



Procedures For Participating in Pt Pertamina EP Tenders by PT Kencana Mitra Total Solusi

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Abstract

The process of procurement of goods and services through the tender mechanism requires companies to have good administrative readiness in order to meet the requirements set by the tender organizer. PT Pertamina EP as one of the national energy companies implements the Centralized Integrated Vendor Database (CIVD) system in the prequalification and evaluation process of tender administration. This study aims to describe the administrative procedures in participating in PT Pertamina EP's tender through the CIVD system by PT Kencana Mitra Total Solusi, as well as identify the obstacles faced in its implementation. This study uses a qualitative approach with a descriptive method and a case study approach. Data was obtained through observation, interviews, and documentation of the tender administration process carried out by the company. The results of the study show that the procedure for participating in PT Pertamina EP's tender includes the stages of searching for tender information, submitting a statement of interest, filling in and updating data on the CIVD system, uploading administrative documents, and evaluating prequalifications. The main obstacles faced include incompleteness of documents, data updates that require high accuracy, and limited understanding of the administrative requirements of the CIVD system. Therefore, systematic document management and increased understanding of human resources are needed so that the tender administration process can run more effectively and efficiently.

Keywords: *Tender; Tender Administration; CIVD; Procurement of Goods and Services; PT Pertamina EP*

INTRODUCTION

Tender is a competitive mechanism that involves submitting bids from various parties who are interested in obtaining projects, contracts, or the provision of goods/services. The procedure is designed to ensure transparency and fairness, where prospective providers will submit their proposals in accordance with the criteria and requirements that have been clearly set by the tenderer (Asare et al., 2025). Ultimately, a thorough evaluation will be conducted to select the best offer that best suits your needs and desired goals.

Increasingly fierce business competition requires companies to be able to seize the opportunities of available projects. One of the common mechanisms used to acquire projects is through a tender or auction system (Soliño & Gago de Santos, 2016). Tender is a bidding process carried out by several companies to obtain a work contract or procurement of goods and services from an agency or other company (Talamo & Atta, 2018).

In the business world, there are many ways to keep a business running. One of the main ways is to maintain the state of the company through the right strategy. Companies need to focus on making profits sustainably so that the wheels of business continue to run (Charles Jr et al., 2017). Therefore, company branding and maintaining operational sustainability are important things that must be done consistently.

The tender administration procedure is an important aspect that often determines whether a company can qualify for the next stage or even win the tender (Bohari et al., 2021; Zol Kapeli, 2022). Errors in the preparation of administrative documents, delays in submission, or

incompleteness of files may result in disqualification, even though the technical offer and the price submitted are very competitive. Therefore, a systematic and standardized tender administration procedure is needed.

Several previous studies have examined the tender process and administrative procedures in procurement of goods and services. Research conducted by Simarmata et al. (2023) analyzed the implementation of tender for procurement of goods and services at PT. Mitra Engineering Grup in Medan, finding that administrative document completeness and understanding of tender requirements are key factors determining company success in participating in tenders. The study highlighted that companies often face challenges in meeting administrative requirements due to limited understanding of tender procedures and document preparation standards (Kajimo-Shakantu et al., 2022). Revela, Dewantoro, and Veronika (2023) investigated the factors causing service provider failure in the tender offer evaluation process for construction projects. Their research identified that administrative document errors, including incompleteness and inaccuracies in document preparation, were among the main causes of company disqualification during the tender evaluation stage (Mikulík & Hanák, 2022). This study emphasized the importance of systematic document management and thorough verification before document submission.

Furthermore, research by Malik (2015) on the introduction to the construction services business discussed the importance of understanding tender mechanisms and administrative requirements for companies seeking to participate in government and private sector projects. The study emphasized that companies with good administrative readiness and understanding of tender procedures have a higher chance of success in winning contracts. Ajiw (2019) examined the characteristics of procedures in a service context, highlighting that standardized procedures are essential for ensuring consistency and quality in service delivery, including in the tender participation process. The study concluded that clear and systematic procedures help companies avoid common pitfalls in administrative document preparation (Devi, 2025; Khan & Mita, 2023).

