

2026

RFP EVALUATION TOOL

USER GUIDE

WORLD HEALTH ORGANIZATION

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Introduction

The RFP Evaluation Tool is an AI-enabled solution designed to simplify and streamline the evaluation of vendor proposals. It helps reviewers assess submissions efficiently by automating the review process, enabling scoring against predefined evaluation criteria, and supporting the drafting of structured evaluation reports.

By reducing manual effort and improving consistency, the tool ensures a more transparent, accurate, and time-efficient RFP evaluation process.

Let us get started!

Getting Started

User Roles & Responsibilities

Activity / Responsibility	Admin	Project Manager	Panel Members
Create & Configure Project	✓	✗	✗
Assign Project Manager	✓	✗	✗
Upload RFP Document	✓	✗	✗
Upload Supporting (Q/A) Documents	✓	✗	✗
Create Vendors	✓	✗	✗
Upload Vendor Proposals/Documents	✓	✗	✗
Run Eligibility Test	✓	✗	✗
Review Project Details & Eligibility Results	✓	✓	✗
Add/Assign Panel Members	✗	✓	✗
Evaluate Vendor Proposals	✗	✗	✓
Provide Scoring & Justification	✗	✗	✓
Perform Comparative Analysis of Vendors	✗	✗	✓
Generate Individual Evaluation Reports	✗	✗	✓
Generate CRC (Consolidated Report)	✓	✓	✗

Logging in with Single Sign-On (SSO)

1. Open the RFP Evaluation tool in your browser via the below link:
<https://rfpevaluation.who.int/login>
2. Click on “Sign in with Microsoft”
3. Enter your Microsoft credentials:
4. After authentication you should be able to login successfully into the platform.

Welcome to the RFP Evaluation

Leverage AI-powered analysis to evaluate vendor proposals, run eligibility checks, generate detailed evaluation reports, and conduct comparative assessments effortlessly.

Log in to begin your evaluation journey.

Welcome Back

Sign in with your Microsoft account

Sign in with Microsoft

Disclaimer: This application uses artificial intelligence (AI) to evaluate vendor proposals, generate eligibility reports, and conduct comparative assessments. While AI enhances efficiency and accuracy, results may contain errors or omissions. All evaluations should be reviewed for verification. This tool does not replace official procurement decisions or legal documentation.

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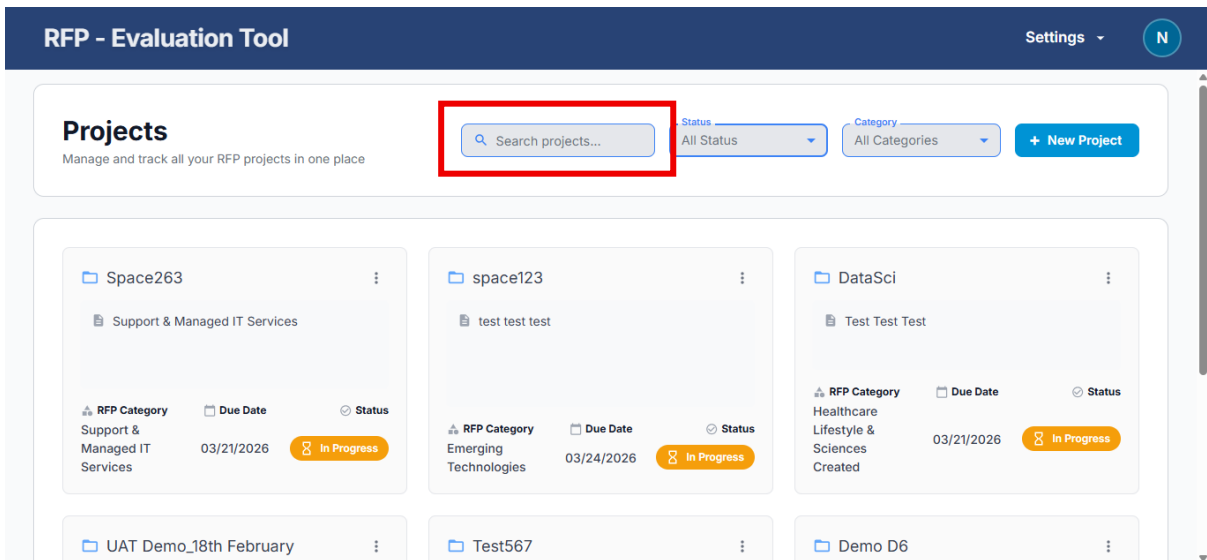
Dashboard

1. After login, user will land on the dashboard where user can see all the projects details in card tiles.

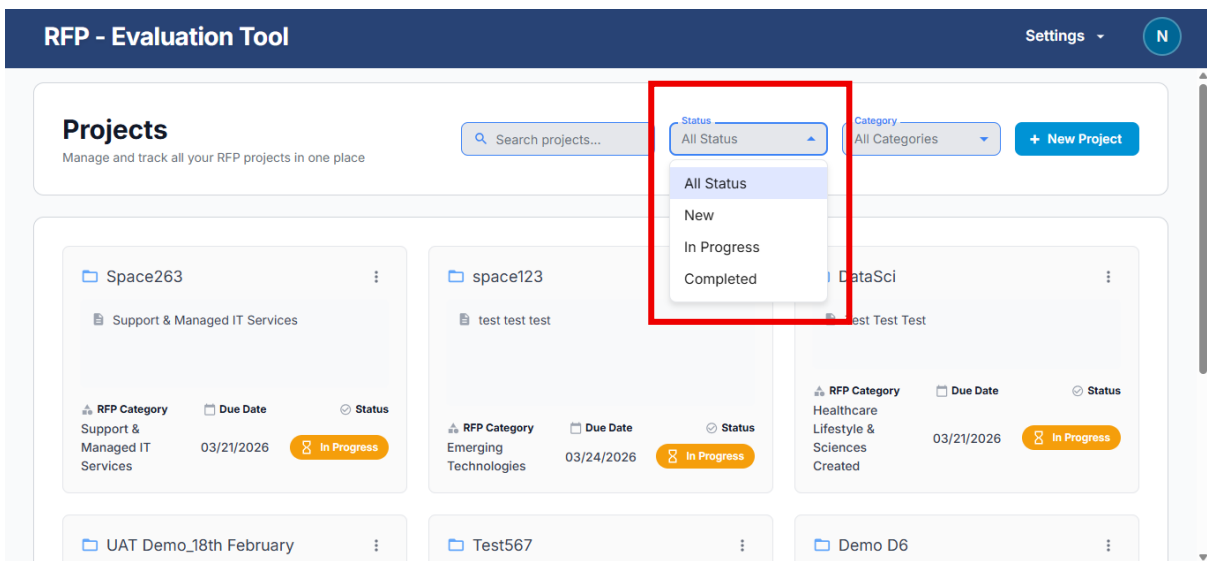
The dashboard, titled "RFP - Evaluation Tool", features a navigation bar with "Settings" and a user profile icon "N". Below the header, a "Projects" section includes a search bar "Search projects...", a "Status" dropdown menu set to "All Status", a "Category" dropdown menu set to "All Categories", and a "+ New Project" button. The main area displays a grid of project cards. Each card shows a folder icon, a project name, a sub-item, and a summary table with columns for "RFP Category", "Due Date", and "Status".

RFP Category	Due Date	Status
Support & Managed IT Services	03/21/2026	In Progress
Emerging Technologies	03/24/2026	In Progress
Healthcare Lifestyle & Sciences Created	03/21/2026	In Progress

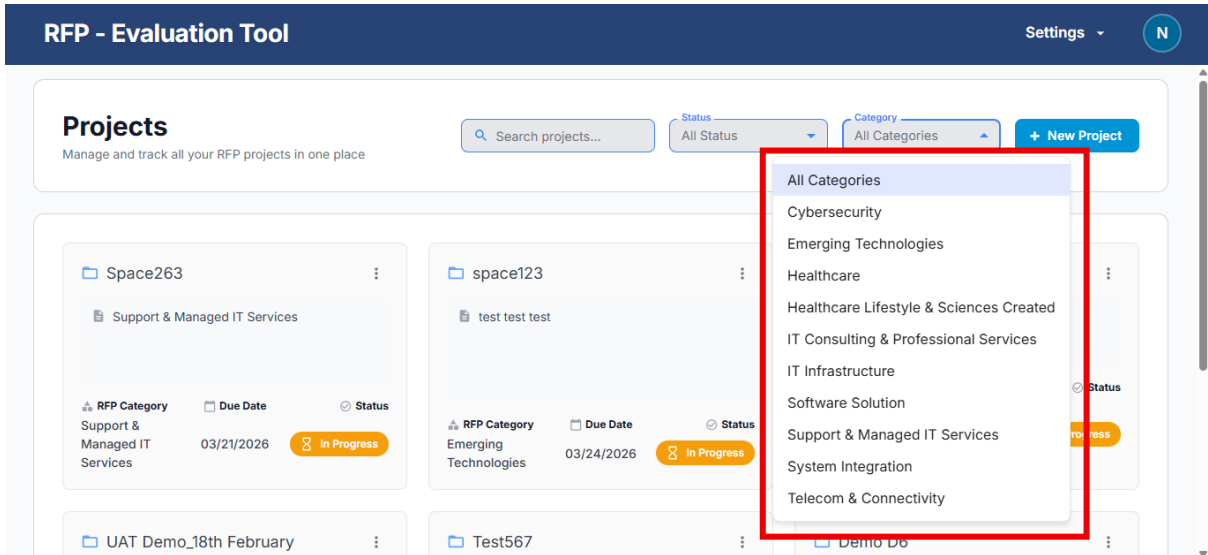
2. The search bar allows to search existing projects in the dashboard.



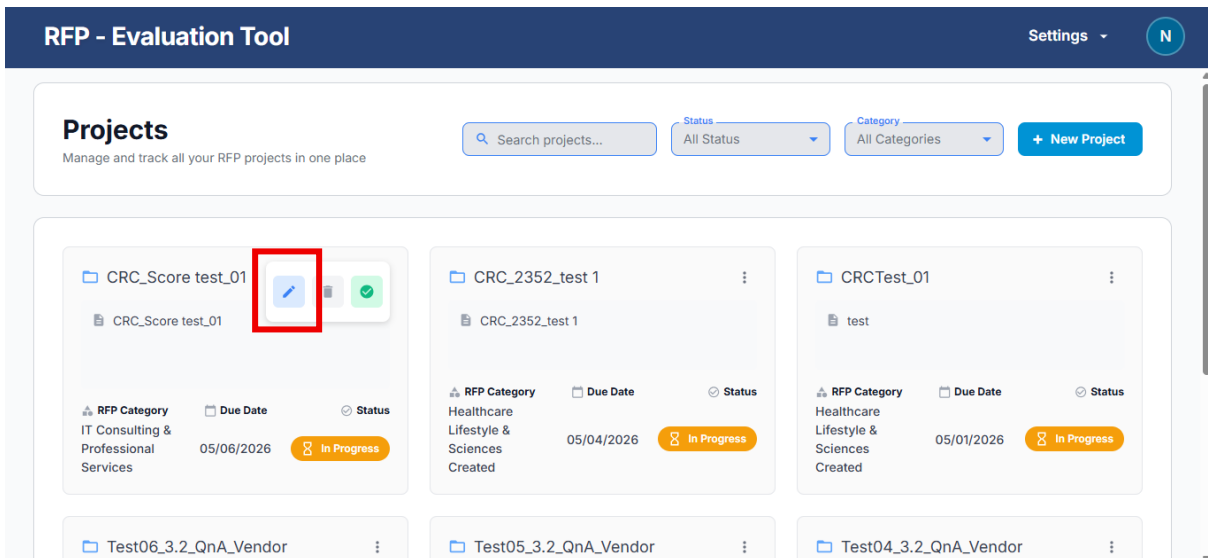
3. The status filter allows to filter projects by status like – New, In Progress, Completed



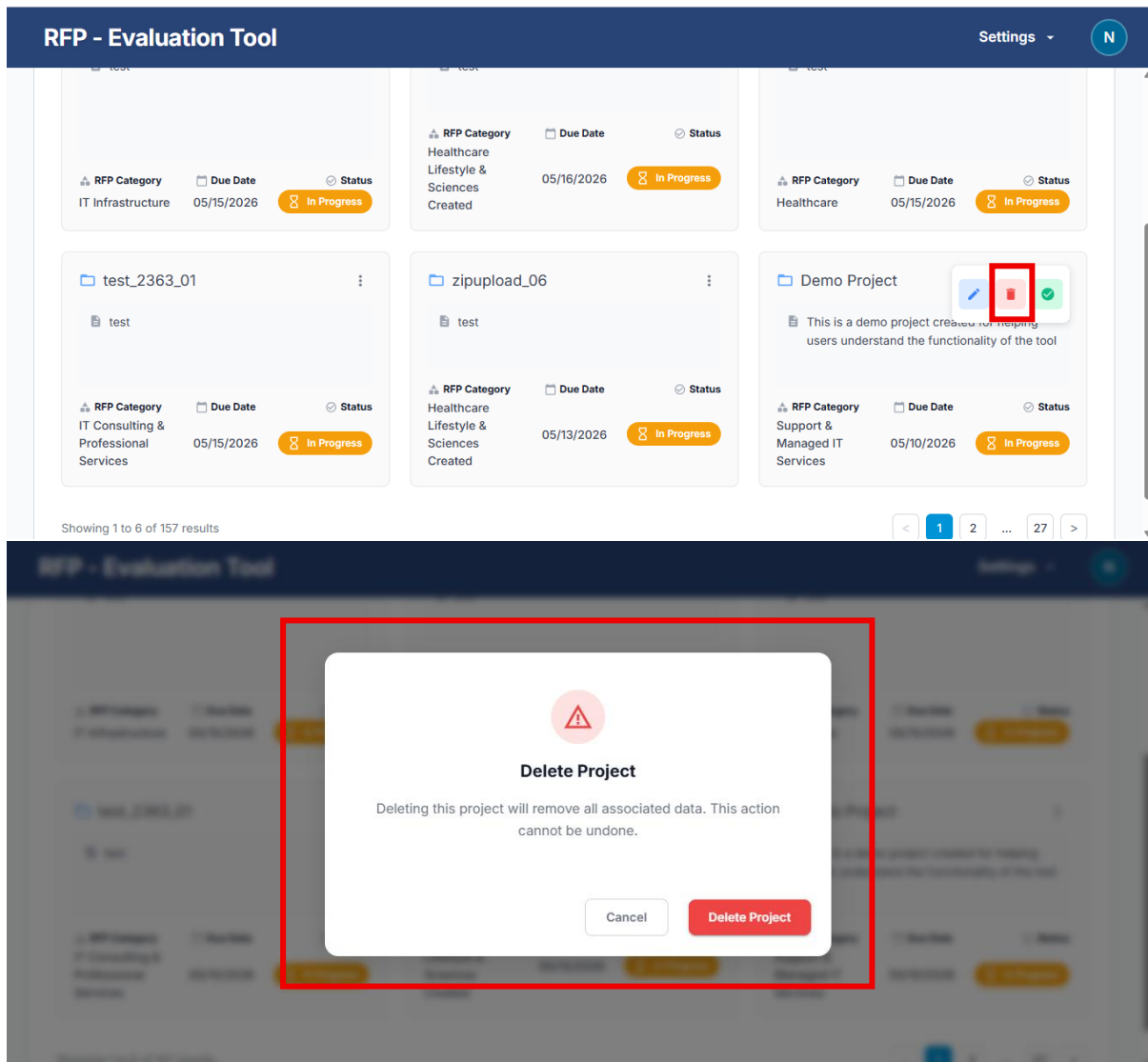
4. The category filter allows to filter projects by different Categories.

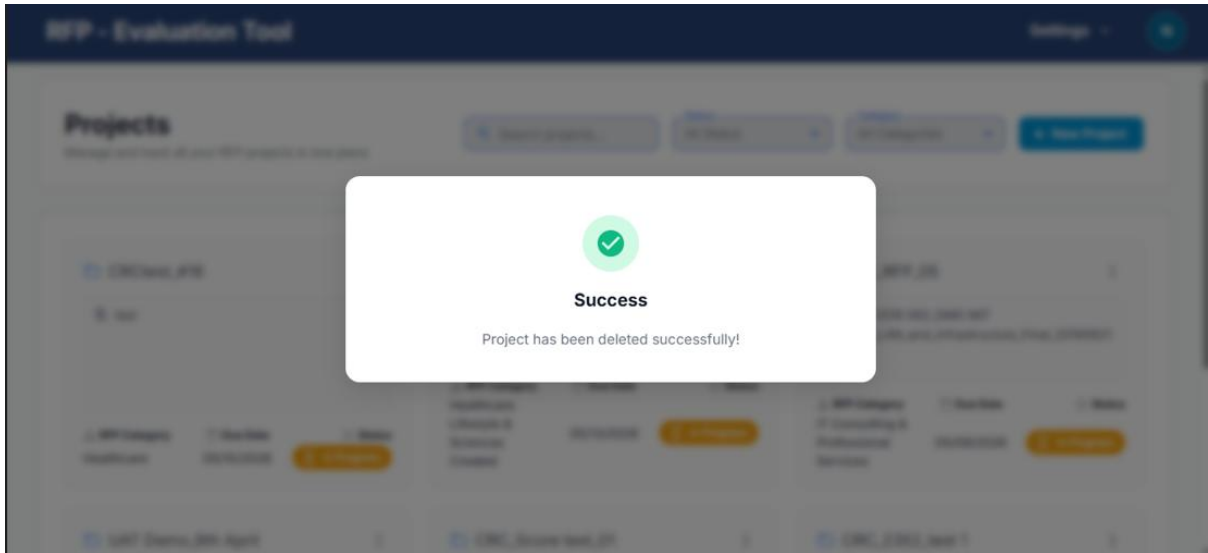


5. Clicking on the three dots allows the user to edit the project details. Only Admin users can edit the project details.

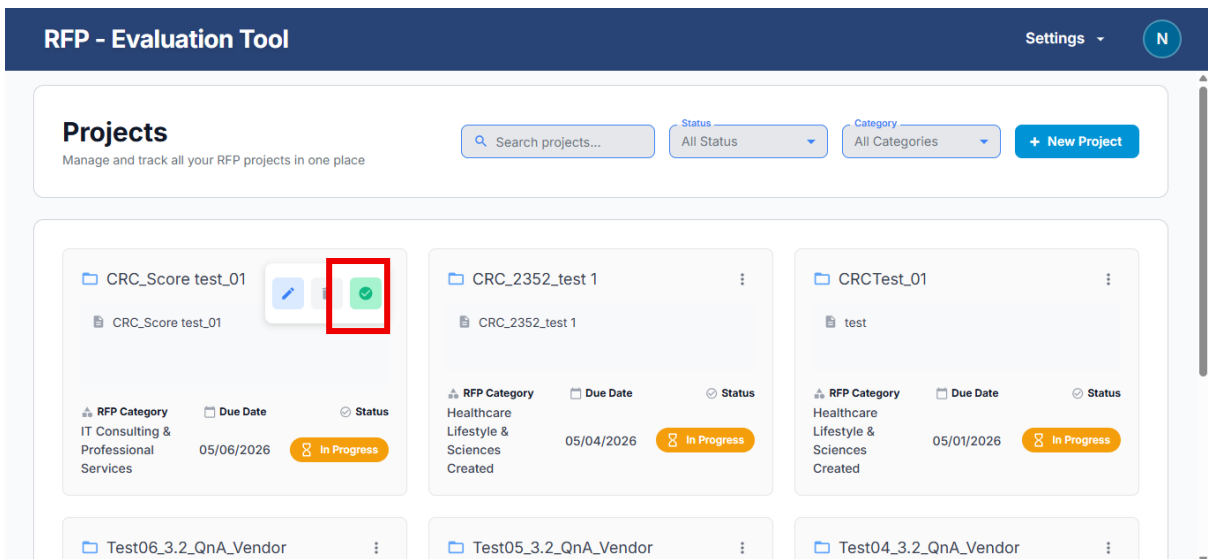


6. Clicking on the three dots allows the user to delete the project details. Only Admin users can delete the project details. A project can be deleted in any stage





7. The “Mark as Complete” option allows the user to mark a project as completed. Only Admin and Project Manager users have permission to mark the project as complete.



Projects

Manage and track all your RFP projects in one place

Search projects...

Status
All Status

Category
All Categories

+ New Project

Mark as Completed

Are you sure you want to mark CRC_Score test_01 as completed? This will update the project status to Completed.

