M·Tender

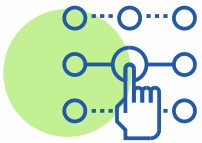
Assessment of customer and business satisfaction with MTender

Goals of the research:

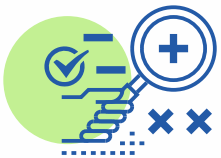
M·Tender



Study the level of satisfaction with the electronic procurement system MTender of both the entrepreneurs (tender participants) and customers (tender organizers)



Assess the level of perception of the convenient use of each of the elements of the electronic procurement system MTender



Identify the main factors that influence the level of satisfaction with system interaction



Assess the level of corruption in the state procurement system and the changes therein with the implementation of MTender

Methodology of research:

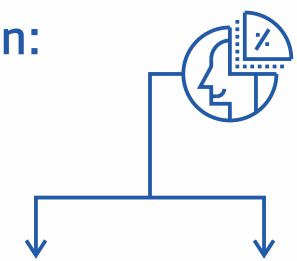
M·Tender

Method of information collection – separate online surveys of procuring entities and of business representatives who have participated in the tender

The invitation to participate in the survey has been sent via the electronic platforms of the system

Period of collection of information: 4 – 12 November 2019

Sample:



126 responses from the customers

112 responses from the businesses

Profiles of survey participants

BUSINESSES



participated in state procurements before the implementation of MTender



take part in procurements two or more times per month



have so far participated in less than 10 procurements via MTender

Profiles of survey participants

BUSINESSES

When did you (the company you represent) start working with state procurements?

75,9

We took part in procurements e ven before Mtender



24,1

We started working with state procurements with the appearance of MTender

Profiles of survey participants

BUSINESSES

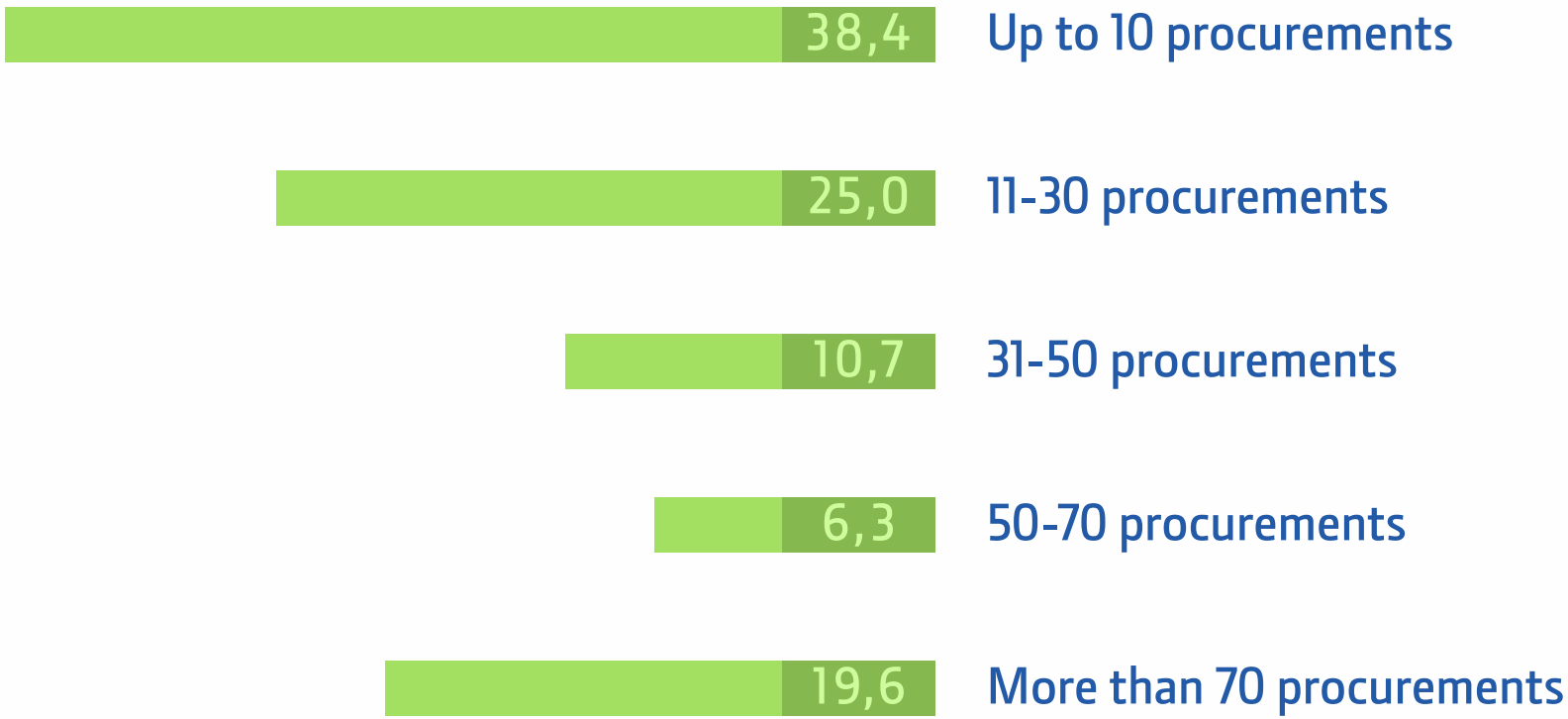
How often do you participate in procurements?

