



ePractice

## eProcurement Forum

Report on the

*Electronic Public Procurement in  
South-East Europe*

Workshop

Athens, 26<sup>th</sup> February 2009

organized in cooperation with:



Author: Dr. Christos Georgousopoulos (INTRASOFT International S.A.)

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## Introduction

ELLECTRA-WeB<sup>1</sup> IST project (#045153) co-funded by the European Commission in collaboration with eProcurement Forum of ePractice.eu portal organised an International Workshop on “Electronic Public Procurement in South-East Europe”. The workshop was held on the 26<sup>th</sup> of March 2009 and took place in the capital city of Greece at Athens Information Technology<sup>2</sup> (AIT) premises.

The workshop sought to explore the strategic role of electronic Public Procurement (ePP) and highlight its importance for the broader European region. Public procurement is one of the major economic activities of the government and constitutes a vital sector of the economy not only at a national but also at a European level as it accounts for 16.3% of the Community GDP. Consequently, its procedural harmonisation realized via legislative frameworks, directives and IDABC guidelines, and its internet mediated conduct, foster competition and transparency while increase control over public spending via an efficient acquisition process, delivering this way quality and value to the involved stakeholders.



**Figure 1:** Workshop auditorium

The workshop was attended by 72 participants from 14 European countries and was divided into four sessions, as described on the following page.

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<sup>1</sup> ELLECTRA-WeB stands for “European Electronic Public Procurement Application Framework in the Western Balkans Region”, <http://www.ellectra-web.eu>

<sup>2</sup> Center of excellence for research and graduate education, <http://www.ait.gr>

- ❖ **Session 1: Electronic Public Procurement Policy Issues**
  - European dimension of public procurement
  - The eProcurement Forum at ePractice
  - Interoperability Standardisation in Electronic Financial Services: European and National Perspectives
- ❖ **Session 2: Electronic Public Procurement Practices**
  - Borderless eProcurement: PEPPOL, the 'Pan-European Public Procurement On Line' project
  - eProcurement in Cyprus
  - e-Bourgogne: Regional shared eGovernment, Regional eProcurement platform
  - eProcurement: eGovernment Application with an Impact
  - eProcurement in Turkey: legal and institutional frameworks and PPNMS case
  - The Italian Public eProcurement System: Consip's Best Practice
  - Healthcare eProcurement Challenges for Efficiency & Trust enabled eProcurement System
- ❖ **Session 3: Open Source Electronic Public Procurement Practices**
  - The Public Procurement environment in the Western Balkans
  - ELLECTRA-WeB: European Electronic Public Procurement Application Framework in the Western Balkans Region - Presentation & Demonstration
- ❖ **Session 4: Industry Panel Discussion**
  - Themes: the industrial perspective of public eProcurement, the Future of European eProcurement.
  - Participating companies:
    - INTRASOFT International S.A.
    - PLANET S.A.
    - SAP HELLAS & CYPRUS
    - GNOME Informatics S.A.
    - ORACLE HELLAS S.A.

PPT slides of all sessions can be accessed via ePractice at the workshop page: <http://www.epractice.eu/en/workshops/electronicp>. The presentations are also available at the main webpage of the official website of ELLECTRA-WeB project (<http://www.ellectra-web.eu>), along with a number of photos taken during the event.

Further details about each presentation are provided in the section below.

# 1 Welcome and workshop introduction



**Figure 2:** Dr. Antonis Ramfos - INTRASOFT International S.A.

The attendants have been welcomed by Dr. Antonis Ramfos, principal of Research & Innovation Development department of INTRASOFT International S.A. at Athens Information Technology (AIT) premises to which the event took place.

Dr. Antonis Ramfos gave an introductory speech on the importance of Public Procurement within European region and discussed the efforts made by European Commission towards the realisation of an electronic swift. He also pointed out the importance of public procurement as a vital sector of the economy both at a national and European level.

After his speech the floor was given to Dr. Xenia Ziouvelou from AIT, who moderated the first three main sessions of the workshop. Dr. Xenia Ziouvelou briefly summarised the workshop agenda and then introduced the first representative,

Mrs. Zuzana Mazanová.

The forth and final session was chaired by Prof. Gregory Yovanof from AIT, where the concluding remarks where also presented by Dr. Xenia Ziouvelou at the end of the day.

## 2 Session 1: Electronic Public Procurement Policy Issues

This session was chaired by Dr. Xenia Ziouvelou from AIT and hosted the presentations of:

- European dimension of public procurement  
(*speaker: Mrs. Zuzana Mazanová – European Commission*)
- The eProcurement Forum at ePractice  
(*speaker: Dr. Eva Alessandra Coscia – eProcurement Forum Facilitator*)
- Interoperability Standardisation in Electronic Financial Services: European and National Perspectives  
(*speaker: Dr. Yannis Charalabidis – NTUA*)

### **2.1 European dimension of public procurement (Zuzana Mazanová – European Commission)**

Mrs. Zuzana Mazanová, a programme officer working for the European Commission, introduced the Communit programme IDABC for supporting European eGovernment services and presented the key activities to support the eProcurement in Europe. She emphasised the importance of cross-boarder public procurement and addressed the main barriers of low percentage of cross-border bids.



