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**Contratación**  
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**European eGovernment Awards 2009**

**Supporting documentation N3:  
Introductory Presentation.**

**Name of the case: Basque Governments  
eProcurement System (Spain, 2005-2009).**

**Acronym of the case: BGEPS**

**Public Electronic Procurement System  
Technical Secretariat.  
Basque Government.  
16 June 2009.**



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00

## General Introduction to Euskadi: the Basque Country.



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# General Introduction to Euskadi: the Basque Country.



■ Bilbao.



■ San Sebastián.



■ Vitoria.



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# 01

## General Introduction.



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## General Introduction (1).

- The Basque Government is the first administration to introduce e-procurement in Spain, having developed an integral electronic tendering system for the entire procurement process.
- The software developments began in 2004 and the first eTender took place in October 2005.
- Our eTendering system services are available to the Basque Government's Central Procurement Committee, the various Departments and Autonomous Bodies.
- Our contracting activity is **mainly** devoted to contracting **mastermind services**. Therefore, **the offers we receive are complex and heavy**.
- The range of goods and services procured via e-procurement is growing and diverse: **Consultancy services, auditing, insurance, advertising, cleaning services, travel organisation, pharmaceutical, IT services, energy, computers.**



## General Introduction (2).

- The eProcurement procedures supported by the system are:
  - Open by competition.
  - Negotiated with advertising.
  - Negotiated without advertising.
  
- Dossiers of high value have been issued.
  
- Our user group includes 3,800 suppliers.
  
- Of the 137 dossiers issued 50 (%) received digital bids. On average 33% of bids received have been digital.
  
- **Through the introduction of the PETM-BCS the goal is to:**
  - Promote competition.
  - Increase accessibility to public administration markets.
  - Use the purchasing power of the administration to advance the information society.

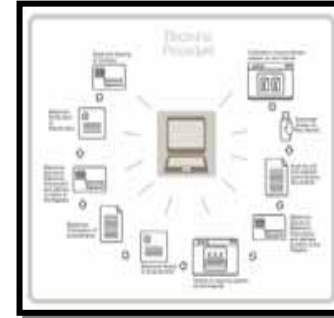
## General Introduction (3).

- To promote electronic procurement, the Basque Government has a Technical Office working in the following areas:
  - Training.
  - Operative support for electronic tenders.
  - Marketing and Dissemination.
  - Technological development.
- Training action for bidding companies. We offer intensive attendance courses of 3 hours duration, including trial electronic tenders.
- Training for administration official. We also offer 20 hour duration courses for all those involved in the procurement process.



## General Introduction (4).

- All applications, informational and educational materials are considered “open source” and available to all interested administrations.