Despite these studies, there is limited research specifically examining the tender participation procedures through the Centralized Integrated Vendor Database (CIVD) system implemented by PT Pertamina EP, particularly from the perspective of vendor companies. This gap provides the rationale for the present study, which focuses on the administrative procedures in participating in PT Pertamina EP's tender through the CIVD system by PT Kencana Mitra Total Solusi (Tarnes, 2021).

Based on this background, the purpose of this study is to describe the administrative procedures in participating in PT Pertamina EP's tender through the CIVD system by PT Kencana Mitra Total Solusi, as well as to identify the obstacles faced in its implementation. Specifically, this study aims to map the stages of the tender administration process from searching for tender information to evaluation of prequalification results, and to analyze the efforts made by the company in overcoming technical and administrative obstacles in the tender process.

The benefits of this research can be viewed from both theoretical and practical aspects. Theoretically, this study contributes to the development of scientific knowledge regarding tender

administration procedures and procurement of goods and services, particularly in the context of the CIVD system implementation by state-owned enterprises (Chicks & Tshehla, 2021). Practically, the results of this study are expected to provide valuable insights for companies, especially those in the vendor and contractor sector, in preparing and managing tender administration documents more effectively and efficiently. For PT Kencana Mitra Total Solusi specifically, this research can serve as an evaluation material to improve the company's tender participation strategies (Hibatullah, 2025). For other companies facing similar challenges, this study can be a reference in developing systematic document management systems and increasing understanding of administrative requirements in the tender process. Furthermore, for tender organizers such as PT Pertamina EP, the findings of this study can provide input for improving the CIVD system to be more user-friendly and minimize technical obstacles faced by participating vendors (Yasmine & Yudoko, 2020).

METHODS

This study uses a qualitative approach with a descriptive method. This approach was chosen because the research aims to systematically and in-depth describe the administrative procedures in participating in the PT Pertamina EP tender by PT Kencana Mitra Total Solusi, as well as identify the obstacles faced and the efforts made by the company in managing tender administrative documents.

Types and Approaches to Research

The type of research used is qualitative descriptive research with a case study approach. The case study was chosen because the research focuses on one specific research object, namely the procedure for participating in the PT Pertamina EP tender through the CIVD system by PT Kencana Mitra Total Solusi, thus allowing researchers to gain a comprehensive understanding of the process, stages, and problems that occur in the practice of tender administration.

Research Objects and Subjects

1. The object of research in this study is the tender administration procedure of PT Pertamina EP which is carried out by PT Kencana Mitra Total Solusi, especially at the prequalification stage until the announcement of the tender results.
2. The research subjects include internal parties of the company who are directly involved in the tender process, especially the Marketing Department which is responsible for the management and uploading of tender administration documents through the CIVD system.

Data Types and Sources

The data used in this study consisted of:

Primary Data, which is data obtained directly from the company through:

1. Observation of the tender administration process,
2. Informal interviews with related parties at PT Kencana Mitra Total Solusi,
3. The company's internal documentation related to the tender process.

Secondary Data, which is supporting data obtained from:

1. Official company documents,
2. PT Pertamina EP's CIVD System,
3. Literature, books, scientific journals, and regulations relevant to tender administration and procurement of goods/services.

Data Collection Techniques

The data collection techniques used in this study include:

1. Observation, which is direct observation of the stages and flow of the tender administration process carried out by PT Kencana Mitra Total Solusi, starting from searching for tender information to evaluating prequalification results.
2. Interview, which is data collection through questions and answers with the company's internal parties to obtain information about procedures, obstacles, and strategies applied in participating in the tender.
3. Documentation, namely the collection and review of supporting documents such as declarations of interest, SPDA, e-CHSEMS certificates, company legality documents, and proof of document uploads in the CIVD system.

