# Comparative Analysis

## Exemplars in procurement websites for PSPC product team

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October 2019

# Goal

What can we learn from how other jurisdictions have tried to solve the problem of **enabling suppliers to search for and find relevant government opportunities?**

We reviewed the tender websites of more than 20 jurisdictions, including several private sector offerings to inform our analysis.

# Exemplars

- 🙌 UK [Contracts Finder](#)
- 🙌 UK [Digital Marketplace opportunities](#)

## Start with opportunities

Knowing that this section is for suppliers and that *suppliers first want to see opportunities*, Digital Marketplace **starts** with results and enables further filtering down the left-hand column.

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**GOV.UK** Digital Marketplace **BETA**

Guidance   Help   Log in

**Help us improve the Digital Marketplace**

Close

Sign up to be a potential user research participant

Digital Marketplace > Supplier opportunities

# Digital Outcomes and Specialists opportunities

View buyer requirements for digital outcomes, digital specialists and user research participants.

**Keyword search**

**Choose a category**

**All categories**

Digital outcomes (1456)

Digital specialists (1452)

User research participants (64)

**2972** results found in **All categories**

## Website Accessibility Audit

**Welwyn Hatfield Borough Council**
**Off-site**

Digital outcomes
Published: Wednesday 24 July 2019
Deadline for asking questions: Wednesday 31 July 2019
Closing: Wednesday 7 August 2019

The scope of the audit should cover: 1. Testing a sample of our most used content on our

# Enable search

*Search functionality was excellent on Contracts Finder.*

Other websites had search capability but it was limited by poorly constructed titles and descriptions that did not contain keywords, and was appropriately **de-prioritized** in the visual design. Good search depends on good data.

BETA   This is a new service - your feedback will help us improve it.        ⇥ Register     ⇥ Sign in

# Find a contract

Explore and search business opportunities

Keywords
Can include contract title, description and buyer

▶ How can I do an advanced search?

Contract location
Search by all regions, preset regions or by postcode

( ● ) All locations    (   ) Region    (   ) Postcode

Notice type

If you have any concerns about procurement practices, including late payment, you can contact the Public Procurement Review Service.

You can find details of recent procurement reforms, including Contracts Finder, on GOV.UK.

Contract information posted prior to 26 February 2015 will not appear on this site. You can view this data on the Contracts Finder archive.

This is a beta service that launched on 26 February 2015.

# Inaccessible results

Many sites display search results in a table format, which is **not accessible** to people with screen readers.

The tabular format also provides no value to users without screen readers in this context, because they only need to read across one row at a time. ***There is no need to compare the contents across rows or columns.***

## Accessible results with filters

UK sites display results in a list format where the *visual design helps prioritize the most relevant information*.

*Also notice how the descriptions are clear, understandable, and relevant.

View buyer requirements for digital outcomes, digital specialists and user research participants.

**Keyword search**

🔍

**Choose a category**

**All categories**

Digital outcomes (1460)

Digital specialists (1456)

User research participants (64)

**Apply filters**                    Clear filters

| Status | ∧ |
|---|---|
| ☐ Open | |
| ☐ Closed | |

| Location | ∧ |
|---|---|
| ☐ Scotland | |
| ☐ North East England | |

# 2980 results found in **All categories**

### Discovery for a "One DIT" Digital Workplace - Repost
**Department for International Trade**
**London**

Digital outcomes
Published: Monday 29 July 2019
Deadline for asking questions: Monday 5 August 2019
Closing: Monday 12 August 2019

DIT are looking for a team who can provide deep technical expertise along with pragmatic, collaborative user researchers who can evaluate our existing landscape and make recommendations on how to make the best use of our existing and new digital tools, including O365, SharePoint and cloud infrastructure

### C16381 Systems Audit
**Home Office**
**London**

Digital outcomes
Published: Friday 26 July 2019
Deadline for asking questions: Friday 2 August 2019
Closing: Friday 9 August 2019

We are looking for a partner to conduct a comprehensive inventory of the systems being used across the Home Office. Some basic work has been performed recently, and we have some prior data which will accelerate and contribute to the final outcome.

## *(Too much)* Jargon.

Procurement language is **not** typically standardized across jurisdictions, so a new supplier would need to first learn the terminology of each buyer organization before they can even begin to search for opportunities.

