

Challenges and lessons learnt

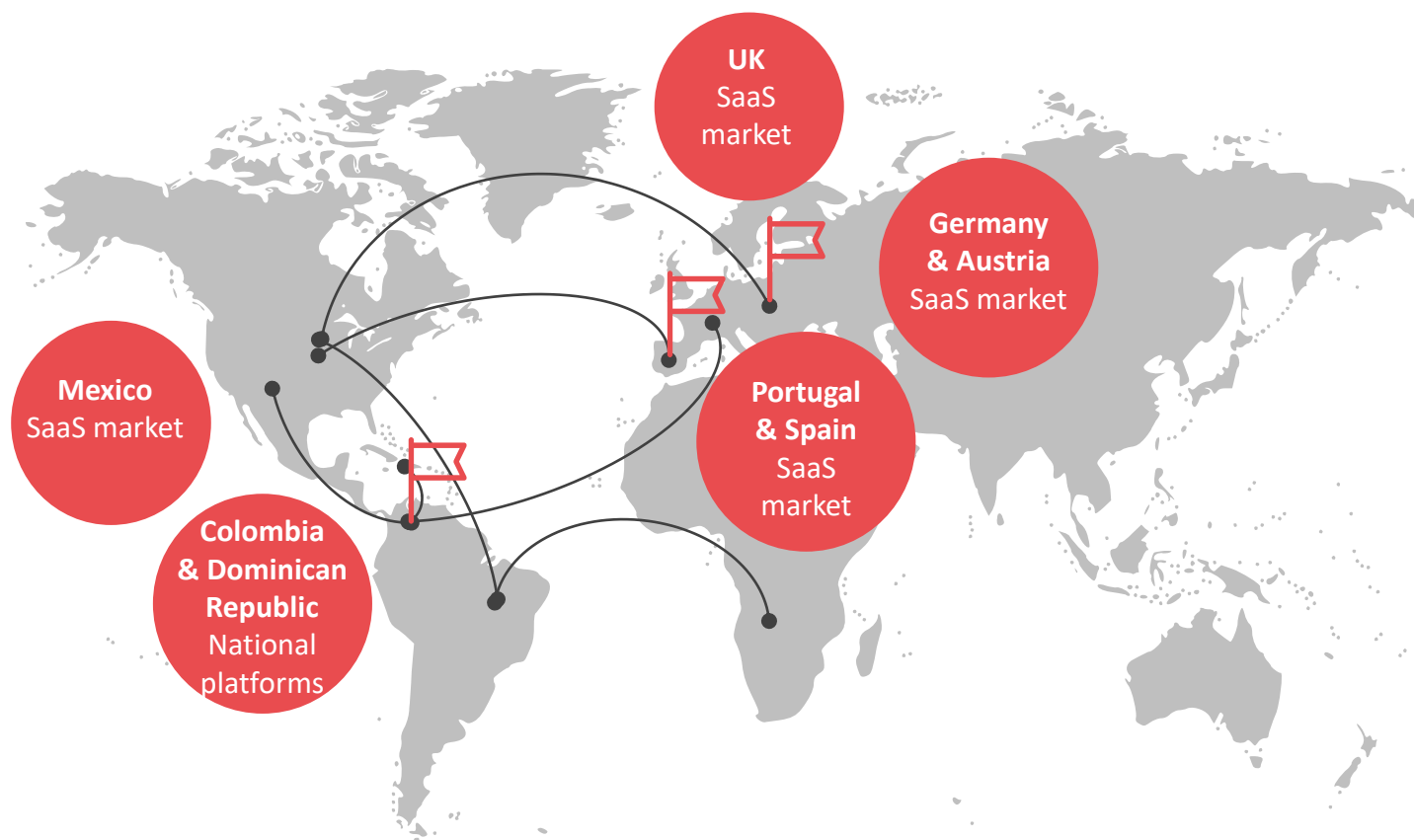
Bled, 27 November, 2017

European experiences of e-procurement

VORTAL ACROSS THE WORLD

We provide our technology and services in a global scale

SaaS and on-premises implementations



+300,000

supplying companies

10,000

buying organizations
(Private & Public)

