WANT TO KNOW MORE!
Frequently Asked Questions
BACKGROUND

Public procurement offers the largest business opportunities in Uganda with more than 60% of the national budget spent through public procurement. Public Procurement like other Public Finance Management functions has undergone a number of reforms resulting into the need for an electronic Government Procurement System.

This is in line with the Government of Uganda national E-Government framework for the implementation of e-governance in various Sectors including procurement. Additionally, the Government of Uganda has identified e-procurement as an essential element in e-transactions, having a role in accelerating the transition of the Ugandan economy to an information society.
WHAT IS e-GP?

The e-GP (Electronic Government Procurement) system is a web-based tool used to carry out procurement and disposal. It is the use of information and communication technology to conduct an end-to-end government procurement and disposal process online. It involves all processes including planning, initiation, bidding, evaluation, award, contract management, invoicing, payment and reporting of public supplies, works and services.
The e-GP system has been developed to address the problems inherent in the current semi-automated (largely paper-based) procurement system. The core objectives of the e-GP system include; -

• **Improved Governance through enhanced transparency and accountability;**
• **Effectiveness through management information and efficient processes;** and
• **Economic development through competitiveness and improved investment climate.**
WHAT ARE THE BENEFITS OF THE e-GP SYSTEM?

The following benefits will be realized upon implementation of the e-GP system:

- Increased accessibility to information and tendering opportunities in government to potential national and international providers. All tender opportunities will be posted on the system and will be accessible anywhere any time.

- Dematerialization. With e-GP information being in soft copy, there will be reduction of archival and storage costs, paper consumption and reduced need to use hard copies due to use of email. Thus providing environmental and financial benefits in form of reduced transaction costs.

- Increased promotion of domestic businesses and therefore a chance for hitherto marginalized groups like women and SMEs to participate in government business. This is because all processes will be performed electronically including e-advertisement, invitation for tenders, REOIs (Request for expression of interests), RFPs (Request for proposals), downloading of tender documents, submission of bids, bid opening, evaluation, draft contract review, and publishing the award of contract. Additionally, contractors will be able to submit their bids electronically from their own premises.

- The e-GP system is majorly template-driven and all the templates are available on the system. This makes all transactions standardized and traceable. Additionally, there are reduced errors in process and documentation for buyers which will improve on their capacity to prepare competitive bids.

- The e-GP system will strengthen accountability by enhancing transparency and improved access to management and audit information from a central source on different aspects. The data collected in the e-GP system will assist with mandatory reporting obligations, audit and accountability requirements, as well as internal reporting.
Will the e-GP system be accessible by the public?

Yes, this is a public system and will be accessed by the public and whoever is interested in government procurement and disposal. The e-GP system is an internet-based system that requires all users to have access to internet services.

The general public shall get access to all the public information such as:

- Annual procurement plans
- Invitation to Bids
- Best Evaluated Bids,
- Contract award details,
- Contract completion reports,
- Debarment/blacklisting/suspension lists,
- Procurement performance statistical and analytical reports, and other information of public interest published by PPDA and PDEs
WHO WILL BE USING THE e-GP SYSTEM?

Government of Uganda is adopting an incremental approach to the implementation of the e-GP system. Initially, the e-GP system will be piloted in Eleven (11) Procuring and Disposing Entities (PDEs) and in the next five years, the system will be deployed to all Government institutions. Currently (financial year 2021/2022) the following entities will be piloting the e-GP system:

- Jinja District Local Government (JDLG);
- Kampala Capital City Authority (KCCA);
- Ministry of Finance Planning and Economic Development (MoFPED);
- Ministry of Water & Environment (MoWE);
- Mpigi District Local Government (MDLG);
- National Information and Technology Authority of Uganda (NITA-U);
- National Social Security Fund (NSSF);
- Public Procurement and Disposal of Public Assets Authority (PPDA);
- Ministry of Information Communication Technology and National Guidance (MoICT&NG)
- Uganda Institute of Information Communication Technology
- Uganda Civil Aviation Authority (UCAA)
WHAT FUNCTIONS WILL THE e-GP SYSTEM AUTOMATE?

The e-GP system will automate the internal and external processes associated with the procurement process. All approvals and sign offs required have been catered for in the system; -

- Procurement planning
- Initiation / Requisitioning
- Confirmation of funding
- Solicitation / Bidding
- Evaluation of submitted bids
- Publishing of the Notice of the best evaluated bidder
- Contract award and signing
- Contract execution and Management
- Creation of Framework agreements and issuing of call off orders
- Disposal plans, requisitions and all methods
How will the roles and responsibilities of the various key stakeholders in the procurement process be incorporated in the system?

The diagram below illustrates various system roles that are supported by the e-GP system.
Will the e-GP system integrate with other existing government systems?

The e-GP system seamlessly integrates with existing e-Government IT systems such as the Integrated Financial Management System (IFMS) for, amongst others, autogeneration of the local purchase order, goods received note, invoicing and the payment of suppliers. The e-GP system also integrates with other National systems such as URSB for Business registration and company validation, as well as URA for TIN and Tax Clearance certificate validation to mention but a few. The system is implemented in accordance with the provision of the National Information Security Framework of Uganda. It will be inter-operable with existing and future systems in compliance with the Interoperability Framework issued by NITA-U. To facilitate interoperability with other legacy systems, an e-Government Interoperability Framework (e-GIF) will be adopted.
Who will finance the e-GP system implementation?

