Arkansas Department of Finance and Administration

eProcurement To-Be Solution – Business Narratives

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1.0   Introduction

1.1   Purpose of the Business Narratives

The purpose of the Business Narratives is to present the business capabilities functionality to be provided for the eProcurement System once the future solution is fully implemented. The Business Narratives provide an overview of the State's Procurement future business model, functional requirements, and the technology alignment that will be required to achieve this future state.
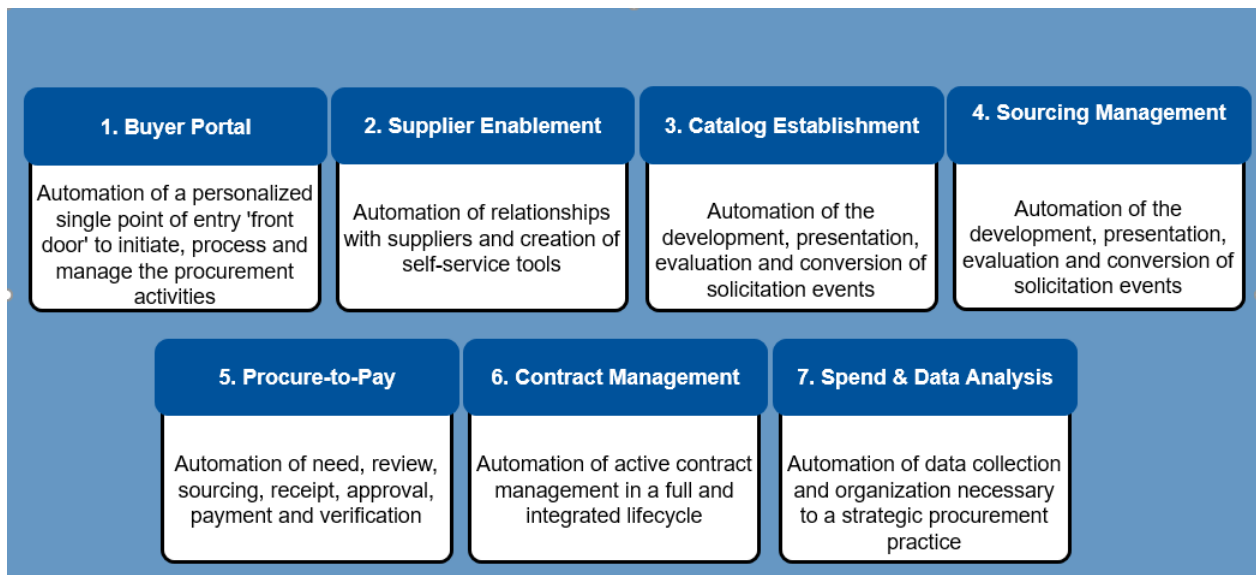
In conjunction with the functional requirements and non-functional (technical, performance and implementation) requirements the State has defined, the Business Narratives should be used to:

- Provide technology partners, internal or external, with additional understanding of the scope required to implement the Arkansas eProcurement System to allow accurate estimates of schedule and cost

- Provide Arkansas users with a common language to articulate their understanding of the System capabilities

- Allow users to discuss "what" the System needs to do and not "how" it should do it (i.e., not providing constraints for a particular design)

1.2   To-Be eProcurement Capabilities

When the future solution is fully implemented six new key capabilities and a Buyer Portal functionality will be in place to allow for efficient use of staff time and capacity management. The figure below provides an overview of these future capabilities.

Figure 1.   Future eProcurement Capabilities

1. Buyer Portal	2. Supplier Enablement	3. Catalog Establishment	4. Sourcing Management
Automation of a personalized single point of entry 'front door' to initiate, process and manage the procurement activities	Automation of relationships with suppliers and creation of self-service tools	Automation of the development, presentation, evaluation and conversion of solicitation events	Automation of the development, presentation, evaluation and conversion of solicitation events

5. Procure-to-Pay	6. Contract Management	7. Spend & Data Analysis
Automation of need, review, sourcing, receipt, approval, payment and verification	Automation of active contract management in a full and integrated lifecycle	Automation of data collection and organization necessary to a strategic procurement practice

1.3   Business Narrative Template

The table below provides a description of the template used to develop the business narratives documented in the following sections.