1,1Million

RFX events

3,6 Million

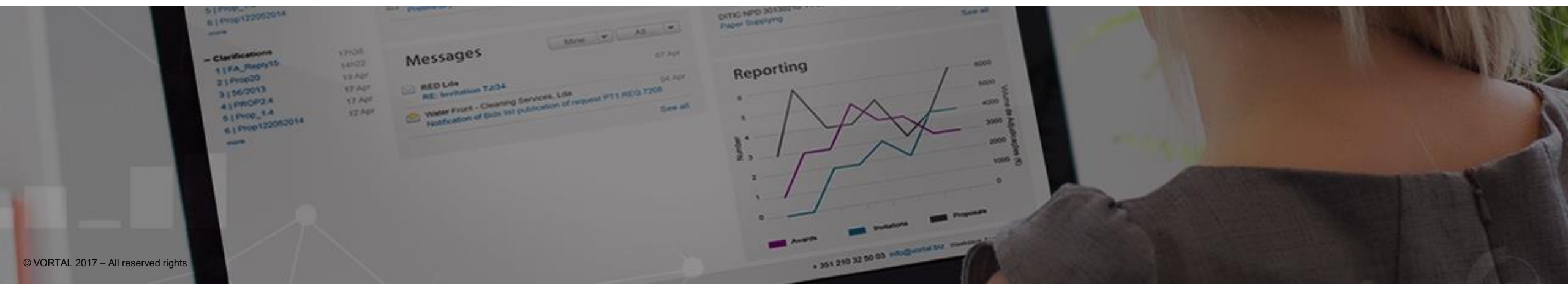
proposals submitted

2

national governments

Offices in Colombia, Germany, Italy, Mexico, Portugal, and Spain

ALTERNATIVE MODELS TO IMPLEMENT PUBLIC ETENDERING

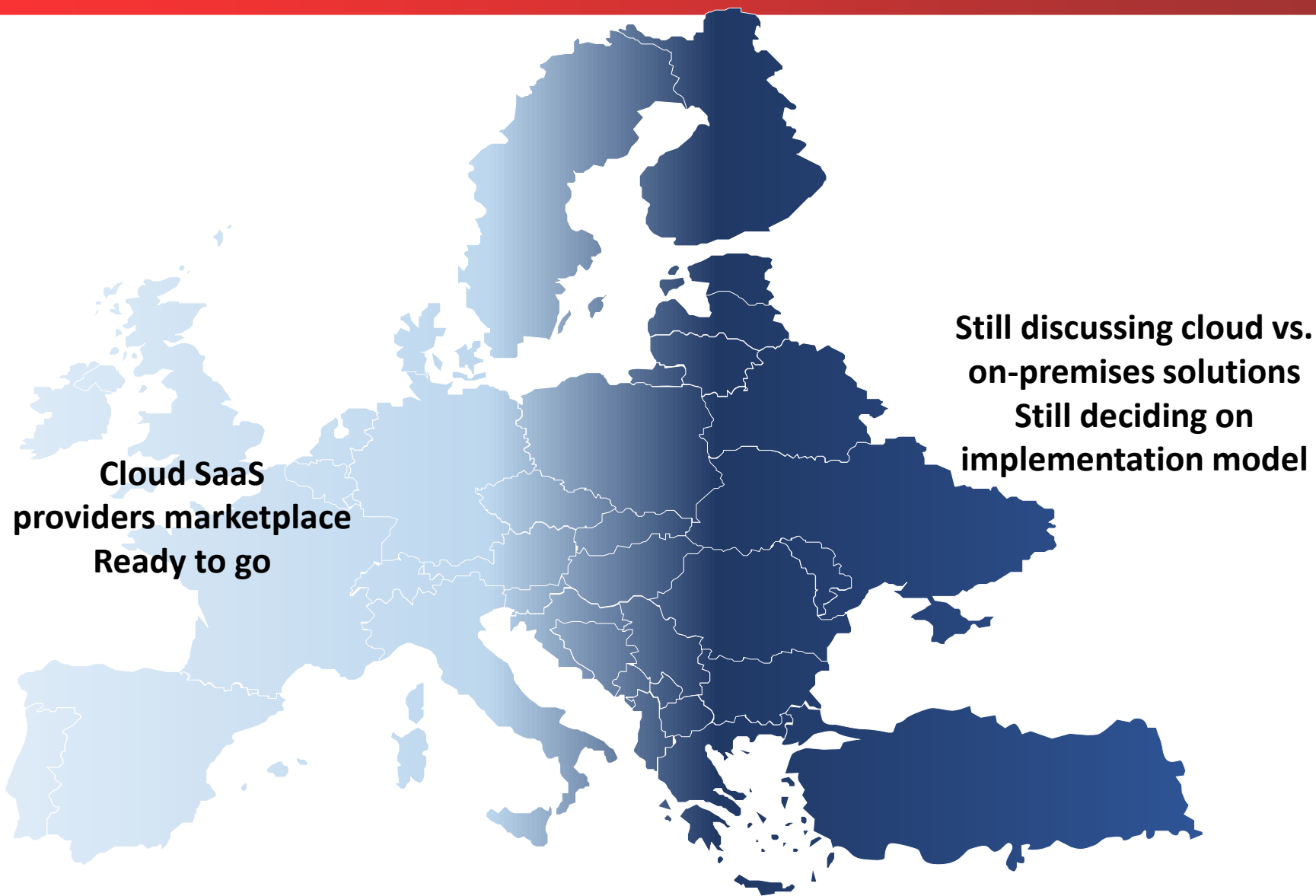


Trends in the implementation of Public eTendering platforms across the EU

There are three main alternatives for the implementation of Public eTendering solutions:

- a) **A Marketplace for commercial SaaS providers** where the CA decide what platform they want to use based on the functionality, services and price (e.g.: UK, Germany, France, Portugal)
- b) **A Single platform** in each country, awarded centrally, where each CA should use that same platform (e.g.: Slovakia, Ireland, Scotland). In this model, there are 2 other decisions to make:
 - i. Award a commercial platform and implement the customization required or decide to develop software from scratch;
 - ii. Implement the software on-premises or make use of a public cloud solution.
- c) **Hybrid model**, where the CA can choose between a Central Government paid platform and commercial platforms (Netherlands, Belgium)