Data Analysis Techniques

The data analysis technique used in this study is qualitative descriptive analysis, which is carried out through the following stages:

1. Data reduction, which is selecting and focusing data that is relevant to the research objective.
2. Data presentation, which is compiling data in the form of narratives, tables, and flowcharts to facilitate understanding the flow of tender procedures.
3. Drawing conclusions, which is formulating research results based on patterns, relationships, and findings obtained from the analyzed data.

Data Validity

To maintain the validity of the data, this study uses a triangulation technique, namely by comparing data from observations, interviews, and documentation. This is done to ensure that the data obtained is consistent, accurate, and scientifically accountable.

RESULTS AND DISCUSSION

Procedures and completeness of administrative documents to participate in the PT Pertamina EP tender by PT Kencana Mitra Total Solusi

PT Kencana Mitra Total Solusi is a company engaged in the electricity sector with a marketing department procedure to participate in the tender at PT Pertamina EP following structured steps according to the SOP (*Standard Operating Procedure*) given. PT Kencana Mitra Total Solusi has several official accounts, especially those from government agencies. An example is the account for Pertamina EP, namely CIVD (*Centralized Integrated Vendor Database*), CIVD is a centralized vendor database system used by PT Pertamina EP to manage all information on vendors and contractors who meet the qualifications to participate in the tender

of company projects.

The tender procedure applied follows the rules and regulations that apply in the CIVD system, starting from the initial stage to the implementation of the project. The initial stage usually begins with the registration of interest when PT Pertamina EP announces an open tender. After that, it is followed by the submission of prequalification documents that include all administrative, technical, and financial requirements that must be met. This process then continues through various stages of evaluation until finally companies that meet the criteria get the opportunity to implement the project. The procedure for the stages of participating in the PT Pertamina EP tender by PT Kencana Mitra Total Solusi can be described by the author as follows:

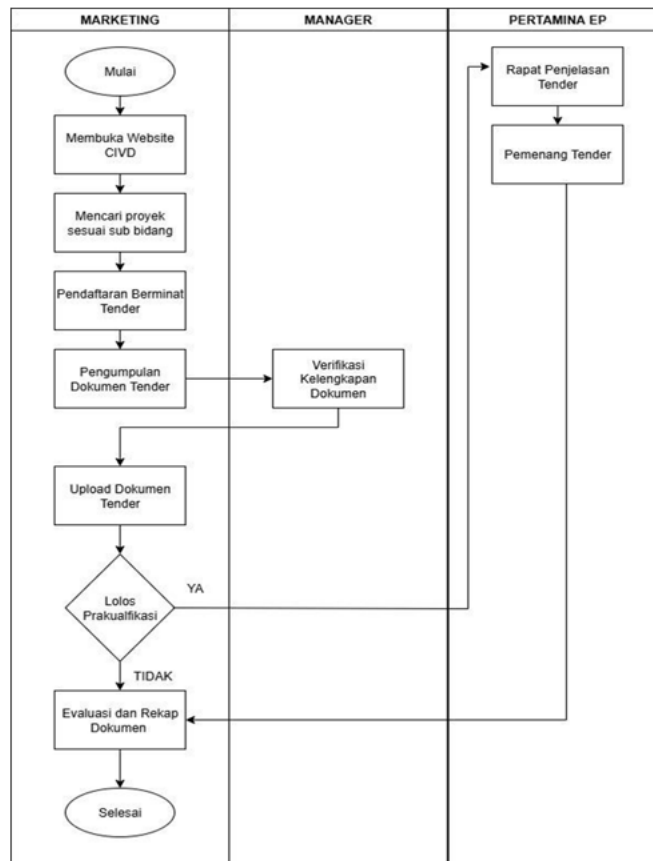


Figure 1. Flowchart Procedure Following the Tender
Source: Data processed, 2025

a. Opening the CIVD website

The Marketing Department opened the CIVD (*Centralized Integrated Vendor Database*) website to monitor tenders. The CIVD system is the main portal that provides complete information about all tenders opened by PT Pertamina EP.

