Capacity Development for Public Officials and Business Community

Focus on e-GP Operations Capacity

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E-GP
Aim of Governments

- To eliminate corruption
- To provide fair and equitable treatment to supplier/bidders
- To improve transparency
- To promote competition
- To enhance public confidence in procurement system
- Efficiency of operations
E-Governance

the future is digital
IREPS
(Indian Railways E-Procurement System)
Indian Railways – At a glance

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Running Track Kms</td>
<td>90,803</td>
</tr>
<tr>
<td>Total Electrified Running Track Kms</td>
<td>41,038</td>
</tr>
<tr>
<td>No. of Locomotives</td>
<td>10,773</td>
</tr>
<tr>
<td>No. of Coaching stock</td>
<td>68,558</td>
</tr>
<tr>
<td>No. of Wagons</td>
<td>2,54,006</td>
</tr>
<tr>
<td>Number of Stations</td>
<td>7,137</td>
</tr>
<tr>
<td>No. of Employees (in million)</td>
<td>1.326</td>
</tr>
<tr>
<td>Gross Revenue Receipts (in INR cr)</td>
<td>1,61,017</td>
</tr>
</tbody>
</table>
Procurement to Payment
IREPS

100 % E-Procurement
Largest E-Procurement portal in India
Tenders valuing approx 10 billion USD

Goods, services and works
12 Lac tenders issued till date
3 lac tenders per year
55000 vendors

100 % E-Auction for scrap
Approx 1 lac lots sold
2500 bidders
Approx 0.5 billion USD annual sale
E-procurement Journey

Commenced in 2008

2012 Goods tenders (HQ)

2013 Pan India E-auction

2014 Services Tenders HQ

2015 Goods and Services Tenders all field units

2016 Pan India Works tender

Today Paperless Contracting

Commenced in 2008

2012 Goods tenders (HQ)

2013 Pan India E-auction

2014 Services Tenders HQ

2015 Goods and Services Tenders all field units

2016 Pan India Works tender

Today Paperless Contracting
Capacity Development and Challenges

Planning
- e-procurement as vision for Materials management
- Due to complexity involved and size of the organization, pilot run
- e-Procurement implementations in Government departments studied to prepare roadmap
- Outsourced model for application and infrastructure to achieve speedy trials, minimum capacity development cost and avoid any risk.
- Existing infrastructure used by users
- Good response from vendors due to inherent benefits
Implementation on Indian Railway

- Pilot gave hope and insight to implement across Indian Railway
- CRIS (Centre for Railway Information System, the IT arm of IR) given responsibility
- Decided to develop our own infrastructure
- Development outsourced but onsite
Software team of CRIS associated with Outsourced vendor during development and maintenance
CRIS team consisted people from business process and software fields
Complete knowledge transfer to CRIS team during development and maintenance period
Now, independent enhancement, development, maintenance of application and infrastructure in house
Capacity Development and Challenges

Human Resource Capacity development
- CRIS team with team leaders from business process trained
- Initially implemented in 08 Zonal Railways
- Top management aligned to implement
- Railway users and bidders given extensive field trainings
- Trainers in each Zonal Railway HQ
- Handholding
- Helpdesk at CRIS

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Capacity Development and Challenges

- **Network and security infrastructure**
  - Project included separate arrangements
  - Existing network and security infrastructure utilised
  - Digital signature used
  - Various modes of last mile connectivity to users
  - Field units empowered to arrange last mile connectivity
Capacity Development and Challenges

... contd

Challenges

- Change management
- To ensure buy-in of the top management
- Coordinating with multiple Railways/ Departments
- Regulatory Compliance
- Educating users
Capacity Development and Challenges

Challenges

- Standardization of processes
- Providing interface with MMIS – Heterogeneous, non-standard.
- Managing bidder database
- Managing security issues
- Feedback from all the stakeholders

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Lessons Learnt and Take Away

- Risk avoided by involving private player to host and run the services for pilot and completely owned the infrastructure and application when successful.
- Hosting the application on its own infrastructure addressed the users’ concern of sensitive bid data available on third party server and also complied with the regulatory requirement of Government of India.
Lessons Learnt and Take Away

- Support of the top management from the day one has been one of the critical success factors.
- Complete handholding, including comprehensive and continuous training initially and thereafter on demand has made it popular among all the stakeholders.
- The committed project team of business experts and experts from the field of IT, contributed to the success of the project.
- Strong security features earned user trust in the system.
Lessons Learnt and Take Away

Participative design process using feedback from all stake holders is essential for success of any project.

Simple Registration Form for bidders and minimal pre-registration requirement with no portal registration fees has made it a great success among bidders.
Thank You!