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# 02

## Basque Country Public Model of eTendering Architecture.



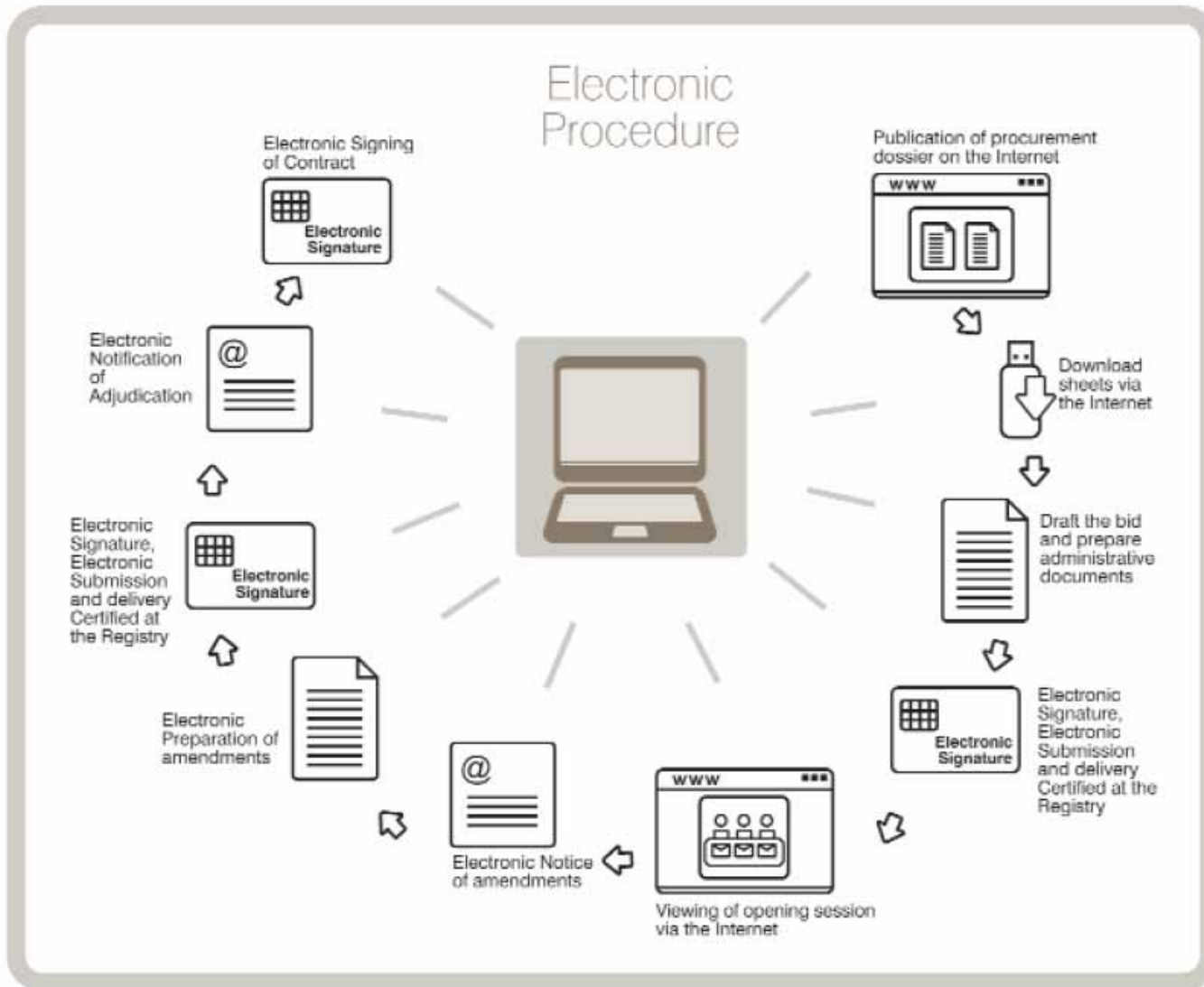
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# Electronic tendering procedure.



The eTender application enables the automated processing of following activities:

- Competition activation.
- Bidder authentication, verification and signature.
- Submission of tenders.
- Opening of offers.
- Documentation correction.
- Sealed tender opening session.
- Virtual attendance at sealed tender opening session.
- Adjudication-Publication-Notification.
- Contract Signature.



## The Basque Government has developed a comprehensive Electronic Tendering System.

- It is comprehensive as the whole procedure is carried out using telematic resources:
  - **Basque Government:**
    - On-line publication of calls to tender and their complementary documentation,
    - Opening of an electronic tendering system.
    - Sending notifications.
    - Opening bids, etc.
  - **Bidding companies:**
    - Bid submission.
    - Receipt of electronic notifications.
    - Signature of contracts, etc.
- This is not one single application: over 15 integrated computer applications are required.
- The support for this is the Basque Government's general eAdministration platform.



# Basque Country Public Model of eTendering Architecture (PETM-BCS).



PC with e-Card reader for electronic signature (Izenpe)

**SUPPLIER**

**ACCES**

[www.contratacion.info](http://www.contratacion.info)  
(Web site)

Certified Supplier Register Web Site  
Information on Call for Tenders  
Electronic Tender Application (for Suppliers, P90-A).

012 CALL Centre

**BASQUE GOVERNMENT**

Certified Supplier Register Application.  
Tender Administration Application.  
Electronic Tender Application (for the Civil Servents, P90-B).

