



# **8** SRM e-Tender

Provides the highest efficiency, fairness  
and control in tendering.



8 e-Tender provides the highest efficiency, fairness and control in tendering. Control rules can be set upfront and the tender process will strictly follow the rules. Computer and network security is achieved via security token, one-time password, bidirectional communication encryption, role-based access control and audit trail.

# 1 User-defined Tender Nature & Rules



Tender Nature	Different Rules
For Price	Rule 1 , Rule 2 , Rule 3 , .....
For Solutions	Rule a , Rule b , Rule c , .....
For Products & Services	Rule A , Rule B , Rule C , .....
For Others	Rule I , Rule II , Rule III , .....

The enterprise can define different tender natures and inside each tender nature the following rules:

- Minimum and maximum # of suppliers
- Initial supplier selection is "sheer random" , "sheer manual" or "combination"
- Use of tender template to define and control document types and their access privileges (e.g., Technical Evaluators can't view financial documents)
- Restricted to certain product items
- Restricted to certain supplier types
- Restricted to certain supplier qualifications and grades
- Restricted to certain submission methods



The **tender nature rules** are the topmost level of control. The rules associated with the tender nature will be strictly enforced by the system for all the tenders of that nature.

## 2 Tender Expert Management



The enterprise can define different **experts** for different areas for tendering purposes. The experts can be selected for different tender activities such as initial supplier selection, document preparation, response evaluation, negotiation and final selection. When the experts are associated with different tender activities, they will have different access privileges. **Tender Expert Management** will help to ensure that each tender activity will assign sufficient experts from different needed areas to do the job.

## 3 Tender Approval

Tenders	Approval Flow	Progress	Alerts
 Tender A	Business Director ↓ Financial Manager ↓ Procurement Manager	Approved  Approved  Pending	Overdue
 Tender B	Business Director    Procurement Manager ↓ Financial Manager	Pending  Pending	Pending

The enterprise can **define different approval** flows for different tender natures. Each approval flow can have **multiple stages** and each stage can have **multiple steps** and each step can have multiple mandatory or alternate approvers. The approval stages and steps can be set to be executed in parallel, seriously or combination. The tender amount can be used as the branch condition of the approval flow for the purpose of controlling certain approval stages that can



or cannot be bypassed. The details of the current state of the approval flow can be viewed in real-time and exported for the reporting purpose. The system can be set to automatically send alert messages to remind people that the tender is pending their approval or their approval is overdue.

## 4 Initial Supplier Selection & Short-listing



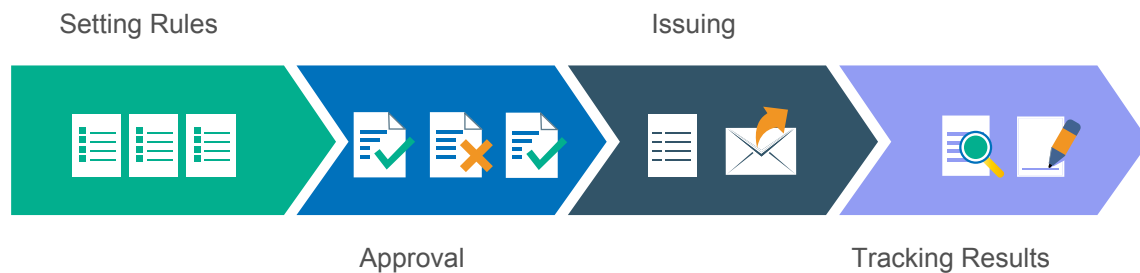
The system controls the [minimum](#) and [maximum numbers of suppliers](#) and whether they are selected totally by random, totally by [manual](#) or certain number by random and certain number by manual based on the tender nature. After the initial long list of suppliers is determined, the supplier selection team can [convert the long list to short list](#) in one or multiple rounds. In each round, the supplier [selection team](#) must input the selection criteria and score the suppliers accordingly. After the short list is determined, the supplier selection team must submit the short list for approval in order to become official.

## 5 Supplier Invitation & Participation Mgt.

8 SRM can send e-Invitation to the selected suppliers to invite them to participate in the tender. Each invited supplier can [accept or decline](#) (with specific reason) directly. Once the invited supplier confirms its participation, it can start using the [e-Tender Q&A](#) facility to ask questions. The system will also automatically collect the data and provide the [statistics](#) on the number of participations, declines and winnings of each supplier.



