

**A Study of the Teething Problem of Procuring Entity on Electronic
Government Procurement (e-GP) Operation System**

**Dissertation Submitted in Partial Fulfillment
Of the Requirements for the Degree of
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**Masters in Procurement and Supply Management
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**BRAC Institute of Governance and Development
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**Masters in Procurement and Supply Management
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BRAC Institute of Governance and Development
BRAC University

Dedicated
To
My Parents

Declaration

I, the undersigned would like to declare that this paper is solely presented for the dissertation works titled as “A Study of the Teething Problem of Procuring Entity on Electronic Government Procurement (e-GP) Operation System”. I humbly request my honorable supervisor to accept this dissertation work which is the partial fulfillment of the requirement for the degree of “Masters in Procurement and Supply Management (MPSM)”.

I declare that the work done in this dissertation is unique. I am benefited by the work as I have obtained the knowledge and skill on electronic government procurement (e-GP) operation system. I limited my study in into the primary data which is collected from the procurement team and tenderer or suppliers of Bangladesh Television (BTV) as a case.

Md.Ashiful Ahsan

November 2016

Certificate of Originality by the Supervisor

The dissertation entitled " A Study of the Teething Problem of Procuring Entity on Electronic Government Procurement (e-GP) Operation System" has been prepared by Md. Ashiful Ahsan (ID No.16382013), BRAC Institute of Governance and Development (BIGD), BRAC University and submitted as partial fulfillment of the requirements for Masters in Procurement and Supply Management under my guidance and supervision. The report may be accepted for evaluation.

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The Author

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Chapter-1

Introduction:

1.1 Background

Electronic Government Procurement (e-GP):

e-GP (Electronic Government Procurement) is the revolution of the public procurement of Bangladesh government. Central Procurement Technical Unit (CPTU), Implementation Monitoring Evaluation Division (IMED) under Ministry of Planning is the key body for start up the e-GP System in Bangladesh. e-GP means to complete the government procurement through electronic way by using the PPA-2006, PPR-8 & e-GP Guideline.

With the direct support of World Bank Bangladesh Government started to implement the e-GP system with four departments as a pilot program. This four department be:

1. Local Government Engineering Department (LGED)
2. Bangladesh Water Development Board (BWDB)
3. Roads & Highway Department (RHD)
4. Rural Electrification Board (REB)

Teething Problem:

Teething problem is a term of CIPS (Chartered Institute of Procurement & Supply), UK which is the world renowned procurement professional body of the Europe. Teething problem means the problem of absorbing something new in an old system or starting new way by changing the old way of any system. In a word problem of the starting of a new anything by changing old one is known as teething problem.

Operation Process:

Operation means to convert any input to another output. But in e-GP, Operation process means the way of completing any tendering process by using internet without any paper work. From the starting of Annual Procurement Plan (APP) to the Contract Management System (CMS) is the part of e-GP Operation process including payment system also. In a word operation process means the complete system of e-GP process in e-GP portal.

Procuring Entity (PE):

Procuring Entity (PE) means the authority or nominated designated person who has the administrative and financial power for procuring something by tendering process of any organization.

1.2 Objective of This Study:

e-GP is the new system of tendering process in the government organization. The Human resource which is the main resource of all the resource be the vital issue for implementing the e-GP System. Hundred percent human resource are habituated to do procurement by manual tendering process. So suddenly absorbing the electronic tendering process is very difficult for them. They are not easily interested to cope up with this electronic tendering process. So find out the difficulties and solve of the difficulties of absorbing e-GP system of the human resource is the main aim of this study.

1.3 Hypothesis of This Study:

Two hypothesis are taken for doing this study. These are given below:

- a. Electronic Tendering be easier than Manual Tendering System.
- b. Operation of e-GP System is faster than Manual Tendering Process.

1.4 Research Question:

From the above two hypothesis we can find easily two question related with the hypothesis. So the research question be:

- a. Is the Electronic Tendering easier than Manual Tendering System?
- b. Is the Operation of e-GP System faster than Manual Tendering Process?

1.5 Methodology:

Primary survey is the key part of this study. Some questionnaire are made for this study which are given to that person who are directly involved with e-GP process for tendering purposes of the organization. From some supplier feedback are taken for taking the idea of the supplier side for taking part in e-GP system as tenderer.

As case study Bangladesh Television (BTV) is selected for the procuring entity (PE) and some supplier who took part in e-GP system are used for taking data for this study.

Chapter-2

Literature Review:

2.1 e-GP Operation System:

There are two side of any tendering process. These two side be:

- a. Procuring Entity (PE)
- b. Tenderer/Supplier/Consultant

2.2 Operation Process of Procuring Entity (PE):

There are so many steps for e-GP System for completing any tender by e-GP. The details will be discussed in this section which are the key part of e-GP Operation process for any procuring entity (PE).

Step 1:

Procuring Entity (PE) Registration:

The first step of any procuring entity is to register with e-GP Portal which is done through CPTU which is the only administrator of e-GP Portal in favor of the Government of Bangladesh.

Step 2:

Organization Admin Selection:

Every organization must have only one organization admin who is the authority for office creation, designation creation and other official duty related to the organization which is need for e-GP operation system of any organization.