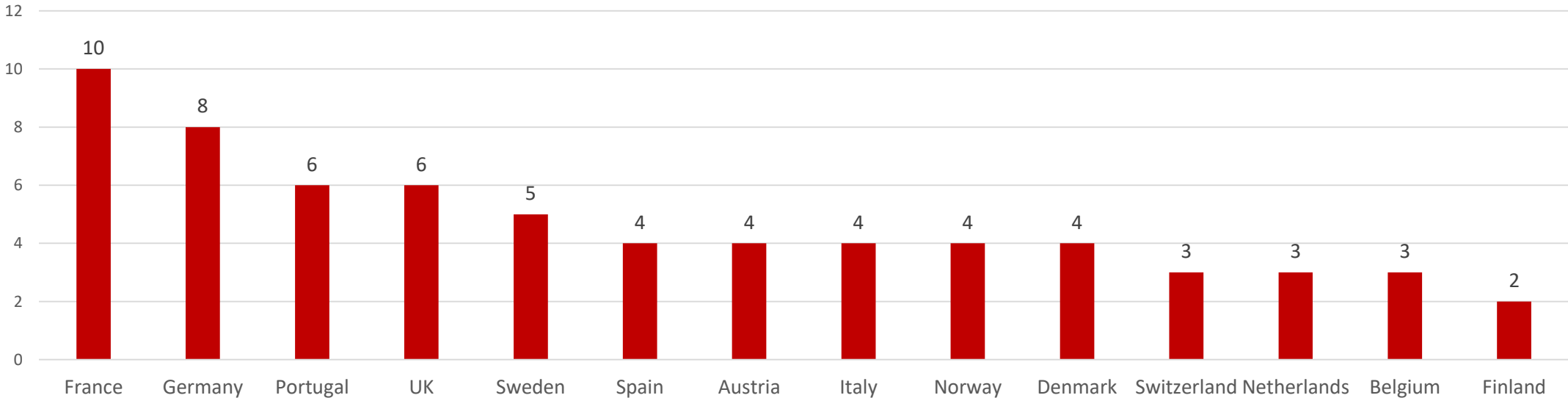
The implementation of Public eTendering platforms will turn mandatory in November 2018



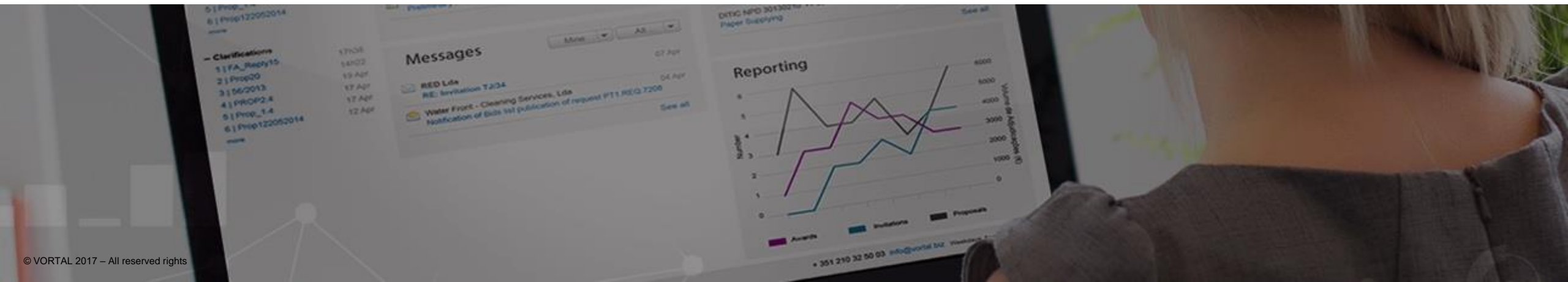
Public eTendering Platforms Marketplace

- The implementation model prevailing in Western Europe is the competitive SaaS market of platform providers;
- There are about 40 e-Tendering Platform Providers in Europe creating ~2.000 direct and indirect jobs;
- Some of those providers are operating in multiple countries;
- Currently, the estimated number of e-Tendering platforms operating in each country is as follows;
- Typically, the largest 2,3 platforms have > 80% market share.

