

INCREASING TRANSPARENCY AND EFFICIENCY OF SIMPLE PROCUREMENT

ABOUT THE CITY

Karlovac has traffic and economic significance because of its location. The city works hard to create optimal conditions and possibilities for the growth of a strong and stable economy. In meantime, social responsibility based on sustainable development and energy efficient principles takes priority.

One of the crucial steps in achieving its goals is the digitalization of simple procurement. It builds the credibility, better social values, and ecological principles needed for strong and efficient local self-government.

Population: 55,705

Number of employees: 140

Annual value of simple procurement:
11.209.064,62 kn

Number of users: 57

MODULS



E-REQUESTION



TENDERS



E-PROCEEDINGS

SIMPLE PROCUREMENT PROCEDURE



Previously, the procedure was based on a call for bids, with bids received by mail or direct delivery to the office in sealed envelopes that were opened by members of the expert procurement committee at the end of the bid submission deadline.

The most common disadvantages of such a system are:



- maintenance of paper documents and manual evaluation of bids are issues that cost time and money.
- increased risk of error when evaluating bids
- handling communication over many channels frequently leads to misunderstandings
- long project process starting with the request form, bids, contracts, and/or purchase orders

THE CITY OF KARLOVAC CONDUCTS AN AVERAGE OF FIFTY SIMPLE PURCHASES PER YEAR. THE ESTIMATED VALUE OF THE SIMPLE PROCUREMENT IN THE PAST 2021 YEAR WAS: HRK 7,150,620.00 EXCLUDING VAT.



IMPLEMENTATION OF THE DIGITAL PROCUREMENT SYSTEM

CHALLENGES

We were concerned that our current business entities would be stressed with the new approach to business. We were confident in the system, particularly with the customer support that was always available to us.

We had no previous knowledge of e-procurement, but the Ensolva team assured to explain how the software works in as much information as possible through training, so the transition was quick and efficient. Even after two years, they are always available to help and explain.

GOALS

We wanted to speed up the procedure and reduce costs, so we acquired procurement software. We saw information availability based on the principle of "now and immediately" as an ideal time saver. Electronic procurement reduces enormous amounts of paper, which means that the City of Karlovac strives for environmental awareness.

Transparency. Transparency is a key benefit of Ensolva. The entire procurement process, starting with the creation of the request, all the way to the assignment of the work and the creation of the contract, is completely transparent.

PROCESS

Considering that it is a Cloud application, everything went fast. The experience of the team probably had an effect on it. In 5 days, the system was ready for our needs, and training sessions were held. Support was readily available, and communication flowed easily during implementation.

Our employees have accepted Ensolva and this way of working even before the implementation itself. After extensive discussion, we came to the consensus that e-procurement will be more beneficial to us than problematic. We were prepared to adjust to the situation and learn something new that we had never done before.