Cancel

Mark Completed

CRC_Score test_01

CRC_Score test_01

RFP Category
IT Consulting & Professional Services
Due Date
05/06/2026
Status
In Progress

RFP Category
Healthcare Lifestyle & Sciences Created
Due Date
05/04/2026
Status
In Progress

RFP Category
Healthcare Lifestyle & Sciences Created
Due Date
05/01/2026
Status
In Progress

Test06_3.2_QnA_Vendor

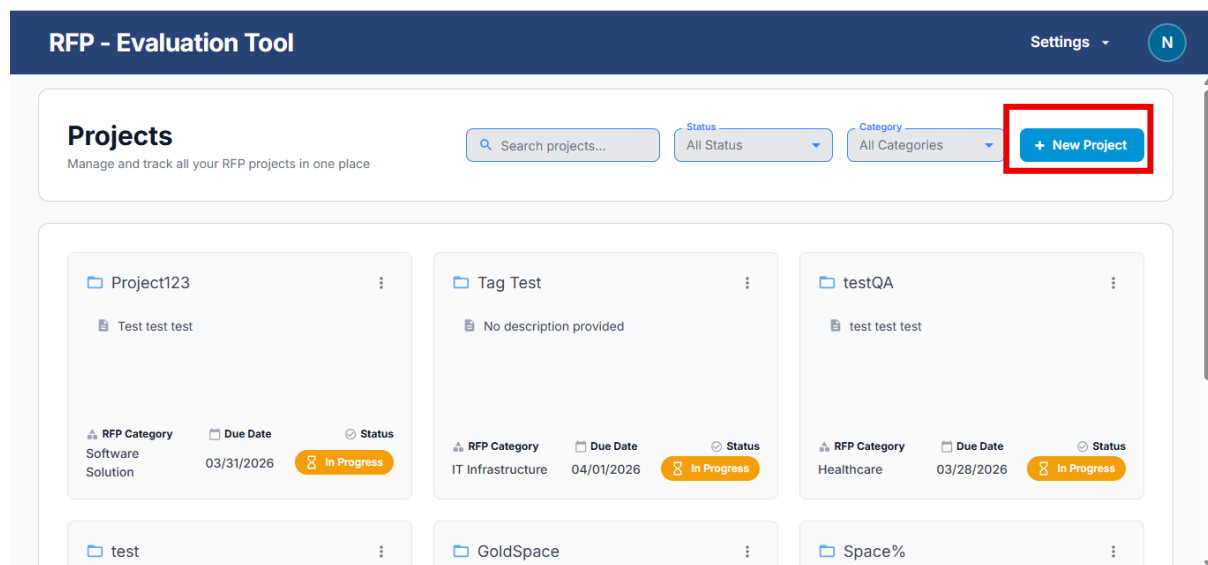
Test05_3.2_QnA_Vendor

Test04_3.2_QnA_Vendor

Project Creation and Check Vendor Eligibility

Create New Project

The “New Project” button on the dashboard allows only Admin users to create new projects. This button should only be visible to admin users. Admin users can create projects in the tool and upload required documents like RFP document, Q&A document, and vendor proposals.



1. Clicking on “New Project” takes Admin user to Create New Project screen. Admin user should fill in details like:
 - a. Project Name
 - b. Project Category – Drop-down showing the list of all the categories created in the tool.
 - c. Project Description – Brief description of project
 - d. Team members – Drop-down field for adding project manager.
Admin user should add a “Project Manager” to the project. Users already added in the application can be added as project managers. Every project will have only one project manager.

RFP - Evaluation Tool Settings N

Create New Project

Get started by providing basic information about your RFP evaluation project

Project Information
Enter the details for your RFP evaluation project

Project Information
Basic details about your project

PROJECT NAME RFP CATEGORY

Enter project name... Select category...

0/255 characters

PROJECT DESCRIPTION

Provide a detailed description of the project...

RFP - Evaluation Tool Settings N

Team Members
Add people to collaborate on this project

EMAIL ADDRESS

user@example.com

neha.pujari@e-zest.in

neha.polke@e-zest.com

patteen@who.int

hazbunc@who.int

jaegera@who.int

bahln@who.int

neetika.ambre@e-zest.com

After filling in all the details, click save and continue.

RFP - Evaluation Tool Settings N

Team Members
Add people to collaborate on this project

EMAIL ADDRESS

Project Manager already assigned

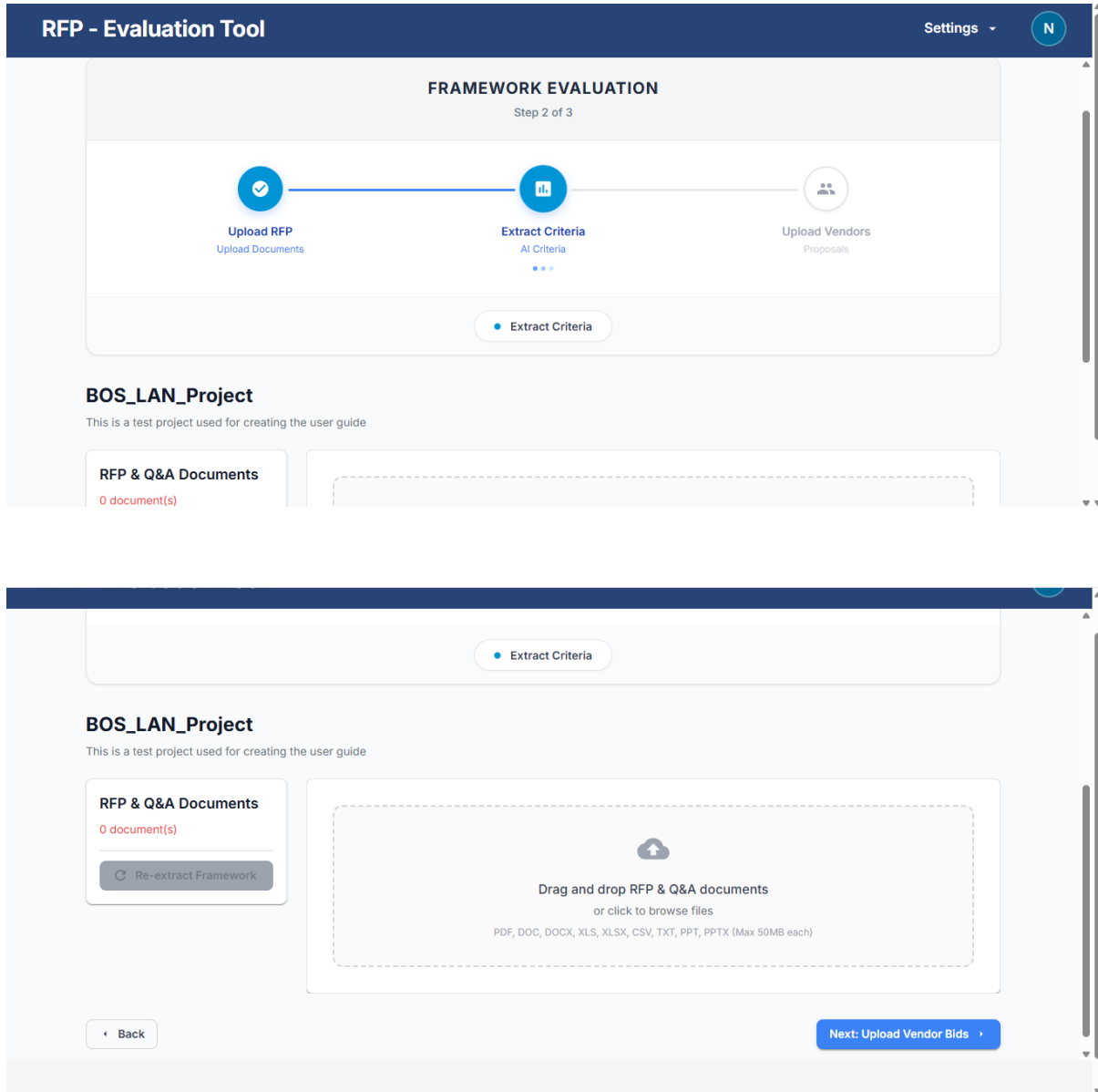
Only one Project Manager is allowed per project

TEAM MEMBERS (1)

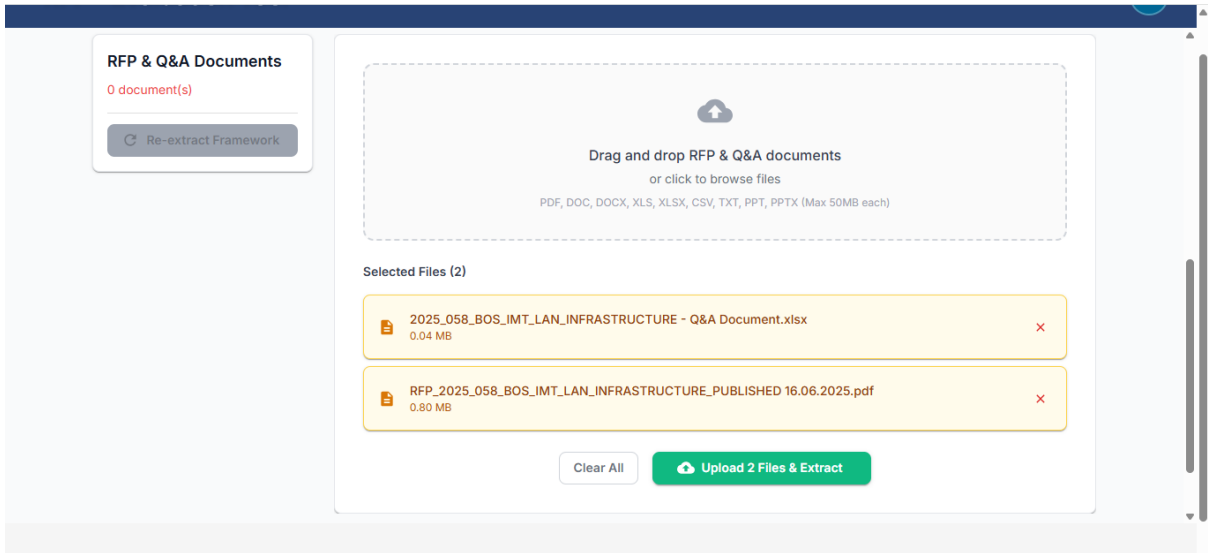
N neha.pujari@e-zest.in MANAGER

Continue Save & Continue

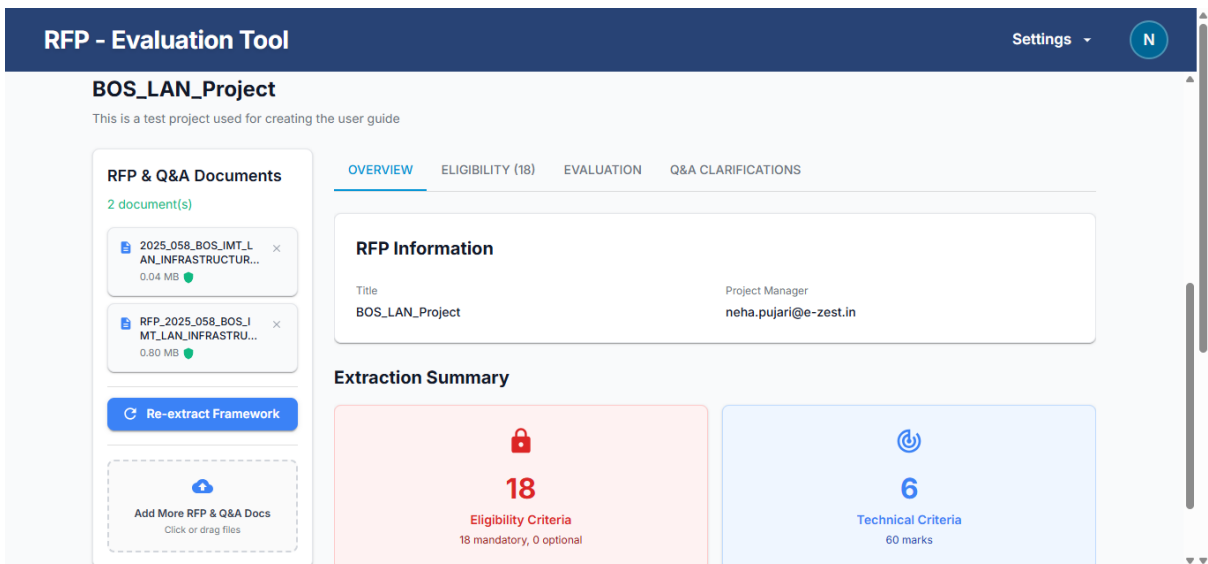
2. Once the project is created, the next steps are to upload RFP documents and Q&A document. The admin user is responsible for uploading the relevant documents.



The RFP and Q&A document can be selected from the system and uploaded, once the documents are uploaded the eligibility criteria, evaluation criteria and the Q&A clarifications are extracted. While the documents are getting uploaded, they will be scanned for virus as well.



The documents are uploaded and the extracted criteria and Q&A Clarifications are seen in the eligibility, evaluation, and Q&A Clarifications tabs.



RFP - Evaluation Tool Settings

OVERVIEW **ELIGIBILITY (18)** EVALUATION Q&A CLARIFICATIONS

RFP & Q&A Documents

2 document(s)

2025_058_BOS_IMT_LAN_INFRASTRUCTUR...
0.04 MB

RFP_2025_058_BOS_I MT_LAN_INFRASTRU...
0.80 MB

Re-extract Framework

Add More RFP & Q&A Docs
Click or drag files

Eligibility Criteria + Add Criterion Select All Mandatory

18 mandatory requirements

You can add, edit, or delete eligibility criteria. All vendors must meet these requirements.

Mandatory Requirements 18

E1 General Mandatory

The Contractor shall be a for-profit institution operating in the field of LAN and Unified Communications implementation and outsourced service management, with proven expertise in Cisco infrastructure and services.

E2 General Mandatory

Local presence in Geneva area to allow onsite intervention with a commute time of 2 hours that would allow to comply with SLAs requirements in case of incident (see Appendix 3).

RFP - Evaluation Tool Settings

OVERVIEW ELIGIBILITY (18) **EVALUATION** Q&A CLARIFICATIONS

RFP & Q&A Documents

2 document(s)

2025_058_BOS_IMT_LAN_INFRASTRUCTUR...
0.04 MB

RFP_2025_058_BOS_I MT_LAN_INFRASTRU...
0.80 MB

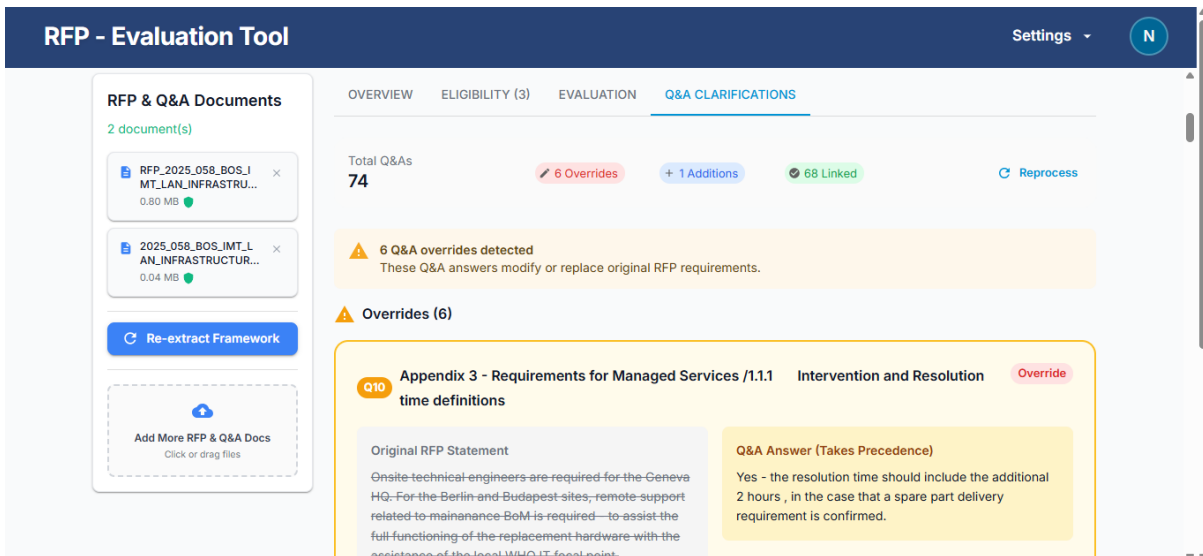
Re-extract Framework

Add More RFP & Q&A Docs
Click or drag files

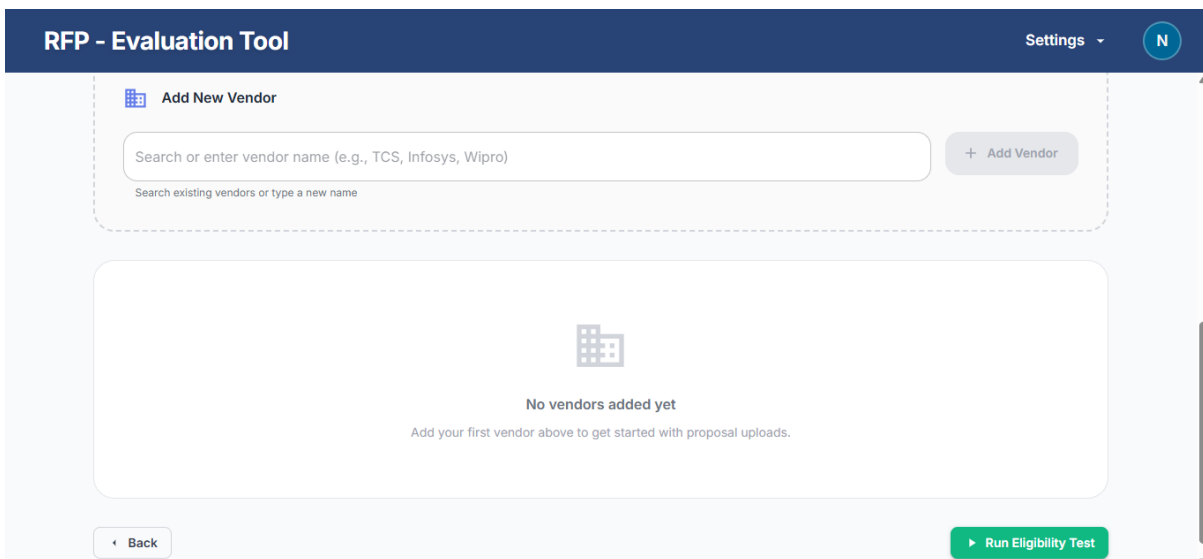
Criteria Marks Breakdown Edit

Maximum marks allocated to each criterion by category
Note: 40 marks are allocated to Financial criteria

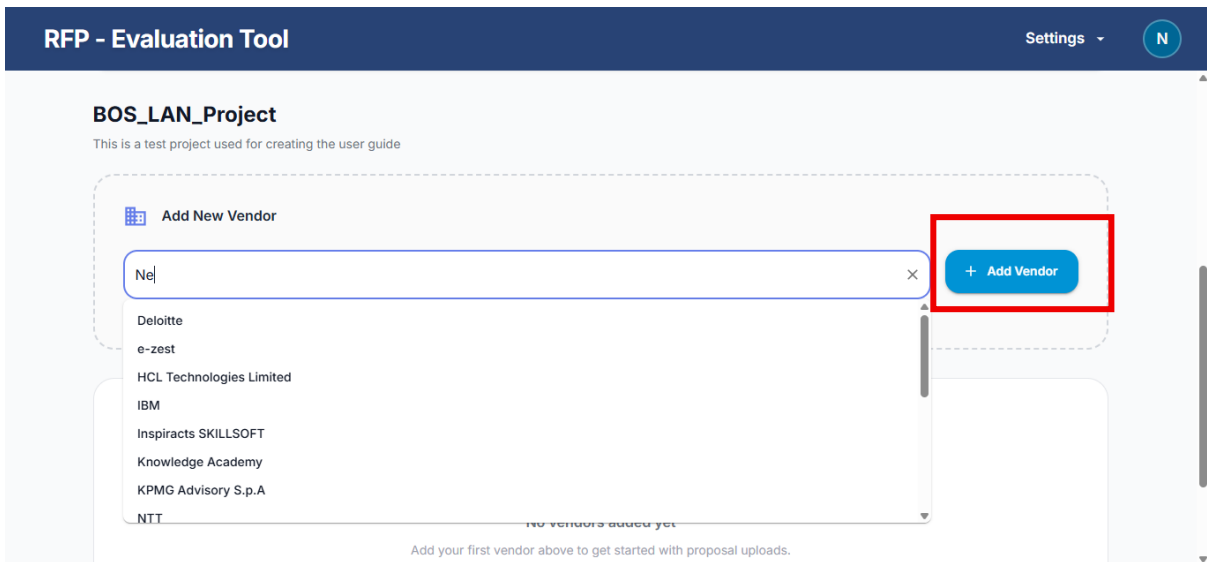
Category	Criterion Name	Description	Marks
Technical	Quality of the proposal	Evaluated on: Adequately formatted RFP document, Completeness of information, Concise documentation tailored to WHO's RFP response framework.	5
	Company information and experience	Evaluated on: Financial health, years in business, global/regional presence, Experience with international organizations, Proven experience with similar network managed service projects, Team qualifications including skills, certifications, and experience of proposed support staff, Service management track record and quality of client references.	10
		Evaluated on: Service management requirements including flexible	



3. After uploading the RFP documents and Q&A documents the next step is to Upload Vendor Proposals by adding new vendors or selecting existing vendors



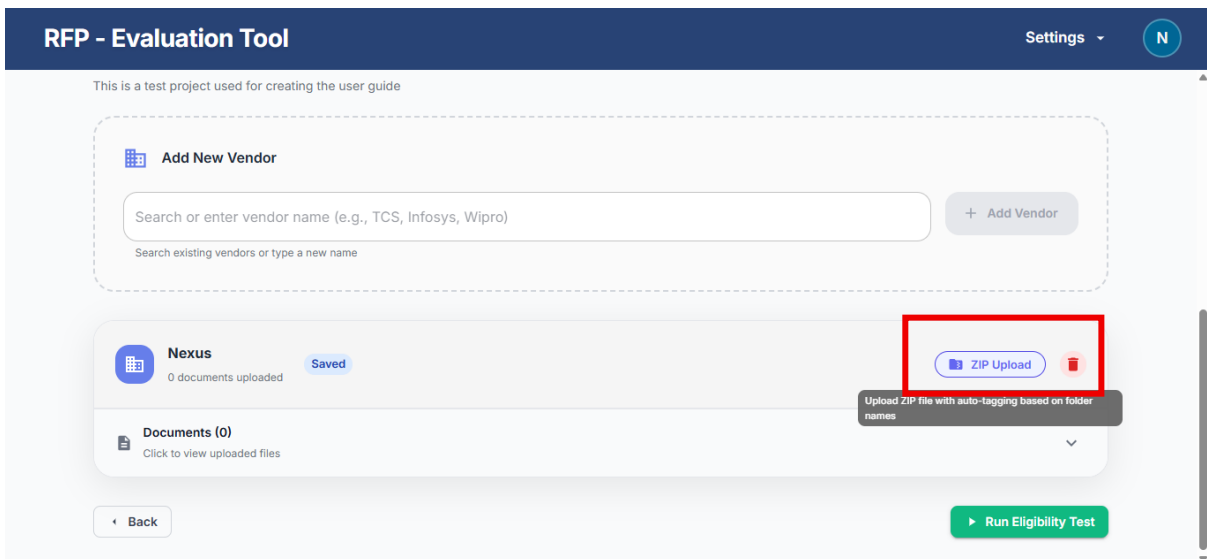
4. User can select an existing vendor by searching in the search box or can add a new vendor by clicking on "Add Vendor."

