. Do you have workflow approvals in place for requisition’s and purchase orders? Will the approvals process stay the same or change relative to this project?
A28. Yes and the process will remain the same. Please refer to Annex A for a general workflow process.

Q29. Will PeopleSoft be considered the system of record for vendor/suppliers?
A29. Yes it will.

Q30. How are users provisioned in PeopleSoft financials?
A30. It is done through ARGUS (Atlas Role Generation & User Provisioning System) controls access profile requests and permissions for the ERP (Atlas) application.

Q31. Are you assigning anyone from the PeopleSoft support team to this project? What is the availability of a UNDP technical resource available to provide all of the specifications for integration?
A31. UNDP will have internal resources to support this project, however, the Bidders should include sufficient resources/expertise for the project to ensure successful implementation with minimal guidance from UNDP team.
Q32. Can you provide a list of customizations to PeopleSoft purchasing that may impact integration with 3rd party systems? Has UNDP added any fields to Reg header and Req line for example. We are assuming that all of the tables for Reqs and PO are delivered in terms of fields and use.

- Integration - Do you have an anticipated list of integration points that are inbound and out bound from PeopleSoft? Reference UNDP requirement eCT016 - Ability to integrate with ERP package solution bi-directional via following Options : Flat file, Web Services and Direct Connect (Inline) for eCatalogue process

  Provide an integration list, for example:
  - PeopleSoft Requisitions, create a req, change a req etc
  - PeopleSoft Purchase Orders – PO create, PO budget check, PO change order, PO dispatch, PO reconcile, PO match, PO close.
  - Onboarding and off boarding vendors and suppliers
  - Items and catalogs

- Current system statistics –

  #’s of:
  - users filling out requisitions
  - users that are buyes by location - reqs submitted in a year
  - catalogs currently supported in ERP
  - items per catalog
  - purchase orders in a year
  - purchase order lines in a year
  - active vendors
  - vendors onboarded and offboarded in year
  - countries that vendors are located in
  - languages supported on a PO
  - currencies on a PO

A32. That’s correct assumption; the tables for Reqs and PO are the delivered in terms of fields and use. The integration expected between the new application and PeopleSoft include but not limited to:

- Items and Catalogs.
- PeopleSoft Requisitions.
- PeopleSoft Purchase Orders.

