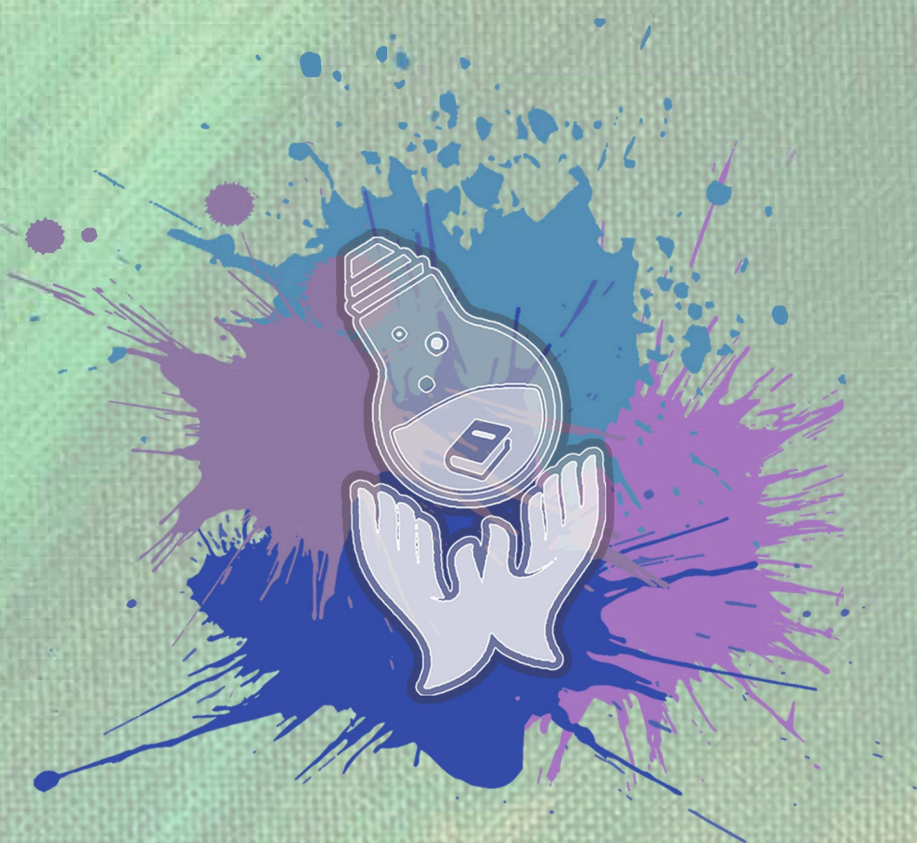




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DEFECTIVENESS IN TENDER DOCUMENT

Muhammad Alif Syahmi Ahmad Fauzi¹ and Kharizam Ismail²

^{1,2} Department of Quantity Surveying, Faculty of Architecture, Planning and Surveying,
Universiti Teknologi MARA, Perak Branch, Seri Iskandar Campus, 32610 Seri Iskandar, Perak
Email: *alif.syahmi.fauzi@gmail.com*¹, *khari511@perak.uitm.edu.my*²

Abstract:

Defectiveness in the tender document is an error happen during the preparation of tender document by quantity surveyor for construction projects. Defectiveness term in this research is referring to imperfection, incomplete or errors. The tender document is actually a document that contains all information about the proposed project and uses to estimate the sum for the project and all the works in the project. However, there also have many problems that pertaining in defectiveness of tender documents such as overrun cost of the building and problem in preparing tender documents such as errors in specifications are design errors, poor coordination between design disciplines, missing information, abbreviation and symbol errors. Therefore, the aim of the research is to recommend a checklist for an inclusive tender document. The objective of this research is to identify the factors causes of defectiveness in the tender document. To achieve the objectives, the data is collected through a questionnaire survey which involved 118 Quantity Surveyor (QS) from consultants and contractor organization at Petaling Jaya. The outcome of the research is expected to guard all quantity surveyor ether in consultant or contractor to produce an inclusive of tender document.

Keywords:

Imperfection; Tender document; Quantity surveyor

1.0 INTRODUCTION

Defectiveness in the tender document is an error happen during the preparation of tender document by quantity surveyor for construction projects. Defectiveness term in this research is referred to as imperfection, incomplete or errors. The tender document is actually a document that contains all information about the proposed project and uses to estimate the sum for the project and all the works in the project. However, in practice, tender documents are not always clear, consistent and adequate. According to Cunningham (2016a), Inconsistent, inaccurate, or under-measured quantities, under-priced the tender, misplacing of a decimal point in the rate or price. It will make the calculation of tender works and price for a construction project will affect to be difficult (Laryea, 2011). Sometimes, the impact from the defectiveness of the tender document, quantity surveyor faced a problem which is to re-tender again or addendum to the tender. The tender document also related to contract documents which is the most important to the construction project. The quantity surveyor also needs to ensure the quality of work during the preparation of the tender document to make sure the quality of the tender document in good condition. The communications with all parties involved also important to ensure the information need in the tender document is complete and enough for the construction project. While, for quantity surveyors, the procurement and tender document form is the basis of communication with the client, the contractor and other professionals in the industry (Vester, 2006). All the documents received in the tender will become a reference when preparing contract documents such as the addendum of the written agreement, the date of commencement of work, the expiration date of the work (Yuni *et al.*, 2017). Therefore, the aim of the research is to recommend a checklist for an inclusive tender document. The study found that the major factor that contributes to the defectiveness in the tender document which frequently is client impatience and insufficient drawings. The outcome of the research is expected to guard all quantity surveyor ether in consultant or contractor organization to produce an inclusive of tender document.

