Combined Glossary

This glossary includes all terms and acronyms used throughout the *Procurement Capacity Toolkit*. Numbers and abbreviations in parentheses indicate the primary section in which each term is used.

Agent (3, 4, 6, 7, SG[1], ST[2])	A supply term for an independent contractor authorized by a manufacturer to promote and sell the manufacturer's products within a designated geographic area. Often, an agent will contract to represent several manufacturers of noncompeting products.
AIDS (1–6, 9, AG[3], SG, ST)	Acquired Immunodeficiency Syndrome.
Air waybill (10, ST)	A shipping document issued by airlines and air freight carriers when cargo is loaded on board an aircraft. It contains a description of the commodity being shipped, shipping instructions, terms and conditions of the shipment, and applicable transportation charges.
Applicant (ST)	A legal term used in banking to describe the party guaranteeing funds for a commercial transaction using a letter of credit. Also known as the buyer.
AQL (2, 6, 9, ST)	Acceptable quality limit: The lowest allowable limit of quality in a lot.
Award notification (8)	A notification from the purchaser to the successful bidder recommended for a contract.

[1] **SG = Summary Guide for Policymakers, Ministry Personnel, and Program Managers.**

[2] **ST = Supplementary Topics.**

[3] **AG = Procurement Assessment Guide.**

Batch Certificate of a Pharmaceutical Product (6, 9, ST)	A document issued for each batch by the manufacturer certifying the quality and expiry date of a specific batch of a product that has already been licensed in the importing country.
BEC (7, AG, ST)	Bid evaluation committee: A committee of ministry and program representatives, often including the Ministry of Finance, that oversees, guides, and approves key steps in the procurement process, including final selection. Also known as a bid review committee.
Beneficiary (5–8, ST)	A legal term used in banking to describe the party entitled to collect funds guaranteed by a commercial letter of credit upon presentation of stipulated documents (usually shipping and quality assurance documents). Also known as the seller.
Bid (2–9, AG, SG, ST)	A procurement term describing a written offer for a quantity of goods, works, or services at a stated price based on a technical specification and specific terms and conditions. Bids are submitted to an intending purchaser by an intending seller in response to an Invitation for Bids.
Bid Data Sheet (6, AG, ST)	Term for the World Bank bidding document that modifies the Instructions to Bidders document by providing information specific to the bid.
Bidder (2–9, AG, SG, ST)	An intending seller or supplier that submits a bid offering goods or services in response to an invitation or request for bids and offers.
Bidding documents (2–10, AG, SG, ST)	The written description and set of terms and conditions of an intended purchase that is circulated by the intending buyer to prospective sellers.
Bid security (6–8, AG, SG, ST)	A financial instrument used to guarantee compensation to the prospective buyer for inconvenience and expense if a winning bidder rescinds its offer after the bid is closed and an award has been made to the bidder. Each bidder provides an amount stated in the bidding documents with its bid submission.

Bill of lading (6, 9, 10, ST)	A shipping document issued by a carrier (usually an ocean shipping line) to a shipper that provides a written receipt for the goods, describes the conditions by which transport is made, and includes a written commitment to deliver goods at a stated destination to the lawful holder of the bill of lading.
BOC (7, AG, SG)	Bid opening committee: Committee of a minimum of three members that administers and oversees the opening of sealed bids.
Brand/Brand name (1, 2, 4, 6, 7, SG, ST)	The registered trademark name given to a specific product by its manufacturer.
Cash against documents (5, ST)	A payment method: A contracted bank acts as an intermediary, transferring the buyer's funds (payment) to the seller when the seller furnishes documentary proof of shipment to the contracted bank.
Centralized procurement (3, AG, SG, ST)	The government owns, funds, and manages the supply chain for the public-sector health system. Procurement is conducted at the central level.
Certificate of Analysis (2, 6, 9, AG, ST)	A document certifying quality and composition of goods.
Certificate of Pharmaceutical Product (2, 6, ST)	A certificate establishing the status of the pharmaceutical product and of the applicant for the certificate in the exporting country. It is for a single product only, since manufacturing arrangements and approved information for different dosage forms and strengths can vary.
CFR (4, 8, 10)	Cost and freight: Title and risk insurance cost pass to buyer when delivered on board the ship by seller, which pays the transportation cost to the destination port.
cGMP(s) (2, 5–7, 9, SG, ST)	Current good manufacturing practice(s): Manufacturers must employ technologies and systems which are up to date to the performance standards for pharmaceutical and medical device manufacturers established by the World Health Organization and many national governments. Includes criteria for personnel, facilities,