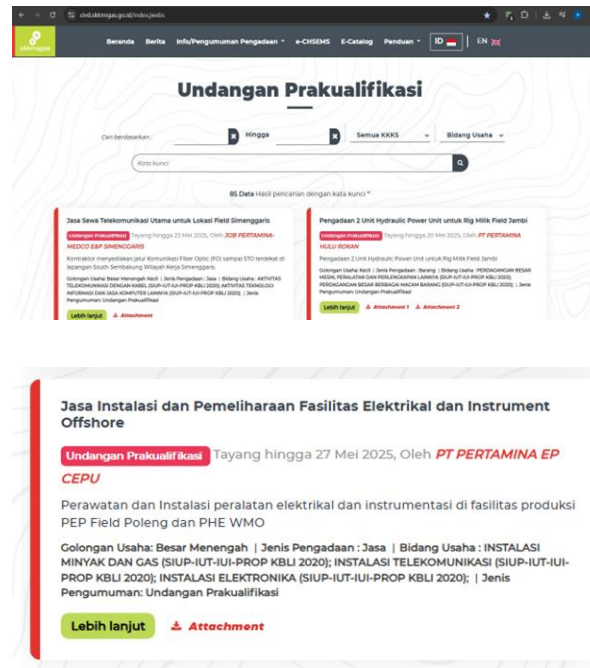


Figure 2. Website CIVD
Source: PT Kencana Mitra Total Solusi, 2025

b. Search for projects according to sub-fields

After successfully logging into the CIVD system, the marketing team searches for projects that match the company's sub-areas of expertise, technical requirements, and conformity with the company's capabilities.



Figure 3. Prerequisite Announcement
Source: PT Kencana Mitra Total Solusi, 2025

c. Registration interested in tenders

When a suitable project is found, the next step is to register an interest through *the online system*. This process includes filling out a Statement Letter that the company is applying for tender registration, SPDA (Letter in Lieu of Administrative Documents, and CHSEMS Certificate.

Procedures For Participating in PT Pertamina EP Tenders by PT Kencana Mitra Total Solusi

1) Prequalification Statement of Interest

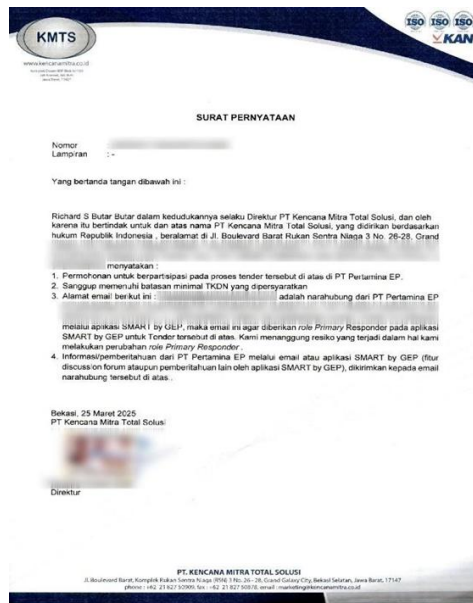


Figure 4. Statement of Interest Prequalification
Source: PT Kencana Mitra Total Solution, 2025

A prequalification interest statement is a document that expresses a company's willingness and interest to participate in a particular tender or procurement process. This document serves as the first step before the company can take part in the further selection stage.

2) SPDA (Letter in Lieu of Administrative Documents)



Figure 5. SPDA
Source: PT Kencana Mitra Total Solusi, 2025

A letter in lieu of administrative documents is a written statement that serves as a temporary replacement for administrative documents that should be attached in a tender process.

