Attachment 1a: IUCN e-Tendering Portal - Terms of Reference

As an international association of governmental and non-governmental members with headquarters in Switzerland, IUCN is a not-for-profit organisation but not subject to national or international public sector procurement rules and regulations. IUCN’s work is largely donor-funded and as such is regularly audited and requires robust, transparent and auditable procurement procedures and practices.

IUCN Secretariat consists of just under 1,000 staff in over 50 offices globally. In addition to HQ, there are 11 Regional and Outposted Offices¹ that act, to a greater or lesser extent, as hubs and administrative centres. Nonetheless, the procurement function is largely decentralised with most procurement activities carried out at the project level by operational or administrative staff without significant procurement specialisation.

IUCN is looking for an e-Tendering Portal to provide an easy-to-use electronic system for the end-to-end process of selecting contractors and awarding contracts for consultancies, goods and services.

The e-Tendering Portal will ensure that the process and approvals are compliant without the end-user having to be specifically trained in that process, thus significantly reducing the effort required to achieve best value for money and ensure policy compliance, monitoring and reporting, and audit trail.

The e-Tendering Portal will also provide a secure repository for confidential procurement documents, particularly the bids received from interested suppliers.

IUCN’s annual third-party spend is roughly CHF 33,000,000. The main spend categories are consultants (CHF 13m), travel (CHF 8m), office rent, maintenance and facilities (CHF 3m) and printing & publications (CHF 1.5m). The vast majority of purchases is low value (45% of total spend is on contracts below CHF 25,000). IUCN runs some 30 procurement above CHF 100,000 a year. Numbers of procurements below CHF 100,000 are currently not centrally captured. IUCN has approximately 700 potential buyers/end-users and 80 budget holders/approvers.

1. **Impose choice of procedure through information provided (such that the user does not need to know the rules for selecting the procedure)**

To create an envelope, the solution must request specific data from the Purchaser, which will automatically determine the correct procurement procedure according to the following decision tree:

---

¹ Asia (Bangkok, Thailand), Eastern Europe and Central Asia (Belgrade, Serbia), Eastern and Southern Africa (Nairobi, Kenya), Europe (Brussels, Belgium), Mediterranean (Malaga, Spain), Mexico, Central America and the Caribbean (San José, Costa Rica), Oceania (Suva, Fiji), West and Central Africa (Dakar, Senegal), Western Asia (Amman, Jordan), South America (Quito, Ecuador), US (Washington DC, USA)

eProcurement Portal – Terms of Reference v1
It should ideally be possible for (Regional) super-users to lower the threshold for Direct Purchases (globally: CHF 25,000), and to allow for variations in the approval rules for particular regions or countries.

2. **Implement the various procedures end-to-end, including approvals, either as standard or (preferably) through IUCN configuration**

   a. Competitive:
      i. Open
      ii. Invitation
      iii. 3 quotes
   b. Non-competitive:
      i. Single tender
      ii. Direct purchasing

   See Attachment 1b: Process Steps for details of each procedure.

3. **Procedure for approvals of contract amendments and extensions [desirable]**

   The solution should process contract amendments and extensions in accordance with the process outlined in Attachment 1b: Process Steps.

4. **Procedure for approvals of other contracts [desirable]**

   The solution should allow uploading of draft agreements that are not related to the procurement process and process their review and approvals. Such agreements include:
   - Non-project-related donor contracts
   - Memoranda of Understanding
   - Host Country Agreements
   - Non-Disclosure Agreements
   - Donor Framework Agreements
- Lease Agreements
- Collaboration Agreements
- Letters of Intent
- Partnership Agreements
- Data sharing Agreements
- Teaming/Pre-binding Agreements
- Data protection Agreements
- Hosting Agreements
- Licensing Agreements
- Settlement Agreements

5. **Integration of IUCN templates**

The solution must allow uploading of IUCN templates such as ToRs, Declarations and contracts in .doc or .pdf format by Super-users for use by Purchasers and Bidders (download, complete, re-upload to a particular envelope). The templates are classified according to the process and process steps.