Estimated number of e-Tendering platforms operating in each country



WHERE TO FOCUS ON WHEN IMPLEMENTING PUBLIC ETENDERING



Typical challenges to deal with when implementing a Public eTendering Platform



**LITTLE TIME TO IMPLEMENT
FULL eTENDERING**



**A GREATER DIVERSITY
OF PROCEDURES**



**NEW TECHNIQUES
AND INSTRUMENTS
FOR ELECTRONIC AND
AGGREGATED PROCUREMENT**



**MAKE AGILE DECISIONS
BASED ON THE MOST
ADVANTAGEOUS
ECONOMIC TENDER**

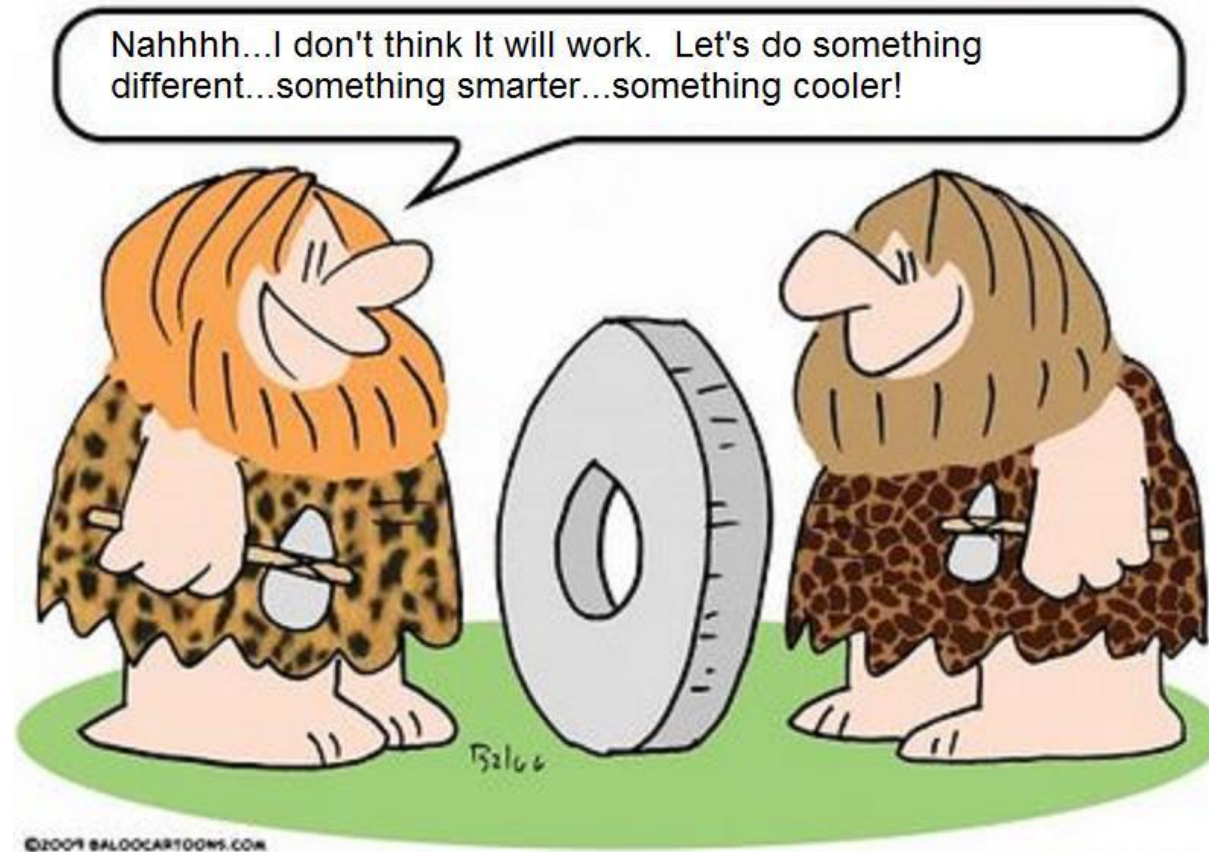


**INTENSIVE TRAINING
REQUIRED TO ASSURE
A SMOOTH TRANSITION**



**ONGOING SUPPORT
TO BOTH CONTRACTING
AUTHORITIES AND
ECONOMIC OPERATORS**

Improving instead of reinventing available solutions



Focusing your attention on doing it better and faster, defining new requirements as well

Reinventing the wheel.
Knowing when and how.



Remembering the world is becoming mobile



Do I look like
the Help Desk?

“I cannot sign my proposal...”

“I swear to God I pushed the button before the deadline...”

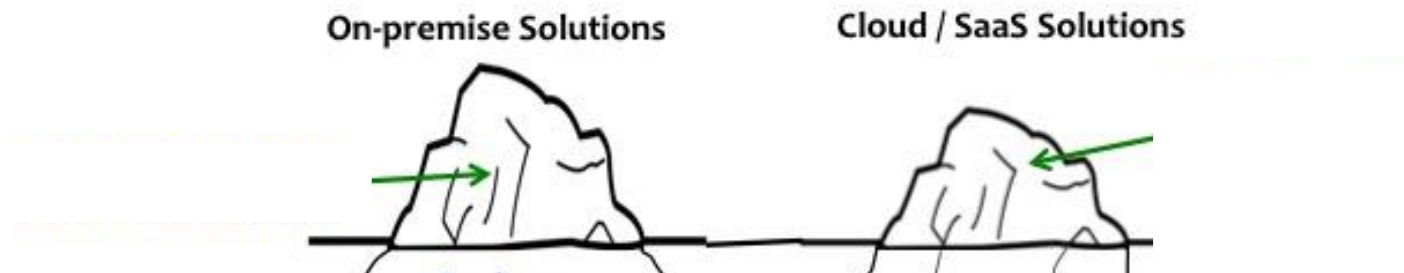
“I have not received any email...”

“My tender disappeared! It’s true!”

“I’m just calling to say: have a nice weekend!”



Yes... Public eProcurement is **90% about companies**,
and 10% about public entities.
It is mostly beyond the firewall.



BEST PRACTICES IN A NUTSHELL



Best practices in a nutshell

1. Take advantage of the solutions available in the market

2. Assure an implementation service to train and support Contracting Authorities in the change process

3. Assure online training services

4. Assure a multi-channel helpdesk support the Economic Operators

5. Stimulate the creation of a marketplace of eTendering platforms able to compete and bring innovation

6. Create a centralized repository of procurement open data, to which platform must be connected

7. Regulate the marketplace of eTendering platform providers in order to define SLA and required services

8. Take advantage of Public eTendering to stimulate SME adopting ecommerce technologies and get more involvement in Public Procurement

Bled, 27 November, 2017

Next Generation Procurement

CENTRAL PURCHASING BODIES

CPBs need a Public e-Procurement Suite able to support all the activities related with the a central purchasing activities, namely:



