



TENDER FOR PROCUREMENT OF GOODS/SERVICES VIA E-PROCUREMENT TO THE BENGKULU PROVINCIAL GOVERNMENT BASED ON PRESIDENTIAL DECREE NUMBER 12 OF 2021

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ABSTRACT

The purpose of this study is to determine how the tender process for the procurement of goods and services is conducted through e-Procurement in the Bengkulu Provincial Government based on Presidential Regulation Number 12 of 2021. This study uses a qualitative descriptive method. Informants in this study were all parties involved in the tender process, using observation, interviews, and documentation. Data analysis in this study used three stages: data reduction, data presentation, and conclusion drawing. The results show that the tender process for the procurement of goods and services in Bengkulu Province is transparent in terms of information provision, from the socialization stage to the evaluation stage. Regarding effectiveness and efficiency, facilities and infrastructure are still lacking, while human resources are adequate in terms of quantity and competence, and implementation times are also in accordance with applicable regulations. Furthermore, the response from service providers is also quite good, as evidenced by the active participation of goods/service providers in the tender process. Challenges faced in this tender process include intimidation or intervention from external parties who attempt to influence the evaluation results, despite the system being procedurally transparent and accountable

INTRODUCTION

Pancasila as the basis of the Indonesian state mandates in the fifth principle that the state is obliged to provide justice for all Indonesian people. To make this happen, the government is obliged to provide the people's needs in various forms in the form of goods, services and infrastructure development. (Simamora 2005)

Procurement of goods and services (PBJ) is part of public services. PBJ is an activity to meet the community's needs for goods and services. Procurement of goods/services is essentially an effort by the budget user to obtain and realize the goods/services they desire by using certain methods and processes in order to reach an agreement on price, time and other agreements. So that the essence or



essence of the procurement of goods/services can be carried out as well as possible, both parties, namely the user and the provider, must always adhere to the philosophy of procurement of goods/services, comply with applicable ethics and norms for procurement of goods/services, and follow standard principles, methods and processes for procurement of goods/services.

Government procurement policies for goods/services in Indonesia are regulated by Presidential Regulation Number 16 of 2018 concerning Procurement of Government Goods/Services which has been amended by Presidential Regulation Number 12 of 2021 concerning Procurement of Government Goods/Services. The government's general policy on procurement of goods/services aims to synergize provisions on procurement of goods/services with policies in other sectors.

One of the Indonesian government's efforts to realize good governance is by carrying out reforms in all government activities or public services, namely by using information and communication technology. One form of this is electronic procurement of goods and services (e-procurement). Nowadays, the integration of technology and information systems has influenced public government institutions from the central government to regional governments.

In an effort to fulfill community needs and improve services to the community, an effective and efficient procurement process is needed. Procurement of goods and services in government procurement of goods and services includes:

1. Goods
2. Construction work
3. Consultant services
4. Other services.

The method for selecting providers of goods and services is as follows:

1. E-Purchasing
2. Direct Procurement.
3. Direct Appointment.
4. Fast Tender.
5. Tenders.

In accordance with Presidential Decree No. 54 of 2010, Regional Heads must establish Electronic Procurement Services (LPSE) in their respective regions, both provinces and districts/cities. With that, the Bengkulu Provincial Government established the Bengkulu Province LPSE on July 21 2011 which was inaugurated directly by representatives of the central LKPP and KPK. With the formation of the Bengkulu Province LPSE, the process of procuring goods and services is automated through the Electronic Procurement System (SPSE) and announcements of procurement of goods and services are required through the LPSE using the e-Procurement method.

In 2024, the Bengkulu Provincial Government has implemented more than 200 work tender packages with various packages including construction work, consultancy work, as well as procurement of goods and other services. However, in its implementation there are still several obstacles, including the fact that there are still many limitations in providing goods/services, such as licensing of large business companies/goods/services work specialists which are not yet widely available in Bengkulu Province, companies with experience in the field of work to be carried out, as well as Human Resources (HR) remaining in companies providing goods/services and the equipment owned by many companies providing goods/services is not adequate for carrying out the work being carried out in Bengkulu Province at this time.



