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The Next Frontier of Malaysian Government Procurement System



11th APPeN eGovernment Procurement Conference 2026

5–6 October 2026 | Thimphu, Bhutan

ePerolehan

One of the world's first nationwide electronic government procurement systems launched in year 2000.*

The Federal Government's official eProcurement system for Supplies and Services

Developed through a strategic Public–Private Partnership (PPP) between the Government of Malaysia and Commerce Dot Com (CDC)

Delivered two decades of transformation from Operational Procurement (2000) to Strategic Procurement (2018)

* Source: World Bank / infoDev, Public-Private Partnerships in E-Government: Knowledge Map, June 2009

AI Redefining Government eProcurement

AI is reshaping Government eProcurement by augmenting each stage of the procurement lifecycle—automating routine activities, enabling better decisions and strengthening transparency and governance.

End-to-end Procurement Process

- Procurement Planning
- Quotation & Tender
- Contract Management
- Fulfilment

Support Procurement

- Procurement Officers and Supplier Management

Possible AI Implementation Across the Lifecycle

Engage and Support

- Conversational AI
- Speech & Voice AI

Extract and Automate

- Visual AI
- Robotic Process Automation (RPA) AI

Detect and Predict

- Machine Learning (ML) AI
- Predictive AI
- Decision Intelligence AI

Generate and Advise

- Agentic AI (AI Agents)
- Generative AI (GenAI)
- Physical AI / Robotics AI

01 | Conversational AI

AI-Powered Chat Bot User Assistance

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An AI-powered self-service support tool that provides ePerolehan users with fast, accurate and reliable responses through natural language conversations.

It serves as the first level of support, instantly addressing common enquiries.

FEATURES

Approved knowledge Base

Policies, manuals, tacit knowledge from onsite support executives, call centre knowledge based and FAQs

Bilingual Support

Bahasa Melayu, seven local dialects and English

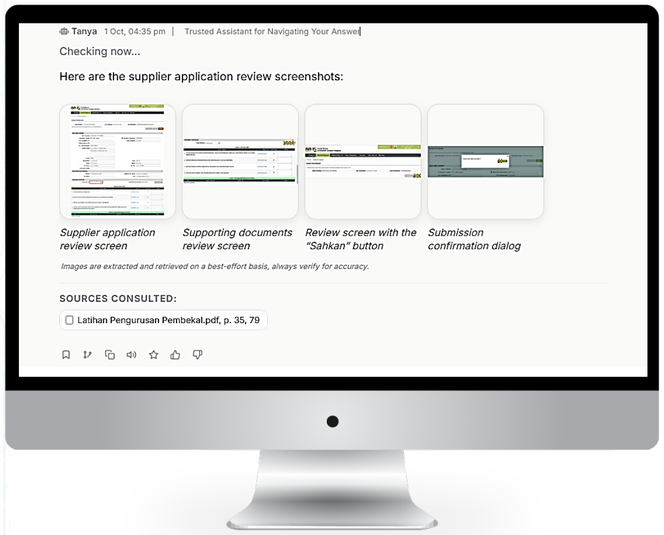
Source-linked Answers

Traceable answers users can verify

Guided User Journeys

Steps-by-Step support for common processes (with sample screens) and enquiries

ILLUSTRATIVE



IMPACTS

Faster Resolution

Instant responses to common enquiries, reducing waiting time

Reduced Call Centre Workload

Act as a first level support. Initial reduction of calls by 10%

Improved User Experience

Offers 24/7 conversational assistance that is easy to access

Consistent & Reliable Information

Delivers standardized responses based on ePerolehan knowledge

02 | Machine Learning AI

Bid-Rigging and Cartel Detection

AI and machine learning analyse historical ePerolehan data, bidding patterns and relationships between suppliers to detect anomalies and potential indicators of fraud, bid rigging or cartel activity.

