

The logo for TotalSoft, featuring the word "TotalSoft" in a bold, sans-serif font. The "Total" is in black and the "Soft" is in blue. A blue swoosh or underline element starts under the "Total" and loops around the "Soft".

# TotalSoft

*Software solutions for a world in motion*

*SEAP - Electronic System for Public  
Procurement*



*18 October 2007*

# TotalSoft - initiative!

## WE DARED TO:

... develop the first  
Romanian ERP  
system

... bring the project  
management concept  
in Romania

... develop medical  
software solutions

... develop complex e-  
business solutions



## AT PREZENT:

... the system is used in 9 European  
countries: Romania, Poland, Greece,  
Bulgaria, Albania, Serbia, Russia, Czech  
Republic, Hungary

... Primavera is used by more than  
550 companies and has more than  
5000 certified trained users

... Medcover, the largest chain of  
private clinics & laboratories in  
CEE uses our solutions

... Romanian public institutions as  
well as private companies like Deutsche  
Telekom, BMW, Siemens AG use our  
e-procurement solutions

- 12 years of continuous presence on the Romanian and international markets; over 280 employees
- total Revenues for the first semester of 2007 reached 9 million Euros, registering a 55% growth rate comparing to the similar period of 2006
- regional software supplier with implementations in Greece, Poland, Bulgaria, Serbia, Albania, Moldova
- over 1,000 clients private and public customers
- Primavera Sole Authorized Representative for Romania, Bulgaria, Serbia and Hungary (the Romanian market share exceeds 85%)
- Microsoft Certified Gold Partner
- Oracle Partner Network
- we were the second Romanian software company to become ISO 9001-2001 certified





- TotalSoft has created [www.e-licitatie.ro](http://www.e-licitatie.ro) , the first government project in the field of electronic acquisitions, which helped award 470,000 tenders, thus saving over 170,000,000 Euro
- between 2002-2006 through [www.e-licitatie](http://www.e-licitatie.ro), the largest application in the field of electronic acquisitions at european level, aprox. 1,000,000 bids were concluded with a winner



## PUBLIC PROCUREMENT HISTORY IN ROMANIA

- Pilot project e-Market
  - the first governmental e-procurement solution for the Romanian public institutions was developed and implemented by TotalSoft;
  - was launched in March 2002 and used till June 2006;
- SEAP 2006
  - starting with May 2006, due to the alignment of the Romanian procurement legislation to the European Union one (Directives 2004/17/EC and 2004/18/EC), a new project was initiated
  - the current functionalities provided by the system are based on the EU legislation;
  - was launched in September 2006.



## SEAP 2006 – SERVICES PROVIDED BY TOTALSOFT

- Business Analysis and Specification Of Software Requirements;
- Business Consultancy and business flow proposal;
- Technical Specifications;
- Application design (application layers and database model)
- Software development;
- Project management;
- Software delivery and installation;
- User guides and online help;
- Training and support;
- Testing (test cases, testing, assist for functional tests done by the client);
- Roll-out;
- Monitoring the production system;



## SEAP 2006 – TYPE OF ACTORS

- Contracting Authorities (public institutions);
- Suppliers (any company);
- System's administrators;
- ANRMAP (National Authority For Regulating and Monitoring Public Procurement) ;
- The General public;

Only Contracting Authorities can initiate an auction in the system.

## SEAP 2006 – NOTICES MANAGEMENT MODULE

- Online Notices – prior information notices, contract notices, contract award notices, design contest notices, result of design contests, public work and services concessions;
- All types of notices are defined in the complex OJEU format;
- Starting from 01<sup>st</sup> of January 2007 SEAP is OJ SENDER – all types of notices can be sent to OJEU from the system (EU Official Journal);
- All necessary tests for SEAP recognition as OJ sender were past in a short period of time;

## SEAP 2006 – PROVIDED PROCEDURE TYPES

### Request For Quotation

- based on standard goods, works and services;
- award criteria: lowest price or the most advantage technical-economical offer;
- the offer can be improved during the bidding phase;
- the price offer is encrypted at bidding time and decrypted only when the evaluation is finished;
- manage the questions related to this procedure;
- upload the award documentation at acquisition launch moment (this can be downloaded by all the suppliers);
- upload document for: define criteria, answer to a criteria, put a question, answer to a question, clarification documents;
- publish the invitation at procedure launching;

## SEAP 2006 – PROVIDED PROCEDURE TYPES

- Direct Acquisition based on Catalog Products;
- Electronic Auction as final phase for online or offline acquisitions:
  - dynamic bidding for price offer;
  - dynamic bidding for price and others elements from technical economical offer;

All phases of an acquisition procedure initiated in the system are done using electronic means.

The system allows the printing of an acquisition summary (definition, bidding, evaluation, awarding – winner, winning price or offer).

## SEAP 2006 – TECHNICAL HIGHLIGHTS

- High level architecture model design on the concept “no single point of failure”;
- Multilanguage support;
- Network load balancing for high availability and scalability;
- SQL Server 2000 Enterprise, two nodes cluster;
- Layered architecture;
- Microsoft .Net Framework 2.0 (C#, ASP.Net);
- Microsoft Reporting Services 2005;



## SEAP 2006 – SECURITY

- The application offers a very high level of data security by using authentication based on digital certificates and SSL 128bits connection;
- Secured user authentication based on digital certificates, username and password;
- Data integrity verification is provided to the user, in order to avoid data changes made directly into the database by a system administrator;
- Advanced activity tracking mechanism;
- Anti-robot protection, protection to multiple post-back;
- Role based security;

# Training types targets

- Client's users
- Administrator/IT training
- End-users

## Training issues

- Client's users
  - Resistance to change
  - Lack of the overview of the entire system
  - Mapping between requirements and implemented features
  - Usage of the system
- Administrator/IT training
  - Complexity of the system
  - Split of responsibility between customer and provider

# Training issues

- End-users
  - Lack of legislation knowledge
  - Lack of IT skills
  - Need of help desk assistance
  - Thousands of users

## Issues

- Resistance to change;
- Lack of the overview of the entire system;
- Mapping between requirements and implemented features;
- Usage of the system

## Solutions

- Involvement of client from the analysis, development and test phases prior to the formal training sessions
- Continuous feedback during the development
- Explanations on how each feature addresses the requirements

## Issues

- Complexity of the system
- Split of responsibility between customer and provider

## Solutions

- Responsibility in accordance to the existing competences of the customers
- Web-based tool to manage bugs and change requests

## Issues

- End-users
- Legislation knowledge
- Lack of IT skills
- Need of help desk assistance
- Thousands of users

## Solutions

- Take benefits of the client's legislation knowledge
- Empower the client to provide training sessions for the end user
- Context sensitive help
- Downloadable user's training



**TotalSoft**

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