**Figure 3:** Mrs. Zuzana Mazanová – European Commission

The focus was set on the role of the European Commission to support public administrations in streamlining their processes of public procurement, simplifying legislation and boosting the development and use of electronic public procurement. These were mentioned within the context of EC policy objective by which all Member States by 2010 should have the capability of procuring electronically - above a given threshold - and at least the 50% of public procurement should be done electronically.

In addition, Mrs. Zuzana Mazanová described the scope of the EU public procurement directives, the parties involved and outlined the global principles of funding. In her conclusion, she identified the most important activities along the procurement cycle, with emphasis on the IDABC-funded activities.

## **2.2 The eProcurement Forum at ePractice (Eva Alessandra Coscia – eProcurement Forum Facilitator)**

The eProcurement Forum community has been presented by Dr. Eva Alessandra Coscia, an international research project manager of TXT e-solutions and facilitator of the community.

Dr. Eva Alessandra Coscia, started her speech by pointing out the need for a concrete central point of knowledge-sharing in the field of electronic Public Procurement to foster knowledge aggregation, exchange and reuse, as well as encouraging discussions and sharing of doubts in order for all eProcurement professionals to be aware of each other activities.

The answer of EC towards this need was the successfully established of eProcurement Forum under the ePractice.eu portal. The speaker gave an overview of the facilities and services offered by ePractice.eu and in specific those provided by the eProcurement Forum. Furthermore, she presented the current status of the community, and explained how people may contribute to strengthen the community and benefit from it as well.

The presentation concluded with a reference to the future steps of eProcurement Forum enhancement.



**Figure 4:** Dr. Eva Alessandra Coscia – eProcurement Facilitator

### 2.3 **Interoperability Standardisation in Electronic Financial Services: European and National Perspectives (Yannis Charalabidis - NTUA)**



**Figure 5:** Dr. Yannis Charalabidis – NTUA

Dr. Yannis Charalabidis, lecturer in the National Technical University of Athens and the University of the Aegean, presented interoperability as one of the most important feature of governmental processes, information systems and data in their quest for a better and new services.

He addressed the different levels of interoperability standards within the political context and gave an overview of the eGovernment interoperability and standardization initiatives of the last two decades, focusing not only on International but EU region as well. A brief anaphora on the Greek initiatives of the last couple of years was also made.

The speaker referred to the most important eProcurement-related standards and projects in the field of interoperability within EU; while focus was based on the Greek interoperability Center – a European research infrastructure supported by the FP7 programme, hosted within NTUA.

Dr. Yannis Charalabidis in his conclusion and through out his presentation emphasized that interoperability standards for eGovernment is a dynamic space, with many directives, initiatives and standards evolving at the same time and constantly changing. As a result great effort on establishing and maintaining digital public services is needed, involving process re-organisation, legal system re-structuring and data re-work.

## 3 **Session 2: Electronic Public Procurement Practices**

This session was chaired by Dr. Xenia Ziouvelou from AIT and hosted the presentations of:

- **Borderless eProcurement: PEPOL, the 'Pan-European Public Procurement On Line' project**  
(speaker: Mrs Francesca Minerva – Consip)
- **eProcurement in Cyprus**  
(speaker: Mr. Stelios Kountouris – Treasury of the Republic of Cyprus)
- **e-Bourgogne: Regional shared eGovernment, Regional eProcurement platform**  
(speaker: Mr. Louis-François Fléri - Conseil régional de Bourgogne)
- **eProcurement: eGovernment Application with an Impact**  
(speaker: Mrs. Elena Stamoska - Public Procurement Bureau of F.Y.R.O.M.)
- **eProcurement in Turkey: legal and institutional frameworks and PPNMS case**  
(speaker: Mr. Kadir Akin Gözel - Public Procurement Authority)
- **The Italian Public eProcurement System: Consip's Best Practice**  
(speaker: Mrs. Angela Russo – Consip)
- **Healthcare eProcurement Challenges for Efficiency & Trust enabled eProcurement System**  
(speakers: Mr. Kostis Kaggelides – gnomon INFORMATICS S.A. & Ioannis Tsilimbaris – Global Trust Center Technologies)

### **3.1 Borderless eProcurement: PEPPOL, the 'Pan-European Public Procurement On Line' project (Francesca Minerva - Consip)**

Inline with Dr. Yannis Charalabidis's presentation - of previous session - on interoperability aspects, Mrs. Francesca Minerva, from Consip S.p.A., responsible of PEPPOL awareness project for Italy and Southern Europe proceeded with her presentation on borderless eProcurement.

The speaker gave an overview of PEPPOL project, its objective, the expected outcomes and the strategy followed towards the realisation of a framework in where any company, including SMEs, in the EU would be able to communicate electronically with any EU governmental institution for all procurement processes.



