



# Technical Assistance Consultant's Report

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## Regional: Consolidated View and Analysis of Survey Responses on e-Government Procurement System (Software As A Service)

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India

For the Asian Development Bank

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This report is prepared as per survey responses submitted by country representatives in 2014. Hence, developments subsequent to that time period are not reflected in this report.

## **ABOUT THE AUTHOR**

Dr. Ramanathan Somasundaram is a Consultant for the Asian Development Bank with more than ten years of experience in conceptualization, implementation and assessment of e-Government Procurement systems.

**ABBREVIATIONS**

ADB	–	Asian Development Bank
CWRD	–	Central and West Asia Department
e-GP	–	electronic government procurement
EARD	–	East Asia Department
DMC	–	developing member country
DR	–	disaster recovery
PARD	–	Pacific Department
PMU	–	project management unit
SAAS	–	Software As A Service
SARD	–	South Asia Department
SERD	–	Southeast Asia Department
TA	–	technical assistance

**NOTE**

In this report, "\$" refers to US dollars

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## I. INTRODUCTION

1. The Asian Development Bank (ADB) commissioned a survey<sup>1</sup> funded under the Asia Pacific Public Electronic Procurement Network<sup>2</sup> during the second half of 2014 to learn about the current status of electronic government procurement (e-GP) implementation in its developing member countries (DMC). A survey questionnaire was sent out to a total of 40 countries, of which 29 responded. This survey is a follow-up to a survey conducted earlier in 2011 under the Asia Pacific Procurement Partnership Initiative<sup>3</sup>. The latest survey questionnaire is more close-ended and sought detailed information about certain key aspects of e-GP system implementation experience such as the methodology adopted to ensure secrecy of commercial bids, business model and Disaster Recovery (DR) set-up.

2. The survey questionnaire is comprised of 4 sections viz.:

- (i) Eco-system readiness,
- (ii) e-GP implementation plan,
- (iii) e-GP implementation experience, and
- (iv) e-GP on Software As A Service (SAAS) model.

3. Section C of the questionnaire sought details of up to 3 e-GP installations if a country had more than one installation. India and Nepal have provided details of 3 e-GP installations in their respective countries. Thus, this survey has gathered information about 33 e-GP installations.

4. The survey responses are analyzed such that certain key output requirements of the TA are addressed as given below:

- (i) Comparative view of the different approaches adopted for implementation of e-GP system is provided.
- (ii) Interest of countries in using e-GP system is analyzed.
- (iii) Discussion points on key aspects of e-GP implementation are identified such as business model, third party audit and the use of digital signatures. Public procurement professionals could discuss these issues in an online web forum.
- (iv) Potential for knowledge exchange amongst the surveyed countries is identified. Public procurement specialists and e-GP specialists could share certain details about their implementation such as a draft of the e-GP legal provisions, system malfunction policy and transition management plan in an online-wiki type of knowledge base. e-GP implementing agencies could re-use the material available in this wiki knowledge base instead of reinventing / recreating this knowledge afresh. This wiki-site would be an excellent knowledge base for e-GP specialists, researchers, students and other interested stakeholders.

5. The analysis and reporting of the survey responses is done subject-wise. The responses pertaining to a subject are analyzed to learn about the status quo and view of the respondents. Key findings from this analysis are interpreted where required. Each subject report has the following key sections:

- (i) Subject(s) explained

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<sup>1</sup> See Appendix 1.

<sup>2</sup> ADB. 2013. *Technical Assistance for the Asia Pacific Public Electronic Procurement Network*. Manila (TA 8520-REG, approved on 2 December 2013).

<sup>3</sup> ADB. 2009. *Technical Assistance for the Asia Pacific Procurement Partnership Initiative*. Manila (TA 7437-REG, approved on 11 December 2009).

- (ii) Survey data explained
- (iii) Key findings
- (iv) Discussion points
- (v) Knowledge areas

6. All the subject analyses will be compiled and summarized for preparation of a detailed report on the survey findings.

7. As few of the respondents expressed concern in publicly sharing their responses, only holistic and regional level analyses are done. References to individual countries are avoided as much as possible in the report.

## II. SUBJECT EXPLAINED

6. The ADB has envisaged setting up an e-GP system on SAAS model as a key output of the TA. A couple of questions were included in the survey to learn about respondents' interest in using e-GP system if it were to be provided by ADB on SAAS model. Those who evinced interest were asked to rank their interest in using the following e-GP functional modules:

- (i) Pre-tender,
- (ii) Information dissemination (e-Publication),
- (iii) e-Bidding,
- (iv) e-Reverse Auction, and
- (v) Post award of contract

### A. Software As A Service (SAAS)

7. The implementation of an e-GP system involves:

- (i) Gathering requirements for software development,
- (ii) Development of software,
- (iii) Customization and/or configuration of software to address customer specific requirements,
- (iv) Maintenance of software (i.e.) fixing critical and non-critical faults in a timely manner,
- (v) Deployment of software in server infrastructure,
- (vi) Procurement and/or renting of servers, storage, networking equipment, data centre and disaster recovery infrastructure,
- (vii) Server and database administration,
- (viii) Proper storing and archival of data,
- (ix) IT security audit,
- (x) Establishment and maintenance of technical support and telephonic help desk
- (xi) Training, and
- (xii) Establishment of a Project Management Unit (PMU) to monitor and manage implementation of the system (i.e. including software, servers, help desk etc.) as a whole.

8. It requires significant time, effort and resources to get an e-GP system set-up and operational. Hence, most countries have implemented a unified e-GP system – a single instance of software – meant to be used as a shared infrastructure by most or all government agencies in the country. Each government agency will not perform all the activities listed above and set-up its own e-GP system. Instead, the agency will be created as a user department within the unified e-GP system by way of configurations. All government agencies created in the unified e-GP system will be kept logically separated and function as if the system was dedicatedly designed for them. For example, bids received in response to a tender published by Government Agency “ABC” in the unified e-GP platform can be viewed only by authorized personnel of “ABC” and not by another department “BCD”. In advanced e-GP systems, approval workflows can be configured to address government agency specific requirements.

