



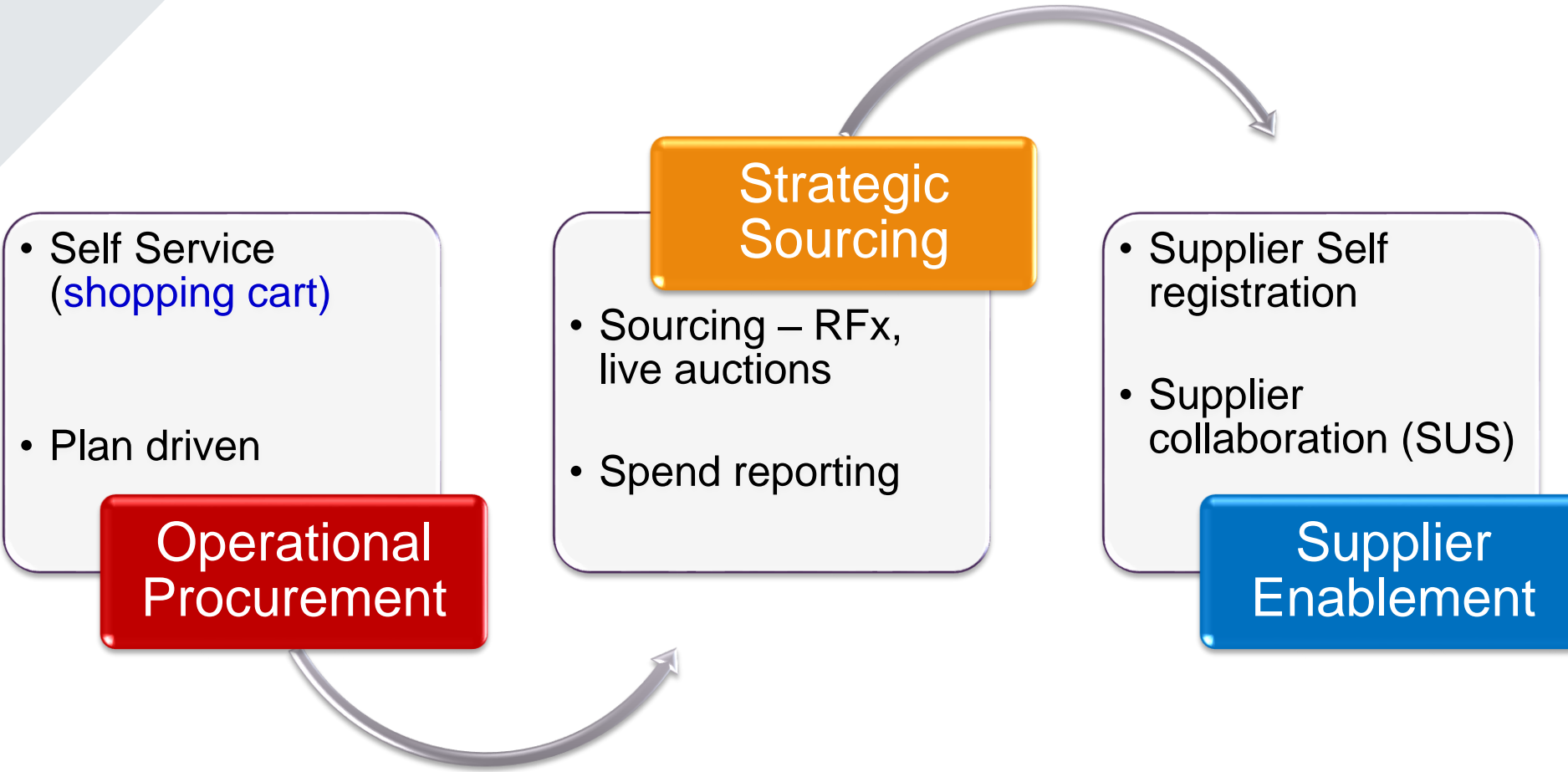
# **SUPPLIER AWARENESS**

**Date: 28<sup>th</sup> – 29<sup>th</sup> March 2018**

## SRM Project

- The Government of Kenya issued an Executive Order #6 which expects all Government agencies to implement e-Procurement Systems for transparency, accountability & efficiency
- For KenGen SAP Supplier Relationship Management (SRM) was identified as the best fit considering our needs:
  - PPA compliance
  - Integration to existing ERP
- The overall objectives of the SRM implementation are:
  - Provide e-Procurement solution to streamline the Procurement-to-Pay process
  - Enforce and strengthen supplier relationships