	equipment, materials, manufacturing operations, labeling, packaging, quality control, and in most cases, stability testing.
CIF (4, 8–10)	Cost, insurance, and freight: Title and risk pass to buyer when delivered on board the ship by seller, which pays transportation and insurance costs to destination port.
CIP (4–6, 8)	Carriage (freight) and insurance paid to: Costs paid to the named destination by the seller. Title and risk pass to buyer when delivered to carrier.
Commercial invoice (6, 8–10, ST)	Document required by customs to determine the true value of imported goods for assessment of duties and taxes.
Commodity (1–10, AG, SG, ST)	Any piece of tangible property, supplies, or equipment that is the subject of a procurement activity.
Compliance testing (2–4, 6, 9, ST)	A methodology of prescribed inspection and testing procedures applied to a product to ensure the product meets its defined specifications and/or performance requirements.
Component (1–10, SG)	An important function or process that occurs within an element of the reproductive health supply process. Each module of the Toolkit focuses on one element.
Consignee (9, 10)	A term used in shipping to describe the party to which something is entrusted (e.g., the "ship-to" party).
Consumption (1, 4, 9, AG, ST)	What individuals and households are able to utilize.
Contraceptive prevalence rate (1)	Percentage of the population using a contraceptive method, frequently disaggregated by modern versus traditional methods and by individual contraceptive methods.
Contract (1–10, AG, SG, ST)	An agreement entered into by two parties for the execution of a certain activity (e.g., sale and purchase, construction, service provision, etc.).
Contract grouping (5)	Assemblage of goods or services of a similar nature into one group.

Contract performance monitoring (9, SG)	Tracking system developed by the purchaser that uses monitoring system key performance indicators to monitor the supplier's compliance with contract requirements.
Convertible currency (SG)	Currency that can be quickly bought and sold for other currencies. Commonly traded internationally.
Correspondent relationship (3, ST)	An affiliation that a local developing-country bank establishes with a major, international bank that allows the local bank to expand its availability to implement international financial transactions, such as letters of credit.
Corruption (3, 6, AG, SG, ST)	The dysfunction of a system or institution in which officials or employees seek illegitimate personal gain through actions such as bribery or extortion.
Cost (4, 7, AG, SG, ST)	What the purchaser ultimately pays for an item, delivered to its facility. Cost, not price, is used for budgeting.
Criteria (2–7, 9, AG, SG, ST)	Specific points, standards, qualities, and/or requirements against which something is judged.
Customs clearance agent (3, 10, SG)	A licensed professional agent appointed by an importer to clear a shipment (consignment) coming from abroad through the port and customs authorities. Also called a customs broker.
CYP (1)	Couple years of protection: The amount of contraceptive commodities that will cover a couple for 12 months from unwanted pregnancy.
DAC (3, AG)	Development Assistance Committee: Currently working to strengthen procurement capacities in developing countries under the auspices of the World Bank and the Organisation for Economic Co-operation and Development.
DAF (4)	Delivered at frontier: Title, risk, and responsibility for import clearance pass to buyer when delivered to named border point by seller.