9. A government agency seeking to implement e-Procurement can choose to avail e-Procurement as a Service from an existing e-GP installation. Such service will typically be provided free of charge if the e-GP installation is government owned or for a subscription fee if the service is provided by a private sector agency.
10. The advantages of availing e-GP on SAAS model are many viz.:
- (i) Low or non-existent set-up costs,
  - (ii) Short implementation timeframe as government agency will typically be created by way of configurations,
  - (iii) Operational costs will be lesser when compared to maintenance of a dedicated e-GP installation, and
  - (iv) Application will be reliable as it will have been tried and tested by many users.
11. A few disadvantages of SAAS if the shared system were to be implemented by the private sector are listed below:
- (i) Government would not have all logical controls over the data as it would like,
  - (ii) e-GP data may rest outside the jurisdiction of the government agency (i.e.) the data can reside anywhere in the cloud,
  - (iii) The e-GP service provider may not agree to modify the software to address government agency specific requirements, and
  - (iv) Data security is a concern as the entire bid information will be under the control of e-GP service provider.
12. A government agency or a country will find e-GP on SAAS model interesting especially when their procurement spend is not as high as to warrant investing in a dedicated e-GP system.
13. The premise underlying ADB's plan to offer e-GP on SAAS model is as follows: *"While a single instance of software can be used by multiple government agencies in a country, can a single instance of e-GP system not be extended as a shared infrastructure to multiple countries?"*



### III. SURVEY DATA ANALYSIS

14. A regional breakdown of the responses is listed below:
- (i) South Asia Region (SARD) – 9 respondents from 5 countries
  - (ii) Southeast Asia Region (SERD) – 6 respondents from 6 countries
  - (iii) Pacific Region (PARD) – 9 respondents from 9 countries
  - (iv) Central & West Asia Region (CWRD) – 8 respondents from 8 countries
  - (v) East Asia Region (EARD) – 1 respondent from 1 country
15. Of the 29 countries which responded, 13 evinced interest in using e-GP on SAAS model if it were to be offered by the ADB. The remaining 16 countries stated that they would use their National systems instead.
16. The following two key analyses are performed regarding adoption of e-GP on SAAS:
- (i) Interest in SAAS vs. annual procurement spend of a country, and
  - (ii) Level of interest in using various e-GP modules.

#### B. Interest in SAAS vs. Annual Procurement Spend of a Country

17. The annual procurement spend under local and national budget for the year 2013 was correlated with a country's interest in using e-GP on SAAS model to verify the following hypothesis: "Countries with low procurement spend will evince interest in using e-GP on SAAS model".

18. The data shows that 8 out of the 9 countries with procurement budget of less than \$100 million expressed interest in using e-GP on SAAS model. The ratio of countries expressing interest stands reduced at 25% for countries in excess of \$1 billion procurement spend.

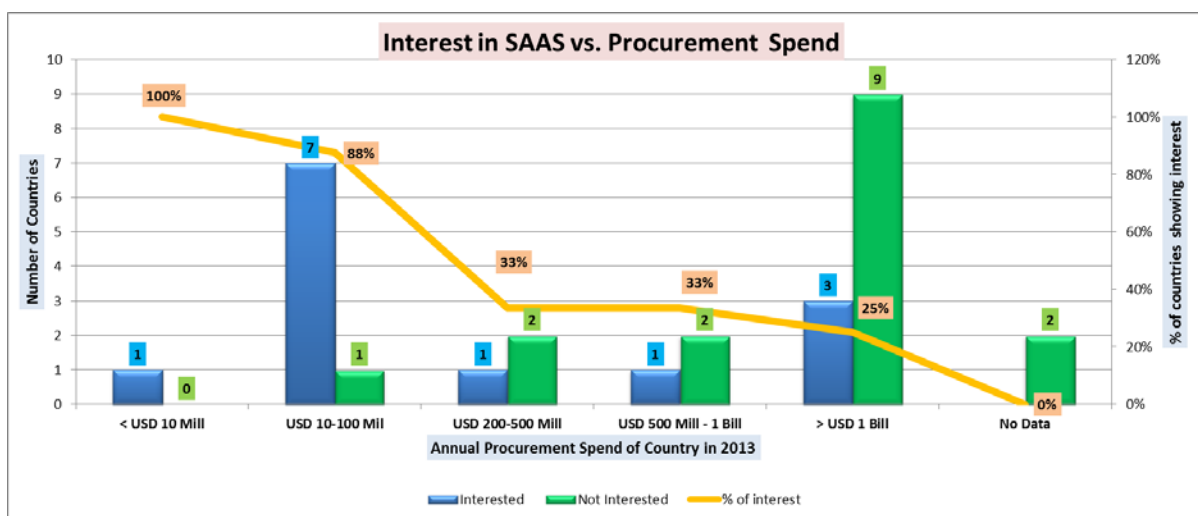


Figure 1: Interest in SAAS vs. Procurement Spend

19. All 9 countries in the Pacific region and 1 country in East Asia region expressed interest in using e-GP on SAAS model. The level of interest in SAAS amongst countries in Central and

West Asia and South Asia regions stands lower at 25% and 20% respectively. None of the 9 respondents in the Southeast Asia expressed interest in using e-GP on SAAS model.

