

City:
Date:
Name of Firm:

Questionnaire for Registered Vendors

The MCC, a US donor agency, supported the development of the LPSE eproc system from 2007-2009. The objective of this activity was to increase the efficiency and transparency of government procurement in Indonesia. The MCC is now conducting a survey to find out, from the private sector perspective, the benefits and challenges of the electronic procurement system. Your company has been selected at random from a list of registered vendors in the LPSE system. Your answers to the survey are entirely confidential. We appreciate your time and cooperation.

I. Background of Firm

1. What is the legal status of your company?
_ PT _ CV _ Sole Proprietor _ Multiple companies
2. What are the main things you supply to the government?
☐ Goods _____
☐ Services _____
☐ Construction _____
☐ Other _ _____
3. How many employees does your company have?
Full-time _____
Part-time/contractor _ _____

II. Procurement Background

4. How many years have you been bidding on government contracts?
__ Not yet since _____ [year]
5. Do you bid on contracts from the provincial government or other pempdas? (Check all that apply)
☐ Provinsi ☐ Kota / Kabupaten ☐ National ☐ State-owned company
6. What volume of business (in Rupiah/\$) do you estimate you conduct annually with the government?
_ _____ rupiah
What percentage of your total annual revenue does this represent? _____ %
7. Do you still compete for contracts through the manual system?
☐ Yes- Competitive Tenders ☐ Yes- Sole Source Contracts ☐ No

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8. Were you already using an eprocurement system prior to the deployment of LPSE?

- ☐ Yes – kota/kab system _
☐ Yes – older provincial system _____
☐ Yes – national system _____
☐ No (skip to question 10)

9. Compared to the eproc system you were using, is using LPSE:

- ☐ Easier ☐ Same ☐ More complicated

Please explain:

III. Training on LPSE

10. Did you receive training on using the e-procurement (LPSE) system?

- ☐ Yes ☐ Socialisasi only ☐ No (skip to question 15)

11. What year was this?

- ☐ 2006 ☐ 2007 ☐ 2008 ☐ 2009 ☐ 2010 ☐ Don't remember

12. How many employees of your company received this training?

_____ (#)

13. How long was the training you received?

- ☐ Few hours ☐ Half day ☐ Full Day ☐ More than 1 day

14. After the training, were you (or your staff) able to use the system:

- ☐ Easily- could use it without problem
☐ With a little difficulty- could use it with a small amount of trial and error
☐ With great difficulty- training wasn't useful; had to learn by doing

IV. Effectiveness

15. Compared to the manual system, is the online bidding system?

- ☐ Better ☐ Worse ☐ Same

Please explain: _____

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16. What are the primary benefits of using the electronic system?

- ☐ Faster
- ☐ More transparent (less need to pay appreciation)
- ☐ More competition (easier to find out about the bid; no one can block competitors)
- ☐ Other _____

17. Compared to the manual system, is the number of bidders in the electronic system:

- ☐ More
- ☐ Less
- ☐ Same

18. If you feel there is more competition in electronic tenders, is your overall pricing:

- ☐ Going down
- ☐ Going up
- ☐ Staying the same

19. Are there any challenges to using the electronic system?

- ☐ Technical problems/ difficult to use (e.g. slow uploading, etc.)
- ☐ Expensive (have to pay for staff, software/ internet connection to use system)
- ☐ Other

20. Do you still have to meet in person with government officers during the eproc tender process?

- ☐ Yes ☐ No

If yes, at what stage? _____

21. One of the objectives of the e-procurement system is to reduce corruption in the bidding process. Do you think the electronic bidding does this? How?

- ☐ Yes ☐ No

Please explain: _____

22. At what points in the procurement process do officials expect appreciation or speed money?

(check all that apply)

- ☐ During pre-qualification/picking up bidding documents
- ☐ Following the award decision
- ☐ During project implementation
- ☐ When project is finished
- ☐ Don't know/ Won't reply (skip to question 24)

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23. How is the appreciation money calculated?

- ☐ Percentage of the contract _____%
- ☐ Other _____

24. Compared to the manual tenders, is the amount of the appreciation money in electronic tenders:

- ☐ Lower
- ☐ Higher
- ☐ Same

25. Overall, do you find that the government's estimated (or ceiling price) for contracts is:

- ☐ Increasing
- ☐ Decreasing
- ☐ Staying the same

26. Have you ever complained about the outcome of a tender or other parts of the procurement process?

- ☐ Yes ☐ No

If yes, how was case resolved? _____

If no, why not? _____

27. Are there any other comments you would like to share?