Table 1.   Business Narrative Template

KEY	
Primary Actor(s):	[List of system users (those who will access the system to perform a task)]
Goal / Objective:	[Clearly defined goal for the business functions]
Pre-Conditions:	[State of business prior to process function – list of information or other resources (including interfaces) required for the business function]
Trigger:	[business action that initiates or creates requirement to proceed with process]
Context:	Summary of business process steps as executed or experienced by the Actor(s)
Post-Conditions:	[business states after process function]
Alternate Path:	*Only for some narratives/scenarios [*indicates an alternate process and/or outcome for the story]
System Requirements Number(s):	*eProcurement Functional Requirements applicable to Business Narrative [Requirements No.]*

2.0   eProcurement Business Narratives

2.1   Buyer Portal Capability

2.1.1   Access and Manage Procurement Activities

Business Narrative Name:	Access and Manage Procurement Activities
Primary Actor(s):	■ Central Procurement Buyer/Analyst ■ Central Procurement Buyer/Analyst's Manager/Approver ■ State Agency Buyer ■ State Agency Buyer's Manager/Approver
Goal / Objective:	■ The Buyer Portal will be a used as the personalized single point of entry 'front door' to initiate, process and manage procurement activities within Central Procurement and State Agencies. The Buyer Portal is a user-friendly dashboard for users to personalize with critical reporting and procurement statuses. Buyers/Analysts will be able to manage solicitation documents, workflows, solicitation status, invoicing status, goods receipt status and requisition status.
Pre-Conditions:	■ System interfaces with AASIS and is configured to allow authorized users to access the Buyer Portal ■ Users are trained on the system
Trigger:	■ Actors seek information on specific procurement status, workflows, expiring contracts, team workload, etc. ■ Actors receive system-generated notification on available procurement action
Context:	■ Actors log into the eProcurement system to access the Buyer Portal and personalize dashboards ■ Actors seek vendor information, historical procurement data, spend analytics, and goods/service availability ■ Actors seek detailed information of past procurements and detailed information/status of active procurements ■ Actors take action based on system-generated notification about an individual procurement activity ■ Buyer/Analyst responds to FOIA request by emailing secure link which will provide access to requested documents – Actors need ability to access all procurement data for a contract and easily locate specific requested documents when processing a FOIA request ■ Managers/Approvers need the ability to see the age of workflows pending approval ■ Supervisors of Managers/Approvers need the ability to analyze different teams workload and performance ■ Buyer/Analyst conducts bid openings by pulling vendor responses from electronic bid lockbox
Post-Conditions:	■ Actors have located and analyzed specific procurement transaction details

	■ Actors have taken action on individual procurement in which they were notified of available procurement action ■ Managers/Approvers can quickly get status of different team's procurements ■ Buyer/Analysts able to complete competitive bid process
Alternate Path:	■ None
System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR2. Buyer Portal Requirements*

2.2 Vendor (Supplier) Enablement Capability

2.2.1 Establish Business Relationship with the State

Business Narrative Name:	Establish Business Relationship with the State
Primary Actor(s):	■ Vendor (Supplier) ■ OSP Master Data Management (MDM) Staff ■ AEDC Minority and Women Owned Business Enterprise section (MWBE) Users ■ State Agency Buyer
Goal / Objective:	■ Enables vendors to do business with the State, including establishing and maintaining an account to have access to all relevant eProcurement and Financial functionalities such as to bid on sourcing events, receive orders and contract awards, load sales reports and submit invoices electronically ■ Enables OSP MDM staff to validate account information and maintain data quality standards. ■ Enables AEDC MWBE users to maintain minority status and certification information.
Pre-Conditions:	■ Vendor is in good standing with the State to do business. ■ Interfaces exist with authoritative sources for vendor account validation such as IRS, U.S. Postal Service or similar address validation services, Arkansas tax systems, Arkansas Secretary of State and AEDC MWBE systems ■ Vendor has a method to pay for registration of account ■ Interface exists with payment processor for account registration fees
Trigger:	■ Vendor desires opportunity to do business with the State. ■ State Agency Buyer identifies a vendor with whom the agency needs to do business ■ Sourcing event (Bid solicitation) is advertised ■ Contract award is posted
Context:	■ Vendor accesses system to enter information to create a new account or maintain an existing one ■ Submitted data is validated through authoritative sources ■ OSP MDM staff reviews submitted information for data quality ■ AEDC MWBE staff updates minority status based on vetting/certification process ■ Vendor searches for information on help desk or FAQs ■ Vendor responds to sourcing event with bid/proposal and exchanges questions and answers with buyer ■ Vendor retrieves contract award and purchase orders ■ Vendor submits updated price lists/catalogs ■ Vendor communicates order statuses ■ Vendor submits sales reports ■ Vendor submits invoices ■ Vendor reviews and responds to vendor performance reports