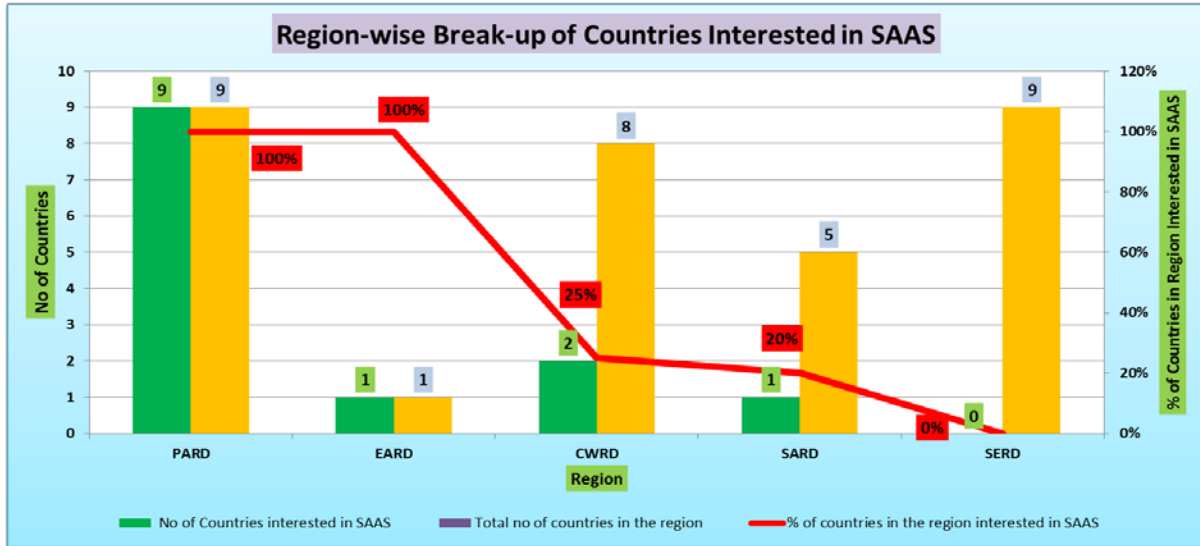


Figure 2: Region-wise Break-up of Countries Interested in SAAS

### C. Level of Interest in Using Various e-GP Modules

20. The survey respondents were asked to rate their interest in using various modules of e-GP viz.:

- (i) e-Publication,
- (ii) Pre-tender,
- (iii) e-Bidding,
- (iv) Post Award of Contract, and
- (v) e-Reverse Auction.

21. The level of interest was to be specified in the range of 1-5 wherein 1 implies most interested and 5 implies least interested. The respondents were allowed to key in the same level of interest in more than one or all the 5 modules. For example, a respondent could key in "1" (i.e. most interested) in all the 5 modules. The ranking obtained from the survey hence is not relational.

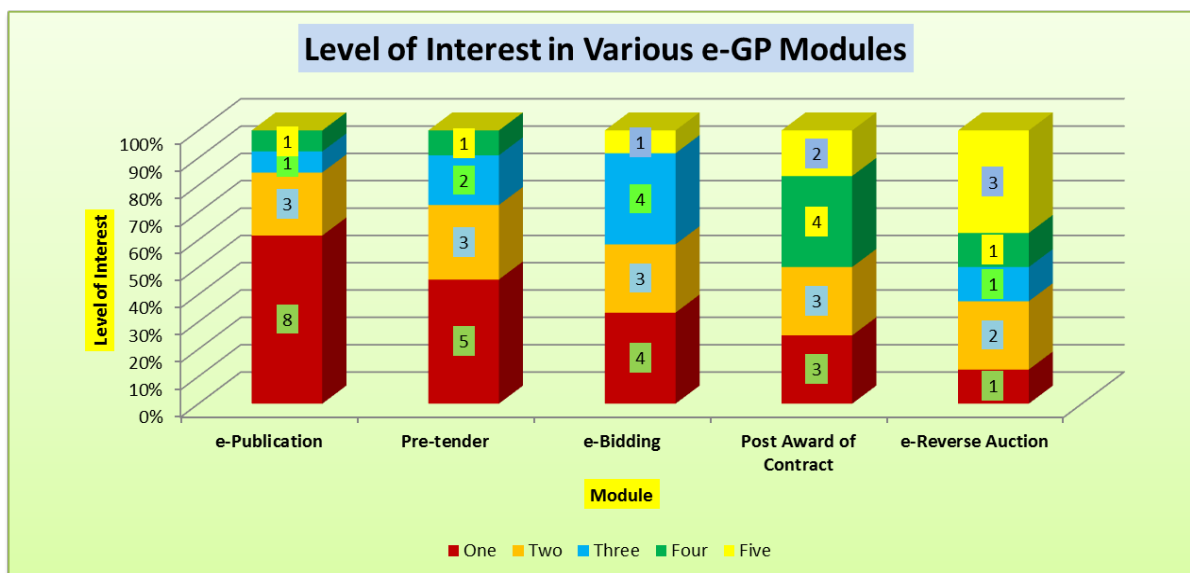


Figure 3: Level of Interest in Various e-GP Modules

22. e-Publication was the most sought amongst all the 5 modules with more than 60% of the respondents assigned “1” rank. A significantly high 85% of the respondents provided rank “1” and “2” for e-Publication. The next most sought after module is pre-tender which is closely followed by e-Bidding. A total of 5 and 4 respondents gave a rank “1” for pre-tender and e-Bidding respectively. The post award of contract module did not elicit much interest with only 3 respondents giving rank “1”. e-Reverse auction was the least sought after module with only one respondent giving “1” rank.

#### D. Key Findings

- (i) Of the 29 countries which responded, 13 evinced interest in using e-GP on SAAS model if it were to be offered by the ADB. The remaining 16 countries stated that they would use their national systems instead.
- (ii) The data shows that 8 out of the 9 countries with procurement budget of less than \$100 million expressed interest in using e-GP on SAAS model. The ratio of countries expressing interest stands reduced at 25% for countries in excess of \$1 billion procurement spend.
- (iii) All the 9 countries in the Pacific region and 1 country in the East Asia region have expressed interest in using e-GP on SAAS model.
- (iv) e-Publication was the most sought amongst all the 5 modules with more than 60% of the respondents assigned “1” rank. The next most sought after module is pre-tender which is closely followed by e-Bidding.