Step 3:

Creation of Office:

The selected organization admin will create the office, designation and rules of the assign officers who are related for implementing any tendering process through e-GP System at e-GP Portal of the organization. All the assign officer will use their email ID to log in the e-GP Portal for electronic tendering purposes. Here it is very important that one email ID will be used only for one assign officer. There is no

chance to use any single email ID for two officers or more than one officer. So every email ID will be the unique log in ID for using the e-GP Portal in favor of any organization. The main duty of this step is:

- a. Office Creation
- b. Designation Creation
- c. Assign of Rules

Step 4:

Annual Procurement Plan (APP):

Annual Procurement Plan (APP) is the starting of any tendering process. Before going any tendering process it is the mandatory to make APP. Annual Procurement Plan is a plan how time will be taken for the tendering process and what is the budget of the tender and the budget is development or revenue budget or any other source of fund. In e-GP Portal first assignment be to create the APP for any Procuring Entity (PE). Here are so many information which is very important for the Procuring Entity (PE) and Tenderer/Supplier/Consultant for any tendering process. Three part of the APP is given below:

- a. Create APP
- b. My APP
- c. All APPs

There are some information into the Create APP Part which is given below:

- a. Type of Budget
- b. Financial Year
- c. Select Project
- d. Procuring Entity (PE)/Project Office
- e. Procuring Entity (PE)
- f. APP Code

After that there will be found another page which is called the package details. Here the following information are given:

- a. Procurement Nature
- b. Type of Emergency
- c. Package No
- d. Package Description
- e. Package Estimated Cost
- f. Category
- g. Approving Authority
- h. Procurement Type
- i. Procurement Method
- j. Add Package Date

Step 4:

Creation of Workflow:

Workflow is known as the chain how the file move from one to another in the e-GP System for approving anything. In a word in e-GP where is need approval there will be must need for creation of workflow. There are two part for creation of workflow. These are:

- a. No. of Reviewers
- b. No. of Days for File Escalation

Step 5:

Process File in Workflow:

There are three part of processing the workflow for e-GP System. These are:

- a. Initiator
- b. Reviewers
- c. Approver

Step 6:

Publish of APP:

After creating the APP and workflow then it is processed for the approval of the approving authority as per the delegation of financial power of the government officers. After approval of the Approving authority the APP automatically be published in the e-GP Portal for everyone. At this moment the

tenderer/supplier/consultant can take preparation for the upcoming tender in e-GP Portal which is very helpful for tenderer/supplier/consultant.

Step 7:

Tender Creation:

After publishing the APP then the starting of tender creation is the main work of e-GP System. There are so many parts for a complete tender. The main two parts be:

- a. Notice
- b. Documents

Notice is the part where the all primary information be given for a specific tender. It is published in e-GP Portal for advertisement. After getting the notice in e-GP Portal the tenderer gets all the information about the tender at a glance. Then the tenderer can take the decision for participate or not participate in this tendering process.

7.1 Creation of Notice:

There are so many information in the tender notice. The major information are given below:

1. Ministry
2. Division
3. Organization
4. Procuring Entity Name
5. Procuring Entity Code
6. Procuring Entity District
7. Procurement Nature
8. Procurement Type
9. Event Type
10. Invitation For
11. Invitation Reference No.
12. Tender/Proposal Status

Key Information & Funding Information:

- a. Procurement Method
- b. Budget Type
- c. Source of Fund

Particular Information:

- a. Project Code
- b. Project Name
- c. Tender/Proposal Package No. & Description
- d. Category
- e. Scheduled Tender/Proposal Publication Date & Time
- f. Tender/Proposal Document Last Selling/Downloading Date & Time
- g. Pre-Tender/Proposal Meeting Start Date & Time
- h. Pre-Tender/Proposal Meeting End Date & Time
- i. Tender/Proposal Closing Date & Time
- j. Tender/Proposal Opening Date & Time
- k. Last Date & Time for Tender/Proposal Security Submission

Information for Tenderer/Consultant:

- a. Eligibility of Tenderer
- b. Brief Description of Goods/Works
- c. Evaluation Type
- d. Document Available
- e. Document Fees
- f. Tender/Proposal Document Price
- g. Mode of Payment
- h. Tender/Proposal Security Valid Up To
- i. Tender/Proposal Valid Up To

Procuring Entity Details:

- a. Name of Official Inviting Tender/Proposal
- b. Designation of Official Inviting Tender/Proposal
- c. Address of Official Inviting Tender/Proposal
- d. Contact Details of Official Inviting Tender/Proposal

7.2 Configure Key Information:

There are five important information in this part which is mandatory for creation of a tender. These are:

- a. Estimated Cost
- b. Approving Authority
- c. Standard Tender/Proposal Document
- d. Tender/Proposal Validity in No. of Days
- e. Tender/Proposal Security Validity in No. of Days

7.3 Document:

Tender documents be the very important thing of a tender. Details of a tender is given in any tender documents. There are six parts of any tender documents of any tender. These are:

1. Instruction to Tenderer (ITT)
2. Tender Data Sheet (TDS)
3. General Conditions of Contract (GCC)
4. Particular Conditions of Contract (PCC)
5. Tender & Contract Forms
 - a. e-Tender Submission Letter (e-PG3-1)
 - b. Tenderer Information Form (e-PG3-2)
 - c. Technical Specifications & Compliance of Goods and Related Services (e-PG3-4)
 - d. Price & Delivery Schedule for Goods (e-PG3-3A)
 - e. Price & Delivery Schedule for Related Services (e-PG3-3B)

6. Drawings

7.3 Evaluation Committee:

There are two option in evaluation menu bar. These are:

- a. Create Committee Members
- b. Use Existing Committee Members

Create Committee Members:

There are five inputs here which is mandatory for formation of evaluation committee in e-GP system for any tender. These are:

- a. Committee Name
- b. Minimum Members Required : 02
- c. Maximum Members Required : 03
- d. Minimum Members from the Same PE : 02
- e. Minimum Members Outside PE : 00

Workflow Creation:

After making the evaluation committee it is need for approval from the approving authority. For this we will have to create workflow for the processing the file for approval of the evaluation committee. There are two parts in this section. These are:

- a. Create Workflow
- b. Process Task

After approving the evaluation committee from the approving authority as per delegation of financial power of government then it is mandatory to notify the all committee member that they are the member of evaluation committee of the specific tender.

7.4 Opening Committee:

In e-GP System the member of the opening committee will be only two. Both these two members must be from the same PE and one member must be from the evaluation committee. As like as evaluation committee opening committee is made and taken approval from the approving committee through workflow and notification is done to the all opening committee members that they are the member of opening committee for a particular tender.