Post-Conditions:	■ Vendor has properly maintained account in the procurement and financial system ■ Vendor receives contract awards and orders
Alternate Path:	■ None
System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR4. Supplier Enablement Requirements*

2.3 Catalog Establishment Capability

2.3.1 Setup and Manage Catalogs for Online Shopping

Business Narrative Name:	Setup and Manage Catalogs for Online Shopping
Primary Actor(s):	■ Central Procurement Buyer/Analyst ■ Central Procurement Buyer/Analyst's Manager/Approver ■ State Agency Buyer ■ State Agency Buyer's Manager/Approver ■ Vendor (Supplier) ■ Third-Party Catalog Maintenance Provider
Goal / Objective:	■ Establishes and maintains contracts and enables online shopping of Open Market goods and services ■ Provides the ability for the Central Procurement Buyer/Analyst and the Supplier to setup, manage and maintain catalogs; and, automates review and approval of catalog content before it is made available to State Agencies
Pre-Conditions:	■ Central Procurement staff, Vendor (Supplier) and Third-Party Catalog Maintenance Provider have admin level access to system with ability to execute and/or approve real-time and scheduled changes ■ System interfaces with AASIS and is configured to allow authorized users to access the Buyer Portal ■ Business rules are established for purchases from each contract ■ Key words for searches are established
Trigger:	■ New contract is released/executed ■ Changes to business rules or pricing and selection of goods and/or services

Context:	■ Actors utilize the following System functionality:
	  ❑ Internally (Central Procurement) managed catalogs: consistent process to create, maintain and load catalogs, as needed (using excel download), regardless of number of items
	  ❑ Vendor managed catalogs: create, update and loading into system (using Excel download);
	  ❑ Third-party catalogs hosted and accessed through the system that navigate user to external supplier shopping cart websites and return selections as purchase request line items (i.e., punch-out)
	  ❑ System allows for unlimited number of catalogs and unlimited number of items per catalog, including items listed at no cost, and allows for tiered pricing setup based on package size or quantities
	■ Buyers/Analyst assign funding source per line item – system allows for multiple funding sources per line item if needed
	■ Actors have the ability to access catalogs via mobile device
	■ Central Procurement staff, Vendor (Supplier) and Third-Party Catalog Maintenance Provider are required to:
	  ❑ Keep catalog selection and pricing current, accurate, and complete
	  ❑ Keep business rules for executing a purchase up-to-date

Post-Conditions:	■ State Agencies can easily locate needed goods and/or services available in the system and are provided with all information necessary to make an informed and compliant purchase
Alternate Path:	■ State Agency cannot locate specific goods and/or services in the Catalog and must search elsewhere for purchase options
System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR3. Catalog Capability Requirements*

2.4   Sourcing (BID) Management Capability

2.4.1   Competitive Bid (CB)

Business Narrative Name:	Competitive Bid (CB)
Primary Actor(s):	■ State Agency Buyer ■ State Agency Buyer's Manager/Approver ■ Vendor (Supplier)
Goal / Objective:	■ Enable automation of entire bidding process for Actors ■ CB created leveraging standard templates and libraries ■ Other key functionalities include Manager/Approver approval, public posting, vendor notification, evaluation of bids and making the award
Pre-Conditions:	■ System is configured to allow authorized users to access the Buyer Portal ■ Registered vendors will receive bid notification ■ Authorized vendor users will have the ability to submit bid response(s) in the system ■ System will interface with eMarketplace to vet request, notify eMarketplace vendors of CB submission, and give eMarketplace vendors the ability to update CB submission
Trigger:	■ State Agency needs to make a purchase for goods and/or services within the CB threshold.
Context:	■ Buyer/Analyst creates CB solicitation document in the system using CB template stored in the system ■ System has version control of documents ■ Execution may require Manager/Approver approval for various steps in the creation and distribution of the solicitation documents and throughout the award process ■ Buyer/Analyst schedules bid opening date and time ■ System notifies registered vendors of issuance of solicitation ■ Buyer/Analyst has ability to add suggested vendors not registered in the system via vendor portal ■ Vendors who have access to the system submit their bid in the system ■ System sends bid receipt confirmation and award notifications to vendors who submitted a bid ■ System compiles bids, Buyer/Analyst has the ability to add bids received outside of the system ■ System automatically tabulates bids received through the System (including eMarketplace), State Agency Buyer has the ability to manually add bids received outside of the System ■ If the awarded vendor(s) has access to the system they will receive PO/OA, submit invoice(s), and have the ability to enter shipping/order tracking information all within the system ■ Vendors who have access to the System have the ability to correspond with the Buyer/Analyst and other identified State personnel through the System