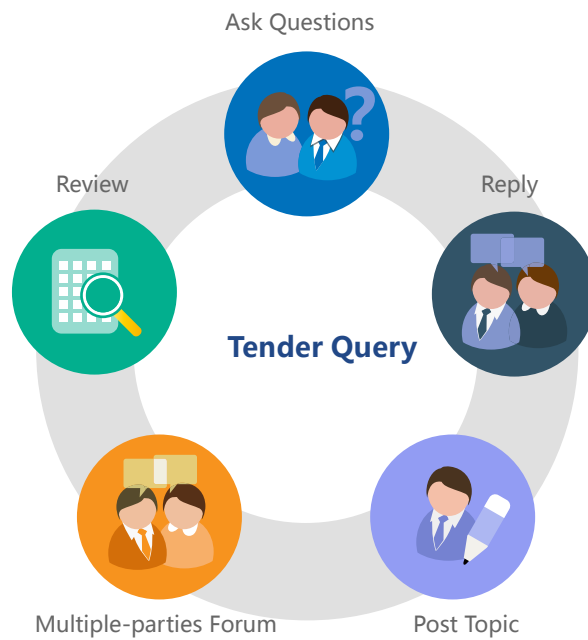
## 6 Tender Document Preparation & Issuance Management



**8** SRM allows the tender responsible persons to set the control on the tender document reviews and approvals. Tender documents and their amendments can only be sent to suppliers after the approval of the [Issuing Committee](#). Tender documents can be sent to suppliers via supplier website, email, regular mail or hand delivery and issuing history will be automatically logged by the system.

## 7 Tender Query Management

The participating suppliers can use the [Q&A facility](#) to ask questions and the question-answering can be viewed by all suppliers for transparency reasons. The Q&A facility allows the user to post a question or discussion topic and multiple parties can respond to the questions or ask additional questions.

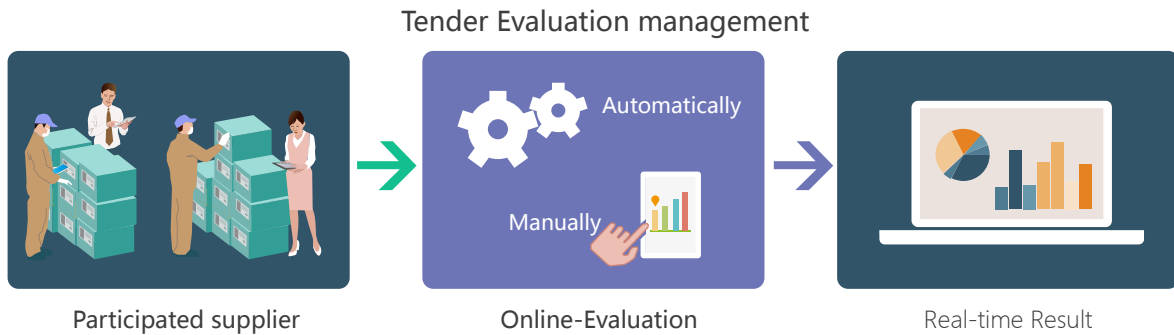


## 8 Tender Opening Management



The **Tender Opening Committee** can be composed of different people from different external and internal organizations. The Tender Opening Committee controls when the tender can be opened and the responses from suppliers can be viewed. No supplier's tender response can be opened and viewed until the **full approval** of the **Tender Open Committee**.

## 9 Tender Evaluation Management

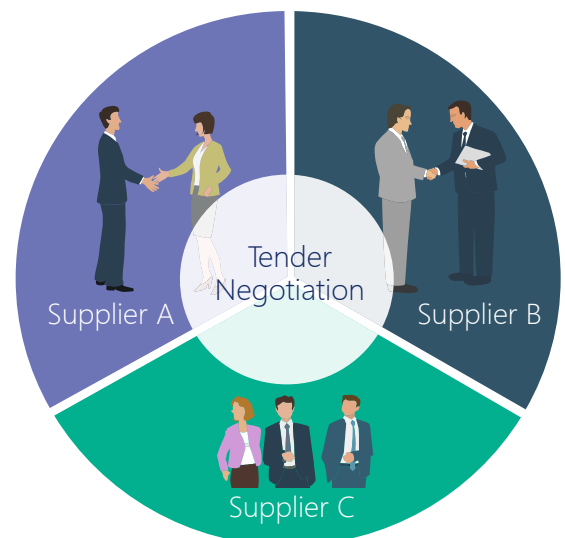


For Request for Quotation, the Tender Evaluation Team can choose having the system to do the [automatically scoring](#). For Request for Proposal and Request for Information, the Tender Evaluation Team can use the **8** SRM [Question & Scoring](#) Tool to design the Questionnaire which will be automatically scored after each participating supplier fills in its answers. The Tender Evaluation Team can also choose to manually score each tender response by entering the criteria and their weights into the system and then do the [manual scoring](#). In any case, the system will summarize the total score for each supplier and rank all the participating suppliers according to their [total score](#). After knowing which participating suppliers have the passing score and which ones don't, the Tender Evaluation Team can then decide to do the negotiation next or skip the negotiation process and directly recommend a number of top ranking suppliers for the final selection.