ADDRESSING DIFFERENT LEVELS OF REQUIREMENTS WITH THE SAME PLATFORM AND VALUE PROPOSITION

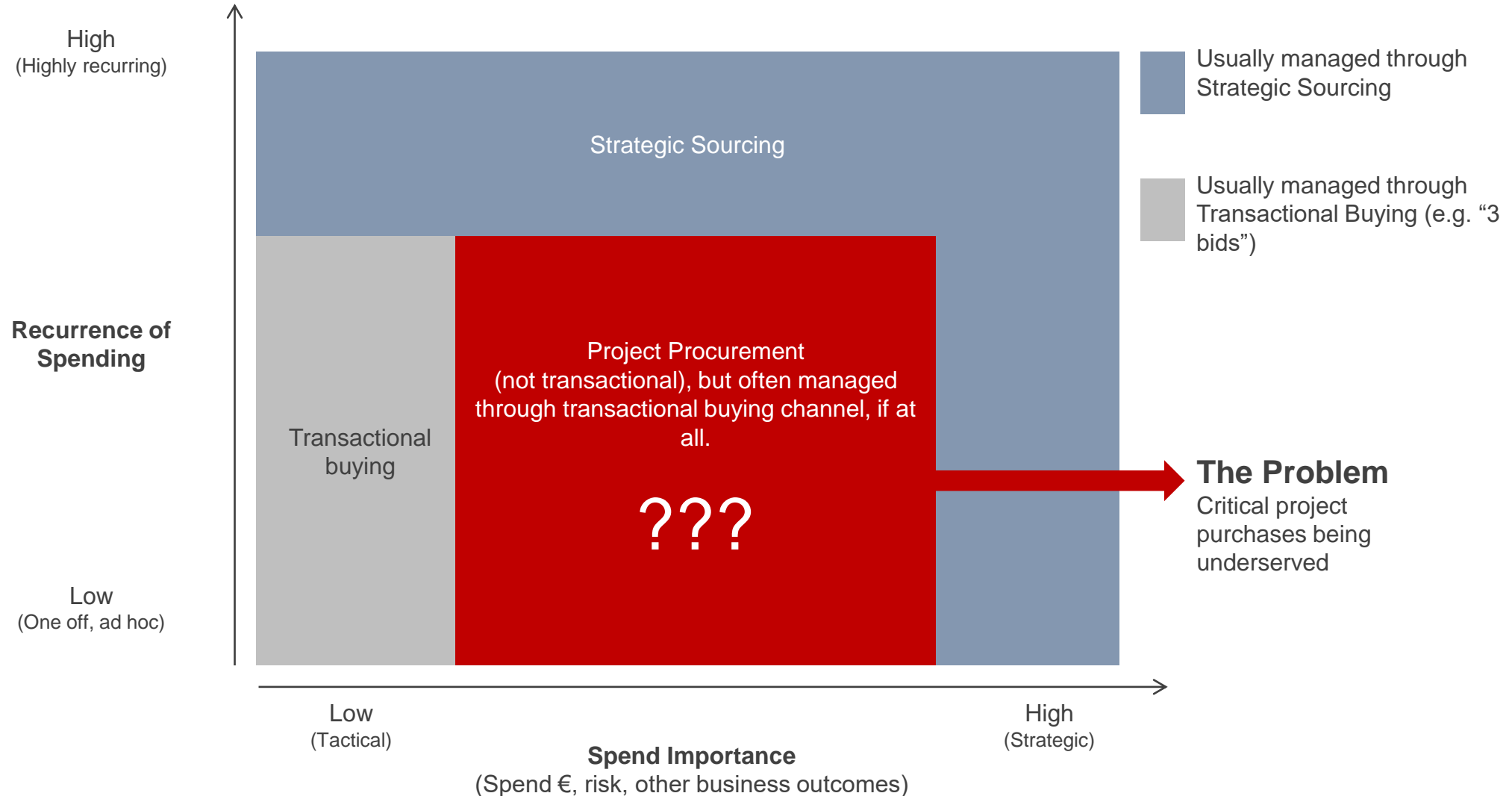
➔ **Complex Contracting Authorities** (e.g. CPB):

- Focus on complex procedures, integration with third party systems and collaboration across multiple Contracting Authorities.
 - **Framework Agreements:** Contracts with single or multiple suppliers, shared across a group of entities in order to generate direct orders or mini tenders.
 - **Dynamic Negotiation Procedures:** A continuous qualification procedures allowing suppliers to qualify and submit their prices in order to assure a continuous competition procedure.

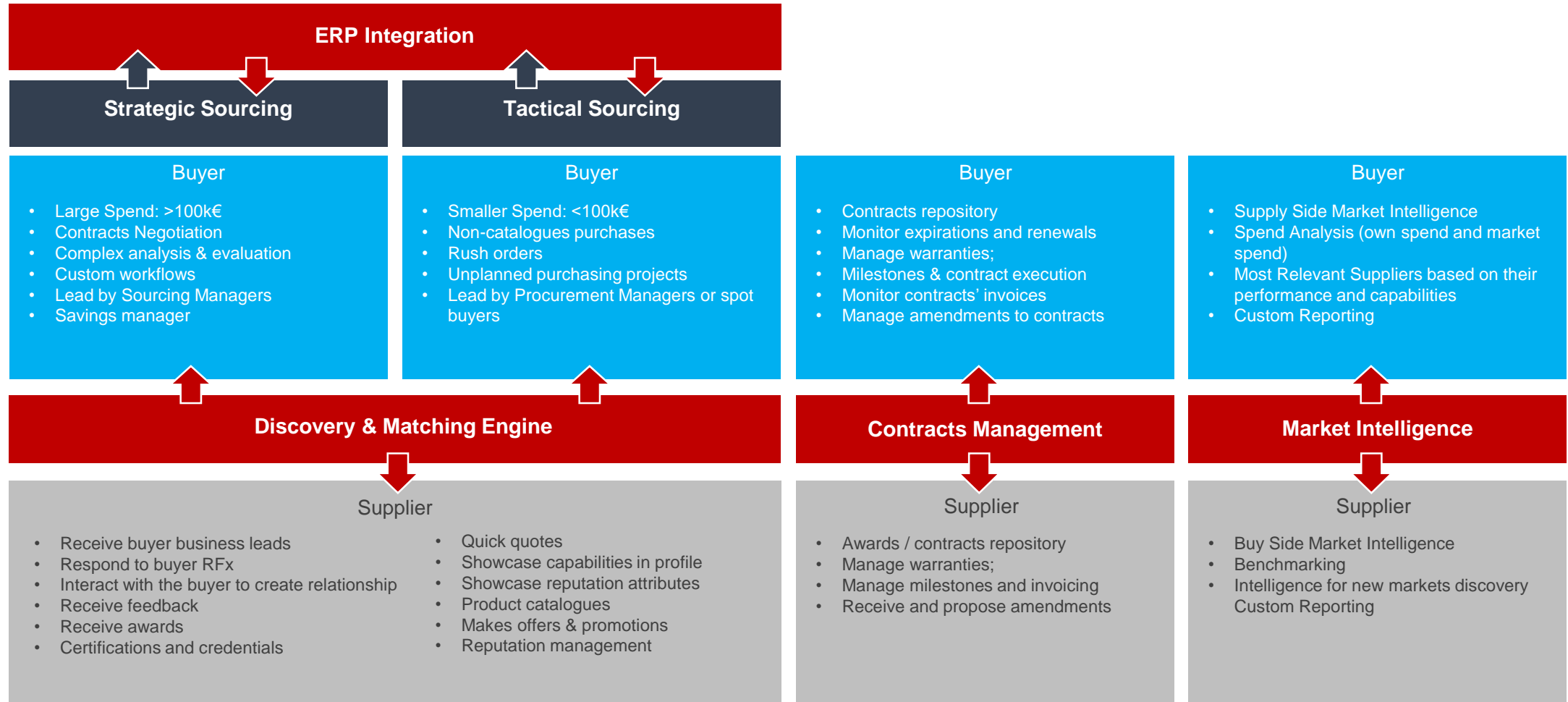
➔ **Basic Contracting Authorities** (e.g. small municipality):