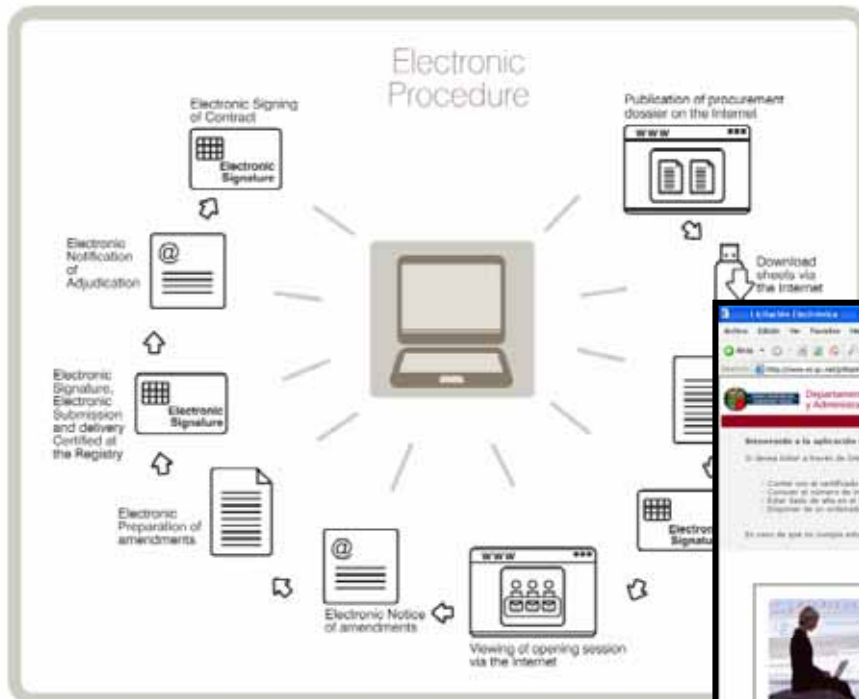
Contracts Register

**e-Administration shared platform and components.**

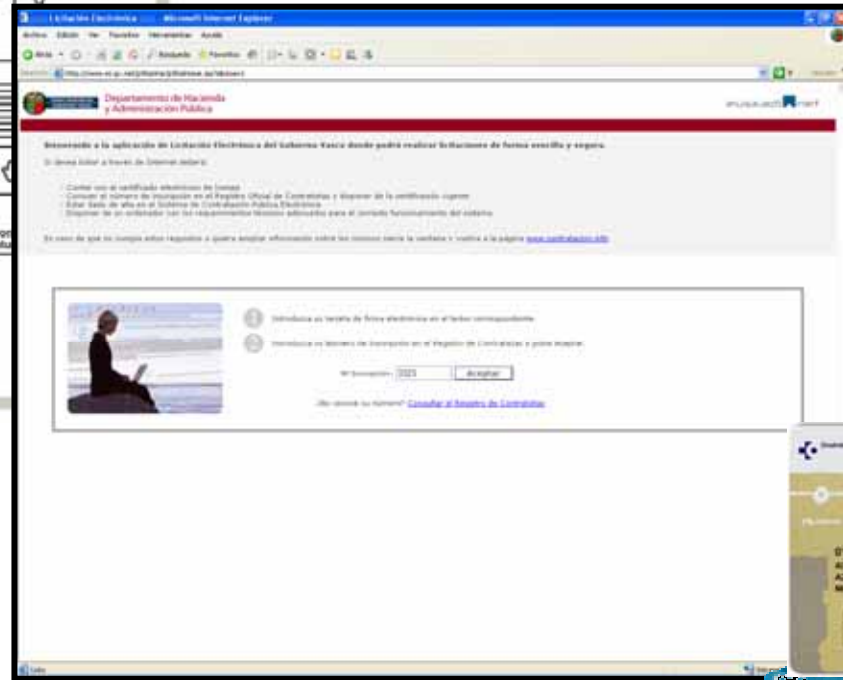
Electronic Notification.  
Electronic Signature, Certification and Time Stamping.  
E-Payment.  
Electronic Endorsements  
Tracking.

**PUBLIC e-PROCUREMENT ARCHITECTURE**

Although the eProcurement system of the Basque Government is very complex, bidding companies has to use only a single application.



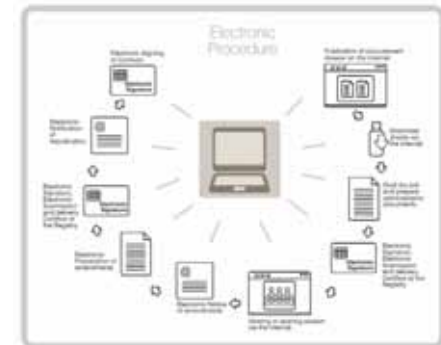
For bidding companies eprocurement it is simple, accessible, and secure.





## Other special characteristics of the Basque Government's eProcurement system.

- The Recognised Electronic Signature is a fundamental part of the overall eProcurement process in the Basque Government.
- The system guarantees the bids are sent encrypted and fragmented to the department processing the dossier.
- The electronic tendering application splits the bids into as many fragments as there are members of the electronic procurement desk.
- The electronic tendering application uses Recognised Electronic Signature certificate technology for:
  - Signature of the bids.
  - Encrypting the bid fragments against the public keys of the electronic procurement desk members.





## Other special characteristics of the Basque Government's eProcurement system.

- All the processes are exclusively carried out on the tendering company's computer.
- The Application only allows access to the financial and technical bids on the day and time anticipated for the public opening of the proposals. The minimum quorum of procurement desk members is required.
- The decryption and restructuring of the bids is done before the persons attending the bid opening act.
- The public openings are retransmitted live on-line. From February 2008 there will be an opening room exclusively dedicated to electronic tendering.





