



Encouraging the transition from paper to electronic procurement in Chile



Public Procurement Principle: **E-procurement**



Procurement Stage: **All stages**



Audience: **Policy maker, Procuring entity, Private sector**

Description

In Chile, the transition from paper-based and mixed tender submissions to electronic tender documents required the country's CPB, ChileCompra, to provide incentives for suppliers and contracting authorities. ChileCompra did this by:

- Intensifying the number of audits on mixed and physical processes while communicating the strategy clearly to contracting authorities
- Using the system's terms and conditions of use to establish a strict and demanding deadline for uploading paper-based tender files
- communicating statistics on the number of upload errors made by contracting authorities to the supplier community
- Calculating the cost of the hours the contracting authority spent uploading documents and disseminating results to demonstrate efficiency gaps across the public sector

Beyond relying on legal instruments that compelled the use of e-procurement, these various tactics enabled ChileCompra to quickly transition users to electronic processes.

Source: OECD (2019), [Public Procurement in Germany: Strategic Dimensions for Well-being and Growth](#), OECD Public Governance Reviews, OECD Publishing, Paris

