ARCUS
Supplier Management Platform

ARCUS e-RFx and e-Auction

System Specifications and Functionality

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ARCUS Platform

What follows are main points of the broad functionality of the ARCUS platform. The system will meet or exceed the features listed here.

Platform - General

Feature	Where used
Web based - Software as a Service	Available to devices running supported browsers with current internet connection.
Private website	Each customer has their own site
Flexible licensing • Usage Volume	Modules can be acquired or utilised in a flexible manner for a projected usage Rate.
24 x 7 Global availability	Access system any time anywhere in the world from a standard browser.
Platform hardware and software specifically for e-sourcing	Dynamic scaling and optimisation of ARCUS infrastructure.
User selectable time zone	Allows users and suppliers to select their preferred time zone. A buyer in Melbourne may set the close time of an event at 4.00pm and a supplier in Auckland will see that close time as 6.00pm. If a supplier is travelling, they can easily change the time zone to their current locale. The e-Sourcing system time zone is independent of the PC time zone. A Company Administrator for a multinational organisation will see all events with start and finish times converted to their preferred time zone.

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System Security - General

Feature	Where used

System Access & Physical
 	
• ISO27001 Certified
• Role based security
  ◦ Supplier (can only see their own information)
  ◦ Buyer (the e-RFX creator)
  ◦ Company Participant (stakeholders, evaluators)
  ◦ Super User (Category team leader)
  ◦ Company Admin (Access all areas, add, remove users).
• Managed passwords
• Secure hosting
	• Confidentiality of supplier responses and bids.
	• Unlike e-mail attachments, confidential data cannot be intercepted and read.
	• Enhanced data security through strictly controlled physical access to servers and network infrastructure (ARCUS and hosting centre ISO27001).
	• Team structure to allow grouping of Buyers by category, by country etc.
	• Event administrators required to 'invite' Company Participants to view, edit or score the e-RFX/e-Negotiation as required.
	• System generated user IDs and passwords
	• 3 logon attempts then denial and automatic new password generation.
	• Password expiry, Password strength, password policy all configurable.
	• Passwords encrypted at rest.
	• Multiple access levels, examples include:
	  ◦ Administrator
	  ◦ Superuser (team leader)
	  ◦ Buyer
	  ◦ Buying organisation spectator
	  ◦ Supplier

Locked Tenders • No early visibility of responses • Multiple keyholders • Full audit trail	e-Tenders can be set as 'Locked', emulating the conditions of a physical tender box. Access to supplier response is not possible until the tender has closed and all key-holders have 'unlocked' the tender. Comprehensive audit log records important actions.
Data in transit	• SSL encryption AES 128 bit key and 1024 bit public key (as banking applications)
System Reliability • System redundancy • Daily back-ups	• High System availability because of multiple duplicated physical components including Internet links, power, network devices, servers. • Full redundancy and failover • Core software platform 14 years mature.

e-RFX

Building an e-RFX

Feature	Where used / Value
Ease of Use • Consistent graphical layout	A platform designed for intuitive ease of use for suppliers (No training required) and e-RFX creators with minimal training.
e-RFX Stages • Potential • Published – Future • Published – Live • Closed – For Review • Closed – Historic	For ease of management, e-RFX move from stage to stage in a defined process. From Potential – the e-RFX development area, through to Historic, the permanent archive. No matter what stage an e-RFX is in, they are always accessible and never lost.
e-RFX Templates • Full e-RFX or • Section by Section	Capacity to develop and use e-RFX templates to save time and improve tender/clause compliance through the single source template library. Allow control of template section ownership to the appropriate division eg legal, sustainability, health and safety. Insert sections into new e-RFx from previous e-RFx.
Sections	Allow e-RFX to be divided up into logical sections Allow appropriate access control to restrict to: view only, edit and/or score on a section by section basis. Gateway sections prevent suppliers from progressing unless they answer ‘yes’ to all gateway questions. This saves time for suppliers and reviewers by addressing ‘show stopper’ questions up front.