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# 03

**Presentation of training  
provided.**



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## Training provided to bidding companies.

### ■ Training action for bidding companies

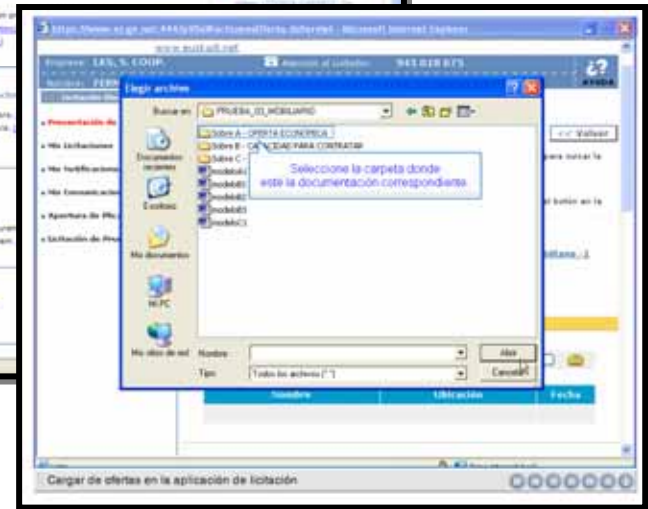
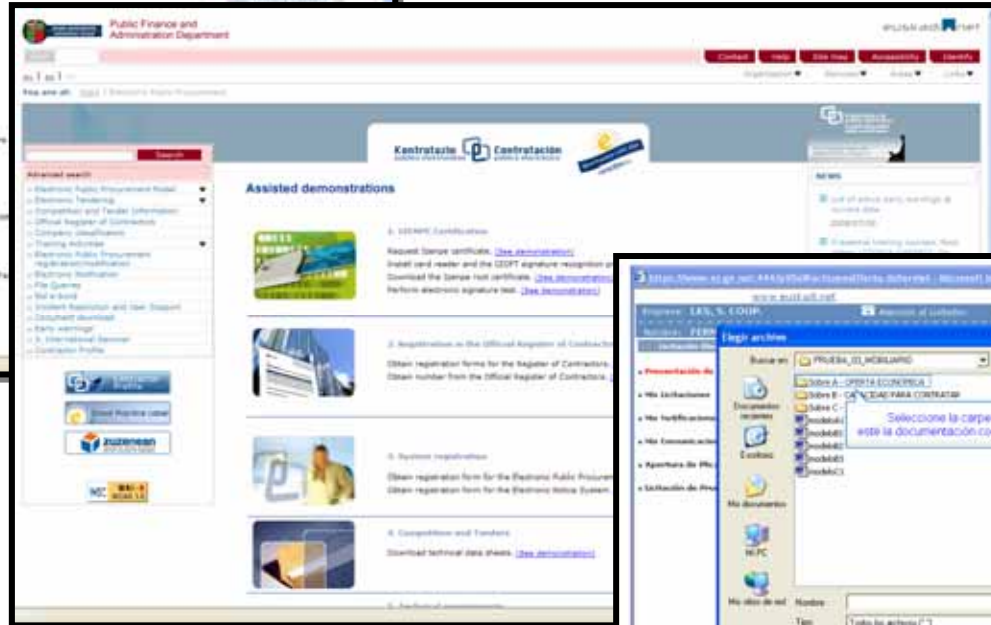
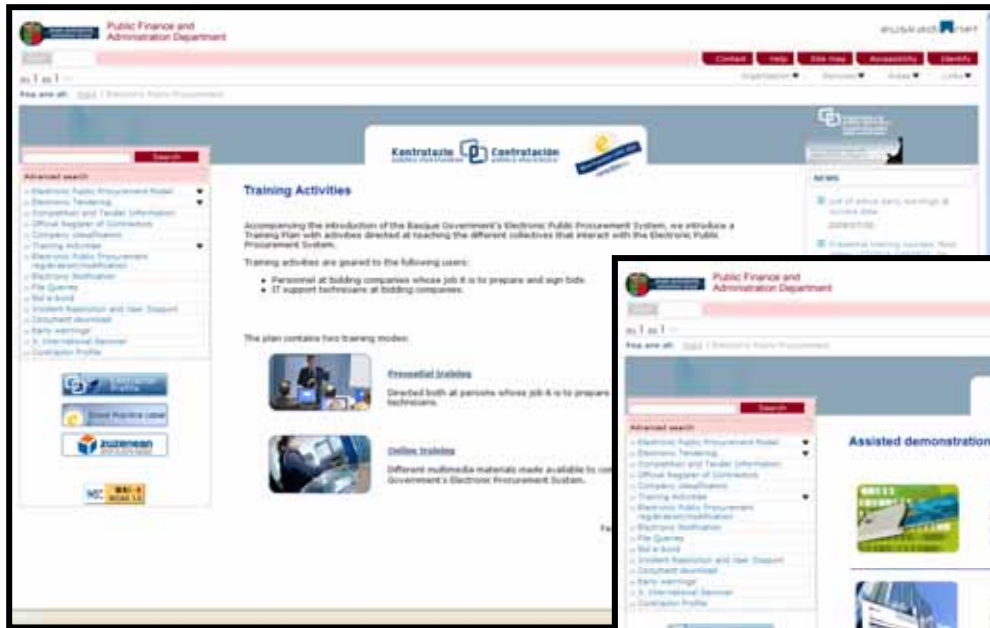
- Intensive **attendance courses** of **3 hours** duration, including **trial electronic tenders** and covering the following subjects:
  - **Scope, architecture**, components and general **characteristics**.
  - Electronic tendering administrative and technical **requirements**.
  - **Practical** aspects to be aware of.
  - Processing **procedure**.
  - **Preparation** of digital bids.
  - Demonstration and **practice**.