## No jargon

This example from the UK's Digital Marketplace shows field labels written in plain language. For example "Latest start date," "Expected contract length," "organisation the work is for," as well as About the work," "Why the work is being done," and "Problem to be solved."

| | |
|---|---|
| Latest start date | Friday 23 August 2019 |
| Expected contract length | 6 months |
| Location | No specific location, eg they can work remotely |
| Organisation the work is for | Welwyn Hatfield Borough Council |
| Budget range | |

## About the work

| | |
|---|---|
| Why the work is being done | We wish to engage an external supplier to carry out a detailed check on the most important content of our council websites to enable us to meet the accessibility standards outlined in the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.<br>This detailed check would form part of a combination of methods to check our web services for accessibility problems.<br>The initial audit, report and support meeting should be completed by 9 September 2019. The re-audit to be completed at an agreed time after fixes for identified issues have been applied. |
| Problem to be solved | Meeting the accessibility standards outlined in the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.<br><br>As part of this we require our website to be audited against the WCAG 2.1 AA and AAA accessibility standards, and any issues using the most common assistive technology identified.<br><br>We require an accessibility audit report to be produced which we will share with both our non-technical staff and third party developers. We will then write an accessibility statement and plan addressing any issues identified in the audit report. |

## No registration required to view

Neither *Contracts Finder* nor *Digital Marketplace* require registration to view information at any stage. That said, Contracts Finder does require potential suppliers to contact buyers manually to access the full details and criteria.

Several sites in Canada require registration to view the full details of opportunities.

## Question and answer session

Log in to view question and answer session details

## Questions asked by suppliers

| | |
|---|---|
| 1. Is Drupal a firm requirement or can an alternative CMS be provided? | Yes, it is a firm requirement as we are developing further sites on Drupal 8. |
| 2. In reference to the Security element, would the buyer be happy to sponsor SC clearance post contract award? | Yes, we can support individuals progression through security clearance post award. We are asking for status on staff clearances. |
| 3. In reference to Cyber Essentials and ISO27001, do the certificates need to be in place prior to award or is evidence of working towards accepted? | Yes, they are both an essential requirement to participate as certificates will be required on award. |

Log in to ask a question

Apply for this opportunity

# Enable filtering by location of work

UK's Contracts Finder enables users to filter by location with varying specificity.



∧ **Notice sector**

Which sectors do you wish to view notices from?

☑ Public sector notice

☑ Supply chain notice

∧ **Location of contract**

Where do you want to search for contracts?

⦿ All locations

○ Region

○ Postcode

∧ **Value**

**Minimum contract value**

**Maximum contract value**

∧ **Industry**

**Quick CPV code search**

| + | Agricultural, farming, fishing, forestry and related products - 03000000 | ☐ |
| + | Petroleum products, fuel, electricity and other sources of energy - 09000000 | ☐ |
| + | Mining, basic metals and related products - 14000000 | ☐ |
| + | Food, beverages, tobacco and related products - 15000000 | ☐ |
| + | Agricultural machinery - 16000000 | ☐ |

Clothing, footwear

**Notice status** Open

## Dynamic Purchasing System for Positive Activities
North Lincolnshire Council

North Lincolnshire council is inviting requests to participate in a Dynamic Purchasing System (DPS) for the provision of Positive Activities for Young people aged 13 to 19 years and for those with learning difficulties up to the age of 24. Candidates are able to apply for all or any combination of lots: o Lot 1 - Visual arts o Lot 2 - Performing ar...

**Contract location** DN20 8XY
**Contract value (low)** £400k
**Contract value (high)** £400k
**Publication date** 26/08/2016
**Closing date** 25/08/2020
**Notice type** Opportunity
**Notice status** Open

## SE880 England Talent Pathways: Insight into the Athlete ...
Sport England

The purpose of this research is to investigate what a positive (meaningful) development experience means for England Talent Pathway athletes and their support network (i.e. parents/carers). It will deliver actionable insight which we will use to inform our own policy as well as share in order to inform (and challenge) strategy and delivery within N...

**Contract location** WC1B 3HF
**Contract value (low)** £40k
**Contract value (high)** £60k
**Publication date** 10/06/2019
**Closing date** 12/07/2019
**Notice type** Opportunity
**Notice status** Open

## PAN2247 - Provision of Circus at Leicester Parks
Leicester City Council

Leicester City Council "The Authority" is looking for proposals from suitably qualified circus entertainment providers for an animal free circus - at Victoria Park, Leicester LE1 7RY. The proposed Contract will be a period between September 2019 to October 2019 with options to extend up to 2024 seasons at the sole discretion of the Authority. Fu...

**Contract location** East Midlands
**Contract value (low)** £50k
**Contract value (high)** £50k
**Publication date** 08/07/2019

# Location of work with remote indicator

In its results display, the UK's Digital Marketplace prioritizes the title of the opportunity, the buyer org, and the location of work as a region of the country.

It also shows "*Off-site*" when work can be done remotely.