- Current system statistics –

  #’s of:
  - users filling out requisitions – approximately 2500
- Users that are buyers by location - +170 locations worldwide
- Reqs submitted in a year – approx. 50,000
- Catalogs currently supported in ERP – We have two item catalogues hosted in ERP for creating requisitions.
- Items per catalog – Total items approx. 20,000
- Purchase orders in a year- in average 47,000 annually
- Purchase order lines in a year – in average PO might have 3 lines
- Active vendors – vendors that will be used through eCommerce are those that have only Long Term Agreements (LTA). UNDP estimate 100 suppliers with potential increase approximately to 500 suppliers.
- Vendors onboarded and offboarded in year – approximately 15 LTA holders
- Countries that vendors are located in – globally
- Languages supported on a PO – English
- Currencies on a PO – mainly USD and local currencies
<table>
<thead>
<tr>
<th>Q#</th>
<th>Requirements Section</th>
<th>Reference Number</th>
<th>RFP Requirement Text</th>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>33</td>
<td>eCFB</td>
<td>eCFB003</td>
<td>Proposed ecommerce tool must support extended capability and flexibility to provide functionality related to eSourcing, eContracting and etendering etc for product and services.</td>
<td>Are eSourcing, eContracting and eTendering required to be priced?</td>
<td>These three components need to be priced separately. UNDP at the evaluation stage might include or exclude them for a contact award.</td>
</tr>
<tr>
<td>34</td>
<td>eCFB</td>
<td>eCFB009</td>
<td>Ability to create and manage multiple catalogue stores – capability to manage one or multiple storefronts from one admin interface for different geo-locations as per UNDP business need</td>
<td>Is the requirement for different geo-locations to have individual branded storefronts with unique catalog/product set or just the ability to present different catalog/products with same UI for different geo-locations?</td>
<td>The ability to present different catalog/products with same UI for different geo-locations would suffice</td>
</tr>
<tr>
<td>35</td>
<td>eCFB</td>
<td>eCFB011</td>
<td>e-commerce Platform must provide conversion-oriented landing page user experience.</td>
<td>Can you describe the meaning of &quot;conversion-oriented landing page user experience&quot;? Are you referring to different units based conversions (date format, price, currency, etc. based on user profile) or an ability to have different look-and-feel (specific country message content, etc) on landing pages? Could you provide clarification with an example or more description?</td>
<td>This mainly refers to referring to different units based conversions (date format, price, currency, etc. based on user profile)</td>
</tr>
<tr>
<td>36</td>
<td>eCFB</td>
<td>eCFB027</td>
<td>Ability to hide and / or un-hide displayed fields as per the need of the business process.</td>
<td>Can you specify where in the tool you would expect to see this? At the catalog upload level?</td>
<td>At the catalog upload level</td>
</tr>
<tr>
<td>Q#</td>
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<tr>
<td>37</td>
<td>eCFB</td>
<td>eCFB033</td>
<td>Ability to provide contract and policy compliance control and enforce user to follow organization and region specific policy framework, guidelines for compliance adherence and execution.</td>
<td>Please provide more detail regarding Policy Compliance.</td>
<td>UNDP has Internal Control Framework (ICF) linked to ERP workflow process. ICF sets the segregation of responsibilities for Managers, General Users, Finance, Buyers, Operations Managers etc. and thresholds for amounts. Offered eCommerce system should be able to integrate ICF requirements.</td>
</tr>
<tr>
<td>38</td>
<td>eCFB</td>
<td>eCFB034</td>
<td>Ability to perform product configuration and personalization - Interactive catalogs residing on supplier Website, accessible through proposed solution searchable across multiple suppliers</td>
<td>Please provide more detail regarding this requirement. Is it more than Level 2 Punchout to external supplier websites?</td>
<td>UNDP will be internally managing eCatalogue and UNDP should be able to conduct a product configuration (based on catalogue residing on supplier website) on eCommerce platform.</td>
</tr>
<tr>
<td>39</td>
<td>eCFB</td>
<td>eCFB038</td>
<td>Ability to catalogue content creation, enablement and publishing – making the catalogue available online via specified / pre-defined models</td>
<td>Please provide more detail regarding this requirement. Is this enabling UNDP to self maintain catalogs? Can you provide an example of a specified or pre-defined mode?</td>
<td>Yes, this enabling UNDP to self maintain eCatalogue. An example could be managing eCatalogue for IT equipment. Bidders should propose if managing this category requires specified or pre-defined mode.</td>
</tr>
<tr>
<td>40</td>
<td>eCFB</td>
<td>eCFB039</td>
<td>Ability to catalogue maintaining – keeping the catalogue up to date,</td>
<td>Please provide more detail regarding this requirement. What is meant by Data Synchronization.</td>
<td>Data synchronization refers to ability to synch with product info update residing on supplier website.</td>
</tr>
<tr>
<td>Q#</td>
<td>Requirements Section</td>
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<tr>
<td>41</td>
<td>eCFB</td>
<td>eCFB041</td>
<td>Ability to provide and support supplier hub hosted content - A number of catalogue vendors provide the catalogue classification structure and services that receive content from multiple suppliers, provide the catalogue classification structure and translate the content to multiple formats for distribution to other catalogues with little effort on the Supplier’s part.</td>
<td>Please provide more detail regarding this requirement. Are you asking for the bidder to provide ongoing Supplier Catalog Management Services? Could you provide clarification with an example or more description?</td>
<td>This refer to the ability of the solution to consume supplier (LTA holders) catalogues in standard format with little effort and technical intervention. Also possibility to the supplier (LTA Holder) to manage the content of their products catalogue.</td>
</tr>
<tr>
<td>42</td>
<td>eCFB</td>
<td>eCFB0043</td>
<td>Ability to choose and implement variety of templates and designs from OOB capabilities for eCatalogue store design.</td>