DDP (4)	Delivered duty paid: Title and risk pass to buyer when seller delivers goods to named destination point cleared for import.
DDU (4)	Delivered duty unpaid: Seller fulfills its obligation when goods have been made available at the named place in the country of importation.
Debarred (6, 7, AG)	Denied opportunity to compete for contracts of a purchasing authority.
Decentralized procurement (3, AG, SG, ST)	Different levels of responsibility for procurement are handled by the provincial, district, municipal, or even the facility level.
Demand (1)	The quantity of a commodity or service wanted at a specified price and time. Within the context of family planning or HIV/AIDS prevention services, price includes not only monetary and program personnel costs, but also the cost in time and inconvenience for the client who wishes to obtain services. Definition from *Contraceptive Forecasting Handbook for Family Planning and HIV/AIDS Prevention Programs* (Family Planning Logistics Management, 2000).
Demurrage charges (3, 10, AG, SG)	Charges assessed against the consignee (purchaser) by a carrier, shipping agent, or customs agent for delay beyond the time allowed or agreed upon for unloading and/or removal of goods from port facilities.
DEQ (4)	Delivered ex quay (duty paid): Title and risk pass to buyer when delivered on board the ship at the destination point by the seller, which delivers goods on dock at destination point cleared for import.
DES (4)	Delivered ex ship: Title, risk, and responsibility for vessel discharge and import clearance pass to buyer when seller delivers goods on board the ship to destination port.
Direct procurement (1, 3, 8, AG, SG)	Purchaser contracts for goods directly with a manufacturer or its representative.

Discrepancy (5, 7, 10, ST)	Used in banking and trade to indicate lack of agreement with stated requirements and/or documents.
Distribution tier (4, ST)	A supplier's position in the chain of entities involved in distributing goods to purchasers.
Documentary evidence (6, 7, SG, ST)	Being, consisting of, or contained exclusively in documents.
Domestic preference (6, 7)	A term used in World Bank procurement documents to describe a competitive advantage, expressed in a percentage, that is sometimes given to local manufacturers of goods competing for contracts against international sources.
Drug regulatory authority (2, 3, 6, ST)	Same as national regulatory authority: An independent government entity responsible for establishing procedures to ensure that medicines intended for use in the country are safe, potent, and effective.
Duty (10)	A tax charged by a government, especially on imports.
Efficacy (2–6, SG, ST)	The capacity of a drug to produce scientifically proven therapeutic effects.
e-Government (ST)	Term used by the World Bank which is synonymous with e-procurement.
Element (1–10, AG, SG)	One of the ten key operational, broad-based activities in the reproductive health supply process.
Eligibility (criteria) (3, 4, 6–9, AG, SG, ST)	Not excluded from competing for contracts in general by reason of nationality, debarment, lack of regulatory approval, etc.
Entity (2–8, SG, ST)	A business and legal term to describe something that exists and functions as a separate and distinct body (e.g., a corporation, Ministry of Health, or committee).

e-Procurement (6, AG, ST)	The automation of any part of the procurement process with electronic tools, ranging from a system that is fully integrated with purchasers' systems (e.g., linked with the warehouse management system), to partial automation of an organization's processes, to simply using a supplier's online tools.
Evaluated cost (6–8, AG, SG)	An offered price adjusted for corrections, discounts, domestic preference, and usage factors.
Evaluation criteria (6–8, AG, SG, ST)	Basis for judgment (announced in bidding documents) that will be used to select the winning bidder.
Exercise date (8)	The latest date on which an option needs to be executed for it to become effective.
Expiration (Expiry) date (1, 2, 4–10, AG, SG, ST)	The date beyond which the manufacturer will not guarantee the product.
EXW (4, 8)	Ex-works: The buyer bears all costs and risks involved in taking the goods from the seller's premises to the desired destination.
FAS (4)	Free alongside ship: Title and risk pass to buyer, including payment of all transportation and insurance costs, once delivered alongside ship by the seller.
Fast-track licensing (5, 6, AG, SG, ST)	Regulatory licensing based on confidence in the quality of a product as evidenced by similar licensing in countries with stringent, highly respected regulatory authorities.
FCA (4)	Free carrier: Title and risk pass to buyer, including transportation and insurance costs, when the seller delivers goods cleared for export to the carrier. Seller is obligated to load the goods on the buyer's collecting vehicle. It is the buyer's obligation to receive the seller's arriving vehicle unloaded.
Financial threshold (3, 5, SG, ST)	Monetary division used to trigger an action or requirement. (Procurement method selection is often tied to financial thresholds.)

