

# Application

## Preliminary Question

In which language are you submitting the application (check one)?

Please note that each country has the option of either submitting an application in English, or in their native language if they are unable to pay for translation into English. For applications submitted in the native language, OGP will pay for the translation into English before passing on to the judges.

English  
 Native language (please mention )

If you are submitting in your native language and it is non-Latin based language, you will have the option of uploading a PDF file at the end of this application. Please follow the questions and word limits mentioned in the application template.

## A. THE TEAM

The following information is required to capture a basic understanding of those responsible for your initiative and any partnerships that have helped you to meet your goals.

### INITIATIVE NAME (required)

Provide the name of the initiative that your team is submitting for consideration of the 2015 Open Government Awards. If the initiative is operating under one or more alternate name(s), provide the name that is most commonly recognized.

Tunisia on-line E-Procurement System (TUNEPS)

### THE NOMINATION (required)

Begin by describing how this initiative was selected. For example, mention any nomination or consultation process held with civil society partners or others when selecting the initiative.

[100 words]

The initiative has been nominated by adopting a participatory approach embodied in the following steps:

- 1- An e-mail sent for the representatives of civil society and public structures involved in the implementation of the OGP-National action plan in order to obtain their proposals about systems or initiatives that could be nominated for this award.
- 2- Compilation of proposals received from the representatives of civil society and public structures involved via e-mail.
- 3- Presentation of the initiatives proposed to the members of the committee responsible for the follow up of the OGP-National Action .
- 4- Most of the committee members nominated "TUNEPS".

Is this initiative included in your country's OGP National Action Plan?

(Applicants can choose initiatives from within OR outside their OGP National Action Plans)

Yes  No

### GOVERNMENT POINT OF CONTACT (required)

Provide the name, title, phone number(s), email address(es) and mailing address of a single point of contact for the purposes of communicating with your team. The person should be the senior most individual responsible for overseeing the application requirements.

Please also provide the name and professional title of the government official responsible for implementing the initiative, if different from above.

The Single point of contact: Khaled Sellami, Director General at e-Government Unit-Presidency of the Government Tunisia/OGP contact point Tunisia/Tel: +21671563021/Fax: +21671562428/Email: khaled.sellam@pm.gov.tn

the Government official responsible for implementing the initiative: Khaled El Arbi, Head of the Higher Authority of Public Procurement\_Presidency of the Government Tunisia/Tel: +21671566572/Fax: 71566458/Email: khaled.elarbi@pm.gov.tn

### TYPE OF APPLICATION (required)

We strongly encourage applicants to submit a joint application from a government agency and a civil society organization. Only submit a joint application if a civil society organization was involved in either designing, implementing or monitoring the initiative jointly with the government.

Is this a joint application?

Yes  No

If yes, please fill out the "civil society point of contact" field below.

### CIVIL SOCIETY POINT OF CONTACT

Please provide the name and title of a single point of contact at the organization. By providing these details you acknowledge that you are jointly applying with a civil society organization for the 2015 Open Government Awards.

AbdelHamid Jamouni, member of the "tunisian eGovernment society" association, member of Open Gov tn network and member of the OGP steering committee.

ahamidjr@gmail.com

### OTHER PARTNERSHIPS (optional)

If you are partnering with one or more other government agencies, private sector entities, media etc., please list each partner. In 250 words or less, provide a brief narrative of the partnership and the role each partner plays in your initiative.

## B. THE INITIATIVE

The Open Government Partnership (OGP) is prepared to celebrate a range of successful applicants for the Open Government Awards. This year's theme is Improving Public Services through Open Government. Please visit here for more clarification on the theme. To qualify for recognition, we need to understand the various elements of success of your initiative and its sustainability over time. Please answer the following questions:

### PROBLEM DEFINITION (required)

In 200 words or less, please identify the specific problem your initiative intended to solve. Why was this problem important to solve at a particular time and what were the challenges posed by your national (or local) economic or political context?

Our initiative was designed within the framework of the electronic government program in order to try to solve two main problems: corruption and heavy procedure in public procurement.