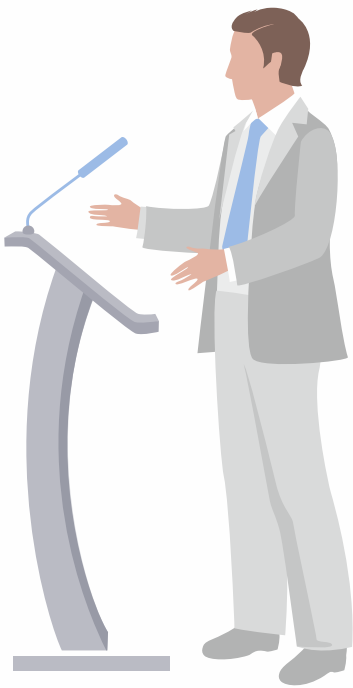


Profiles of survey participants

BUSINESSES

In how many MTender procurements have you already participated?





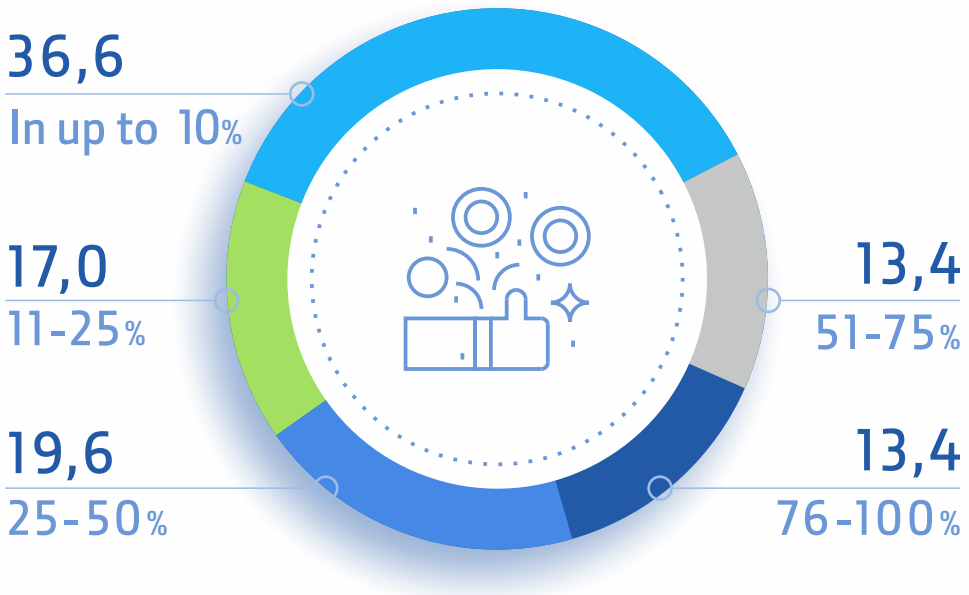
Assessment of success of one's participation in tenders and future plans

BUSINESSES

37% of survey participants have won in about 10% of procurements in which they participated, and other 17% - in up to a quarter of procurements. At the same time, 27% of the surveyed won in more than half of the procurements in which they took part.

91% of the surveyed say they plan or rather plan to participate in Mtender procurements in the future.

In what proportion of the procurements in which you took part your company won?



