

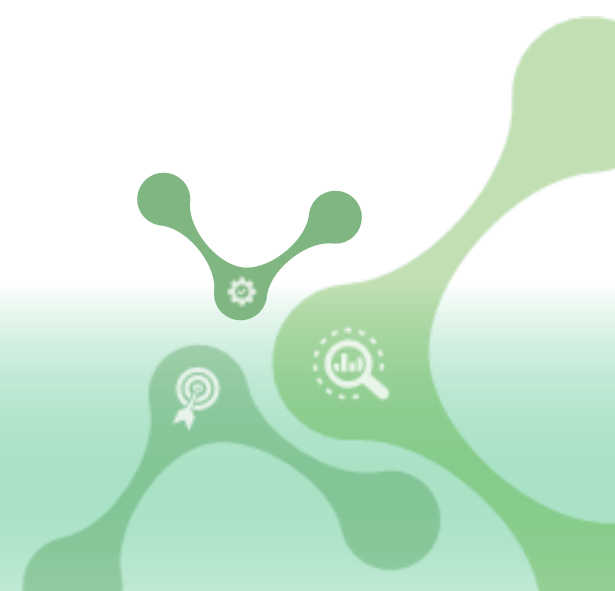
Transparency in public procurement – data availability: A case study from Albania

Case study - Albania

Jonaid Myzyri

Chair, Public Procurement Commission Albania

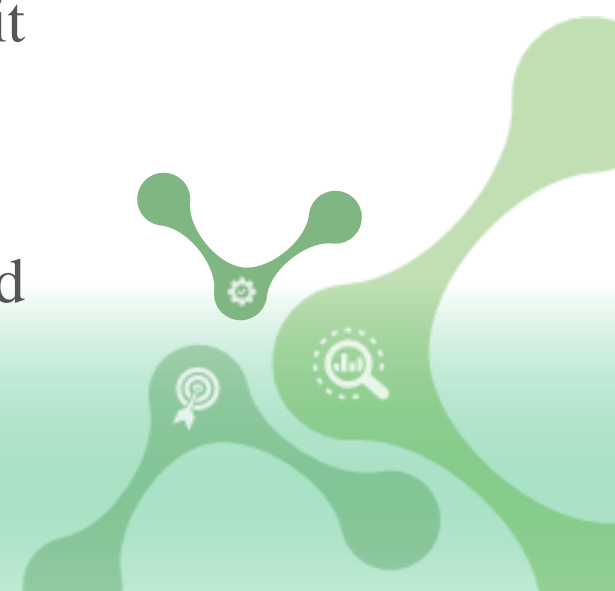
29-30 April 2024, Brussels, Belgium



Public Procurement Commission of Albania

The Public Procurement Commission is the highest administrative body in the field of procurement, which reviews complaints about procurement procedures and performs any other task assigned to it by this law and other legal acts within its scope of competence.

The Public Procurement Commission consists of the chairperson and 4 members. One of the members is elected deputy chairperson.



PPC, COMPLAINT MANAGEMENT 2010-2023

- Starting from 2010, only the complaint to the contracting authority and to the Public Procurement Commission has been outside the Electronic Procurement System. All other stages of the procurement procedure take place on-line.
- An economic operator, whose headquarters are outside the city of Tirana, for filling a complaint with the PPC has at least 300-1000 \$ extra costs/year (transport, parking, staff) for submitting the complaint to the PPC.
- Decisions not published based on Open Data principles, does not have a proper decision-making database “Lack of Transparency”.
- Lack in processing and extracting statistical data or generating real-time analytical reports Lack of access to real-time, efficient use of systems, information to achieve the goal.



PPC DIGITALIZATION REFORM 2021

- E- COMPLAINT SYSTEM
- COMPLIANT MANAGEMENT SYSTEM
- Electronic system for submitting complaints and their management to the Public Procurement Commission regarding public procurement procedures, concessions and public-private partnership, auctions and mining permits, as well as improving the infrastructure for system support and work infrastructure in the offices of PPC through a centralized system.
- USERS:
 - Public Procurement Commission
 - Public Procurement Agency
 - All contracting authorities within the meaning of public procurement law
 - All sales authorities
 - All contracting authorities (within the meaning of the law on concessions and ppp)
 - Mining permit procedures development authorities.
 - All domestic and foreign economic operators