## 10 Tender Negotiation Management

If the Tender Evaluation Team decides to conduct the negotiation, the team members can use the **8** Multi-Party Negotiation Tool to discuss with each supplier individually. The negotiation can be done in real-time or post-and-wait-for-response. All discussion information will be logged and can't be deleted.

After the negotiation is done, the Tender Evaluation Team can update each supplier's scoring and then recommend a number of the top ranking suppliers for the final selection.





## 11 Final Selection Management



The tender responsible persons can set the rule to mandate the Tender Evaluation Team to do the risk assessment for the recommended suppliers. The [Final Section Committee](#) can review the [scoring details](#) of each recommended supplier, its [associated risks](#) and [other business factors](#) such as other business partnerships and then make the final decision.

In some situations, the Final Selection Committee can also make the final selection very simple such as the supplier that has the highest total score will be the winner.

## 12 Supplier Notice



After the final selection is done, the system will [automatically send out notice](#) to the winner and the losers based on the pre-defined notice letters defined by the enterprise. The tender responsible can also modify the letter on the fly.

## 13 Auto Generation of e-Contract

An **e-Contract** can be automatically generated from the e-Tender after the final selection is complete. The user can specify price, deliverable, due date, **Service Level Agreement (SLA)**, penalty, payment term and renewal information in the e-Contract. Once the e-Contract is set up, the supplier can start delivering according to the deliverable milestones defined in the e-Contract and delivery will automatically trigger review and acceptance on the enterprise side. The **e-SLA** results will be automatically captured and calculated in real-time based on the preset criteria. If an **e-SLA** result triggers a penalty, the penalty amount will be automatically aggregated and reflected in the **Profit & Loss** of the e-Contract.



## 14 Tender Analysis & Intelligence



**8** can automatically collect all the **tender statistics** such as supplier's participation rate, winning rate, successful project completion rate, late delivery rate, return rate etc. These fields can be made available in the **Point-and-click Report Generator** to generate multi-dimensional reports, bar charts, pie charts and trend graphs.

e-Tender Feature List	
Feature	Description
<b>Supplier Mgmt</b>	
Supplier Info Mgmt	Support to record basic info of suppliers, such as region, industry, type, grade, product, status, etc.
	Support to record communications with suppliers.
	Support self-defined fields on the supplier page.
Supplier On-boarding Approval	Support self-defined appraisal criteria for supplier on-boarding .
	Support self-defined workflows for supplier on-boarding approval.
Supplier Performance Appraisal	Support performance appraisal for suppliers.
	Allow to score supplier performance and submit for approval.
	Support supplier classification by grade.
	Support to check the supplier blacklist.
	Support flexible definition of questionnaire content.
Risk identification	Support to connect TianYanCha business search platform to access suppliers' credit information.
<b>Product Mgmt</b>	
Product Info Mgmt	Able to store and maintain product info such as product name and product ID.
Product Price	Add user-defined fields in the product basic info page.
	Support product info access privilege control.
	Auto summary of product unit cost, total cost etc.
Product Admittance Approval	Support product admittance approval flow.
<b>Tender Mgmt</b>	
Tender Nature	Support user-defined tender natures.
Expert Pool	Support user-defined expert types and experts of each type.
	Allow to assign different types of experts to different tender activities.
Supplier Preselection	Allow to define preselection criteria, score suppliers and pre-select qualified suppliers.
Tender Preparation	Allow to upload and approve tender documents online.
Tender Issuing	Allow to issue tender documents to suppliers via 8thManage supplier website, emails, express and hand delivery.
Question & Answer	Support the Mgmt of fairness and transparency of Q&A information between the tenderer and suppliers.
Supplier Response	Allow suppliers to respond and submit their bidding materials online in a control manner. (Require SUS license)
Document Encryption	The documents submitted by suppliers are automatically encrypted and cannot be viewed and downloaded by unauthorized users.
Evaluation	Support to pre-define different tender evaluation criteria and auto scoring and ranking of suppliers according to the evaluation criteria.
Auction	Support to launch an auction to select the most suitable suppliers.

