EPROCUREMENT & OPEN GOVERNMENT STRATEGY & REALITY

The Region Lombardia experience

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Introduction - Lombardy at-a-glance

Lombardy Region

➢ The most populated Italian region (~10 millions)

➢ The highest number of municipalities (1.546)

➢ 12 provinces, with the biggest ones (Milan)

➢ The third Italian Region for geographical extension (~23.000 km²)

➢ The real regional Gross Domestic Product (GDP) is the 20,9% of the Italian GDP
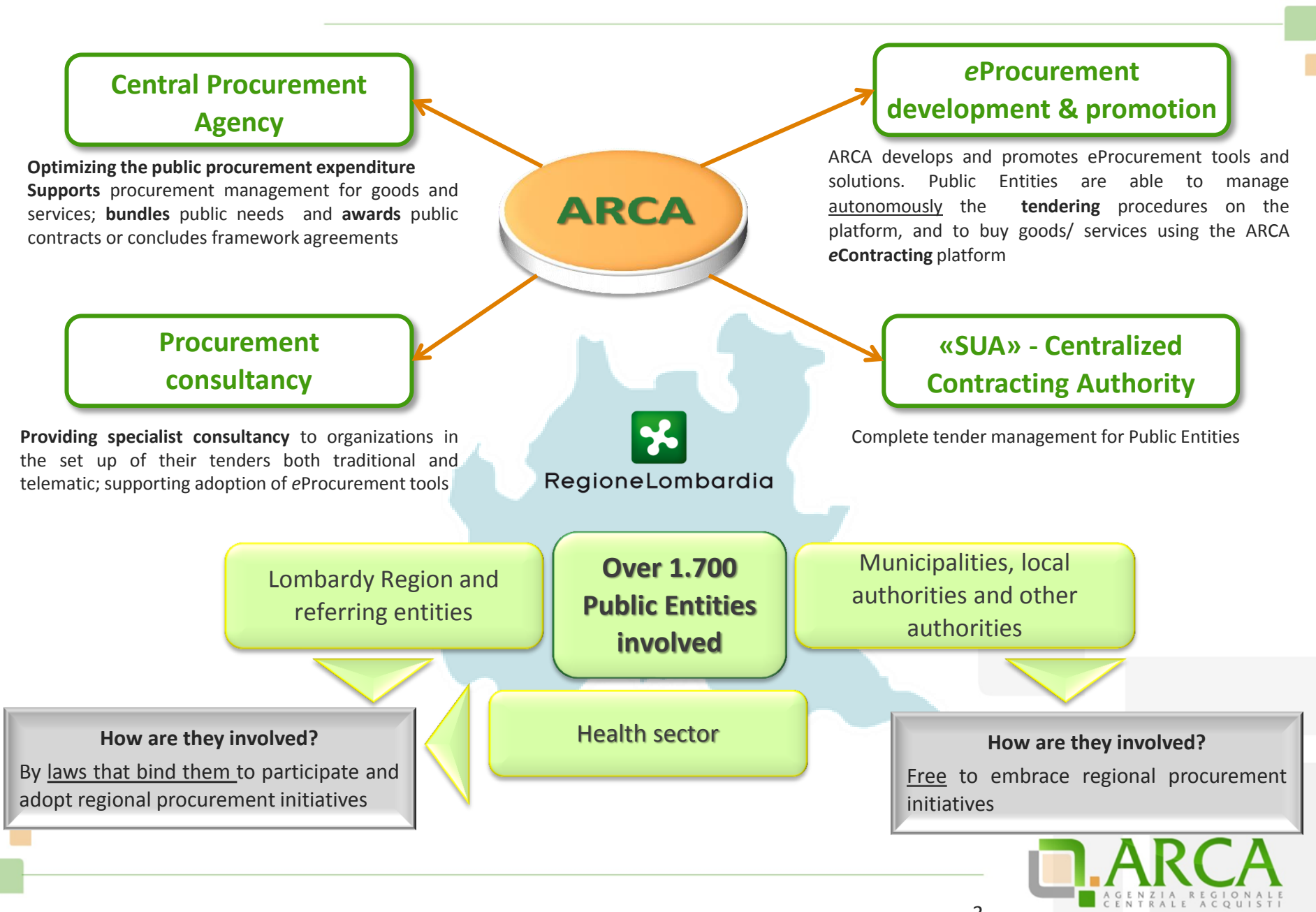
➢ The regional GDP is 126,1 vs Italian value of 100