FEATURES

Bid pattern anomalies

Near-identical pricing, abnormal price gaps or repeated non-winning bidders

Winner Rotation

Suppliers taking turns to win similar packages across periods or regions

Lack Competition Signals

Limited participation, repeated bidders or unusually low response rates

Supplier Linkages

Shared directors, addresses, bank details and contact details

ILLUSTRATIVE



IMPACTS

Fairer Competition

Helps detect potential collusion and protect genuine supplier participation

Stronger Governance & Integrity

Provides data-driven red flags to support transparency and accountability

Reduced Procurement Risk

Enables earlier intervention before issues escalate into financial, compliance or reputational risk

03 | Visual AI

AI-Powered Document Intelligence

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AI transforms unstructured ePerolehan documents into validated, structured data—reducing manual processing and enabling faster, more accurate workflows.

FEATURES

Intelligent Document Capture

Reads and digitizes information from scanned documents, PDFs, forms and images

Automated Data Extraction

Identifies and extracts key information required for procurement processing

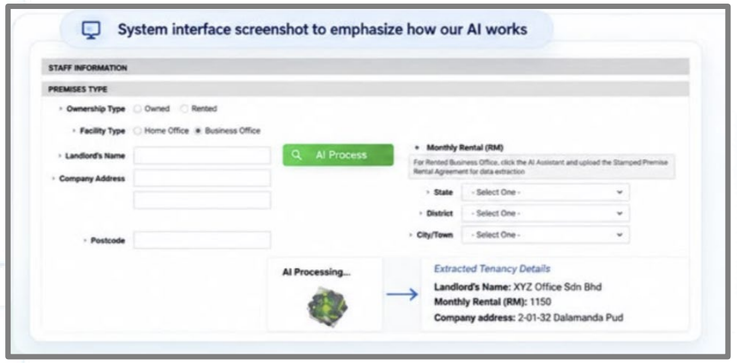
Data Validation

Checks extracted information against predefined rules and existing system data to improve accuracy

Data Structuring & Classification

Converts unstructured content into organized, categorized data for easier processing and analysis

ILLUSTRATIVE



IMPACTS

Faster Document Processing

Accelerates review and verification of supplier and procurement documents

Improved Data Accuracy

Reduces manual entry errors through automated extraction and validation

Higher Operational Efficiency

Minimizes repetitive document checking and allows officers to focus on higher-value activities.

Better Data Utilisation

Converts unstructured documents into structured, searchable data

04 | Robotic Process Automation

Supplier Registration Document Processing

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RPA and AI turn supplier registration documents into validated, structured data — accelerating processing, reducing manual effort and improving accuracy.



FEATURES

Automated document intake

Registration forms and supporting documents captured, sorted and classified without manual handling

AI data extraction

Company details, licenses, certificates and bank information read directly from scanned files

Automated validation

Checks against registries, expiry dates, duplicate entities and watchlists run on every application

Straight-through approval

Clean applications move to approval in minutes, with exceptions flagged for officer review

IMPACTS

Faster Processing

Automates repetitive tasks and significantly reduces turnaround time

Reduced Manual Effort

Minimizes repetitive human intervention and frees staff for higher-value work

Higher Accuracy

Minimizes repetitive document checking and allows officers to focus on higher-value activities

Improved Productivity

Enables higher transaction volumes without proportional increases in manpower

SUMMARY

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Conversational AI, Machine Learning and Visual AI improve service, strengthen governance and build analytics-ready procurement data.



Engage & Support

Conversational AI delivers fast, verified first-line support

- Instant answers from approved knowledge sources
- Guided user journeys for common enquiries
- Lower repetitive workload for support teams



Detect & Protect

Machine Learning identifies hidden procurement risks earlier

- Analyses bidding patterns and supplier linkages
- Flags potential bid rigging and cartel indicators
- Supports fair competition and stronger integrity



Extract & Structure

Visual AI converts documents into trusted data assets

- Captures, extracts and validates document information
- Reduces manual processing and entry errors
- Creates structured data for reporting and analytics

Over the next three years, ePerolehan will progressively adopt the full spectrum of AI features across the procurement life-cycle

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Thank You