**Figure 6:** Mrs. Francesca Minerva – Consip

Mrs. Francesca Minerva outlined the participating countries of this project and made an open invitation to any interested party willing to joining the project. PEPPOL is mainly divided into three phases covering: definition of building blocks' technical specifications for enabling interoperability among existing ePP Solutions, implementation of corresponding components, and testing and evaluation of interoperable cross-boarder procurement transactions in real-life scenarios. A reference to other initiatives and EU-funded project related to PEPPOL was made.

### **3.2 eProcurement in Cyprus (Stelios Kountouris – Treasury of the Republic of Cyprus)**



**Figure 7:** Mr. Stelios Kountouris – Treasury of the Republic of Cyprus

Mr. Stelion Kountouris, senior accountant of Public Procurement Directorate of treasury of the Republic of Cyprus presented the current status of eProcurement in Cyprus.

The development of their local ePP Solution started in October of 2007 and ended on February 2009. It has been decided to adopt a Centralised approach due to size specificities i.e. many small CAs in Cyprus. However, the procurement and management of competitions remains decentralised as each Contracting Authority is responsible for its own procurements. Currently they are during the acceptance-test phase and soon enough Pilot operation will take place.

The developed ePP Solution is inline with IDABC directives and Functional Requirement (FR), covering all phases of Public Procurement from eNotification to eInvoicing. Since the public procurement laws in Cyprus follow very closely all provisions of the EU Directives on public procurement, there was a minimal need to customise FRs in order to satisfy the respective laws in Cyprus. As such, the coexistence of the EC FRs with the system specifications of the

Cypriot ePP Solution was a relatively easy process that involved trivial validations and minimal effort. What has not been developed is the Dynamic Purchasing System and electronic signatures – although the ePP Solution provides support for future use.

Aside the system implementation itself, significant emphasis was given to the activities such as pilot, promotion and change management.

### **3.3 e-Bourgogne: Regional shared eGovernment, Regional eProcurement platform (Louis-François Fléri - Conseil régional de Bourgogne)**

Mr. Louis-François Fléri, project co-ordinator of e-Bourgogne project presented a regional shared eGovernment platform which will deliver 20 e-services to more than 2000 public local entities in the Burgundy region of France, municipalities, cities and other local legal entities.

Initially, the speaker gave a brief introduction on the Burgundy region, the local authorities and legal entities involved. He mentioned the project's mission, goals and envisaged delivery of achievements. A reference to the e-Bourgogne positioning within the supply chain, a description of the general architecture of the platform, the currently available and forthcoming services was also made.

His speech continued with a presentation on PROCURE project, the first e-service delivered by e-Bourgogne. Mr. Louis-François Fléri outlined the consortium partners and discussed the objectives, work-plan and difficulties encountered within PROCURE. Special focus has been set on both cross-boarder and Trans-boarder eProcurement.



**Figure 8:** Mr. Louis-François Fléri - Conseil régional de Bourgogne

### **3.4 eProcurement: eGovernment Application with an Impact (Elena Stamoska - Public Procurement Bureau of F.Y.R.O.M.)**



**Figure 9:** Miss. Elena Stamoska - USAID funded eGov Project

Miss. Elena Stamoska, Deputy Chief of Party – eGov Project funded by USAID presented the current status of electronic Public Procurement in F.Y.R.O.M.

The speaker gave a brief introduction on the overall eGovernment applications developed within her country and then focused on the ones related to ePP.

This involves a web-information system, mandatory to be used for publishing notices and notifications on awarded contracts, and an eProcurement system for conducting Public Procurement Procedures electronically. The development of local ePP Solution started in 2006 and currently offers an

intuitive (centralized) web-based interface that covers the entire public procurement procedures and is compliant to IDABC Functional Requirements.

She outlined the underlined technology used with focus to security specifications, and presented the different types of users and roles of the system. The functionalities provided by the ePP Solution, as well as a number of snap-shot were demonstrated and a reference to statistical information on registered Contracting Authorities, Economic Operators, Tenders submitted per year etc. was also made.

In her conclusion, Miss. Elena Stamatoska mentioned that future steps involve (a) the integration of the web-information system with the ePP Solution and deployment of the end application to a more advanced hardware infrastructure, and (b) the continuation of training activities for preparing users for the mandatory usage of the system by 2010. Finally a list of recommendations were also provided.

### **3.5 eProcurement in Turkey: legal and institutional frameworks and PPNMS case (Kadir Akin Gözel - Public Procurement Authority)**

The presentation of Mr. Kadir Akin Gözel, head of department for international relations of Public Procurement Authority in Ankara, Turkey was structured in three parts.

The first part concerned the main duties of the Public Procurement Authority with reference to the evaluation and conclusion of complaints, development and coordination of the implementation of all the legislation, provision of procurement legislation training, and compilation and publishing of statistics.

During the second part of his presentation, he provided an overview of the local legislative framework with focus to the latest updates concerning the PIN, FA, DSP and reverse e-auctions. The introduction of electronic means to enable the conversion of paper-based procurement into electronic form was one of the most important aspects addressed by the framework.

The final part of his presentation was dedicated on a detailed demonstration of the currently operating Public Procurement Notice Management System (PPNMS) that enables the preparation, submission, evaluation - in the form of consulting, and publication of notices. The system handles an average number of 240 notices in daily bases; where in 2008 six thousands notices were published.