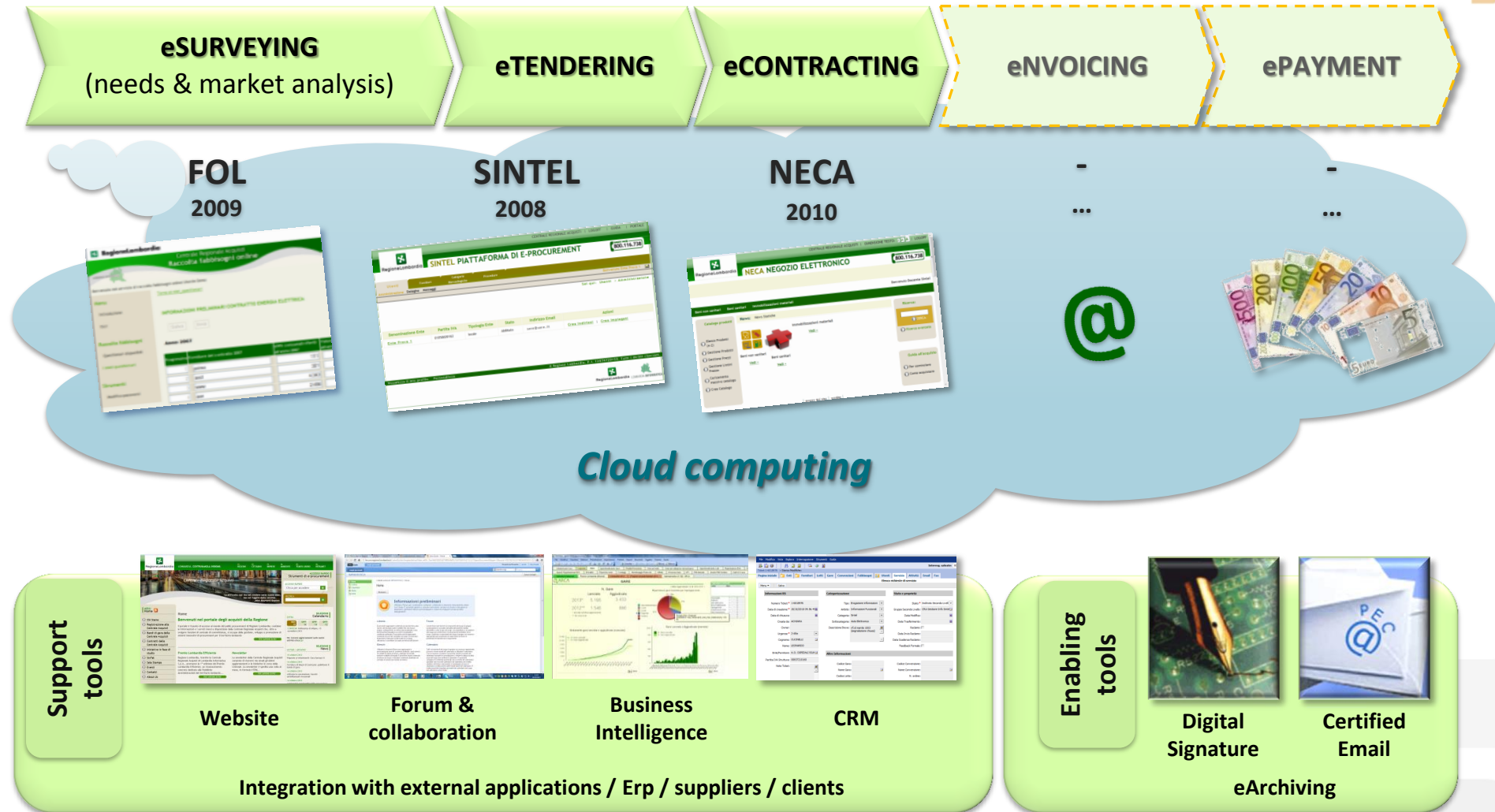**Regional Authorities Procurement System**

➢ Lombardia Region (only headquarter) → 320 mln €/year

➢ Health sector : 50 authorities→ 2.600 mln € /year

➢ Regional sector : 70 authorities → 64 mln € /year

➢ Local Entities: 1600 authorities → 1.500 mln € /year

➢ **Total amount: over 4.500 mln € (except works)**

Introduction - ARCA business model

Central Procurement Agency

Optimizing the public procurement expenditure Supports procurement management for goods and services; **bundles** public needs and **awards** public contracts or concludes framework agreements

ARCA

*e*Procurement development & promotion

ARCA develops and promotes eProcurement tools and solutions. Public Entities are able to manage autonomously the **tendering** procedures on the platform, and to buy goods/ services using the ARCA *e*Contracting platform

Procurement consultancy

Providing specialist consultancy to organizations in the set up of their tenders both traditional and telematic; supporting adoption of *e*Procurement tools

«SUA» - Centralized Contracting Authority

Complete tender management for Public Entities

RegioneLombardia

Lombardy Region and referring entities

Over 1.700 Public Entities involved

Municipalities, local authorities and other authorities

Health sector

How are they involved?
By laws that bind them to participate and adopt regional procurement initiatives

How are they involved?
Free to embrace regional procurement initiatives

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ARCA vision on eProcurement - Framework

eSURVEYING (needs & market analysis)	eTENDERING	eCONTRACTING	eNVOICING	ePAYMENT
FOL **2009**	SINTEL **2008**	NECA **2010**	- …	- …