# SRM core processes



# Where we are



Where We Are

Purchase of hard copy tender documents

Manual submission of bids

Telephone, email and physical enquiries over payments

Printing of hard copy Purchase Orders

Manual submission of invoices



# Pain Points



- Suppliers incur costs purchasing hardcopies of tenders
- Time and travel costs when collecting and dropping off tender documents
- Manual supplier registration
- Lack of feedback and timely notifications on bidding process
- Misplaced documents
- Lost time in answering supplier calls and responding to e-mails

## What is Supplier Self Service Portal?

- ❑ Supplier Self Service is a web based online portal that allows suppliers to transact with KenGen
- ❑ A supplier portal allows suppliers to be self-sufficient
- ❑ It saves the time it takes to answer phone inquiries and to manually key in data



# Key Benefits



Improved transparency, traceability and visibility

Shortened procurement lifecycle

Improved supplier communication – accurate and real time updates

Reduced costs such as call charges, emails, travel costs, printing costs.

Ability to log into the system anytime, any day, anywhere



## What is Expected to be Different?

- Supplier Registration
- Bidding Process
- Collaboration
- Supplier Qualification





# Supplier Registration

- New suppliers will register themselves online through the KenGen SRM portal
- The following information will be mandatory for registration
  - Company Name
  - Language
  - Company Address
  - Phone number
  - E-Mail address (**should be domain registered**)
  - Contact Person Details
  - Product category
- It is only through registration that the suppliers will be able to access and participate in advertised bids

