DocQMiner

by Deloitte

Deloitte and its Artificial Intelligence ensure a digital, intelligent and productive procurement solution

Procurement transformation for digital governmental organization in the Middle East

Client issue: A highly time-consuming manual reviewing process for thousands of documents

Operational procurement is an important but often time-consuming task as public sector organizations acquire products and services through RFIs, RFPs and contracts. So it was for Deloitte's client, a large government organization in the Middle East tasked with **digitizing the government**. The organization has a mandate to review RFPs from other governmental entities, to advise on best vendor options. But **reviewing and comparing incoming RFPs was still being done manually**. That's why the organization wanted to digitize the process and minimize the necessary human resources.

There were two challenges in achieving this. First, incoming vendor proposals could be entirely in Arabic, or in **both Arabic and English**. Second, relevant information is occasionally **presented in tables** (e.g. pricing tables). Both pose challenges for current OCR technology to read. So the organization needed not only a technology which could digitize its procurement processes, but also one sophisticated enough to handle documents with mixed languages and varying layouts.

Solution: Joined forces of an international team, AI solution DocQMiner and a procurement and spend analytics solution

Deloitte rose to the challenge by **combining the expertise of an international team with its AI solution, DocQMiner**. DocQMiner was deployed to digitize reviewing RFPs by suggesting and extracting contractual, technical and commercial sections to the client, saving them time and human effort.

This included information in different languages or layouts, which DocQMiner is unique in being able to read. Combining this AI technology with human expertise, the extracted data was of the highest possible quality and quickly available to the organization in a structured, ready-to-use format.

Simultaneously, Deloitte's team began developing a **digital procurement and spend analytics solution**. When finalized, this solution would be the central source of all procurement information, including information extracted with DocQMiner. This analytics solution adds true value to the procurement process of the governmental organization, in that it enables all possible analyses to be performed.

Impact: More insightful and effortless advising process with automatic RFP data extraction

With Deloitte's expertise and end-to-end solution DocQMiner, the governmental organization's procurement process is now more digital and insightful, with a minimum of human effort required. Other entities in the organization can **easily upload their RFPs to the system**, from which DocQMiner quickly extracts the necessary information.

This lets the organization **easily compare vendor information** and **offer entities advice on which vendor proposal is the best RFP fit, possibly saving costs**. DocQMiner's ability to read different languages and layouts gives it an edge over traditional OCR technologies, and fits perfectly with the governmental organization's needs.

Major steps have been taken in digitizing the ministry's procurement process, setting an example and raising the bar for further digitization of the governmental organization as a whole.

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