Cloud computing

Support tools

Website · Forum & collaboration · Business Intelligence · CRM

Integration with external applications / Erp / suppliers / clients

Enabling tools

Digital Signature · Certified Email

eArchiving

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The Regional *e*Tendering and *e*Ordering platforms: SINTEL + NECA

SINTEL

*e*Tendering opportunities

- ✓ Open procedures
- ✓ Restricted procedures
- ✓ Negotiated procedures
- ✓ "In economy" purchasing
- ✓ eAuctions
- ✓ EFT (Vendor Management)
- ✓ *Framework agreements*
- ✓ *Dynamic Purchasing System*

One-stop service

- ✓ *e*Notification
- ✓ *e*Validation
- ✓ Supplier-base management
- ✓ Events log system
- ✓ Reporting system
- ✓ Archiving of documents
- ✓ Single sign on vs ARCA eProcurement services

NECA

*e*Ordering opportunities

- ✓ Contracting
- ✓ Ordering
- ✓ Budget management
- ✓ Catalogue
- ✓ Order tracking
- ✓ Spend analysis & reporting

One-stop service

- ✓ Multi-supplier basket
- ✓ Notification
- ✓ Cooperative integration via API vs ERP
- ✓ Workflow authorization
- ✓ Single sign on vs ARCA eProcurement services
- ✓ *Order via OpenPeppol protocol*

SINTEL & NECA can be used ***autonomously*** and for ***free*** by:
- ✓ every Public Authority based in Lombardia
- ✓ every Economic Operator (both Italian and Foreign)

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SINTEL factsheet

SINTEL
PIATTAFORMA DI E-PROCUREMENT

*e*Tenders overview
**Key Performance
Indicators**

Total number of eTenders (since 2008)	**10.256**
Sum of estimated value of eTenders	**5,7 B€**
Number of CA registrated	**1.024**
Number of Economic Operators registrated	**16.795**

Total Number of eTenders

- Local Authorities
- Healthcare & Regional CAs

+118%   +39%   +44%   +57%   +136%

2008   2009   2010   2011   2012   2013
18/10/2013

SMEs Involvement

Large 4%
Micro 46%
Medium 11%
Small 39%
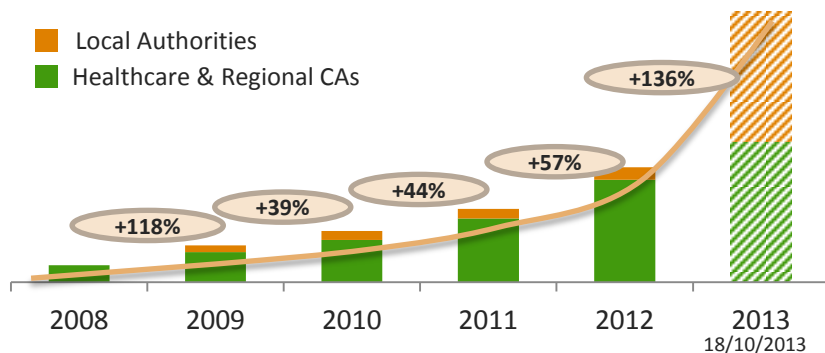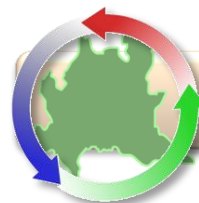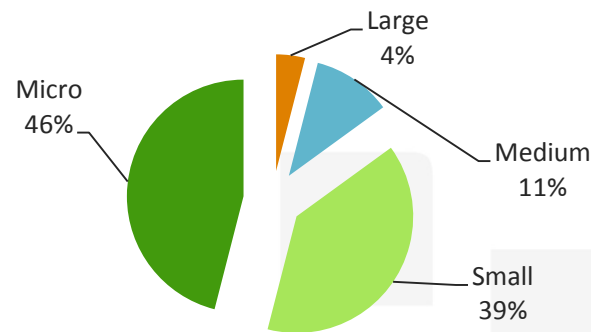
**SMEs can easily broaden their markets
through e-procurement**

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NECA factsheet

NECA

eOrdering overview Key Performance Indicators

Framework agreements managed	26
Total Expenditure (orders)	395 M €
Number of products on catalogue	2190
Nr of active operators (suppliers)	89
Number of Buyers	146

Total expenditure and Total number of buyers

- 2010: € 6 M — 20
- 2011: € 91 M — 79
- 2012: € 208 M — 121
- 2013: € 90 M — 66
- Total: € 395 M — 146