Statistics:

- **101 courses.**
- **606 companies.**
- **1.000 people.**



# Training provided to bidding companies through our web site.

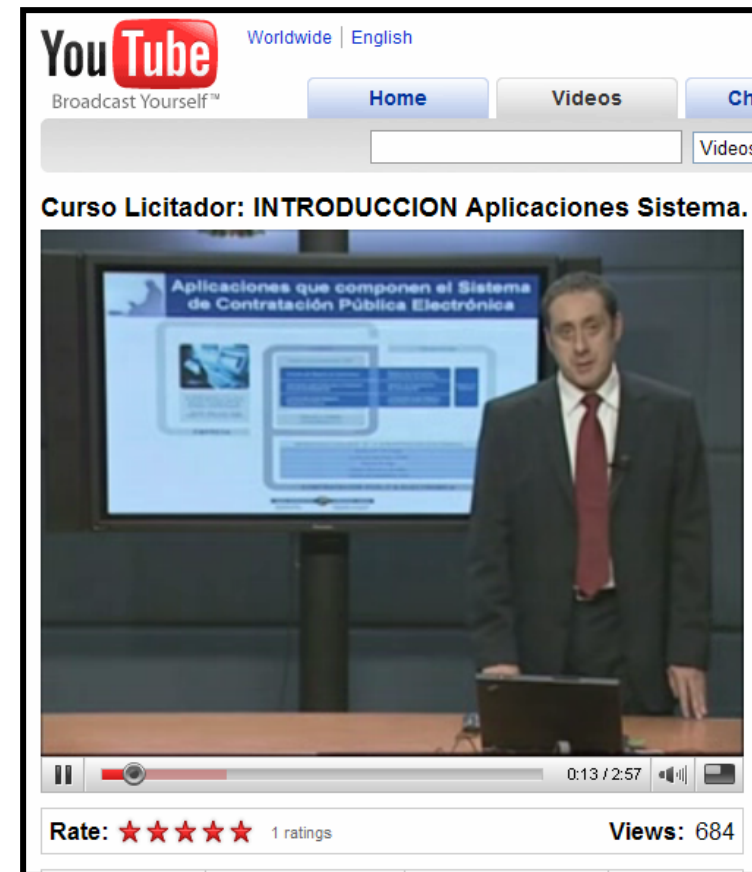


# Training provided to bidding companies through "Youtube".



The screenshot shows a YouTube search results page for the query "contratación electrónica". The page displays four video results, all from the channel "STMCPPE". Each result includes a thumbnail, a title, a description, and metadata such as upload date, view count, and rating.

Video Title	Channel	Added	Views	Rating	Duration
Curso Licitador: REQUERIMIENTOS Contratación-Notifica. Cap 12	STMCPPE	3 months ago	139	no rating	09:35
Curso Licitador: CERTIFICADO DIGITAL Servicios. Cap 7	STMCPPE	3 months ago	60	no rating	05:37
Curso Licitador: INTRODUCCION Atención usuarios. Cap 4	STMCPPE	3 months ago	57	no rating	03:10
Curso Licitador: REQUERIMIENTOS Intro. Cap 9	STMCPPE	3 months ago	28	no rating	01:17



The screenshot shows a YouTube video player displaying a training session. The video title is "Curso Licitador: INTRODUCCION Aplicaciones Sistema.". The video content shows a man in a suit standing in front of a screen displaying a diagram of the "Aplicaciones que componen el Sistema de Contratación Pública Electrónica". The video player interface includes a progress bar, a play button, and a rating of 5 stars (1 rating) and 684 views.



