

DESIGN OF TENDER MANAGEMENT SYSTEM

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DESIGN OF TENDER MANAGEMENT SYSTEM

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ABSTRACT

One of the E-government initiatives is the development of the government-to-business (G2B) system, which is an agenda sets to promote a higher service quality between government entities and the business sector. In Jordan, the vision of E-government would be an essential and active participant in the social development and economic with ICT to enable easy access to government services and information. The tender process in Jordan will be assessing based on the capital of the enterprises in order to be tender. However, the main user is the problem of corruption in the selection of tender. This proposal is to develop tender management system for public sector in Jordan, as well as to reduce corruption. The prototype will develop by using C# language, and the research design adopted the general methodology. The evaluation was based on usability testing with the System Usability Scale (SUS) proposed by Brooke. The prototype was assessed by a sample consists of thirty eight respondents. The results have been positive; when the respondents should that they are able to use the system.

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TABLE OF CONTENTS

ABSTRACT	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENTS	vi
LIST OF TABLES	ix
LIST OF FIGURES	x

CHAPTER ONE : INTRODUCTION

1.1 Background	1
1.2 Problem Statement	4
1.3 Research Questions	6
1.4 Research Objectives	6
1.5 Research Scope	6
1.6 Research Signification	7
1.7 Organization of the Project	7
1.8 Summary	8

CHAPTER TWO:LITERATURE REVIEW

2.1 Government-to-Business System	9
2.1.1 <i>Government Business Model</i>	10
2.1.2 <i>System Benefits</i>	12
2.2 Tender Management System	14
2.2.1 <i>Stages of e-Tendering</i>	16
2.2.2 <i>Prequalification process</i>	18
2.3 Tender Management System Issues	19
2.3.1 <i>Integration and interoperability issues</i>	19
2.3.2 <i>System Architecture</i>	20
2.3.3 <i>Decision-support systems</i>	22
2.3.4 <i>e-Tendering Security</i>	22

2.4	Summary	23
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CHAPTER THREE: METHODOLOGY

3.1	Research Methodology.....	25
3.2	Methodology Stages.....	27
3.2.1	<i>Awareness of Problem</i>	27
3.2.2	<i>Suggestion</i>	28
3.2.3	<i>Development</i>	28
3.2.4	<i>Evaluation</i>	30
3.2.5	<i>Conclusion</i>	30
3.3	Summary	31

CHAPTER FOUR: ANALYSIS & DESIGN

4.1	System Requirements.....	32
4.1.1	<i>Functional Requirements</i>	32
4.1.2	<i>Non-Functional Requirements</i>	35
4.2	System Design.....	37
4.2.1	<i>Use Case Diagram</i>	37
4.2.2	<i>Activity Diagram</i>	39
4.2.3	<i>Sequence Diagram</i>	41
4.2.4	<i>Collaboration diagrams</i>	49
4.2.5	<i>Class Diagram</i>	52
4.3	System Interface.....	54
4.4	Summary	60

CHAPTER FIVE: EVALUATION & RESULTS

5.1	General Information	61
5.2	Evaluation of User.....	65
5.3	Summary	79

CHAPTER SIX: CONCLUSIONS

6.1 Discussion80
6.2 Contribution82
6.3 Future Work82
6.4 Conclusion83

REFERENCES85

APPENDIX A94

LIST OF TABLES

Table 4. 1: List of Functional Requirement	33
Table 4. 2: List of Functional Requirement	35
Table 5. 1 Gender of sample	62
Table 5. 2: Age of sample	63
Table 5. 3 Education of sample.....	64
Table 5. 4 attributive statistics for dimensions	65
Table 5. 5 Illustrate Statistics for All Elements	66
Table 5. 6 Q1 Using TMSJ helps me to be more effective	67
Table 5. 7 Q2 Using TMSJ helps me to be more productive.....	68
Table 5. 8 Q3 Using TMSJ saves my time when I use it.....	69
Table 5. 9 Q4 Using TMSJ would enhance my effectiveness.	70
Table 5. 10 Q5 Using TMSJ would make it easier to do my tasks.....	71
Table 5. 11 Q6 TMSJ was everything I would expect it to do.....	72
Table 5. 12 Q7 TMSJ is simple to use.	73
Table 5. 13 Q8 TMSJ is very friendly to use	74
Table 5. 14 Q9 It requires the fewest steps possible to accomplish what I want to do with it	75
Table 5. 15 Q10 I can use it without written instructions	76
Table 5. 16 Q11 I don't notice any inconsistencies as I use TMSJ	77
Table 5. 17 Q12 I can use TMSJ successfully every time.	78