■ Total Expenditure   Number of buyers
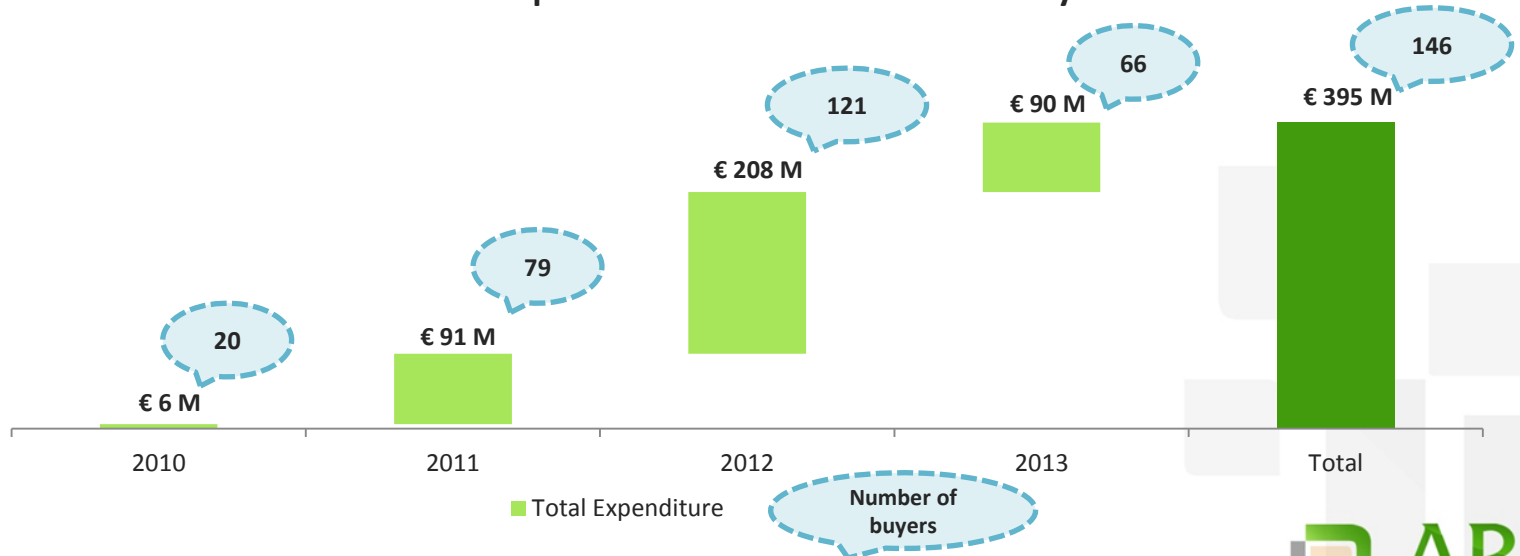
eProcurement and Open Government

➢ Following contributions will focus on **TRANSPARENCY** and **OPEN DATA**

Open Data

Legal

Ethics

Transparency

Accountability

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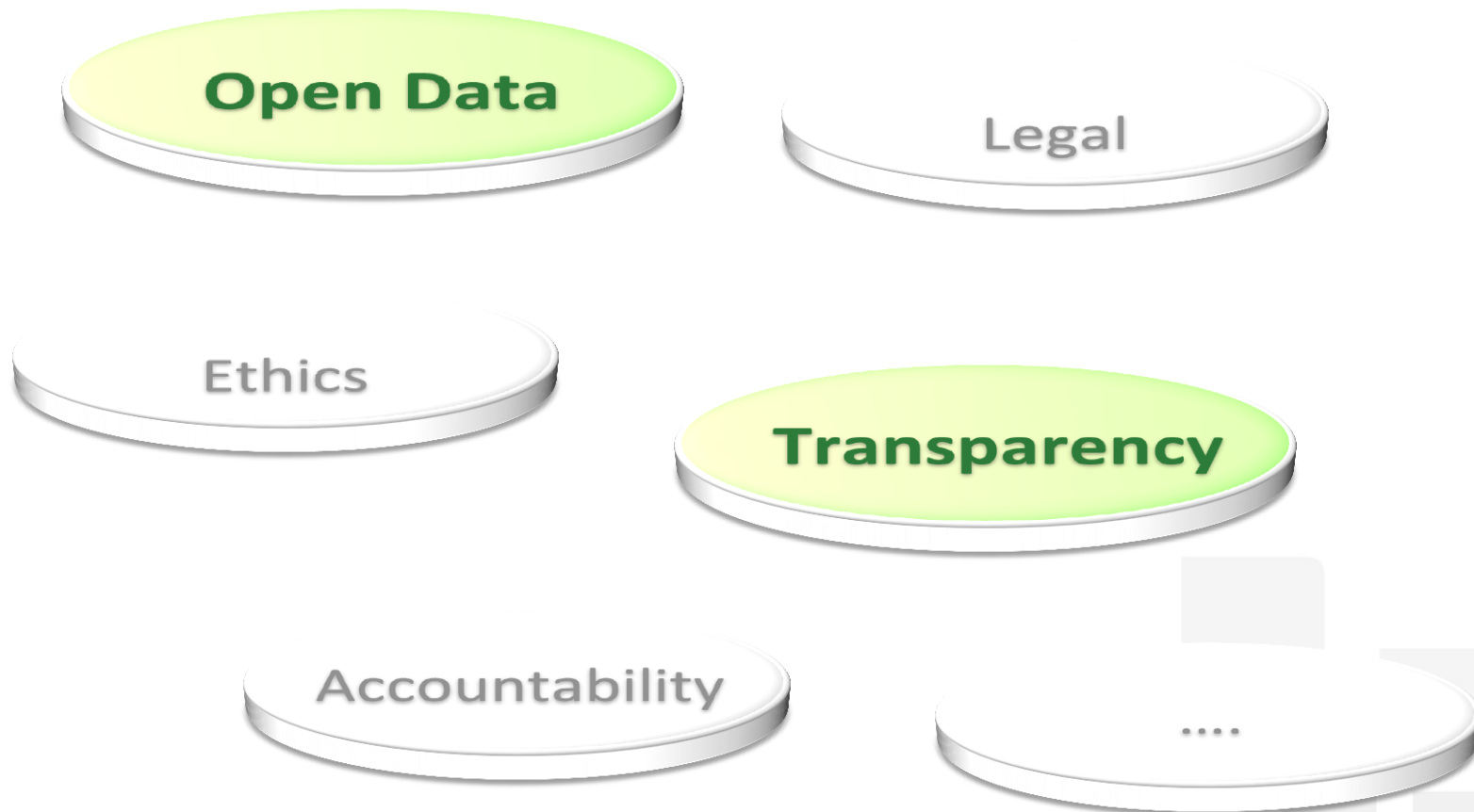
Transparency and Open Data – Available datasets

