SUPPLIER
SUMMIT

**USAID Global Health
Supply Chain Program
Supplier Summit**
February 21-23, 2017

SUPPLIER SUMMIT | USAID Global Health Supply Chain Program

HOW TO WIN BUSINESS/INHIBITORS TO DOING BUSINESS

For Existing Suppliers

BUSINESS WITH GHSC-PSM: PICK ONE ANSWER FOR EACH OF THE FOLLOWING QUESTIONS

1. How could GHSC-PSM work better?

   – Defining technical requirements in tender documents

   – Establishing clear communication channels

   – Explaining ARTMIS/LMIS

2. What is the most frustrating part of the GHSC-PSM process?

   – RFX evaluation and notification of award lead times

   – Shipment pickups

   – Payment

   – Quality Assurance

3. What improvement would be most helpful?

   – Forecasting

   – Regular meetings (or calls)

   – Trainings

SMALL GROUP WORK

INHIBITORS TO DOING BUSINESS WITH GHSC-PSM

- Each table assigned a topic

  - Communication line

  - ARTMIS/LMIS

  - Pickups and payments

  - Evaluation of RFX timelines and QA

  - Forecasting and quantification data

  - Other: Vendor suggested 1

  - Other: Vendor suggested 2

- Identify problems and proposed solutions

REPORT OUT FROM SMALL GROUP WORK

Recap one problem and proposed solution on each flip chart

POLL RESULTS

Question 1: How could GHSC-PSM work better?

https://api.cvent.com/polling/v1/api/polls/sp-mu7t9g

Question 2: What is the most frustrating part of the GHSC-PSM process?

https://api.cvent.com/polling/v1/api/polls/sp-v9mmhy

Question 3: What improvement would be most helpful?

https://api.cvent.com/polling/v1/api/polls/sp99ev25

GHSC-PSM PERSPECTIVE

COMMUNICATION LINES

Who Speaks to Me from **GHSC-PSM?**
Confusing communication channels; clarity is required.
- Sourcing team (execute tenders and IDIQs)
- Fulfillment team (issue purchase orders through ARTMIS; QA coordination as required)
- Delivery/Return team (organize freight and shipping)
- Finance team (process invoice payment)

With Whom Do I Speak?
- Single focal point within GHSC-PSM departments
- Escalation to Supplier Management team
- Field office versus HQ (what is TLP?)

Task	Contact Person	Email Address	Tel Number	Location (Country)
Request for Quotation				
Purchase Orders				
PO Approver (s)				
Shipping Docs Approver (s)				
Shipping Procedures				
Accounts / Payments				
Freight Forwarders				

ARTMIS – ALL THE FUN

Key to GHSC-PSM Operations

ERP

LMIS: Supplier portal used to:
- Receive order notification
- Update production and delivery schedule
- Submit key documentation
- Book freight
- Submit invoices (new feature!)

Enterprise Resource Planning (ERP)

Emptoris: Supplier portal used to:
- Source events (IDIQs and spot tenders)
- Provide notification of RFX results
- Obtain e-signatures for subcontracts

QUESTIONS:
psmmishelpdesk@ghsc-psm.org

RESOURCES

- Supplier reference material can be found on the Chemonics website: http://www.chemonics.com/our-procurements/pages/ghsc-psm-sourcing-events-reference-materials.aspx

- For technical issues with the system (login credentials, errors, etc.), please contact our helpdesk: psmmishelpdesk@ghsc-psm.org

- For training-related issues, or to schedule a training, please email artmis@ghsc-psm.org

- For invoicing and payment inquiries, please email PSMInvoices@ghsc-psm.org

WHAT ELSE IS GHSC-PSM WORKING ON?

- Forecasting and quantification for additional commodities

- Production allocation for key commodities: IDIQs

- Additional reporting capacity and access to vendor scorecards

- Online training toolkits and resources

- 24-hour helpdesk

QUESTIONS:

- jsjarvis@ghsc-psm.org (HIV/AIDS)

- atammariello@ghsc-psm.org (Malaria)

- sahsan@ghsc-psm.org (Reproductive Health)