6. **Allow future amendments to procedures and templates [desirable]**

The solution should provide an easy process for amending/re-customising the procurement procedures, preferably by IUCN super-users, including uploading amended templates.

7. **User-friendliness and language support**

The solution must be user-friendly and require only minimal training for Purchasers, Approvers and Bidders.

The solution will ideally be available in IUCN’s three official languages: English, French and Spanish. English is essential; the other two languages are desirable.

8. **User manual and training of super-users and focal points**

The solution must be accompanied by a User Manual and training for a small number of Super-Users and Focal Points (Purchasers). End-user training can be provided by IUCN in-house if there is a significant cost impact.

9. **Support**

The provider must include ongoing technical support, including fixing any bugs and analysing customer problems and incidents. The SLAs should be defined and monitored.

10. **Management of user profiles**

The solution must allow various levels of access permissions for users. Specifically the following:

   a. **Super-users** – full read-only access to all completed procurements including metadata; full view, edit, delete access to ongoing procurements and user profiles; rights to edit/reconfigure procedures and templates
   
   b. **[Desirable] Regional Super-users** – as Super-users, but restricted to their Region
   
   c. **Purchasers** – set up and manage envelopes, select parameters; full view of ongoing and completed own procurements; edit own procurements before publication; read-only access after publication; read-only access to awarded scores
   
   d. **Evaluators** – read-only access to specific envelope (published RfP, evaluation criteria, and submitted proposals after submission deadline); enter and edit own scores until evaluation is finalised.
The solution should offer a simple process for nominating alternate users, for example in order to grant access to an ongoing procurement envelope to an alternate Purchaser during the original Purchaser’s absence.

11. **Data security & GDPR compliance**

The solution must store all relevant data securely and in accordance with GDPR.

12. **Date storage, Backup and Restore**

IUCN data must be kept for 10 years after contract end to ensure proper financial auditing in line with Swiss law. IUCN data must be backed up at reasonable intervals and backups kept for a reasonable amount of time in order to ensure the integrity of the process. Data should normally be backed up at least once a day, but IUCN is willing to consider reasonable proposals should there be a significant cost implication. Restore of the solution in the event of a major failure should be no longer than 5 working days.

13. **Integration with Active Directory for user access [desirable]**

The solution should be able to authenticate against IUCN Active Directory. Every IUCN staff member should have Purchaser access.

Evaluators and Approvers will be appointed for each procurement through the system by the Purchaser.

[Desirable:] Recognition of Delegation of Authority for the purpose of approvals from existing IUCN systems. IUCN has approximately 70 M-grades (DoA up to CHF 50,000) and currently 8 D-grades (DoA up to CHF 500,000).

14. **Data extraction / integration with potential EDMS**

The solution must allow all data to be extractable in a usable format (e.g. in order to analyse, audit or migrate to another system).

The solution must be able to integrate fully with a potential EDMS that IUCN is currently exploring such that relevant data and documents (a) can be exported to the EDMS as part of the regular procurement process and/or (b) can be stored in and retrieved directly from the EDMS. The relevant metadata should be retained.

15. **Legacy data migration [desirable]**

The solution should facilitate the inward migration of active contracts and approval confirmation at the time the solution is implemented.

16. **Auditing**

The solution must allow reliable audit trails that include the times, dates and identities for:

a. any new data entries or edits in the system (e.g. uploading of ToR, setting evaluation criteria),
b. issuing (publish or sending) of procurement documents,
c. correspondence with (potential) bidders,
d. opening of proposals

The system should have the ability to export the above-mentioned data for the purposes of audit checks by auditors.

17. **Contract Management [desirable]**

Contract Management and Supplier Relationship Management are out of scope. However, the solution should extract key contract data – specifically supplier name, total contract value, start date and end date, deadlines for key deliverables and payments due – and alert purchasers at key dates.