- ➢ At present, in **Italy** there more than **7.900 datasets** from **Public Administration**; all of them are available in the open data format

- ➢ **Lombardy Region is at the second position** (603 datasets)

Chart values (datasets):

Category	Value
Istat	689
Regione Lombardia	603
Provincia Autonoma di Trento	567
Comune di Firenze	502
Roma Capitale	465
Regione Piemonte	442
Comune di Bologna	415
Regione Liguria	326
INPS	323
Comune di Cesena	315
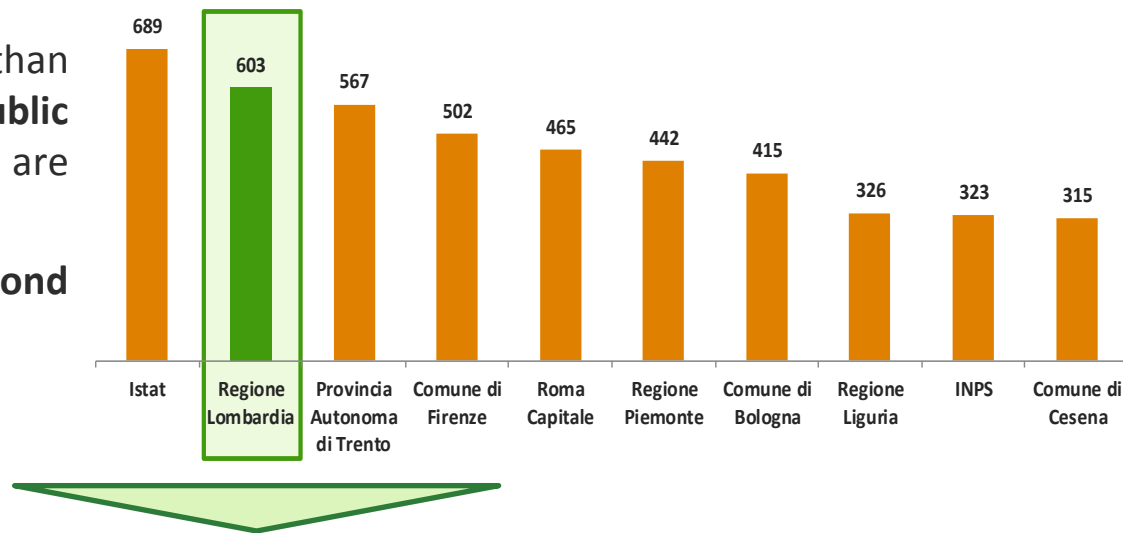
In this context, **ARCA** provides **four different types of dataset**

- ➤ Tenders (main information) concerning services/goods procurement (G2B)

- ➤ Details at lot level related to the above mentioned tenders (G2B)

- ➤ Public Real Estate offers (G2C)

- ➤ ARCA framework agreements (G2B)

G2B – Government to Business; **G2C** – Government to Citizens

Access to datasets

➤ There are **two channels** through which data are accessible: **Arca Portal** and **Open Data Portal**
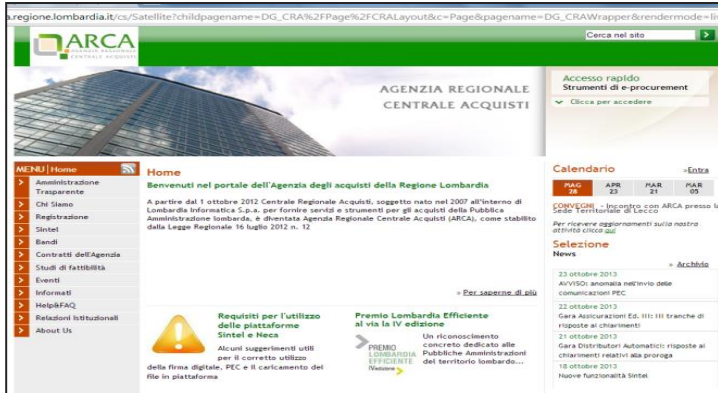
ARCA portal, accessible by web front-end

