

OpenText™ RFX Center

Automated bid management delivers efficiency, transparency, and compliance

Organizations worldwide are facing ever-shrinking budgets and increasingly complex requirements for conducting efficient, auditable procurements – demanding they do more with fewer resources while continuing to adhere to stringent policy and regulatory requirements.

Corporate procurements can take many forms, from simple sole-source agreements to publicly advertised, competitive Requests for Proposals. In every case, however, it is critical for organizations to allocate resources wisely and efficiently, in order to maximize the return on their investment. In addition, Procurement and Finance professionals are increasingly tasked with ensuring that procurements are conducted openly and in compliance with internal or external regulations. Unfortunately, most organizations are still stuck conducting procurements manually, offline, and with little to no transparency – leading to inefficiency, wasted time and money, and the potential for policy or even regulatory violations.

OpenText RFX Center is a solution targeted at automating and improving the efficiency of bid management – creating, advertising, distributing, evaluating, and awarding opportunities. It enables organizations to streamline their competitive procurement processes, monitor spend, manage vendors, and automate the flow and capture of procurement information at the enterprise level. Automating the workflows used in competitive procurements, including RFPs, RFQs, RFIs, and framework agreements, RFX Center facilitates the efficient flow of work, while also enabling the capture of key performance indicators and process metrics. The powerful analytical capabilities within RFX Center provide decision makers and management with real-time visibility into procurement operations and enable sound strategic decisions.

Procurement Best Practices - Efficiency, Fairness and Auditability

There is a well-accepted set of steps involved in executing different types of competitive and sole source procurements. These best practices provide a framework for circulating opportunities amongst potential vendors, soliciting proposals, evaluating responses, and negotiating and awarding contracts.

BENEFITS SUMMARY

- Automate RFP, RFQ, RFI, Framework, and sole source processes
- Leverage configurable procurement policies based on industry best practices
- Enforce regulatory compliance via procurement process automation, standardization and audit trails
- Manage procurement documents in secure centralized content repository
- Empower business users to rapidly configure workflows and business rules with intuitive, easy to use interface - no coding required
- Improve efficiencies and integrity for all vendor and buyer interactions using a single, central portal - no more emailing documents
- Take advantage of powerful Analytics capabilities that provide deep insight into procurement performance
- Ensure fairness to vendors with increased internal auditability, visibility, and accountability
- Increase transparency through audit history and tracking of all procurement actions, documents, and artifacts

RFX Center provides a pre-packaged web application for creating, advertising, competing, and awarding solicitations using these best practices. It is the role of procurement professionals to deliver value to the whole organization, and automating these processes is a significant first step in improving the efficiency of procurement operations. Out of the box, RFX Center provides templates for several solicitation types: RFP, RFI, RFQ, sole source and preferred vendor agreements (framework agreements).

Process automation ensures that tasks are delivered and completed efficiently, with procurement team users receiving immediate notification of any pending tasks that must be completed to move a procurement forward.

In addition to automating the process, the RFX Center process-driven framework enables procurement organizations to ensure that all procurements comply with policy standards and adhere to audit requirements. Policies and regulatory standards often require that procurement organizations be able to prove that procurements are completed in a very specific way, ensuring all potential vendors are considered and given a fair chance to win the organization's business, as well as increasing the probability that the organization derives the maximum value from its spend. The process automation capabilities of OpenText AppWorks, on which OpenText RFX Center is built, ensure that procurements are done according to policy and business rules – every time – and a complete audit trail is kept of every action taken.

Extensible, Customizable Framework Works the Way You Do

RFX Center provides a set of pre-packaged processes, roles, forms, and reports for automating competitive and sole-source procurements. These prepared elements comprise the common core elements of the procurement best practices mentioned above. Each procurement is guided through several phases, appropriate to the type of the solicitation being managed. Within each phase, appropriate tasks are assigned to actors to capture the information needed to facilitate communication with vendors and proceed through awardee selection and negotiation.

OpenText AppWorks provides a unique degree of flexibility and extensibility when compared to COTS procurement solutions. This means the out of the box processes that guide each procurement can be quickly and easily configured to fit an organization's specific needs, policies, and practices -- no coding required. The platform provides a powerful business rules engine and rule modeling tool, allowing business users to dynamically change the way the processes operate by changing rules for things like required approvals and spending thresholds.

Procurement professionals, non-procurement staff, and the vendor community can all use RFX Center with no training required.

Vendor Management

Large organizations often interact with hundreds or thousands of vendors and partners. Mining organizational memory to identify the best vendor(s) to fulfill a particular buy can be time-consuming -- if not impossible. Intelligent tools are needed to keep track of vendors' capabilities, as well as how well they have performed in the past.

RFX Center provides a unique set of tools to address Vendor Management. To help ensure all relevant vendors are included in an evaluation, vendors are aligned properly with purchases, and past vendor performance can be taken into account when executing new procurements.