FOB (4, 9)	Free on board: The seller fulfills its obligation when the goods pass over the ship's rail at the named port of shipment.
Force majeure (6, 8)	Unforeseen circumstances (e.g., natural disasters, other "Acts of God," or war) which excuse a party from fulfillment of a contract.
Forecast (1, 3, AG, SG, ST)	To calculate beforehand.
Formal procurement record (9, AG)	File system established by the purchaser for each procurement transaction (contract). Contains all the critical documents and information that are pertinent to the transaction.
Formulation (2, 3, 6, ST)	The amounts of active ingredients per tablet.
Framework contract (8, ST)	General term for an agreement with a supplier setting out terms and conditions against which specific purchases (call-offs) can be made throughout the life of the agreement. Also see indefinite quantity contract.
Funder (3–8, SG, ST)	Organization (or person) providing funds for a specific project, program, or purpose.
GAVI Alliance (4, SG)	A global health partnership whose members work together to save lives by increasing access to vaccines in 70 of the poorest countries around the world.
General Conditions of Contract (6–8, AG)	Mandatory contract wording for issues such as payments, obligations, risks, rights, and performance.
Global Fund (4, AG, ST)	Global Fund to Fight AIDS, Tuberculosis and Malaria: An innovative approach to health financing supported by public-private partnership. Offers a price-reporting mechanism, quality assurance information, and a compliance list.
GNI (4, SG)	Gross national income.
HIV (1–3, 5, 6, 9, SG, ST)	Human Immunodeficiency Virus.

ICB (7, 8)	International competitive bidding.
ICH (6, SG, ST)	International Conference on Harmonisation of Technical Requirements for Registration of Pharmaceuticals for Human Use: Addresses how harmonization of technical guidelines and requirements for product registration might be achieved.
IDA Foundation (3–5, 8, SG, ST)	Claims to be the world's largest not-for-profit supplier of essential medicines and medical supplies to low- and medium-income countries. Established in 1972 in Amsterdam by a group of pharmacists.
INCOTERMS (4, 6, 8, 9)	Rules for interpretation of the most commonly used terms in foreign trade to describe how goods will be shipped, who is responsible for them at each stage of the process, and who pays which costs. Published by the International Chamber of Commerce.
Indefinite quantity contract (8, AG)	Also referred to as a framework contract, it establishes terms and conditions applicable to each order a purchaser places with the supplier during the fixed period of the contract.
Indirect procurement (3, 8, AG, SG)	Purchaser contracts for goods through an intermediary that has or will purchase directly from a manufacturer.
Injectable (1–6, 9)	Injectable contraceptive.
INN (2, 6, ST)	International nonproprietary name: A name that facilitates the identification of a pharmaceutical substance or active pharmaceutical ingredient. Each international nonproprietary name is a unique name that is globally recognized and is public property (also known as a generic name).
Inspection company (9)	Independent, professional organization with staff trained in random sampling and visual inspection procedures. Hired by the purchaser to visit the supplier and inspect a commodity prepared for shipment prior to shipment.
Interlineations (7)	Notations written between the lines of the original bidding documents.

International supply service (3–5, 8, AG, SG)	An international agency such as the United Nations Population Fund that purchases standardized commodities in large quantities and supplies them to developing-country government institutions at cost plus a fixed fee.
Invitation for Bids (2–8, SG, ST)	An invitation to manufacturers or contractors, through a bidding process, to submit a proposal on a specific product or service to be furnished.
ISO (2, 6, 9, ST)	International Organization for Standardization: A nongovernmental organization that develops and publishes international standards. It is a network of the national standards institutes of 162 countries.
ITB (6)	Instructions to Bidders.
IUD (1, 2, 4, 5)	Intrauterine device.
Joint venture (7, 8, AG)	A business enterprise in which two or more companies enter a temporary partnership.
L/C (3–10, SG, ST)	Letter of credit: An arrangement by banks for settling commercial transactions; specifically, a written promise by a bank given to the seller in accordance with instructions (backed by a cash deposit) of the buyer to pay up to a given sum of money within a prescribed time limit when and if the seller presents specified documents that give evidence of its performance.
Lead time (1, AG, ST)	The time interval needed to complete the procurement cycle.
LIB (7)	Limited international bidding.
Liquidated damages (10, AG)	In sales contracts, a specified sum to be paid to the purchaser should the seller default on its obligation (usually pertaining to a delivery schedule).
LMIS (1, ST)	Logistics management information system(s): A system that collects, processes, and reports logistics data.
Lot (Batch) (2–7, 9, AG, ST)	In manufacturing, a single, uniform, and homogeneous quantity produced from one compounding formulation, in one manufacturing