http://www.arca.regione.lombardia.it
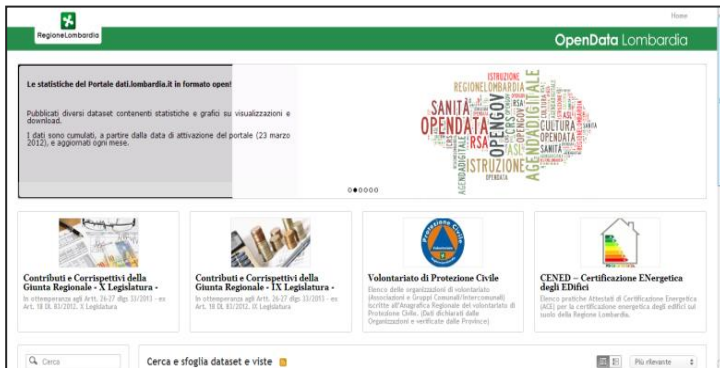
Open Data Portal (Lombardy Region Digital Agenda)
https://dati.lombardia.it/

Data are published using the *Italian Open Data License v.2.0* (IODL 2.0).

- Export to csv, xls/xslx, xml, json
- Accessible through API

Coming soon:
- **Italian Government open data portal**
- **European portal** *(OpenData Europa.eu)*

Datasets and channels

> Dataset availability vs channel

	ARCA Portal	Open Data	
Tenders concerning services/goods procurement (G2B)	X	X	Published June 2012 • 3.362 visualizations • 1.447 downloads
Details at lot level related to the above mentioned tenders (G2B)	X	X	Published June 2012 • 514 visualizations • 342 downloads
Public Real Estate offers (G2C)	X	*Coming soon*	
ARCA **framework agreements** (G2B)	X	*Coming soon*	

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ARCA Portal and its sections

Framework agreements
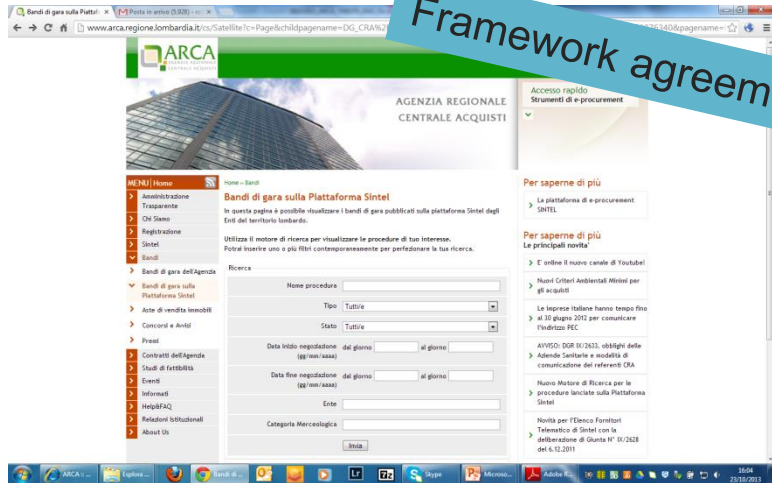
eTenders
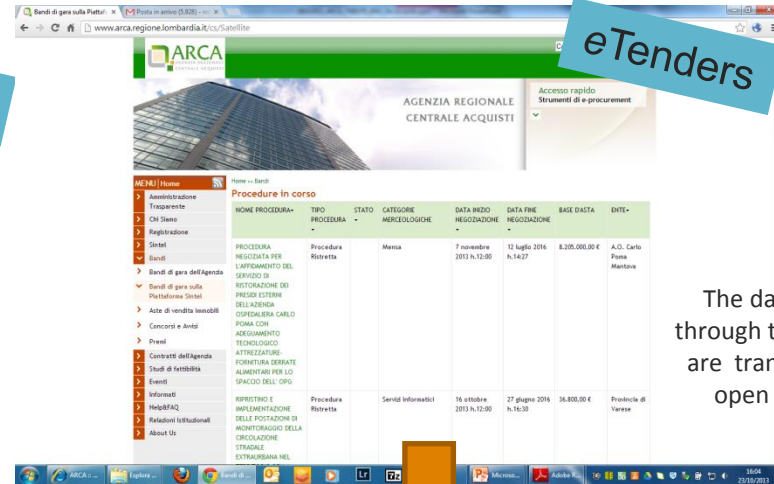
The data accessible through the ARCA portal are transferred to the open data portal

