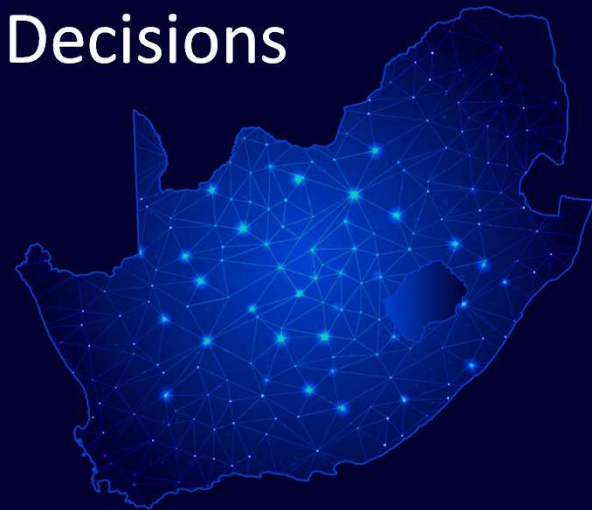


CIGFARO ICT
Governance
Workshop

Procurement
Automation to Enable
Data-Driven Decisions





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Procurement in Dual Focus: The Bidder and the Buyer

Procurement from the Frontlines: Competing in the Bid Arena

As an active participant in public sector tenders, we bring firsthand experience navigating the competitive procurement landscape.

Our team is well-versed in interpreting bid specifications, aligning proposals with client needs, and delivering compelling value propositions.

This perspective has sharpened our understanding of compliance, responsiveness, and the importance of transparency in procurement processes.

It also keeps us attuned to evolving industry standards and buyer expectations—insights we carry into every engagement.



Driving Value from Within: Our Approach to Strategic Sourcing

On the other side of the table, we manage our own procurement of goods and services with a focus on efficiency, accountability, and long-term value.

Our internal procurement strategy emphasizes supplier diversity, cost-effectiveness, and alignment with organizational goals.

We apply rigorous evaluation criteria, foster strong supplier relationships, and leverage data to inform purchasing decisions.

This dual role not only enhances our operational agility but also deepens our appreciation for the challenges and opportunities faced by both buyers and suppliers.

Standard Bank as the Bidder



Bid Participation

Business and Commercial Banking SA prepares up to **100 bids** annually in response to RFPs issued by public entities, including those within the local government sphere. However, in the past year, **less than 5%** of these submissions were facilitated through digital platforms.

Limited Digital Adoption

Digitization primarily observed in the higher education environment using PurcoSA. Limited use observed through submission via e-mail or CSD portal.

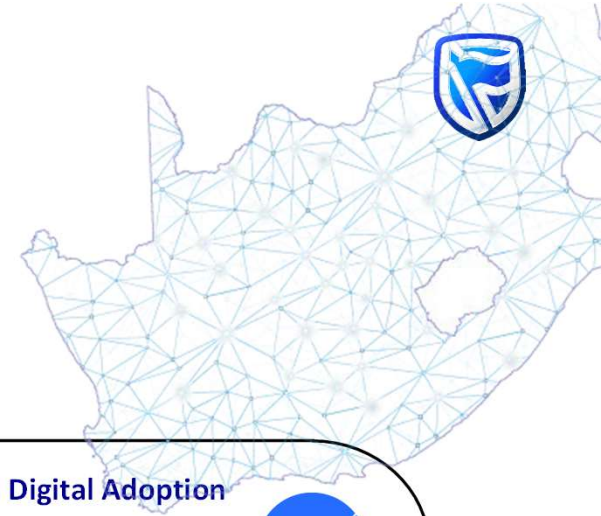


Observations

Digital submissions cut preparation time, reduce stationery and courier costs, and improve resource use—leading to more accurate, higher-quality bids. They also enhance transparency and reduce errors, though initial challenges like platform navigation and file size limits may arise.



A digital journey
awaits





Digital Procurement Transformation: Why Start Now?

Digital transformation isn't about replacing people—it's about empowering them. It's about working smarter, not harder. Taking the first steps, learning as you go, and shaping a future where procurement is faster, fairer, and more transparent for everyone we serve.