PPC- E-APPEALS

E- COMPLAINTS

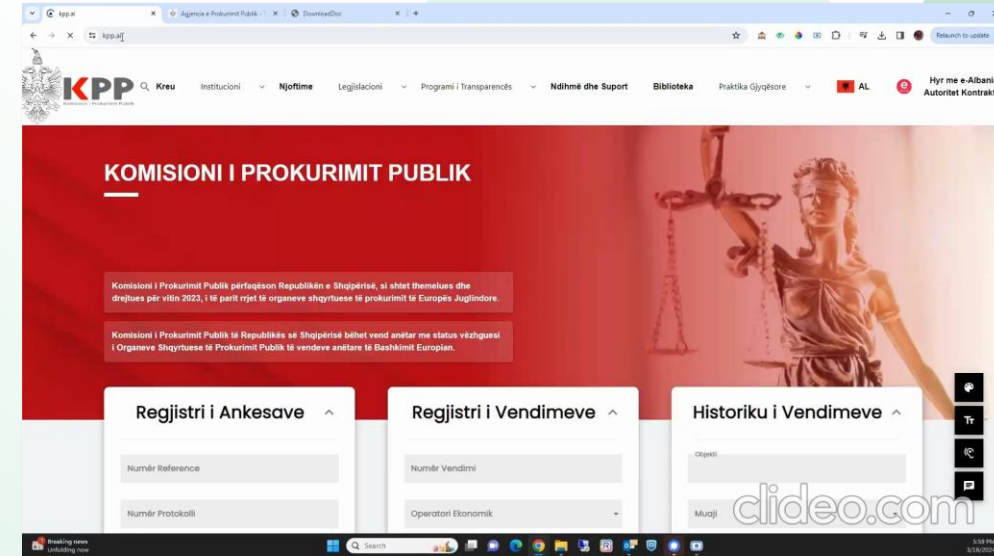
TAX AUTHORITY SYSTEM

NATIONAL BUSINESS REGISTRY

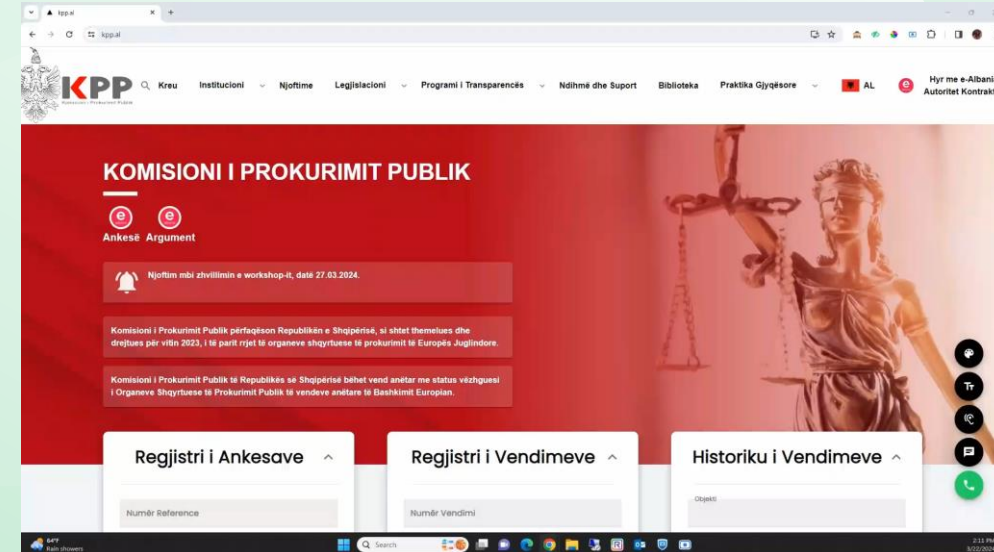
E-PROCUREMENT SYSTEM



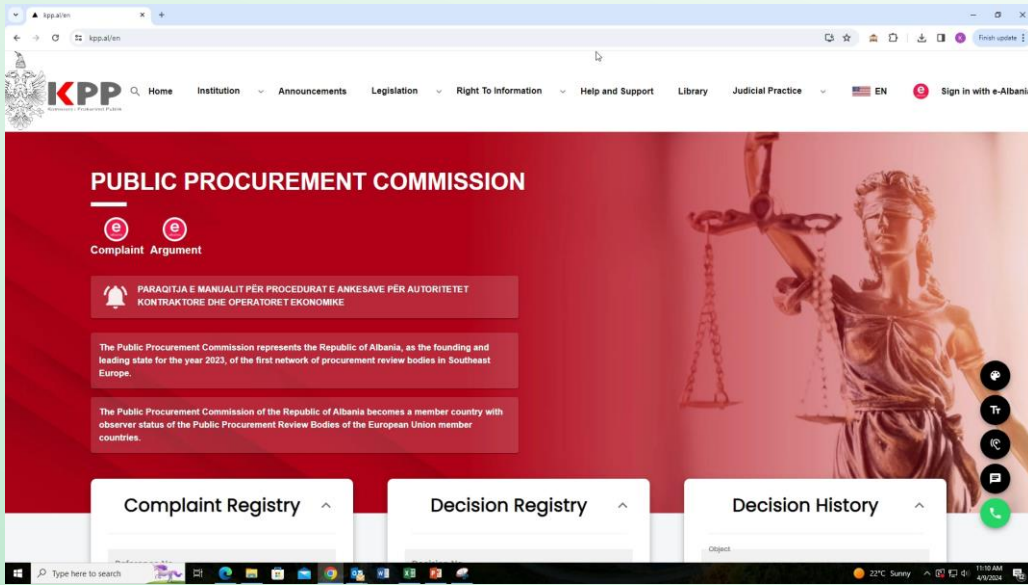
ECONOMIC OPERATOR PROFILE



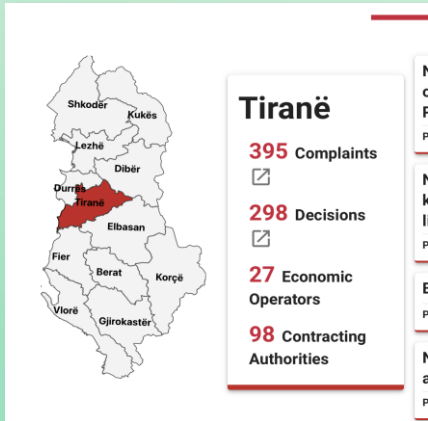