Question and Answer Types • Instruction • Title • Single Line Text Box • Multi Line Text Box • Yes/No • Option • Multi Choice • Drop Down Selector • Table • Large Table • Date • Multi Answer • Numeric Field • Quote • Embedded Document	Many different question types for e-RFX creators to choose from, enabling high flexibility in e-RFX design. Questions restrict suppliers to select an answer or to a text box with a limited number of characters, reducing reviewers workload by forcing respondents to be economical and targeted with words. Questions can be mandatory. Respondents cannot submit their tender until all mandatory questions have been answered. This leads to a higher level of fully completed tenders and reduces chasing answers after the tender has closed.
Parent – Child Questions • Yes/No • Option • Multi Choice • Drop Down Selector	Parent – Child questions provide a dynamic tender structure whereby certain questions are only asked under certain conditions. This effectively customises the tender 'on the fly' and minimises the load for suppliers and reviewers. A child question is one that is only displayed if the supplier answers its parent question in a certain way. For example a 'Yes/No' parent question of 'Do you agree with these terms and conditions?' will accept 'Yes' but if a 'No' is entered will present one or more new questions such as 'You answered 'No' to the above question. Please document your objections'.
Question Editing • Multiple Fonts, Sizes, Colours • Highlighters • Spell Checker • Cut & Paste • Character Counter	Allow e-RFX creators to format their questions for clarity and ease of reading. Highlighters commonly used during collaborative e-RFX construction to draw attention to passages that require review by colleagues.
Document Attachments Any file type – Word, Excel, PDF, ZIP, JPG etc. Options: • Supplier to Download • Supplier to Attach • Download and Attach	e-RFX flexibility is maximised by the ability to attach documents to any question. Document attachments can be made mandatory. For example 'Attach proof of your Professional Indemnity insurance policy' will not allow submission of the tender until the document is attached. This leads to more complete and compliant submissions.

Publishing an e-RFX

Feature	Where used / Value
Status • Percentage Complete • Live auto score	The Status page lists all participating suppliers and shows the percentage of mandatory questions that have been completed by each supplier. Live auto scoring means that an early indication of supplier suitability is available.
Messaging	The inbuilt messaging system stores all supplier questions and buyer responses within the e-RFX. All communications relating to the e-RFX is in one place and is permanently available as part of the archive.
Live Updating	Should it become necessary to modify or add a question, this can be done while the e-RFX is live. A message can then be sent to advise all suppliers of the change. All tenders are immediately updated to the current version and avoids suppliers answering the wrong question. A record of the change is stored in the audit log.
Supplier View • Percentage Complete • Remaining Questions • Highlighted Mandatories • Messaging • Spell Checker • Cut and Paste • Character Counter	The system is designed to make it as intuitive and easy to use as possible for suppliers. No training is required. Suppliers always know how much is remaining for them to complete. The character counter is an important tool to keep suppliers aware of how much space is left for their answer. By restricting the largest text answer fields to 2,000 characters (about half an A4 page) suppliers are constrained to being precise with their answers. This puts the responsibility on the supplier to answer succinctly rather than on the reviewer to distil the answer. If more space is required (for an environmental policy for example) the can be attached as a document.

e-RFx Evaluation and Scoring

Feature	Where used / Value
Side by Side Scoring • Section Weighting • Question Max Scores • Auto Scoring • Weighted Results	The immediate availability of a formatted report of every question with every supplier's response, side by side. Ability to auto score Yes/No, Option and Multi Choice questions Reviewers can manually score text based answers using drop down score selectors for each question. Reviewers can be restricted to scoring certain sections only, for example to cut the assessment workload.
Scorers Commentary	As scorers undertake their scoring, they can enter a comment associated with each score awarded for later review by a scoring moderation panel.
Reporting • Comparison Reports • Scorers Commentary • Scoring Setup • Questionnaire	A series of reports are available to aid in the setup of e-RFx and the subsequent analysis of submissions. Comparison Reports provide flexible side by side reporting of all supplier responses and scoring. The report is available online and can be exported to MS Excel for further analysis. Drill down to suppliers by scorer or scorers by supplier are also available. The Scorers Commentary report will provide all comments by all scorers for all questions for all selected suppliers. Available online, printable and exportable to Excel, PDF, Word or CSV. The Scoring Setup report shows how the section weightings and question scores have been set up. It also shows the question type and any parent child relationship. This report is particularly useful for gaining consensus on the scoring regime. Available online, printable and exportable to Excel, PDF, Word or CSV. The Questionnaire report produces an exportable or printable version of the e-RFx that reflects the formatting of the online version and is useful for stakeholder approval prior to the publication of the e-RFx. Available online, printable and exportable to Excel, PDF, Word or CSV.

ARCUS e-RFx System - System Limits

The ARCUS e-RFx system has certain maximum limits per e-RFx. These limits are in place to ensure reliable operation.