**Figure 10:** Mr. Kadir Akin Gözel - Public Procurement Authority

### **3.6 The Italian Public eProcurement System: Consip's Best Practice (Angela Russo - Consip)**



**Figure 11:** Mrs. Angela Russo - Consip

Mrs. Angela Russo, responsible for International Affairs at Consip S.p.A., presented the centralised electronic Public Procurement Solution of Italy.

Her speech started with an overview of the Consip S.p.A, a non-profit organization created by the Ministry of Economy and Finance in 1997 for providing consultancy on technical and organizational projects, as well as setting-up diffusing and supporting eProcurement systems and tools.

Mrs. Angela Russo, outlined the goals of the local 'AcquistinRete' ePP Solution deployed in Italy and focused on Frame contracts by describing the corresponding phases involved. She discussed the adopted ePP model and expressed the advantage gain of Suppliers and Public Authorities.

The speaker, concentrated on Consip's activities within the life-cycle of ePP and identified the reductions of administrative procedures for both Public Authorities and Supply market. The last part of her presentation was dedicated to the actions undertaken by Consip to support SMEs.

### **3.7 Healthcare eProcurement Challenges for Efficiency & Trust enabled eProcurement System (Kostis Kaggelides – gnomon INFORMATICS S.A. & Ioannis Tsilimbaris – Global Trust Center Technologies)**

The presentation of Mr. Kostis Kaggelides, chief operations officer of gnomon INFORMATICS S.A. and Mr. Ioannis Tsilimbaris, managing director of GTC market support company, concentrated in the eProcurement field of healthcare.

Mr. Kostis Kaggelides, during his introductory speech clarified the peculiarity of healthcare eProcurement and within this context identified the main barriers of effective procuring.

He briefly described how eProcurement is currently conducted in the healthcare sector on a regional and national level, and presented his views towards the strengthen of process and market efficiency. Based on those ideas, an alternative innovative system



**Figure 12:** Mrs. Kostis Kaggelides – gnomon INFORMATICS S.A. (left), Ioannis Tsilimbaris – Global Trust Center Technologie (right)

description was presented based on which a Piloting eProcurement Solution is deployed in 12 hospitals in Greece (within the region of Macedonia and Thrace).

The security layer of an eProcurement system, in general, was one of the speaker's major concerns which has been further elaborated by Mr. Ioannis Tsilimbaris. Mr. Tsilimbaris, introduced the notion of a Domain Trust Server with which the presence of independent 3<sup>rd</sup> party witnesses may lay down the foundations of a secure framework for conducting safe and non-repudiation eProcurement activities.

## 4 Session 3: Open Source Electronic Public Procurement Practices

This session was chaired by Dr. Xenia Ziouvelou from AIT and hosted the presentations of:

- The Public Procurement environment in the Western Balkans  
(speaker: Mr. Christos Tsiakaliaris – PLANET S.A.)
- ELLECTRA-WeB: European Electronic Public Procurement Application Framework in the Western Balkans Region - Presentation & Demonstration  
(speaker: Dr. Christos Georgousopoulos – INTRASOFT International S.A.)

### 4.1 The Public Procurement environment in the Western Balkans (Christos Tsiakaliaris – PLANET S.A.)



Figure 13: Mr. Christos Tsiakaliaris – PLANET S.A.

Mr. Tsiakaliaris Christos, senior manager of PLANET S.A., presented the current Public Procurement environment in Western Balkans for the following countries: Albania, Bosnia & Herzegovina, Republic of Serbia, and Former Yugoslav Republic of Macedonia.

His analysis targeted the legislative, organisational, procedural and infrastructural level of each country and a comparison with the latest EU directives and IDABC reports was made.

Overall, the legislative framework of each country is partial compliant with EU directives. From the organisational point of view a decentralised approach is used, where there is one agency responsible for monitoring and a different one for reviewing procedures in most of the cases. With regard to the operating ePP Solutions, all countries support the open, restricted and negotiated procedures, except of F.Y.R.O.M. which had a more advanced system offering FA, DSP, competitive dialogues, e-auctions etc.

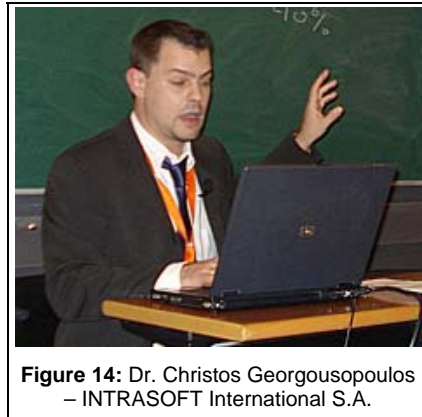
What has been concluded is that Albania and F.Y.R.O.M. is one step ahead of Republic of Serbia and Bosnia & Herzegovina but further optimisations and enhancements are required in all developed ePP Solutions of each country. Moreover, there is a need of amendment on the local legislative framework to fully support compliance with the latest

EC directives, strengthen of IT infrastructure, preparation of appropriate guidelines and training activities for Economic Operators and Contracting Authorities.