	■ State Agency reviews and approves invoice(s) and processes payment ■ System stores all procurement history (solicitation documents, including any addendums, amendments, Q&A, as well as bid responses received, bid tab, correspondence, protests history, FOIA history, etc.) for five (5) years following any resulting procurement validity end date
Post-Conditions:	■ State Agency receives goods and/or services and vendor receives payment
Alternate Path:	■ State Agency Buyer manually calls, or emails vendors the CB, and then the vendor manually invoices the State and the buyer manually processes the payment through the system
System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR6. Sourcing/Bid Management Requirements*

2.4.2 Invitation for BID (IFB), Request for Proposal (RFP), Request for Qualifications (RFQ)

Business Narrative Name:	**Invitation for Bid (IFB), Request for Proposal (RFP), Request for Qualifications (RFQ)**
Primary Actor(s):	■ Central Procurement Buyer/Analyst ■ Central Procurement Buyer/Analyst's Manager/Approver ■ State Agency Buyer ■ State Agency Buyer's Manager/Approver ■ Vendor (Supplier)
Goal / Objective:	■ Enable automation of entire bidding process for Actors ■ Solicitation documents for sealed bids/proposals created leveraging standard templates and libraries available for simple and complex solicitations ■ Other key functionalities include Manager/Approver approval for multiple steps in the process, public posting, vendor notification, evaluation of bids/proposals and making the award
Pre-Conditions:	■ System is configured to allow authorized users to access the Buyer Portal ■ Registered vendors will receive bid notification ■ Authorized vendor users will have the ability to submit bid response/proposal in the system
Trigger:	■ Buyer/Analyst needs to make a purchase falling in the threshold for sealed bids.
Context:	■ Buyer/Analyst creates bid solicitation document in the system using bid templates stored in the system ■ System has version control of documents

	■ Execution requires Manager/Approver approval for various steps in the creation and distribution of the solicitation documents and throughout the award process ■ Buyer/Analyst schedules bid opening date and time ■ System notifies registered vendors of issuance of solicitation ■ Buyer/Analyst has ability to add suggested vendors not registered in the system via vendor portal ■ Vendors who have access to the system submit their bid in the system ■ System sends bid receipt confirmation and award notifications to vendors who submitted a bid/proposal ■ System compiles bids/proposals, Buyer/Analyst has the ability to add bids/proposals received outside of the system ■ If the awarded vendor(s) has access to the system they will receive PO/OA, submit invoice(s)and have the ability to enter shipping/order tracking information all within the system ■ Vendors who have access to the System have the ability to correspond with the Buyer/Analyst and other identified State personnel through the System ■ State reviews and approves invoice(s) and processes payment ■ System stores all procurement history (solicitation documents, including any addendums, amendments, Q&A, as well as bid responses/proposals received, bid tab, correspondence, protests history, FOIA history, etc.) for five (5) years following any resulting procurement validity end date.
Post-Conditions:	■ State receives goods and/or services and vendor receives payment
Alternate Path:	■ Buyers/Analyst use an alternate public posting method to issue the solicitation, receive sealed bids by physical delivery, and manually notify vendors of results.
System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR6. Sourcing/Bid Management Requirements*

2.4.3 Request for Information (RFI)

Business Narrative Name:	**Request for Information (RFI)**
Primary Actor(s):	■ Central Procurement Buyer/Analyst ■ Central Procurement Buyer/Analyst's Manager/Approver ■ State Agency Buyer ■ State Agency Buyer's Manager/Approver ■ Vendor (Supplier)
Goal / Objective:	■ Enable automation of entire process for Actors ■ RFIs can be created leveraging standard templates and libraries available for simple and complex solicitations