## Training provided to officials.

- 20 hour duration courses for **all those involved** in the procurement process.
- The aims of internal user training are:
  - Model **architecture**, components and general characteristics.
  - **Regulatory** framework governing electronic tendering.
  - Processing **procedure**.
  - Electronic tendering application usage and **practice**.
- Statistics.
  - **39** courses.
  - **220** contracting official belonging to every departments and main autonomous bodies.
  - **56** people from the Call-Centre.
  - A total of **276** people formed.

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6	DAY 7
15	Course introduction and outline	Summary and queries	Summary and queries	Summary and queries	Summary and queries	Summary and queries	
30		Procurement process digitalisation best practices	Company benefits	Digital tender amendment and award	Send and receive notices and communications		General summary and queries
45	Introduction to the Digital Administration		Administrative requirements for bidders	Procurement queries tender register			
1h		System access	System access	Document opening	Technical characteristics and security	Opening of sealed tenders	
1h 15	Regulatory environment	New tender	Firm access and download (bidder)	Introduction to L2S	Tendering technical requirements		
1h 30			Availability, deadlines and dates				Total evaluation
1h 45	System architecture and applications	Large electronic signature and certification services	Best practices for opening up digital tenders	Integrated processing procedure	Send notices	Adjudication Contract preparation	
2h	e-Procurement coverage and scope	Bid invisibility and secrecy	Loading bids (bidder)		Receive communications	Contract signature (bidder) Contract signature	
2h 15	Regarding bid protection procedures				User support		
2h 30	Independent processing procedure	New tender	Electronic notification	Procurement queries	Documents and sealed tenders opening	Adjudication Contract (WIN/MO) Administration signature	
2h 45			Digital receipt and registration	Tender register Opening of documentation	Opening of sealed tenders		
3h			Bid signature and submission (bidder)				