7.5 Clarification on Tender/Proposal:

There are two option here. Yes or No. If No is selected then there is no option of clarification from the tenderer. If Yes is selected then there is option for clarification for the tenderer in a particular date & time.

7.6 Committee Member for Encryption & Decryption:

It is mandatory to encrypt the opening committee members in e-GP System for security purposes. So both the members of the opening committee should be encrypted in this section properly.

7.7 Official Cost Estimate:

Official cost estimate is the important part of any tender. This is the cost of the goods and related services for the specific tender which is invited for procurement of goods and related services. This estimated cost is given in this section in e-GP System as per the determined cost.

7.8 Creation of Workflow for Tender:

In this time final workflow is created for the whole tender. This is found in the notice section easily. Workflow is created for approval the whole tender for publishing in e-GP Portal from the approving authority of that specific tender. After that this task is done and approval is taken form the approving authority. When the tender is approved by the approving authority then it is automatically

published in e-GP Portal as per the publishing date and time given in the tender notice earlier.

Step 8:

Tender Opening:

After publishing the electronic tender in e-GP web portal the next work is the opening of this electronic tender in the specific date and time. It is very important task to open the tender in the specific date and time. If any committee be failure to open the tender in specific date and time then the tender may be invalid. So after ending the closing date and time of the tender within one hour all the committee member must have to login the e-GP portal for the opening purpose of this tender. If any member is unable to login in this time into the e-GP portal for the opening purpose then the tender may be invalid. So opening is very crucial for electronic tender. After opening the tender total two opening report is made automatically by the opening process. After that the all member of the opening committee should sign the two opening report. In e-GP sign means the password of the specific member against his login ID of e-GP portal. After giving the sign into the two opening report the opening be completed. Then the opening report is sent to the chairman of the evaluation committee through procuring entity for the further action which is known as evaluation process. The two reports are:

- a. Tender/Proposal Opening Report 1 (TOR 1)
- b. Tender/Proposal Opening Report 2 (TOR 2)

Step 9:

Tender Evaluation:

After getting the opening report from the procuring entity the first task is to take the decision how it will be evaluated. There are two option to evaluate the tender in preliminary section. This are:

- a. Team
- b. Individual

The chairman of the evaluation committee take the decision of this option. In Individual all the member of the evaluation committee has to fill the evaluation

form of the all tenders those who have taken part of this tender. If the team is selected then the chairman of the evaluation committee make the option team and nominate a member for working the function for doing the evaluation in favor of the all member of the evaluation committee. The nominate member of the evaluation committee of the team system do all the function of the preliminary section and all the members do sign in the report. Here two report is made in this phase for the evaluation. The reports are:

a. Tender Evaluation Report 1 (TER 1)

Tender Evaluation Report 1 (TER 1) is called the Eligibility Report of the tenderers.

b. Tender Evaluation Report 2 (TER 2)

Tender Evaluation Report 2 (TER 2) is known as the Technical Responsive Report of the tenderers.

After making the two reports all the members of the evaluation committee have to sign the report. After that the chairman of the evaluation committee do the next task of the evaluation. Here are two task which is done properly by the chairman of the evaluation committee. Financial evaluation is done and price comparison is made through e-GP portal in the evaluation section. Then final report is made by the chairman of the evaluation committee. Then two report is made automatically in the e-GP portal for the evaluation section. This two reports be:

a. Tender Evaluation Report 3 (TER 3)

Tender Evaluation Report 3 (TER 3) is that report where the financial evaluation is given of all the tenderers. Here the price comparison of the financial evaluation of all the tenderers are also found.

b. Tender Evaluation Report 4 (TER 4)

Tender Evaluation Report 4 (TER 4) is the final report of the tender evaluation committee where the final result of the tender is found.

Then the two reports are signed by the all members of the evaluation committee. After signing the evaluation report the workflow is created by the procuring entity for further action. The workflow has the two steps. These are:

- a. Creating the workflow for evaluation report
- b. Processing the file for evaluation report

The procuring entity create the workflow for evaluation report. Here the chairman of the evaluation committee become the initiator of the evaluation report. Maximum case there is no reviewer of this process. The chairman of the evaluation committee process the file or initiate the file directly to the approving authority of that specific tender.

There are four steps of evaluation. These are:

- a. Eligibility Evaluation of the tenderers
- b. Technical Evaluation of the tenderers
- c. Financial Evaluation of the tenderers
- d. Post qualification Evaluation of the tenderers

After completing this four kind of evaluation the final evaluation report is made. After processing the file the approving authority takes the decision based on the recommendation of the evaluation committee which is given in the four evaluation report. There may be four types of decision for the approving authority. These are:

- a. Approve the tender
- b. Reject the tender
- c. Re-Evaluate the tender
- d. Re-Tender

The approving authority takes any decision among the four decision. After that the file directly come to the procuring entity after approval the file of approving authority. Then the procuring entity takes the further action which is required.

Step 10:

Notification of Award:

If the tender is responsive then the lowest responsive tenderer give the award of the tender. Then the procuring entity issue the notification award which is automatically generated in e-GP Portal. There are so many information in this notification of award. The main information be:

- a. Acceptance of notification of award within seven working days by writing
- b. Furnish the performance security within the fourteen days of issuance the notification of award
- c. Sign the contract within twenty eight days of issuance of the notification of award

Step 11:

Performance Security Check:

The procuring entity regular check the e-GP portal for the specific tender whenever the tenderer give the performance security electronically through any bank which is registered into e-GP portal. When the performance security is found in e-GP portal then next step is done.