	and production operation, and that has received entirely the same processing treatment.
Lot (Batch) number (2, 6, 9, ST)	A series of numbers or letters, or both, established to record production and control of a product. Unless otherwise specified, the lot number is the series of numbers or letters that identifies a single, uniform, and homogeneous quantity produced from one compounding formulation, in one manufacturing and production operation, and that has received entirely the same processing treatment. Lot size varies by product, product type, dosage form, and manufacturing process.
Lot-by-lot (2–4, 6, 9, ST)	Applicable to each manufacturing lot (batch).
Major (Material) deviation (6, 7)	Used in evaluating bids to describe a significant and unacceptable difference from the requirements stated in the bidding documents. More precisely, a material deviation is one that affects, in any way, the price, quantity, quality, or delivery of the goods as required in the bidding documents, or limits in any way the responsibilities, duties, or liabilities of the bidder or any rights of the purchaser. See Module 7 for more information.
Manufacturer's Batch Certificate (2)	A document issued for each batch by the manufacturer certifying the quality and expiry date of a specific batch of a product that has already been licensed in the importing country.
Manufacturer's (Bidder's) representative (3–7, SG)	A direct employee of a manufacturer with responsibility to promote the use of, provide information on, and sell the manufacturer's products. In some cases, the representative also facilitates importation. Sometimes the term "agent" is used to convey the same relationship.
Market segmentation (4)	The practice of dividing potential purchasers (the market) into defined groups (segments) based on specific selection criteria.
Marks, markings (2, 4–6, 8–10, ST)	An application of numbers, letters, labels, tabs, symbols, or colors for handling or identification during shipment and storage.

Method mix (1, SG) — Mix of products used by the target population, expressed as the percentage that each method constitutes among all contraceptives used.

Methods of funds remittance (ST) — Processes by which money will transfer from one party to another.

Misprocurement (2) — A declaration that goods have not been procured according to the agreed procedures in the loan agreement.

Missionpharma (3, 8, SG, ST) — Supplies generic pharmaceuticals and medical devices to governments, United Nations agencies, and nongovernmental organizations in developing countries.

MOH (5) — Ministry of Health.

MSH (4, 5, ST) — Management Sciences for Health: A nonprofit international health organization with a mission to save lives and improve the health of the world's poorest and most vulnerable people by closing the gap between knowledge and action in public health.

N/A (n/a) (2, 4, 6) — Not applicable.

Need (1) — When an individual is exposed to risk or a condition that could be prevented or satisfied via access to specific products or services, that individual is defined as *needing* the service or product.

Negotiated bill of lading (10) — Term for a bill of lading that has been released to the purchaser following payment to the supplier.

Negotiated procurement (6, AG) — A competitive procurement method in which proposals are requested from suppliers and the purchaser can discuss the supplier proposals to determine the best value.

NGO (1, 3, 4, ST) — Nongovernmental organization: Usually involved in providing services to or alongside government entities. Often financed through projects using donor funds.

Nonresponsive (7) — A procurement term used to describe an offer that does not comply with the most basic instructions and requirements stated in the

	bidding documents provided by the purchasing organization. For example, an unresponsive bid may be one that is not signed, is bid in the wrong language, or does not offer the required products.
No Objection Certificate (2, 3, 6)	Issued by a manufacturer or a government when goods to be imported into a country are already manufactured in that country. States that there is no objection to the goods being imported.
NRA (2–9, AG, SG, ST)	National regulatory authority (same as drug regulatory authority): An independent government entity responsible for establishing procedures to ensure that medicines intended for use in the country are safe, potent, and effective.
Null and void (6, 8)	Cancellation or lapse of an agreement (contract) with no legal effect.
OC (3–5)	Oral contraceptive.
OECD (3, AG, SG, ST)	Organisation for Economic Co-operation and Development: An international organization helping governments tackle the economic, social, and governance challenges of a globalized economy.
OECS (3)	Organisation of Eastern Caribbean States: Nine-member group that promotes cooperation in defense issues, international diplomacy, and economic policies.
Offer (3–7, 9, AG, SG, ST)	Used interchangeably with "bid," "tender," and "proposal."
Onboard joint insurance survey (10)	An inspection of an arriving ocean freight shipment by both the marine insurance company surveyor and the vessel surveyor to document the condition of the shipment.
Open bid (5, AG, ST)	Sealed bids are solicited by means of a widely advertised invitation open to all suppliers that choose to participate in the competition.
Option (8, AG)	If a purchaser knows there is potential for additional quantities in the future, but the budget is not yet available, an option may be structured