#### IV. DISCUSSION POINTS

23. The setting up of an online forum is envisaged as a key output under the TA funding this research. A set of discussion points are identified herein pertaining to Software As A Service (SAAS). In light of the study findings, the respondents could interact online or face-to-face in a workshop environment the following indicative discussion areas pertaining to SAAS:

- (i) For what minimum duration should the procurement data (i.e. published tenders and received bids) be kept online in e-GP portal?
- (ii) Does your country legislation allow government procurement data to reside in server infrastructure hosted outside National boundaries?
- (iii) Is e-GP on SAAS model a long term solution for your country or a step-stone towards one's own National e-GP platform?
- (iv) Should supplier's pay or should the government pay for using e-GP platform on SAAS model?

## V. AREAS FOR KNOWLEDGE EXCHANGE

24. The development of a wiki-type knowledge base is envisaged under the TA. Such knowledge base would be relevant primarily for e-GP practitioners, researchers and academia. The e-GP practitioners could share details about some of the concepts they have already worked out. All members of the e-GP community could study the worked out details and suitably customize them to address their country specific requirements. The ADB under this TA will provide a facility for knowledge sharing amongst e-GP practitioners. This section lists down a set of details which e-GP practitioners could share with the community in relation to SAAS:

- (i) Write-up on one's experience in using e-GP on SAAS model.
- (ii) Detailed plan to exit / transition out of e-GP on SAAS model.
- (iii) Legal provisions stating e-Publication requirements.

## VI. ANNEXURE

### 1. List of countries interested in using e-GP on SAAS Model

Region	Respondent Details
<b>South Asia (SARD)</b>	1. Sri Lanka
<b>Central &amp; West Asia (CWRD)</b>	2. Armenia
	3. Uzbekistan
<b>Pacific (PARD)</b>	4. Samoa
	5. Tonga
	6. Cook Islands
	7. Vanuatu
	8. Tuvalu
	9. Papua New Guinea
	10. Solomon Islands
	11. Timor-Leste
	12. Fiji
<b>East Asia (EARD)</b>	13. Mongolia
<b>South East Asia (SERD)</b>	none

**Model Questionnaire to Gather Information about Current Status and Future Plans for  
Development of e-GP / e-PP System at the National Level**

Questionnaire filled out on Date:						
<b>Respondent Details and Contact Information</b>						
Name:						
Designation:						
Organization Name:						
Address:						
Phone no:						
Fax no.:						
e-mail:						
<b>Part A: Eco-System Readiness (✓ as appropriate)</b>						
<b>A-I: Central Public Procurement Authority</b>						
1	Does your country have a central Public Procurement Authority (PPA) with legal authority through legislative enactment, executive decree or administrative regulation to act as functional and normative body in public procurement?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>		
<i>Note: Ignore Questions 2, 3, 4 and 4A if answer to question 1 is "No" or "Don't know"</i>						
The PPA reports to:						
2	A	President / Parliament	<input type="checkbox"/>			
	B	Prime Minister's Office	<input type="checkbox"/>			
	C	Ministry of Finance/ Treasury	<input type="checkbox"/>			
	D	Others (please specify)				
Number of people employed by the PPA:						
3	A	3-5 Staff	<input type="checkbox"/>			
	B	6-8 Staff	<input type="checkbox"/>			
	C	9-15 Staff	<input type="checkbox"/>			
	D	15 and more	<input type="checkbox"/>			
4	Does PPA mandate cover procurement undertaken by State owned enterprises in your country?	Yes <input type="checkbox"/>	No <input type="checkbox"/>			
4A	Has PPA taken an active role in implementation of e-Procurement	Yes <input type="checkbox"/>	No <input type="checkbox"/>			
<b>A-II: Procurement Spend Information</b>						
5	What is the size of the public procurement of your country? Please select the closest corresponding values based on most recent available information or your rough assessment?					
	(I) Average annual procurement spend under national and local budget; select one below for each of the last 3 years					
			<b>Year</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
	A	Below US\$ 10 million	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B	Between US\$ 10 to 100 million	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

	C	Between US\$ 100 to 200 million	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	D	More than US\$ 200 million	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	E	Between USD 500 Mill - 1 Bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	F	More than US\$ 1 billion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	G	Other / Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ii) Average annual procurement spend by State Owned Enterprises (those who are subject to the procurement regulations); Select one below for each of the last 3 years					
		<b>Year</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
	A	Below US\$ 10 million	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B	Between US\$ 10 to 100 million	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C	Between US\$ 100 to 200 million	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	D	More than US\$ 200 million	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	E	Between USD 500 Mill - 1 Bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	F	More than US\$ 1 billion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	G	Other / Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(III) Average annual procurement under Official Development Assistance (Donor-funded projects); select one below for each of the last 3 years					
		<b>Year</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
	A	Below US\$ 10 million	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	B	Between US\$ 10 to 100 million	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	C	Between US\$ 100 to 200 million	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	D	More than US\$ 200 million	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	E	Between USD 500 Mill - 1 Bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	F	More than US\$ 1 billion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	G	Other / Don't know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>A-III: Readiness of Legislative System</b>					
6	Do you have a National public procurement Law or any other regulatory act with legislative power?		Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<i>Note: Ignore Question 7 if answer to question 6 is "No"</i>					
7	If answer to Question 6 is yes				
	A	Specify whether the public procurement Law enables / mandates e-GP implementation	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
	B	Specify whether rules for e-GP implementation have been drafted	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
8	Is there a Legal provision in your Country to issue legally valid Digital Signature Certificates?		Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
9	Are electronic and paper documents considered as equally valid as per the Law in your Country?		Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
<b>A-IV: Readiness of Internet Connectivity and IT Infrastructure</b>					
10	Availability of Internet connectivity in government offices				
	A	Connectivity mode	Broadband <input type="checkbox"/>	Wide Area Network <input type="checkbox"/>	
	B	Whether government offices are connected			