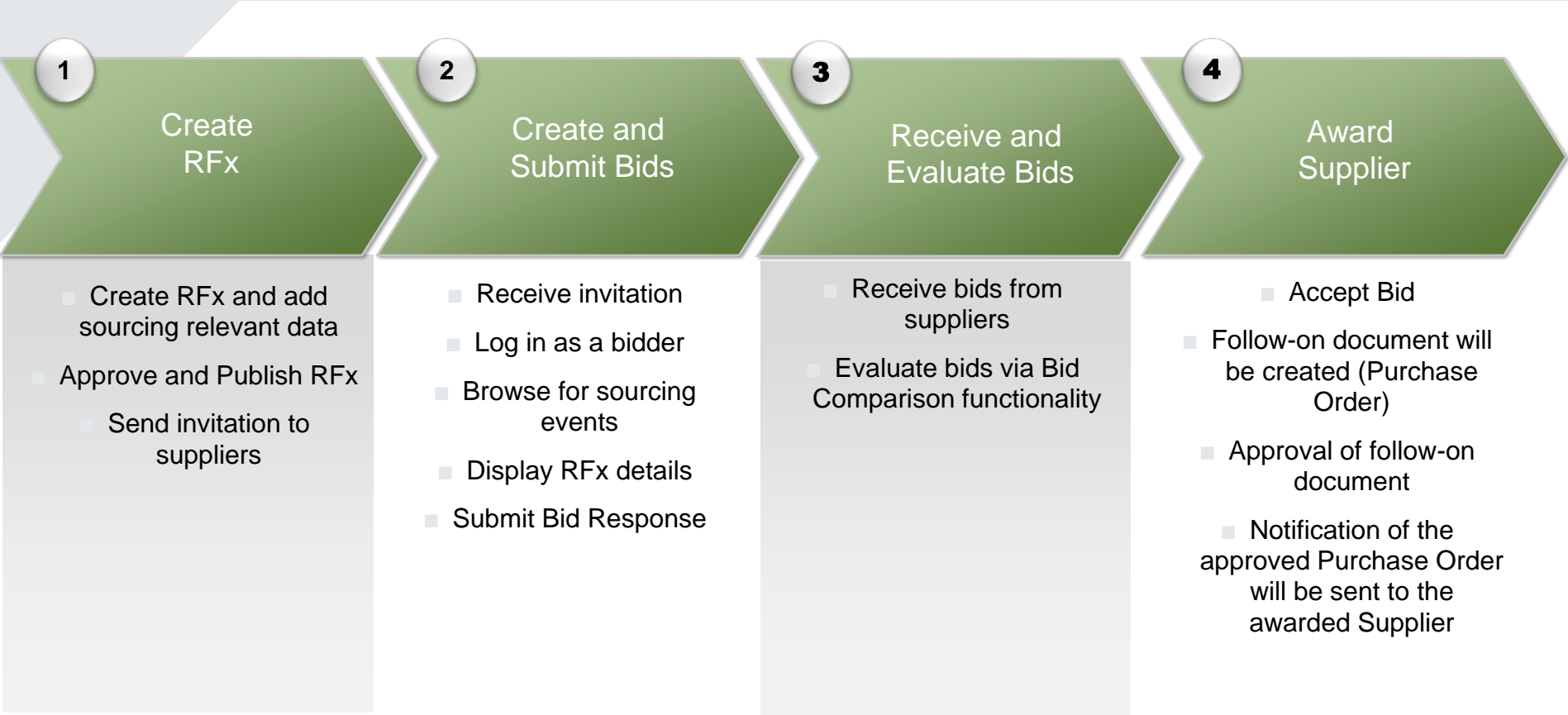


# Bidding Process

- KenGen will publish the available Bids on SRM
- The **Registered** suppliers will be able to view these bids and respond to them from Supplier portal
- Bid opening will also be done online and the bids displayed to the bidders present in the room
- After evaluation, the results will be communicated to the successful and unsuccessful bidders via e-mail



# RFX Processing and Awarding - Process Steps



## Collaboration (1/2)

- After the award, KenGen and Suppliers will collaborate on the system
- The awarded supplier will acknowledge the Purchase order sent
- An Advance shipping note (ASN) is prepared by the supplier and delivers the goods
- KenGen inspects the goods and if accepted, a Goods Received Note (GRN) is prepared
- The supplier tracks status of the process so as to know when to prepare an invoice
- KenGen receives the invoice online and makes payment