Based on the description above, this research was carried out with the title "Tender for Procurement of Goods/Services via E-procurement to the Bengkulu Provincial Government based on Presidential Decree Number 12 of 2021."

MATERIALS AND METHODS

In this research, the author will use descriptive qualitative research methods. Where the author will describe the tender process for procurement of goods/services via E-procurement to the Bengkulu Provincial Government based on Presidential Decree Number 12 of 2021. and researchers will also see how goods/service providers respond to the tender process for procurement of goods/services via E-procurement at the Bengkulu Provincial Government based on Presidential Decree Number 12 of 2021

The research focus is given to provide boundaries and clarify the scope of the topic to be discussed. The focus of this research is then poured into the research aspects that will be studied. The focus of this research is the tender process for procurement of goods/services via e-procurement for the Bengkulu Government based on Presidential Decree Number 12 of 2021

The aim of determining the locus of this research is to further clarify and narrow the research space in answering and discussing existing problems. This research will be carried out at the UKPBJ of the Bengkulu Provincial Government

RESULTS AND DISCUSSION

1. Transparency

The socialization process for the procurement of goods and services has been carried out in a comprehensive and structured manner. This socialization is not only limited to the planning stage, but also covers all stages of the tender, from the announcement of activities in the General Procurement Planning Information System (SiRUP), the integrated tender implementation through the LPSE application, to the final evaluation, which includes administrative, technical, cost, and service provider qualification evaluations. The evaluation method is also adapted to the provider selection method used in each tender process. This socialization aims to ensure transparency of information and a uniform understanding for all parties involved in the procurement process, including service providers and Commitment Making Officers (PPK), so that it is hoped that there will be no misunderstandings or irregularities in its implementation. However, during its implementation, this socialization process still encountered several obstacles. Among these are limited technical understanding among some parties regarding the use of application systems such as e-procurement, SIRUP, LPSE, and SIKAP. Technical obstacles such as internet network disruptions and bugs in the applications also pose challenges that hinder the smooth socialization process. However, an online reporting and complaint mechanism is available that allows users to submit complaints and receive handling from the application administrator. Overall, the socialization efforts carried out by the regional government have been carried out in



accordance with the principle of transparency, but still require strengthening in terms of technical support, training, and increasing human resource capacity so that the goals of efficiency and effectiveness in the procurement of goods and services can be achieved optimally.

Based on interviews conducted by researchers with various parties involved in the procurement of goods and services, including both procurement committees (Pokja) and goods/services providers, it can be concluded that maximum transparency of information regarding procedures, requirements, timeframes, and rates related to the tender process has been achieved. This information has been made available and publicly accessible through the Bengkulu Province LPSE application at <https://spse.inaproc.id/bengkuluprov>.

This system allows the public to access various important information such as work package names, budget ceilings, selection methods, tender schedules, and winner information, in accordance with the principle of transparency in procurement. Various sources from providers such as CV Gemilang Perdana and CV Betuah Sejahtera also confirmed that access to information is very open and structured within the SPSE system. This aligns with the principles of e-Procurement, which is integrated with SIRUP, as stipulated in Presidential Regulation Number 12 of 2021. In practice, this system not only clarifies the procurement process but also ensures that the entire process is accountable and efficient.

However, despite demonstrating good transparency in the systems and

procedures, obstacles remain in the field, particularly in the form of non-procedural pressure. One member of the Working Group revealed that the tender process is sometimes marred by intimidation from certain individuals claiming to be close to decision-makers. This intimidation aims to influence the evaluation process in favor of certain service providers. This phenomenon demonstrates that while administrative and technical transparency has been established, implementation in the field still presents challenges that must be addressed seriously to ensure integrity in the procurement of goods and services.

2. Effectiveness and Efficiency

The availability of facilities and infrastructure to support tender implementation still faces significant challenges. Working Groups (Pokja) often experience limitations in basic work equipment such as laptops, printers, and office stationery, which are essential for carrying out administrative and technical tasks during the procurement process.