	A	Capital City	Yes <input type="checkbox"/>	Partially Yes <input type="checkbox"/>	No <input type="checkbox"/>
	B	Provincial Capitals	Yes <input type="checkbox"/>	Partially Yes <input type="checkbox"/>	No <input type="checkbox"/>
	C	Town, Village and other rural areas	Yes <input type="checkbox"/>	Partially Yes <input type="checkbox"/>	No <input type="checkbox"/>
11	Availability of broadband connectivity (including wireless broadband) with speed in excess of 256 kbps; approximate response would suffice (i.e.) to learn whether suppliers can get connected				
	A	Capital City	Yes <input type="checkbox"/>	Partially Yes <input type="checkbox"/>	No <input type="checkbox"/>
	B	Provincial Capitals	Yes <input type="checkbox"/>	Partially Yes <input type="checkbox"/>	No <input type="checkbox"/>
	C	Town, Village and other rural areas	Yes <input type="checkbox"/>	Partially Yes <input type="checkbox"/>	No <input type="checkbox"/>
11A	Kindly provide the following information about the readiness of Internet connectivity in your country				
	A	Number of Internet users			
		A	Number of users connected over Stationary devices		
		B	Number of users connected over mobile devices		
	B	Percentage of population with access to the Internet			
	C	Average cost of broadband connection			
12	Availability of at least one computer and printer in at least 3/4 <sup>th</sup> of government offices purchased within the last 3 years; approximate response would suffice				
	A	Located in Capital city	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
	B	Located in Provincial Capitals	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
	C	Located in village	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<b>A-V: IT Literacy of Government Officials and Contractor Community</b>					
13	Please select one of the options below indicating your perception of IT literacy of Government officials and Contractor community in your Country				
	<b>S.n o.</b>	<b>Description</b>	<b>Government officials</b>	<b>Contractors</b>	
	A	Very Good; can log in and use e-GP system just by reading user manuals	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	
	B	Good; few hours of training and they will be up to speed	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	
	C	Moderate; hands-on training is required but they are used to e-mails and browsing the Internet	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	
	D	Poor; basic IT training has to be provided	Yes <input type="checkbox"/>	Yes <input type="checkbox"/>	
<b>A-VI: Readiness of Banking System</b>					
14	Specify the number of full-fledged banks operational in your country. If the exact number is not known, please specify approx. number				
14A	Are the banks inter-connected using a National payment infrastructure, enabling account to account electronic transfer of			Yes <input type="checkbox"/>	No <input type="checkbox"/>

	funds from one Bank-Branch to another Bank-Branch across Banks			
15	Does your country have Internet Payment Gateway service providers to facilitate online credit card transactions using prominent credit cards such as Visa and Master card? The intent here is to find out whether credit card payments can be enabled in e-GP		Yes <input type="checkbox"/>	No <input type="checkbox"/>
16	Does your country have aggregators to make available all online direct debit transactions under one roof? (i.e.) connect e-GP software and enable electronic transfer of funds from any of the banks linked by the aggregator to Government's bank account		Yes <input type="checkbox"/>	No <input type="checkbox"/>
16A	Select the mode(s) of Bid Security payments accepted in your country			
	A	Cash / Cash equivalent		<input type="checkbox"/>
	B	Guarantee / Guarantee equivalent		<input type="checkbox"/>
	C	Bid securing declaration		<input type="checkbox"/>
<b>A-VI: Project Management Unit and Governance Establishment</b>				
17	Whether your country has set-up a dedicated Project Management Unit (PMU) to monitor and manage e-GP implementation		Yes <input type="checkbox"/>	No <input type="checkbox"/>
18	If PMU is already in place, state the size of PMU team			
	A	Less than 5		<input type="checkbox"/>
	B	Between 6 and 10		<input type="checkbox"/>
	C	Between 11 and 25		<input type="checkbox"/>
	D	More than 25		<input type="checkbox"/>
19	Specify the governance mechanism set-up in your country for e-GP related decision making			
	A	Two or more layered committee of representatives		
	B	One layered committee of representatives		
	C	All decisions taken by the Head of department		
	D	If other, please specify		
<b>Part B: e-GP Implementation Plan (✓ as appropriate)</b>				
<b>B-1: Strategic planning</b>				
20	Has your government formed or implemented a concrete plan for development of e-GP? (select one of the 4 options specified below)			
	A	Yes, there is a comprehensive plan and Roadmap for development of e-GP		<input type="checkbox"/>
	B	The government is in initial stage of preparing the e-GP development plan and roadmap		<input type="checkbox"/>
	C	No, there is no formal plan or agenda for e-GP. However, a base version of e-GP system is already operational		<input type="checkbox"/>
	D	No. There is no formal plan or agenda for e-GP and e-GP system is not operational either		<input type="checkbox"/>
<i>Note: Ignore Questions 21, 22 &amp; 23 if "D" is selected as answer to question 20</i>				
21	Have you developed or do you plan to develop a National e-GP system as the standard for all government agencies in your country / is there an approved National e-GP plan		Yes <input type="checkbox"/>	No <input type="checkbox"/>
22	Do you foresee the need for multiple e-GP systems in your country		Yes <input type="checkbox"/>	No <input type="checkbox"/>
23	Would your government be willing to share its e-GP system to		Yes	No