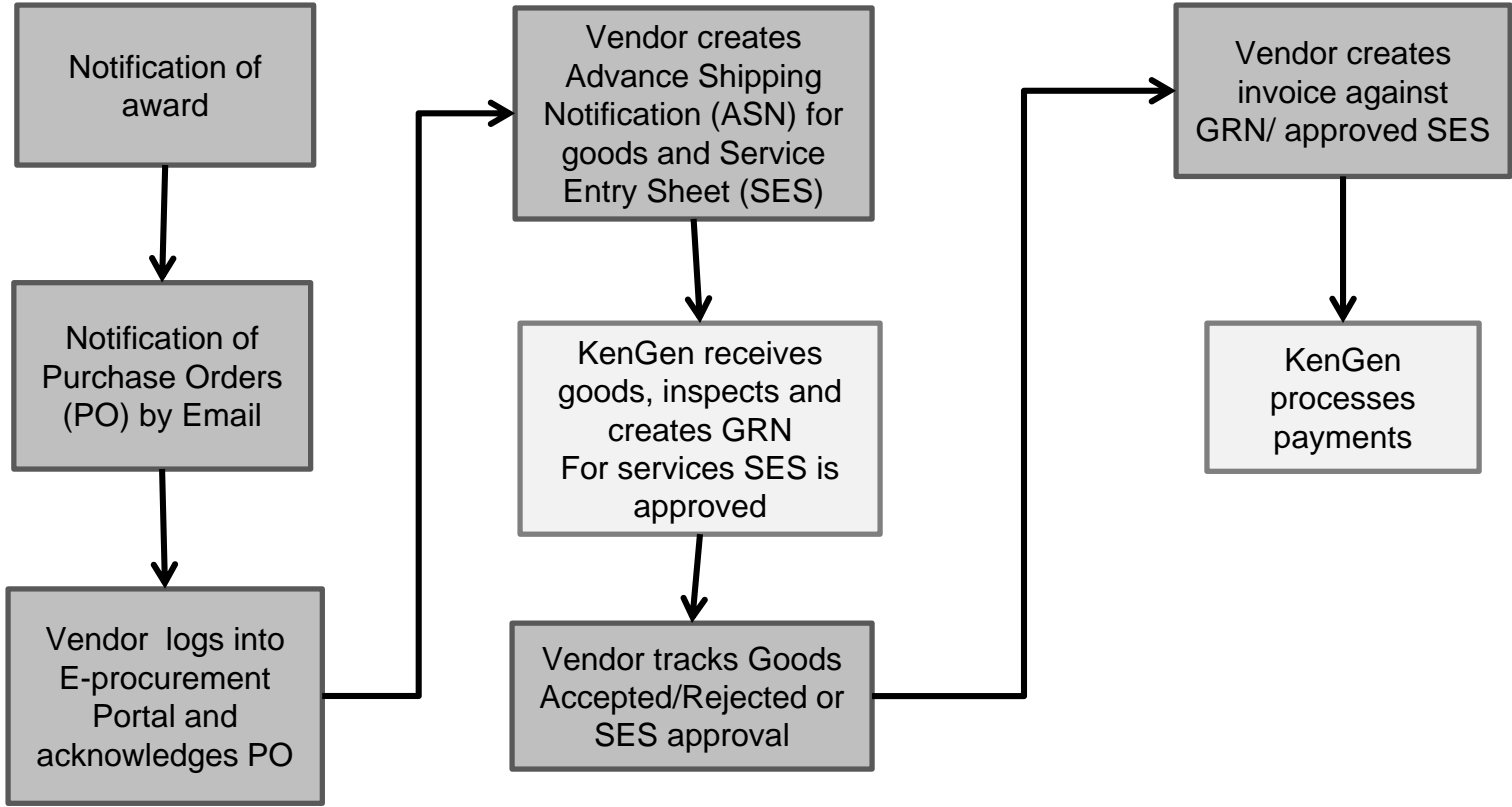


## Collaboration (2/2)

- For **Services**, the supplier will create a Service Entry Sheet (SES) and forward to KenGen for approval
- On approval, the SES initiated by the supplier will be updated to enable submission of an invoice for payment



# Vendor Order Collaboration Process



# Change Impact Analysis – Supplier Registration

Key Changes	Benefits	Actions Required
<ul style="list-style-type: none"> <li>Suppliers will no longer submit paper documents to Supply Chain for registration.</li> <li>Suppliers will be responsible for registering online via the portal.</li> <li>Suppliers must provide a company domain email address (email addresses using public domains such as gmail, yahoo etc. will not be permitted)</li> <li>Supplier must provide a contact person and their contact information</li> <li>They will be required to scan and upload the required documents</li> <li>Using their portal credentials, manage update of their company data and contact person details</li> </ul>	<ul style="list-style-type: none"> <li>Errors in supplier registration will be minimized as suppliers will now be responsible for entering own data in SRM</li> <li>Suppliers do not have to come to KenGen for registration anymore, this will leave room for Supply Chain Officers to focus on strategic procurement activities</li> <li>The time wasted in requesting for documents from suppliers and correcting errors will be saved as suppliers will be responsible for uploading their own data</li> <li>Cost savings due to the discontinuation of the use of the Supplier Master forms</li> <li>Minimal paper work as most information would be stored and made available in the system</li> <li>Reduction of manual intervention and more supplier enablement to create own contact details</li> <li>Details of suppliers would be captured online in the system and stored for future references</li> <li>Manual approval cycle minimized as approvals would be built into the system</li> </ul>	<ul style="list-style-type: none"> <li>Awareness and training for suppliers</li> <li>Obtain the information required to registration</li> <li>Supplier information must be kept current</li> </ul>

