



**RECONNAISSANCE SURVEY TO IMPROVE
PREPARATION PROCESS OF TENDER
DOCUMENTS IN NATIONAL WATER SUPPLY
AND DRAINAGE BOARD**

BY

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Abstract

Preparation of tender documents is carried out as an essential activity in the accomplishment of procurements. In procurement situations, improvement of work practices can predominantly take place over time. Adoption of standardised practices in procurement activities facilitates continual improvement in work practices.

This dissertation presents a strategy to improve tender documents in the National Water Supply and Drainage Board (NWSDB) in a systematic manner. This objective has been achieved under this study together with the identification of deficiencies in the currently adopted practices for the preparation of tender documents in NWSDB. A questionnaire survey was carried out among the engineers of NWSDB to identify such deficiencies. Analysis of results identified not only the shortcomings and drawbacks but also the areas to be improved in the current practices.

Under this study, a set of proposals has been suggested as solutions for the removal of the identified shortcomings. Among the engineers of NWSDB, another questionnaire survey was carried out to validate the suggested proposals. This validation process has not only validated some of the suggested proposals but also has given feedback on some of the issues that had been originally identified as shortcomings. Statistical hypothesis testing was used to arrive at decisions in both questionnaire surveys.

A set of proposals have been formulated ultimately to improve the quality of tender documents and the procedures involved in their preparation. Recommended proposals included standardisation of tender documents in NWSDB and areas that need to be given priority during their implementation." Findings and conclusions of this study can be used to achieve process-based efficiency in NWSDB procurements. It could also be useful for other government organisations in their procurements with customisation.



Key words: continual improvement, process-based efficiency, procurement, standardisation, tender document,