	be used by other countries	<input type="checkbox"/>	<input type="checkbox"/>	
24	Select the e-GP functionality envisaged (i.e. already implemented and planned to be implemented within the next 3 years) in your e-GP system			
	<b>Information Dissemination (e-Publication)</b>			
	A	A single website that consolidates and publishes all national information and policies related to public procurement	<input type="checkbox"/>	
	B	e-Publication system for real time procurement notices	<input type="checkbox"/>	
	C	e-Publication of procurement awards and results	<input type="checkbox"/>	
	D	System for bidders to download bidding documents and RFPs in response to the published procurement notices	<input type="checkbox"/>	
	<b>e-Bidding &amp; e-Reverse Auction</b>			
	E	Electronic supplier registration system	<input type="checkbox"/>	
	F	e-Bidding system for bidders to submit their bid or proposals online and observe the online public opening of the bid	<input type="checkbox"/>	
	G	Online reverse auctions or electronic negotiations	<input type="checkbox"/>	
	H	Electronic evaluation of bidders technical and financial proposals	<input type="checkbox"/>	
	<b>Post Award of Contract</b>			
	I	Online purchasing from e-Catalogs or supplier marketplace	<input type="checkbox"/>	
	J	Electronic contract administration (i.e.) bill approval workflows	<input type="checkbox"/>	
<b>e-Payment</b>				
K	System for electronic receipt of bid securities or guarantees or tender processing / document fees; using credit card and other payment modes	<input type="checkbox"/>		
L	e-Payment system which allows invoicing and payment through the system (i.e.) payment out to contractors	<input type="checkbox"/>		
<b>Part C: e-GP Implementation Experience (√ and key in as appropriate)</b>				
<i>Note: Countries with already existing e-GP system are required to respond to questions in this section</i>				
<b>C-1: e-GP Architecture</b>				
25	Specify the number of e-GP systems implemented in your country			
	A	Only one single system used as a shared infrastructure by all government agencies included Public Sector Undertakings	<input type="checkbox"/>	
	B	2-5 e-GP systems	<input type="checkbox"/>	
	C	6 – 10 e-GP systems	<input type="checkbox"/>	
	D	More than 10 e-GP systems	<input type="checkbox"/>	
26	Does the country have an approved National e-GP plan	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<b>C-2: e-GP Implementation History &amp; Transition Management</b>				
27	Specify the year in which the earliest e-GP system went live in your country			
27a	Specify transition / exit management experience(s) (i.e.) the Replacement of one e-GP system by another or IT management of an e-GP system has been transitioned from one IT vendor to another			
	A	Transition / exit management has happened	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	B	If answer to 27a(A) is "No", specify the number of times one e-GP system has been replaced by another or IT management of an e-		

		GP system has been transitioned from one IT vendor to another. In countries with multiple e-GP systems, specify the average number of times transition has happened		
	C	Is transition / exit management envisaged within the next 3 years	Yes <input type="checkbox"/>	
	D	Whether Transition / Exit Management plan is put in place	Yes <input type="checkbox"/>	
	E	State the reason(s) for planning / effecting transition of e-GP system (if applicable)		
		A	e-GP system got outdated	<input type="checkbox"/>
		B	Expiry of contract with the IT implementation agency	<input type="checkbox"/>
		C	Other (please specify)	<input type="checkbox"/>
	F	If you are experienced in Exit / Transition Management, rank your satisfaction with the transition management experience in 1-5 range (1 refers to very satisfied and 5 refers to not satisfied)		
<b>C-3: General Information about the e-GP system / e-GP systems presently in operation</b>				
<i>Note: In countries with multiple e-GP systems, please have the questions C-3 to C-10 filled out by 3 largest e-GP systems in the country</i>				
A	System Name:			
B	Website Address:			
C	Year of Launch:			
D	Agency(s) using the System:			
<b>C-3a: e-GP Functionality Already Implemented and Used &amp; System Design</b>				
28	Select the e-GP functionality implemented in the e-GP system in operation, as applicable			
	<b>Information Dissemination (e-Publication)</b>			
	A	A single website that consolidates and publishes all national information and policies related to public procurement		<input type="checkbox"/>
	B	e-Publication system for real time procurement notices		<input type="checkbox"/>
	C	e-Publication of procurement awards and results		<input type="checkbox"/>
	D	System for bidders to download bidding documents and RFPs in response to the published procurement notices		<input type="checkbox"/>
	<b>e-Bidding &amp; e-Reverse Auction</b>			
	E	Electronic supplier registration system		<input type="checkbox"/>
	F	e-Bidding system for bidders to submit their bid or proposals online and observe the online public opening of the bid		<input type="checkbox"/>
	G	Online reverse auctions or electronic negotiations		<input type="checkbox"/>
	H	Electronic evaluation of bidders technical and financial proposals		<input type="checkbox"/>
	<b>Post Award of Contract</b>			
	I	Online purchasing from e-Catalogs or supplier marketplace		<input type="checkbox"/>
	J	Electronic contract administration (i.e.) bill approval workflows		<input type="checkbox"/>
<b>e-Payment</b>				
K	System for electronic receipt of bid securities or guarantees or tender processing / document fees; using credit card and other payment modes		<input type="checkbox"/>	
L	e-Payment system which allows invoicing and payment through the system (i.e.) payment out to contractors		<input type="checkbox"/>	
29A	Whether bidders quote financial rates in online forms or as file attachments in the e-GP			