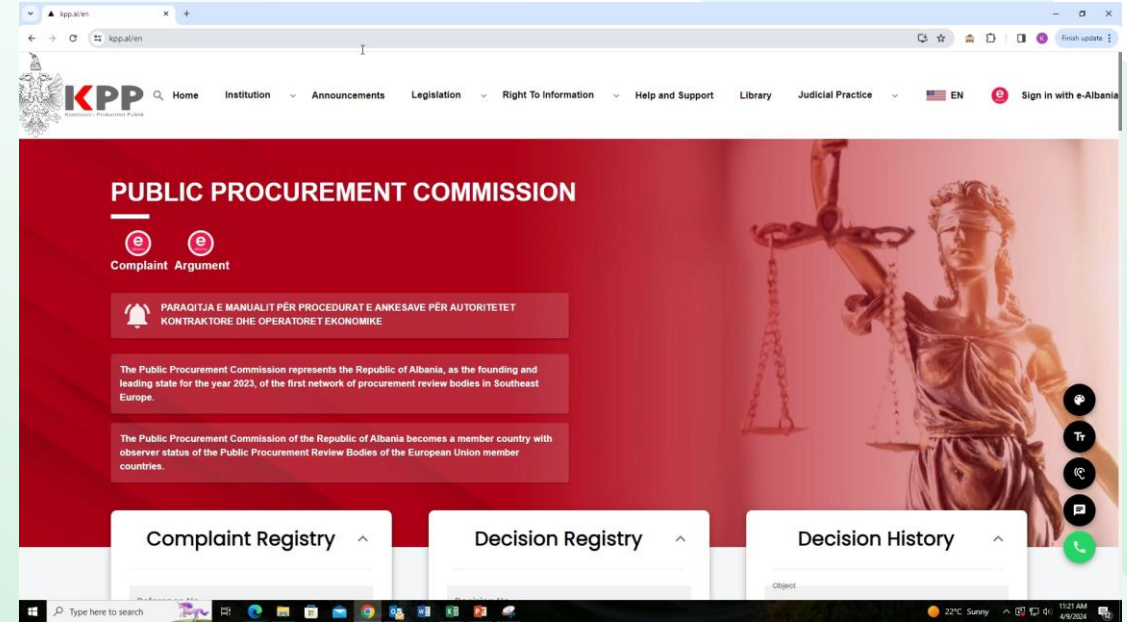
CONTRACTING AUTHORITY DASHBOARD



DEDICATED SECTION FOR REAL TIME STATISTICS



ACCESIBILITY



First website of the government institution in Albania that is accessible to people with visual impairments: Low vision, colour-blindness and blindness).