## Information Server DataStage ETL Developer

**MOD, Defence Equipment and Support**
**South West England**

Digital specialists    Developer
Published: Thursday 25 July 2019
Deadline for asking questions: Thursday 1 August 2019
Closing: Thursday 8 August 2019

Working in a joint MOD team to maintain and support Supply Chain & Engineering middleware solutions & data feeds, in fulfillment of large scale contracting for availability and contracted logistics supply contracts.

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# Categorize types of opportunities to help users

Contracts Finder categorizes opportunities by current opportunity, future opportunity and early engagement. The difference between future opportunities and early engagement is not super clear, so this can likely be improved on.
In Canada, consider: early engagement, pre-qualification and contract opportunities.

## Search results

We've found **19** contracts in your selected area

**Keywords**

Can include contract title, description, buyer and supplier

▶ How can I do an advanced search?

writing

**∧ Notice type**

Which types of notices do you wish to view?

☑ Opportunity (18)

☑ Future opportunity (1)

☑ Early engagement (0)

**∧ Notice status**

What notice statuses do you wish to view?

☑ Open (19)

**Sort results**

Relevance ▾

### ESC19122 - Technical Writing Framework
Energy Systems Catapult

Energy Systems Catapult is looking for up to three individuals or organisations who can offer an array or **writing**, editing, and copy proof services over a number of publications related to the energy industry. These could include: • Reports • Brochures • Case studies • Procedural documentation • Technical ...

**Contract location** Any region
**Contract value (low)** £80k
**Contract value (high)** £80k
**Publication date** 12/07/2019
**Closing date** 01/08/2019
**Notice type** Opportunity
**Notice status** Open

### Dynamic Purchasing System for Professional Services - As...
Liverpool John Moores University

... : 1. Teaching and Facilitation on Accredited Programmes 2. Teaching and

# Irrelevant titles

Titles and descriptions are often wildly inconsistent within a site and ***do not provide even the most basic information about an opportunity*** -- suppliers need to dig deep into an attached PDF to find the most relevant info.

These titles may be useful for the civil servants involved in the procurement, but they make it hard for businesses to gather information about the nature of the procurement.

Here is a sample of actual titles from procurement sites in Canada:

- EN20TFD005-TKO-Goat 14500 FSR Road Construction (Kootenay Lake)
- Visual Design and Impact Assessments - Various Locations - Q TSA
- Hwy 97, Highway 33 to Edwards Rd - Miscellaneous Concrete Works
- Artlish River Fish Habitat Restoration
- Agisoft METAShape Pro License (Victoria)
- Customer Portal
- RFSQ for Establishing a Standing Offer for Movable Blade System
- REQUEST FOR PROPOSALS - Gran Fondo Baie Sainte Marie 2019 - Traffic Services
- Fort Lawrence Visitor Centre Roof Replacement
- Street Recapitalization -Forestglen Drive
- RFQ - SUPPLY AND INSTALLATION OF ARMOUR ROCK AT THE RINES CREEK BRIDGE (HAN029), HANTS COUNTY
- Project: tender_11759 - PRHC Contractor Prequalification
- Project: tender_11788 - RFP 19298 Demand Kitchen and Bathroom Refurbishments
- Project: tender_11789 - RFP 19293 Move Out / Unit Turns (renovation of vacant units)
- Project: tender_11805 - Combination Unit for Winter Operations on LRB in Sault Ste Marie Area
- Project: tender_11872 - SB, RFP Identity Access Management, CW556905
- Project: tender_11895 - HMMS03470 - Optical Coherence Tomography (OCT) System.
- Project: tender_11798 - SHS - Capital Phase 3A - Smart (Space Saving) Shelves
- Project: tender_5252 - ON-Demand IT Services VOR DRAFT RFB

# Relevant titles

The UK's titles more reliably tell you about the goods and services required.

## Bus Services to include Local Buses, School Buses and Tru...

Cornwall Council

Cornwall Council is tendering its supported Local and School Bus Services across the whole County. The Council is looking to use innovation and quality to increase use of public transport. Integrating rail and bus travel provides opportunity to reduce dependency on private motor vehicles. The services to be included within this tender are: Categ...

**Contract location** South West
**Contract value (low)** £150.0m
**Contract value (high)** £150.0m
**Publication date** 29/07/2019
**Closing date** 20/09/2019
**Notice type** Opportunity
**Notice status** Open

## Edible Horticulture Sector Skills Survey

DEPARTMENT FOR ENVIRONMENT, FOOD & RURAL AFFAIRS

AHDB is seeking quotes from professional survey providers to undertake a detailed skills survey to ascertain the skills needs of the edibles horticulture industry across the UK covering commercial production including packhouse operations. The edibles horticulture sector covers a diverse range of production systems and manual labour inputs, ma...