It goes without saying that corruption is an obstacle to economic and human development. It generates social inequality and led to the revoluton of 2011. Heavy procedure contributes also to the extension of corruption by maintaining risks of different temptations and human intervention. public procurement heavy e-procedure caused also delays in the execution of public projects.

Actually, the Tunisian e-procurement system improves transparency by providing access for all citizens to the tender results. In order to lighten procedure, the system provides equal opportunities for suppliers by a single-window access.

The major challenges the initiative faced were the resistance to change, the multiplicity of parties involved in the implementation and the political and social context which dictates to the government other priorities.

### INITIATIVE DESIGN (required)

In 250 words or less, describe your initiative's goals and objectives. How did it aim to improve public service delivery, who was it intended to benefit (specify the target population), and why was it important to use open government approaches to achieve this goal? If your initiative was designed to improve access or services for disadvantaged or marginalized groups, provide details on this here. Describe any innovations in the design of the initiative.

The initiative aims to:

- streamline procedure
- minimise human's intervention
- save money by decreasing the transaction costs
- provide real-time results and information

The objectives set by the e-procurement unit can be summarized as follow:

- to end the test phase and generalise the system's use
- to make e-payment possible on the system
- to move to the step of zero paper

The e-procurement system does improve public service delivery by avoiding to suppliers to go to several administrations to obtain required documents thanks to external linkage. They can do it from their offices at any time (24 hours/day)and save paper, time and money.

The target population is composed mainly of the suppliers and the public purchasers. At the same time, the system can be useful for civil society, media, citizens and researchers to have real-time data.

This initiative was thought in an open-gov approach because it makes administrative information about the use of public funds available to all internet users. This information can be used for example by the civil society to make proposals to improve the government action. Also, the services provided by the system bring changes to the administration and companies' work.

This initiative improves the access of small and medium enterprises in the distant towns to the public procurement.

### INITIATIVE OUTCOMES (required)

In 450 words or less, explain how your initiative was able to demonstrate one or more of the following results:

Citizens have better access to information on the public services to which they are entitled, and/or information on the performance of public service providers  
 Governments are better at asking for and responding to feedback or complaints by citizens on the quality of public services  
 Citizens have ways to actively participate in the design and delivery of public services  
 Citizens have mechanisms to monitor and oversee public works and services

Initiatives should also provide evidence if the initiative was able to expand access to public services to a larger population than before or if the quality and efficiency of public services has improved.

If there are any baseline indicators to measure the outcomes of the initiative, please describe them in detail. If the initiative was included in the OGP Action Plan, please describe how this did (or did not) contribute to the initiative's success.

In ordinary public procurement procedure, the only parties having access to the assessment results are the candidates to the tender. Now results are available on Tuneups to all citizens. The system allows them also to ask questions about subscription and submission on line. The system permits also to the public purchaser real-time generalisation of additional clarifications to all candidates. Tuneups provides informations about the number of tenders issued by every public purchaser. Besides, a call center is available to receive complaints and clarification requests of the system's users. Call center operators provide assistance to users and develop statistics from the users call which help the unit improve the platform and take proper decisions. Moreover, Tuneups allows citizens to know about the new public infrastructure works.

From may 2014, Tuneups is being piloted and concerns the tenders of 17 public purchasers. 119 tenders are published via Tuneups and 44 contracts are signed. The unit Tuneups provides also training for the system's users: 29 training sessions were provided for 1190 beneficiaries.

### INITIATIVE SUSTAINABILITY (required)

In 200 words or less, please describe any plans for scaling up or sustaining the initiative. Base your description of the strategy on the information provided in the previous sections, such as how you intend to leverage your current success and increase your reach or capacity. Address any threats or operational challenges to your initiative and describe how you manage those risks on a regular basis.

Currently, we are seeking for the generalisation of the use of the e-procurement system two years later. A great effort of popularization is to be done. That's why The unit developed a communication plan. This plan is executed in association with media and civil society. The target population of this action are public purchasers and suppliers. This action aims to sensitise purchasers and suppliers about the importance of using the platform, train them the way to use it and make them contribute to the assessment and the improvement of Tuneups.