Satisfaction with the work of MTender

BUSINESSES & CUSTOMERS

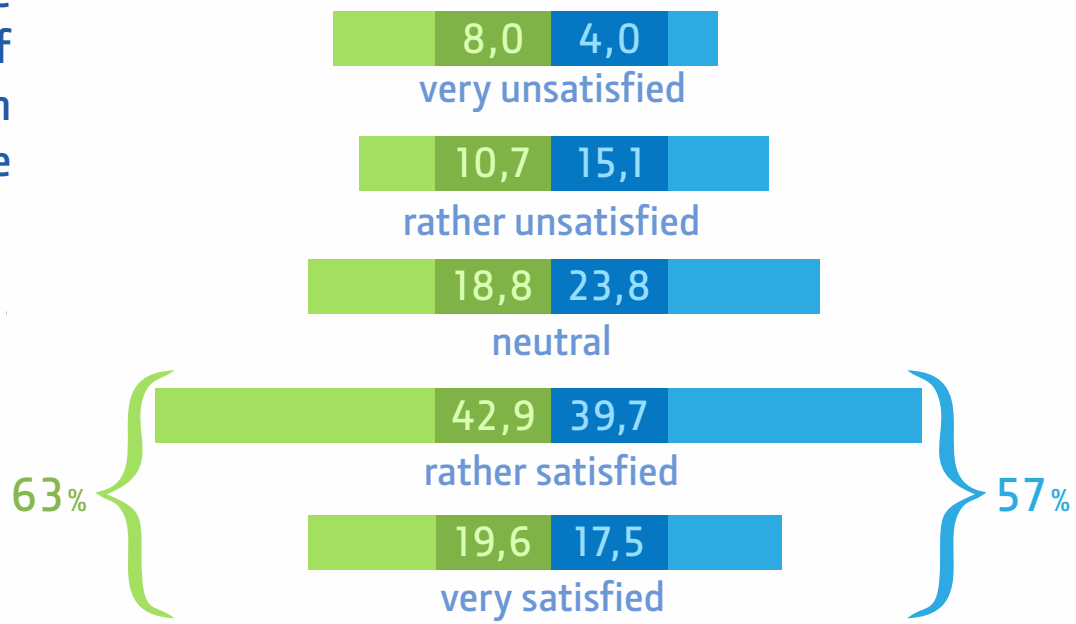
businesses customers

Businesses and customers in general are satisfied with the work of MTender – most of them assessed it positively. 57% of customers and 63% of businesses are satisfied and rather satisfied with the system. 24% of customers and 19% of businesses are still neutral in their assessments. 19% of each target group have expressed their dissatisfaction with the system.

"Many thanks! The support service always helps! The system permanently improves. In principle, no big problems arose."

Customer representative

How satisfied are you with the work of MTender?



Satisfaction with the system compared to previous approach

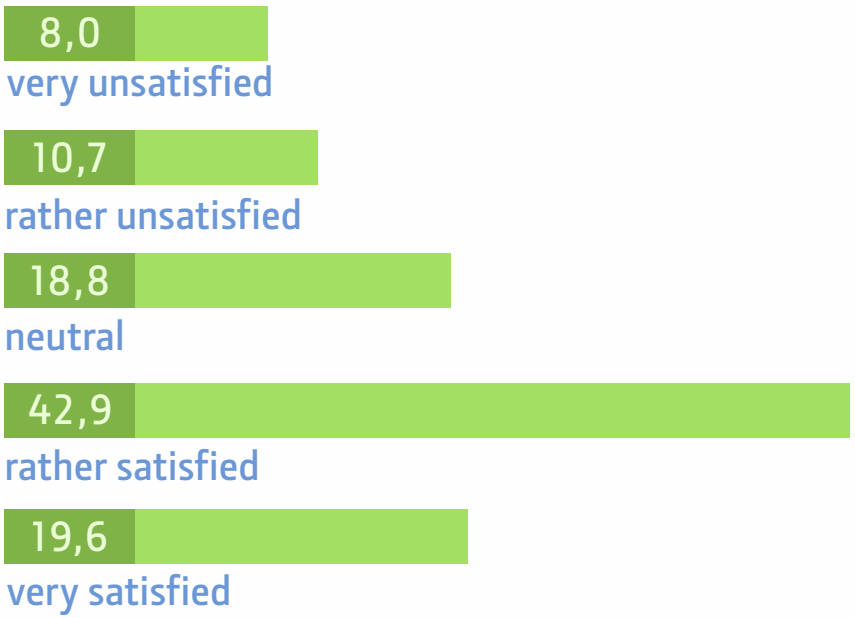
BUSINESSES

19% of the businesses surveyed say they are not satisfied with the work of the system compared to submitting bids in hard copies, and 63% say they are satisfied.

"Unfortunately, the state procurement platforms are poorly focused on the wishes of businesses and, most of the times, the technical support service responds that it is not in its competence. Unfortunately, the electronic platform has become a bureaucratic intermediary between the procuring entity and the business."

Business representative

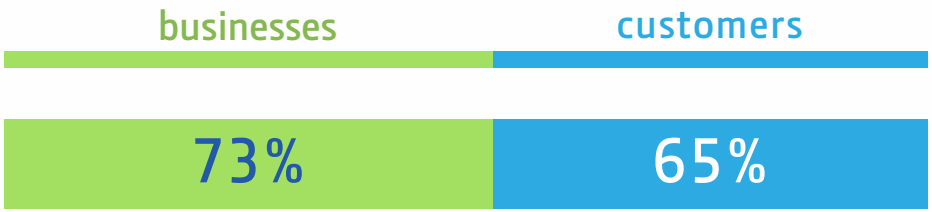
How satisfied are you with the work of Mtender compared to submitting bids in hard copies?