	in the contract. An option is an additional quantity or period in a contract that can be exercised or executed at the buyer's discretion.
Packaging (2–6, 9, 10, AG, SG, ST)	The primary wrapping and marking of a product.
Packing (2, 4–6, 8–10, AG)	The assembling of a packaged product into multiple units. Prepared for shipment in appropriate cartons or crates with all necessary blocking, bracing, cushioning, weatherproofing, reinforcement, and markings.
Packing list (9, 10, SG, ST)	A schedule showing detailed packing information, including items and totals, number of units or items per box or crate, total number of boxes or crates with individual identification numbers provided, shipping marks, total volume of the cargo, weights and dimensions per box or crate, etc.
Parastatal (3, AG, SG, ST)	Self-supporting, quasigovernmental organization.
Pay voucher (4)	A document authorizing disbursement of cash to cover a liability.
Performance indicator (1–10, AG, ST)	Measures and evaluates success against a specific goal.
Performance security (5, 6, 8, 9, AG)	A procurement term describing the financial instrument used to guarantee compensation to the buyer for inconvenience and expense if the seller does not perform (i.e., does not produce and ship the contracted goods or provide the contracted services within the stated period). The seller puts up its own funds, often through a bank or insurance company, to be held in reserve until the contract terms have been met.
Pharmaceutical Inspection Convention (6, 7, ST)	One of two international instruments (Pharmaceutical Inspection Co-operation Scheme is the other) between countries and pharmaceutical inspection authorities dedicated to standardizing and ensuring current good manufacturing practices and inspections. Currently, it has 31 member countries, with the European Medicines Agency, the United Nations

	Population Fund, and the World Health Organization as partners/observers.
Pharmaceutical Inspection Co-operation Scheme (6, ST)	One of two international instruments (Pharmaceutical Inspection Convention is the other) between countries and pharmaceutical inspection authorities dedicated to standardizing and ensuring current good manufacturing practices and inspections. Currently, it has 31 member countries, with the European Medicines Agency, the United Nations Population Fund, and the World Health Organization as partners/observers.
Phase (1–10, SG)	A natural division of the ten elements of the supply process into three sequential parts: program planning, procurement process, and contract performance.
PIC/S (SG, ST)	Pharmaceutical Inspection Convention and Pharmaceutical Inspection Co-operation Scheme: Two international instruments between countries and pharmaceutical inspection authorities dedicated to standardizing and ensuring current good manufacturing practices and inspections. Currently, it has 31 member countries, with the European Medicines Agency, the United Nations Population Fund, and the World Health Organization as partners/observers.
PPA (3, 4, AG, SG, ST)	Private procurement agent: Undertakes a procurement process on behalf of a procuring entity using competitive bidding procedures and may or may not select the winning bid.
Prequalification (of manufacturer/ supplier/bidder) (5–7, 9, AG, SG, ST)	A process of preapproving suppliers for participation in bids based on a judgment of reliability, technical competence, and financial stability.
Prequalification (of product) (6, SG, ST)	A process of predetermining that a specific product (usually a pharmaceutical, device, or vaccine) of a specific manufacturer meets stated requirements.