LIST OF FIGURES

Figure 1. 1: E-government Portal of Jordan.....	3
Figure 2. 1: Basic Models for GBM.....	11
Figure 2. 2: Offline processes for electronic tendering system.....	15
Figure 2. 3: Online processes for electronic tendering system	16
Figure 2.4 : Messaging Architecture for Web Service SOAP	20
Figure 2. 5: Proposed of WTS system Architecture	21
Figure 3. 1: General Methodology (Vaishnavi & Kuechler, 2008)	26
Figure 3. 2: TMSJ technology components	29
Figure 4. 1: Use case Diagram for TMSJ prototype	38
Figure 4. 2: Description activity diagrams for Admin (TMSJ) prototype	39
Figure 4. 3: Description activity diagrams for user (TMSJ) prototype.....	40
Figure 4. 4: Registration sequence diagram.....	41
Figure 4. 5: View tender sequence diagram.....	42
Figure 4. 6: Manage tender sequence diagram.....	43
Figure 4. 7: Manage enterprise sequence diagram.....	44
Figure 4. 8: Join tender sequence diagram.....	45
Figure 4. 9: Bid tender sequence diagram.....	46
Figure 4. 10: Result tender page sequence diagram.....	47
Figure 4. 11: Logout page sequence diagram	48
Figure 4. 12: Login collaboration diagram	49
Figure 4. 13: View tender collaboration diagram	49
Figure 4. 14: Manage tender collaboration diagram	50
Figure 4. 15: Manage enterprise collaboration diagram	50
Figure 4. 16: Join tender collaboration diagram	51

Figure 4. 17: Bid tender collaboration diagram	51
Figure 4. 18: : logout collaboration diagram.....	52
Figure 4. 19: TMSJ System class diagram.....	53
Figure 4. 20: Homepage Interface.....	54
Figure 4. 21: Login Interface	55
Figure 4. 22: Manage Company Interface.....	56
Figure 4. 23: Manage Tender Interface.....	57
Figure 4. 24: View Tender Interface	58
Figure 4. 25: Join Tender Interface	59
Figure 4. 26: Display Result Interface	60
Figure 5. 1: Statistics for sample gender.....	62
Figure 5. 2: Statistics for sample age	63
Figure 5. 3 Statistics for sample education	64
Figure 5. 4: Statistics for question one.....	67
Figure 5. 5 Statistics for question two.....	68
Figure 5. 6 Statistics for question three.....	69
Figure 5. 7 Statistics for question four	70
Figure 5. 8 Statistics for question five	71
Figure 5. 9 Statistics for question six	72
Figure 5. 10 Statistics for question seven	73
Figure 5. 11 Statistics for question eight.....	74
Figure 5. 12 Statistics for question nine.....	75
Figure 5. 13 Statistics for question ten.....	76
Figure 5. 14 Statistics for question eleven	77
Figure 5. 15 Statistics for question twelve.....	78

CHAPTER ONE

INTRODUCTION

1.1 Background

E-government has become a natural extension and a reality of the technological revolution that has accompanied the knowledge society. The E-government added new concepts in the science of public administration such as: citizen participation in the evaluation of government performance, accountability, transparency, and changed the political practices that transitioned to E-governance and e-democracy. E-government, which means "Government initiatives helping local authorities provide planning services online and accessible via the internet and email, for example, the Planning Portal website" (Mohammad, Almarabeh & Ali, 2009), depends on diverse expectations exist within its strategies, like restructuring administrations, achieving financial benefits/cost, remedy for previous policy failures, or a delivering services to citizens.

Furthermore, the purpose of E-government program is improving the government performance, to become a new kind of performance of governmental transactions, through raising the performance level of services for investors and beneficiaries from all segments of society accurately, efficiently, and easily

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