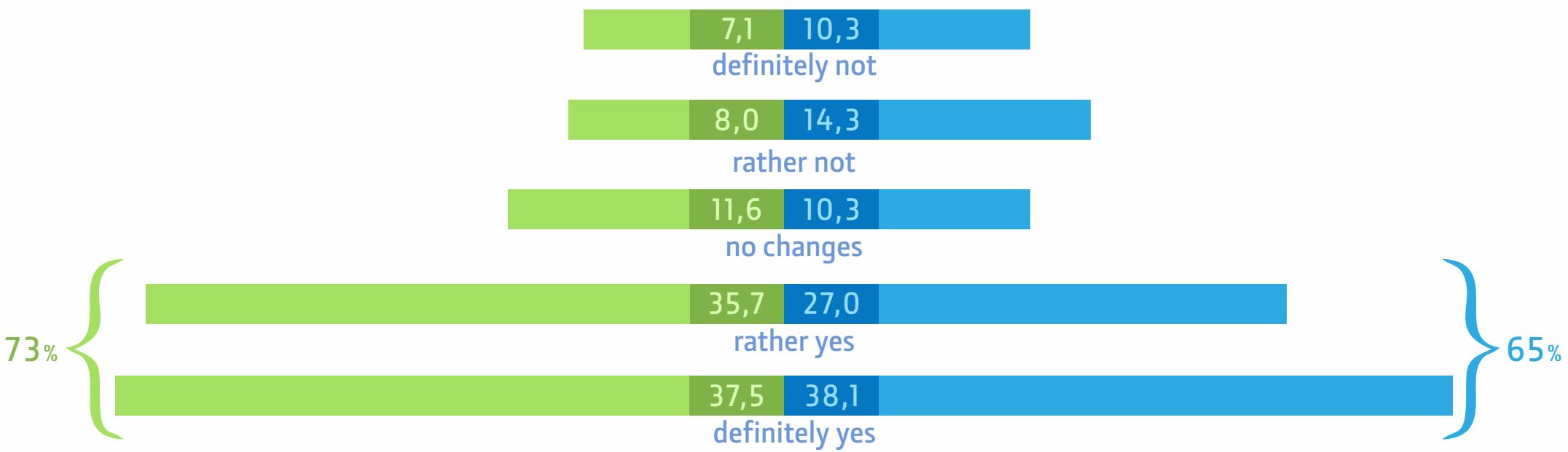


Saving time and funds

BUSINESSES & CUSTOMERS

The majority agreed that Mtender significantly helps save both time and financial resources: ⟶



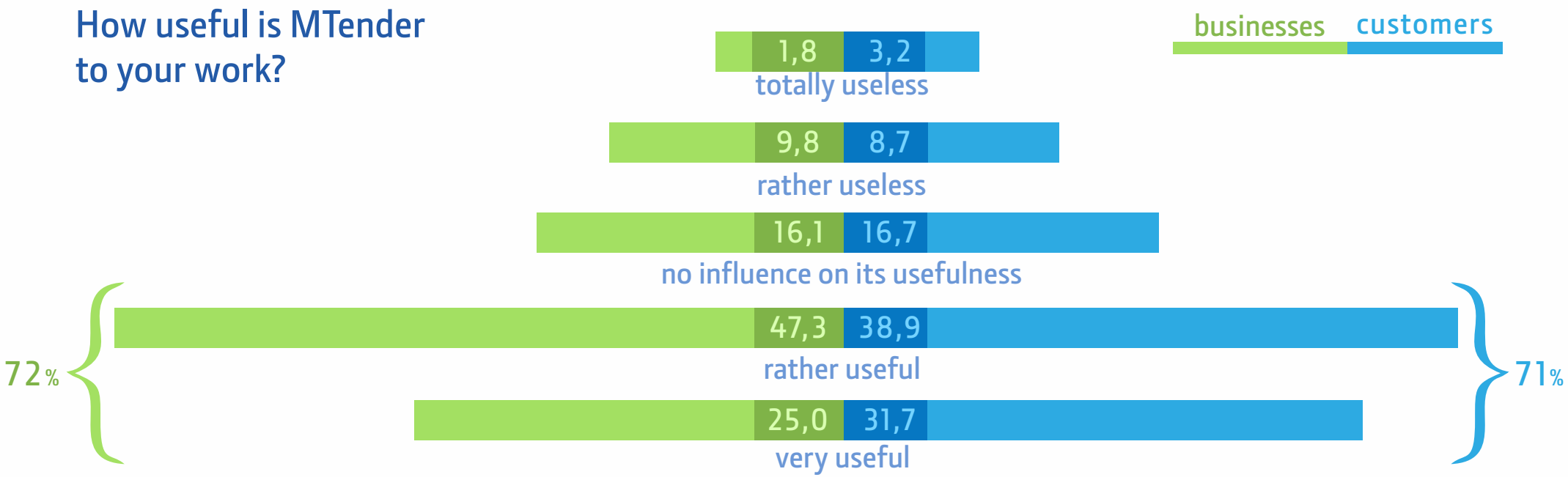


Usefulness of the system for work

BUSINESSES & CUSTOMERS

Over 70% of both customers and businesses consider MTenderuseful for their work. The higher the level of contact with the system, the higher the assessment of its usefulness by the respondents.

How useful is MTender to your work?