3) e-CHSEMS Certificate

SERTIFIKAT e-CHSEMS
PT Pertamina EP
NOMOR: [REDACTED]

Nama Mitra Kerja : KENCANA MITRA TOTAL SOLUSI
NPWP : [REDACTED]
Alamat : Jalan Dardasari Barat Rukam Sentra Naga 3, No. 26-28, Grand Galaxy City, Kota Bekasi, Jawa Barat
No. Telepon : [REDACTED]
Email : [REDACTED]
Tahun Berdiri : 2007
Bidang Usaha : Industrial Equipment & Tools

Hasil Penilaian
Tanggal Penilaian : Selasa, 28 Mei 2024
Berlaku Sampai : Minggu, 29 Juni 2025
Nilai Kualifikasi : 75.20 %
Hasil Penilaian : Lulus Kategori Risiko Tinggi

CATATAN:

1. Sertifikat e-CHSEMS ini diterbitkan atas verifikasi yang dilakukan terhadap dokumen dan informasi yang diserahkan Mitra Kerja kepada KKKS terkait.
2. Dokumen e-CHSEMS ini telah disetujui secara elektronik oleh Pejabat berwenang dan dinyatakan sah walaupun tanpa ditandatangani tangan.
3. Informasi mitra kerja menggunakan data yang ada di CIVD.
4. Apabila ditemukan ketidaksesuaian dokumen dengan hasil penilaian, akan ditinjau kembali.

[Ditetak pada tanggal 03 Jul 2024 10:14]

Figure 6. e-CHSEMS Certificate

Source: PT Kencana Mitra Total Solusi, 2025

The e-CHSEMS certificate is an electronic certificate that is proof of passing the assessment of the Health, Occupational Safety, and Environmental Protection (K3LL) management system for Partners in the upstream oil and gas business environment under the supervision of SKK Migas and Cooperation Contract Contractors (KKKS). This certificate is the result of the CHSEMS (*Contractor HSE Management System*) assessment process carried out by one of the KKKS to partners, then uploaded into a centralized system called e-CHSEMS. The company must prepare a complete tender following the document. At this stage, internal coordination is carried out to ensure all necessary documents are available and still valid, including:

- 1) Company legality documents such as deed of incorporation, SIUP (Trade Business License), NPWP (Taxpayer Identification Number)
- 2) Certificate ISO (*The International Organization for Standardization*) and technical expertise certificates
- 3) Audit financial statements for the last 3 years
- 4) References of similar jobs in the last 5 years
- 5) Dokumen CHSEMS (*Corporate Safety Management System*)



Document ID	Document Name	Date	Type	Size
0.	Formulir Isian Penilaian Prakualifikasi	21/04/2025 17:56	PDF Document	1,904 KB
1.	SPDA (Aktif)	22/04/2025 15:00	PDF Document	735 KB
2a.	Bukti BPJS Ketenagakerjaan & BPJS Ke...	21/04/2025 17:54	PDF Document	933 KB
2b.	Sertifikat BPJS Ketenagakerjaan & BPJ...	21/04/2025 17:55	PDF Document	4,196 KB
3.	Surat Pernyataan Calon Peserta Tender	21/04/2025 16:41	PDF Document	373 KB
4.	Surat Pernyataan Pemilik Manfaat	21/04/2025 17:57	PDF Document	703 KB
5a.	Surat Kemampuan Usaha Penunjang ...	17/04/2025 16:23	PDF Document	816 KB
5b.	Surat Pernyataan Dalam Negeri	22/04/2025 11:27	PDF Document	226 KB
5c.	AHU Online	18/07/2024 14:41	PDF Document	342 KB
6a.	Nomor Induk Berusaha (NIB)	26/02/2025 18:56	PDF Document	515 KB
6b.	SBUJK	26/02/2025 18:57	PDF Document	275 KB
6c.	SBUJPTL 2024	26/02/2025 18:57	PDF Document	2,393 KB
7.	Surat Pernyataan Kesanggupan Meme...	21/04/2025 17:26	PDF Document	232 KB
9a.	Surat Pernyataan Penyedia Barang & ...	21/04/2025 17:28	PDF Document	561 KB
9b.	Akta Pendirian & Akta Perubahan + SK	22/04/2025 15:00	PDF Document	9,232 KB
10.	Surat Keterangan Domisili Atau Kesan...	10/11/2023 13:42	PDF Document	1,188 KB
10a.	Nomor Induk Berusaha (NIB)	26/02/2025 18:56	PDF Document	515 KB
10b.	Akta Pendirian & Akta Perubahan + ...	03/03/2025 13:29	PDF Document	9,599 KB
10c.	SBUJK	26/02/2025 18:57	PDF Document	275 KB
10d.	SBUJPTL 2024	26/02/2025 18:57	PDF Document	2,393 KB