	system		
	A	Online forms	<input type="checkbox"/>
	B	File attachments (e.g. Excel)	<input type="checkbox"/>
29B	Is the system workflow based		
	A	Yes. It is a fully workflow based system. The entire organization hierarchy, reporting relationships and delegation of powers are built into the system. All approvals pertaining to tendering are taken online.	<input type="checkbox"/>
	B	The system has the workflow facility, but it is not being used (e.g. due to change management challenges)	<input type="checkbox"/>
	C	The system only enables key interactions between government and suppliers. Workflows associated with internal approvals are handled outside the system	<input type="checkbox"/>
<b>C-4: Business Model (select as appropriate)</b>			
29	Activities and ownership		
	<b>S.no.</b>	<b>Description</b>	<b>Government</b>
	A	Software development	<input type="checkbox"/>
	B	Data centre / hosting environment	<input type="checkbox"/>
	C	Server side hardware (i.e. servers and storage)	<input type="checkbox"/>
	D	Training	<input type="checkbox"/>
	E	Help desk	<input type="checkbox"/>
	F	System Administration	<input type="checkbox"/>
	G	Operations Management (e.g. assignment of Role and Access Based Controls)	<input type="checkbox"/>
H	Service centres (physical service centres to meet user requirements)	<input type="checkbox"/>	
<i>Note: Ignore Questions 30 and 31 if none of the activities in Question 29 is outsourced</i>			
30	Payment model for activities outsourced as per response given to Question 29		
	A	Transaction Based / Private Public Partnership (PPP) (i.e. dedicated deployment and not cloud based deployment)	<input type="checkbox"/>
	B	Cost plus model (fixed price contract)	<input type="checkbox"/>
	C	Cloud based service delivery (i.e.) shared hosting model	<input type="checkbox"/>
30A	Specify the funding source(s) for e-GP system		
	A	Government	<input type="checkbox"/>
	B	Donor agencies	<input type="checkbox"/>
	C	Suppliers pay for using the system	<input type="checkbox"/>
30B	If suppliers pay for using the system, which of the following models is adopted		
	A	Annual subscription fee	<input type="checkbox"/>
	B	Bid submission fees, calculated as per the estimated tender value / tender type – paid by each of the bidders participating in a tender	<input type="checkbox"/>
	C	A flat fee is paid by each of the bidders participating in a tender	<input type="checkbox"/>
	D	A percentage of contract award value	<input type="checkbox"/>
	E	Others, please specify	<input type="checkbox"/>
31	Intellectual Property Rights (IPR) ownership of software in case software development is outsourced as per response given to Question 29		

	A	IPR rests with Government		<input type="checkbox"/>
	B	Government reserves the right to purchase rights for using the software at end of the contract		<input type="checkbox"/>
	C	IPR rights vested with private partner; Government is using the software as a Service (SAAS)		<input type="checkbox"/>
		A	If 31C is marked as "Yes", identify owner of the procurement data	Government <input type="checkbox"/>
	B	List down the measures taken to address privacy concerns		
<b>C-5: Integration with External Systems</b>				
32	Specify the other government IT systems that the e-GP system links to			
	A	National Treasury and Budget	<input type="checkbox"/>	
	B	Tax	<input type="checkbox"/>	
	C	Business Registration	<input type="checkbox"/>	
	D	Banking	<input type="checkbox"/>	
	E	Judiciary	<input type="checkbox"/>	
	F	Contractors association	<input type="checkbox"/>	
	G	Others (please specify)		
<b>C-6: e-Bidding System Implementation Details (i.e. if e-Bidding feature is Available)</b>				
33	Is e-Bidding functionality implemented in your System		Yes <input type="checkbox"/>	No <input type="checkbox"/>
33A	Whether manual bid submission co-exists with e-Bid submission (select one of the two)			
	A	Only electronic bid submission		<input type="checkbox"/>
	B	Both manual and electronic bid submission happens in parallel		<input type="checkbox"/>
34	How bids are evaluated online (select as applicable)			
	A	Evaluation is done offline; results are fed into the system		<input type="checkbox"/>
	B	Online bid evaluation; scrutiny committee representatives will input their evaluation details directly in e-GP system		<input type="checkbox"/>
	C	Fully automated bid evaluation; system evaluates technical proposals and also financial proposals		<input type="checkbox"/>
35	Secrecy of commercial bids ensured by			
	A	Asymmetric key based encryption (Public Key Infrastructure based)		<input type="checkbox"/>
	B	Password based encryption		<input type="checkbox"/>
	C	Not encrypted		<input type="checkbox"/>
36	Online authentication			
	A	Digital Certificate based implementation	Government official <input type="checkbox"/>	Supplier <input type="checkbox"/>
	B	Electronic signature (e.g. password and other key based authentication)	Government official <input type="checkbox"/>	Supplier <input type="checkbox"/>
36(i)	Do foreign bidders require Digital Signature Certificate to use / participate in e-GP?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
36(ii)	How do foreign bidders obtain digital signature (only if 36 A marked as yes)			
	A	Foreign bidders can obtain the requisite digital certificates from their respective countries in accordance with provisions of the IT Law		<input type="checkbox"/>

	B	Certain workaround is provided for foreign bidders to purchase digital signatures, these workarounds however are not in line with the IT Law	<input type="checkbox"/>
	C	Foreign bidders have to visit the e-GP host nation to obtain digital signature certificates	<input type="checkbox"/>
	D	The procedure for purchase of Digital Signature is not known	<input type="checkbox"/>
<b>C-7: e-GP Usage Statistics</b>			
37	Respondents to fill out this section as accurate as possible and to the extent information is available. Please ensure consistency in your response: a) No. of procurement entities actually using the e-GP platform should not exceed the number of procurement entities originally envisaged as target customers of the e-GP platform (i.e. value entered in B will be lesser than or equal to A) b) Value of contracts awarded using the e-GP platform should not exceed the National procurement spend (i.e. value entered in D will be lesser than or equal to C) c) Contractors / suppliers registered in the system should not exceed active business registered in country (i.e. value entered in F will be lesser than or equal to E)		
	A	Number of procurement entities originally envisaged as target customers of the e-GP platform	
	B	Number of procurement entities actually used the e-GP platform since its inception	
	C	National procurement spend for the year ending 31 <sup>st</sup> of Dec. 2013 in USD	
	D	Value of contracts awarded using the e-GP platform for the year ending 31 <sup>st</sup> of Dec. 2013 in USD	
	E	Active business (contractors and suppliers) in your Country as on 31 <sup>st</sup> of Dec. 2013	
	F	Contractors / Suppliers registered in the system as on the 31 <sup>st</sup> of Dec. 2013	
<b>C-8: Key Success Factors and Major Problems Faced</b>			
38	What are the key success factors you observe in introducing or implementing e- e-GP in your public procurement system framework? <b>(select only 3 factors)</b>		
	A	Transparency and reduction of corruption / less Vigilance	<input type="checkbox"/>
	B	Accurate data that will contribute to the economic growth	<input type="checkbox"/>
	C	Efficiency and effectiveness in government procurement, Lesser cost to the government, increased bidder participation & Less procurement cycle	<input type="checkbox"/>
	D	Political will / Top Management support	<input type="checkbox"/>
	E	Made mandatory from a certain date	<input type="checkbox"/>
	F	User friendliness / User friendly system	<input type="checkbox"/>
	G	Understanding	<input type="checkbox"/>
	H	Ownership	<input type="checkbox"/>
	I	Commitment and participatory / Stakeholder collaborations	<input type="checkbox"/>
	J	Various and continuous change management program / Capacity Building / Training	<input type="checkbox"/>
	K	More secured, avoid collusion of bidders	<input type="checkbox"/>
L	Policy and Legal framework	<input type="checkbox"/>	