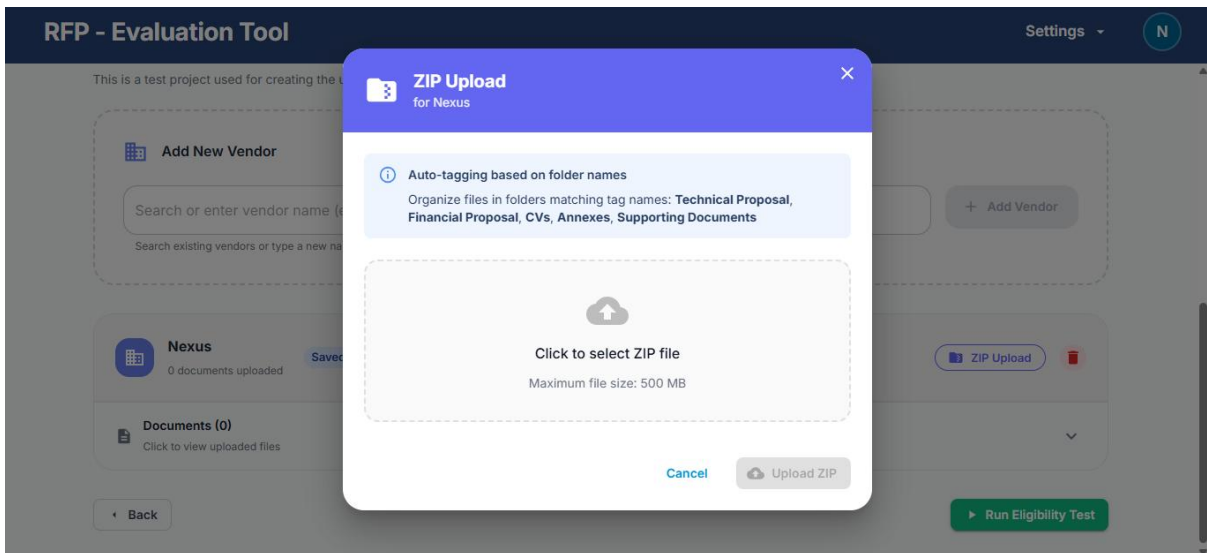


5. After adding the vendor, upload vendor proposal for the vendor. User should upload a zip file; the zip file has pre-defined folder structure with documents within every folder. The defined folder structure within the zip file is:

1. Technical Proposal
2. Financial Proposal
3. CV's
4. Annexes
5. Supporting Documents

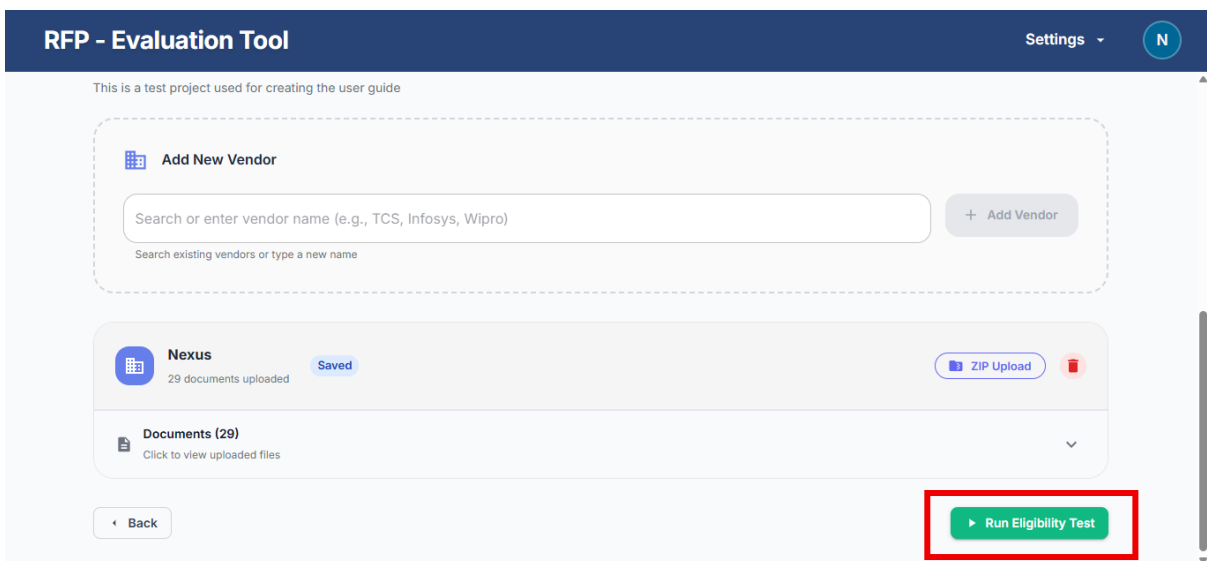
User can upload the zip file by selecting the file from his desktop.



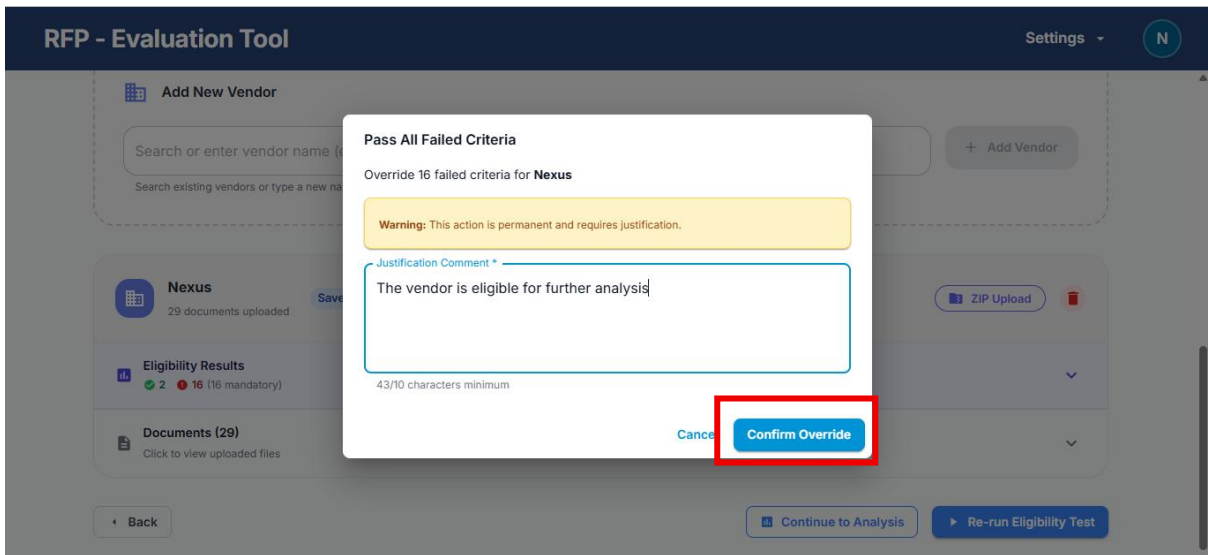
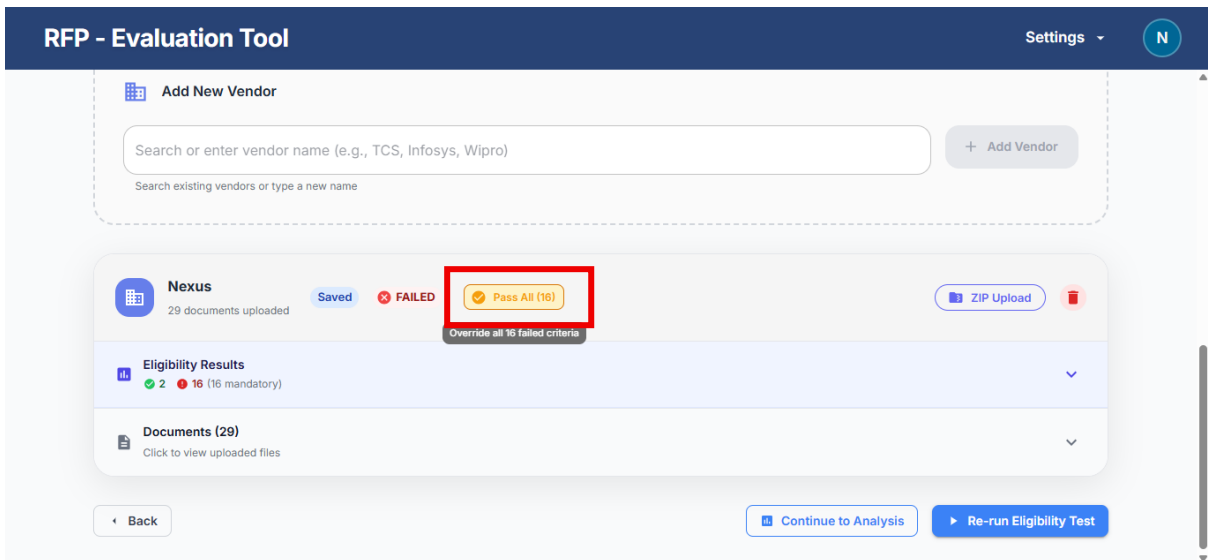


Run Eligibility Test

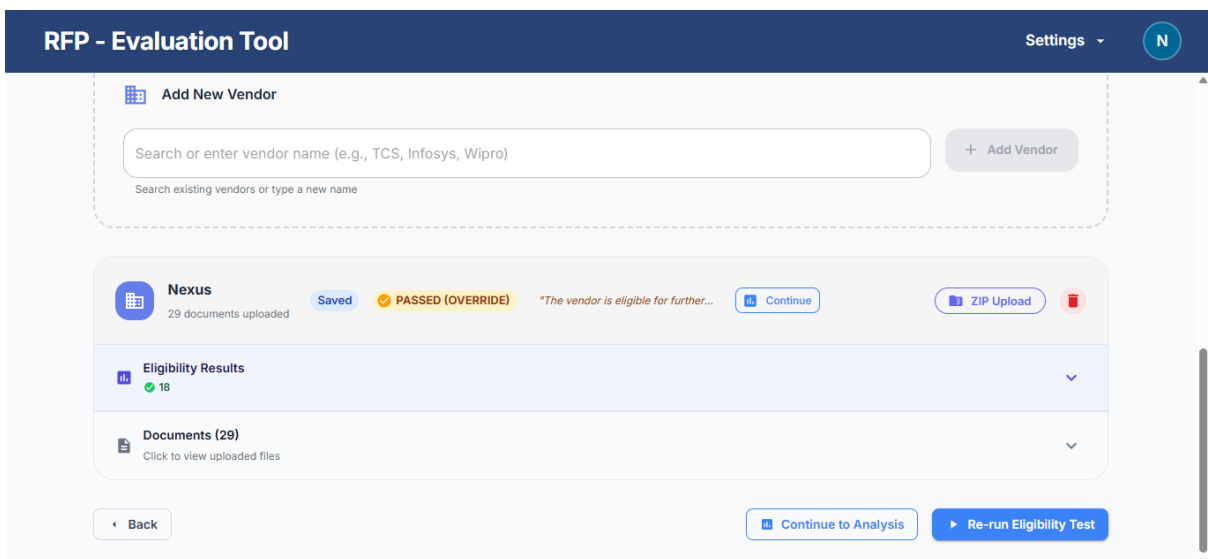
1. Once the zip file is uploaded successfully, click on “Run Eligibility Test” to run the eligibility test for the vendor. The eligibility test identifies if the vendor is eligible for further evaluation, the eligibility test is executed based on the eligibility criteria extracted from the RFP document.



2. If the eligibility test is passed then the vendor is eligible for further analysis but if the eligibility test is failed, Admin user can mark the vendor as passed and make the vendor eligible for further analysis.



3. Once the vendor is passed, the result of the vendor will be updated to “Passed” as shown below.



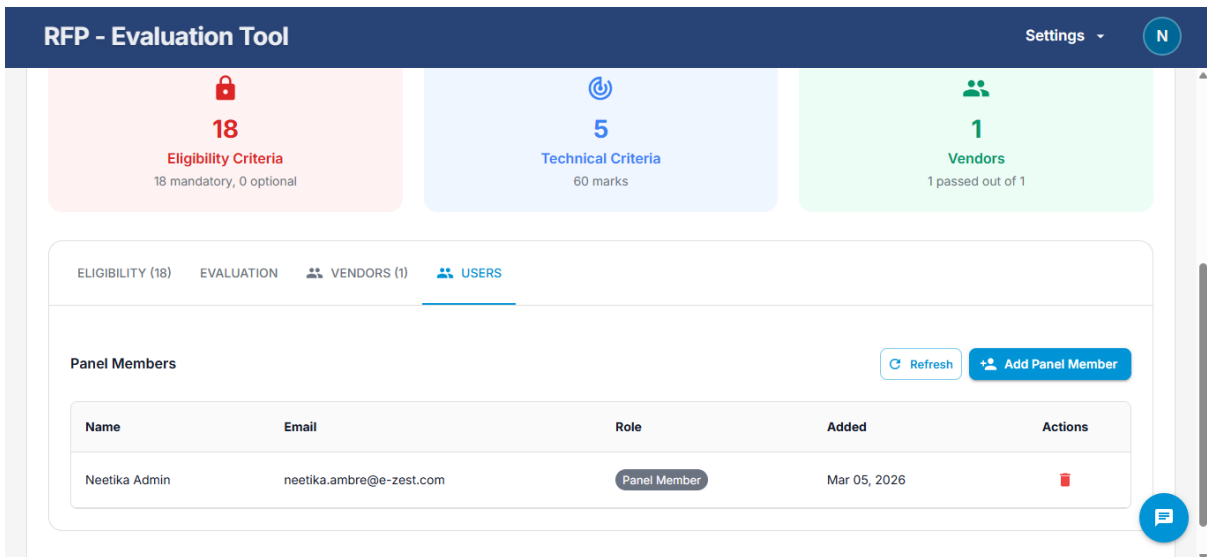
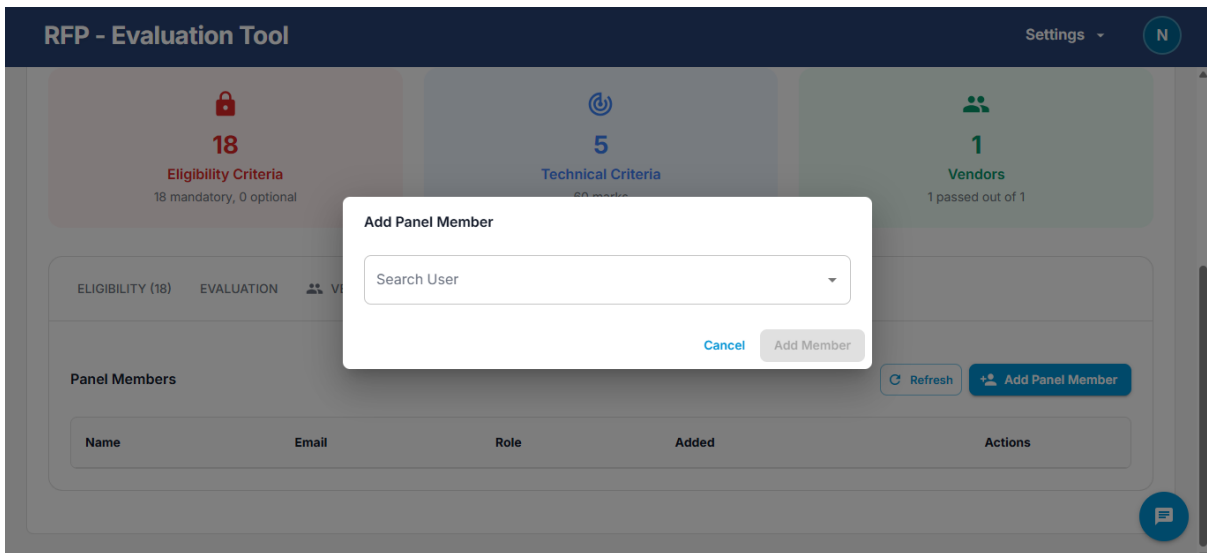
Vendor Evaluation

After executing the eligibility test the passed vendor are further evaluated by different panel members. For this evaluation, the project manager should add relevant panel members to the project.

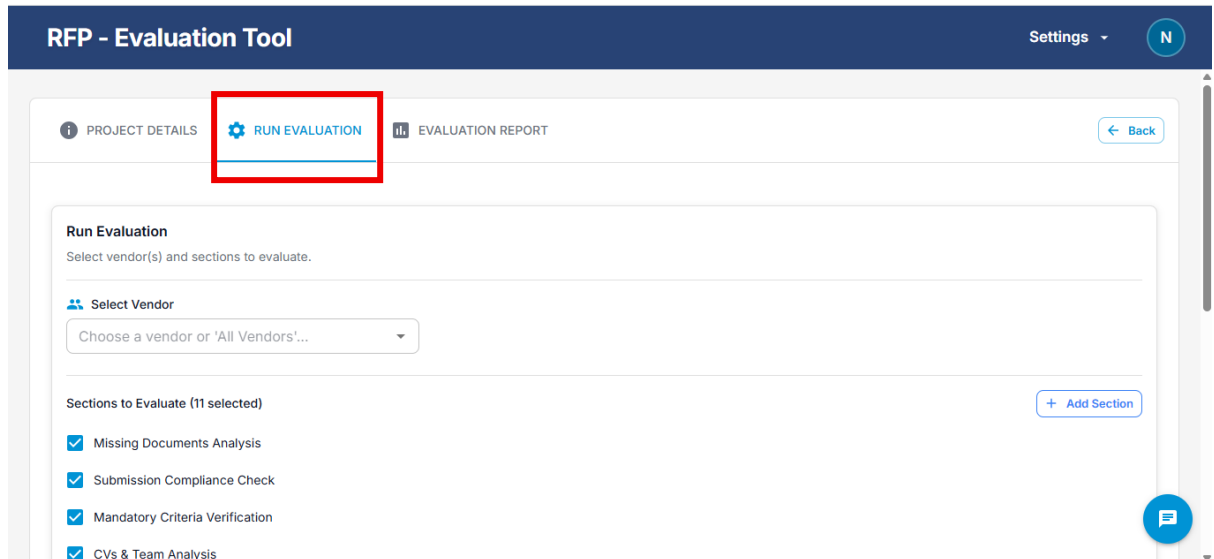
1. On the project details page, the Project Manager should add panel members in the “Users” Tab

The screenshot displays the 'RFP - Evaluation Tool' interface. The top navigation bar includes 'Settings' and a user profile icon 'N'. Below the navigation bar, there are three tabs: 'PROJECT DETAILS', 'RUN EVALUATION', and 'EVALUATION REPORT'. The 'PROJECT DETAILS' tab is active, showing 'RFP Information' with the title 'BOS_LAN_Project' and the Project Manager 'neha.pujari@e-zest.in'. A 'Summary' section contains three cards: 'Eligibility Criteria' (18, 18 mandatory, 0 optional), 'Technical Criteria' (5, 60 marks), and 'Vendors' (1, 1 passed out of 1). Below the summary, there is a navigation bar with 'ELIGIBILITY (18)', 'EVALUATION', 'VENDORS (1)', and 'USERS'. The 'USERS' tab is highlighted with a red box. Below the navigation bar, there is a 'Panel Members' section with a 'Refresh' button and an 'Add Panel Member' button. A table with columns 'Name', 'Email', 'Role', 'Added', and 'Actions' is visible below the 'Add Panel Member' button.

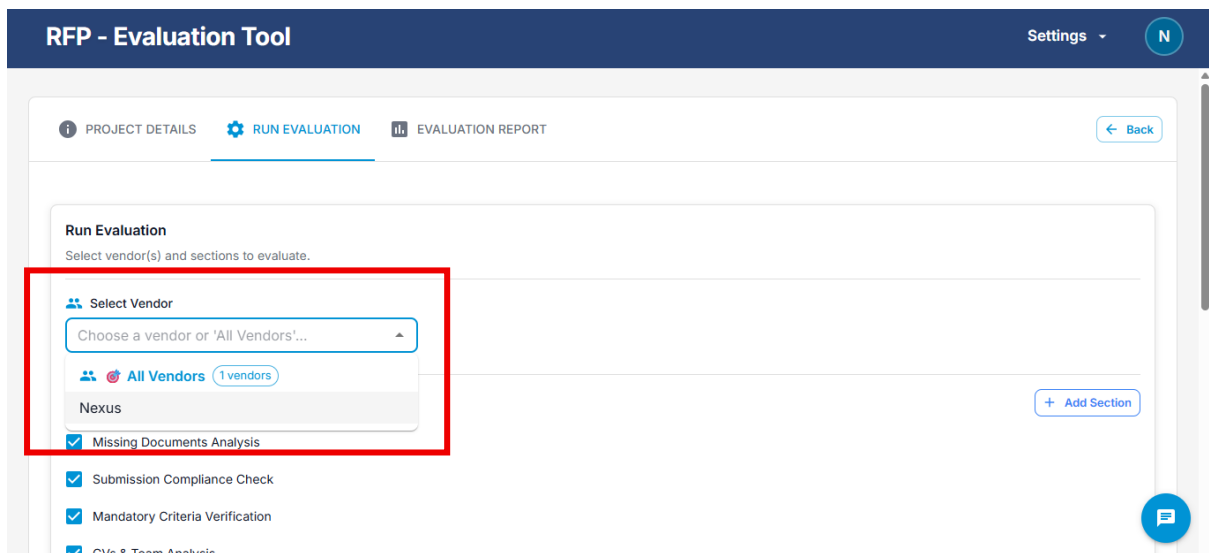
2. Click on Add Panel Member and search for user to be added. Only users who are already added into the system can be added as panel members. Project Manager can add multiple panel members for Evaluation.