- Focus in simplicity, fastness and low cost solutions.
 - **Libraries of templates:** Templates of tenders, contracts, notices.
 - **FastBuy:** One step procedure, no training required.

THE GAP IN TRADITIONAL PROCUREMENT APPROACHES CREATES OPPORTUNITIES TO IMPROVE EFFICIENCY, QUALIFICATION OF SUPPLIERS AND COMPETITIVENESS



Understanding what matters to a **Buyer**



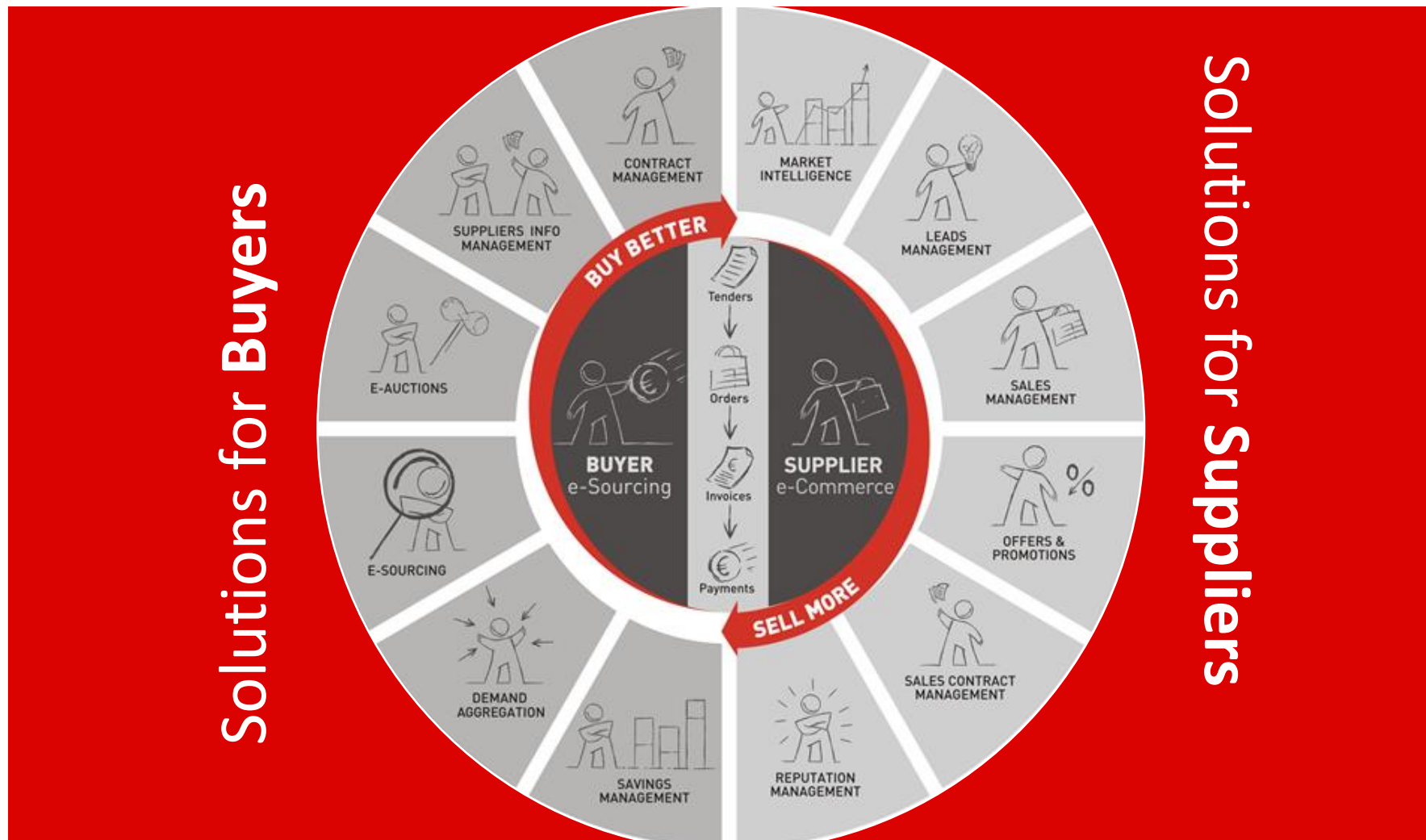
Understanding what matters to a **Supplier**

INTERNATIONAL COLLABORATIVE PROCUREMENT

An eSourcing suite combined with a collaborative suppliers network allows complex and decentralized procurement organizations to increase collaboration, improve efficiency and get better performance from the international expertise and suppliers discovery capacity.