Step 12:

Contract Sign:

After getting the performance security the procuring entity invites the tenderer to sign the contract in the procuring entity office. In the presence of the witness from both party client and tenderer the contract be signed. There are some parts of contract. These are given below:

- a. The signed form of contract agreement
- b. The notification of award
- c. The tender/proposal and the appendices of the tender/proposal

- d. Particular conditions of the contract
- e. General conditions of the contract
- f. Technical specifications
- g. Drawings if any
- h. Price and delivery schedules for goods
- i. Price and completion schedule for related services
- j. Other documents including correspondences listed in the PCC forming part of the contract

After signing the contract manually in the procuring entity office within the both party client and tenderer the contract agreement is scanned. The scanned contract agreement is uploaded in e-GP portal for completion of the tendering part of the electronic tendering of the specific tender. When uploading is completed then the tender is notified as the award of the contract and the tender is automatically go to the archive section of the e-GP portal.

Step 13:

Release of Tender Security:

After signing and uploading the tender agreement into the e-GP portal then the first task is to release the tender security those the tenderer took part in this tender for winning the tender. There are option into the dashboard of the tender which is known as payment. In payment two option are found which is given below:

- a. Tender Security
- b. Performance Security

When tender security option is clicked then the option is found for the release or any other option. Here the following option is found:

- a. Release the tender security
- b. Forfeit the tender security
- c. Extend the tender security

From the above three option procuring entity choose the best option which is required for the specific tender for the procuring entity. For the award of the contract all the tender security is released by the procuring entity.

In any electronic tendering process through e-GP portal there are so many headings. The main headings of the specific tender is given below:

1. Notice
2. Document
3. Pre-Tender Meeting
4. Corrigendum/Amendment
5. Payment
6. Opening
7. Evaluation
8. NOA
9. Private Forum
- 10.Contract Signing
- 11.CMS
- 12.Complaint Management

These are the main parts of any electronic tender which is done through e-GP portal in the operation of the electronic tendering.

Chapter-3

Analysis of e-GP Operation System:

This chapter mainly describes the case study of one government office and related tenderers for implementation the e-GP operation system for the first time of the organization. The study analyses the teething problem of the procuring entity and tenderer to start the operation of the e-GP system in e-GP portal. Here the following procuring entity is the case of this study.

- a. Bangladesh Television (BTV)

3.1 Brief Description of the Procuring Entity:

Bangladesh Television (BTV) is the only government electronic media of Bangladesh government. There are so many broadcasting related procurement of technical equipment every financial year. There are two full television center and fourteen relay station for terrestrial broadcasting all over the territory of Bangladesh. Centrally procurement activities are done from the head office which is located at Rampura, Dhaka, Bangladesh. Bangladesh Television (BTV) is headed by one Director General. The second man of Bangladesh Television (BTV) is the Chief Engineer. Chief Engineer is the key person of the technical operation of Bangladesh Television (BTV). So the overall procurement activities related to the technical or broadcasting equipment is directly implemented through the office of the Chief Engineer of Bangladesh Television (BTV). The list of the total site office and main office of Bangladesh Television (BTV) are given below where procurement activities done.

1. Bangladesh Television (BTV), Head Office, Rampura, Dhaka
2. Bangladesh Television (BTV), Dhaka Center, Rampura, Dhaka
3. Bangladesh Television (BTV), Chittagong Center, Chittagong
4. Bangladesh Television (BTV), Rajshahi Relay Station, Rajshahi

5. Bangladesh Television (BTV), Mymensingh Relay Station, Mymensingh
6. Bangladesh Television (BTV), Khulna Relay Station, Khulna
7. Bangladesh Television (BTV), Rangpur Relay Station, Rangpur
8. Bangladesh Television (BTV), Sylhet Relay Station, Sylhet
9. Bangladesh Television (BTV), Patuakhali Relay Station, Patuakhali
10. Bangladesh Television (BTV), Bramhyanbaria Relay Station, Bramhyanbaria
11. Bangladesh Television (BTV), Natore Relay Station, Natore
12. Bangladesh Television (BTV), Ukhiya Relay Station, Coxsbazar
13. Bangladesh Television (BTV), Rangamati Relay Station, Rangamati
14. Bangladesh Television (BTV), Jhenaidoho Relay Station, Jhenaidho
15. Bangladesh Television (BTV), Thakorgaon Relay Station, Thakorgaon

There are some departments in every office of Bangladesh Television (BTV). The most important departments are:

- a. Administration
- b. Engineering
- c. Program
- d. News
- e. Design
- f. Finance
- g. Camera
- h. License

This department's works collaborately for smoothly running the organization in different situation of Bangladesh Television (BTV). Most of the site office do the regular procurement for the stationary item for the office management. There is no large or strategic procurement in the site office. The main equipment is procured centrally from the head office, Dhaka. Office of the Chief Engineer of Bangladesh Television (BTV) is the responsible for the large procurement function of Bangladesh Television (BTV). The Chief Engineer is the head of procurement function and under the direct supervision of the Chief Engineer four Senior

Engineer implements the different function assigned by the Chief Engineer. The office of the four Senior Engineer is given below:

1. Office of the Additional Chief Engineer (Administration)
2. Office of the Additional Chief Engineer (Development)

Under this two Additional Chief Engineer the Four Senior Engineer implements the official activities.

- a. Office of the Senior Engineer (Administration)
- b. Office of the Senior Engineer (Development)
- c. Office of the Senior Engineer (Operation & Maintenance)
- d. Office of the Senior Engineer (Transmitter & Microwave)

3.2 Procurement Function in e-GP:

Last fiscal year Bangladesh Television (BTV) did total 21 Tender for the procurement function. Among them only 03 tender is implemented through electronically in e-GP Portal.