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# 04

## Protocol for 1st Electronic Tender.

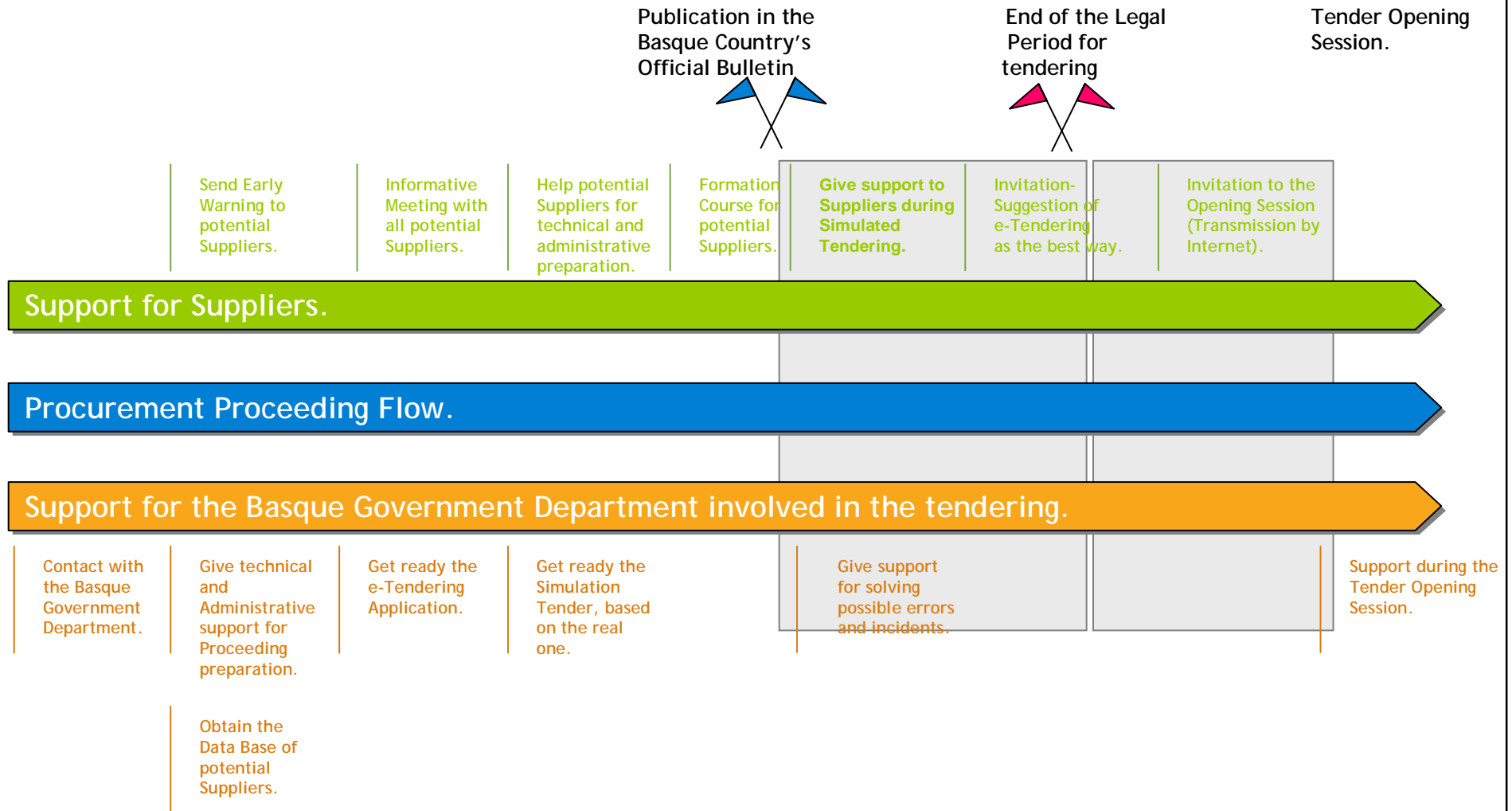


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# Support Activities carried out in the early stages of e-Procurement Implementation Plan for the Basque Government Departments.





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# 05

## Communication Plan.



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## Communication Plan.

The Basque Government has decided that it is necessary to promote its adoption amongst the 3,400 businesses that have to date registered with the Official Register of Contractors, and has therefore developed the following specific marketing and promotional activities:

- **Development of an extensive documentary presence, to date comprised of:**
  - 21 Catalogues.
  - 4 Manuals.
  - 13 issues of the “Prest” magazine.
- **Development of postal mailings. 6 mailings were performed in the (2006-2008) period to the entire supplier base registered in the Official Register of Contractors, containing 14 different information catalogues.**
- **Development of a Internet complete WebSite.**
- **Development of promotional days.**
- **“Early Warning” and other e-Marketing actions.**



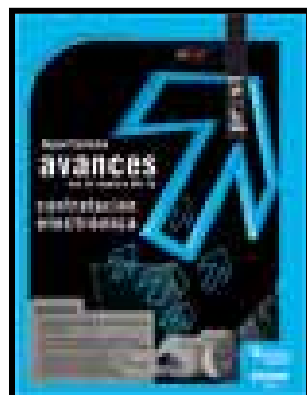
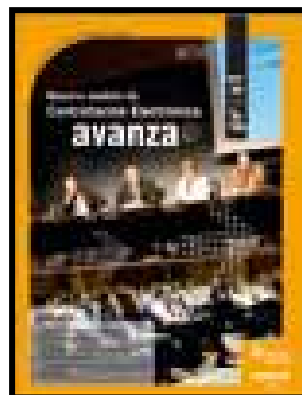
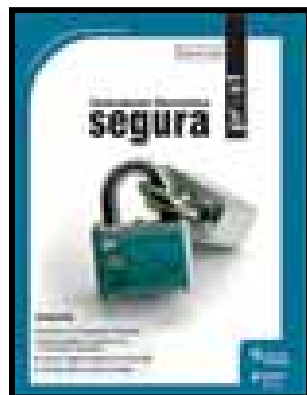
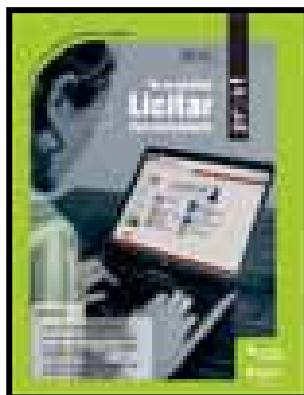


## Printed materials.



- An important publishing work has been performed for catalogues aimed at illustrating the different technical and administrative aspects of the e-procurement launch.
- The catalogues have been distributed by post to all companies registered with the Official Register of Contractors.

Some issues of our magazine.





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# 06

## Presence on the Internet.



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## Presence on the Internet: A full English version of the web-site is available.