A COLLABORATIVE PROCUREMENT PLATFORM REQUIRES SPECIFIC SUITES OF SERVICES TO BOTH BUYERS AND SUPPLIERS



A man with curly hair, wearing a white button-down shirt, is sitting on a treadmill in a gym. He is looking down at a laptop on his lap and typing. A red suitcase is on the floor next to him. The background shows other treadmills and gym equipment. The text 'smarketcity' is overlaid on the image in a white, stylized font. The word 'smarket' is in a simple sans-serif font, and 'city' is in a more decorative, outlined font.

smarketcity

CREATING THE ECOSYSTEM
TO GENERATE BUSINESS

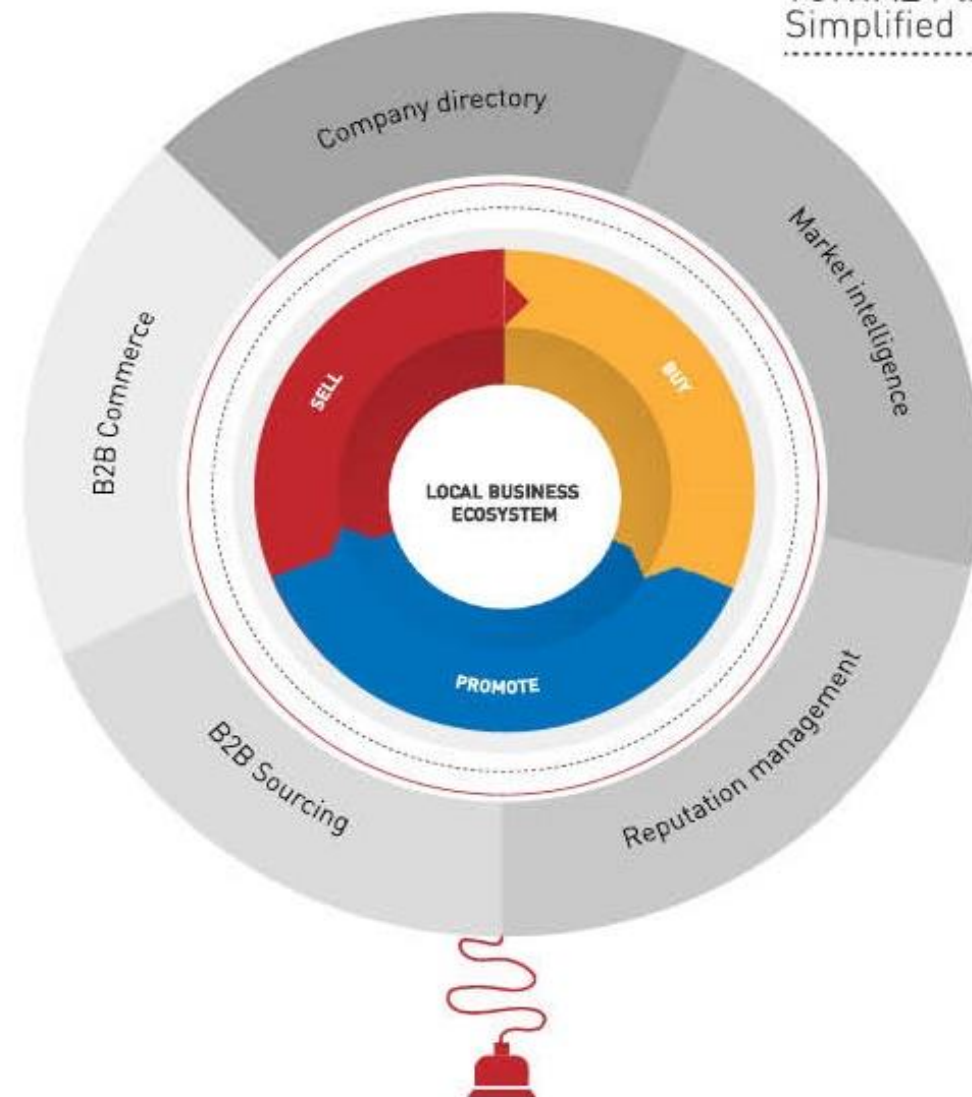
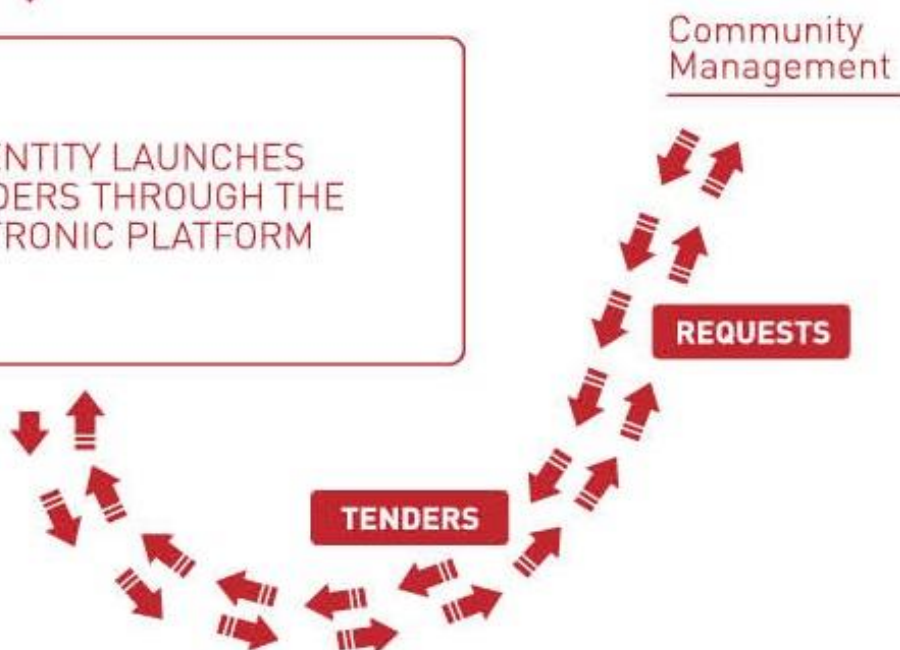