Real estate
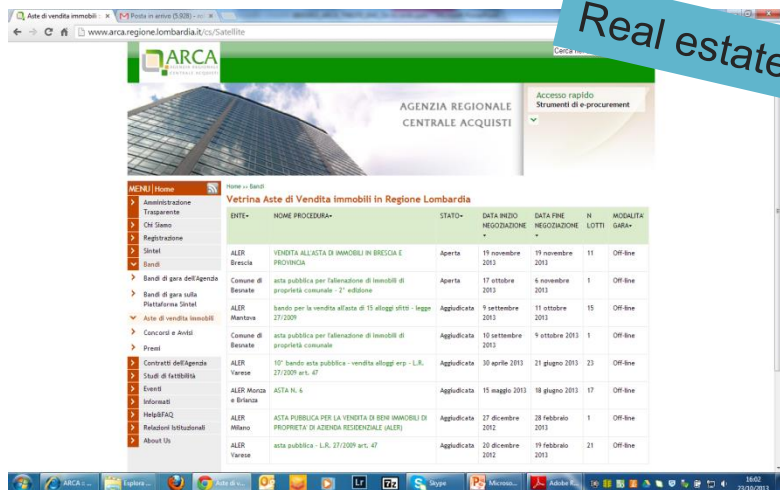
Tender documentation
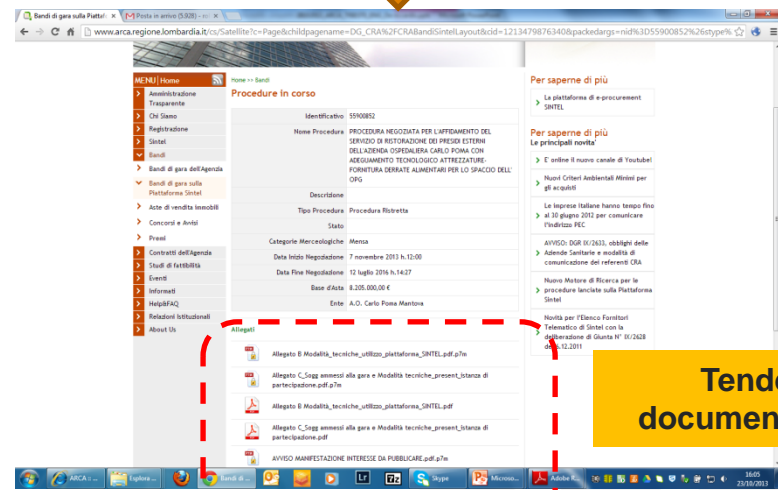
The Open Data portal

- Arca provides a constant data flow towards the **Regional Open Data Portal**
- It is possible to download **data regarding *e*Tenders** launched on SINTEL

Ranking: 6°

Available formats:
- CSV
- XLS
- XLSX
- XML
- JSON

https://dati.lombardia.it/

www.arca.regione.lombardia.it

Using Open Data for iOS/Android Apps

➢ Lombardy Region promoted and financed the development of **iOS/Android APPS** based on the available open data
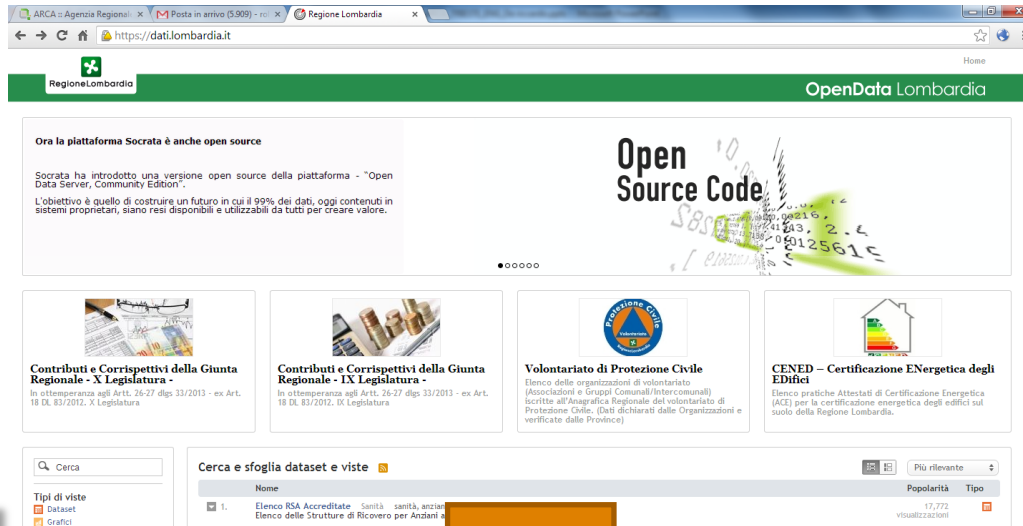
iPhone Apps

The app allows an offline consultation of eTenders (Sintel); business operators can monitor – even lacking an internet connection – all the information concerning the tenders in which they're interested in.

It is possible to save **favorites** and **reminders** (tenders deadlines).