2.0 LITERATURE REVIEW

The scope of works as quantity surveyors are diversifying in this modern day. It does not only cover works in terms of the financial budget. It also expands towards the contracting document, risk allocation,

the legal aspect of advisor, value engineering and management, project management and others related (Hasbullah, *et al.* 2014). Defectiveness in the tender document also related to the performance of quantity surveyor in consultant firm. Usually, it has a factor, consequences, and a solution to this problem. A significant amount of tender queries, amendments and addenda were recorded. This showed that the quality of tender documentation is still a problem (Laryea, 2011). According to Chow, *et al.* (2005), the teamwork of quantity surveyors occurs when members of a team work together to utilize skills needed to achieve certain goals. Based on all study being made, the performance, communication, and skills of a quantity surveyor is the most important element to produce a quality tender document without any mistake. To be productive, quantity surveyors must have good communication and interact face-to-face with other quantity surveyors and other parties to perceive strong positive interdependence, individually accountable, employ their small group skills, and monitor the effectiveness of their work. The release of an accurate bill of quantities is a key factor to measure the tender quality (Liu, 2015). However, in practice, tender documents are not always clear, consistent and adequate. This makes the calculation of a tender program and price for a construction project difficult (Laryea, 2011).

3.0 METHODOLOGY

The primary data is gathered through a questionnaire survey to all quantity surveyor who works at consultant and contractor firms at Petaling Jaya. According to the BQSM website, Selangor stated the highest number of Quantity Surveyor firms in Malaysia with 132 number of Quantity Surveyor firm while Petaling Jaya is recorded to have the highest number of Quantity Surveyor firms that is 93. Thus, the quantity surveyor from any consultant firm and the contractor firms is randomly selected to answer the questionnaire survey. The total population for quantity surveyors at quantity surveying firms and contractor firms in Petaling Jaya were 180 people and determined by using Krejcie and Morgan table, which 118 number of the sample is needed in order to complete the research. In the survey, around 118 questionnaires were distributed to the quantity surveyors who work in consultant firms and contractor firms. The answered questionnaire's return was just 80 number. Most of the questionnaires survey were distribute to the quantity surveyor consultant firms and contractor firms by using email and also directly go to the firms. The respondents are contacted by telephone and by email also use online surveys such as google form. The questionnaire comprises of four (4) sections, which are section A: Demographic information, section B: factors defectiveness in the tender document, section C: Consequences of defectiveness in the tender document, section D: Solutions taken to avoid defectiveness of tender document. Arrangement and verification of the data will be done to arrange the data in the subtopic to ease the analysis steps. The data obtained from the questionnaire will be analyzed using the Statistical Package for Social Science (SPSS) software. The result from the analysis was presented through a table, chart, frequency counts and mean value in order to interpret and clearly show the findings.

4.0 ANALYSIS AND FINDINGS

The analysis of the data was gathered from the questionnaire survey. The data were analyzed by using Statistical Package for Social Science (SPSS) Program and Microsoft Excel 2010 and the results were presented in the form of chart and tables.

Table 1: Factors Defectiveness in Tender Document

	Mean	Rank
Client impatience	4.03	1
Insufficient drawings	4.02	2
Under measure the quantity	4.01	3
Insufficient and late information	3.99	4
Unexperienced Quantity Surveyor	3.95	5
Weak communication	3.90	6
Valid N (listwise)		

The objective of this study is to identify the factor defectiveness in tender documents among quantity surveyors either in consultant firm or contractor firms. Based on the data shown in table 1, it can be concluded that the average mean of all respondents in "satisfied" it can be observed that for each situation the respondent had agreed unanimously was the Av (AI). The highest AI is the factor of defectiveness in the tender document which means the respondent are strongly agreed with is the client impatience AI=4.03. Secondly, is insufficient drawings AI=4.02 and followed by under measured quantity AI=4.02, insufficient and late information AI=3.99 and unexperienced qs AI=3.95. Lastly, the factor cause of defectiveness in the tender document is weak communication is the lowest AI=3.90. Based on the study by Sunday, *et al.* (2013), some client also seems to be in a hurry and they want contractors to go to the site almost immediately with priority for document preparation. Some professionals also carry out other professional duties which could lead to many discrepancies and inadequacies.

5.0 CONCLUSION

In a nutshell, tender document is the most important to the construction industry which is the main duty of quantity surveyor to ensure all the contents of the tender document is complete. This research will focus on the tender document and find out all about the factor cause of defectiveness in the tender document. However, based on the listed data factor, the respondent's major choice of client impatience is the major factor contributing to the defectiveness tender document. Based on Sunday, *et al.* (2013) study, some clients also seem in a hurry and want contractors to be on the site with almost immediate priority to prepare documents. Some professionals also undertake other tasks that can lead to many discrepancies and deficiencies. Hopefully, for this research to guard all quantity surveyor either in consultant or contractor to produce an inclusive of tender document.

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