#### **4.2 ELLECTRA-WeB: European Electronic Public Procurement Application Framework in the Western Balkans Region - Presentation & Demonstration (Christos Georgousopoulos – INTRASOFT International S.A.)**

Dr. Christos Georgousopoulos, consultant of INTRASOFT International S.A. and technical coordinator of ELLECTRA-WeB project presented an alternative approach of developing electronic Public Procurement Solutions.

Initially, he outlined the policy background and discussed the challenges for the uptake of electronic Public Procurement (ePP). The need to overcome the major barrier for implementing ePP Solutions, which directly relates to the required capital investment, lead to the concept of ELLECTRA-WeB.



The primarily objective of ELLECTRA-WeB is the development of an Open-Source Application Framework that facilitates the cost-effective implementation of ePP Solutions that are compliant with the EC directives and EU best practices. The framework provides an Eclipse-based IDE consisting of a number of Open-Source and ePP specific plug-ins that facilitates the visual construction of ePP Solutions; utilises evolutionary software development approaches such as MDE and SOA, and adhering to IDABC Functional Requirements.

The framework enables an ICT developer to easily generate an ePP Solution with just a few clicks, where customisations to local requirements entail extra effort but increasingly less in contrast to bespoke development. Though, different types of authorisation/authenticating security mechanisms, tender document submissions, visualisation of ePP forms etc. are also provided by the framework.

The speaker reported positive results of the evaluation conducted on the actual framework as well as the four ePP Solutions generated (via the former) for 4 Western-Balkan countries, as part of the Piloting phase of the project. Of course, as it was mentioned there is still room for optimisations and enhancements. The presentation concluded with a live demonstration of an ePP Solution generated via the framework, covering the complete phase of ePP i.e. from registration to contract award phase.

## 5 Session 4: Industrial Panel Discussion

The 'Industrial Panel Discussion' session was chaired by Prof. Gregory Yovanof from AIT who initially introduced the panellists to the participants. Five leading IT companies have participated in this panel represented by:

- *Dr. Ramfos Antonis*, INTRASOFT International S.A.
- *Mr. Christos Tsiakaliaris*, PLANET S.A
- *Mr. Vassilis Papangelis*, SAP HELLAS & CYPRUS
- *Mrs. Silvia Hutz*, ORACLE HELLAS S.A.
- *Mr. Kostis Kaggelides*, GNOME Informatics S.A.



**Figure 15:** Industrial Panel (*from left to right*) – chairman: Prof. Gregory Yovanof - AIT. Panelists: Mr. Christos Tsiakaliaris - PLANET S.A., Dr. Antonis Ramfos - INTRASOFT International S.A., Mr. Vassilis Papangelis - SAP HELLAS & CYPRUS, Mrs. Silvia Hutz - ORACLE HELLAS S.A., Mr. Kostis Kaggelides - gnomon INFORMATICS S.A.

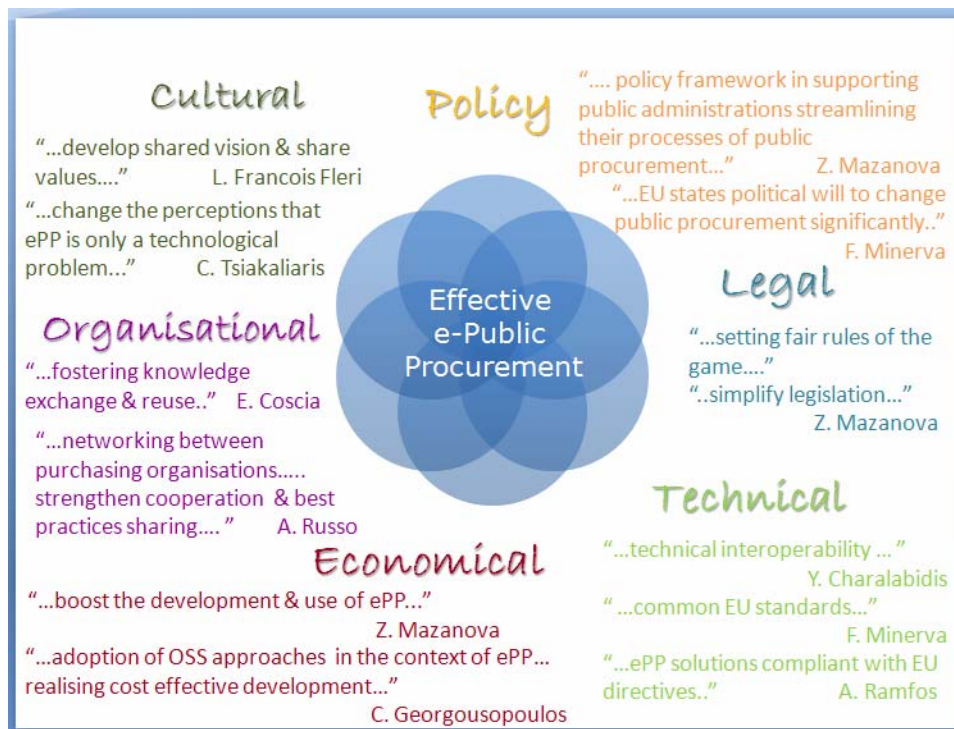
The session was split into two parts. The first part involved a 5-minute presentation by each panellist, while the second one was dedicated on an open debate among the panellists and the audience.