	■ Other key functionalities include Manager/Approver approval function for multiple steps in the process, public posting, vendor notification, and compiling responses/results for the end user.
Pre-Conditions:	■ Buyer must have authorized account and be logged into the system. ■ Execution requires Manager/Approver approval for various steps in the creation and distribution of the RFI document and throughout the response compilation ■ Registered vendors will receive RFI notification ■ Authorized vendor users will have the ability to submit response in the system
Trigger:	■ State determines a need for compiling information regarding a good/service in the marketplace.
Context:	■ Buyer/Analyst creates RFI document in the system using RFI template stored in the system ■ System has version control of documents ■ Execution requires Manager/Approver approval for various steps in the creation and distribution of the solicitation documents ■ Buyer/Analyst schedules response opening date and time ■ System notifies registered vendors of issuance of RFI ■ Buyer/Analyst has ability to add suggested vendors not registered in the system via vendor portal ■ Vendors who have access to the system submit their response in the system ■ System sends vendors response receipt confirmation ■ System compiles responses, Buyer/Analyst has the ability to add responses received outside of the system ■ System has the ability to publish responses for authorized vendor users to access ■ Vendors who have access to the System have the ability to correspond with the Buyer/Analyst and other identified State personnel through the System ■ System stores RFI history (RFI documents as well as vendor responses received, correspondence, FOIA history, etc.) for five (5) years
Post-Conditions:	■ Buyer/Analyst receives market information for a goods and/or services
Alternate Path:	■ Buyer/Analyst conducts manual research or uses an alternate public posting method to issue the RFI, receives responses by physical delivery, and manually compiles the responses
System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR6. Sourcing/Bid Management Requirements*

2.5 Procure to Pay Capability

2.5.1 Need Identification: Initiative a Procurement Action

Business Narrative Name:	Initiate a Procurement Action
Primary Actor(s):	■ Central Procurement Buyer/Analyst ■ Central Procurement Buyer/Analyst's Manager/Approver ■ State Agency Requisitioner ■ State Agency Requestioner's Manager/Approver ■ State Agency Buyer ■ State Agency Buyer's Manager/Approver
Goal / Objective:	■ Provides single point of entry for an authorized user to initiate any type of procurement action with configurable business rules to support both State Agency Procurement staff and Central Procurement staff business needs
Pre-Conditions:	■ System is configured to allow authorized users to access the Buyer Portal ■ Personalized dashboard exists in the system
Trigger:	■ Need identified for a product or service ■ Buyer/Analyst checks for inventory stock availability and State contract availability
Context:	■ Buyer/Analyst logs into the system to create, view, or change a procurement action ■ Buyer/Analyst has the option to select a specific procurement action or use a simplified, wizard-like interface to initiate a purchase that guides them to the appropriate procurement action ■ Buyer/Analyst creates a PR from a catalog, punch-out catalog, SOW situation, or open market search and can issue a CB
Post-Conditions:	■ State receives goods and/or services and vendor receives payment ■ Various Manager/Approver approvals may be required
Alternate Path:	■ Buyer/Analyst initiates procurement action though AASIS
System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR5. Procure-to-Pay Requirements FR5.1 – FR5.4*

2.5.2 Purchase Request Development: Develop Purchase Request (PR)

Business Narrative Name:	Develop Purchase Request (PR)
Primary Actor(s):	■ Central Procurement Buyer/Analyst ■ Central Procurement Buyer/Analyst's Manager/Approver ■ State Agency Requisitioner ■ State Agency Requestioner's Manager/Approver ■ State Agency Buyer ■ State Agency Buyer's Manager/Approver
Goal / Objective:	■ Purchase Request (PR) is a precise document typically generated by a State Agency that initiates a procurement and notifies the purchasing department(s) of goods and/or services it needs to order, their quantity, and the time frame that will be given to receive goods and/or services. ■ PRs are not checked against budget and do not encumber funds ■ It may also contain the authorization to proceed with the purchase.
Pre-Conditions:	■ System is configured to allow authorized users to access the Buyer Portal ■ System interfaces with eMarketplace and Catalogs
Trigger:	■ Need identified for goods and/or or services
Context:	■ Buyer/Analyst identifies procurement action that is to follow PR ■ Requisitioner logs into the System and creates PR to request permission to procure goods and/or services ■ Buyer/Analyst creates PR referencing catalogs that are hosted or punch out ■ System routes PR though Manager/Approver approvals ■ Tracking system will allow Buyer/Analyst to drill down to check status of transactions ■ Actors will be able to see past purchases of like items
Post-Conditions:	■ Buyer/Analyst may proceed with procurement or the identified procurement action the PR initiated
Alternate Path:	■ Manual PR's, such as the SharePoint PR, which is currently used for Service Bureaus
System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR5. Procure-to-Pay Requirements FR5.5 – FR5.50*