Furthermore, limited funding can hinder the smooth running of tenders, particularly in terms of daily operations and equipment maintenance. These issues impact work efficiency and can slow down processes that should be swift and precise. Obstacles not only affect equipment and funding, but also affect the digital system used, the SPSE application. Several technical glitches, such as application bugs, network issues, and login failures, frequently occur, making it difficult for users, both working groups and service providers, to access the system optimally.



There are no significant obstacles in human resources, existing human resources continue to develop themselves by following changes in existing or latest regulations and in terms of human resource availability, the Selection Working Group at the Bengkulu Province PBJ Bureau has an appropriate structure and is ready to carry out its duties in supporting an effective and professional procurement process.

The duration of this tender process covers all stages, from announcement and explanation, submission of tender documents, bid evaluation, and determination of the winner. However, it's important to note that all stages can only be conducted during business hours. This means that if a national holiday or collective leave occurs during the process, the stages will be postponed and resumed on the next business day. This is to ensure that each stage adheres to procedures and does not violate applicable regulations, particularly those stipulated in Presidential Decree No. 12 of 2021.

3. Service provider response to the tender process.

Based on interviews conducted by researchers with several members of the Selection Working Group (Pokja Pemilihan) at the Bengkulu Province Goods and Services Procurement Bureau (PBJ), it can be concluded that, in general, the response from service providers to the tender process was quite positive. Providers were active and enthusiastic in participating in the various tender packages announced, indicating that the implemented procurement system was

sufficiently open and provided a fair opportunity for all qualified providers to participate. This active participation also indicates that the ongoing tender process has instilled confidence among business actors in government procurement.

However, several members of the POKJA acknowledged that issues, prejudices, and allegations of non-compliance with regulations still arise in the field, particularly from participants who did not win the tender. Some expressed the belief that the evaluation process was not fully transparent or that the tender winner was pre-emptively selected. Nevertheless, the procurement system does provide a mechanism for objections and appeals that service providers can use if they perceive any discrepancies in the selection process. Furthermore, the final selection results are subject to review by the Inspectorate, the government's internal oversight body, ensuring that every decision remains within the bounds of oversight and accountability. Therefore, although challenges in the form of negative perceptions still exist, overall the procurement process is considered to have been carried out quite openly and professionally.

CONCLUSION

1. Transparency

The tender process in the Bengkulu Provincial Government has demonstrated a fairly good level of transparency. Information from the planning, implementation, and evaluation stages is openly announced through platforms such



as SiRUP and LPSE. All parties—both internal government (Pokja, PPK) and external (service providers, the public)—are given access to written and digital information. However, the implementation of this transparency still faces challenges, such as:

- Technical system disruptions (bugs, network issues).
- Intimidation or intervention from external parties attempting to influence evaluation results.

Overall, transparency is operating in accordance with the principles of good governance.

2. Effectiveness and Efficiency

a. Facilities and Infrastructure

The availability of facilities and infrastructure is still suboptimal. The Selection Working Group often lacks work equipment such as laptops, printers, and stationery. Technical system problems (SPSE, LPSE) also frequently occur, impacting work efficiency.

b. Human Resources (HR)

In terms of HR, there are no significant obstacles. All members of the Working Group are certified, up-to-date with regulatory developments, and work within their respective structures and roles. This is a strength in supporting professional implementation.

c. Tender Implementation Time

The tender process takes an average of 21–45 calendar days, depending on the complexity of the work and the selection method. However, activities only take place on

weekdays, so national holidays and collective leave can delay the process. In general, the effectiveness and efficiency of implementation and human resources are quite good, but further support is needed in terms of equipment, operational budget, and application system stability.

3. Service Provider Response

Service providers' responses to the e-procurement tender system tended to be positive. They actively participated and considered the system to be quite open and accountable. This indicates trust in the implemented mechanism.

However, some losing tender participants still harbored suspicions, such as accusations that the evaluation was not objective or that the winner was being manipulated. These challenges were addressed through:

- Objection and appeal mechanisms.
- Internal oversight through the Inspectorate.

Even though the system is procedurally transparent and accountable, negative perceptions still arise and must be anticipated with better communication and increased evaluation accountability.

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