Figure 7. Prequalification Documents
Source: PT Kencana Mitra Total Solusi, 2025

d. Collection of tender documents and verification of completeness of documents

The pre-qualification documents that have been prepared are then collected and verified for completeness. The team ensures that all documents meet the requirements listed in the tender documents, including:

- 1) Signed statement letter
- 2) Valid company legality
- 3) Other supporting documents as per the checklist

e. Upload tender documents

After the verification of completeness of the documents is completed, all prequalified documents are uploaded to the CIVD system according to the format and deadline that has been determined. The system will provide confirmation that the documents have been successfully submitted.

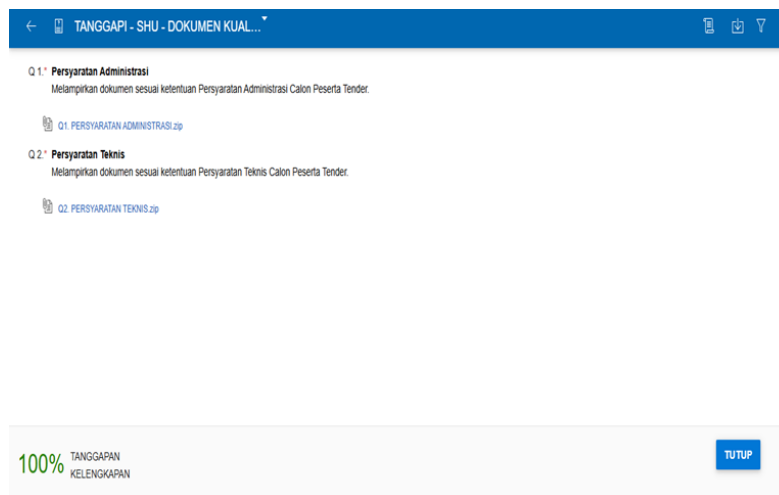


Figure 8. Prequalification Document Upload View
Source: PT Kencana Mitra Total Solution, 2025

f. Pass or Not Prequalify

Based on the results of the evaluation, there are two possibilities:

- 1) Pass Prequalification: Companies will be invited to participate in the technical and commercial tender stages by receiving tender documents.
- 2) Not Passing Prequalification: The tender process ends for this opportunity, however companies can conduct an evaluation and recap for the next tender.



Form No. C.08.02.5

No. Surat : SX19049146A/VI/2025/S7
Kepada : PT. KENCANA MITRA TOTAL SOLUSI Fax/e-mail : marketing@kencanamitra.co.id
Dari : Pengelola Pengadaan Fax/e-mail : achmad.roziqin@pertamina.com
Tanggal : 27 Mei 2025 Jumlah halaman : 1

Perihal : Surat Pemberitahuan Hasil Penilaian Prakuualifikasi untuk Tender No. SX19049146A, Call off Order Fabrikasi dan Instalasi Electrical & Instrument

Dengan hormat,

Setelah mengevaluasi Dokumen Prakuualifikasi Calon Peserta Tender yang telah disampaikan untuk tender barang/jasa sebagaimana disebutkan di atas, maka bersamaan dengan surat ini kami sampaikan hasil evaluasi sebagai berikut:

No.	Calon Peserta Tender	Hasil Evaluasi	Keterangan
1	PT. KENCANA MITRA TOTAL SOLUSI	Lulus	

Klarifikasi tentang ketidaklulusan pada tahap prakuualifikasi, hanya dapat diajukan oleh Calon Peserta Tender yang tidak lulus penilaian prakuualifikasi, selambat-lambatnya 2 (dua) hari kerja setelah pemberitahuan ini. Klarifikasi diajukan secara tertulis dan ditandatangani oleh pejabat yang memiliki kewenangan dari Calon Peserta Tender untuk kemudian ditujukan kepada Panitia Tender melalui fitur Discussion Forum SMART-GEP.