Preshipment compliance (5, 6, 9, 10, AG)	Process by which the purchaser confirms the acceptability for shipment of the supplier's commodity prior to shipment. There are three basic levels of preshipment compliance a purchaser can institute, ranging from document review to visual inspection up to full laboratory or physical testing of the commodity.
Preshipment inspection (3–7, 9, SG, ST)	An inspection of manufactured goods ready for shipment undertaken by an internationally recognized inspection agency (such as Societe Generale de Surveillance).
Price (4, 7, AG, SG, ST)	What the seller asks for an item.
Procurement cycle (3, 5, AG, SG)	The repeating sequence of steps in a procurement process, generally starting at the initial planning phase and ending at possession of the goods.
Procurement method (1–3, 5–8, AG, SG)	Process a purchaser uses to reach an agreement with a seller.
Procurement option (3–6, 8, AG, SG, ST)	Approach to procurement: Direct or indirect, and several subdivisions of each are differentiated by who contracts with the original manufacturer (or its representative).
Procurement requirements (6)	A complete description of the product to be purchased, including technical attributes (especially manufacturing and quality assurance norms), program specifications (including packaging and packing), shipping terms, payment terms, port of delivery, delivery date, quantity, documentation, and any other relevant detail of the expected purchase.
Procurement requisition (4–6, 9, AG, SG, ST)	A document describing what is to be purchased and giving authority to do so.
Procurement unit (2–7, 10, AG, SG, ST)	Individuals organized around procurement duties within a larger entity.

Product neutral (2, 6, AG, SG)
Specifications that use generic terms, relative characteristics, and performance requirements rather than brand names and superficial descriptions.

Purchase order (2, 4, 6, 8, AG, ST)
A commercial document issued by a buyer (purchaser) to a seller indicating the type, quantities, and agreed prices for products or services the seller will provide to the buyer. Purchase orders usually specify additional conditions such as terms of payment, INCOTERMS for liability and freight responsibility, any inspection or testing procedures that may be required, and required delivery date.

QA (1–10, AG, SG, ST)
Quality assurance. For more information, see Supplementary Topics, Section H: Product Quality Assurance.

Qualification criteria (6, 7, AG, ST)
An attribute that must be met or complied with that makes a competing firm fit to perform a specific contract.

Quantification (1, AG, SG, ST)
Process of estimating product quantities to supply adequate stocks according to standard medical and program guidelines.

Registration (2, 3, 6–8, AG, SG, ST)
A term used in regulating medicines, pharmaceuticals, and vaccines; exact usage varies from country to country. It is often synonymous with licensing, but it can mean simply that the particulars about a shipment are recorded as it enters a country.

Request for Quotation (2, 5–9, ST)
A procurement method without sealed bidding or formal bidding procedures in which potential suppliers are contacted and asked to provide a price for specified goods.

RH (1–10, AG, SG, ST)
Reproductive health: A state of complete physical, mental, and social well-being—not merely the absence of disease or infirmity—in all matters relating to the functions and processes of the reproductive system. Reproductive health implies that people are able to have a satisfying and safe sex life and that they have the capability to reproduce and the freedom to decide if,

	when, and how often to do so; implicit in this last condition is the right of men and women to be informed and to have access to safe, effective, affordable, and acceptable methods of family planning of their choice, as well as other methods of their choice, for regulation of fertility.
SBEF (7, ST)	Standard Bid Evaluation Form: A World Bank document that outlines a step-by-step procedure for examining and evaluating bids.
Schedule of Requirements (6–8, AG, ST)	Part of bidding documents that describes the quantity of goods and expected delivery time.
Sealed bids (2, 3, 5, 6, 8)	A procurement process in which formal bids are submitted in sealed envelopes and held unopened until an appointed date and time, then opened and read in public with bidders in attendance.
Service delivery point (1)	Any health facility that provides services directly to the customer.
Shipping term (4, 6, 8)	Generally an INCOTERM.
SOPs (3, ST)	Standard operating procedures: Provide a clear set of instructions, or steps, for procurement personnel to follow to ensure the procurement process is implemented in compliance with legislative and regulatory requirements and in keeping with good procurement practices. See Supplementary Topics, Section L: Standard Operating Procedures, for additional information.
Special Conditions of Contract (6–8, AG, ST)	Modifies or adds to General Conditions of Contract to suit specific goods and situations.
Specification (1–9, AG, SG, ST)	A definitive description of the commodity to be procured.