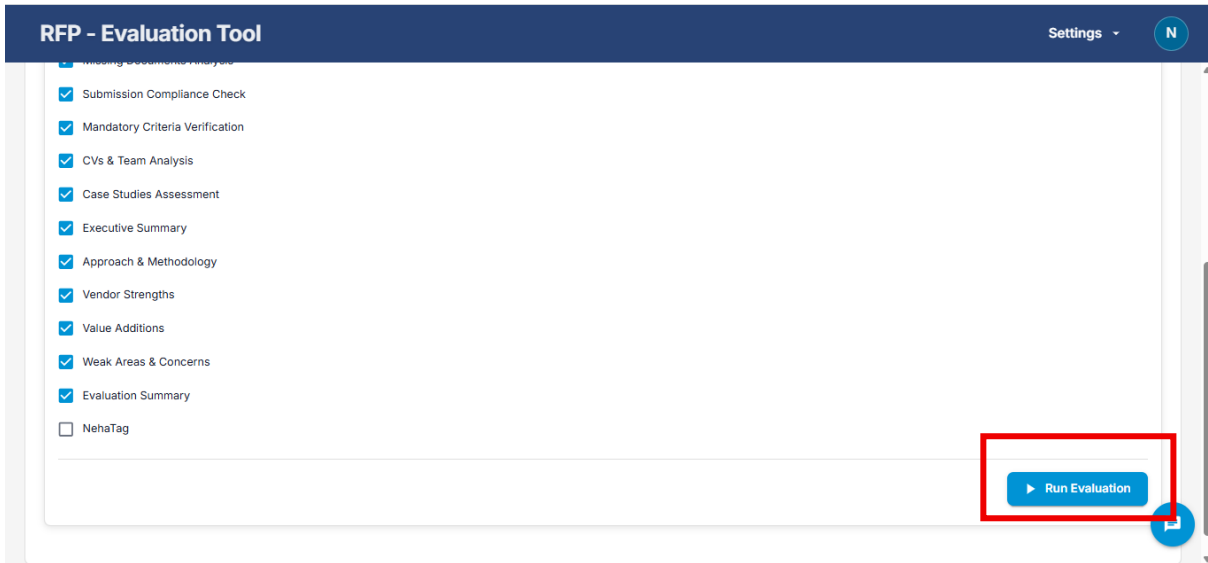
- Once the panel members are added then the panel members can further proceed with evaluation. Panel members can now select vendors for evaluation in the “Run Evaluation” tab.



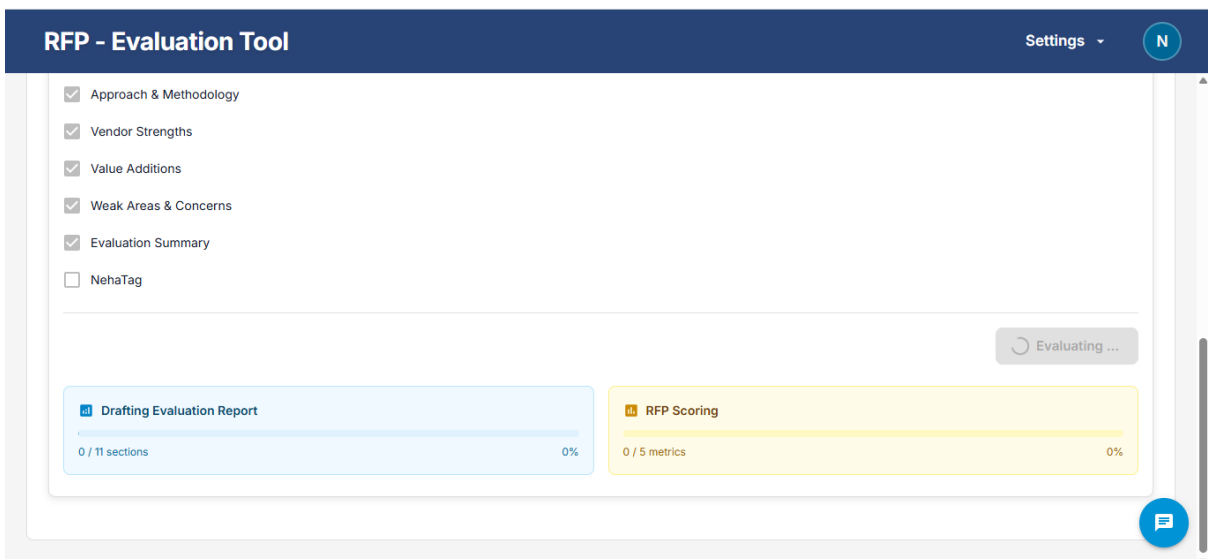
4. The select vendor drop-down menu shows the list of all the eligible vendors, panel member can select a vendor for evaluation.



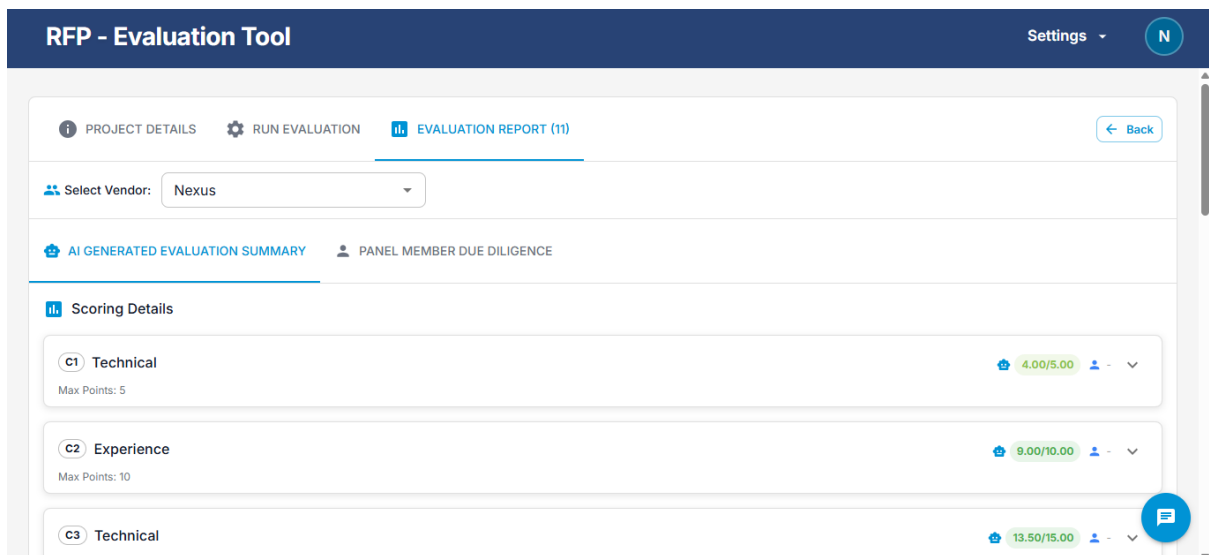
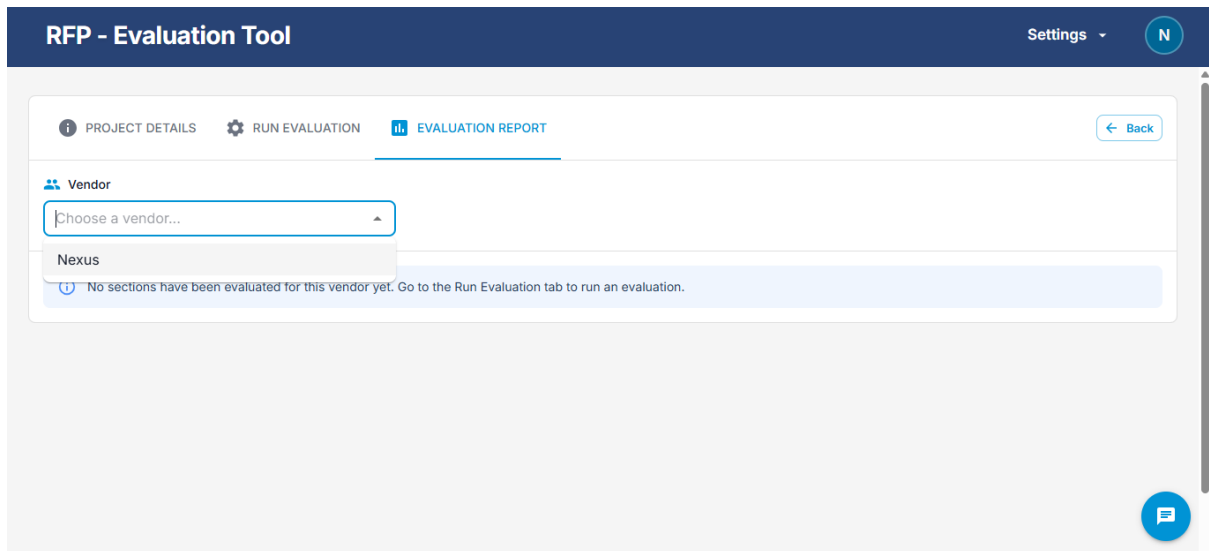
5. Select a vendor from the drop-down menu, select the sections that should be a part of the evaluation report and then click on “Run Evaluation” to generate the evaluation report for the selected vendor.



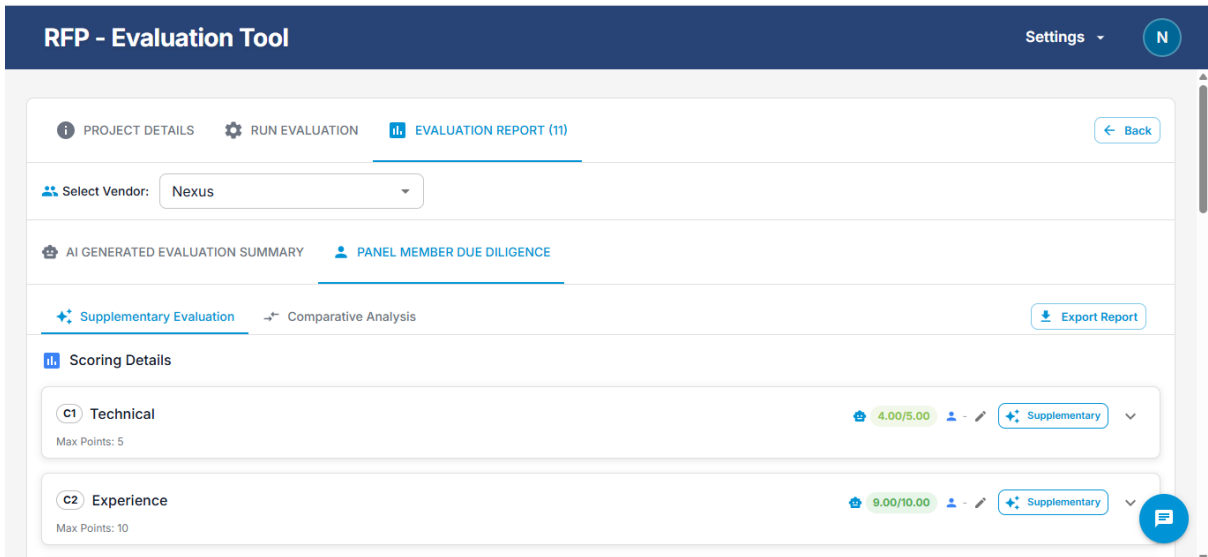
6. The system will start generating the Evaluation report.



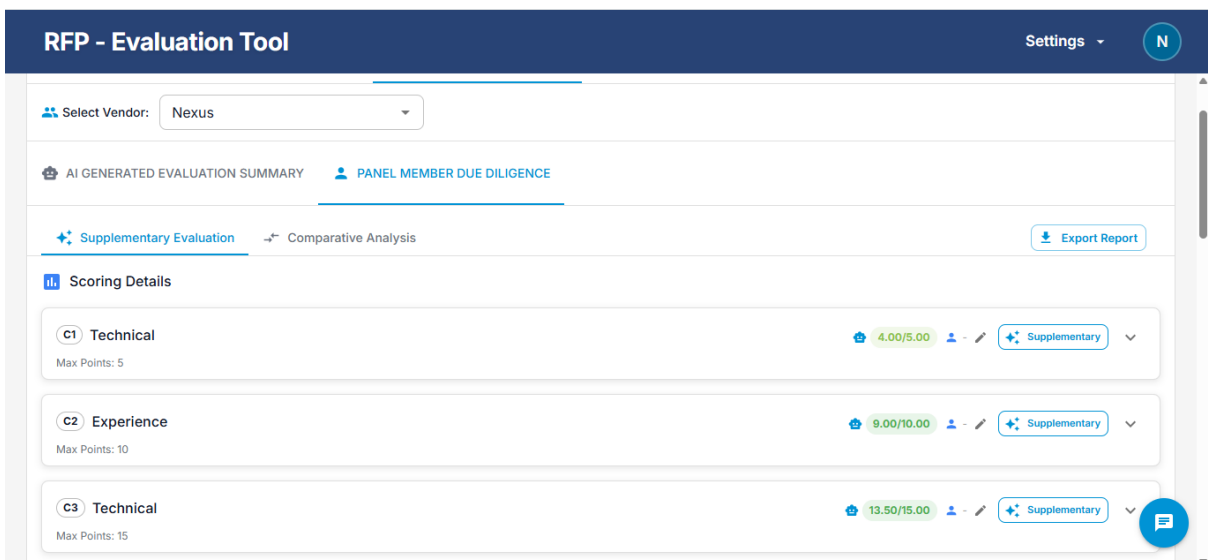
7. After the evaluation is completed, user is re-directed to the “Evaluation Report” section where user can select the vendor from the drop-down menu and the evaluation report is displayed.

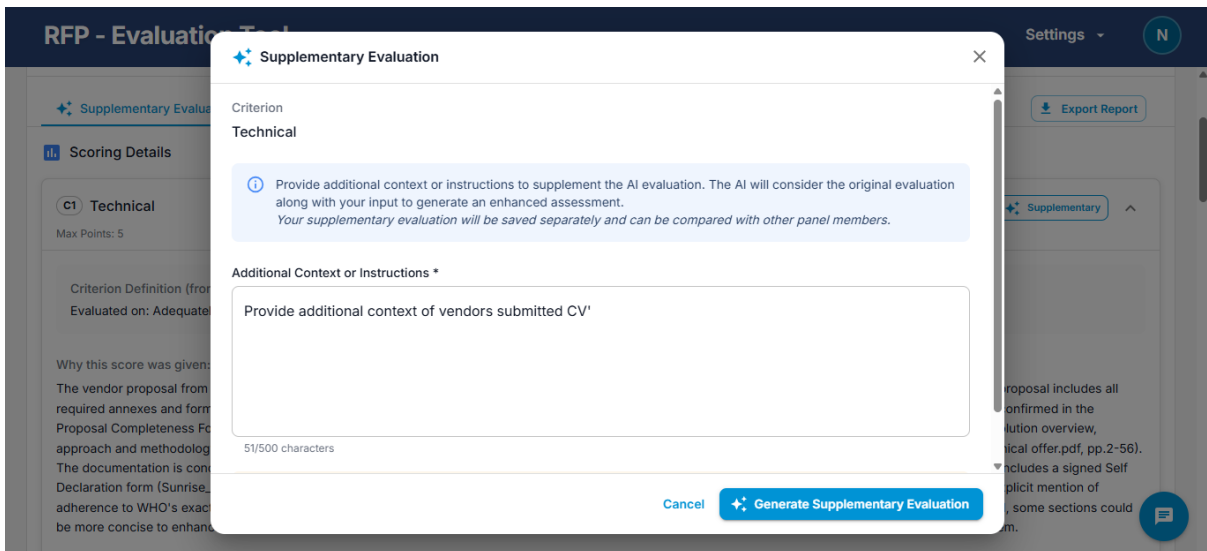


8. The evaluation report is shown in two sub-sections “AI Generated Evaluation Summary” and “Panel Member Due Diligence.” The Panel Member Due Diligence is the section in which Panel member can do further analysis of the report.



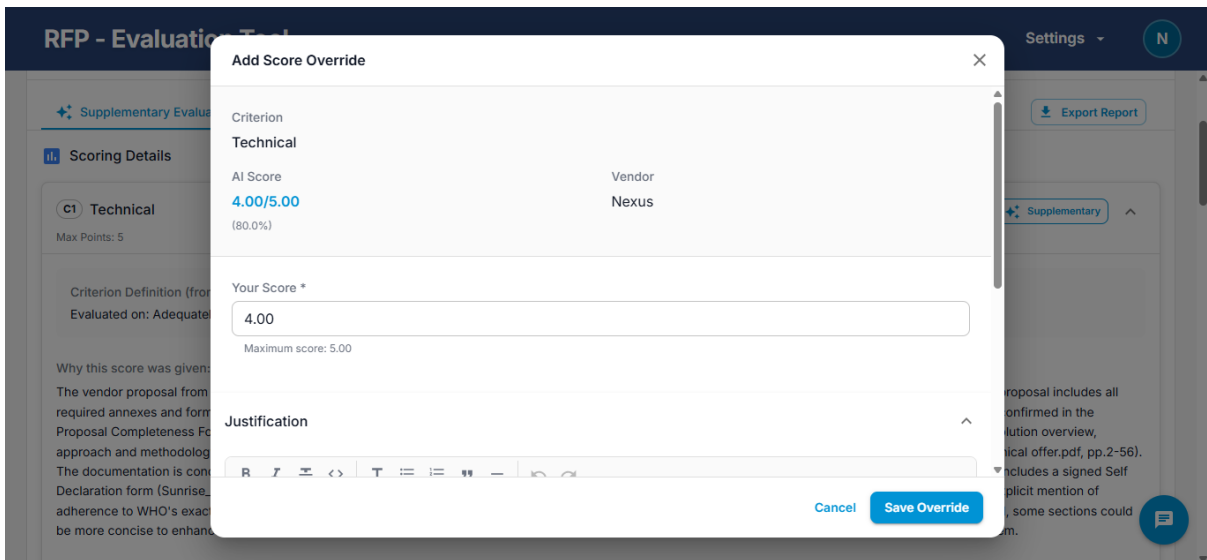
9. The Supplementary analysis allows user to give additional instructions for a particular section and generate relevant information.



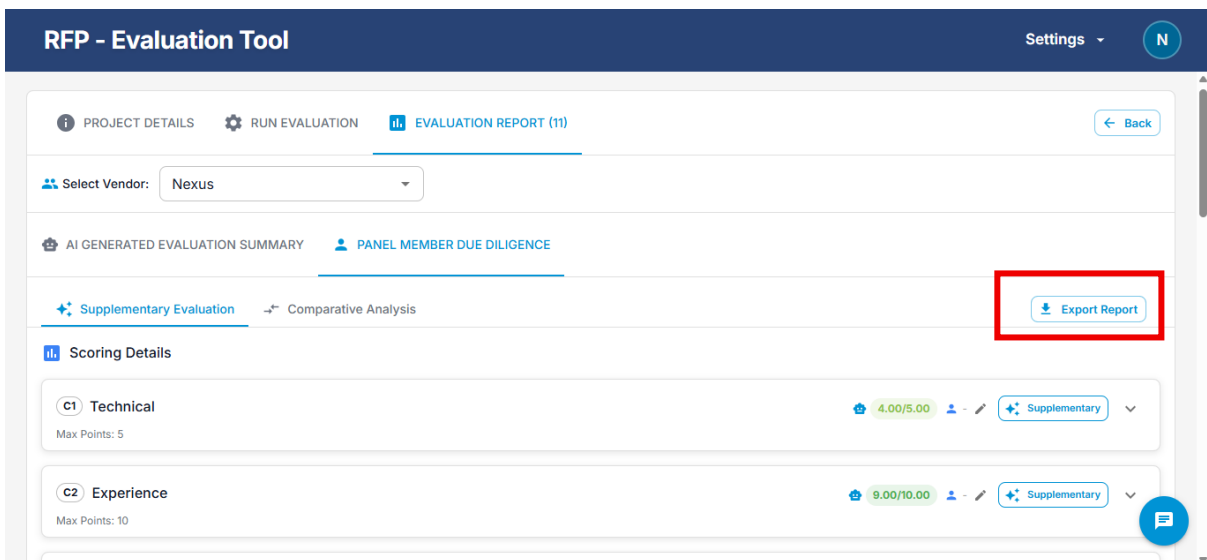


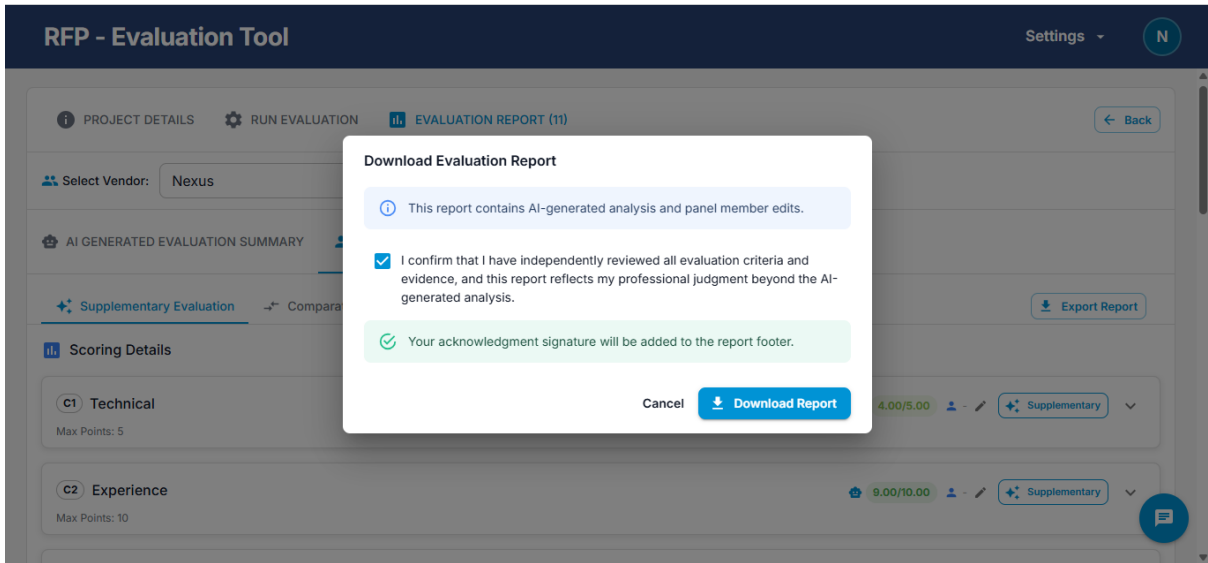
10. The content and score generated for every section can be updated/edited using the edit option.