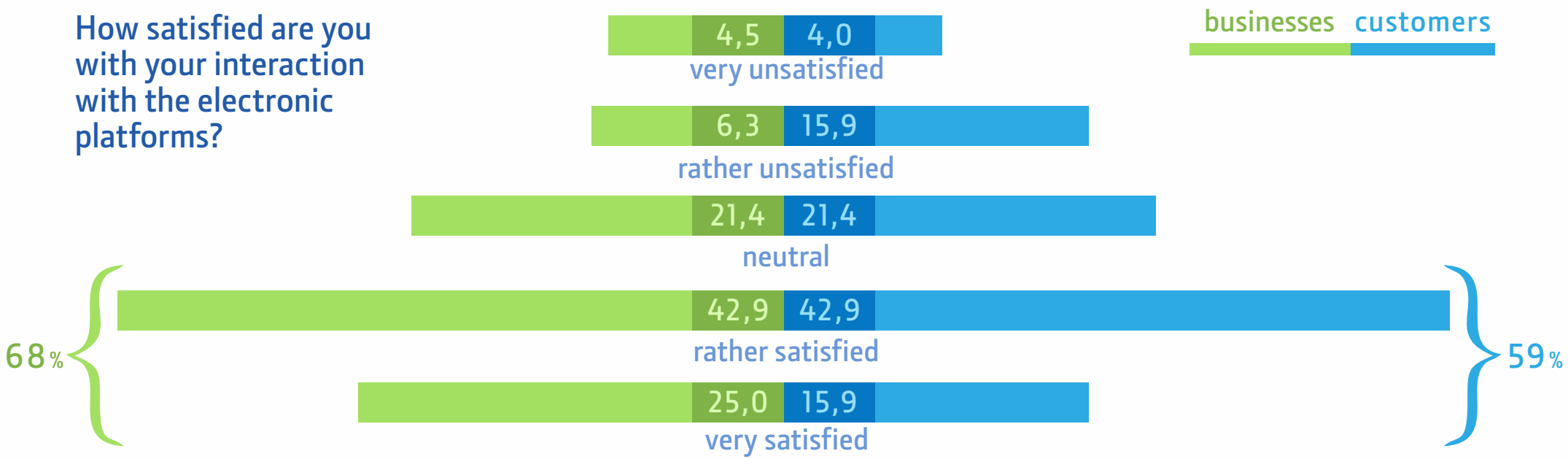


Satisfaction with electronic platform interactions

BUSINESSES & CUSTOMERS

Both businesses and customers are highly satisfied with the electronic platforms – 67% and 59% accordingly. 21% of each group are neutral. 11% of businesses and 21% of customers are dissatisfied with their interaction with the electronic platforms.

How satisfied are you with your interaction with the electronic platforms?



Assessment of convenience of platform help desks

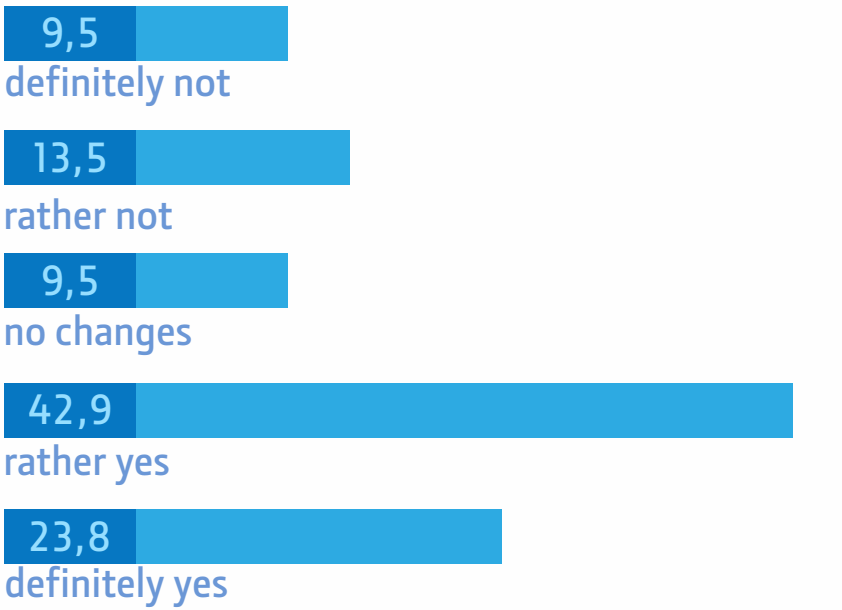
CUSTOMERS

67% of customers think that the help desks of the new system are more convenient than previous ones. 23% disagree with this and 10% think they have not changed.

"more detailed consultations are needed when organizing a tender and more specific instructions when working in the system."

"no big problems exist, except that the registration of contracts function is not working yet."

Are the help desks of the e-platforms of MTender more convenient than of the previous state procurement system?



Assessment of satisfaction with various elements of the system

BUSINESSES

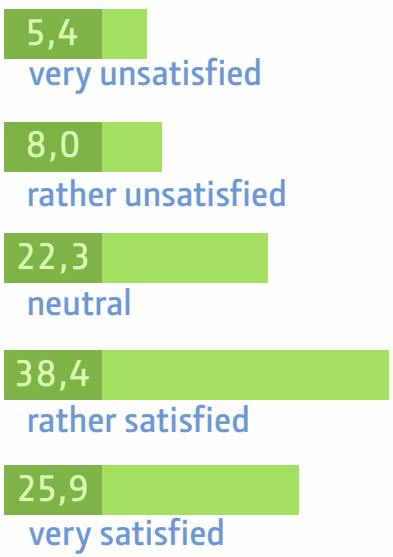
Businesses prove a rather high level of satisfaction with such components of interaction with the system as convenience of submitting a bid (63%), system of notifications from the platforms (64%).