GHSC-PSM EVALUATION CRITERIA
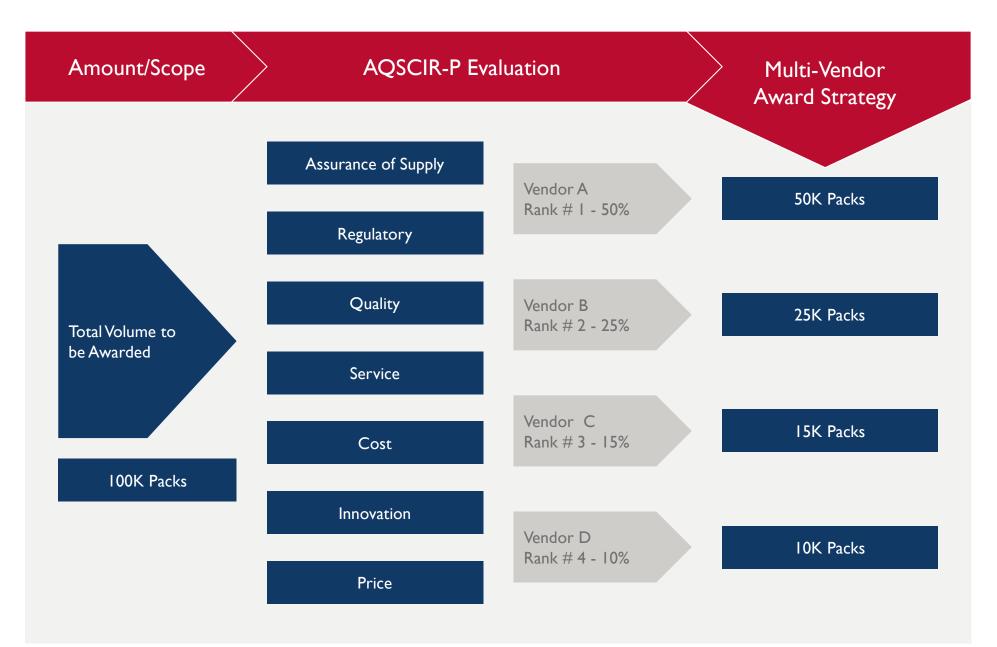
EVALUATION CRITERIA (AQSCIR-P)

Assurance of Supply	• Production capacity • Quantity in stock (when required) • Past performance	
Regulatory	• Administrative requirements • Registration in country	Criteria and % Weights are Tailored to the Commodity and/or Product and Specific Sourcing Strategy
Quality	• QA requirements (USFDA, WHO, GHSC-QA) • Shelf life • Stability studies/climatic zone standards	
Service	• Lead time (stock, fresh production) • Customer service • Product Identification	
Cost	• Specific/Unique label language • Unique Distribution requirements	
Innovation	• Serialization • Packaging optimization • New/improved products	
Price	• FCA unit price	

EXAMPLES

BEST VALUE AWARD STRATEGY TO ACHIEVE DESIRED MARKET OUTCOME

GHSC-PSM APPROACH FOR MULTI -VENDOR AWARDS

Amount/Scope	AQSCIR-P Evaluation	Multi-Vendor Award Strategy

Amount/Scope

Total Volume to be Awarded

100K Packs

AQSCIR-P Evaluation

- Assurance of Supply
- Regulatory
- Quality
- Service
- Cost
- Innovation
- Price

Vendor A
Rank # 1 - 50%

Vendor B
Rank # 2 - 25%

Vendor C
Rank # 3 - 15%

Vendor D
Rank # 4 - 10%

Multi-Vendor Award Strategy

50K Packs

25K Packs

15K Packs

10K Packs

SCORECARD

QUARTERLY EVALUATIONS BY TASK ORDER

- Tiered approach to evaluation

- All suppliers with LTAs, IDIQs, BPAs

- All USAID-approved wholesalers

- All suppliers that represent a significant spend

- Information will be shared with suppliers to remedy any performance issues

SCORECARD METRICS

Product Quality	**40%**	- Percentage of POs with and out of specification
Order Fulfillment	**30%**	- Were the goods supplied in the right quantities? - Were the goods made available on time?
Invoicing	**10%**	- Were the goods invoiced correctly?
Service	**10%**	- Are the suppliers responsive to communications? - Ease of doing business? - Does the supplier offer after-sales service or in-country support (i.e., lab supplies, vehicles)?
Innovation	**10%**	- Is the supplier innovative in its supply chain and/or business processes?

OVERALL EVALUATION CLASSIFICATION

Title	Icon	Result Min	Result Max
Excellent	🟢	95%	100%
Good	🟡	90%	95%
Fair	🟠	85%	90%
Poor	🔴	0%	85%

WHAT'S NEXT?

THE WAY FORWARD

- Solutions

- Next Steps

- Whom to Contact

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The USAID Global Health Supply Chain-Procurement and Supply Management project provides commodity procurement and logistics services, strengthens supply chain systems, and promotes commodity security. We support USAID programs and Presidential Initiatives in Africa, Asia, Latin America, and the Caribbean, focusing on HIV/AIDS, malaria, and population and reproductive health commodities.