2.5.3   Workflow Management: Establish and Manage Business Rules

Business Narrative Name:	Establish and Manage Business Rules
Primary Actor(s):	■ Central Procurement Buyer/Analyst ■ Central Procurement Buyer/Analyst's Manager/Approver ■ State Agency Buyer ■ State Agency Buyer's Manager/Approver
Goal / Objective:	■ Provides a robust, configurable rules engine and workflow management capability allowing rules to be defined to support State Agencies and Central Procurement authority, who provides oversight and governance requirements to State Agencies ■ System has the ability to define a hierarchy or order of precedence in situations where a rule exists at both the State Agency and Central Procurement levels ■ Rules will define either routing of work or required approvals
Pre-Conditions:	■ System is configured to meet current State Agency and Central Procurement business rules regarding workflow approvals
Trigger:	■ Buyer/Analyst enters a PR, PO, OA, or solicitation to initiate or complete purchase
Context:	■ Buyer/Analyst logs into the eProcurement system and creates a PR, PO, OA, or solicitation to initiate or complete a purchase ■ Managers/Approvers review and approve/reject procurement documents (this function will be accessible to Managers/Approvers via desktop and mobile devices) ■ Buyer/Analyst takes appropriate action after document has completed the workflow process ■ Actors are able to easily audit procurements ■ Managers/Approvers have the ability to assign someone as an alternate approver when the Manager/Approver is not available
Post-Conditions:	■ Buyer/Analysts receives all required workflow approvals on the PR, PO, OA, or solicitation ■ Buyer/Analyst can take the appropriate action regarding next procurement step
Alternate Path:	■ None
System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR5. Procure-to-Pay Requirements FR5.51 – FR5.80*

2.5.4 Purchase Order Generation and Management: General Purchase Order (PO)

Business Narrative Name:	Generate Purchase Order (PO)
Primary Actor(s):	■ Central Procurement Buyer/Analyst ■ Central Procurement Buyer/Analyst's Manager/Approver State Agency Buyer ■ State Agency Buyer's Manager/Approver ■ Agency Goods Receipt Technician
Goal / Objective:	■ A purchase order (PO) is a commercial document and first official offer issued by a buyer to a seller, indicating types, quantities, agreed prices for products or services, and the time frame that will be given to receive goods and/or services. ■ It is used to control the purchasing of products and services from external suppliers. ■ POs are checked against budget and do encumber funds
Pre-Conditions:	■ System configured to allow authorized users to access to Buyer Portal ■ System interfaces with eMarketplace and Catalogs ■ System allows for electronic signature ■ System has the ability to issue POs to vendors electronically
Trigger:	■ Need identified for a product or service and Purchase Request (PR) approval complete (if applicable) – ready for purchase.
Context:	■ Buyer/Analyst logs into the System and creates PO – if PO is created in reference to a PR, the PO will adopt all attachments and texts from PR ■ System routes PO through Manager/Approver approvals ■ Buyer/Analyst issues PO ■ Standard terms and conditions will be in template form and included when the PO is emailed/printed ■ Tracking system will allow Buyer/Analyst to drill down to check status of transactions ■ System will provide amendment functionality with workflow and history ■ System generates and issues PO(s) from selections made in eMarketplace and Catalogs
Post-Conditions:	■ Agency Goods Receipt Technician receives goods and/or services
Alternate Path:	■ Manual PO's still a remote possibility.
System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR5. Procure-to-Pay Requirements FR5.81 – FR5.106*