*e*Procurement impact on tendering transparency – The IDC Report

➤ According to the **IDC Report** (June 2013), ARCA/Lombardy Region has the **best ranking** concerning **transparency indicators**

Study on e-Procurement Measurement and Benchmarking MARKT 2011/097/C

Lot 1 – Public Procurement Performance Indicators

D4- Final Study Report- Final

June 27, 2013

The opinions expressed in this study are those of the authors and do not necessarily reflect the views of the European Commission

Table 13 Trial results: Transparency Indicator scores by platform and by category

	BE	LOM	AT	CLO	FR	SCT	EE	NL	ES	DE	PL
Buyers Information	5	5	4	4	5	5	4	4	4	4	4
Suppliers Information	5	5	4	4	5	5	4	4	4	4	4
Information on functionalities	3	3	3	2	5	4	2	3	2	3	2
Communication functionalities	5	5	5	5	2	4	3	4	2	2	2
Language availability	4	2	2	4	4	2	2	2	2	2	2
Disclosure of bidders and winners identity	3	5	5	5	3	2	4	2	3	1	3
Helpdesk support	2	2	3	2	2	3	3	3	4	3	2
Average Score	3.9	3.9	3.7	3.7	3.7	3.6	3.1	3.1	3.0	2.7	2.7

Figure 5 – Trial results: Transparency Indicator average score by Platform

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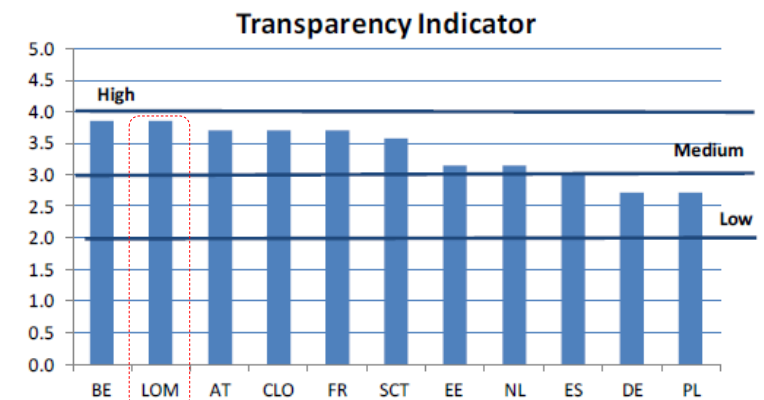
*e*Procurement impact on tendering transparency

score

Buyers information — 5	• Manuals, buyer guidelines, FAQs & newsletters • Training courses • Reports on request
Suppliers information — 5	• Manual, FAQs & newsletters • Partnership with professional associations and networks
Information on functionalities — 3	• Technical guidelines for using the services • **New** Web learning & video tutorials available to all
Communication functionalities — 5	• **New** Communication dashboard • Integration with PEC (legally certified email)
Language availability — 2	• SINTEL and NECA still lack full translations in English • **New** Commodity categorizations available in every UE language
Disclosure of bidders and winners identity — 5	• SINTEL gives the opportunity to fully disclose every information about tendering procedures (via web)
Helpdesk support — 2	• Help desk support available in office hours only • English language support not available yet

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*e*Procurement impact on tendering transparency

KPI	Online availability of information	Online availability of documentation	Non-discretionary technical evaluation of bidders
< € 200 K	**81%** Tenders with online information / Total tenders	**38%** Tenders with online documentation / Total tenders	**9%** Tenders with non-discretionary technical evaluation criteria / Total tenders
> € 200 K	**97%** Tenders with online information / Total tenders	**70%** Tenders with online documentation / Total tenders	**5%** Tenders with non-discretionary technical evaluation criteria / Total tenders
Benefits	Information accessibility and reduction of entry barriers	Sharing of good practices and full disclosure of tender strategy	Complete transparency of evaluation criteria
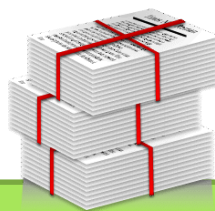
What else can be done?

Laws / Regulation

- Documentation sharing **mandatory**
- Monitoring the **open data** availability
- **Integration**
- **Common standards**

Platforms / ICT

- **Improve functionalities** to manage non-discretional evaluation criteria
- **Integration** between platforms, in particular regional vs national
- Better use of **Business Intelligence**

Change management

- **Both** on the **supplier** and **government** entities side
- Being "open" and "transparent" is first of all a matter of **culture**

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*e*Tendering performance impacts

+ 62% online sharing of tender documents

Adoption of standards (for documents and processes)

Easier to spread competencies and best practices

- 30% procedure duration
- 6 FTE employed per tender

+ 7% average savings increase

+ 250 % suppliers invited to tenders

- 72% paper per tender
(1 saved tree every 24 eTenders)

+ 60% quantity and timeliness of information

EFFICIENCY

EFFECTIVENESS

GOVERNANCE

DEMATERIALIZATION

COMPETITIVENESS

TRANSPARENCY

Source: Research 2009-2012 by ARCA

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www.arca.regione.lombardia.it

Thank You!

Merci!

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Dank U!

Grazie!

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