- Our internet website is a cornerstone of the project, numerous activities have been performed in this area.
- See: [www.contratacion.info](http://www.contratacion.info)
- The information provided covers all model areas, with the following sections:
  - Electronic Tendering: Application access.
  - Tendering requirements: What do I have to do to tender electronically?
  - Competitions and Tenders: Search for Administrative Procurements.
  - Training activities.
  - Official Register of Contractors: Queries, registration forms, etc.
  - User support.





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07

## Information Days.



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## Information Days.

- The Basque Government thought it was necessary to develop individual efforts to general sufficient social and business awareness to motivate demand for the new uses and applications involved, and articulate clear mechanisms for learning and promotion.
- Therefore, an important area of activity in the (2006- 2008) period has been the development of Information Days. This has been an important mission objective, as very few companies are aware of the scope, advantages and usage conditions of Public e-Procurement.
- Promotional activities have been intense and had an impact, as demonstrated by the following quantitative indicators:
  - Days held: 27.
  - Individual participants: 1.324





## Information Day held in Bilbao.





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08

## Early Warnings and other e-Marketing actions.

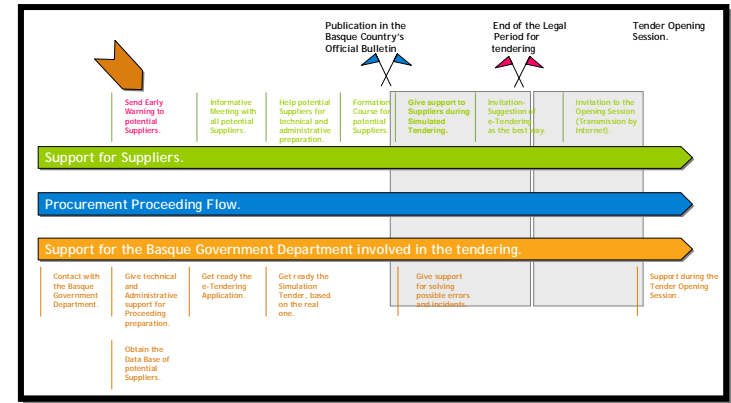


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# Explanation of the Early Warning concept.

- The Early Warning concept is a way for providing companies with sufficient notice (average of 45 days from procurement dossier publication in the Official Bulletin) so that they can prepare and act.
- Early Warnings are distributed through:
  - Our WebSite.
  - By direct email.
  - By distribution to companies specialising in supplying tender information.



# Early Warnings in our web site.



The screenshot shows the Euskadi.net website interface. At the top, it identifies the 'Public Finance and Administration Department'. The main navigation includes 'Kontratazio' and 'Contratación'. A central grid of service tiles includes: 'Electronic Tendering', 'Electronic tendering requirements', 'Competition and Tender Information', 'Training Activities', 'Register of Contractors', 'Backlist Resolution and User Support', 'RSS Service', and 'Contractor Profile'. A sidebar on the right contains a 'NEWS' section with several articles, including one titled 'List of active early warnings of current date' dated 2008/07/30.



This block provides a magnified view of the news item mentioned in the screenshot. The text reads: 'List of active early warnings at current date' followed by the date '2008/07/30'. The background shows a blurred banner for 'Kontratazio' with the text 'modelo sencillo, transparente y seguro'.



## Other e-Marketing actions.

- The following other electronic marketing actions take place almost every day:
  - Electronic notifications to companies. Messages are sent to over 2,000 people.
  - Electronic notifications to Basque Government procurement officer. Messages are sent to over 200 procurement technicians.





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# 09

**User Support Centre.**



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## “Remote Collaboration” possibilities over the Internet.

- A support Centre has been established to provide user support, technical assistance, articulate access channels, personify marketing and promotional features, etc.
- The User Support service also provides “remote collaboration” (WebControl) features via the Internet, whilst support technicians attend to the user by telephone.
- Company users and support technicians can thereby perform electronic tendering functions and verify that everything is working correctly.





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# 10

## Awards and Recognitions.



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## Awards and Recognitions.

- **2004 Tecnimap Award, awarded by the Spanish Public Administration Ministry for the best business digital service.**
- **2006 – Award for Spanish Electronic Administration Best Practice.**
- **Inclusion in the IDABC Programme studies on European eProcurement projects.**
- **II CATCert Awards: The Basque Government received the "award for the best track record in the use of digital signatures" at the II CATCert Awards, given to the "Days on Electronic Signature use in public administrations", organised by the Catalan Agency for Digital Certification and Signature.**
- **ePractice.eu Good Practice label for 2007, based on the recommendation from the 2007 European eGovernment Awards consortium.**