# Change Impact Analysis – Sourcing

Key Changes	Benefits	Actions Required
<ul style="list-style-type: none"> <li>• RFX (Requests for Quotations, Proposals, Open tenders, EOI, Auctions) will be published in SRM and suppliers will access the RFX via the supplier self service (SUS) portal.</li> <li>• Online registration of new bidders will be possible via portal to enable them to submit bid responses</li> <li>• Submission of bids/Quotes will be online</li> <li>• Tender Opening will be online where the Bid Floor Admin will initiate the opening process and openers will log in simultaneously</li> <li>• Technical and Price Opening minutes will be generated from the system</li> <li>• Evaluation Committee will access technical and price bid responses online and their Evaluation report uploaded</li> <li>• The system will automatically carry out a price comparison of the bid responses and rank supplier prices</li> <li>• Successful bid responses will be accepted in the system</li> </ul>	<ul style="list-style-type: none"> <li>• Specifications of requested materials will be entered by user departments thereby eliminating the incidence of erroneous entry by the procurement officers and saving the authority the loss due to wastage of unusable materials</li> <li>• All request will be sent via workflow to the head of department automatically, it will be impossible for subordinates to sneak requests to the tendering office without their approval</li> <li>• Users will be able to source for the best priced and most current materials via the online catalogue on the portal</li> <li>• It will be impossible to remove important documents from the bids as such bids will now be submitted electronically via the portal. This will ensure that the authority will procure from the most qualified bidder</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness and training for suppliers</li> </ul>





# Change Impact Analysis – Collaboration

Key Changes	Benefits	Actions Required
<ul style="list-style-type: none"><li>• Suppliers will no longer be given hardcopies of the Purchase Order (PO)</li><li>• The Purchase Order will be available on the portal</li><li>• The suppliers will no longer be required to make calls, send emails or visit KenGen offices to confirm the status of the delivery</li><li>• Suppliers will be able to initiate an Advance Shipping Notification (ASN) online via the portal.</li><li>• Suppliers will be able to track when to invoice by viewing progress on the portal</li></ul>	<ul style="list-style-type: none"><li>• Improved reporting will ensure that the status of the POs are easily tracked to minimize the incidence of expired POs</li><li>• POs/Invoices will be automatically sent to Vendors via the portal. Delays in the delivery of POs/Invoices or loss of the same will be avoided</li><li>• Cost savings in paper and printing cartridge due to discontinuation of hardcopy printing of POs and time spent in dispatching paper documents</li><li>• It will be impossible to attempt to defraud by recycling POs as paper POs will no longer be issued</li><li>• Advanced Shipping Notification will enable KenGen prepare of deliveries in transit; improving efficiency in the procurement process</li><li>• Procure to Pay cycle reduced due to online transactions between suppliers and KenGen</li></ul>	<ul style="list-style-type: none"><li>• Awareness and training for suppliers</li></ul>

# Supplier Self Service (SUS)



# What's NEXT

A stylized lightbulb icon with a yellow glow and a blue outline, positioned to the right of the text 'What's NEXT'.

Supplier  
Training

**23<sup>rd</sup> – 27<sup>th</sup> April  
2018**

Bring own  
laptops

Go-live

**30<sup>th</sup> April 2018**

Post Go live  
support

Helpdesk  
Supplier kiosks



QUESTION!

# Frequently asked questions

## **Q: Will I need to invest in IT equipment to access the portal?**

A: Vendors will only need access to a computer with an internet connection to access the Web-based portal. Suppliers will however require a **domain email address**

## **Q: How do I know that my data is secure?**

A: Data submitted through the portal is secured and delivered in an encrypted form. This ensures that online data remains secure and confidential.

## **Q: How can I tell that the site is secure?**

A: Users will see a padlock icon in the browser address bar. Users will also see https:// in the address bar

## **Q: Once I submit my documents can I make any changes**

A: Yes, as long as the submission deadline has not been reached

## **Q: Once I submit my documents, can my bid details be seen?**

No bid details can be accessed before the opening date/time is reached