Whichever comes first:

1. Maximum number of registered suppliers: 200 per e-RFX
2. Maximum Saved Documents: 1,000 per e-RFx
3. Maximum uploadable Documents per supplier: 50 per e-RFx
4. Maximum number of Items: 100 per eRFX
5. Maximum number of Questions per e-RFx: 1,000
6. Maximum accumulated storage limit: Starter Pack 10GB, Standard Subscription 40GB

Detailed Explanation of ARCUS e-RFx Limits

1. **Maximum number of registered suppliers: 200 per e-RFX**
   The maximum number of registered suppliers is the number of suppliers (respondents) that are registered for an e-RFx, not the number of suppliers that submit a response. Typically, the number of suppliers that submit a response will 20% to 50% lower than the number of suppliers that are registered for an e-RFx.

2. **Maximum Saveable Documents: 1,000 per e-RFx**
   The maximum number of saveable documents per e-RFx is calculated as the number of downloable documents plus the number of registered suppliers multiplied by the total number of uploadable documents. The total number of uploadable documents includes all documents that are associated with child questions and multiple Items. As an example, if an e-RFx has 10 downloadable documents, 30 registered suppliers and 5 uploadable documents per supplier, the calculated number of documents for this e-RFx is 10+(30 x 5) = 160 documents.

3. **Maximum uploadable Documents per supplier: 50 per e-RFx**
   The total number of uploadable documents includes all documents that are associated with child questions and multiple Items.

4. **Maximum number of Items configured: 100 per eRFX**
   The maximum number of Items configured. This includes Items that may or may not be completed by suppliers.

5. **Maximum number of Questions per e-RFx: 1,000**
   This is to total number of questions including all Item questions and child questions. This is calculated by adding the total number of questions in the main Questionnaire to the total number of questions in all Items. For clarity, each question number is counted as a question. This includes 'Instruction' question types. For example, if the main questionnaire has 150 questions and there are 25 Items with 20 questions each, the total number of questions is calculate as 150 + (25 x 20) = 650 questions.

Maximum accumulated storage limit: Starter Pack 10GB, Standard Subscription 40GB
Over time, as the number of Historic e-RFx increases, the storage space required increases in line. As long as Historic e-RFx remain on the system, they are treated in the same way as live e-RFx. This includes secure offsite backups and all other security requirements. Removal of older historic e-RFx can help avoid reaching these limits.

e-Auction e-Negotiation

Note: The term e-Negotiation, e-auction or reverse auction are used interchangeably in the section below.

e-Negotiation feature specification

Configuration Options
e-Negotiation/Auction types: • Reverse English Positional • Reverse English Price • Reverse English New Leading Bid Only • Reverse English Leading / Not Leading • Reverse English Multi Auction (Each line item is an independent auction) • Reverse Dutch • Reverse Japanese Extension types: • Manual extensions • Auto extensions on new leading bid • Auto extensions on top x positions • Auto extensions on all positions • Sealed bid period • Duration of all periods fully adjustable Selectable currency Automatic time zone management Contract documentation location within auction tool Baskets • Multiple items per lot • Individual bid decrements per item • Individual positions per line item (eg 1st, 2nd, 3rd) • Each item can be an independent auction • Buy unit • Bid unit • Multiplier • Minimum total basket decrement • Auction ceiling price or individual item ceiling price • Reserve price Supplier configuration • Fixed amount weighting per supplier • Percentage of bid weighting per supplier • Combination of fixed and percentage weighting • Hidden or exposed weightings • Individual ceiling prices • Live entry of opening bids • Pre-entry of opening bids

Buyer Facilities
Auction setup Buyer set up Supplier set up Spectator set up E-mail suppliers from within auction tool (invites) Visibility of logged in status of suppliers Bid chart Bid analysis Bid history Bid status Disable supplier during auction Remove bid during auction Manually extend auction Live supplier messaging during auction Permanent record of historical auctions Post auction report
Supplier facilities
Designed with simplicity in mind Secure login List of live and future auctions Auction set up details Basket and item details Contract documentation Instant messaging from buyer Instant messaging to buyer (if enabled) Fixed decrement bid buttons (set during auction set up) 2 stage bid commitment Status (bid, position, time remaining, auction stage) Suppliers identities are not revealed to each other Number of suppliers is not revealed Emergency bid on behalf of suppliers Automated practice auctions: • Replicates each scheduled live auction • Available 24 x 7 - Bid against computer 30 day auction history
Probity
All bids and bid times recorded All messages recorded Auction set up recorded Auction results and bid chart recorded No ability to alter records Printable, e-mailable auction report available immediately All suppliers have the same information instantly