This action consists in making regional popularisation visits throughout the country. The number of these visits progressively increases as the number of purchasers and suppliers increases. It consists also in making media statements in order to make people know about Tuneups.

The unit has also scheduled to hire new staff and improve the system so as it can face the increase of the users and tenders' number. Moreover, ingeneers from the unit are developping new solutions to improve the services provided by the system such as developping new external links with banks and other administrations to move to the zero paper step.

### VALIDATION OF CLAIMS (required)

While it is strongly encouraged that each initiative includes an implementing partner, such as a Civil Society Organization, private sector agency, media entity, etc., it is not a requirement. However, you are required to secure and upload documents from at least two credible nongovernmental actors, who can attest to the veracity of the claims made in your application.

You are only allowed to upload one file. If you have multiple documents, please zip them into a single file first. The file types that are allowed to be uploaded have an extension of .ZIP, .PDF, .DOC, .DOCX, .XLS or .XLSX.

Tunisia letters of validation.zip

## C. THE PITCH

The following information allows each applicant to make their strongest (and final) case for consideration.

### BEST CASE (required)

In 250 words or less, please present the most compelling facts for why your initiative should be recognized. This is an opportunity to distinguish your initiative, based on any factors that you have not had the opportunity to describe in the previous sections. What is your best argument for why your initiative has achieved a meaningful outcome? What elements of the initiative make it different and better than others that have been tried and tested? Be creative and concise.

TUNEPS is a project inserted in the whole e-gov project. many specificities are characterising the TUNEPS:

- it's a pionner project in the african continent
- it's based on PKI system as a guarantee for security and safety of transactions
- it's a system that takes in consideration the whole public procurement procedures wich is not the case of other international systems
- it's a scalable system
- it's up to date with international standards of transparency, efficiency, and good governance
- it presents to all users of internet a standard classification of goods and services as it concerns also small ublic procurement
- it provides a national, unique, virtual market place
- it modernises management methods either within public administration and companies using the platform.

It establishes a positive and sustainable relationship based trust. Trust is due to the users' authentication and to real-time help provided via the platform and the call center. If further help is needed, Tuneups Unit receives the users in its premises.

### VIDEO SUBMISSION or ADDITIONAL DOCUMENTS (optional)

OGP does not offer a venue for applicants to meet our judges during the application process. In order to provide the opportunity for making a personal connection, you are encouraged to upload a short video to complement your application. You may also depict an individual participant in your initiative and describe his or her experience. We do not need to know actual names or personal details. Take this opportunity to tell a story, to connect with our panel of experts, so that they might better understand your attention to specific needs.

Video submissions should follow these guidelines:

Maximum length of 3-4 minutes.

Please focus on personal presentations; it's not necessary to develop a sophisticated or polished video.

Here are some logistical and technical suggestions:

Video cameras, digital cameras, and phones are easy ways to record a video.

Laptop and desktop computers can typically record video through Skype or other software.

If possible, set to a low resolution to reduce file size. This will enable an easier video uploading process.

If you are having difficulty uploading the video file, try logging out of the application and logging back in using another Internet browser.

Here are general suggestions for delivering a high-quality video pitch:

Introduce yourself and your initiative. Focus on describing your intended benefits and/or services and how they have been effective. What is unique about your initiative, partners, or technical approach? Keep your description and language simple.

### \* NOTE

If the burden of developing a video presentation is either prohibitive or might not reflect the best characterization of your initiative, then you are not required to submit one, and the judges are instructed not to discount your application because it may not include a video. You may upload additional documents instead, such as proof of implementation and results if you wish. This could take the form of evaluation or audit reports, citizen surveys, media reports etc. that would provide additional validation for judges. We hope that this option offers a new and inventive way in which you can best express the results of your work.

You are only allowed to upload one file with a maximum of 3 pages. This file must be in English or in your native language. If you have multiple documents, please zip them into a single file first. The file types that are allowed to be uploaded have an extension of .ZIP, .PDF, .DOC, .DOCX, .XLS or .XLSX.

### Full Submission Of non-Latin Based Native Language

If your language is Latin based, DO NOT use this upload field. Please use the application above.

You are only allowed to upload one file with an extension of .PDF