<td>Please provide more detail regarding this requirement. Are you asking multiple Catalog Content import formats or are you asking for configurable online search and find templates?</td>
<td>Multiple Catalog Content import formats</td>
</tr>
<tr>
<td>43</td>
<td>eCFB</td>
<td>eCFB055</td>
<td>Ability to modify, update and delete items in Catalogue as per the user need</td>
<td>What is the meaning of Per User need?</td>
<td>Per User refers to UNDP team (based in NY, CPH and Malaysia) that manages eCatalogue. Malaysia team will be Super User and other teams will be User for limited products.</td>
</tr>
<tr>
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<tr>
<td>44</td>
<td>eCFB</td>
<td>eCFB065</td>
<td>Solution to provide single product or subcategory existence in multiple categories without data duplication.</td>
<td>Could you provide clarification with an example?</td>
<td>UNDP assumes that single product can be filtered under different categories if it fits (For example Microsoft Surface will be available under Laptops and Tablets). eCatalogue should have ability to filter a multiple products residing on suppliers websites and provide product information without data duplication.</td>
</tr>
<tr>
<td>45</td>
<td>eCT</td>
<td>eCT003</td>
<td>Ability to interface and convert eCatalogue requests / e-commerce Orders into requisitions in specified Status (E.g. On Hold, Need Approval etc.) for subsequent review and approval process in ERP system.</td>
<td>As per our current understanding following is the expected integration pattern with ERP system. Step 1: Requisitions will be raised in e-commerce portal. Step 2 : Requisitions will be interfaced to ERP System. Step 3: Requisitions will be Approved in e-commerce portal. Step 4: Interface will update the status of associated Requisition in ERP system. Step 5: Buyer will process the requisitions and Create Purchase Orders in E commerce portal. Step 6: Purchase orders will be interfaced to ERP System. Step 7: Purchase orders will be approved and Sent to Suppliers by ERP System. Please confirm.</td>
<td>Step 1: Quotation will be raised in eCommerce and put in the basket. Step 2 : Quotation will be interfaced to ERP System to create eRequisition with budget. Step 3: eRequisition will be Approved in ERP System. Step 4: Buyer will process the eRequisition and Create Purchase Order in ERP System. Step 5: Purchase orders will be approved and Sent to Suppliers by ERP System.</td>
</tr>
<tr>
<td>Q#</td>
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<tr>
<td>46</td>
<td>eCT</td>
<td>eCT004</td>
<td>Ability to transfer Requisition, Purchase Order specific transactional and master data details from existing ERP system to e-Commerce Platform via in-bound integration through standard available APIs (Application Program Interface/s)</td>
<td>As per our current understanding, this requirement is for initial data load during transition phase and not for ongoing day to day transactions once the e-commerce platform is live. Please clarify.</td>
<td>eCommerce should be able to produce reports on the items purchased. Also bring back from the ERP requisition ID created against the item through API.</td>
</tr>
<tr>
<td>47</td>
<td>eCT</td>
<td>eCT019</td>
<td>Ability to support Security Features - SSL (Secure Socket Layer), password protection, access privileges for site administration, data center security, risk tools that can help flag fraudulent orders, etc.)</td>
<td>While many solutions provide SSL, password protection/masking, administrative access privileges and overall data center security, are you additionally requiring that the proposers solutions maintain a risk tool to flag fraudulent orders similar to a credit card company flagging suspicious charges?</td>
<td>Correct, it needs additional feature/solutions to maintain a risk tool to flag fraudulent orders</td>
</tr>
<tr>
<td>48</td>
<td>eCO</td>
<td>eCO016</td>
<td>Adherence and compliance to Standards Organizations as per below : 1. United Nations Centre for the Facilitation of Procedures &amp; Practices for Administration, Commerce &amp; Transport (UN/CEFACT) which champions both UN/EDIFACT and ebXML 2. The Electronic Commerce Code Management Association (<a href="https://en.wikipedia.org/wiki/El">https://en.wikipedia.org/wiki/El</a> ectronic_Commerce_Code_Man agement_Association)</td>
<td>Can you please provide some examples where you expect necessary adherence and compliance to these standards bodies affect the eProcurement service?</td>
<td>Bidder will need to confirm if he is certified with any of those certificates/memberships.</td>
</tr>
<tr>
<td>Q#</td>
<td>Requirement Section</td>
<td>Reference Number</td>
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<td>Code Management Association (ECCMA) which champions the NATO Codification Service (NCS)</td>
<td>3. the United Nations Development Programme (which owns all the rights to the UN/SPSC and which is managed by the Uniform Code Council (UCC))</td>
<td></td>
</tr>
<tr>
<td>49</td>
<td>General</td>
<td>Process Flow</td>
<td>Please provide high level overview of current Procure to Pay business process used at UNDP</td>
<td></td>
<td>Please refer to Annex A to this Minutes.</td>
</tr>
<tr>
<td>50</td>
<td>General</td>
<td></td>
<td>Considering that requisitions created in the eCommerce system will be fed to the ERP system (PeopleSoft) without delay, in which system do you expect POs to be generated?</td>
<td></td>
<td>Please refer to answer 45. PO will be created in ERP System.</td>
</tr>
<tr>
<td>51</td>
<td>General</td>
<td></td>
<td>Considering that supplier and catalog (item) data will exist in both the eCommerce and the ERP systems, which system should be the master (feeding system)?</td>
<td></td>
<td>The eCommerce catalogue and the ERP catalogue are two different catalogues, but each item in the eCommerce catalogue will be linked to an item in the ERP to ensure successful integration</td>
</tr>
<tr>
<td>52</td>
<td>General</td>
<td></td>
<td>Can you confirm user counts for self-service procurement, Purchasing, contracts and</td>
<td></td>
<td>Please refer to Section 7 for number of users.</td>
</tr>
<tr>
<td>Q#</td>
<td>Requirements Section</td>
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<td>suppliers (who would be using the Supplier Portal).</td>
<td></td>
</tr>
</tbody>
</table>