3.2.1 Set Up of Procuring Entity:

Under the direct supervision of the Chief Engineer the e-GP operation of the Bangladesh Television (BTV) starts first time in the fiscal year 2016-2107. The e-GP operation team is given below:

- a. Director General
- b. Chief Engineer
- c. Maintenance Engineer (Development)
- d. Maintenance Engineer (O&M)
- e. Television Engineer (C&E)
- f. Television Engineer (Development)
- g. Television Engineer (T&M)

3.2.2 Role of the e-GP Operation System:

The role of the different official of the e-GP operation team of Bangladesh Television (BTV) was as like as follow:

3.2.2.1 HOPE:

Director General

3.2.2.2 Procuring Entity:

Chief Engineer

3.2.2.3 Tender Opening Committee:

- a. Maintenance Engineer (Development)-Chairman
- b. Television Engineer (C&E)-Member Secretary

3.2.2.4 Tender Evaluation Committee:

- a. Chief Engineer-Chairman
- b. Television Engineer (C&E)-Member
- c. Maintenance Engineer (Development)-Member Secretary

3.2.2.5 Technical Sub Committee:

- a. Television Engineer (Development)-Chairman
- b. Television Engineer (T&M)-Member Secretary

3.2.2.6 Authorize User:

- a. Maintenance Engineer (O&M)
- b. Television Engineer (C&E)
- c. Television Engineer (Development)
- d. Television Engineer (T&M)

3.2.2.7 Approver:

- a. APP-HOPE
- b. TOC-HOPE
- c. TEC-HOPE
- d. Tender Document with Notice- HOPE

e. Tender-HOPE

3.2.3 e-Tender in 2016-2017:

- a. e-Tender No. 84091
- b. e-Tender No. 84122
- c. e-Tender No. 84186

3.2.3.1 e-Tender No. 84122:

- a. Tender Published Date: 25 January 2017
- b. Pre-Tender Meeting Start Date: 26 January 2017
- c. Pre-Tender Meeting End Date: 02 February 2017
- d. Tender Document Last Selling Date: 08 February 2017
- e. Tender Closing Date: 09 February 2017
- f. Tender Opening Date: 09 February 2017
- g. Last Date for Tender Security Submission: 09 February

3.2.3.1.1 Tender Opening:

At the specific date and time the tender is open through e-GP portal by the tender opening committee. Total seven tenderers participated in this tender. These are:

- a. M.M International
- b. Haque Prokushal Sanghsta
- c. Multicon System
- d. Pacific Maintenance & Energy Conservation Trust
- e. Rangs Electronics Limited
- f. The Bangladesh Trade Way Corporation
- g. White Products & Electronic Limited

After opening the tender the opening report are done which is automatically made in e-GP system. Then the opening report is signed by the all member

of the opening committee. There are two opening reports for the tender. These are:

- a. Tender Opening Report 1 (TOR 1)
- b. Tender Opening Report 2 (TOR 2)

After completing the opening process the opening report is handed over to the chairman of the evaluation committee for the further action through procuring entity in the e-GP system.

3.2.3.1.2 Tender Evaluation:

All the member of the tender evaluation committee login their account by giving the password and have to confirm that they have no any type of relation with any tenderer those who have participated in this tender and this tender related activities. In a word all the member of the evaluation committee confirms that they have no conflict of interest in this tendering process.

After login all the member of the evaluation committee the chairman configure the preliminary evaluation step. There are two steps. These are given below:

- a. Individual
- b. Group

In this tender the chairman of the evaluation committee configures the tender as group. The chairman the evaluation committee assigns the Television Engineer (C&E) as the nominee of the group evaluation of the preliminary step of this tender. Then Nominee member does the all evaluation of the preliminary step and made the evaluation report. This two evaluation report is signed by the all members of the evaluation committee. The reports are known as follow:

- a. Tender Evaluation Report 1 (TER 1)
- b. Tender Evaluation Report 2 (TER 2)

Then this two reports are sent to the chairman of tender evaluation committee. Evaluation committee's chairman can change the two report if he thinks anything wrong judgment during the evaluation. If the report be right then the chairman evaluates the financial and post qualification part of the tender. Here another two evaluation report be made and this two reports are known as:

- a. Tender Evaluation Report 3 (TER 3)
- b. Tender Evaluation Report 4 (TER 4)

After completing the evaluation all the member of the evaluation committee sign the evaluation report. Total four evaluation reports are made in e-GP operation system during the evaluation period. After completing the evaluation of the tender the procuring entity create the work flow for further action. In this tender the procuring entity made initiator the chairman of the evaluation committee and did not keep any reviewer. So the chairman of the evaluation committee directly initiates the file to the approver for further action. The approver was the HOPE for this tender. After approving the tender the file automatically goes to the procuring entity for further action. The procuring entity did the next task for this tender.

3.2.3.1.3 Notification of Award:

The procuring entity issues the automatic created notification of award to the winning tenderer for further action. The winner of this tender was:

- a. Haque Prokushal Sanghsta

After issuing the notification of award the function goes to the issued tenderer for further action.

3.2.3.1.4 Acceptance of Notification of Award:

The tenderer must have to accept the notification of award within seven working days of the issuance of notification of award through e-GP system. If the tenderer does not accept this notification of award then the tender security of that tenderer is forfeited and the second winner gets the notification of award after approval of the approving authority.

3.2.3.1.5 Performance Security Submission:

After accepting the notification of award the tenderer must have to submit performance security through any registered bank in e-GP system. The amount of performance security becomes the ten percent of the contract price of the tenderer. The performance security must be submitted within fourteen days of the issuance of the notification of award.

3.2.3.1.6 Contract Sign:

After submitting the performance security by the tenderer then the next process is contract sign. Contract signed is done manually between the client and tenderer. Here two person needs from the both side. One main and another be the witness of the contract. After signing the contract then the contract paper is scanned in jpg or pdf format. Then the soft copy of contract is uploaded into e-GP portal for next action. After uploading the soft copy of the contract the contract become automatically awarded.

Here the ends of the tendering process of any tender in e-GP system through e-GP portal of Bangladesh. From this the next operation system is known as the contract management system. It is shortly known as CMS. In this way the tendering process of this tender ends of Bangladesh Television through e-GP system at the first time successfully.