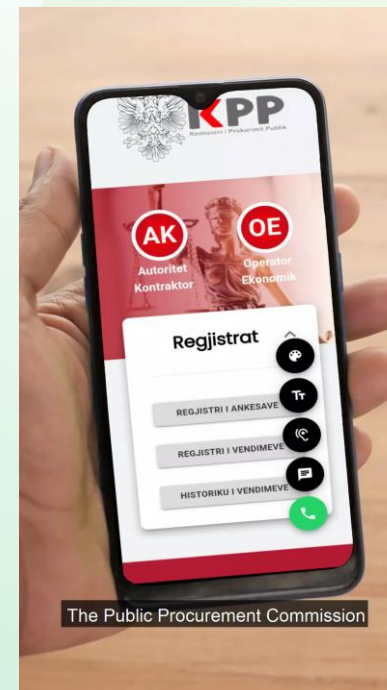
Mobile Application



Info Point



TOLL FREE Number



TRANSPARENCY

- For the search of Complaints and Decisions in real time as well as in the history of Decisions, the smart search section has also been implemented in the portal:
- In the register of complaints:
 - Reference number
 - Protocol number
 - Contracting Authority
- In the register of decisions:
 - Decision number
 - Economic operator
 - Contracting Authority
- In the history of decisions:
 - Object of procurement
 - Month
 - Year

The screenshot displays the portal's search and statistics interface. It features three search filters: Complaint Registry, Decision Registry, and Decision History. Each filter includes input fields for Reference No, Protocol No, Contractor Authority, Decision No, Economic Operator, and Object, along with an 'ADVANCED SEARCH' button. Below the filters is a 'Recent Complaints' section with a table of four entries, each showing a reference number, contracting authority, economic operator, and date. A 'READ MORE' button is located below the table. The statistics section is a red bar with white text, showing the number of complaints and decisions for each year (2022, 2023, 2024) and the number of economic operators and contracting authorities. A 'SEE MORE' button is located below the statistics. The 'Recent Decisions' section is at the bottom, showing a table of four entries with their respective reference numbers, objects of procurement, and dates.

Year	Complaints	Decisions
2022	794	841
2023	866	796
2024	210	306

Year	Economic Operators	Contracting Authorities
2022	293	203
2023	291	213
2024	107	92

- **JSON FORMAT**
- **PUBLISHING 21 SECTIONS PER COMPLAINTS,**
- **4 SECTIONS WERE PUBLISHED BEFORE 2021**

21 sections of information published per each complaint

Reference Number;
Law No;
OCID;
Contracting Authority;
Subject of procurement;
Type of procurement;
Type of contact;
CN number;
Open date;
Close date;
CPV code;

Economic Operator;
Limit Fund;
Date of complaint;
Number of complaint;
Protocol date;
Protocol number;
Complaint type;
Value to be paid;
Mandate-payment status;
Claims;

Complaints in real time and in the process of review by the PPC

The Public Procurement Commission in the framework of respecting the legal deadlines of the complaint by the contracting authorities, economic operators and persons interested in a procurement procedure, will provide you with the opportunity to get acquainted with the complaints filed with it in real time, as well as updating their status during the review process at this institution.

Reference number	Contracting Authority	Procurement Order	Economic Operator
mm/00/yyyy			NP/ for Economic Operator

Reference Number: REF-97126-03-04-2024
Law No: 162 069 23.12.2020

OCID: ocos-434bcx-REF-97126-03-04-2024 | Contracting Authority: M33154026 - Shoëria Rajonale Ujësiesje Kancelizime Fier Sh.A | Subject of procurement: Bërje elektroopompa zhytëse e panjere | Tipi i procedurës: Procedurë Prokurimi Publik | Tipi i kontratës: Mëtra | Numri i Njoftimit: CN/42406/03042024 | Data e hapjes | Data e mbylljes: 2024-04-02 00:00:00 | Kodi CPV: 30231200-94212130-01 | Economic Operator: L917030227 - SAHORA | NIP/7 NUIS: L917030227 | Address: Rruga Komuna e Parisit, Hyza 2, Apartamenti 30, sq me nr. pasurie 67584-0-30 vll nr.59, fq.31 | Limit Fund: 18000000 | Vlera për tu paguar: 80000000 | Data: 2024-04-12 11:53:32 | Number of complaint: A:0204/9954 | Protocol number: 802/2024 | Protocol Date: 2024-04-12 | Complaint type: V - Vleresim | Status i mandat pagues: Not received | Shënimë | Pretendime |

