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Factsheet
Solutions & Interoperability Report

Background

The Solutions & Interoperability (SAI) Report was produced by the Multi-Stakeholders Expert Group (EXEP), in 2016, to give advice to European key stakeholders in the process of adopting electronic public procurement. It provides for experiences, best practices and recommendations to support an effective transition to digitalised public procurement. This report should be relevant to all the EU Member States (MS) and to key stakeholders (e.g. economic operators) and be further customized to specific needs of the MS.

Objectives

The report illustrates difficulties of regulatory and technical nature in using electronic means for eTendering and advice on solutions based on practical experiences in various MS in relation to accreditation and interoperability of e-tendering systems. Furthermore, multiple scenarios are described together with advice on how to deal with IT-related problems in connection to eTendering systems.

Main Outputs

The report acknowledges different maturity and market penetrations across commercial-of-the-shelf e-Tendering platforms. Therefore, it is suggested that tendering platforms should respect a minimum level of functionality, security, traceability and support services. The report recommends that acknowledged accreditation standards are adopted for the tendering platform providers to comply with. Furthermore, interoperability among public e-procurement systems are examined with the conclusion that interoperability, in the short term, should focus on transactions that are mature and tested as well as that achieve major results.

The report elaborates on organisational and process based solutions to prevent, manage and reduce the impact of unexpected events related to the ICT layer of the tendering process with focus on the following areas:
- Communication between economic operators and contracting authorities
- Configuration problems with criteria and evaluation
- Decryption of tender after submission
- Differences between information in notice and tendering system
- Failure with third party service like signature validation, messaging service etc
- Disclosure of commercial information to helpdesk operator
- Installation of software components
- Handling multiple bids
- System failure at submission
- Limits in relation to uploading files in a tendering system
- User errors in operating a system correctly

Links

The full version of the Report is available at: https://ec.europa.eu/docsroom/documents/20843

Keywords

Interoperability; Accreditation; ICT; eProcurement.