The presentations performed by the panellists were focused on industrial perspective of electronic public procurement, experiences and trends, ePP critical issues and challenges for enterprises, lessons learned and impacts from ePP practices. The main points of the open discussion followed after the presentations were (a) the excellent support provided by the EC in the field of ePP and positive influence put on industry software development phase, (b) the need of interoperability and cross-border bidding, (c) swift to Open-source software development for breaking down costs, (d) the need for taking into account the non-technological aspects of electronic public procurement, such as the definition of new working procedures and the training of the users, and (e) the

legal issues that pertain e-procurement in the public sector and their impact in the development of effective solutions.

## 6 Concluding remarks

Dr. Xenia Ziouvelou from AIT presented the concluding remarks of the event. In her speech, she pointed out the critical dimension of electronic public procurement (ePP) and the importance of effective e-procurement practices in the public sector. Towards this aim she presented a multidimensional framework that captures the key elements of effective e-procurement. These six pillars that contribute significantly towards the adoption of ePP are: cultural, policy, legal, technical, economical and organizational, see Figure 16.



**Figure 16:** Key elements of effective e-procurement

Dr. Xenia Ziouvelou, on behalf of the organizing team, expressed her gratitude to the all event speakers for their kind contribution and commitment which was critical to the success of the event. She thanked the event participants for their active participation in the event post presentation debates.

Special thanks were given to Mrs. Eva Alexandra Coscia and Mrs. Cinzia Rubattino of eProcurement Forum - ePractice.eu for their excellent support and collaboration which towards the successful organisation of the event.

Dr. Xenia Ziouvelou ended the event by expressing appreciation first of all to the ELLECTRA-WeB consortium and Dr. C. Georgousopoulos for organizing this event as

well as to AIT and Prof. G. Yovanof for hosting the event and to everyone that actively contributed to the successful organization of the event.

## 7 Workshop participants

The eProcurement forum facilitators and the local organizers from ELLECTRA-WeB project would like to thank everyone who participated in the workshop. The attendee list is below.

Lastname	Firstname	Country	Institution
Akions		Greece	INTRASOFT International S.A.
Alexaki	Argyro	Greece	Hellenic Ministry for the Environment, Physical Planning & Public Works
Angelakis	Viktor	Greece	Hellenic Ministry for the Environment, Physical Planning & Public Works
Arslon	Abdilah	Turkey	Public Procurement Authority
Berler	Alexander	Greece	Gnomon Informatics S.A.
Charalabidis	Yannis	Greece	NTUA
Coscia	Eva Alessandra	Italy	TXT e-solutions spa Public Procurement Bureau, Ministry of Finance
Davidovski	Goran	F.Y.R.O.M. Republic of	PPRC
Dedinca	Bastri	Kosovo	EXIT -IT
Drazen	Brodjanin	B&H Republic of	PPRC Kosovo
Duli	Ilar	Kosovo	Step
Economou	Panagiotis	Greece	SINTEF
Elvesæter	Brian	Norway	GIP e-bourgogne Ministry of development, general secretariat of commerce, general directorate of public procurement, directorate of procurement policy
Fléri	Louis- François	France	Microsoft Hellas S.A.
Fratzeskos	Apostolos	Greece	INTRASOFT International S.A.
Galanopoulou	Katerina	Greece	Public Procurement Aithotity
Georgousopoulos	Christos	Greece	Department for EU policies
Gozel	Kadir Akin	Turkey	Copenhagen Business School
Guidi	Valentina	Albania	Oracle Hellas
Henriksen	Helle Zinner	Norway	AIT
Hutz	Silvia	Greece	University Ss Cyril and Methodius
Inants	Armen	Armenia	Faculty of Economics Skopje
Josimovski	Sasho	F.Y.R.O.M.	Public Procurement Bureau
Jovanoska	Marija	F.Y.R.O.M.	Gnomon Informatics S.A.
Kaggelides	Kostis	Greece	PLANET SA
Kalantzis	Christos	Greece	SEV Hellenic Federation of Enterprises
Kalatzis	Sotiria	Greece	Ministry of Economy & Finance
Klarou	Ioanna	Greece	