Chapter-4

Teething Problem of e-GP Operation System:

4.1 From Procuring Entity Side:

From the top management of Bangladesh Television (BTV) has ordered that in the fiscal year 2016-2017 e-GP system must be started in the organization. Decision comes from the upward that minimum one tender will have to implemented in e-GP system in the fiscal year 2016-2017. The procurement team was not fully prepared for e-GP system at that moment. The procurement team was not interested for implementing the e-GP system for that time. But the binding of the top management procurement team took decision that three tender will be implemented in the fiscal year 2016-2017 in e-GP system.

Some questionnaire be made for the problem of operating in e-GP system. This question is made for the procurement team. Then it is circulated to the procurement team before started the tendering process in e-GP system. The total number of responder of this questionnaire was thirteen member of the procurement team. Only ten questions were set up for the procurement team. This answer was taken before the electronic tendering process.

After completing the electronic tendering process the same questionnaire be given to the respondent member of the procurement team. After giving the answer the questionnaire was collected from the member of the procurement team.

Getting the answer of the questionnaire from the member of the procurement team before and after electronic tendering process it is compared for the analysis of the study. Here the findings of the result will be discussed later.

4.2 From Tenderer Side:

The supplier or tenderer was another issue for electronic tendering process. The procuring entity is doing electronic tendering but the the supplier is not responding the electronic tender then there will no output of this electronic tendering process. So the supplier also should adopt the electronic tendering process with the procuring entity at the same type.

Some questionnaire is made for the supplier. Ten suppliers were selected for this questionnaire. Before and after electronic tendering process the questionnaire were given to the specific ten suppliers. After giving the answer this are collected from the supplier.

Then it is analyzed for the study of this dissertation. The fading result will be discussed later.

4.3 Questionnaire for Procuring Entity:

- 4.3.1 Are you interested for e-GP at this moment?
- 4.3.2 Are you afraid of e-GP operation system?
- 4.3.3 Have you any training on e-GP system?
- 4.3.4 Do you have computer with internet connectivity?
- 4.3.5 How many team members have experience in electronic procurement function?
- 4.3.6 Which types of tender do you like?
- 4.3.7 Are you feeling difficulty to implement e-GP system?
- 4.3.8 Do you think the opening process in e-GP system is risky?
- 4.3.9 Do you think the evaluation process in e-GP system is difficult?
- 4.3.10 Are you interested to face the teething problem of e-GP operation system?

4.4 Questionnaire for Tenderer:

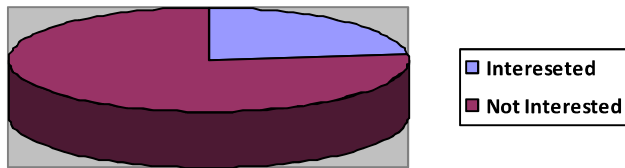
- 4.4.1 Are you interested for e-GP at this moment?
- 4.4.2 Are you afraid of e-GP operation system?
- 4.4.3 Have you any training on e-GP system?
- 4.4.4 Do you have computer with internet connectivity?
- 4.4.5 How many team members have experience in electronic procurement function?
- 4.4.6 Which types of tender do you like?
- 4.4.7 Are you feeling difficulty to implement e-GP system?
- 4.4.8 Do you think the tendering process in e-GP system is risky?
- 4.4.9 Do you think the tender or performance security submission system process in e-GP system is difficult?
- 4.4.10 Are you interested to face the teething problem of e-GP operation system?

Chapter-5

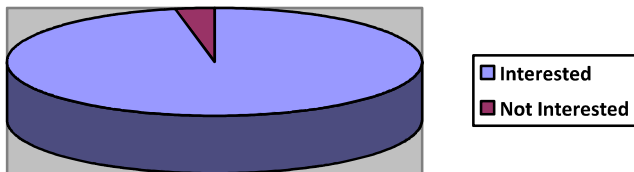
Analysis of the Study:

5.1 For the Procuring Entity:

5.1.1 Are you interested for e-GP at this moment?



Before e-GP Implementation



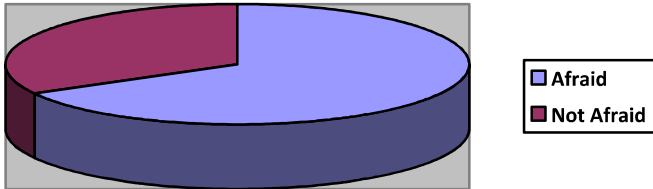
After e-GP Implementation

Findings:

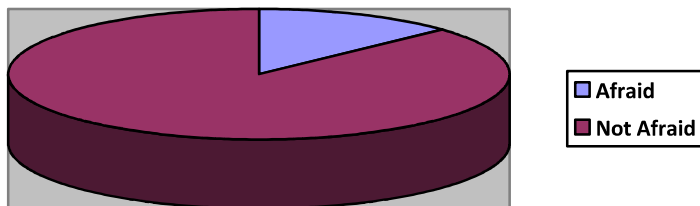
Before e-GP Implementation: 23% Team Members are interested

After e-GP Implementation: 97% Team Members are interested

5.1.2 Are you afraid of e-GP operation system?



Before e-GP Implementation



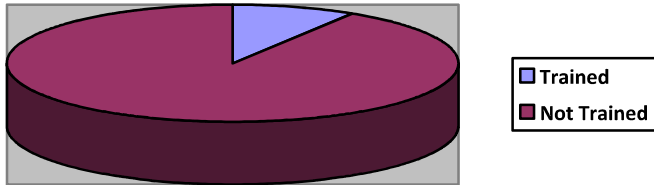
After e-GP Implementation

Findings:

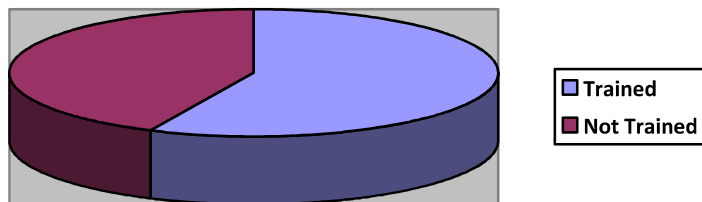
Before e-GP Implementation: 67% Team Members are Afraid

After e-GP Implementation: 13% Team Members are Afraid

5.1.3 Have you any training on e-GP system?



Before e-GP Implementation



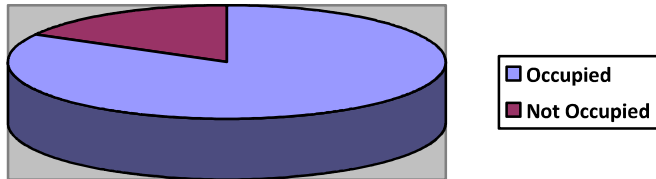
After e-GP Implementation

Findings:

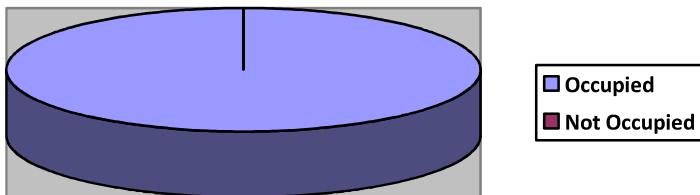
Before e-GP Implementation: 09% Team Members are Trained

After e-GP Implementation: 57% Team Members are Trained

5.1.4 Do you have computer with internet connectivity?



Before e-GP Implementation



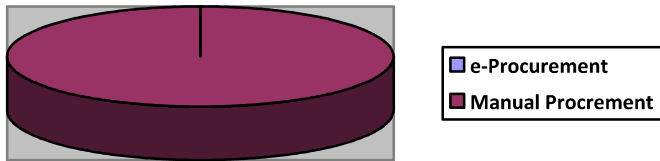
After e-GP Implementation

Findings:

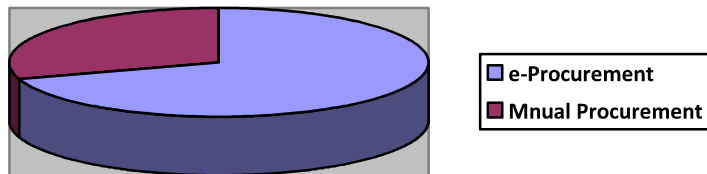
Before e-GP Implementation: 83% Team Members are occupied with computer and internet connectivity

After e-GP Implementation: 100% Team Members are occupied with computer and internet connectivity

5.1.5 How many team members have experience in electronic procurement function?



Before e-GP Implementation



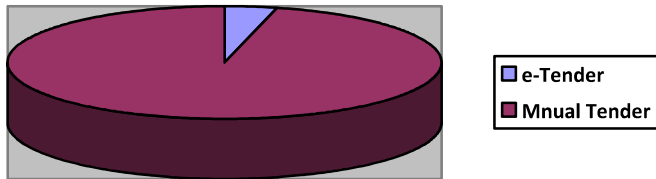
After e-GP Implementation

Findings:

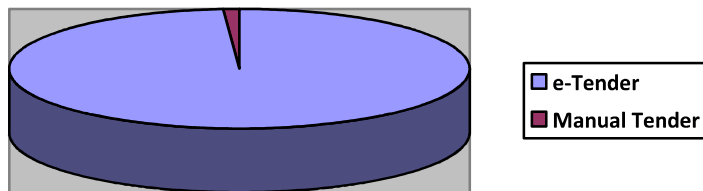
Before e-GP Implementation: 0% Team Members have experience in e-Procurement function

After e-GP Implementation: 70% Team Members have experience in e-Procurement function

5.1.6 Which types of tender do you like?



Before e-GP Implementation



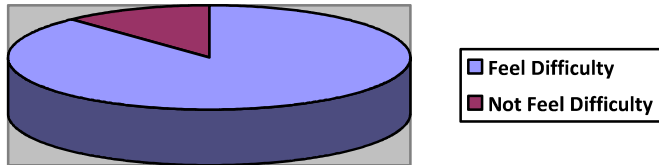
After e-GP Implementation

Findings:

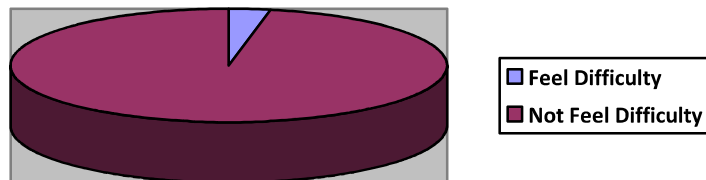
Before e-GP Implementation: 96% Team Members like manual tender

After e-GP Implementation: 99% Team Members like electronic tender

5.1.7 Are you feeling difficulty to implement e-GP system?



Before e-GP Implementation



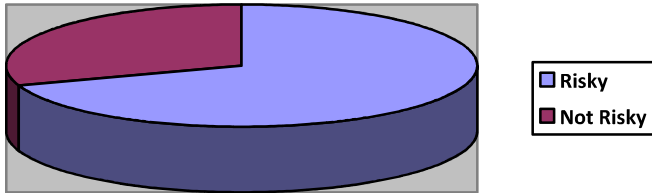
After e-GP Implementation

Findings:

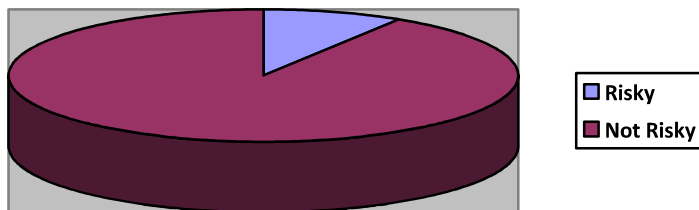
Before e-GP Implementation: 88% Team Members feel difficulty e-GP operation system

