

Fully Managed Service - eRFx & eAuction Event

Let Scanmarket help you execute eRFIs, eRFPs, eRFQs and e-auctions. Our services are designed to provide you with the right combination of expertise, resources, and training.

Fully Managed eRFx Service Includes:

01 Project kick-off

Conduct a kick-off call to set the scope, scale, duration, timing, deliverables, service level, roles & responsibilities, reviewing project requirements and relevant experience.

02 Data review

Review all documents for completeness and identify any suspected of containing incumbent supplier names or other intellectual property for review by the customer.

03 Timeline

Draft a timeline for the project in collaboration with the customer. The timeline will be included when the eRFx event is sent to suppliers.

04 Project overview text

Project overview text: Draft a short project overview text in collaboration with the customer. The text will be included when the eRFx event is sent to suppliers.

05 Questionnaire design

Assistance in designing the questionnaire that suppliers will be required to respond to, as part of the eRFx event. Scanmarket can provide templates based on the customer's previous events or similar projects. Assistance in selecting a scoring approach if required by the customer.

06 Bid list design

Assistance in designing the bid list that suppliers will be required to respond to as part of the eRFx event. Scanmarket can provide templates based on the customer's previous events, however it is the customer's responsibility to provide the main structure and design for the bid list.

07 eRFx event creation

Create the event and include payment/delivery terms, questions to suppliers, requirements and items and a complete set of supporting commercial and technical documents.

08 Supplier and stakeholder accounts

Create any required supplier and stakeholder accounts based on Excel files provided by the customer and add them to the event.

09 eRFx event testing

Set-up a test event and invite the customer lead as a supplier and as a stakeholder, allowing them to see both sides of the event. Call the customer and walk through the set-up and determine whether the event is configured correctly and ready for launch. Make any required changes and once completed the customer lead will approve.

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10 eRFx event launch

Launch the event by sending emails with access details to suppliers and stakeholders. Confirm with the Customer when completed.

11 Customer training

Ensure the customer and stakeholders have received correct access details for the event by calling/emailing them, and check they are able to log in to the tool and navigate to the correct screens.

12 Proactive supplier event management

Ensure suppliers have received email reminders for the event support on any technical issues. Monitor activity and proactively address any potential issues, including emails/messages to suppliers that have not logged into the event. Up to 3 emails/messages are sent per supplier.

13 Supplier troubleshooting

Provide a central point of contact during the event for any supplier questions, which includes technical and technology navigation questions.

14 Q&A coordination

Ensure all supplier questions sent via the messaging tool are responded to or forwarded to relevant customer stakeholders. When the customer provides a response, Scanmarket ensures this is sent to the relevant suppliers using the messaging tool. The communication can be handled ad-hoc or following a defined Q&A process and timeline.

15 Event reporting

Provide the customer with final reporting incl. side-by-side analysis of supplier status, responses, commercials and scoring. It is the customer's responsibility to evaluate the information.

16 Shortlist suppliers to eAuction

If required by the customer, Scanmarket can transfer shortlisted suppliers from the eRFx event into a draft eAuction event. Potential eRFx bids and scoring/factoring can also be transferred to the draft eAuction. It is the customer's responsibility to provide the data for this task.

17 Project wrap-up

At the conclusion of the project, conduct a project wrap-up discussion with the customer to review the final reporting and debrief the customer on the outcome. Close any open issues and confirm that scoped deliverables have been completed.

Fully Managed eAuction Service Includes:

01 Project kick-off

Conduct a kick-off call to set the scope, scale, duration, timing, deliverables, service level, roles & responsibilities, reviewing project requirements and relevant experience.

02 Data review

Review all documents for completeness and identify any suspected of containing incumbent supplier names or other intellectual property for review by the customer.

03 Project planning

Create and maintain a project plan to assist communication among team members and keep all parties up to date.

04 Timeline

Draft a timeline for the project in collaboration with the customer. The timeline will be included when the eAuction event is sent to suppliers.

05 Project overview text

Draft a short project overview text in collaboration with the customer. The text will be included when the eAuction event is sent to suppliers.

06 Auction Strategy

Provide guidance and advice on auction rules and strategy based on category, spend, number of suppliers, competitive environment, and goals.

07 Data collection

If Scanmarket has managed the eRFx process for this project, data collection is mainly handled by pulling information over from the eRFx event. If Scanmarket has not managed the eRFx process, it is the responsibility of the customer to provide the main structure for designing the eAuction.

08 Auction creation

Create the auction in line with the agreed strategy and include payment/delivery terms, requirements and items and a complete set of supporting commercial and technical documents.

09 Supplier and stakeholder accounts

Create any required supplier and stakeholder accounts based on Excel files provided by the customer and add them to the event.

10 Auction testing

Set-up a test auction and invite the customer lead as a supplier and as a stakeholder, allowing them to see both sides of the auction. Call the customer and walk through the auction set-up and determine whether the event is configured correctly and ready for the event day. Make any required changes and once completed the customer lead will approve.

11 Customer training

Ensure the customer and stakeholders have received correct access details for the event by calling/emailing them, and check they are able to log in to the tool and navigate to the correct screens.

12 Supplier coordination

Ensure suppliers have received email reminders for the auction day and support on any technical issues. Proactively communicate with suppliers and assist with timelines, requirements etc.

13 Auction-specific supplier training

Provide auction specific training to suppliers in advance of the live event covering access to the auction documentation; navigating the site and key supplier activities for bidding. Set up a test auction, calling up the supplier at a pre-agreed time and going through the auction set-up. Confirm that the suppliers can navigate the site, submit multiple rounds of bids, utilize the messaging feature, and ensure all functionalities are thoroughly tested.

14 Supplier troubleshooting

Provide a central point of contact during the event for any supplier questions, which includes technical and technology navigation questions.

15 Surrogate bidding services

Provide suppliers with the option of telephone bidding by proxy as the surrogate bidder. This may be required at short notice in case of any technical issues during a live event.

16 Auction administration & monitoring

Provide proactive event administration, including removing suppliers, removing bids, changing auction strategy and settings mid-event if necessary.

17 Project wrap-up

At the conclusion of the project, conduct a project wrap-up discussion with the customer to review the final reporting and debrief the customer on the outcome. Close any open issues and confirm that scoped deliverables have been completed.

500+ Customers Chose Scanmarket!