Konitsiotis	Dimitrios	Greece	BP HELLAS
Kountouris	Stelios	Cyprus	Treasury of the Republic of Cyprus Hellenic Ministry for the Environment, Physical Planning & Public Works
Koutsolouka	Anna	Greece	PLANET S.A.
Kriezis	Nikolaos	Greece	PLANET S.A.
Legal	Maria	Greece	PLANET S.A.
Leontaridis	Lefteris	Greece	Netsmart S.A.
Mazanová	Zuzana	Belgium	European Commission EU Institutions Ministry of Finance Public Procurement Bureau
Micovska	Mare Bogeva	F.Y.R.O.M.	Consip
Minerva	Francesca	Italy	EXIT-IT
Miroslav	Radinkovic	B&H	Hellenic Ministry for the Environment, Physical Planning & Public Works
Mixelakis	Stylios	Greece	Altec S.A.
Moschoglou	George	Greece	Ministry of Economy & Finance
Papaioannou	Asimina	Greece	SAP Hellas
Papangelis	Vassilis	Greece	Cosmo-One Hellas Marketsite S.A.
Petmezas	Thanassis	Greece	Altec S.A.
Prentakis	Antonis	Greece	INTRASOFT International S.A.
Oejvanaj	Iliona	Greece	INTRASOFT International S.A.
Ramfos	Antonis	Greece	Ministry of Science and Technology of RS_ Bosnia Herfegovina
Radinkovic	Miroslav	Bosnia	Evolution Online - EON
Radomir	Mario	Serbia	PLANET S.A.
Roussou	Margarita	Greece	Gnomon Informatics S.A.
Rovis	Yanis	Greece	Gonsip SPA
Russo	Angela	Italy	
Sadikaj	Fekë	Republic of Kosovo	PPRC Athens Chamber of Commerce & Industry Public Procurement Regulatory Commission
Salapatas	Vassilis	Greece	CCENTER
Shabani	Nexhat	Sweden	SEV Hellenic Federation of Enterprises
Sokol	Shyli	Albania	USAID funded e-Gov Project
Spiridaki	Marina	Greece	CIM College
Stamatoska	Elena	F.Y.R.O.M.	Cosmo-One Hellas Marketsite S.A.
Stojanovic	Ljilja	Serbia	INTRASOFT International S.A.
Stournaras	Thanassis	Greece	NETMODE/NTUA
Thivaos	Kostas	Greece	PLANET S.A.
Troulos	Costas	Greece	GTC Market Support
Tsiakaliaris	Christos	Greece	ORACLE HELLAS S.A.
Tsilimbaris	Ioannis	Sweden	Ministry of Envir. And Public Work
Tzerefos	Dimitris	Greece	Public Procurement Agency
Xiromeritou	Thalia	Greece	Athens Information Technology
Yayla	Kursat	Turkey	Athens Information Technology
Yovanof	Gregory	Greece	/INTRASOFT International S.A.
Ziouvelou	Xenia	Greece	INTRASOFT International S.A.
Contrafouris	Ioannis	Greece	

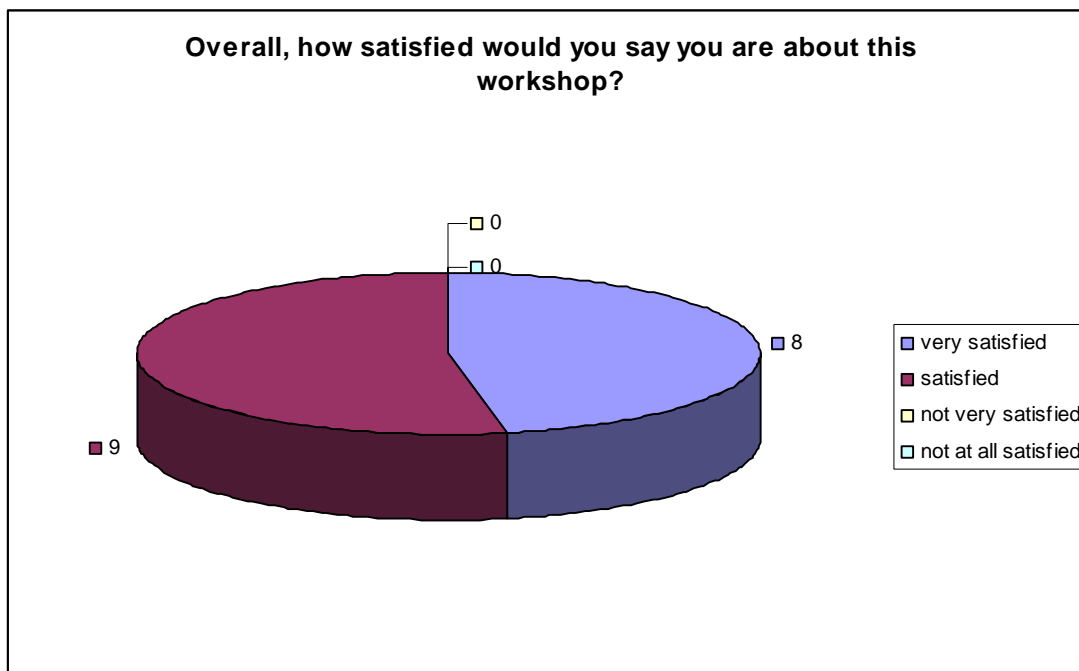
## 8 Results from the evaluation questionnaires

Evaluation questionnaires have been distributed to the attendees with the double-folded objective of receiving a feedback on the satisfaction of the experts participating to the event and of collecting information on new cases and events.