The assessment of the satisfaction with the possibility for customer–business interaction via the system is lower – 45%.

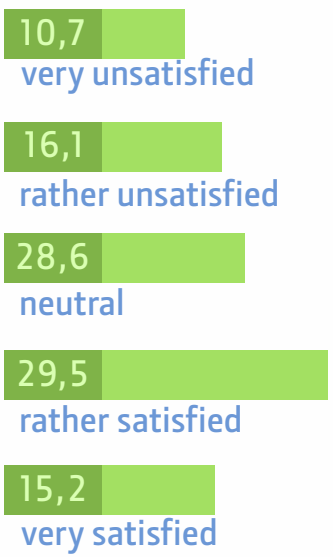
How satisfied are you with the convenience/manner of submitting a bid?



How satisfied are you with the notification system provided by the electronic platforms of MTender?



How satisfied are you with the possibility for interacting with the customers via the electronic system?

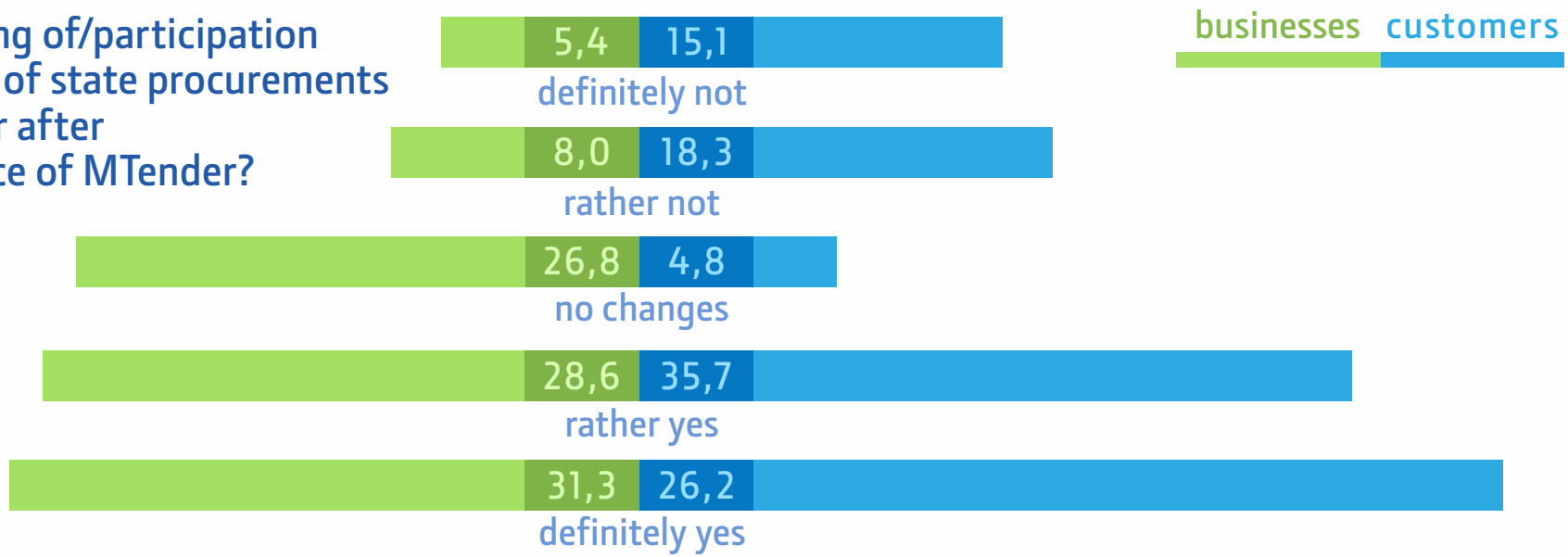


Assessment of the level of easiness of participating in the procedures after the appearance of MTender

BUSINESSES & CUSTOMERS

The implementation of the new system has made holding and participation in state procurement procedures easier for 60% of business representatives and for 62% of customers. If the participants had experience with participating in procurements earlier, their assessments of the level of easiness are higher.

Has the holding of/participation in procedures of state procurements become easier after the appearance of MTender?



Assessment of level of convenience of using the system

CUSTOMERS

56% of customers agree with the statement that the new system has become more convenient than the previous one. 33% disagree with this.

When entering information by separate lots I did not find the function "save after each lot". At some point, the information entered disappeared and I had to enter it again.

We cannot upload a scanned copy of the contract in the system and send it for registration. It is not possible to see all the documents of the businesses participating in the tender right after the opening of the tender.

Has Mtender become more convenient than the previous state procurement system?

