

## Indonesia

# Simpler contracts improve transparency and boost competition among suppliers



Garuda Pancasila: the national emblem of Indonesia

### Challenge

The Indonesian government wanted to simplify and standardise the public procurement process to encourage transparency, broaden the pool of potential partners and suppliers and make it easier for all parties to work collaboratively on government projects.

### Solution

During two weeks in August 2020, the Indonesian National Public Procurement Agency ([LKPP](#)) worked with the UK Government Digital Service ([GDS](#)) and the global standards body World Commerce & Contracting ([WorldCC](#)) to establish a simpler process to draw up contracts.

The UK GDS previously developed a user-centred, design-led approach to government procurement contracts in the UK. Service designers, lawyers and commercial policy specialists collaborated to agree on essential requirements and make them clear to all relevant parties. The UK GDS had funding to then share its approach to improve transparency and reduce corruption in emerging economies.

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The project comprised six research workshops that covered how to:

1. Understand users and their needs
2. Map user journeys (such as how government projects advertise and how potential bidders draw up and assess contracts)
3. Explore design patterns (whether to include tables, examples and so on)
4. Develop prototypes
5. Test processes
6. Incorporate feedback.

Those involved also talked to four suppliers who already worked with the Indonesian government to discover their biggest frustrations and pain points.

## Result

The workshops and feedback sessions delivered three significant improvements:

1. The teams developed a clear introduction to the bidding process to help potential bidders understand the basic requirements, procedure and rules. They also provided examples of the types of documents bidders would have to complete
2. They clarified opportunities in government procurement and how potential bidders are assessed
3. They designed editable standard online forms, where users could remove irrelevant elements such as tables and terms and include any visuals they wanted.

Although the UK GDS funding was short term, the Indonesian National Public Procurement Agency was keen to apply the improved process to other areas of government procurement. These included:

1. A user research strategy
2. A simplified contract prototype to test with suppliers
3. More user feedback on forms and processes to create a new simplified contract
4. The design of simplified invitation-to-tender documents.

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