

Roles and Responsibilities in Procurement - The Role of End User

The term “end user” describes the individual with responsibility for formulating the requirement, i.e. the goods, services or works required or the budget from which the requirement will be purchased. The end user will tend to be the division, department, etc. who requires the goods, services or works in order for it to undertake its operational duties.

The key elements of the end user's role in the procurement process are to:

- Adequately define the user's needs (including determining estimated requirements/quantities, specifications), identifying minimum and desirable elements and ensuring that there is adequate consultation with users and their representative bodies (where necessary);
- Ensure that the requirement takes account of the organization's policy requirements, including its corporate social responsibility/sustainability policies, and is aligned against organizational objectives;
- Ensure compliance with relevant legal obligations relating to the goods, services or works to be purchased, e.g. environmental/health and safety legislation;
- Where appropriate, prepare a business case;
- Ensure that funding is in place;
- Contribute to drafting the tender specification;
- Contribute to development of the procurement strategy (where required);
- Be involved throughout the life cycle of the procurement exercise-implementation, review, ongoing user intelligence groups;
- Provide technical expertise and input to support the bid assessment processes;
- Prepare the technical recommendation in any bid assessment report (if required); and
- Approve key review stages throughout the procurement process.

End users should not deal directly with bidders or potential bidders during the procurement process without the full involvement of and/or approval by the procurement officer. End users will normally engage with the procurement function by completing and submitting a Request for Procurement Action (RPA) form.