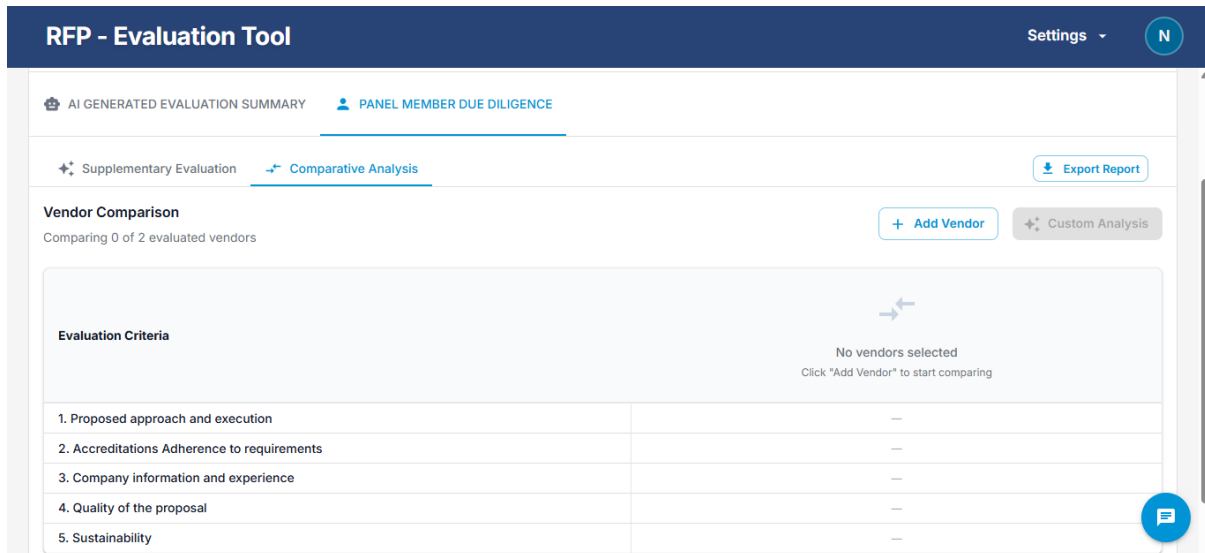
11. The generated evaluation report can be exported using the “Export Report” option. The report will be downloaded in word format.



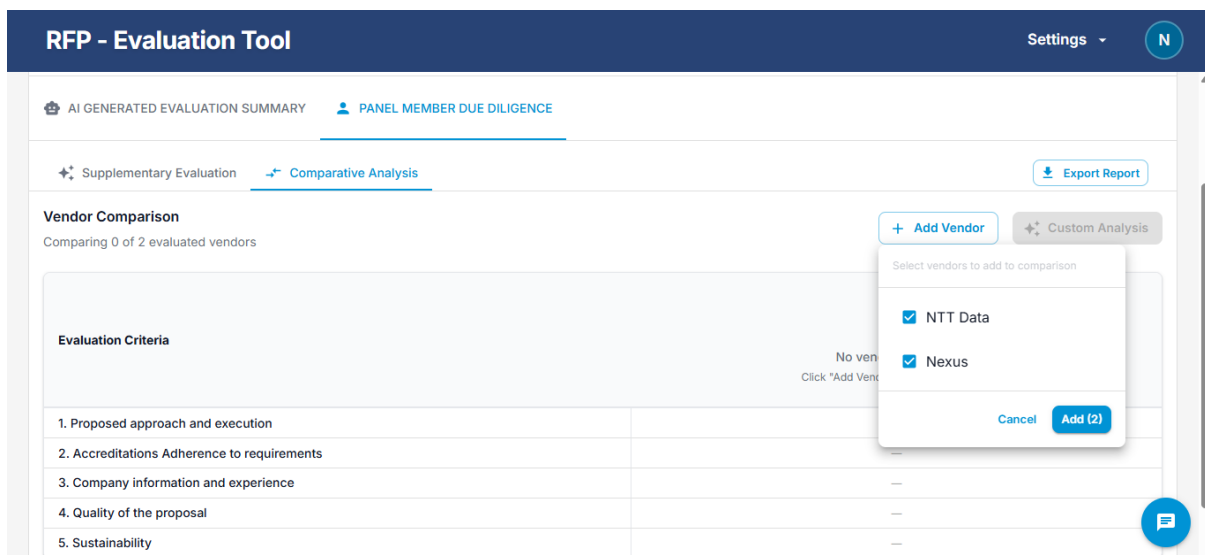


Comparative Analysis

1. Panel members can do a comparative analysis of vendor's evaluation report based on some fixed criteria. For comparative Analysis navigate to the sub-section of "Comparative Analysis"



2. User should select the vendors for comparison; minimum two vendors should be selected for comparative analysis.



3. After selecting the vendors, the comparative analysis is done for the vendors based on the pre-defined criteria as shown below.

RFP - Evaluation Tool Settings N

AI GENERATED EVALUATION SUMMARY PANEL MEMBER DUE DILIGENCE

Supplementary Evaluation ← Comparative Analysis Export Report

Vendor Comparison NTT Data Nexus + Add Vendor + Custom Analysis

Comparing 2 of 2 evaluated vendors

Evaluation Criteria	NTT Data	Nexus
	89% 53.1/60	91% 54.3/60
Proposed approach and execution <small>Max: 28.00 pts</small>	89% 25/28 <ul style="list-style-type: none"> ✓ Detailed Agile Scrum-based project management approach with iterative delivery and continuous improvement (Section 1, pages 10-12) ✓ Comprehensive governance model with a dedicated Service Manager as single point of contact (Section 4, page 36) +4 more... ✗ Limited explicit detail on specific network performance KPIs within the proposal ✗ Project completion timeline is described in terms of methodology but lacks clear, quantified delivery milestones or shortest possible timeline commitments +1 more... 	93% 26/28 <ul style="list-style-type: none"> ✓ Comprehensive service management approach aligned with ITIL, including SLA adherence, incident and problem management (Technical Proposal.pdf, Sections 6.4.6 to 6.4.12, pages 30-33) ✓ Use of advanced monitoring and reporting tools (Cisco Catalyst Center and PAESSLER PRTG) with detailed features and benefits (Technical Proposal.pdf, Section 8.1.3, pages 39-42) +4 more... ✗ Limited explicit detail on specific network performance KPIs and their thresholds beyond general SLA adherence references ✗ Project timeline details for new implementation projects beyond transition are high-level without granular milestones or durations +1 more...

4. User can also do a custom analysis by using the “Custom Analysis” option, the custom analysis allows user to do further analysis of the selected vendors based on the instructions given.

RFP - Evaluation Tool Settings N

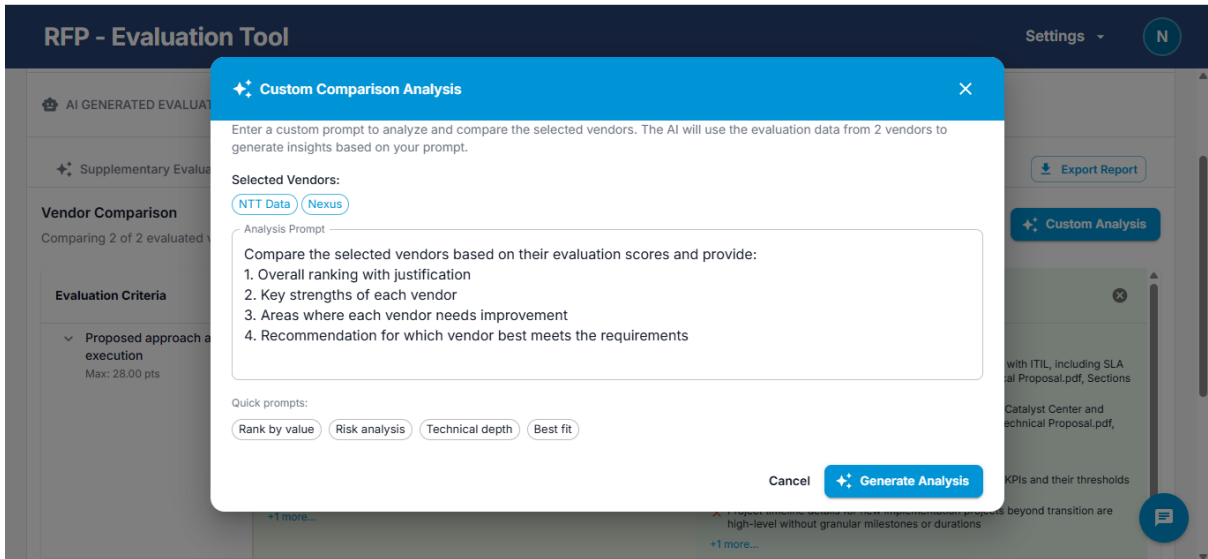
AI GENERATED EVALUATION SUMMARY PANEL MEMBER DUE DILIGENCE

Supplementary Evaluation ← Comparative Analysis Export Report

Vendor Comparison NTT Data Nexus + Add Vendor + Custom Analysis

Comparing 2 of 2 evaluated vendors

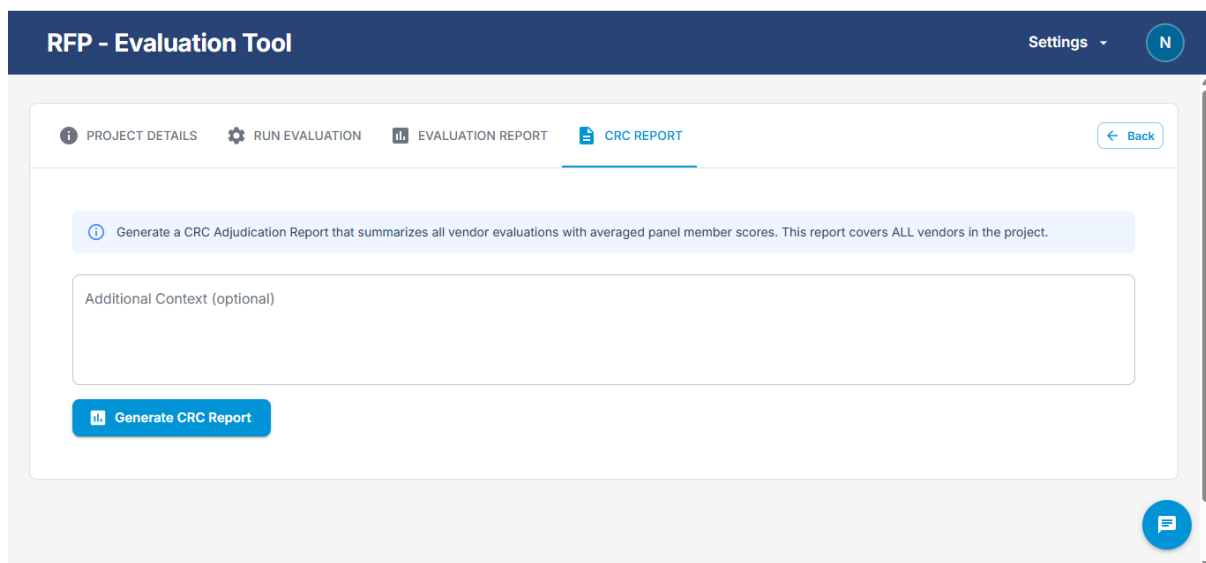
Evaluation Criteria	NTT Data	Nexus
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Proposed approach and execution <small>Max: 28.00 pts</small>	89% 25/28 <ul style="list-style-type: none"> ✓ Detailed Agile Scrum-based project management approach with iterative delivery and continuous improvement (Section 1, pages 10-12) ✓ Comprehensive governance model with a dedicated Service Manager as single point of contact (Section 4, page 36) +4 more... ✗ Limited explicit detail on specific network performance KPIs within the proposal ✗ Project completion timeline is described in terms of methodology but lacks clear, quantified delivery milestones or shortest possible timeline commitments +1 more... 	93% 26/28 <ul style="list-style-type: none"> ✓ Comprehensive service management approach aligned with ITIL, including SLA adherence, incident and problem management (Technical Proposal.pdf, Sections 6.4.6 to 6.4.12, pages 30-33) ✓ Use of advanced monitoring and reporting tools (Cisco Catalyst Center and PAESSLER PRTG) with detailed features and benefits (Technical Proposal.pdf, Section 8.1.3, pages 39-42) +4 more... ✗ Limited explicit detail on specific network performance KPIs and their thresholds beyond general SLA adherence references ✗ Project timeline details for new implementation projects beyond transition are high-level without granular milestones or durations +1 more...



CRC Report

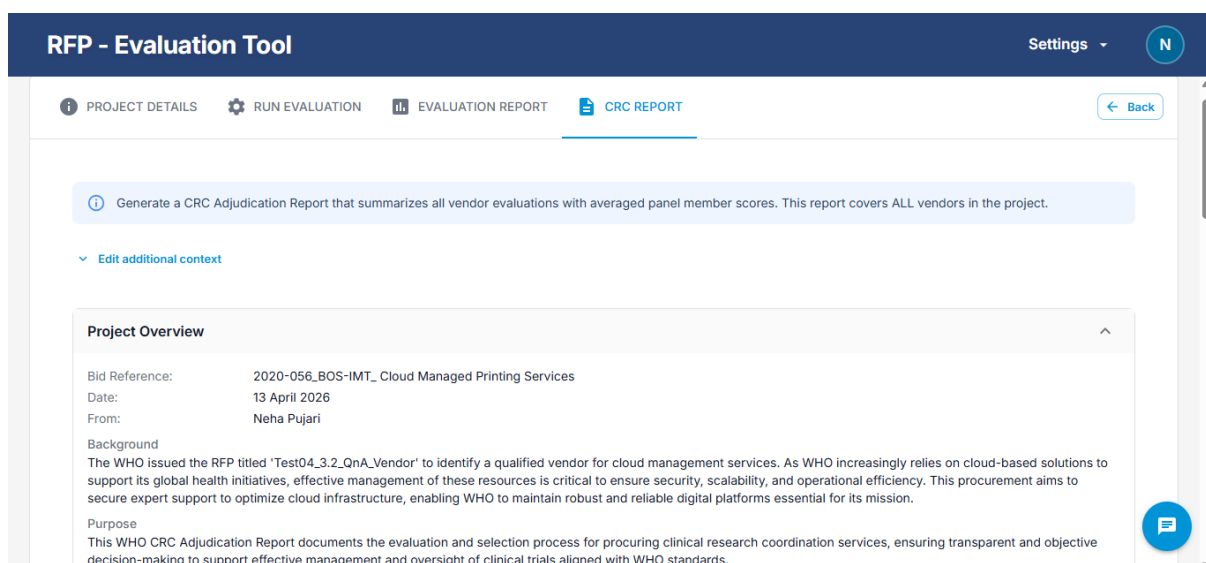
Users can generate a CRC report, which is a consolidated summary of all vendors evaluated in the system. This report provides an overview of vendor performance by aggregating evaluation data and calculating the average scores given by all panel members.

To generate a CRC report, at least one vendor evaluation must be completed. Once this prerequisite is met, users can navigate to the CRC Report section, as shown below, and click on “Generate CRC Report.”



Once the report is generated, users can export it in Word format by clicking on the “Export Report” option.

If additional vendors are evaluated after the initial report generation, the CRC report can be updated by using the “Regenerate” option. This will ensure that the report reflects the latest evaluation data.



Vendor	Tech Score	Combined	Rank
HP Inc	65.00/80	65	#1
Ricoh	64.50/80	64	#2

Recommendation

Selected Bidder: HP Inc

Selection Reasons

- HP Inc was selected for its highly qualified team with certifications and extensive experience ensuring competent project management and technical delivery.
- The proposal includes a dedicated Software Solution Architect with deep cloud and security expertise, providing a scalable and robust solution aligned with WHO needs.
- HP demonstrates a strong security focus with advanced authentication, encryption, RBAC, and regular vulnerability scanning, meeting WHO's cybersecurity requirements.
- A comprehensive service delivery model with clear governance, including Client and Service Delivery Managers, ensures accountability and continuous service quality.
- HP's global presence and experience with large enterprises and UN agencies enable effective support for WHO's complex, worldwide operations.

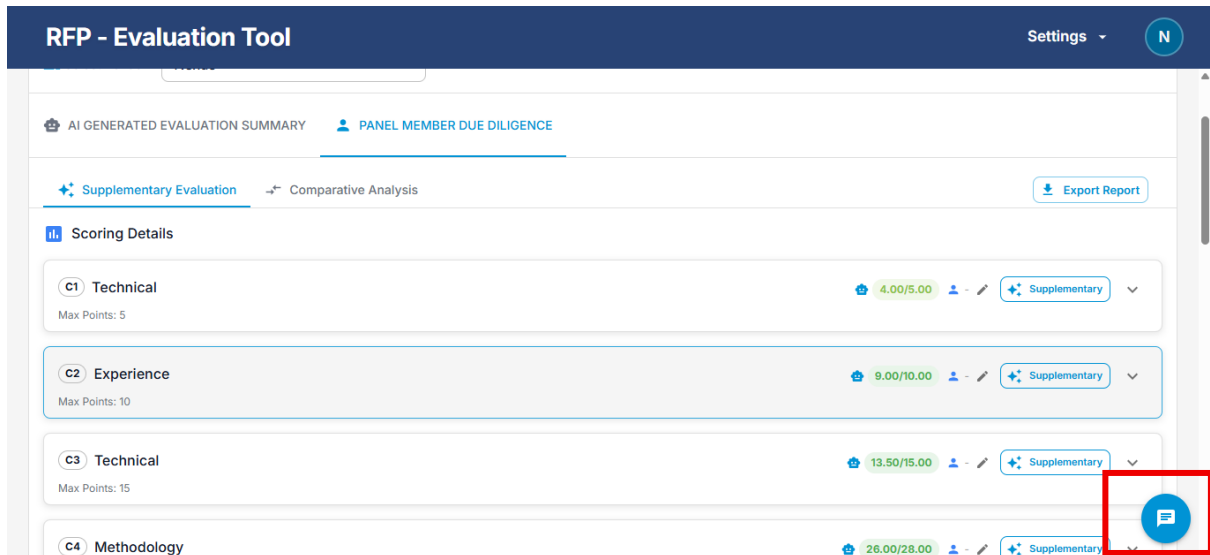
Export Report

Regenerate

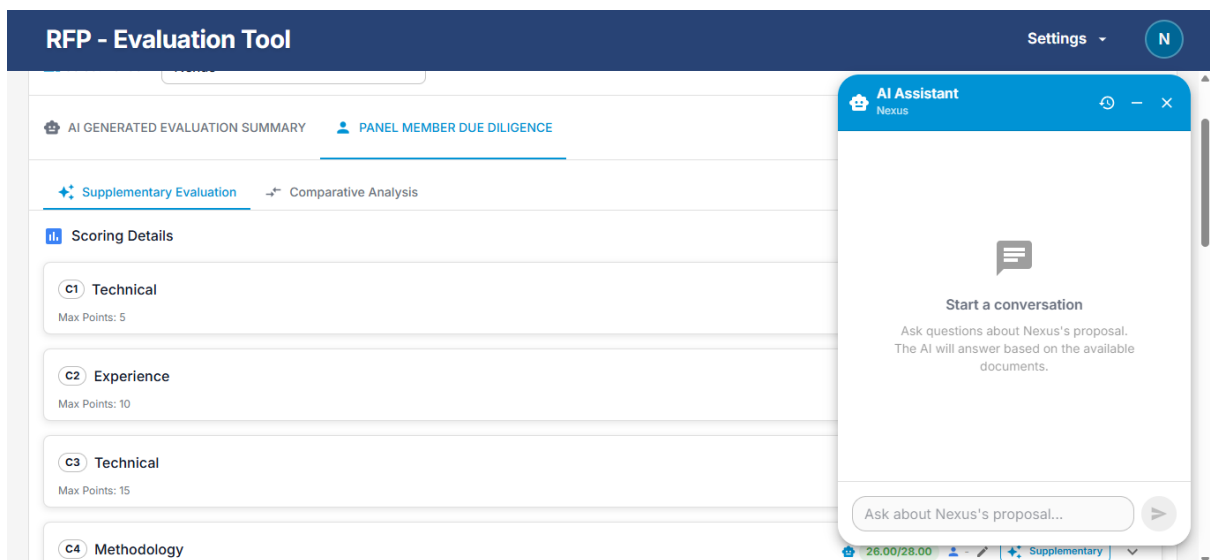


Chat Interface

1. The “Chat with AI” option allows user to ask questions related to the current project.



2. Clicking of the chat interface opens the AI Assistant and user can ask questions related to the current project.

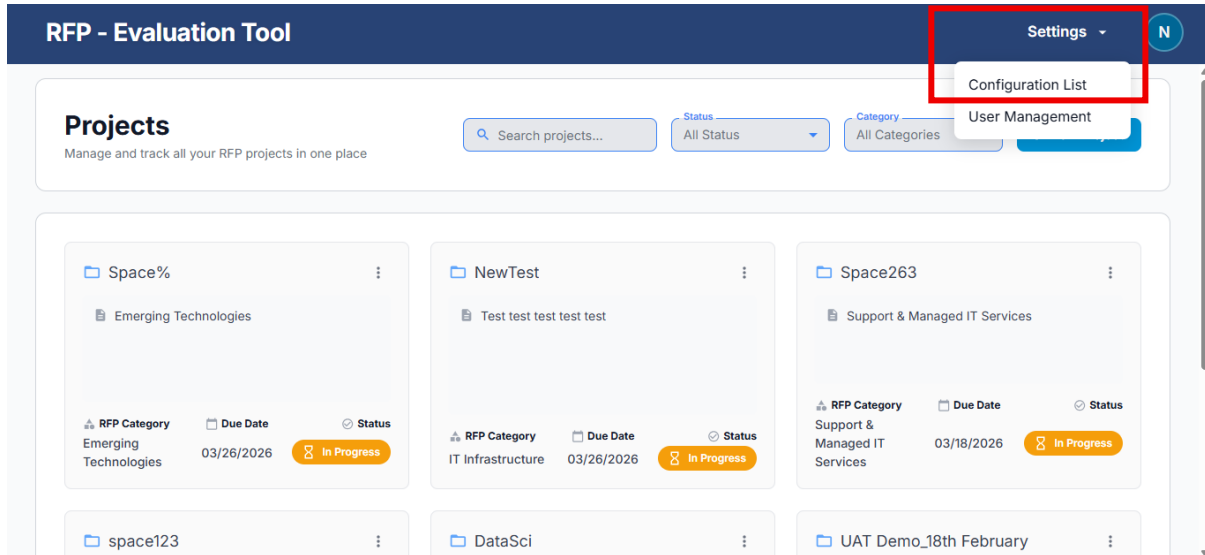


Administering the Tool

The settings option allows Admin user to manage the tags, categories, evaluation report section, and user management. This option is only available for Admin users.