Reference Number: REF-96282-02-23-2024
Law No: 162 069 23.12.2020

OCID: ocos-434bcx-REF-96282-02-23-2024 | Contracting Authority: K329354190 - Bashkia Patos | Subject of procurement: Loti 2: Bërje varuranti Diesel 10 PPM për ngrohje për institucionet Arsimore me afat 3 (tre) vjeçar për vitet 2024, 2025, 2026 | Tipi i procedurës: Procedurë Prokurimi Publik | Tipi i kontratës: Mëtra | Numri i Njoftimit: CN/39241/02232024 | Data e hapjes | Data e mbylljes: 2024-09-27 00:00:00 | Kodi CPV: 09104030-7 | Economic Operator: L12510413V - RESULU - BS | NIP/7 NUIS: L12510413V | Address: Mbrostar Fierko Fier | Limit Fund: 433333 | Vlera për tu paguar: 21667000 | Data: 2024-04-12 08:20:44 | Number of complaint: A:0204/3562 | Protocol number: 81/2024 | Protocol Date: 2024-04-12 | Complaint type: V - Vleresim | Status i mandat pagues: Not received | Shënimë | Pretendime |

Reference Number: REF-00116-04-04-2024
Law No: 162 069 23.12.2020

OCID: ocos-434bcx-REF-00116-04-04-2024 | Contracting Authority: L32404451V - Tirana Parking | Subject of procurement: Bërje Kancelari | Tipi i procedurës: Procedurë Prokurimi Publik | Tipi i kontratës: Mëtra | Numri i Njoftimit: CN/54680/04042024 | Data e hapjes | Data e mbylljes: 2024-04-15 00:00:00 | Kodi CPV: 22816300-430191234-030191234-030191234-030191234 | Economic Operator: A242403020 - Prodim Office | NIP/7 NUIS: A242403020 | Address: Kallor Kodër Kallor, Autostrada Tiranë-Durrës, Km 8 | Limit Fund: 2003333 | Vlera për tu paguar: 0 | Data: 2024-04-11 17:12:36 | Number of complaint: A:0204/9951 | Protocol number: 876/2024 | Protocol Date: 2024-04-12 | Complaint type: DT - Dokumenta Tender | Status i mandat pagues: Not received | Shënimë | Pretendime |

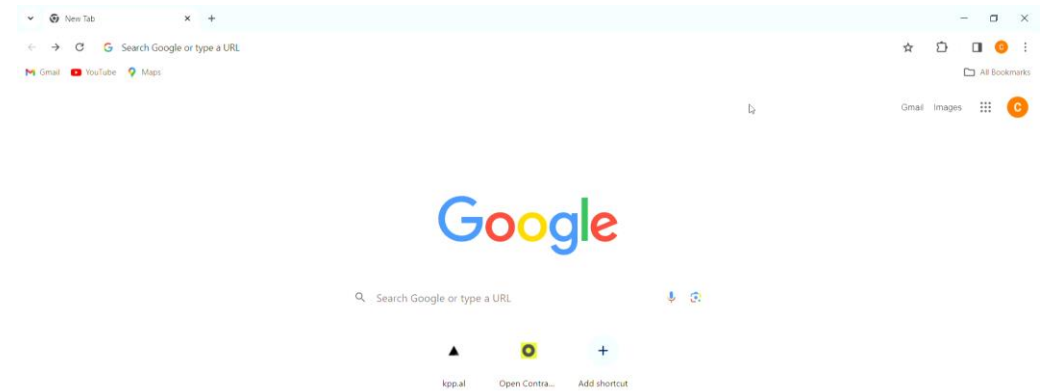
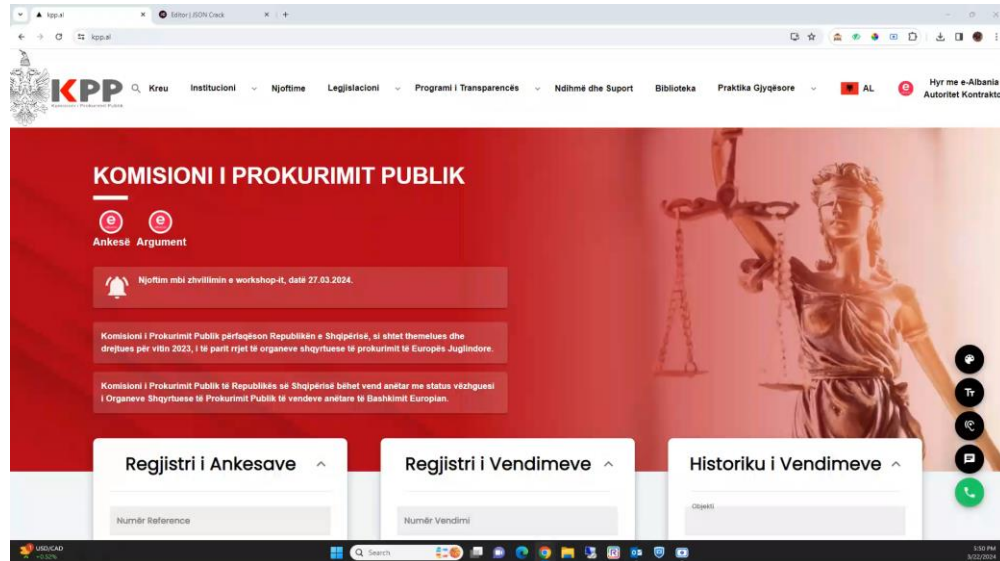
Reference Number: REF-98298-03-13-2024
Law No: 162 069 23.12.2020