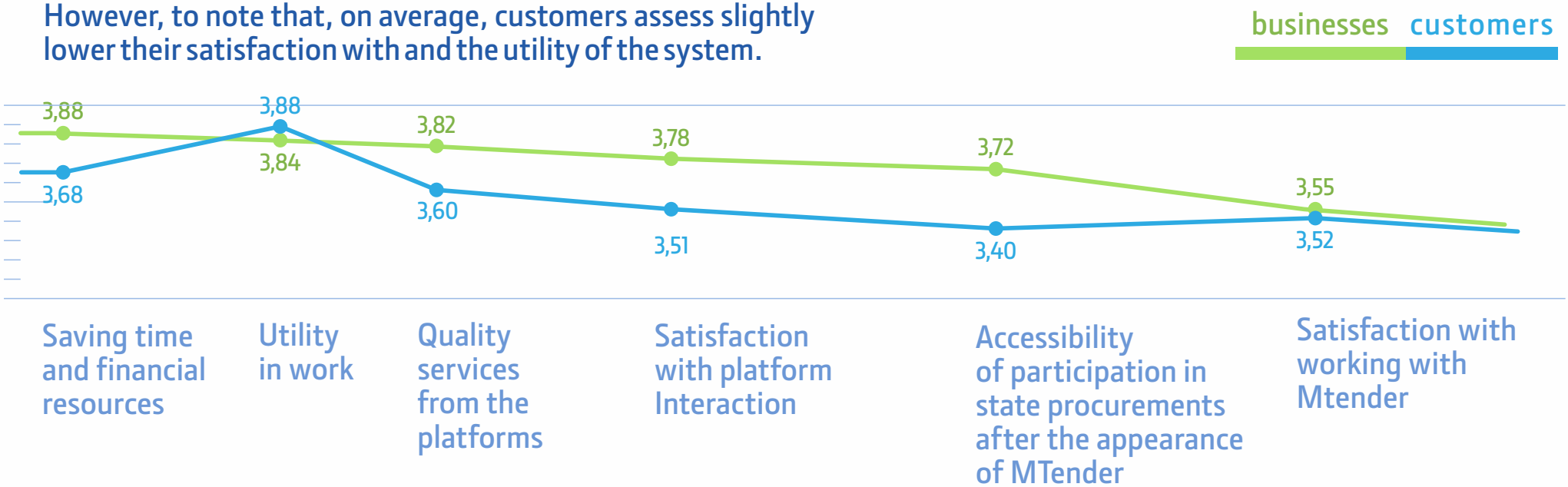


Satisfaction with various components of the system

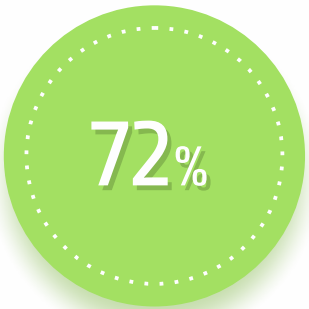
BUSINESSES & CUSTOMERS

The average level of satisfaction with various components of interaction with the system is roughly equal for businesses and for customers. Both customers and businesses note that MTender enables them to save time and company resources considerably as well as they highly assess the utility of the system for their work. Both groups have also assessed their interaction with the platforms relatively highly.

However, to note that, on average, customers assess slightly lower their satisfaction with and the utility of the system.



Main problems encountered by businesses



Request for non-mandatory documents



Mtender publishes ll winning bids, received in the e-tender, which is not a very good commercial practice



We dislike the fact that the e-tender is anonymous



Expected cost of procurement below the market one



Groundless rejection of a bid



Lack of customer answers/quality answers to clarifying questions



Mtender requires he procuring entity to present the grounds for its decisions but they do not publish them in practice



Dumping of competitors



Discriminatory requirements in the bid documentation

Main problems encountered by businesses

- 28% Payment terms and conditions are not clearly stated
- 23% Competitors give customers unreliable statements/documents
- 22% Shipment dates for goods/works/services are too short
- 22% The announcement about participation in MTender does not contain enough information for submitting a valid bid
- 21% The electronic procedures are not clearly described in the regulations
- 17% Not enough time for preparing the bid/receiving the necessary documents
- 13% Mtender does not enable the procuring entity to sign the contract
- 12% Mtender was inaccessible when I wanted to submit a bid, I could not get access to the system
- 12% It is hard to use the MTender web portal
- 10% The electronic auction in MTender was not working, it was defective
- 10% The support service of the electronic platforms of MTender did not help me when I needed it
- 7% The MTender electronic platforms are hard to use
- 7% I saw the tender/procurement and wanted to submit a bid but the system waits until the procuring entity answers all the questions and publishes the clarifications to the documentations upon award
- 4% None of the above reasons were implied

Main problems encountered by customers



Mtender does not allow including several goods, services and works in one tender of various CPV groups (first three digits)



The electronic procedures are not clearly described in the regulations



We dislike the fact that MTender blocks the receipt of bids until we answer all the questions and publish clarifications to the documentation upon award



Mtender does not allow revising the documentation upon award during the bid submission period



The electronic platforms of MTender are difficult to use



We dislike the fact that the electronic auction is anonymous; it should be held after the evaluation of technical bids



The MTender web portal is hard to use



The electronic auction in MTender was not working, it was defective



Mtender was not accessible when I wanted to publish an announcement for participation; I could not get access to the system



The support service of the electronic platforms of MTender did not help me when I needed it



Mtender does not allow you to sign a contract if you do not have surplus funds in your treasury

Perception of the significance of the level of corruption in the procurement system

BUSINESSES

One-third in each respondent group thinks that corruption should be eradicated: they assessed corruption as the biggest problem in state procurements as well as that corruption is a serious problem but that there are more serious ones. Studies prove that if there is a connection between the perception of corruption and the significance of this problem, this directly correlates with the level of satisfaction with the system.