Q53. In Stage 1, section M1, (page 6 of attached), item project reference using Form 2 to Part 4 – Project Reference Check Form. We couldn’t locate the “Project Reference Check Form” mentioned hereby. Requesting your help in locating the same.

A53. There was a typo. Bidders are allowed to use free format for this requirement.
Annex A - Overview of major processes

1. Requisition
   - Requisition Creation
   - Requisition approval outside of Atlas
   - Requisition approval in Atlas
   - Project Staff
     - Created outside Atlas by requestor of goods and services
   - Project Manager (First Authority)
     - Activities financed within mandate
     - Requisition is appropriate
   - Approving Manager
     - In those cases where the PM is responsible outside Atlas, requires the approval of the request by the Programme Officer prior to the creation of the PO, then the PO will be added to the process

2. Purchase Order
   - Purchase Order creation in Atlas
   - Purchase Order approval in Atlas
   - Buyer
     - Requisition is approved
     - Compliance with applicable guidelines
   - Approving Manager (Secondary Authority)
     - Review documentation to ensure compliance with guidelines
     - Agency/department authorized
     - Value for money
   - Approving PO in Atlas
   - Approves PO in Atlas
   - Project Manager
     - Project managers are responsible for verifying satisfactory receipt of goods/services
     - Two options:
       1. PM documents receipt in Atlas
       2. PM enters receipt in Atlas

3. Receipt of Goods/Services
   - Receipt of Goods/Services in Atlas
   - AP Voucher
   - Finance
     - Checks for duplicate invoices
     - GIA checked
     - PO has been stamped
     - Any other reason that would bar payment
     - Paying to ensure the PO will be paid

4. Accounts Payable
   - Accounts Payable
   - Disbursement
   - Operations Manager (Third Authority)
     - Approve changes to placement
     - Oversees exception reports (matching exceptions)