Configuration List

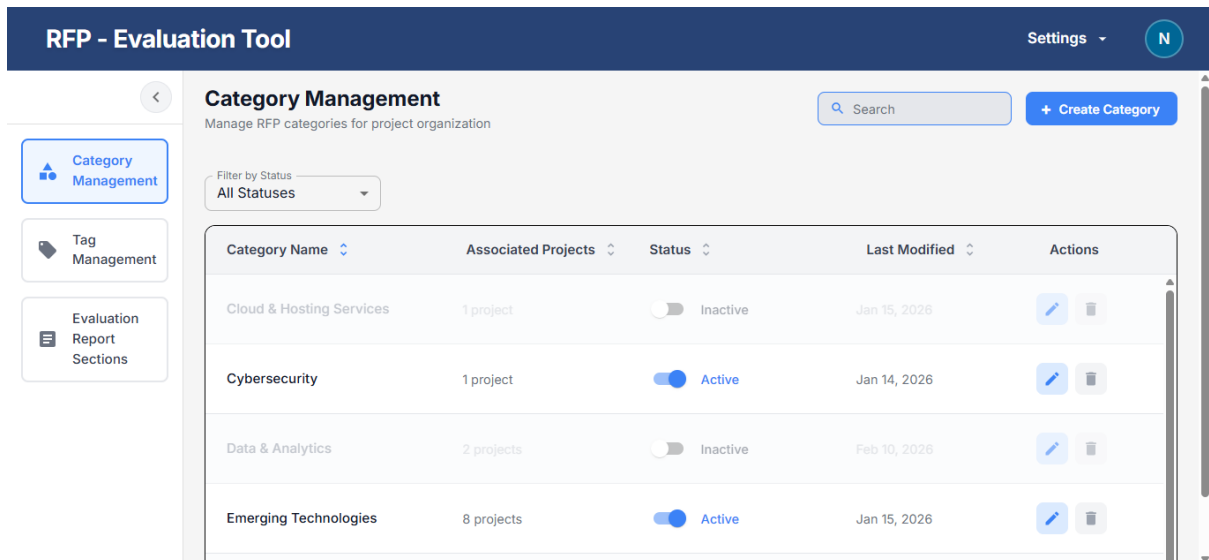
The configuration list allows Admin users to manage categories, tags, and evaluation report sections.



Category Management

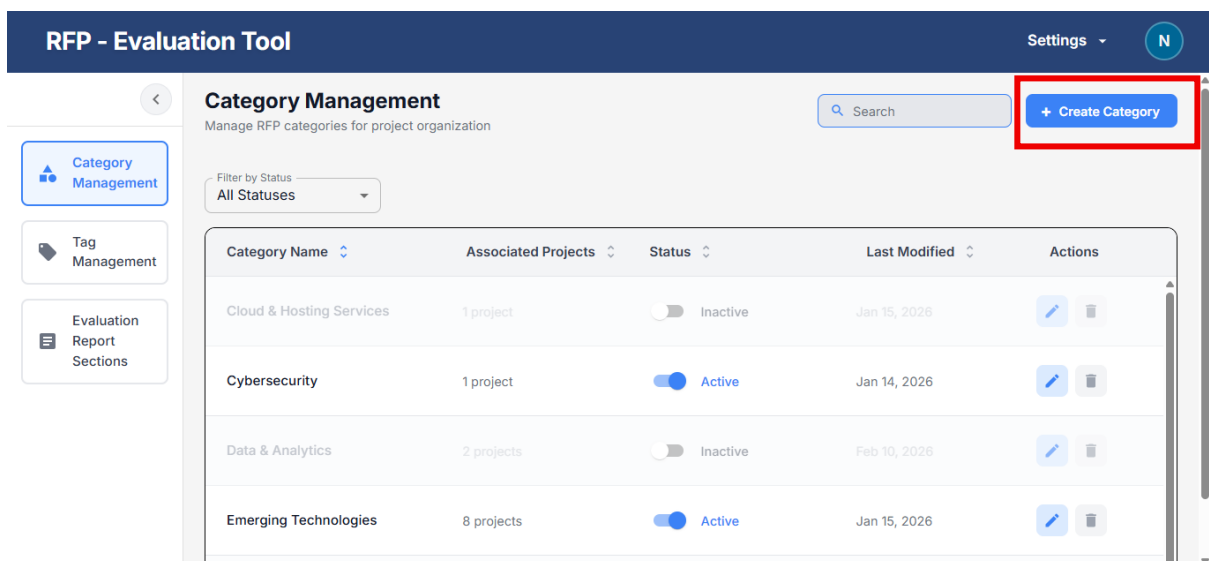
The category management section shows the list of all the categories that are currently created in the system. Whenever the admin user creates a new project, the project is tagged with a category.

- a. The listing page shows the list of all the categories along with below details:
 - i. Category name – name of the category
 - ii. Status – active / inactive
 - iii. Last modified date
 - iv. Associated projects – the number of projects that have used this tag.
 - v. Actions – Edit / Delete options for tag.
- b. The categories can be filtered using the status filter.
- c. The search bar allows you to search categories by entering keyword.

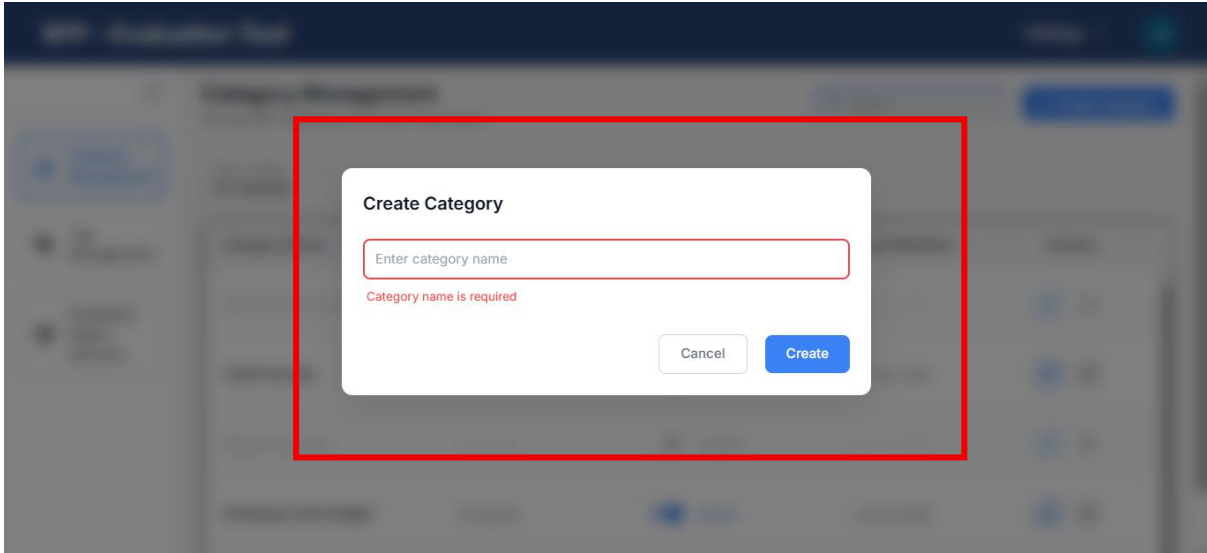


Create Category:

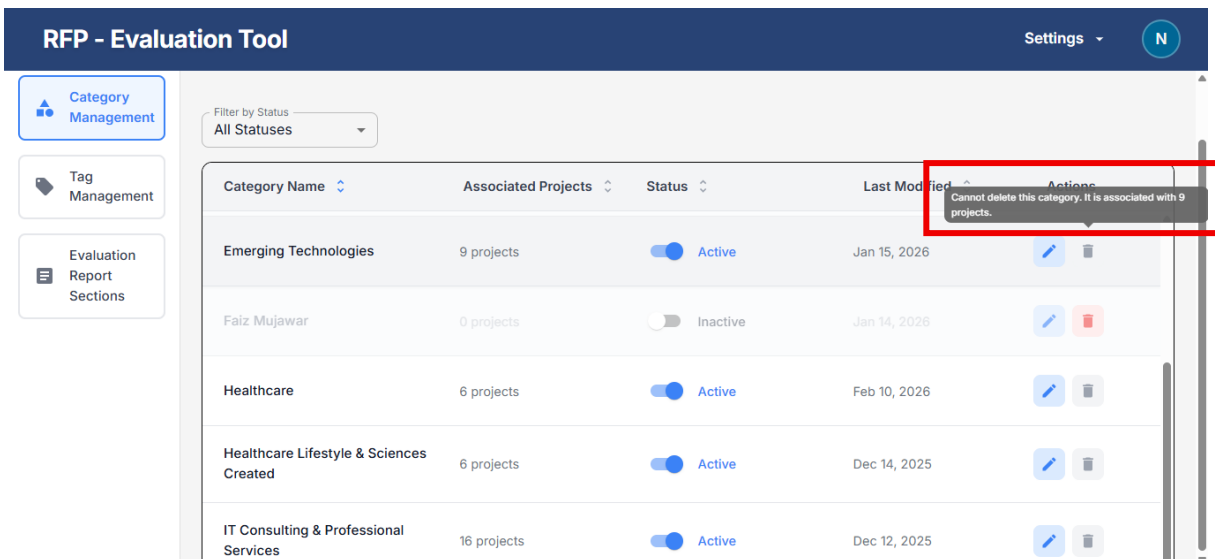
1. To create a new category, click on the “Create Category” button on the listing page.



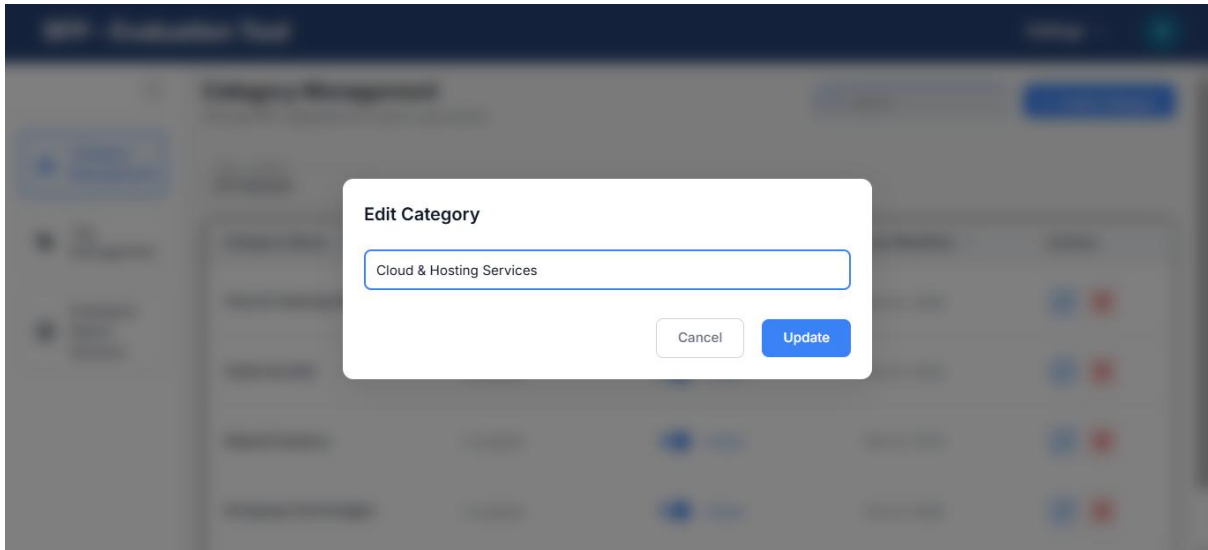
2. The “Create Category” opens a form to create a new category, category name is the only required field in the form. Once a category is created it will appear on the listing page.



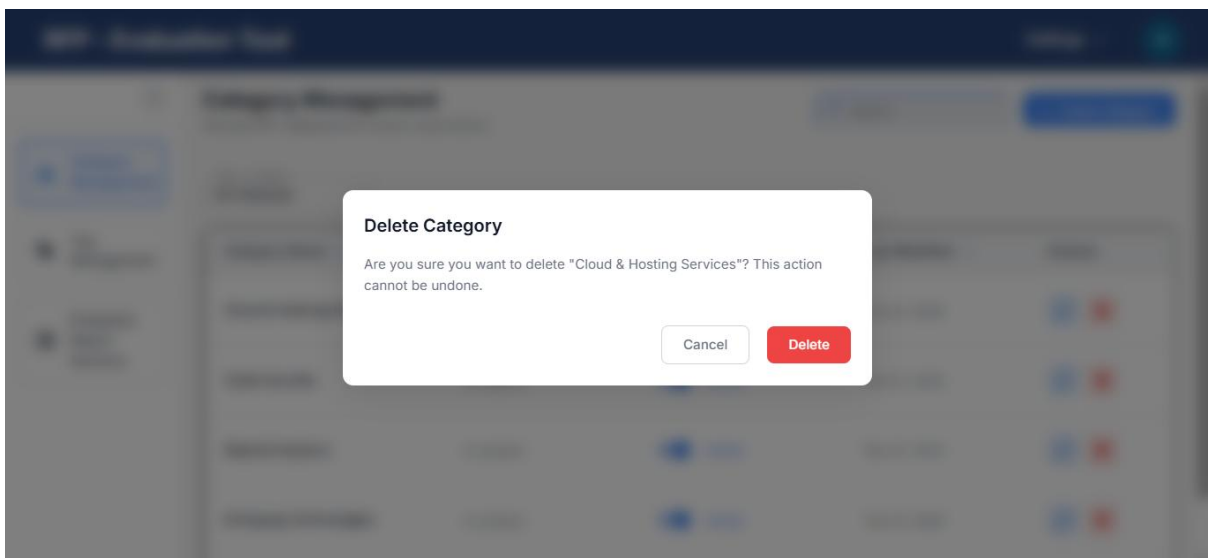
3. The action column consists of edit and delete option, if a tag is associated with a project, then it cannot be deleted.



4. The edit option allows to edit the already created categories.



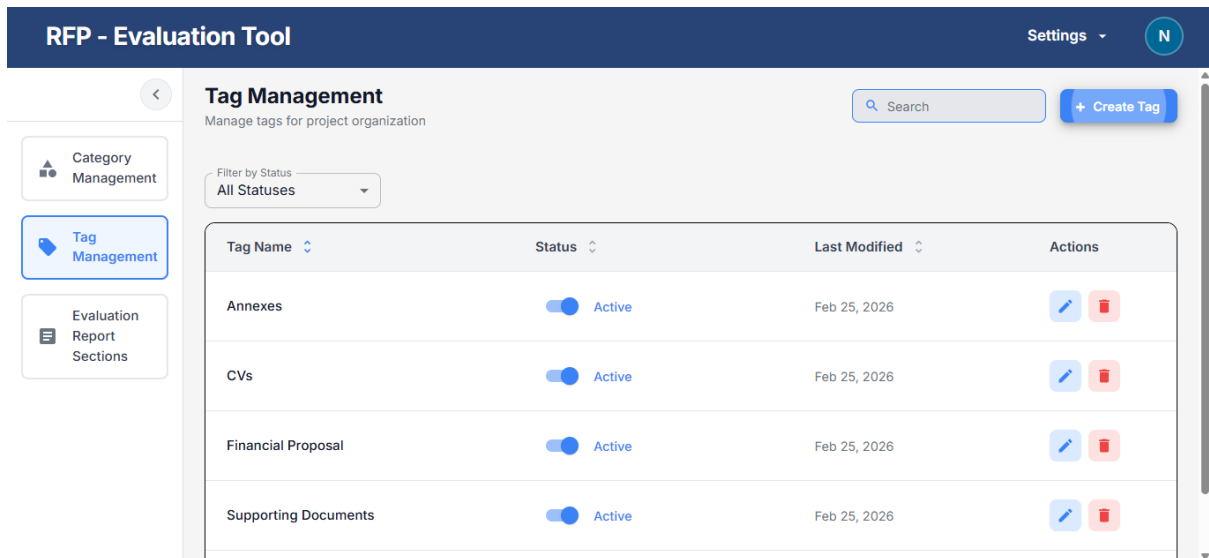
5. The delete option allows to delete categories that are not associated with any project. Clicking on delete prompts a confirmation message and then clicking on yes will delete the category.



Tag Management

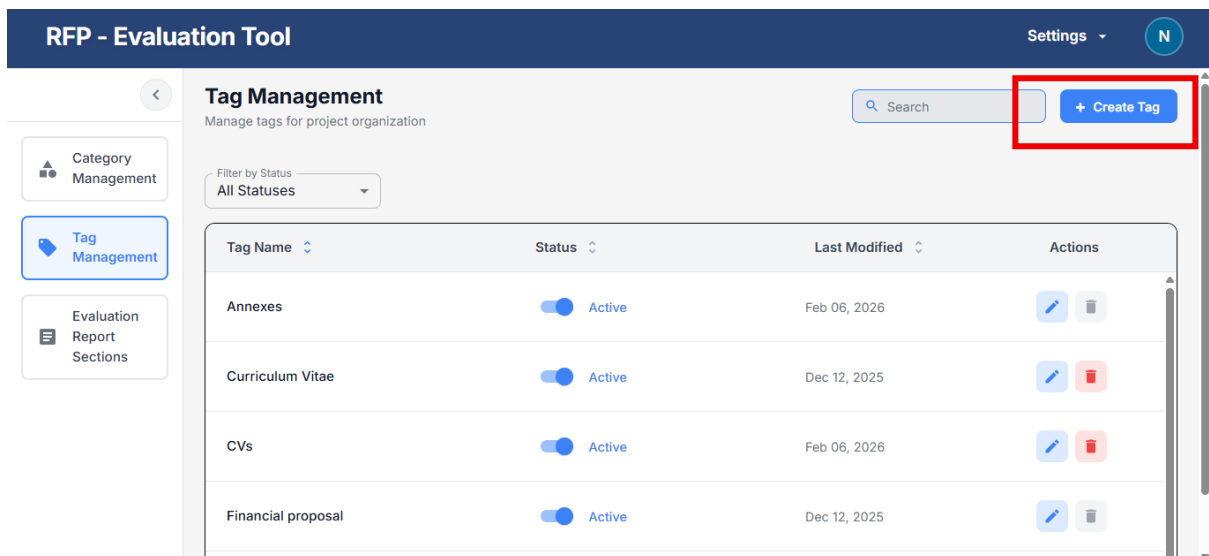
The tag management section shows the list of all the tags that are currently created in the system. Whenever a vendor proposal's zip file is uploaded for evaluation, these tags are used for mapping the document with the zip file.

1. The listing page shows the list of all the tags along with below details:
 - a. Tag name – name of the tag.
 - b. Status – active / inactive
 - c. Last modified date
 - d. Actions – Edit / Delete options for tag.
2. The tags can be filtered using the status filter.
3. The search bar allows you to search categories by entering keyword.