**Contract location** CV8 2TL
**Contract value (low)** £35k
**Contract value (high)** £35k
**Publication date** 29/07/2019
**Closing date** 08/08/2019
**Notice type** Opportunity
**Notice status** Open

## Locomotion Conservation Works

Science Museum Group

The project works are defined as undertaking repairs to the range of historic buildings at Locomotion in Shildon. The purpose of the project is to address the

# No ID numbers

The **UK's Digital Marketplace** does not include any ID numbers in its user interface.

This site also enables electronic responses to each opportunity, so ID numbers are never needed. ID numbers would only be needed to inquire about or respond to an opportunity, so they are not required for the Single Point of Access.

Welwyn Hatfield Borough Council

# Website Accessibility Audit

**0**
**Incomplete applications**

**0**
**Completed applications**

| | |
|---|---|
| Published | Wednesday 24 July 2019 |
| Deadline for asking questions | Wednesday 31 July 2019 at 11:59pm GMT |
| Closing date for applications | Wednesday 7 August 2019 at 11:59pm GMT |

## Overview

| | |
|---|---|
| Summary of the work | The scope of the audit should cover:<br>1. Testing a sample of our most used content on our website including some third party systems.<br>2. Producing a report identifying any accessibility issues and providing guidance and support for prioritising and fixing these issues.<br>3. Completing a re-audit. |

# No PDFs

*Digital Marketplace* is a full e-tendering site, so potential suppliers can submit questions and even bids on the opportunity's page they're interested in. All the questions and answers are published on the page for all interested parties to easily review.

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Log in to ask a question

Apply for this opportunity

# No PDFs cont'd

***Digital Marketplace*** contains all the information on the web page directly - no PDFs to click and scroll through. Working conditions, required skills and experience, and evaluation criteria are all published directly on the page in clear language.

## How suppliers will be evaluated

| | |
|---|---|
| How many suppliers to evaluate | 5 |
| Proposal criteria | • Describe and detail the proposed Technical Solution<br>• What is your approach and methodology<br>• Detail team structure and governance arrangements for project<br>• How will the Technical Solution meet all our customers needs<br>• Demonstrate value for money with technical improvements<br>• How to identify risks and dependencies and offered approaches to manage them |
| Cultural fit criteria | • Articulate how you will work collaboratively and transparently with the client<br>• Demonstrate how you will comply with project timescales and deliverables set by the Client.<br>• Explain how issues will be escalated and resolved quickly<br>• Outline knowledge transfer activities - to include the provision of training as required<br>• Demonstrate how you will take account of the Client's expertise and experience<br>• Provide a statement outlining how you will support the well-being of Future Generations (Wales) Act 2015 on a cost neutral basis |
| Payment approach | Capped time and materials |
| Additional assessment methods | • Case study<br>• Work history<br>• Presentation |
| Evaluation weighting | Technical competence<br>60%<br><br>Cultural fit<br>10%<br><br>Price<br>30% |

# Show eligibility criteria, incl. secret clearance

***Digital Marketplace***
clearly describes working arrangements and exposes any requirements for security clearance.

## Work setup

| | |
|---|---|
| Address where the work will take place | Royal Botanic Gardens, Kew |
| Working arrangements | We expect to negotiate a flexible arrangement with the supplier and believe it is important to have regular face-to-face meetings.<br><br>When in the midst of ongoing sprints, we would like to explore co-locating on a regular basis (once a week or once a fortnight) - this can take place either on site at Kew or at the supplier's offices. |
| Security clearance | None |

# Show contract value

***Contracts Finder*** shows the estimated value of each contract, with a minimum and maximum value. It also enables filtering on contract value.

Contract value is a useful signal for suppliers of the scale of work from which they can assess whether their business is suited for the work.

⮡ <u>Register</u>   ⮡ <u>Sign in</u>

# ESC19122 - Technical Writing Framework

Energy Systems Catapult

Open opportunity - This means that the contract is currently unfulfilled but active, and the buying department is looking for potential suppliers to contact them with bid applications.

## Contract summary

| Watch this notice |
| Print this notice |

Closing date: 01 August 2019

### Industry

- Miscellaneous business and business-related services - 79900000

### Location of contract

Any region

### Value of contract

£80k

### Published date

12 July 2019

### Closing date

01 August 2019

# Review: Recommendations for procurement sites

✅ **Prioritize and chunk** information based on supplier research and usability testing.

✅ **Improve titles and descriptions**

✅ **Provide details about location of work**, including when work can be done remotely.

✅ **Enable filtering**, including on eligibility criteria. Search doesn't solve everything.

❌ **Avoid jargon**

❌ **Do not require registration** to view details.

❌ **Do not display search results in a tabular format** -- use the UK approach of visually prioritizing key details within a list.

❌ **Do not display ID numbers** unless they are relevant to suppliers.