2.5.5   Procurement Card Integration: Pay Supplier with Procurement Card (p-card)

Business Narrative Name:	Pay Supplier with Procurement Card (p-card)
Primary Actor(s):	■ Central Procurement Administration ■ Agency Procurement Card Managers ■ Agency Procurement Cardholders ■ Payment Processor
Goal / Objective:	■ Procurement Cards (p-cards) can be used as a method of payment in procurement processes. ■ Provide PCI compliant p-card management and reconciliation capabilities to cardholders. ■ Manage the assignment of p-cards to users and the establishment of card use parameters.
Pre-Conditions:	■ Agency Procurement Cardholder has an active account ■ Interface exists with payment processor ■ Vendor agrees to accept payment by p-card.
Trigger:	■ Agency Procurement Cardholder makes a purchase through online catalog or other procurement method
Context:	■ P-card is assigned to a user and usage parameters are set on the user's profile ■ P-card holder makes a purchase and provides p-card as a payment method ■ Payment processor sends purchase transaction data on a scheduled basis ■ Agency p-card managers reconcile payment processor transactions with receipts
Post-Conditions:	■ Vendor receives payment ■ Payment is remitted to payment processor for purchases ■ p-card usage history is available for review and analysis
Alternate Path:	■ Manual management of p-card assignment and billing reconciliation.
System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR5. Procure-to-Pay Requirements FR5.107 – FR5.128*

2.5.6   Receiving: Manage Receipt of Goods or Services

Business Narrative Name:	Manage Receipt of Goods or Services
Primary Actor(s):	- Agency Goods Receipt Technician - Central Procurement Buyer/Analyst - State Agency Buyer
Goal / Objective:	Goods Receipts must be logged into the system to post asset value, determine time of ownership and allow for matching of Purchase Order, Goods Receipt and Invoice Receipt
Pre-Conditions:	Goods receipt occurs in the e-Procurement system. This is a manual entry into the system and is to be done at time of receipt of goods and/or services.
Trigger:	- A purchase order (PO) has been issued by Buyer/Analyst and received by the vendor - The vendor ships goods or provides service - Agency Goods Receipt Technician receives the goods at the loading docking or at the site the service is provided
Context:	- Agency Goods Receipt Technician enters the PO number on desktop or mobile device - System references the PO and the quantities or amounts yet to receive will appear in a goods receipt window - Agency Goods Receipt Technician enters the amount or quantity received - System updates PO history and generates a goods receipt document
Post-Conditions:	- If item ordered is an asset, the value will post to the asset. - Agency Goods Receipt Technician will attach any bill of lading or packing slip to the goods receipt document - AASIS processes the invoice and payment
Alternate Path:	None
System Requirements Number(s):	*Response Template T-4 Functional RTM, FR5. Procure-to-Pay Requirements FR5.129 – FR5.146*

2.6 Contract Management Capability

2.6.1 Manage Contracts

Business Narrative Name:	Manage Contracts
Primary Actor(s):	- Central Procurement Buyer/Analyst - Central Procurement Buyer/Analyst's Manager/Approver - Agency Contract Manager - State Agency Buyer - State Agency Buyer's Manager/Approver - Agency Contract Manager
Goal / Objective:	Enables all aspects of contract development, tracking and administration. Contract document authoring is automated through templates and libraries to provide consistency across the organization. Workflow functionality provides oversight by automating the review and approval processes. Key contract administration functions address management of subcontractors, identification of dealers, vendor sales reports, vendor performance as well as amendments and renewals. The solution will also provide the user status on the procurements from requisition through payment.
Pre-Conditions:	Documentation is searchable and accessible to authorized users
Trigger:	Documentation begins with the PR and follows the procurement through each step of the procurement process, including post-award activity and goods receipt
Context:	- Contract management begins at the time of PR and carries through the solicitation, award, and post-award processes - Systems contract management process will provide workflow/business rules and notifications for review of contract at time of award and any renewals - System functionality will provide the capability to designate a contract as mandatory or not - System will send notifications for expiring contracts, bid bonds and licensing - Political subdivisions will be able to submit or load usage rates from contracts - All contracts should have a contract manager, but will be required on contracts that exceed $10 million initial contract amount - An electronic contract file will be publicly accessible in the System in a read-only format - Contract file or database will be searchable - System will provide posting capability to a state website - Actors will be able to see usage rates/purchases made from contracts
Post-Conditions:	Actors and public can search and view contract documents
Alternate Path:	None

System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR7. Contract Management Requirements*