After e-GP Implementation: 03% Team Members feel difficulty e-GP operation system

5.1.8 Do you think the opening process in e-GP system is risky?



Before e-GP Implementation



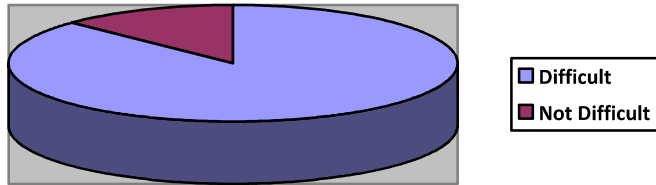
After e-GP Implementation

Findings:

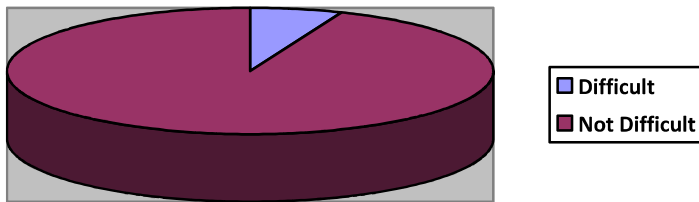
Before e-GP Implementation: 71% Team Members feel risky in e-GP operation system for tender opening

After e-GP Implementation: 9% Team Members feel risky in e-GP operation system for tender opening

5.1.9 Do you think the evaluation process in e-GP system is difficult?



Before e-GP Implementation



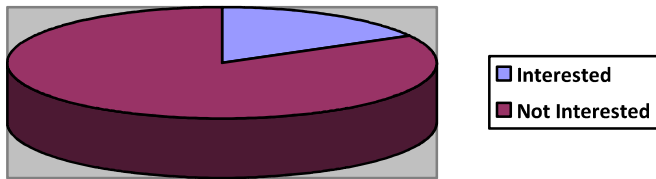
After e-GP Implementation

Findings:

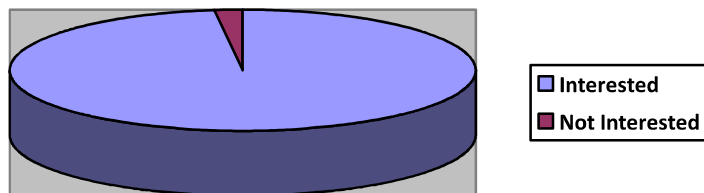
Before e-GP Implementation: 82% Team Members feel difficult in e-GP operation system for tender evaluation

After e-GP Implementation: 06% Team Members feel difficult in e-GP operation system for tender evaluation

5.1.10 Are you interested to face the teething problem of e-GP operation system?



Before e-GP Implementation



After e-GP Implementation

Findings:

Before e-GP Implementation: 17% Team Members are interested to face the teething problem of e-GP operation system

After e-GP Implementation: 98% Team Members are interested to face the teething problem of e-GP operation system

5.2 For the Tenderer/Supplier:

In this study we give ten questionnaire to the supplier or tenderer for the analysis of the teething problem of the supplier or tenderer. Most of the suppliers were not interested to adopt the e-GP system during the starting of electronic tendering process in Bangladesh Television (BTV) in the fiscal year 2016-2017. Before the first time e-GP starting most of the supplier's attitude were negative. The procuring entity motivated the suppliers to participate the electronic tendering process. The motivation was successful and total seven number of tenderer participated in the first electronic tendering process of Bangladesh Television (BTV) which is e-Tender No. 84091. The tender was also awarded successfully as the first electronic tender of the Bangladesh Television (BTV).

After completing the electronic tendering process again the survey were done in that specific tenderers. At that time most of the tenderers were highly interested for electronic tendering process. So we get positive attitude from the tenderers for electronic tendering process. Tenderers are more interested for e-GP system than the manual tendering system. This is the findings of this study from the supplier's side.

Chapter-6

Conclusion and Recommendation:

6.1 Conclusion:

From the analysis of the e-GP operation system of Bangladesh Television (BTV) we find two types of data. One for procuring entity side which is Bangladesh Television (BTV) and another one is the tenderer or suppliers those who took part in the e-GP operation system in Bangladesh Television (BTV) for the fiscal year 2016-2017. In this case total ten questionnaire were made for the survey of this study purpose. This survey were directly done through the team members of the procurement team of Bangladesh Television (BTV) and the suppliers those who takes part regularly in the tendering process of Bangladesh Television (BTV). So in this study the main data is the primary data which is collected through different types of questionnaire.

The data was collected in two times for the same questionnaire. One is before starting the electronic tendering process through e-GP system in the e-GP portal of the government of Bangladesh. Another after implementing the electronic tendering process through e-GP system in the e-GP portal of the government of Bangladesh. The core findings of this study of the teething problem of the e-GP operation system is given below:

- a. Before e-GP Implementation 17% Team Members were interested to face the teething problem of e-GP operation system
- b. After e-GP Implementation 98% Team Members are interested to face the teething problem of e-GP operation system

From the finding we can say that the positive attitude of the most team members were made after implementing the e-GP operation system. But before implementing the e-GP operation system the scenery was just opposite that means maximum team members were not interested to implement the e-GP operation system at that moment. Teething problem is the common problem for all the new types of implementation for any organization in any operation system. But if the challenge is taken to adopt the new technology then it becomes very helpful and easy for the operation system. This study proves this attitude very clearly.

6.2 Recommendation:

The study collects the primary data from the procuring entity and the tenderers or suppliers. After analysis of this data there are some points are found which is very important for implementing any new technology to reduce the teething problem in e-GP operation system. So the recommendations are given below:

- a. Top Management Support
- b. Continuous Training of The Employee
- c. Logistics Support as Like as Computer With Internet Connectivity
- d. Supplier Development form The Procuring Entity Side
- e. Team Work for Implementing the e-GP Operation System

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