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# **7th Annual Asia-Pacific Public Electronic Procurement Network Conference 17th November 2021**

## **EBRD Client e-Procurement Portal (ECEPP) Complaint Portal**

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**European Bank  
for Reconstruction and Development**

# EBRD Introduction

Established

1991

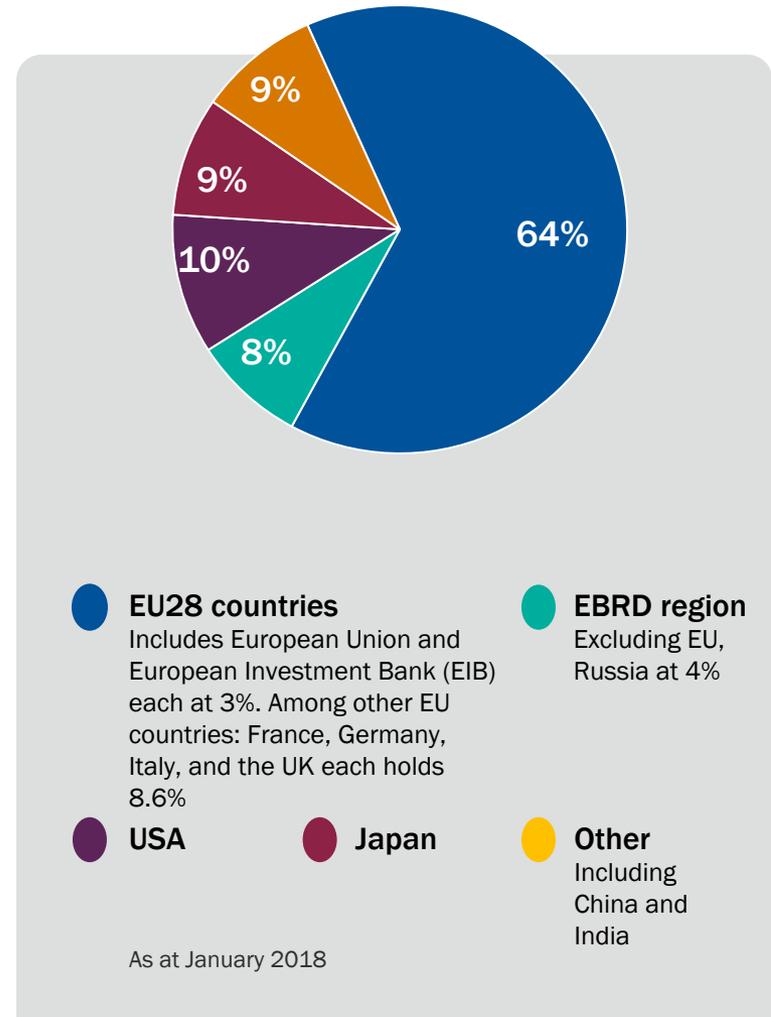
The EBRD is owned by

70 countries

from five continents, as well as the European Union and the European Investment Bank. These shareholders have each made a capital contribution, which forms our core funding.

What we do

<https://www.ebrd.com/what-we-do.html>





# EBRD Countries of Operation



# EBRD Client E-Procurement Portal - ECEPP

ecepp.ebrd.com



The screenshot shows the ECEPP website interface. At the top, there is a blue header with the EBRD logo and the text 'European Bank for Reconstruction and Development' on the left, and 'EBRD Client e-Procurement Portal ECEPP' on the right. Below the header is a navigation bar with 'Home' and 'About EBRD' on the left, and 'Login / Register' on the right. The main content area features a large image of a dam under construction with the caption 'Enguri Hydro Power plant rehabilitation and Modernisation'. Below the image is a yellow navigation bar with icons and labels for 'Registration', 'Search Opportunities', 'News & Updates', and 'Help & FAQs'. The main text area contains a welcome message, a paragraph describing the portal's purpose, a paragraph about registration requirements, and a link to EBRD project procurement information. On the right side, there is a 'Latest News' section with a list of four news items.