	M	Raise awareness	<input type="checkbox"/>	
39	What are the major problems you faced in introducing or implementing e-GP system under your public procurement framework ( <b>select only 3 problems</b> )			
	A	Capacity of civil servants and their resistance to new changes / Acceptance / Adaptation to new system / old mindset / IT literacy	<input type="checkbox"/>	
	B	Low level of interest in participation	<input type="checkbox"/>	
	C	Public Internet and IT infrastructure (in rural areas); high speed network, DSC / Technology barrier	<input type="checkbox"/>	
	D	Business Process Reengineering / need to simplify procurement method	<input type="checkbox"/>	
	E	Awareness Building	<input type="checkbox"/>	
	F	Lack of financing and support from international donors' community	<input type="checkbox"/>	
	G	Problems caused by the very short period for the reform (less than one year): lack of trainings and lack of information both for procuring entities and suppliers	<input type="checkbox"/>	
	H	Maintenance of service levels of e-GP system	<input type="checkbox"/>	
	I	Trained manpower	<input type="checkbox"/>	
	J	Lack of monitoring systems / governance mechanism for implementation of e-GP	<input type="checkbox"/>	
	K	Working with the IT agency implementing e-GP system	<input type="checkbox"/>	
	L	Lack of involvement from civil society	<input type="checkbox"/>	
M	Exit Management / Transition Management from one e-GP system to another	<input type="checkbox"/>		
<b>C-9: Data Retention, Disaster Recovery , 3<sup>rd</sup> Party Audit and Anti-virus scan</b>				
40	Whether e-GP system has been subjected to 3 <sup>rd</sup> party audit		Yes <input type="checkbox"/>	No <input type="checkbox"/>
41	If the system is subjected to 3 <sup>rd</sup> party audit, select one or more of the following:			
	A	One time system acceptance audit	<input type="checkbox"/>	
	B	One time acceptance audit followed by regular periodic audits	<input type="checkbox"/>	
42	Whether Disaster Recovery (DR) for the e-GP system is set-up		Yes <input type="checkbox"/>	No <input type="checkbox"/>
43	Specify the Recovery Point Objective (RPO) for the system			
	A	Less than 30 minutes	<input type="checkbox"/>	
	B	30 minutes – 2 hours	<input type="checkbox"/>	
	C	2 hours – 6 hours	<input type="checkbox"/>	
	D	6 hours – 24 hours	<input type="checkbox"/>	
	E	More than 24 hours	<input type="checkbox"/>	
	F	Not known	<input type="checkbox"/>	
44	Specify the Recovery Time Objective (RTO) for the system			
	A	Less than 4 hours	<input type="checkbox"/>	
	B	4 hours – 8 hours	<input type="checkbox"/>	
	C	8 hours – 24 hours	<input type="checkbox"/>	
	D	More than 24 hours	<input type="checkbox"/>	
	F	Not known	<input type="checkbox"/>	



45	Whether files uploaded in e-GP system are subjected to Anti-virus scan	Yes <input type="checkbox"/>	No <input type="checkbox"/>
46	Specify the duration for which e-GP data is kept live in the production environment		
	A	1 year	<input type="checkbox"/>
	B	1-3 years	<input type="checkbox"/>
	C	3-5 years	<input type="checkbox"/>
	D	More than 5 years	<input type="checkbox"/>
F	Kept forever	<input type="checkbox"/>	
<b>C-10: e-GP Policy</b>			
47	Whether unified item code classification (e.g. UNSPSC and CPV) is adopted to categorize procurement spend (i.e. for spend analytics)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
47A	If answer to 47 is "Yes", state the Item code classification standard adopted		
	A	UNSPSC	<input type="checkbox"/>
	B	CPV	<input type="checkbox"/>
	C	Home grown	<input type="checkbox"/>
D	Other	<input type="checkbox"/>	
48	Whether system malfunction policy (i.e. what to do in case of unexpected system shut down) has been approved and adopted	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Part D: e-GP on Software as a Service (SAAS) Model</b>			
49	Asian Development Bank (ADB) is considering setting up e-Government Procurement on Software as a Service (SAAS) model, wherein the e-GP software will be hosted and maintained by the ADB selected service provider centrally. Login credentials will be created and provided to country representatives to use the e-GP system. State whether your country will be interested in using the e-GP system hosted by ADB on SAAS model		
	A	Interested	<input type="checkbox"/>
	B	Not interested. We will use our National system(s) instead	<input type="checkbox"/>
50	If interested in using e-GP system hosted by ADB on SAAS model, rank the e-GP functionality you will be interested in using the most. Ranking to be provided in the range of 1-5, wherein 1 implies most interested and 5 implies least interested		
	A	Pre-tender	
	B	Information Dissemination (e-Publication)	
	C	e-Bidding	
	D	e-Reverse Auction	
E	Post Award of Contract		