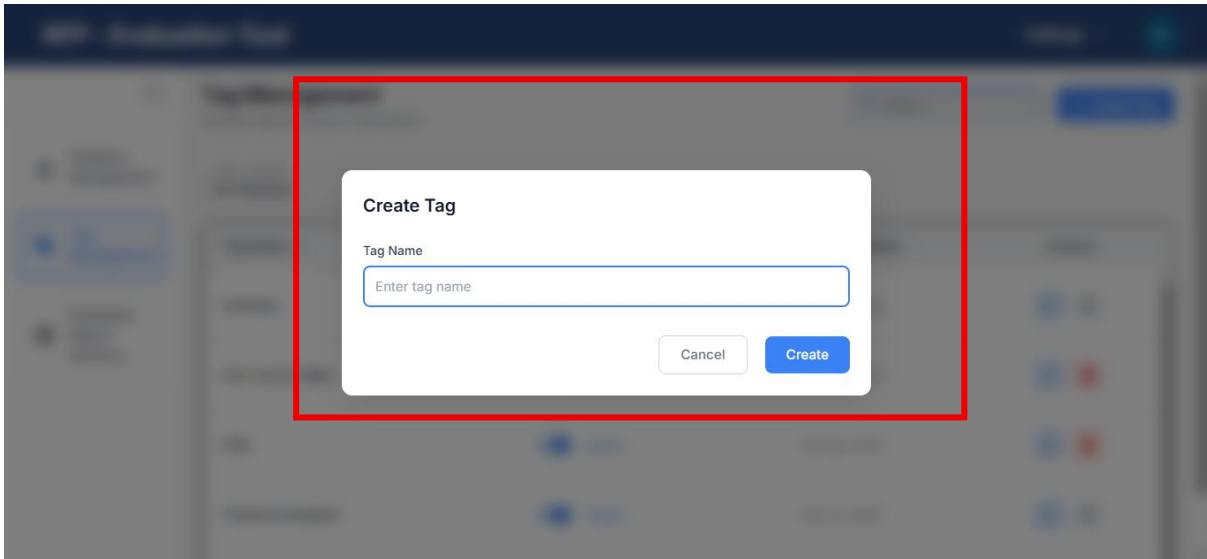


Create Tag:

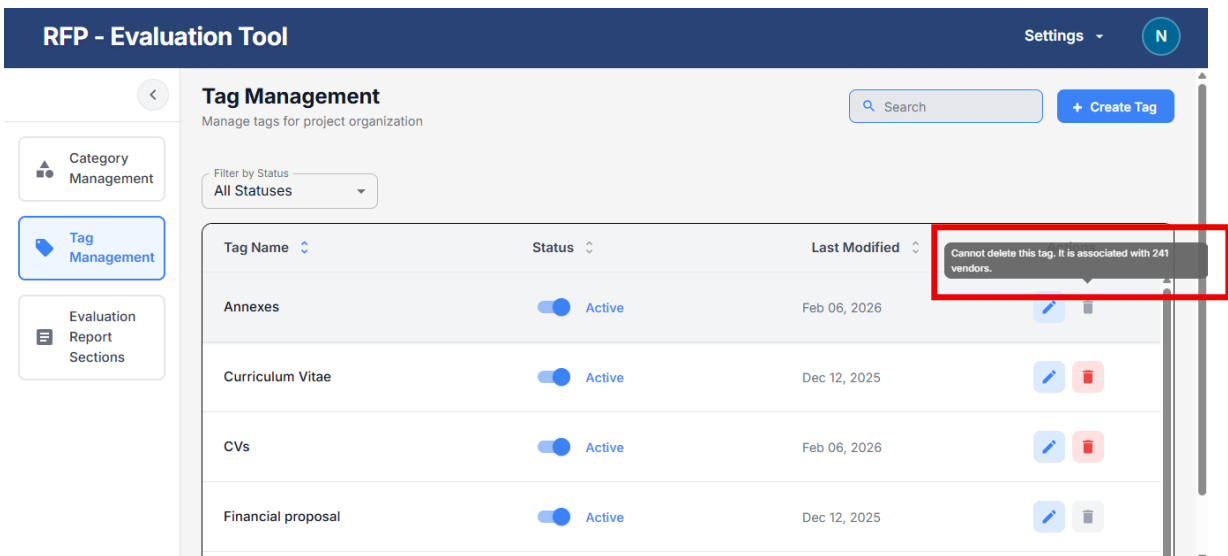
1. To create a new tag, click on the “Create Tag” button on the listing page.



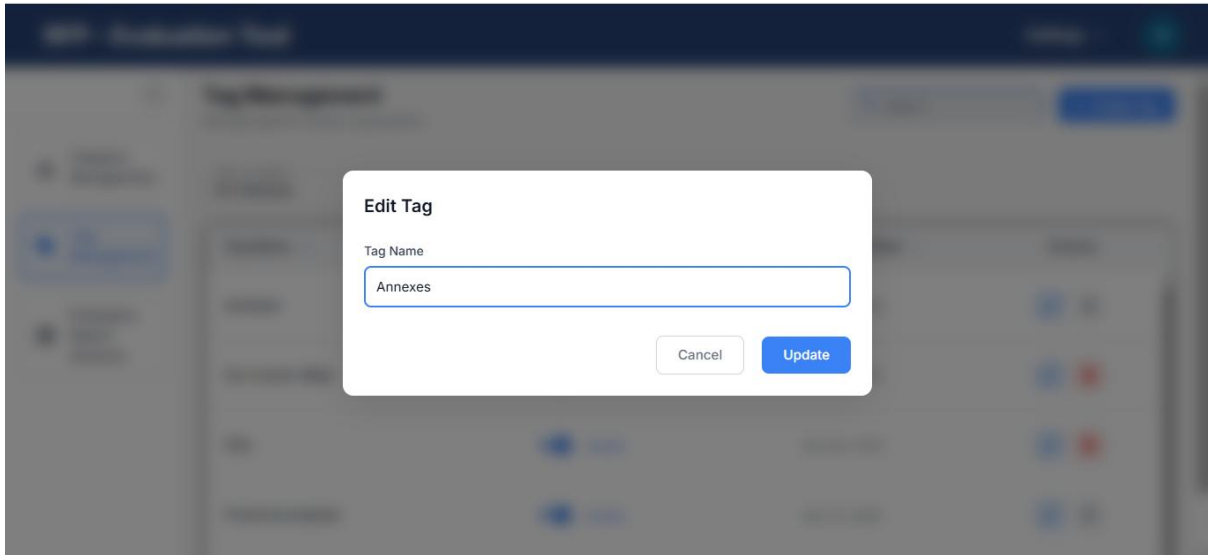
2. The “Create Tag” opens a form to create a new tag, tag name is the only required field in the form. Once a tag is created it will appear on the listing page.



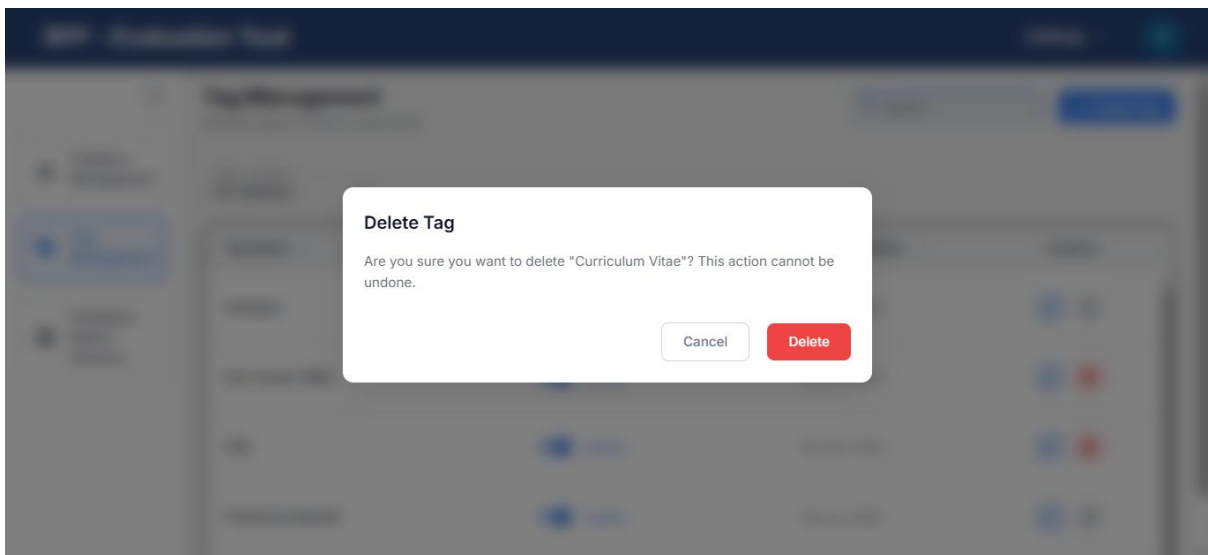
3. The action column consists of edit and delete option, if a tag is associated with a project, then it cannot be deleted.



4. The edit option allows to edit the already created tags.



5. The delete option allows to delete tags that are not associated with any project. Clicking on delete prompts a confirmation message and then clicking on yes will delete the tag.

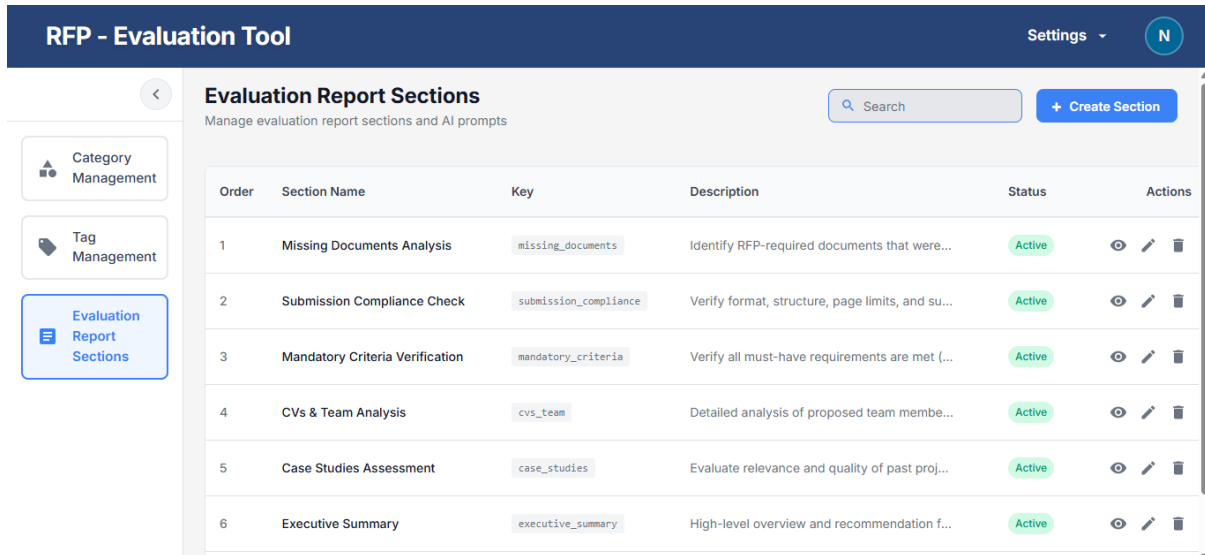


Evaluation Report Sections Management

The Evaluation Report Sections management section shows the list of all the sections that are currently created in the system. These sections will appear in the Evaluation Report, whenever a panel member is creating an Evaluation report the sections created and defined by the Admin in the Evaluation Report Sections Management will be used for creating the report.

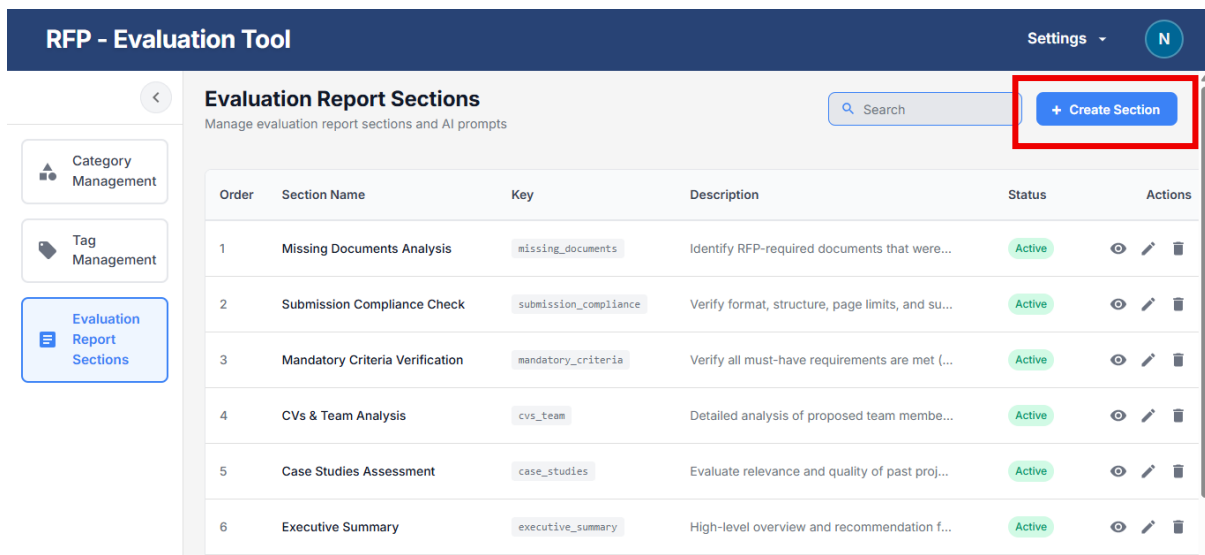
1. The listing page shows the list of all the sections along with below details:
 - a. Order – The order in which the section will appear in the report.
 - b. Section name – name of the section
 - c. Key – auto generated key based on the name of the section.

- d. Description – A brief description of the section
 - e. Status – active / inactive
 - f. Actions – View / Edit / Delete options for sections.
- The search bar allows you to search sections by entering keyword.



Create Section:

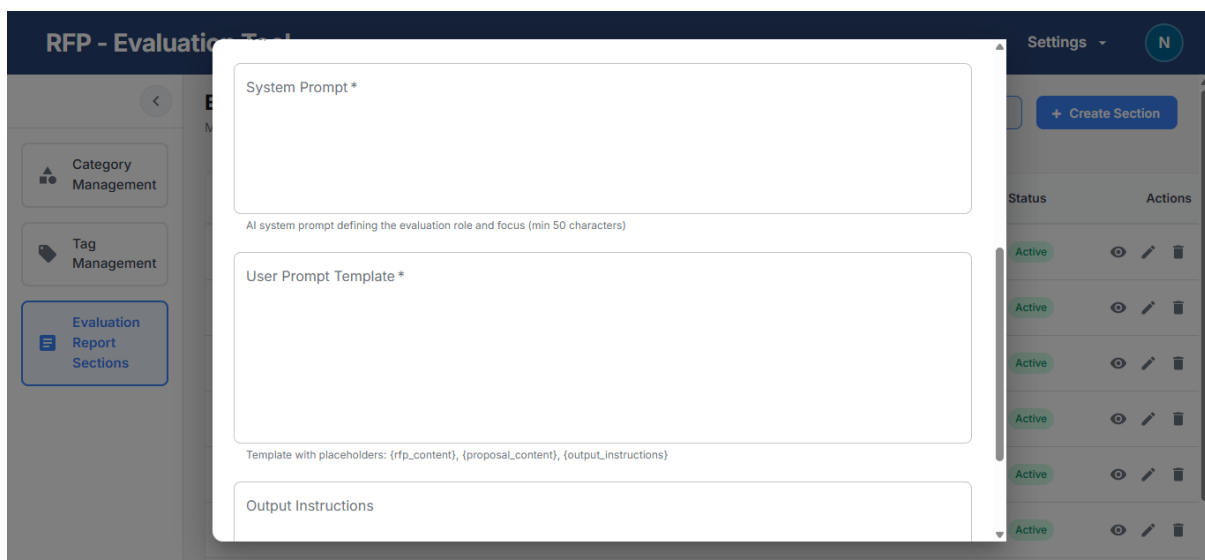
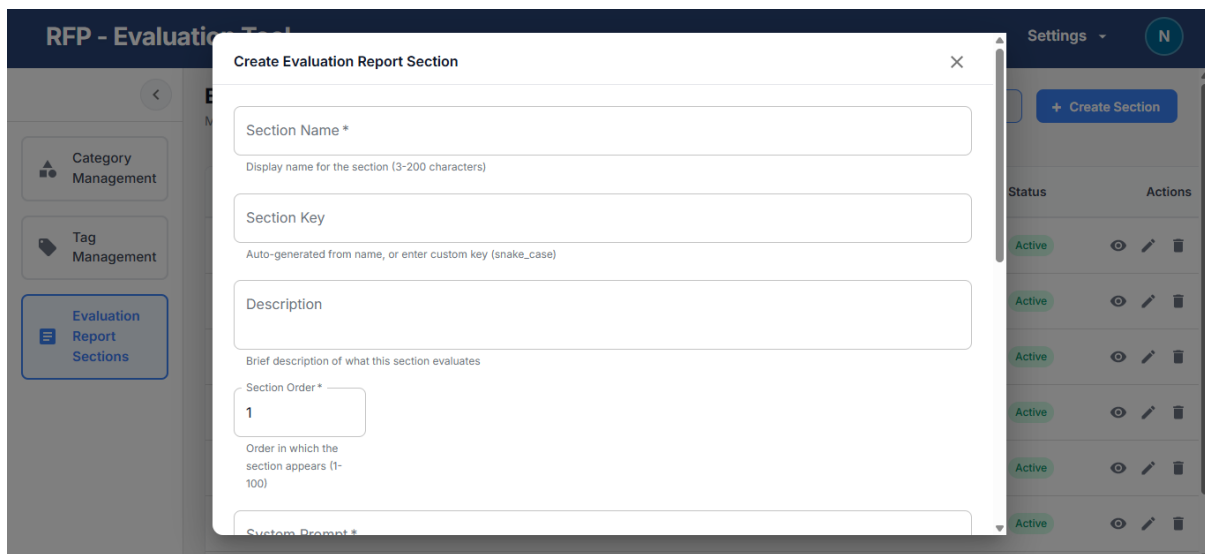
1. To create a new section, click on the “Create Section” button on the listing page.



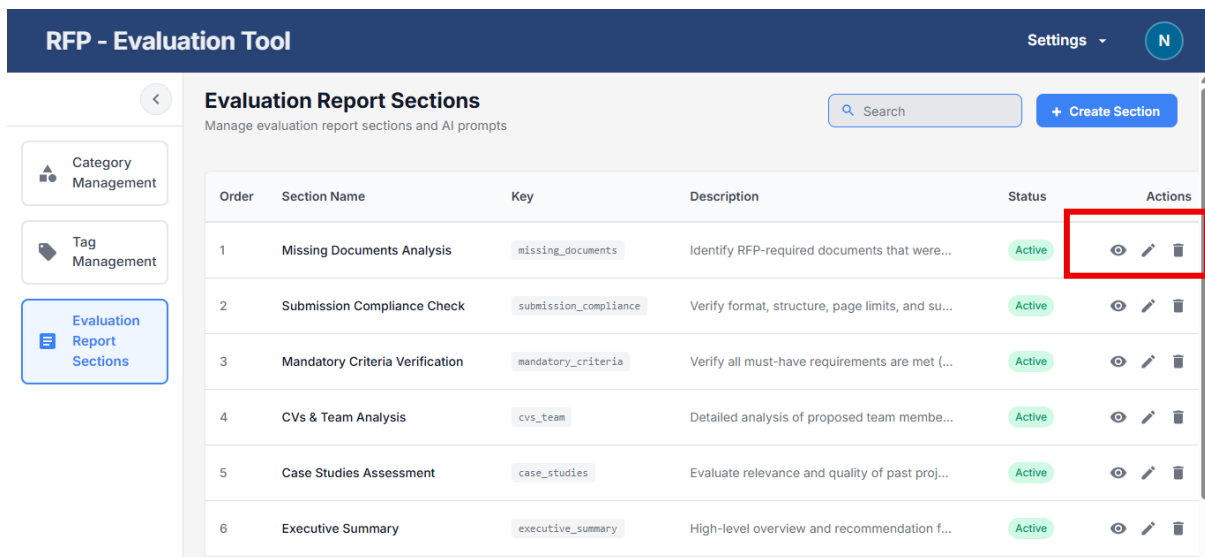
2. The “Create Section” opens a form to create a new section, once a section is created it will appear on the listing page. The different fields in the form are:
 - a. Section Name
 - b. Section Key – auto-generated from section name
 - c. Description

- d. Section Order – The order in which the section should appear in the evaluation report.
- e. System Prompt - AI system prompt defining the role of the section created.
- f. User Prompt – Additional instructions given by user.
- g. Output Instructions – the format in which the output is expected.

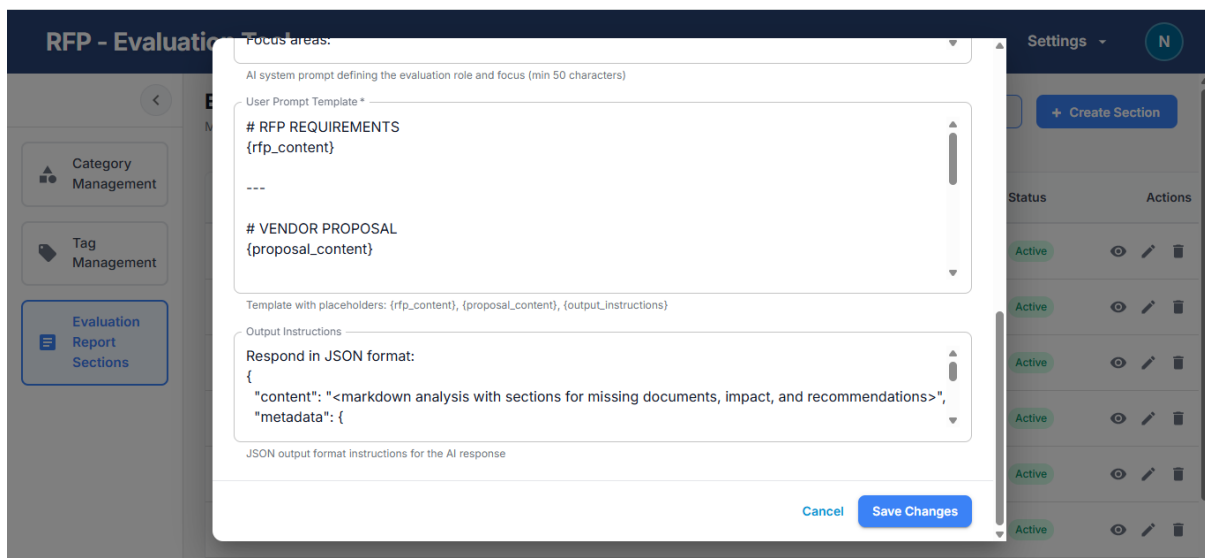
After filling in all the details, click on “Create Section” to create the section for the evaluation report.