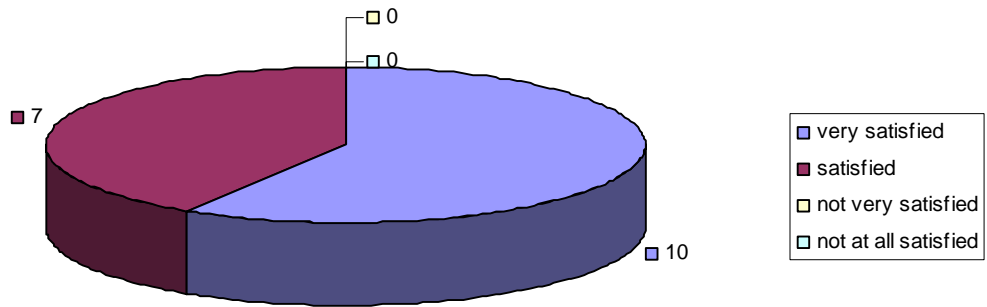
17 questionnaires have been completed and returned at the end of the event. The provided information has been analysed and the most relevant results are reported below.

The workshop has been evaluated in highly positive terms, as the figures in the table below can demonstrate:

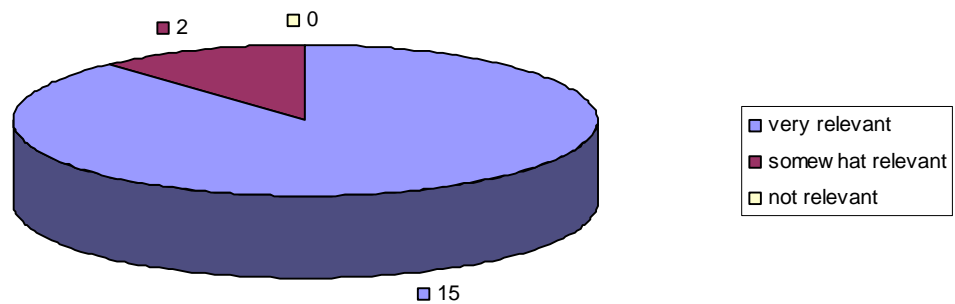
	Very high	High	Medium	Low
<i>Satisfaction about the whole event</i>	8	9	0	0
<i>Satisfaction about the plenary session</i>	10	7	0	0
<i>Relevance of the presentations for your professional work</i>	15	2	0	0
<i>Satisfaction about contributions from the other attendants</i>	2	14	1	0

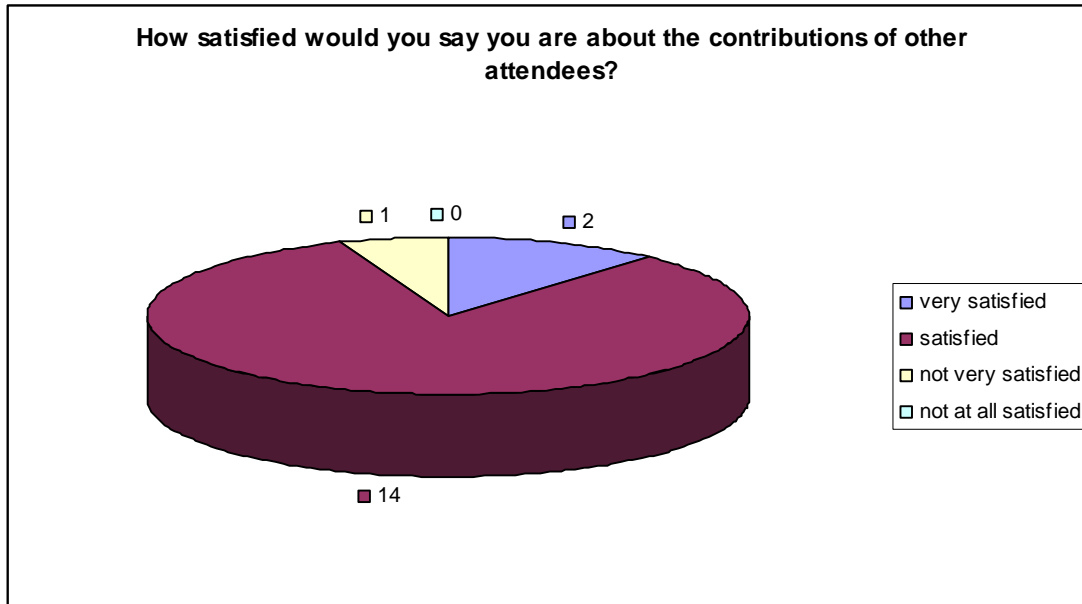


**How satisfied would you say you are about the plenary session?**



**How relevant were the approaches discussed to your own experience and activities?**





In addition, attendants suggested a number of topics for the next eProcurement Forum workshops, among which:

- The non-technological requirements for eProcurement,
- Interoperability of eProcurement systems
- Standardisation of interoperable data
- eCatalogues use

Moreover they suggested distributing more material, articles or news and the print-out of the presentations and some attendants proposed to have live demonstration of the systems presented.