EBRD Client e-Procurement Portal **ECEPP**

Home About EBRD

Login / Register



Enguri Hydro Power plant rehabilitation and Modernisation



Registration



Search Opportunities



News & Updates



Help & FAQs

## Welcome to the EBRD Client e-Procurement Portal (ECEPP)

The ECEPP portal allows clients of the European Bank for Reconstruction and Development (EBRD) to conduct electronic project procurement for goods, works and loan-funded consultancy contracts for public sector projects financed in whole or in part by EBRD (including EBRD administered grants), in accordance with the [EBRD's Procurement Policies and Rules](#).

Tender opportunities and published information may be viewed without registration. In order to access tender documentation free of charge and participate in electronic tendering for contracts procured under the Bank's Procurement Policies and Rules, Suppliers and Contractors must first register through the above link.

For more information on EBRD project procurement in general, please follow this link: [www.ebrd.com](http://www.ebrd.com)

### Latest News

- A New Video for Suppliers and Contractors
- A Promising 2016 with More New Pilot Projects in the Pipeline
- A Positive Balance for ECEPP Inaugural Year
- ECEPP goes live with the first pilot project
- More pilot projects in the pipeline. Kosovo and Moldova to become the next two countries of operation to use ECEPP

# EBRD E-Procurement Portal (ECEPP)

- EBRD Client e-procurement portal – used for EBRD public sector clients for loan and grant funded procurement under EBRD Procurement Policies and Rules. Fully compliant with IFI e-tendering standards. Cloud-based system allowing use in any Bank member country using any internet browser.
- EBRD Client e-Procurement Portal (ECEPP) has been operating since 2015. Mandatory for all new projects from 2020.
- EBRD is the only IFI to offer all its public sector clients a full-cycle e-procurement portal to conduct procurement according to its rules and procedures.
- EBRD project procurement is predominantly for large infrastructure projects and associated consultancy approximately 300 – 350 contracts signed per annum worth around EUR2-3bn

## ECEPP Cumulative Statistics as at end September 2021

- Active projects – 286 (total value EUR25bn)
- Used in Countries of operation – 27
- Signed contracts procured – 402 (EUR 2.9bn)
- Tenders in process -- 211 (EUR 7.08bn)
- Tenders set up but not yet started -- 352 (EUR 5.2bn)

ECEPP use now mandatory and has more third party users than any other Bank system;

- Bank Client users - 900;
- Suppliers/consultants/contractors users - 17,000 from c130 countries
- Bank users -140

# ECEPP – Complaint Statistics 2016 - 2021



European Bank  
for Reconstruction and Development

Contract type	2016	2017	2018	2019	2020
Works	8	8	9	6	6
Goods	6	9	3	2	6
Supply and Instal	10	7	2	1	N/A
Consultancy	2	2	1	2	2
<b>Total</b>	<b>26</b>	<b>26</b>	<b>15</b>	<b>11</b>	<b>14</b>

Year	Number of contracts signed	average number of complaints /number of contracts			
2016	222	11.7			
2017	275	9.5			
2018	353	4.2			
2019	307	8.5			
2020	294	4.8			

Number of projects with complaints	Number of complaints
1	6
1	5
4	4
4	3
11	2
Nationality of complainants	
Ukraine	13
Turkey	11
Slovakia	7
Poland	6
Czech	5
Austria	5
France	4
germany	4
Greece	4
Georgia	4
	Number of companies
Companies with more than one complaint	6

# ECEPP – Complaint Process



European Bank  
for Reconstruction and Development

Time	Complainant (Tender Participant)	Responsible	Action
Before final (priced) tender opening		Client	All information including notices, documents and any clarifications and amendments on the tender is available free of charge through ECEPP
	Raise issue with client via ECEPP	Client	Clarification/ Delay/Amendment using ECEPP
	If not satisfied, request Bank Review through complaint portal	Bank/Client	Review available information in ECEPP and provide advice to Client to resolve. In extreme cases may call for a re-tender and revised procurement plan
After final (priced) tender opening		Client	ECEPP provides opening minutes and client sends email advice to all participants individually on the tender outcome using ECEPP
	If not satisfied, seek debriefing	Client	Client either issues detailed briefing memo via ECEPP or arranges a meeting and keeps records.
	If still not satisfied, raise a complaint with Bank using complaint portal	Bank	Bank reviews the complaint and rejects or upholds it. Bank can withhold or reduce financing for the contract if complaint upheld. Bank's decision is final.

