

RFQ and Bidding System

Customer: One of the largest market leaders in manufacturing, healthcare, oil & gas, construction, and more

CUSTOMER AT A GLANCE

The organization is a well-established, privately held diversified business group with a long-standing presence in the Middle East. Originally founded several decades ago as a small trading enterprise, the company began with a focused vision of building a sustainable and diversified business presence across the region.

Over the years, the organization has undergone significant growth and transformation, evolving from its initial trading activities into a large multi-business group with operations spanning numerous industries and business functions.

Today, the group comprises multiple operating entities and business units, serving a broad range of customers across both commercial and industrial markets.



Industry:
Manufacturing



Firm Size:
10,000+ employees

CHALLENGES

- Operational processes such as requests for quotation on scrap materials including scrap metal and scrap AC units — and the bidding rounds that followed were coordinated without a dedicated system to manage the process end to end.
- Quotation requests, vendor responses, and bid submissions were typically exchanged through channels such as email or phone, rather than being logged in a shared, structured record.
- Because there was no central system of record, tracking which vendors had been approached, what quotes had come in, and where a given bidding round stood required manual follow-up and consolidation by procurement staff.
- This made it harder to maintain a consistent, auditable trail of the RFQ and bidding process for each transaction — particularly important for scrap and materials disposal, where multiple vendors are typically invited to bid and the process benefits from clear documentation.

SOLUTION

- A **dedicated RFP and Bidding System** was built on Joget for scrap and materials procurement, allowing procurement staff to raise quotation requests, specify materials and quantities, and track responses directly within Joget.
- A separate e-procurement app with smart, closed-bidding functionality was also implemented, enabling vendors to submit bids through a controlled, structured process rather than through open or informal channels such as email.
- The closed-bidding design keeps individual bids confidential from other vendors during the bidding period, supporting a fair and consistent evaluation process across all participants.

RESULTS

- ✓ Procurement staff now raise RFQs and manage full bidding rounds within the implemented system, with a clear, centralized record of quotation requests, vendor responses, and submitted bids in one place.
- ✓ The closed-bidding structure ensures bids are collected and evaluated through a defined, consistent process, with each round documented for reference and audit purposes.
- ✓ Consolidating RFQ and bidding activity into a single system has reduced the manual coordination previously needed to track quotes and bids across multiple vendors, and provides a clearer audit trail for procurement decisions on scrap and materials disposal.



100%
Enhanced RFQ
workflows



CONSISTENT
Bidding
process



100%
Reduced manual
coordination