OCID: ocos-434bcx-REF-98298-03-13-2024 | Contracting Authority: T16103020 - Ndërmarrja Shërbime Komuna Durrës | Subject of procurement: Bërje Njës Lubrifikim | Tipi i procedurës: Procedurë Prokurimi Publik | Tipi i kontratës: Mëtra | Numri i Njoftimit: CN/47539/03132024 | Kodi CPV: 09135020-4 - Vajë karburanti, 2495100-6 - Lubrifikantë, Economic Operator: K217200074 - BSA-SI | NIP/7 NUIS: K217200074 | Address: Njësia Bashkiaqe në T.Lagj nr.1, Rruga Shënra Haxhi, Ish Poligrafia, Përmirësi Kryeqytetare Bashkiaqe, Njësia nr.1 Tiranë,TRANË,Tiranë | Limit Fund: 4399000 | Protocol number: 862/2024 | Protocol Date: 2024-04-11 | Complaint type: V - Vleresim | Status i mandat pagues: Fq | Shënimë | Pretendime |

Reference Number: REF-92495-12-29-2023
Law No: 162 069 23.12.2020

OCID: ocos-434bcx-REF-92495-12-29-2023 | Contracting Authority: L72220232P - SHA Ujësiesje Kancelizime Tiranë | Subject of procurement: Bërje veshje të ndryshme pune për UKT sh.a | Tipi i procedurës: Procedurë Prokurimi Publik | Tipi i kontratës: Mëtra | Numri i Njoftimit: CN/04581/12292023 | Kodi CPV: 16130030-9 - Veshje pune të vegjta | Economic Operator: L12330004A - VOISAJA ZENELAJ | NIP/7 NUIS: L12330004A | Address: Tiranë Bulevardi: Gërg Fajta, Kulla Nr.2, kat i dyte | Limit Fund: 9999929 | Protocol number: 851/2024 | Protocol Date: 2024-04-09 | Complaint type: V - Vleresim | Status i mandat pagues: Fq | Shënimë | Pretendime |

USE FROM EO, CA & INTERESTED PARTIES



JSON

USE: EO - Calculate the chances to win

USE: CA - How to make better decisions?

OCDS



DIGITALIZATION IMPACT

Social Impact - 2023



150,810 KM SAVE



15,000 LITRE SAVE



**22.6 TON
CO2 REDUCED**



**16,001 PAGES
THAT WERE
EXCLUDED
FROM PRINTING**

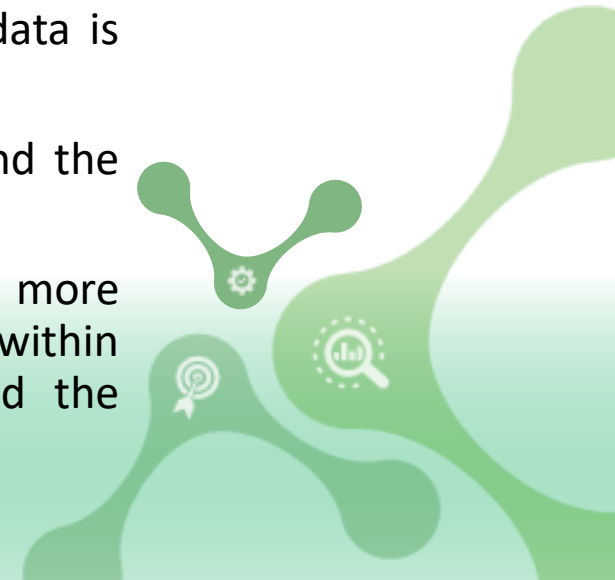
- **617**- Users with visual impairment marking an increase of 153 cases compared to 2022