Final Selection	Support to submit the bid-winning supplier and submit for approval.
	Support to send the result emails to notify the suppliers who participated.
<b>Inventory Mgmt</b>	
Warehouse Mgmt	Support warehouse location, storage type, partition and space definition.
	Support product inventory quantity, balance and outstanding requests for each item by warehouse.
	Support entering/exiting warehouse by warehouse location, storage type, partition and size (space).
Inventory Mgmt	Support different kinds of auto inventory adjustments including inventory increment or decrement by PO and manual adjustments. The system will record all the changes in real-time and provide instant updating of the inventory info.
	Support request from inventory, receive from inventory and return to inventory Mgmt.
Stock Transfer	Support pre-defined stock transfer strategy (e.g., FIFO), transfer request and transfer approval.
Stock Check	Support stock check mgmt.
<b>Reporting &amp; Alerts</b>	
Standard Reports	Provide all kinds of real-time reports for product, expense, supplier, etc.
Real-time alert	Allow user-defined alert rules and auto sending of alert messages for reminding, notification and escalation.
<b>Org Chart &amp; Control</b>	
Org. Chart/Users/Roles Mgmt	Support to define enterprise org chart, client org chart and supplier org chart.
	Support to manage different titles of the internal users and their corresponding enterprises levels; approval rights can be assigned according to different enterprises levels.
	Allow login and non-login external users associated with different suppliers.
	Role-based access control -- separate general privileges, specific role rights to access to certain functions and specific data rights to access certain data.
Policy and Rule Mgmt	Allow user-settings of different policies and rules for different business processes and events.
	Provide audit trail to track for the changes of policies and rules, including time, users, original value and new value.
<b>User Interface Personalization</b>	
User Selected & Defined Specific Fields/Pages	Allow each user to select different fields and subpages for each major screen.
	Allow each user to define new fields of different types (e.g., text, numbers, date, money, system objects) in each major screens to capture of new info.
	Allow each user to embed user-defined fields in search criteria and display user-defined field values in each system object's listing page.
User-defined Menus	Allow each user to define major menus and the sub-menus within each major menu to be shown.
	Allow each user to define her "Attention" dashboards and the real-time display components to be used on each dashboard.
	Allow each user to define her default language, default page for each major menu and commonly used navigation flows.

e-Auction Feature List	
Feature	Description
<b>Supplier Mgmt</b>	
Info Mgmt	Support to record basic info of suppliers, such as region, industry, type, grade, product, status, etc.
	Support to record communications with suppliers.
	Support self-defined fields on the supplier page.
On-boarding Approval	Support self-defined appraisal criteria for supplier on-boarding .
	Support self-defined workflows for supplier on-boarding approval.
Performance Appraisal	Support performance appraisal for suppliers.
	Allow to score supplier performance and submit for approval.
	Support supplier classification by grade.
	Support to check the supplier blacklist.
	Support flexible definition of questionnaire content.
Risk identification	Support to connect TianYanCha business search platform to access suppliers' credit information.
<b>Auction Mgmt</b>	
Auction Type	Support forward auctions and reverse auctions.
Info Mgmt	Allow to record key info of actions including product name, specification, and applied quantity.
	Allow to upload detailed documents required by auctions.
Settings	Allow to set start time and end time of auctions.
	Allow to set whether to allow supplier response after deadline.
	Support to disallow bidders to enter higher/lower prices than their previous prices.
	Allow to set the lowest quote decline.
	Allow to set the fields visible to bidders including best price, brand, model, benchmark unit price, ranking, other bidders' quotation, etc.
Supplier Invitation	Allow to auto screen and invite suitable suppliers to quote.
Online Bidding	Allow suppliers to bid online (which requires to buy SUS licenses).
Auction Analysis	Allow to exclude suppliers that do not meet requirements.
	Allow auto ranking by unit price or total price.
	Allow to auto judge the deviation between the current quote and the benchmark price.
Multiple Auctions	Support multiple rounds of auctions.
Quote Approval	Support quote approval and self-defined approval processes.
Quotation	Support to generate supplier quotations.
<b>Product Mgmt</b>	
Info Mgmt	Able to store and maintain product info such as product name and product ID.
Product Price	Add user-defined fields in the product basic info page.
	Support product info access privilege control.
	Auto summary of product unit cost, total cost etc.
Admittance Approval	Support product admittance approval flow.

**8** can provide best combination of standard products & redevelopment services for enterprise management and over 500 corporations in Asia are using our following modules on-premises or SaaS:

**8 CRM** : Corporate Client CRM and Consumer CRM

**8 Service** : Service Management

**8 SRM** : Supplier Management, e-Procurement and e-Tender

**8 PPM** : Project and Portfolio Management

**8 New Way** : Visual Agile and Lean

**8 Timesheet** : Resource Time and Cost Management

**8 EDMS** : Electronic Document Management System

**8 OA** : Office Automation

**8 HCM** : Human Capital Management

**8 All-in-one** : Enterprise Full Automation