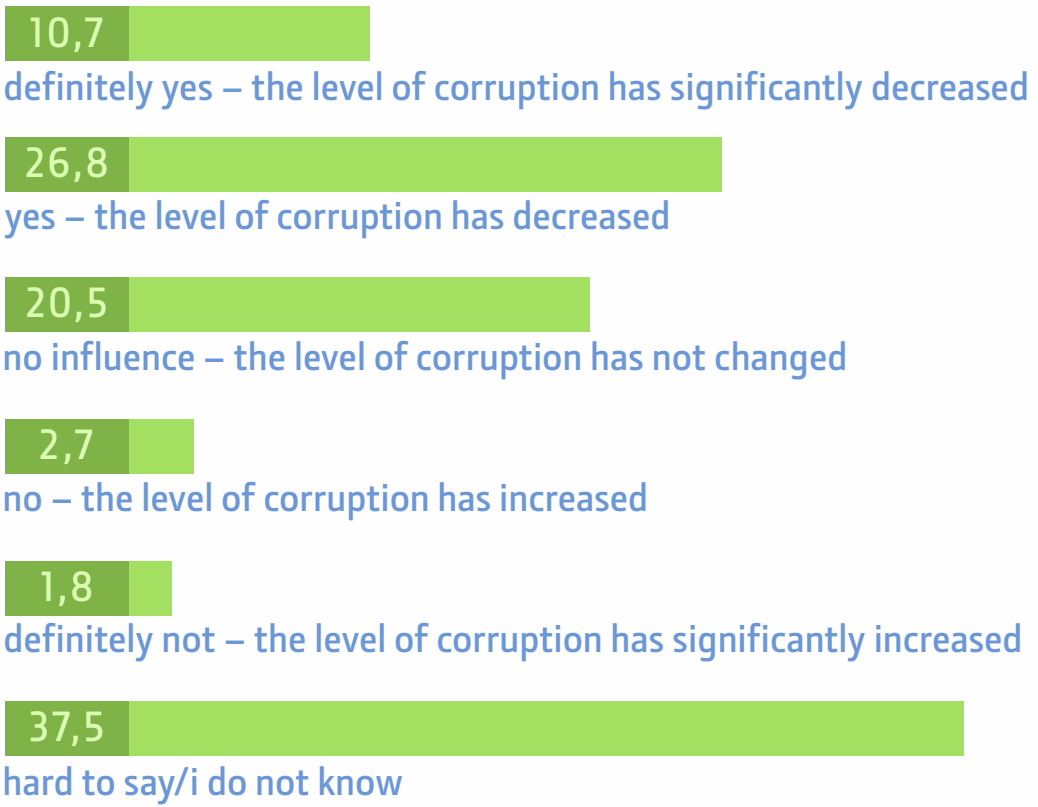


Has the implementation of MTender lead to a decrease in the level of corruption in the state procurements of Moldova?

BUSINESSES

Expected, on the one side, but surprising, on the other side, that nearly 40% of the surveyed could not answer this question.

39% think that the level of corruption went down with the coming of MTender while 21% think that the system has not influenced the level of corruption in the country's procurements.



Conclusions:

1. Both businesses and customers highly assesse the implementation of MTender. Both groups surveyed indicate that the system has significantly helped save financial and human resources as well as is convenient and useful in their work.

2. The main problems for businesses are not of technical character but rather of meaningful engagement with the customers, as, for instance, the request for non-mandatory documents, low expected cost of procurement, lack of publication by customers of the grounds for their decisions, inconvenient schedule of payment for works. In addition, businesses, undoubtedly, are concerned with a range of technical issues with the system –lack of a final understanding of how the system works; lack of access at the time needed due to the lack of answers to customer questions, etc.

Conclusions:

3 For customers, the main problems lie in the triviality of technical limitations. Their top problem is the impossibility to include several goods, services and works in one tender from various CPV groups (first three digits).

4 Most business representatives consider corruption in procurements the biggest or one of the most important problems. At the same time, we note a decrease in the share of those admitting to facing corruption in procurements – personally or their acquaintances.

Recommendations:

CUSTOMERS

1. Add technical possibilities for this target group in the system. If possible, react to the concerns raised through this study.

2. Hold intensive trainings and clarifications on using the new tool as well as on its importance with real examples.

3. Simplify the mechanism for customer interaction with the platforms. This will open up the possibility for a further more effective holding of procurements.

Recommendations:

BUSINESSES

1. Give them the technical possibility to protect their rights and interests in strict compliance with the regulations for the operation of the system.

2. Give them the possibility to undergo additional trainings for a more successful forecasting of their victory likelihood.

3. For the electronic platforms – improve their services and the quality of their customer service.