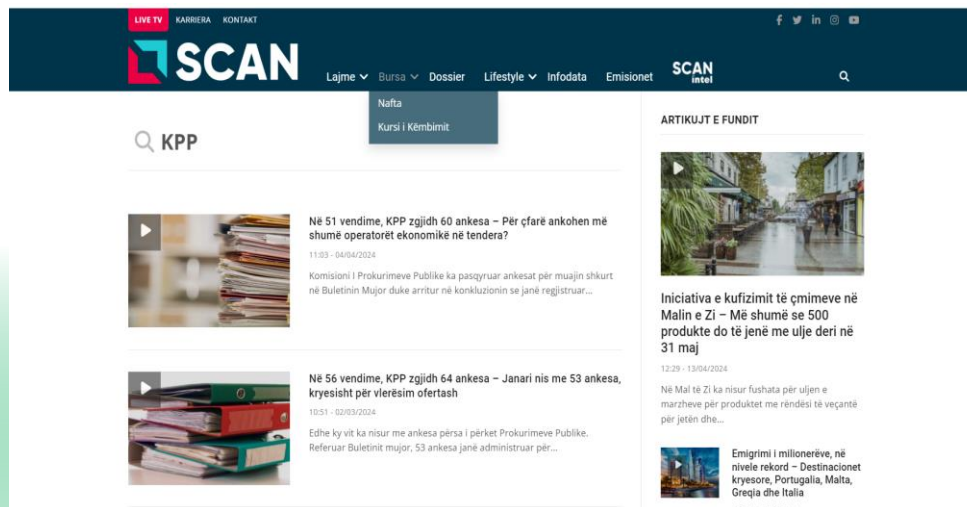
- **9.4 %** of complaints reviewed after deadline, compared with **22.2 % 2020**.
- Amount of days to make a decision decreased from **12 in 2022 to 10 in 2023**.
- **4.4 %** of decisions appealed at higher instance in **2023, from 5.5 %, in 2022**.
- **291** - EO filled complaints in 2023.

- **742,344** website clicks in one year.

Top findings from 2022 Public Procurement Commission user surveys

- 93%** of 55 surveyed companies agree that more transparency encourages businesses to participate in public procurement.
- 82%** say the electronic complaint system increases fairness when handling complaints and making decisions about them.
- 76%** say the electronic complaint system is more efficient for businesses compared to the analog system.
- Companies with more experience in public procurement complaint significantly less.
- 97%** visitors surveyed say the information provided makes the complaint process more transparent and informative, and the same share say the information provided as open data is useful for data analysis and/or other analytical purposes.
- 92%** of them say the information provided on the website helped them better understand the process of submitting a complaint.
- 73%** of PPC staff surveyed say switching to open data has made the PPC's work and mission more effective; **100% agree** that with the new complaint system, they can handle more complaints within the legal deadline; **and 90% agree** that the new system has improved and increased the communication with economic operators.





SCAN
Lajme Bursa Dossier Lifestyle Infodata Emissionet SCAN intel

Nafta
Kursi i Këmbimit

Q KPP

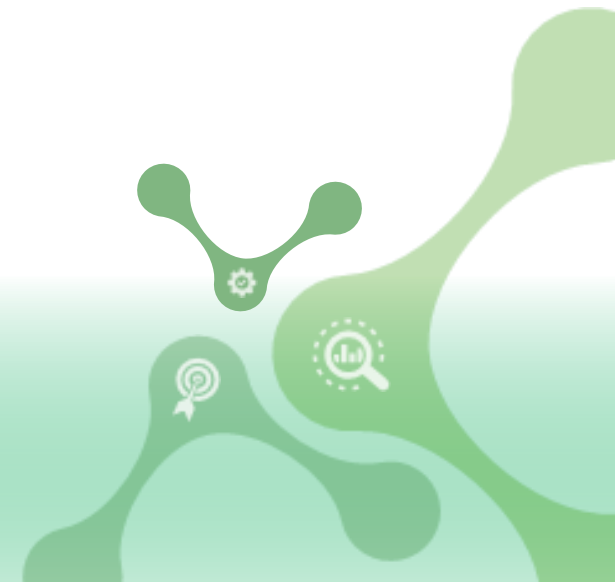
Në 51 vendime, KPP zgjidh 60 ankesa – Për çfarë ankohen më shumë operatorët ekonomikë në tendera?
11/03 - 04/04/2024
Komisioni i Prokurimeve Publike ka pasqyruar ankesat për muajin shkurt në Buletinin Mjor duke arritur në konkluzionin se janë regjistruar...

Në 56 vendime, KPP zgjidh 64 ankesa – Janari nis me 53 ankesa, kryesisht për vlerësim ofertash
10/31 - 02/03/2024
Edhe ky vit ka nisur me ankesa përsa i përket Prokurimeve Publike. Referuar Buletinit mjor, 53 ankesa janë administruar për...