2.7 Spend/Data Analytics Capability

2.7.1 Conduct Data Analytics and Reporting

Business Narrative Name:	Conduct Data Analytics and Reporting
Primary Actor(s):	■ Central Procurement Buyer/Analyst ■ Central Procurement Buyer/Analyst's Manager/Approver ■ State Agency Buyer ■ Assessment Specialists
Goal / Objective:	■ Provides robust data analytics and reporting to allow the State Agencies and Central Procurement staff to strategically assess spend for more effective sourcing and contracting. These functionalities also provide the means to assess spend across operation dimensions such as vendor classification, organizational elements and buying trends.
Pre-Conditions:	■ System is configured to provide users a dashboard to view and run reports.
Trigger:	■ Buyer/Analyst and/or Procurement Manager/Approver wants more information regarding spending patterns and trends based on various attributes
Context:	■ Actors log into the System and access the reporting dashboard to review standardized reporting or to build an ad hoc report ■ Actors pull reports to analyze data based on certain attributes ■ Actors can pull all spend data from purchase orders and p-card ■ Procurement action is taken based on trends found through the report ■ Actors review solicitation processing times, negotiated savings, etc. ■ Actors can report on mobile devices
Post-Conditions:	■ Actors are able to assess spend effectively and source strategically ■ Actors take appropriate action based on information pulled from the report generated ■ Assessment specialists verify compliance
Alternate Path:	■ None
System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR7. Spend/Data Analytics Requirements*

2.8   Mid-year Purchase, Contract Start Date After July 1

Business Narrative Name:	Mid-Year Purchase – contract start date after July 1
Primary Actor(s):	■ State Agency Buyer ■ State Agency Buyer's Manager/Approver
Goal / Objective:	■ Create Purchase Order during the fiscal year to support a contract that begins in one fiscal year and ends in another fiscal year. This is to ensure the current fiscal year's budget does not get encumber for goods and/or services related to next fiscal year. ■ Integration points: Funds management, Finance, Controlling, Projects
Pre-Conditions:	■ Proper procurement activities including bid reviews and PEER review have taken place.
Trigger:	■ Approved contract that crosses fiscal years. Budgets are approved on an annual basis for goods and services. The State Fiscal Year period runs from July 1-June 30
Context:	■ Agency staff must determine the amount of goods and/or services to be delivered and/or performed by June 30. Purchase Order should be created for an amount less than entire contracted amount. PO should have a statement added to text
Post-Conditions:	■ During the next fiscal year with new annual budget, remaining portion of the initial year of contract should be created. If the contract is extended for additional periods, each year will require the calculation for a period of less than 1 year for the first PO.
Alternate Path:	■ None. Budgetary laws define the annual period.
System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR5. Procure-to-Pay Requirements FR5.81 – FR5.106* ■ *Response Template T-4 Functional RTM, FR9. Financial/Budget Requirements*

2.9 Year End Activities: Carryforward and 45-Day Rule

Business Narrative Name:	Mid-Year Purchase – contract start date after July 1
Primary Actor(s):	■ DFA – Office of Accounting Appropriation Staff ■ AASIS Support Center Staff
Goal / Objective:	■ Open procurement documents must carryforward into the next fiscal year – whole or parts. ■ Open procurement document must have the option to have associated budget carried forward into next fiscal year. ■ Associated good receipt or invoice receipt must carry forward into next fiscal year. ■ The State of Arkansas has certain budgets that have the authority in law to carryforward any unused budget into the next fiscal year. This process is completed using the FM tools. The FM tools currently allows procurement documents to be carried forward with or without associated budget. ■ Documents carried forward must encumber budget in the next fiscal year ■ Integration points: Funds management, Finance, Controlling, Projects
Pre-Conditions:	■ Last business day of fiscal year and final payment runs completed. New fiscal year budgets loaded into AASIS.
Trigger:	■ Year End activities – schedule for processing.
Context:	■ AR Appropriation (Budget) Act determine the eligibility of carryforward appropriations (budgets). Rules created in the FM tools are determined by DFA – OA Appropriation Staff and entered by DFA – ASC staff. The carryforward process is completed by the two offices.
Post-Conditions:	■ The procurement documents carried forward into the next fiscal year must have sufficient budget amount within the next fiscal year to remain. In the event the budget results in a negative with the carried forward document, the document is returned to prior fiscal year. ■ AASIS generated reports identifies the PO documents that have open good receipts to determine eligibility for 45 day rule. Report is produced prior to new fiscal year activities. The report is then used to produce an additional report to indicate which open documents were paid within first 45 calendar days of new fiscal year.
Alternate Path:	■ None. Budgetary laws define the carryforward rules and 45-day rule application.
System Requirements Number(s):	■ *Response Template T-4 Functional RTM, FR5. Procure-to-Pay Requirements FR5.81 – FR5.106* ■ *Response Template T-4 Functional RTM, FR9. Financial/Budget Requirements*