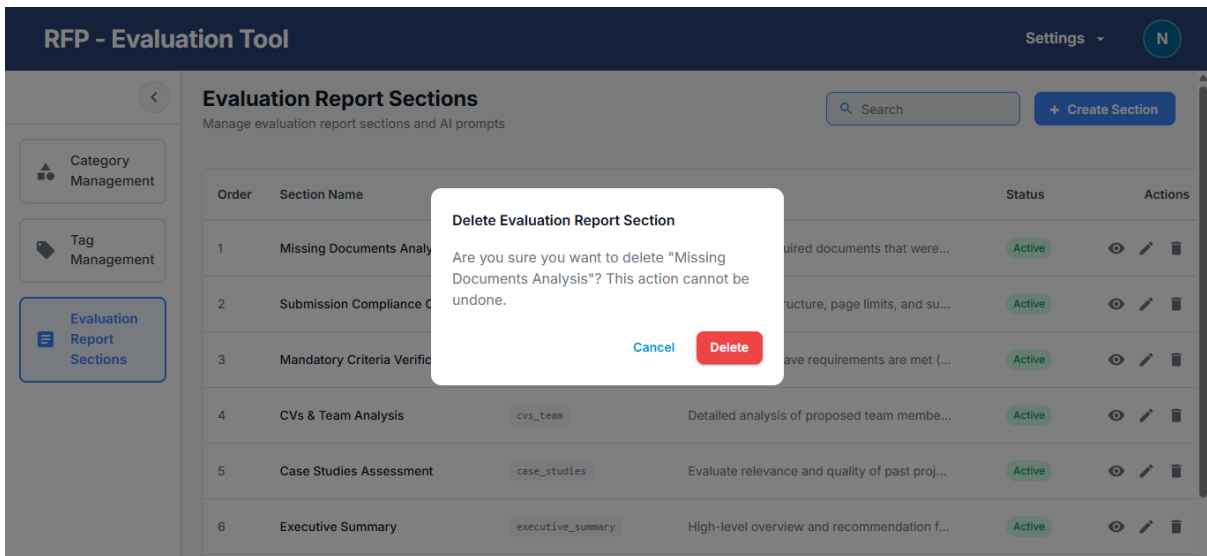
3. The action column consists of view, edit and delete options.



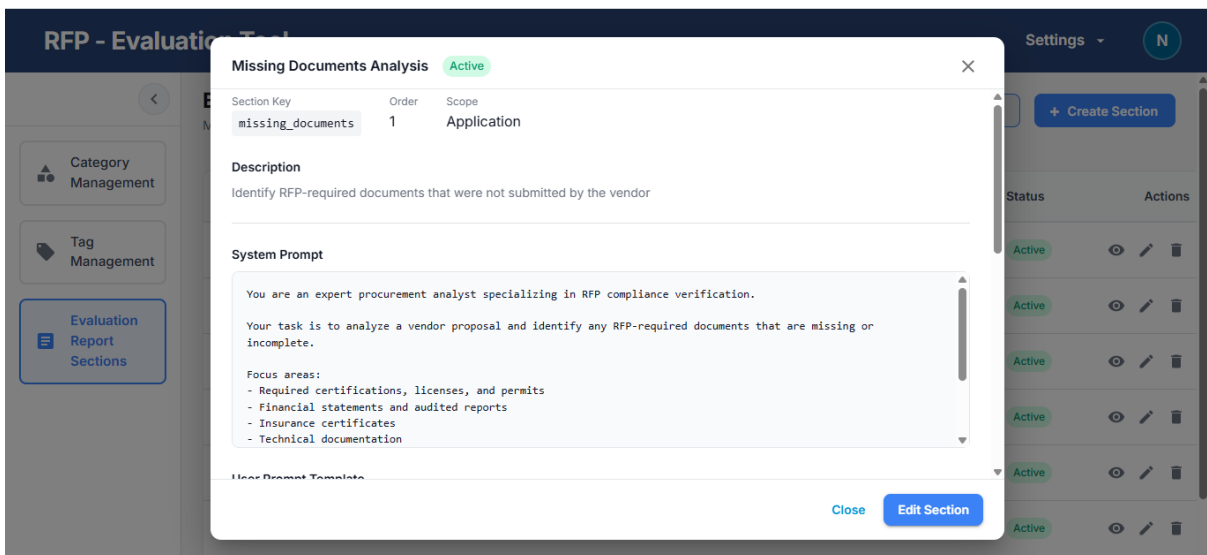
4. The edit option allows to edit the already created sections.



5. The delete option allows to delete sections from the listing view. Clicking on delete prompts a confirmation message and then clicking on yes will delete the section.

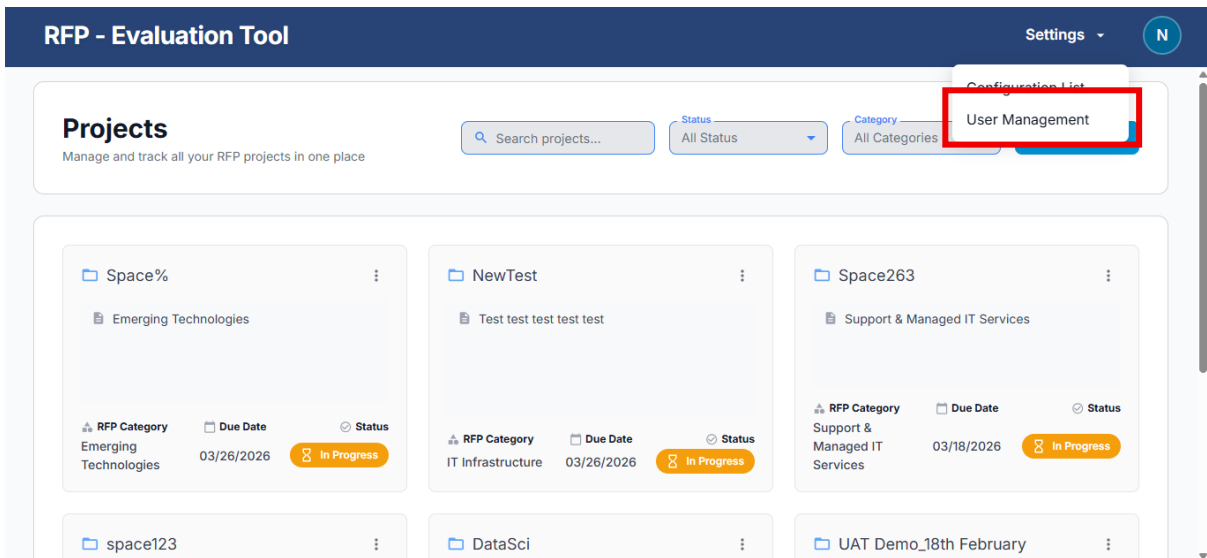


6. The view option will allow user to view the information for a section.

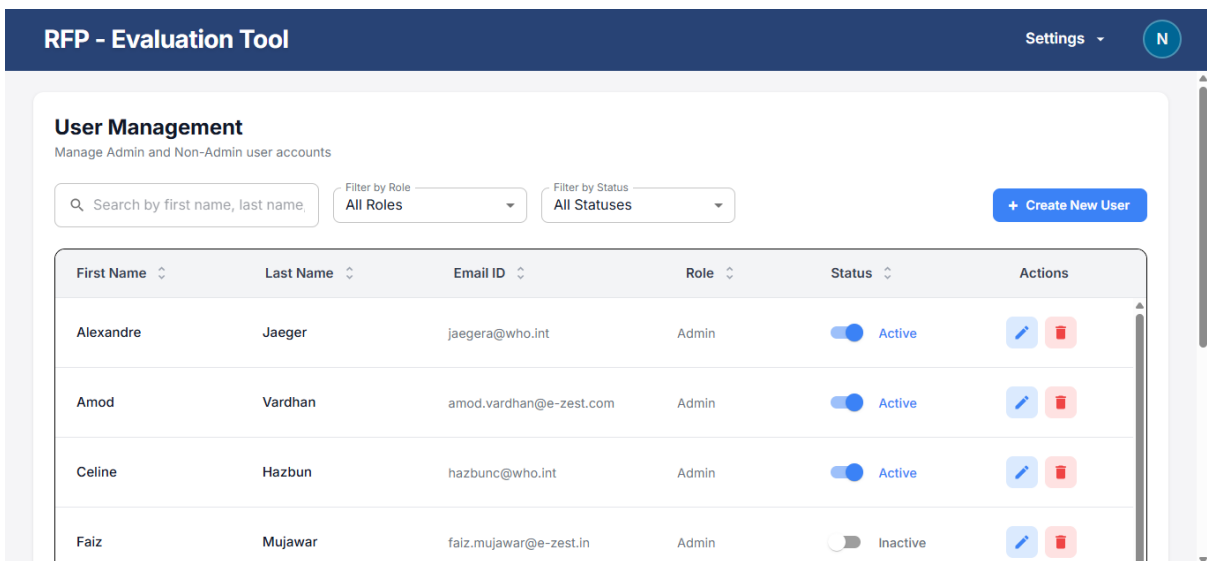


User Management

The user management section allows Admins to create new users with roles – Admin and Member. Only users added in the tool will be able to access the different features within the tool based on their role.

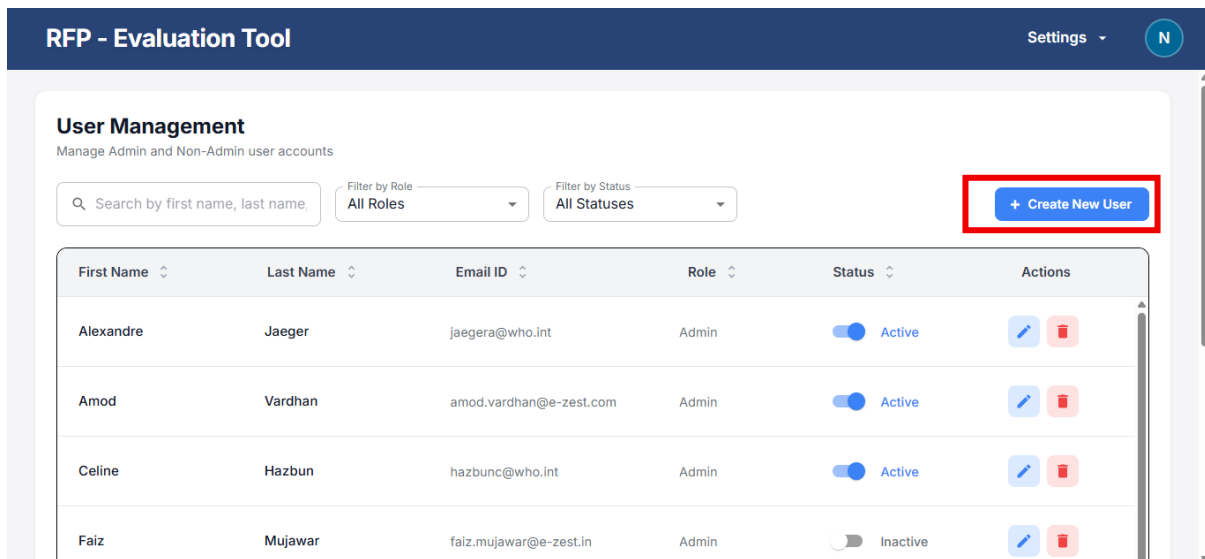


1. The listing view shows the list of all the users added in the system.
 - First Name – Displays as per entered while adding user.
 - Last Name - Displays as per entered while adding user.
 - Email Address - Displays as per entered while adding user.
 - Role – Displays Admin or Member
 - Status - Can be Active or Inactive. Inactive user will not access the RFP Evaluation tool.
 - Actions – Option to edit/delete user.
2. The search bar allows users to search for users using first name or last name.
3. The role filter enables filtering of users based on assigned roles (Admin or Member). By default, “All Roles” filter is selected.
4. The status filter enables filtering users as active or inactive users.

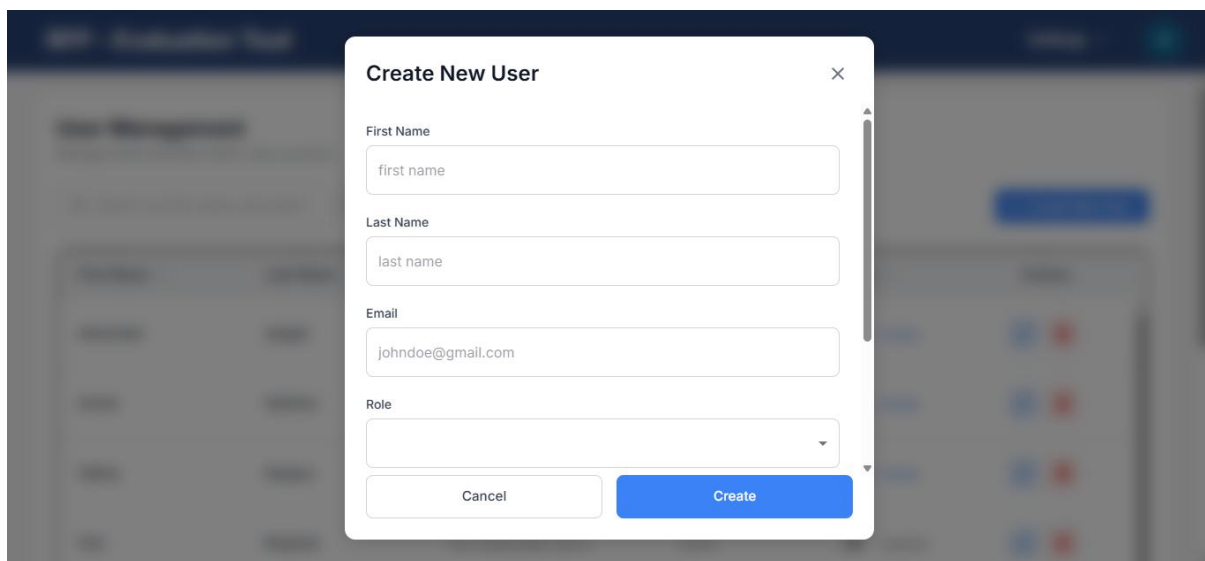


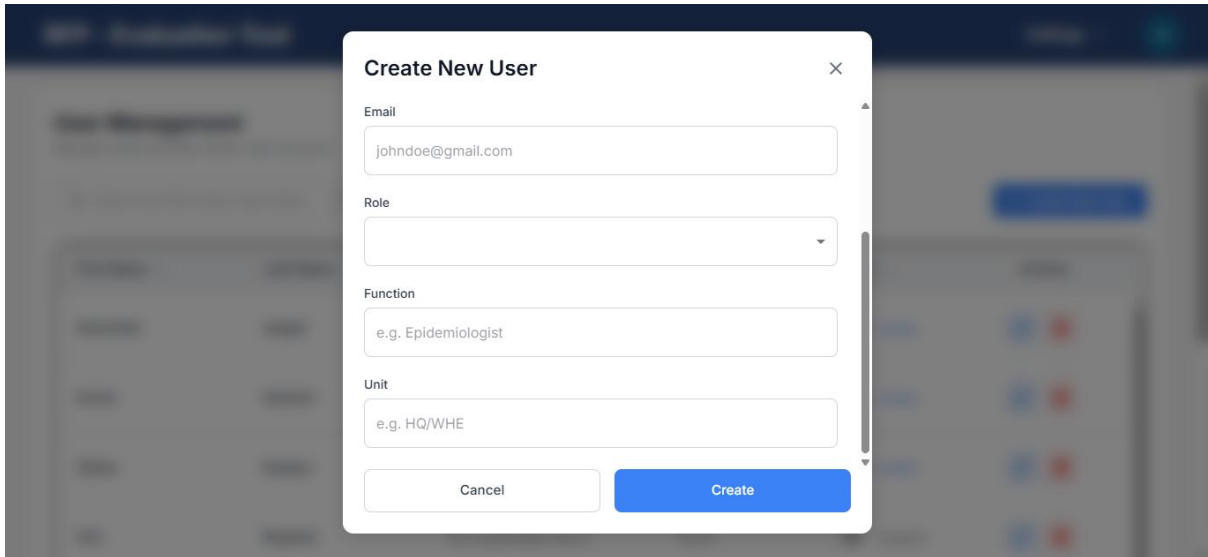
Create New User

1. The “Create New User” option allows Admin to create a new user into the system.

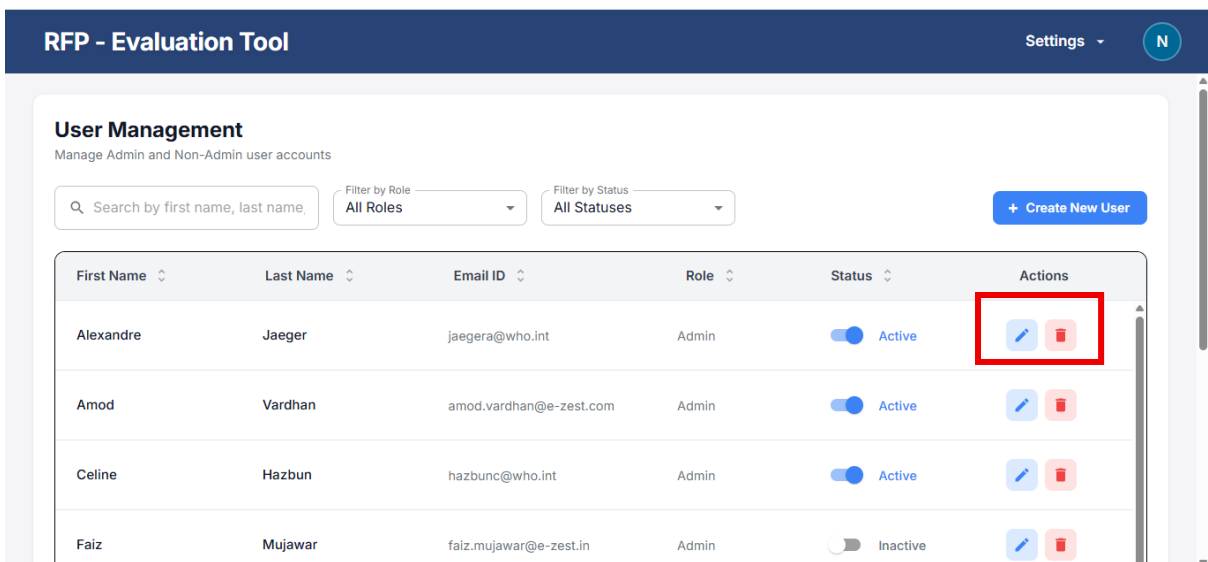


2. The create new user opens a form with different fields like:
 - a. First Name - First name of the user.
 - b. Last Name - Last name of the user.
 - c. Email - Email address of the user.
 - d. Role - Select Admin or Member.
 - e. Function – Function the user belongs to
 - f. Unit – Unit to which the user belongs to

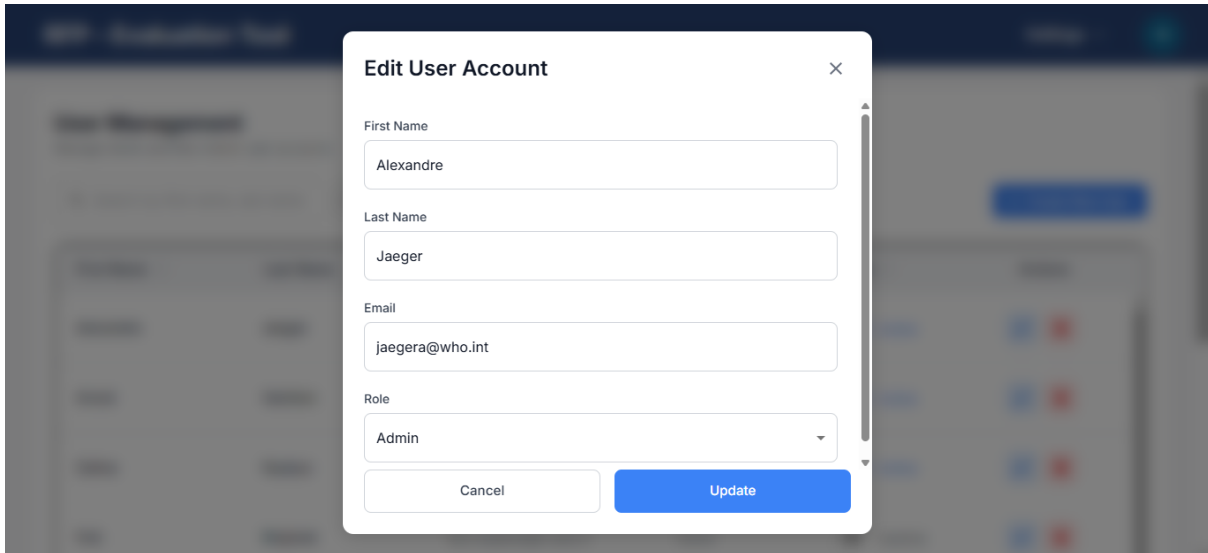




3. The Actions column consists of edit and delete options.



4. The edit option allows Admin to update existing user details. Admin can update all the fields. A toast notification is displayed to confirm the successful update of the user account.



5. The delete option allows to delete users from the listing view. Clicking on delete prompts a confirmation message and then clicking on yes will delete the user.