ARTIKUJT E FUNDIT

Iniciativa e kufizimit të çmimeve në Malin e Zi – Më shumë se 500 produkte do të jenë me ulje deri në 31 maj
12/29 - 13/04/2024
Në Mal të Zi ka nisur fushata për uljen e marzheve për produktet me rëndësi të veçantë për jetën dhe...

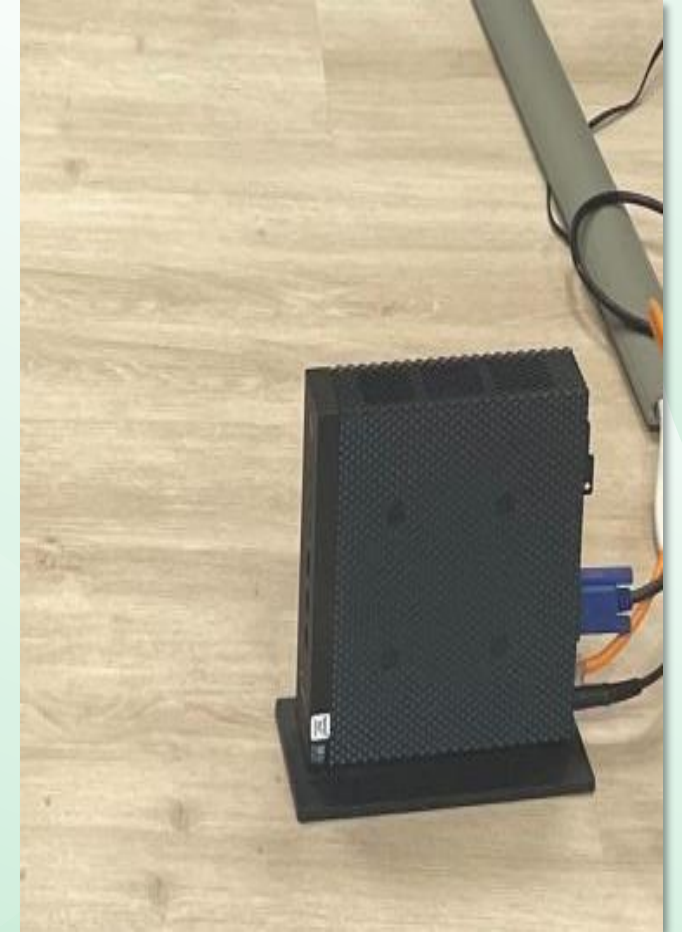
Emigrimi i milionerëve, në nivele rekord – Destinacionet kryesore, Portugalia, Malta, Greqia dhe Italia
11/34 - 13/04/2024

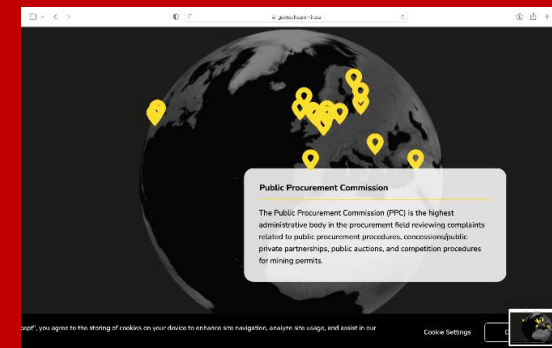


WHY PUBLICATION OF PRB DATA IS IMPORTANT



1. There are a lot of lessons to be learned through complaint review process,
2. Through publishing data economic operators and contracting authorities, CM and parliament can identify problems in procurement system.
3. Decrease the number of complaints
4. Increase the speed of reviewing process for goods, services and public works procedure
5. Increase the accountability ,
6. Increase the controll, easy way to controll by State Audit, Anti Corruption Agencies.
7. Boost the way of spending public money.





On 15th September 2022, on the International Day of Democracy, in Northern Macedonia, the "Western Balkan Ministerial on Public Administration Reforms" is being held

Monitoring Report The Principles of Public Administration ALBANIA November 2021

Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions

The world's leading event for public sector innovation The E-Complaints System was selected among the 15 best projects worldwide by the jury of the GOVTECH summit

How Albania's e-complaints system reduces red tape for government suppliers



FUTURE PLANS

- ✓ *Digitization of the archive for the years 2010 -2020, for 9342 complaints deposited and 7903 decisions processing data.*
- ✓ *Publishing in OCDS the history of the decision.*

CHALLENGES

- ✓ *Publishing data of Albania PRB-s in PPDS?*
- ✓ *Use AI in reviewing complaints*



Thank You!



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