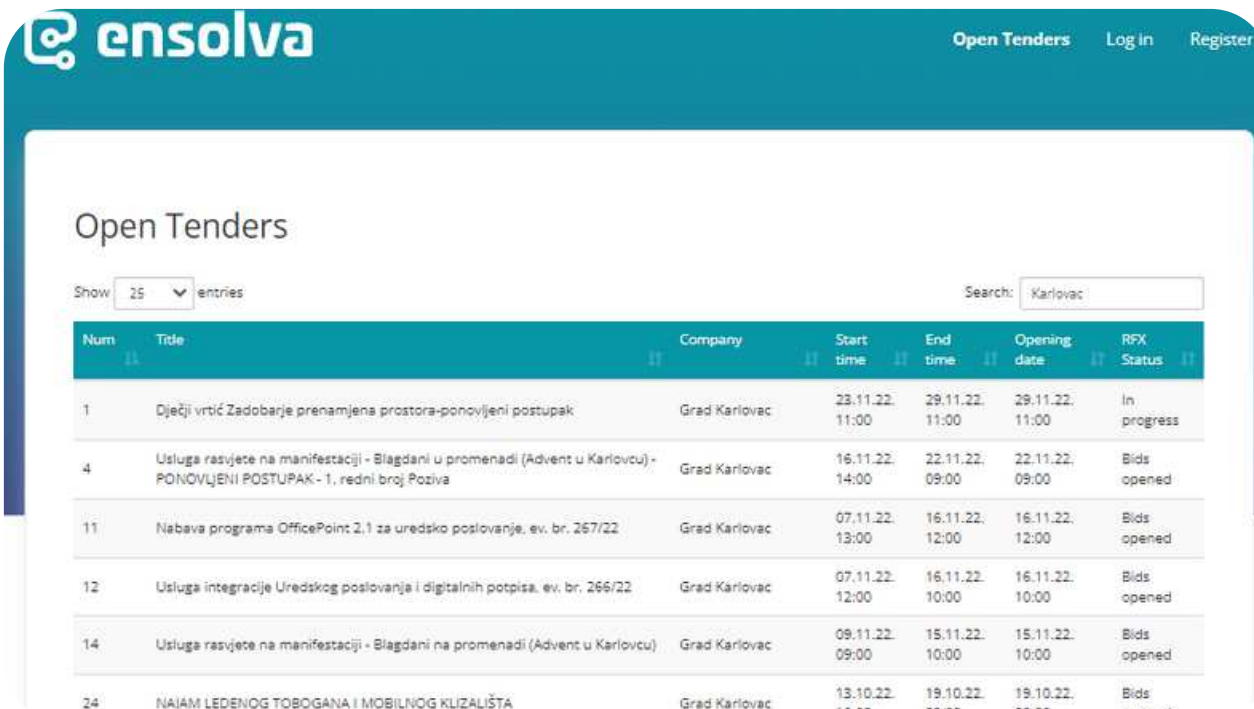
IMPLEMENTED MODULES

Requests submitted via web form allowed us to **save** time entering, approving, and implementing procedures, as well as reduce the amount of administration. With a single click, the superior returns the existing request form for editing, eliminating the need for multi-hand rewriting. After correcting or completing the request form, the requester sends it to his superior, who, if everything is in order, approves the request form with a single click on the "Approve" button. A procurement procedure is developed based on the approved procurement request.

Tenders based on requisitions are error-free because the system automatically copies data from the requisition to the call for suppliers. Simple procurement is a process that involves a large number of people and a series of activities that are governed by simple procurement's internal rules.

The implementation of the procurement scenario and the creation of proceedings is completely customized to the requirements of the City of Karlovac, which is another significant advantage of Ensolva.

Open tenders: City of Karlovac - Simple procurement tenders



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Num	Title	Company	Start time	End time	Opening date	RFX Status
1	Dječji vrtić Zadobarje prenamjena prostora-ponovljeni postupak	Grad Karlovac	23.11.22. 11:00	29.11.22. 11:00	29.11.22. 11:00	In progress
4	Usluga rasvjete na manifestaciji - Blagdani u promenadi (Advent u Karlovcu) - PDNOVLJENI POSTUPAK - 1. redni broj Poziva	Grad Karlovac	16.11.22. 14:00	22.11.22. 09:00	22.11.22. 09:00	Bids opened
11	Nabava programa OfficePoint 2.1 za uredsko poslovanje, ev. br. 267/22	Grad Karlovac	07.11.22. 13:00	16.11.22. 12:00	16.11.22. 12:00	Bids opened
12	Usluga integracije Uredskog poslovanja i digitalnih potpisa, ev. br. 266/22	Grad Karlovac	07.11.22. 12:00	16.11.22. 10:00	16.11.22. 10:00	Bids opened
14	Usluga rasvjete na manifestaciji - Blagdani na promenadi (Advent u Karlovcu)	Grad Karlovac	09.11.22. 09:00	15.11.22. 10:00	15.11.22. 10:00	Bids opened
24	NAJAM LEDENOG TOBOGANANA I MOBILNOG KLIZALIŠTA	Grad Karlovac	13.10.22. 10:00	19.10.22. 09:00	19.10.22. 09:00	Bids opened

5 BENEFITS OF PROCUREMENT DIGITALIZATION

90% FASTER INFORMATION SEARCH

The availability of information in one place speeds up the search and saves the time of employees

100% OF TRANSPARENCY

The system chronologically records all activities in the procurement process, and gives suppliers equal opportunities.

50% FASTER COMMUNICATION

Communication is saved in one place.

100% OF PAPER USE REDUCTION

Ensolva entirely eliminates the requirement for paper-based document printing.

70% FASTER REQUISITION REALIZATION

The request form approval procedure was greatly expedited by going digital.

ENSOLVA – ADDED VALUE TO SIMPLE PROCUREMENT

The application's ease of use is the **primary benefit of Ensolva** in terms of business entity satisfaction. The registration form contains basic company information, the tender offer can be submitted with two clicks, and communication between the customer and the business entity is quick, simple to implement, and stored in one location.



"The implementation of Ensolva was a key strategic decision to increase the efficiency and transparency of the entire procurement process. We process and prepare a large number of requests with Ensolva during the implementation of simple procurement procedures that do not require the physical presence of employees."

IRENA GRČIĆ, Head of Public Procurement Office

Due to the COVID crisis, there was an increased need for process digitization in order to perform tasks without physical presence at the workplace. We have facilitated the actions that were previously handled physically by digitalising simple procurement: receiving bids in paper form by the office, signing minutes on the opening and review and evaluation of bids by members of the procurement expert committee, signing Decisions on the initiation of procurement and decisions on selection/cancellation.

Ensolva has increased our employees' productivity.

The time required to complete the task is significantly reduced, all documents are in one location, and procurement can be approved with a single click via email or mobile device, which does not require the employee's physical presence.