# ECEPP – Complaint Portal

## Making a complaint

Complaints are made via an online form accessible from ECEPP. The form captures key information on the complainant and the nature of the complaint. The Complaint is linked to the tender in ECEPP enabling a report to be generated with all required information required for Bank records

Participant enters ECEPP ID number. The following fields will prepopulate:

- Project Name:
- EBRD Project ID:
- Country:
- Client Name:
- ECEPP ID:
- Procurement Exercise Name:
- Procurement Method:
- Contract Type
- Business Sector:
- Date:

The following fields then open for Participants to enter data

- Review type: [BANK REVIEW/COMPLAINT]
- Legal Name of Participant:
- Address:
- Country:
- Description of Complaint
- Supporting document uploads

# ECEPP – Complaint Portal

## Request for Bank Review

### REQUEST FOR BANK REVIEW

Designed to enable early intervention and stop formal complaints.

Initial review that would have taken weeks awaiting information from clients can now be investigated by Procurement Department in minutes. Examples:

- Allegations of not following Bank procedure – ECEPP system only allows actions following a Bank no-objection for all major steps so risks are mitigated and easily investigated.
- Claims not to receive documents/clarifications – ECEPP system allows Bank to check what has been received by participants
- Claims system did not allow submission of tenders – ECEPP keeps detailed activity log of all actions by users with date stamps.
- Claims documentation or specifications incorrect or favourable to other participants – easily investigated and tender clarifications and associated tender closing delays can be issued in minutes.
- Claims of system faults – easily identified by the Bank ECEPP team and mitigation or resolution put in place

## FORMAL COMPLAINTS

Formal complaints have to be submitted for decision by EBRD Complaint Committee.

Reports are generated using ECEPP and Complaint Form data for consideration by the Committee. The complaints raised by unsuccessful entities in 2020 varied in nature. The following main issues were raised:

- Challenging the Client's decision to disqualify a tenderer on technical grounds. ECEPP enables review of offers, clarifications and the evaluation report.
- Challenging the qualification of the lowest priced tenderer - ditto
- Allegation that the winning tenderer did not fulfil the requirements of the tender documents
- Client's mishandling of the tender opening. This was on paper processes. In ECEPP tender opening and minutes is automatic and late bids cannot be submitted.

Only two complaints out of fourteen were upheld by the Bank. One was withdrawn.

## DISBARMENT – HOW MANAGED

EBRD only disbars firms from award of contract NOT participation in tenders.

- ECEPP prompts clients to check the ebrd.com disbarment list and includes a link. Client must confirm that they have reviewed this list prior to submission of the evaluation report
- ECEPP does not allow the Bank to issue a no-objection to a final evaluation report, leading to award of contract, until they have conducted a ‘World-Check’ integrity check which includes automatic review of disbarments from all major entities.
- EBRD checks that awarded companies are not subject to debarment or other official sanction and must upload a copy of the world-check report as part of the no-objection process before system will allow award notifications to be sent.

# ECEPP – OCCO – Fraud and Corruption Investigation Unit

## ECEPP BENEFITS

- Access to any project can be granted to EBRD investigators within 5 minutes
- Transparent – reduce fraud and corruption risk
- Instant access to ALL documentation – not reliant on requesting documentation from client/participants/contractors
- Ability to review all offers helps with investigation of collusion allegations – able to easily and quickly compare similar documents in different offers
- Ability to review messages enables patterns of communication to be assessed
- Ability to review all activity of every user to detect unusual patterns or ascertain time stamps
- Vastly speeds up initial assessment period. Enables quick determination of spurious allegations to enable procurement process to proceed.

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