Standard (2, 4, 5, 8, 9, AG, SG, ST)	Establishes the minimum level of performance and safety requirements for the product**,** and generally specifies methods of use when carrying out basic tests for quality verification. Standards are traditionally developed and published by international and national regulatory authorities or standards bodies.
STI (1)	Sexually transmitted infection.
Stringent regulatory authority (6, SG, ST)	A national regulatory authority participating in the International Conference on Harmonisation of Technical Requirements for Registration of Pharmaceuticals for Human Use and its affiliates as defined by the Global Fund to Fight AIDS, Tuberculosis and Malaria, or those countries participating in the Pharmaceutical Inspection Convention and Pharmaceutical Inspection Co-operation Scheme.
Substantially responsive (6, 7)	A bid that contains no material deviations from or reservations to the terms, conditions, and specifications in the bidding documents.
Supplier (1–10, AG, SG, ST)	The party that transfers goods out of its own control to a named recipient.
Supply (1–10, AG, SG, ST)	Goods and services of a specific kind that are provided to businesses, public agencies, or directly to consumers.
Surety (7)	A person or firm that is legally responsible for the debt, default, or delinquency of another.
Target population (1, SG)	The collection of individuals or regions that are to be investigated in a statistical study.
TEC (7, AG)	Technical evaluation subcommittee to the bid evaluation committee: A committee of technical experts that reviews bids for responsiveness to technical specifications.
TFR (1)	Total fertility rate: The average number of live births a woman would have if she survived to age 49 and had births at the prevailing age-specific rates.

Turnover (6)	The amount of business transacted during a given period of time; for example, annual sales value.
UNAIDS (2–4, 6, 9, SG, ST)	Joint United Nations Programme on HIV/AIDS: Brings together the efforts and resources of ten United Nations system organizations in the AIDS response to help the world prevent new HIV infections, care for people living with HIV, and mitigate the impact of the epidemic.
UNFPA (1–6, 8, 9, SG, ST)	United Nations Population Fund: A semiautonomous United Nations agency working to ensure universal access to reproductive health, including family planning and sexual health, to all couples and individuals. Operates a global procurement service for public-sector purchasers of contraceptives and related products.
UNICEF (2, 4, SG, ST)	United Nations Children's Fund: A semiautonomous United Nations agency working for sustainable human development to ensure the survival, protection, and development of children. Operates a global supply service that contracts with manufacturers for large quantities of vaccine and other products which it then supplies in smaller quantities to individual clients in the public sector on a reimbursable, but not-for-profit basis.
United Nations (1–10, SG, ST)	An international organization founded in 1945 after the Second World War by 51 countries committed to maintaining international peace and security; developing friendly relations among nations; and promoting social progress, better living standards, and human rights.
USAID (1, 2, 4, ST)	United States Agency for International Development: An independent federal government agency that receives overall foreign policy guidance from the Secretary of State. Its work supports long-term and equitable economic growth and advances United States foreign policy objectives by supporting economic growth, agriculture, and trade; global health; and democracy, conflict prevention, and humanitarian assistance.

USAID | DELIVER PROJECT (1, 2, 4)	A United States Agency for International Development-funded project that strengthens supply systems for essential health commodities and works to ensure their sustainability.
Use tax (4)	A tax levied by governments on goods purchased elsewhere. Generally paid by the purchaser.
Value added tax (4, 6, 10, ST)	A tax levied by governments on values added resulting from an exchange of property; for example, from wholesale value to retail value. Generally paid by the seller (but passed along to the customer via sale price).
Visual inspection (2, 5, 6, 9, AG, SG, ST)	A comparison of a product to written specifications (e.g., packaging, labeling, and marking instructions) that is performed without the aid of test instruments.
Warranty (6–8, 10)	A written guarantee given to the purchaser of health-sector goods by the manufacturer or dealer, usually specifying that the manufacturer will replace poor-quality goods free of charge for a stated period of time.
WHO (1–7, 9, 10, AG, SG, ST)	World Health Organization: The directing and coordinating authority for health within the United Nations system.
WHO prequalification (2–6, SG, ST)	Included on the WHO list of prequalified medicines. WHO assesses quality, efficacy, and safety of specific medicines from specific manufacturers and accepts or rejects them for inclusion on its list. For more information, see Supplementary Topics, Section E: Prequalification.
World Bank (3–10, AG, SG, ST)	The World Bank Group offers loans, advice, and an array of customized resources to more than 100 developing countries and countries in transition.