Government of Uganda through the Ministry of Information Communications Technology and National Guidance (MoICT&NG) will finance the initial cost of development and deployment of the system while the Ministry of Finance, Planning & Economic Development will meet the recurring costs of post development and related implementation costs.

How will users get help in case they encounter problems when using the e-GP system?

The system has an inbuilt user interface self-help (on-line help desk) tool where quick reference guides for both providers and PDEs are available to download. Users can access voice over materials, YouTube tutorials which are available on the system for self-help. However users can email issues to servicedesk@egp.go.ug or log queries by telephone on 0414707483. In addition, each government site will have support staff attached to it to provide business functional support as well as IT administrators for infrastructure and technological support.
The e-GP system has been developed based on the National Information Technology Authority (NITA-U) ICT security framework that covers various security features related to information systems. Some of these features have been embedded into the e-GP system and they include firewalls, backups, password controls, security certificates, and encryptions. This not only guarantees secure access of the e-GP outside or within your office premises but also ensures that all the information and documents uploaded on the system are safe from any malicious cyber-attacks.

The e-GP system is web based and can be accessed from anywhere as long as a user has internet connection.

How will the e-GP system guarantee confidentiality of user information?

The e-GP system will:
- Ensure that only authorized users will be allowed to access given data and information.
- Implement application access controls like passwords, idle sessions timeout, elaborate regularly reviewed security policies where users are encouraged to enforce periodic change of user password, password history and password complexity.
- Enforce role-based access levels depending on responsibility assignments.
- Ensure structured, audited access and authorization procedures.
- Encryption of providers’ bid documents from the time of submission up to the bid opening date and time.

Can the e-GP system be securely accessed outside the PDE’s office?

The e-GP system has been developed based on the National Information Technology Authority (NITA-U) ICT security framework that covers various security features related to information systems. Some of these features have been embedded into the e-GP system and they include firewalls, backups, password controls, security certificates, and encryptions. This not only guarantees secure access of the e-GP outside or within your office premises but also ensures that all the information and documents uploaded on the system are safe from any malicious cyber-attacks. The e-GP system is web based and can be accessed from anywhere as long as a user has internet connection.
What training will be provided as part of the e-GP system implementation?

Each site Prior to training of each site, a Training Needs Assessment (TNA) will be conducted as part of the implementation. The TNA will cater for all the unique requirements that the sites have. The e-GP system will provide the following training; -
- System functional training for users in respective modules.
- Technical training for PDE staff
- Training of support staff into super users to provide first level support.
- Training of Providers/the private sector

How will the e-GP system trainings be conducted?

The basic skill required of any user is the ability to use a computer. Government of Uganda has a fully equipped in-house training facility for training users. Trainings will be conducted either physically or using secure online medium. The participants will be notified of the suitable training method selected for a given session. In this regard some staff members from the PDEs will be trained as trainers so that they can train other users at their institutions.

Have any stakeholders been engaged?

A robust Public Relations and Communications Strategy for e-GP was developed aimed at promoting e-GP as an efficient, transparent and secure system that will deliver value for money and foster effective service delivery. This seeks to help the Government of Uganda to bring on board all stakeholders to smoothly adopt the changes to business processes resulting from the implementation of the e-GP system. The PR and Communications Strategy for e-GP focuses on the following objectives:
- To increase awareness of e-GP including its benefits
- To improve understanding and knowledge of the e-GP system
- To promote stakeholder buy-in and support for e-GP
- To build stakeholder confidence in the e-GP system
- To implement change communication initiatives during the set-up, roll-out and consolidation of the e-GP system
How will bidders benefit from enrolling on the e-GP system?

The benefits are compelling in terms of transactional efficiency, savings, standardization of the procurement practices, and price reductions, increased market access, ease of bidding, document transfers, process re-engineering, promotion of domestic businesses in government buying, and many downstream effects in improving the investment climate. Summary of benefits is below;
**The current procurement systems are working for us, why are they being replaced with the e-GP system?**

The current procurement systems, for example GPP, IFMS, ROP, are semi-automated, largely paper-based with no control and majorly stand-alone. They only handle a few components of the procurement process and don’t provide sufficient information for decision making, management, and control. The e-GP system has been designed to include these other sub-systems and is meant to improve the current systems to enhance efficiency in business processes and will integrate with existing procurement systems.

**Will the e-GP system replace all existing procurement systems?**

The existing procurement systems, for example GPP, IFMS, ROP, are specific, and only handle few components of the procurement process. In fact, the e-GP system will interface with a number of systems existing at PDEs as well as other government systems such as IFMS, for budgeting, releases, and financial information, GPP for reporting functionality, and ROP for registration of providers.
Is the time frame for the procurement processes going to change or they will remain the same according to the law since we are going electronic?

The e-GP system is intended to enhance efficiency and will enforce compliance with the set timelines in accordance with the PPDA, Act 2003.

How does the system determine the procurement method?

The system is designed with set thresholds and timelines in accordance with the PPDA Act, 2003. When a user raises a requisition with an estimated amount, the system automatically populates a suitable procurement method which can be changed during solicitation processing but with a mandatory justification. The method can only be changed during bid preparation but upon submission to contracts committee for approval, the method cannot be changed at this stage.
How is the system going to handle the donor funded procurements?
The provision for obtaining "no objection" from foreign funders will be on the system.

How is the EGP System going to link the procurement plan with the budget?
The EGP system will be integrated with Programme Budgeting System (PBS) and this will help users to come up with procurement plans using the budget on the system.

What happens if there is internet glitch at a national level?
The PDEs will communicate to the providers any available alternatives means.
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<th>Contact Information</th>
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