Demikian yang kami sampaikan, atas perhatian dan partisipasi dalam proses penilaian prakuualifikasi ini, kami ucapkan terima kasih.

Figure 9. Prequalification Results

Source: PT Kencana Mitra Total Solusi, 2025

g. Tender explanation meeting (for those who passed)

Vendors who pass the prequalification will be invited to follow the tender explanation conducted by PT Pertamina EP. In this meeting, it was explained in detail about technical specifications, implementation requirements, and procedures for preparing documents.

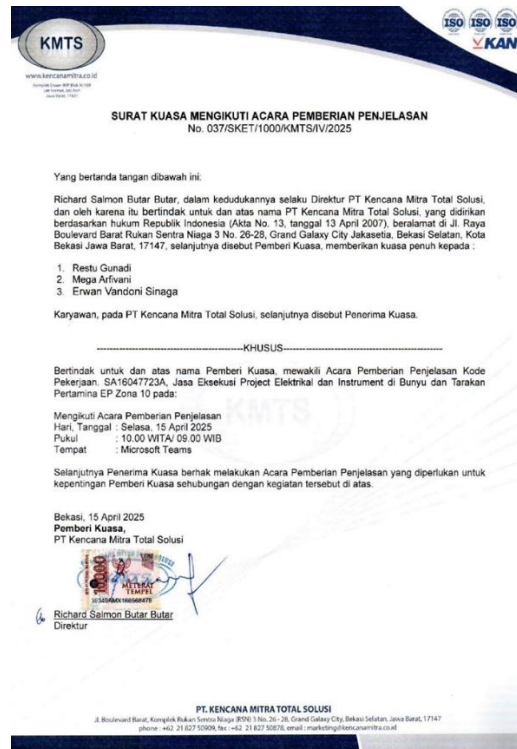


Figure 10. Power of Attorney Statement Participating in the Tender Explanation Meeting
Source: PT Kencana Mitra Total Solusi, 2025

h. Tender Winner Announcement

PT Pertamina EP announced the winner of the tender through the CIVD system. Vendors who are not selected will get *feedback* for improvements in the next tender.

i. Evaluation and recap of documents

Both for winning and non-selected vendors, evaluations and recaps were carried out to learn and improve strategies in participating in the next tender. This process includes analyzing the strengths and weaknesses of the document, as well as identifying areas for improvement to increase opportunities for the future.

4.1 Obstacles in the Procedure for Participating in Tenders and Managing Tender Administration Documents

4.1.1 Technical and System Constraints Following the Tender

The main obstacles faced by PT Kencana Mitra Total Solusi in the tender process include the technical aspects of the system. When technical obstacles occur such as signal interference due to many users, it can hinder the process of uploading prequalification documents. Other problems can also arise from the side of *ZIP format files* when *submitting* pre-qualifications, for example documents that are damaged after being sent online to the tender organizers (Sturgill Jr, 2018). The corrupted document in question is *a file* that has been compressed in ZIP format, but sometimes cannot be opened when it is about to be uploaded to the system, so the company needs to prepare backup media such as a flash drive to anticipate this.