Key Benefits

- **Faster Processes:** Reduced bid preparation time, quicker evaluations, and faster service delivery.
- **Cost Efficiency:** Lower stationery, courier, and administrative costs.
- **Improved Accuracy:** Fewer manual errors, better compliance, and higher-quality submissions.
- **Transparency & Trust:** Clear audit trails and fairer evaluations build public and stakeholder confidence.
- **Inclusivity:** Easier access for SMEs and broader supplier participation.
- **Environmental Benefits** Lower carbon footprint
- **Job Enrichment:** Reduces repetitive admin tasks, allowing staff to focus on higher-value, strategic work.
- **Stronger Compliance:** Automated checks and audit trails help enforce procurement policies and reduce fraud.
- **Data-Driven Oversight:** Real-time reporting supports better governance, accountability, and decision-making.

Challenges to Acknowledge

- 1 **Learning Curve:** Users may need time and support to adapt to new platforms.
- 2 **Technical Barriers:** File size limits, system compatibility, and connectivity issues may arise.
- 3 **Change Resistance:** Cultural and behavioral shifts take time and leadership.

Why Start Gradually?

Build Confidence: Start with pilot projects to test, learn, and refine.
Minimize Disruption: Phased adoption allows smoother transitions.
Empower Practitioners: Involve users early to shape the process and increase buy-in.



Standard Bank as the Buyer

The Group Procurement Policy is established to provide a governance framework in line within the definition of the TPRM Policy, to ensure efficient and cost-effective procurement of products and/or services which are based on the principles of:



- **Ethical procurement** – all procurement transactions must be objective, transparent and fair. Ensure we protect the Groups reputation
 - **Value Optimisation** – procured at the ethical manner and at the best possible price to meet the needs of the Group in terms of quality, quantity, time and location.
 - **Fair and effective competition** – opportunity is given to fit and sufficient suppliers in the market
 - **Accountability, Confidentiality and Integrity** – Information received during the procurement process should be kept confidential. Individuals are accountable for ensuring that they have the right authority to sign contracts.
 - **Environment, Economic and Social Sustainability** - All procurement must be in line with sound corporate governance principles. Preferential Procurement is a key strategic objective for new and existing supplier engagements.
 - **Supplier Relationship and Risk Management** - Due diligence must be performed on suppliers before entering any engagement with them to evaluate their commitment, strength of governance and ability to deliver over the engagement period.
- The Policy adopts a **risk-based approach** with alignment to the Group’s **Third-Party Risk Management Framework**.
 - The policy shall be utilised not only to support commercial objectives but also to protect the interests and reputation of our **Future Ready Business** and Ecosystems, in its engagement with suppliers.

Public Sector



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Our Procurement Solution

Value optimisation source-to- pay solution suitable for our fit-for-purpose procurement process.



The screenshot shows the Coupa user interface. At the top, there is a navigation menu with items: Travel & Expenses, Requests, Orders, Invoices, Community, Inventory, Sourcing, Suppliers, Setup, and More... Below the menu, a blue banner displays "Good afternoon!" and a search bar with the placeholder text "What do you need? Start your search here". To the right of the search bar is a "Write a request" button. The Coupa logo is in the bottom right corner of the banner. Above the search bar, there are dropdown menus for "Forms", "Order Lists", "Catalogues", and "Content Group" (set to "All").