VORTAL Platform
Simplified

PUBLIC ENTITY



THE PUBLIC ENTITY LAUNCHES
ALL OF ITS TENDERS THROUGH THE
VORTAL ELECTRONIC PLATFORM



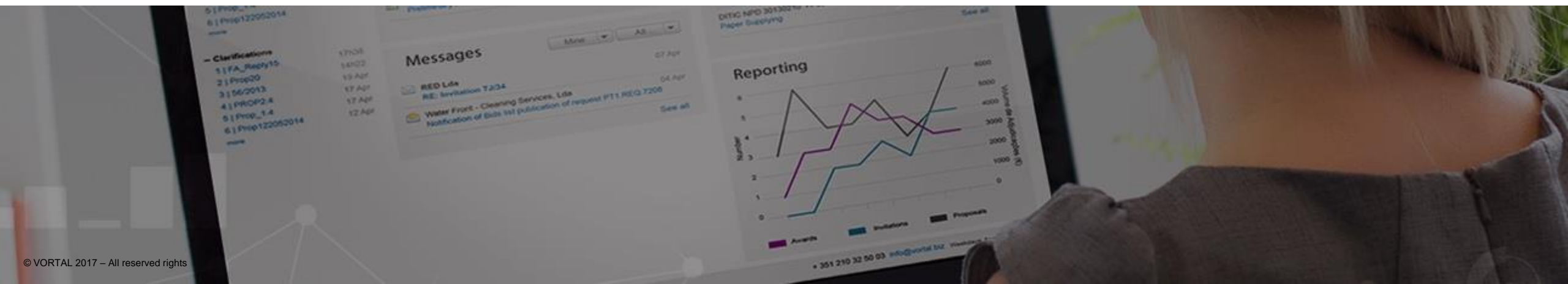
OTHER CITIES AND REGIONS

INTERNATIONAL TENDERS

GLOBAL NETWORK

SEO OPTIMIZATION
GLOBAL NETWORK

SUCCESS CASES



SPMS, Portuguese Ministry of Health



SPMS_{EPE}

Serviços Partilhados do Ministério da Saúde

They are responsible for reducing the procurement costs for all agencies under the ministry, as well as for centralizing the process and aligning it with overall policies. eProcurement is therefore a core part of their strategy, and the reason they chose to partner with VORTAL.

**15
CONTRACTS
AGGREGATED**

The electronic templates provided by VORTAL made it possible to receive proposals in a structured and uniform way, improving the analysis process and reducing administrative costs.

**203.000.000€
Procurement Value
1st Semester 2017**

**53 %
PROCEDURAL SAVINGS**

The electronic templates provided by VORTAL made it possible to receive proposals in a structured and uniform way, improving the analysis process and reducing administrative costs.

**7.149
Tenders
1st Semester 2017**

**245
HOURS
SAVED**

VORTAL helped the Ministry to reduce the effort and time they spent on the traditional tendering process, including qualification of suppliers, creation of comparative maps and the manual gathering of information.

**9%
Savings
1st Semester 2017**



First and foremost, ANA wanted an efficient and transparent procurement process that brought clear cost savings and allowed for greater visibility. At the same time, they wanted to ensure that all the legal requirements of the new Public Procurement Code were met, including high levels of information security.

9%
AVERAGE PURCHASE
SAVINGS

The cost of ANA's acquisitions reduced significantly, with the technological innovations of eProcurement allowing them to reduce spend, increase transparency and streamline their business.

Increased efficiency

91
USERS
TRAINED

ANA employees were monitored on the platform to ensure they fully understood the system. They enjoyed an improved relationship with suppliers, gaining easy access to profiles through the procurement portal.

In line with the law

85%
REDUCTION IN
PROCESS TIME

On average, every direct award saved ANA 5.1 hours of man time. For open procedures the efficiencies were even greater, saving the company over 200 € per purchase.

Better supplier
relationships



The main emphasis was on achieving a comprehensive audit trail and record keeping, as well as financial and economic management.

After a detailed evaluation process, Gijón City Council decided to implement the VORTAL electronic procurement platform as mandatory for managing all their smaller contacts, as well as the contract of 9 dependent public companies.

7%
SAVINGS vs ORIGINAL
TENDER

843
CONTRACTS MANAGED

2.500
OFFERS
ELECTRONICALLY

Increased competition

Greater transparency

Impartial supplier treatment

27%
TIME SPARED ON
ADMIN TASKS

6.53€
ACHIEVED PER
DOCUMENT

73%
REGIONAL SMES
AWARDS

Generalitat Valenciana (Government from a Region in Spain)



- The objective was to rationalize the award of contracts, obtain better market prices, as well as to speed up public procurement and reduce purchase and delivery times.
- To this end, the Ministry of Finance of the Generalitat Valenciana set up a Central Purchasing for the management of framework agreements to service all ministries.
- An electronic procurement platform was set up to support the management of these Framework Agreements from start to finish.



Travel
services



Cleaning
services



Postal
services



Maintenance



Insurances



Teleco
services



Parcel
services



Office
materials



Paper



Fuel

20.000.000€
of Savings

Savings with the contracts already managed
through the Central Purchasing Body

Optimized savings

THANK YOU

Know more about us:
www.vortal.biz
linkedin.com/company/vortal
[@vortal_biz](https://twitter.com/vortal_biz)