Each vendor is associated with a set of capabilities and a complete audit and rating of past performance is tracked and maintained. Making this data searchable allows users to quickly and easily identify potential long-list vendors (or a single qualified vendor for sole source), ensuring that future tenders are targeted to the vendors most likely to provide maximum value for spend.

FEATURES SUMMARY

Internal users- procurement & business stakeholders

- *Plan, create, manage bids*
- *Receive vendor bids via portal*
- *Create and manage proposal teams*
- *Securely manage communication with bidders and team*
- *View and score vendor bids*
- *Automated proposal task and deadline management*
- *Dashboards and reports for current and prior bids*

External users- vendors / suppliers

- *Register to bid*
- *Submit and maintain proposal docs*
- *Maintain company profile*
- *Communicate with buyer via portal (no email)*

Powerful Analytics Provide Insight into Procurement Performance

Companies are beginning to realize that using insights gained from historical data - big data and analytics - is crucial to gaining competitive advantage.

OpenText AppWorks provides powerful Process Intelligence capabilities via the integrated OpenText Analytics platform, marrying business data, process metrics, and key performance indicators to generate actionable intelligence. Management and executives gain real-time insight into all procurement activities and historical data to greatly enhance their ability to make strategic decisions. Analytics also provide organizations with cross-departmental visibility into spend – critical information for managers and executives.

Mobile and Social Features Improve Information Flow

With a mobile experience that provides the same functionality as on the desktop, vendors can engage with your business from any device, and busy decision makers have targeted information pushed to them in real time, anywhere.

Within each bid process, social features facilitate communication between procurement team members and vendors. In addition to providing a real-time stream of updates on procurement status and activity, creating an open flow of communication within the context of an RFX process is essential to setting strategy, developing procurement documents, providing clarifications to vendors, negotiating contract terms, and post-award performance monitoring. Most importantly, since all communication is managed within RFX Center instead of through emails, it becomes part of the permanent audit trail of the RFX lifecycle.

Cloud Deployment Accelerates ROI

With organizations increasingly moving their IT infrastructure and applications to the cloud for increased time to value and agility, supporting multiple deployment options is a must when choosing any new software. OpenText AppWorks, upon which RFX Center is built, allows organizations to deliver solutions on-premise, in a virtualized environment, in the cloud, or in a hybrid cloud. Moreover, by using AppWorks' unique service-based architecture, integration with any existing or legacy application, like CRM, contract management, or financial system, is greatly simplified regardless of location. Existing AppWorks customers can deploy RFX Center to their environments with just a few clicks.

OpenText RFX Center

RFX Center provides process automation, auditability, and collaboration. It provides built-in procurement best practices and gives customers valuable insight into the effectiveness of their spend. It automates the planning, advertisement, competition, evaluation, and award of solicitations through a centralized web portal.

RFX Center brings the running of solicitations online – centralizing collaboration and removing out-of-band emailing of procurement information. It automates and optimizes bid management, while providing deep insight into procurement and supplier performance.

It does this by:

- Codifying and automating best practices for running public, competitive RFP, RFQ, RFI processes
- Providing complete audit trails for accountability and protest mitigation
- Providing analytics to give cross-departmental visibility into spend for managers and executives
- Leverage OpenText™ Content Server for collaboration, records management; OpenText™ Contract Center for post-award contract creation and monitoring

OpenText AppWorks customers observed a 15% increase in business productivity by Year 3 through increased automation and transparency. ROI payback was 12-13 months.

WHAT IS THE FORRESTER TOTAL ECONOMIC IMPACT™ OF OPENTEXT CONTENT SUITE?

The Business Process Platform

OpenText RFX Center is built on top of the market-leading OpenText AppWorks digital process automation platform, which enables organizations to tackle their most pressing and complex process automation and case management challenges from a single platform. AppWorks delivers many capabilities to RFX Center, including

- **Digital Process Automation (DPA)** – to manage end-to-end processes across systems and applications efficiently and effectively covering integration-centric and human-centric workflows.
- **Dynamic Case Management** – to empower knowledge workers to achieve business outcomes and goals for cases or work units that combine structured data and unstructured information.
- **Process Intelligence and Analytics** – to drive smarter decisions with advanced dashboards, reporting and analytics resulting in increased visibility into processes.
- **Master Data Management** – to manage critical business data within a uniform, single source platform.
- **Business Rules Management** – to automate actions with seamless integration of rules into business processes and business objects during modeling and design time.

Further, the power of AppWorks provides ease of integration with SAP®, as well as an industry leading ECM solution, OpenText Content Server.

Enterprise Content Management

RFX Center includes a license for OpenText Content Server, a market leader in enterprise content management. This enables organizations to leverage its rich capabilities for records management, search, access control, audit trails, and collaboration to manage all procurement records. Ensure compliance with regulatory requirements for records retention, security, privacy, and information integrity through the most comprehensive information governance program, powered by Content Server.

“OpenText AppWorks reduces operational costs and increases information management and business productivity.”

THE TOTAL ECONOMIC IMPACT™
OF OPENTEXT – COST SAVINGS
AND BUSINESS BENEFITS ENABLED
BY OPENTEXT APPWORKS