Procurement



Let me guide you



Log a Procurement Request



Contract Request



Call Procurement



My Travel



Submit routine commodity
Invoice less than R250 000



Submit a Supplier Invoice



Submit a Staff Claim



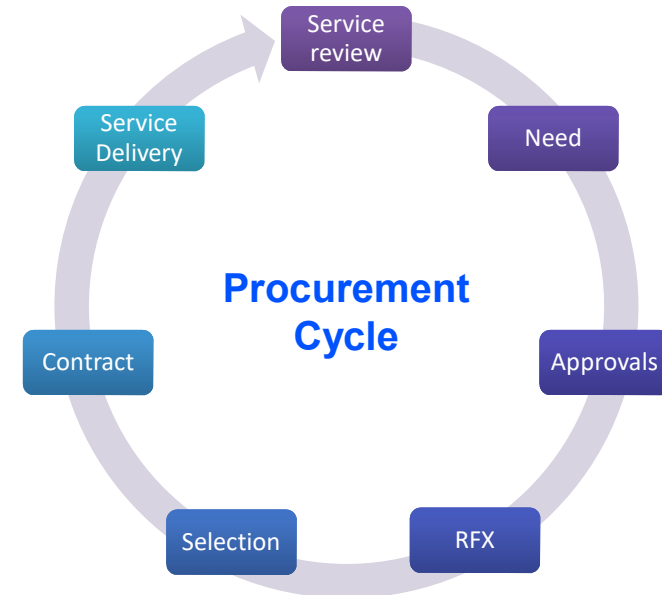
Track your requests



Going on leave? Setup a
delegate for
your approvals and/or
receipting

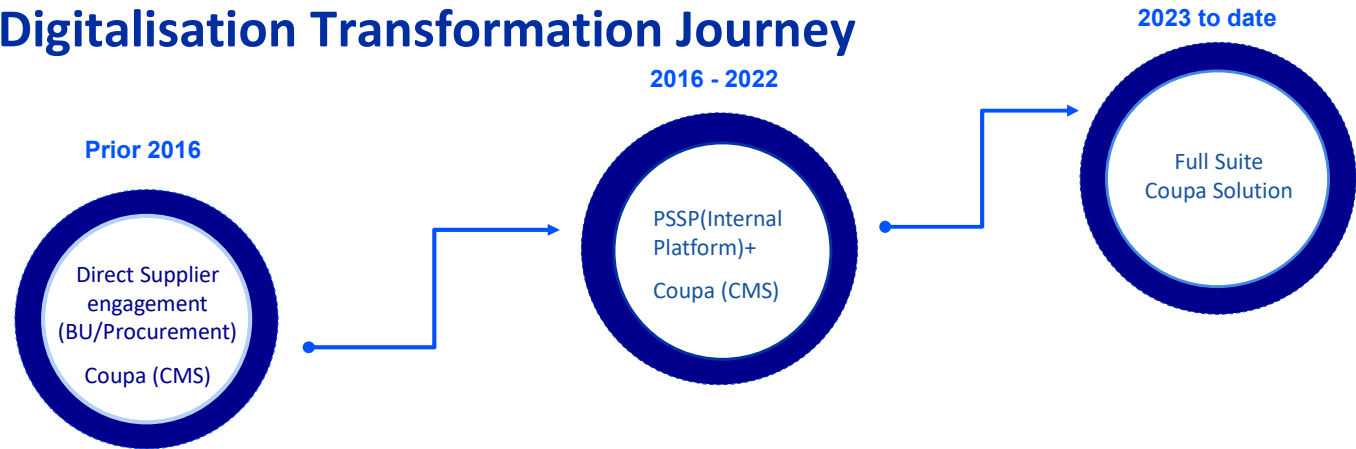


Declaration of Interest





Our Digitalisation Transformation Journey



Efficiencies unlocked from the fully digitalised procurement process :



Visibility and Transparency across the organisation

Coupa serves as a centralized repository, acting as a single source of truth for all spending activities within an organization. This includes purchase orders, invoices, expense reports, and contract terms. By consolidating all spending-related information in one central location, Coupa provides a comprehensive and holistic view of an organization's spending



Process efficiency

Coupa Software helps streamline purchasing processes, making it easier for procurement teams to manage and track orders. The platform automates approval workflows, allowing organizations to save time and improve the efficiency of their procurement processes.



Contract Management

Coupa simplifies the process of formalizing agreements by transferring award decisions and all terms to contract immediately following each sourcing event. Avoid delays, errors, and omissions by creating contracts and catalogues to start realizing the benefits of your sourcing events right away



Compliance & Risk Management

Coupa Audit Trails empower organizations to maintain adherence to policies, Delegation of Authority framework and regulations while ensuring transparency in procurement processes.



Practical Insights: What to consider when transitioning from traditional procurement to digitalized process?



Security and Data management

- Strong data security policies and frameworks
- Data migration of existing data into digital platform.

Regulatory Compliance

- Ensure that the digital platform complies with relevant laws and regulations.

Cost of Transitioning

- Conduct cost-benefit analysis of digitalisation.
- Training and Support to enable users.



Organisational Readiness

- Complexity of the organisation's operational framework
- Change management processes.

Processes re-engineering

- Integration of existing workflows into the solution.
- Standardisation of the procurement process.

Fit-for-purpose solution suitable for your organisation (RFI/Demo before fully onboarding)



**THANK
YOU**