4.1.2 Efforts to Overcome Obstacles in Participating in Tenders

To overcome these various obstacles, PT Kencana Mitra Total Solusi implements several strategies:

a. Improving Internet Connection Quality

Using a high-speed and stable internet network, especially when uploading important documents. Provide a backup internet connection, such as tethering from an additional mobile device or modem, to anticipate signal interference.

b. Setting Document Upload Time

Avoid busy times to upload pre-qualification documents, to reduce the risk of system *overload* due to many users.

c. Perform *File Testing* Before Uploading

Before the document is compressed into ZIP format and uploaded to the system, it is necessary to perform a thorough check (test *open ZIP file*) to ensure that *the file* is not corrupted. Using reliable compression software and in accordance with the tender system specifications.

d. Preparing Backup Media

Provide flash drives or other storage media that contain copies of document *files* as a backup in case of technical problems in the online system. This backup document can be submitted directly if allowed by the tender organizer or used to re-upload if the system has returned to normal.

Based on Purwosusilo's theory in Simarmata (2023:166), the implementation of procurement of goods/services must be based on seven main principles, namely efficient, effective, transparent, open, competitive, fair, and accountable. In its application in tender activities at PT Kencana Mitra Total Solusi, the application of these principles was tested when facing technical obstacles in the tender prequalification process, such as signal interference and *ZIP file* corruption when uploading documents.

The company's efforts to provide a backup internet connection, manage upload times so that they are not during peak hours, and test *files* before uploading, are a form of application of efficient and effective principles, because they focus on optimizing resources and ensuring final results according to the required specifications.

In addition, the provision of backup media such as flash drives shows a commitment to accountability principles, as the company strives to maintain the reliability and completeness of documents in accordance with accountable provisions. Indirectly, these measures also support the creation of a transparent and fair process, as it ensures that every tender participant, including companies, has an equal opportunity to meet the requirements without adverse technical interference (Morais & Santos, 2024; Motajo et al., 2025). Thus, the application of basic procurement principles becomes relevant and important in facing and overcoming obstacles that arise in the tender administration process.

CONCLUSION

The administrative procedure for participating in the PT Pertamina EP tender by PT Kencana Mitra Total Solusi is carried out in a structured and systematic manner through the CIVD (*Centralized Integrated Vendor Database*) system. This process begins with searching for tender information through CIVD website monitoring, followed by identifying projects that are in accordance with the company's field of expertise. The next stage is the registration of interest by completing documents such as the Statement of Interest in Prequalification, SPDA (Letter in Lieu of Administrative Documents), and e-CHSEMS Certificate. After that, prequalification documents are prepared which include the legality of the company, ISO certificates, financial statements of the last 3 years, references to similar work, and CHSEMS documents. The document is then verified for completeness before being uploaded to the CIVD system according to the specified deadline. The results of the prequalification evaluation will determine whether the company passes to participate in the next stage of the tender or not. Those who pass will take part in a tender explanation meeting, evaluation of tender documents, and the announcement of the winner. This entire procedure shows that PT Kencana Mitra Total Solusi has implemented a tender administration system in accordance with the provisions and principles of procurement of goods/services.

The main obstacles faced in the process of prequalification and management of tender administration are related to the technical aspects of the system and document management. Technical obstacles that often occur include internet signal interference due to many users accessing the system at the same time, thus hindering the process of uploading prequalified documents. Another problem encountered is the corruption of ZIP format files during prequalified submissions, where compressed documents sometimes cannot be opened when they are about to be uploaded to the system. This obstacle can have an impact on the failure to send documents on time and complete, potentially interfering with the company's participation in the tender process. In addition, the reliance on *online* systems makes administrative processes vulnerable to technical glitches that are beyond the company's control. To overcome these various obstacles, PT Kencana Mitra Total Solusi implements a comprehensive and planned strategy. Efforts are made to improve the quality of internet connections by using high-speed networks and providing backup connections such as tethering or additional modems to anticipate outages. The company also regulates document upload times by avoiding peak hours to reduce the risk of system *overload*. Before uploading documents, a thorough test of the ZIP *file* is carried out to ensure that there is no damage, and using reliable compression software. In anticipation, the company prepares backup media such as flash disks containing copies of documents to be submitted directly if needed.

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