

GETS Review

**A review conducted for the Ministry of Economic Development
Government Procurement Development Group**

December 1 2008

Appendix A: Stakeholder Requirements

Azimuth[®]

Purpose

This appendix sets out -

- A service architecture for GETS
- The generic service attributes which users expect of GETS
- The interests and business requirements of the key stakeholders of GETS
- The high-level functionality required by Purchasers, Suppliers and the System Owner for each tier of the GETS service architecture.

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The Service Architecture

Access and Usage			
Tender Lifecycle Support			
Pre-Tender	Tender Issue	Tender Response	Post-Tender
Productivity and Efficiency Tools			
Reporting Tools			
Audit and Probity			
Support Services			
Service Management Information			
Databases and Procurement Intellectual Property			
Purchasers	Suppliers	Tenders	Reference Intellectual Property

N.B. The databases and procurement intellectual property layers capture content in the form of structured and unstructured data.

Generic Service Attributes

Access and Usage				<p>Generic Service Attributes</p> <p>Ease of Use: 'Self service' for all transactional usage a goal, but high quality assistance from GETS staff available if needed</p> <p>Low cost of use</p> <p>Support provided for inexpert user</p> <p>Support provided for infrequent user</p> <p>Ease of finding information about what the service offers and how to use it</p> <p>Ease of registering</p> <p>Ease of keeping organisational profile and user details up to date</p> <p>Ease of navigation through web site</p> <p>Efficient and easy to use search engine</p> <p>Easy to understand information on how to upload or download documents</p> <p>'Right first time' – minimal re-work</p> <p>24 x 7 x 52 availability</p> <p>Service levels monitored and reported to users</p> <p>Transaction levels monitored and reported</p> <p>Feedback and continuous improvement</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Interests and business requirements identified by purchasers in focus groups and interviews

Interests

Achieving capex and opex savings on inputs
Achieving compliance with directives, obligations, regulations, etc.
Identifying supplier capability
Improving process effectiveness –

- receiving tenders from qualified parties
- receiving compliant tenders
- receiving well-differentiated tenders
- receiving tenders which are consistent with price-performance expectations

Improving efficiency through reduced cycle time, cost or combination of both
Standardising and streamlining the evaluation process
Receiving management information to promote continuous process improvement
Optimising resource allocation to value-adding activities - negotiation and vendor management
Lowering administrative overhead
Lowering professional/specialist advisor overhead
Lowering legal overhead
Lowering direct costs - advertising, paper, printing, couriers
Promoting sustainability of strategic suppliers in NZ
Leveraging investment in existing ERP
Limiting change to manageable increments - KISS

Business Requirements

Support Purchaser Procurement Process

Supporting and guiding all forms of tender
Maintaining pre-qualification or accreditation of suppliers
Supporting collaborative procurement
Supporting geographically dispersed organisations and business units
Supporting a multi-media capability (including GIS) that optimises communication and evaluation

Provide Access to Relevant IP

Providing access to generic IP
Allowing re-use of own intellectual property
Providing controlled access and leveraging of intellectual property

Support Market Profiling

Providing profile of approved capex/opex spends in FY 20xx
Accessing market-level activity reports
Providing access to procurement plans - what will be purchased and how
Providing analysis of anticipated and actual procurement by sector, agency, category, \$, region
Providing a one stop shop for public sector tenders
Providing organisational- and market-level activity reports

Interests and business requirements identified by suppliers in focus groups and interviews

Interests

Maintaining/Growing market share
Achieving sales
Growing sales
Reducing cost of sales
Leveraging existing commodity product and service offerings supplied to the public sector
Leveraging investment in existing ERP
Accessing market information/
Analysing market share
Prospecting
Qualifying
Supporting competitor analysis
Identifying partners and sub-contractors
Providing feedback about opportunity or risk not addressed in PQQs, ITTs or tender documentation
Ensuring equal opportunity for small-to-medium and larger organisations
Providing feedback on aspects of tenders
Receiving feedback on unsuccessful bids
Receiving feedback on contract terms

Business Requirements

Support Supplier Bid Processes

Supporting and guiding all forms of tender
Responding to general enquiries about procurement
Re-using standard responses
Providing early notification
Providing reasonable lead-in time
Providing reasonable advertising window
Asking questions for clarification to ensure compliance
Asking technical or commercial questions
Receiving timely and useful responses to questions asked during the tendering process
Receiving feedback about the compliance and competitiveness of tenders
Maintaining pre-qualification or accreditation status
Supporting a multi-media capability that optimises communication and evaluation
Supporting post-bid reviews
Providing feedback on compliance, probity, efficiency and effectiveness
Accessing market-level activity reports

Provide Access to Relevant IP

Providing access to generic policy and process IP that will be used by purchasers

Support Market Profiling

Providing profile of approved capex/opex spends in FY 20xx
Providing access to procurement plans - what will be purchased and how
Providing analysis of anticipated and actual procurement by sector, agency, category, \$, region
Providing a one stop shop for public sector tenders - both government and local authority
Providing organisational- and market-level activity reports

Interests and business requirements identified by other stakeholders in focus groups and interviews:

MED and NZTE

Interests

Providing an evidence base to support policy development and evaluation
Achieving alignment with emerging international good practice for procurement
Ensuring procurement supports government strategies and programmes aimed at globally competitive, sustainable economic development
Achieving focus on key performance indicators for procurement
Improving business capabilities, including e-commerce capability
Supporting the introduction of new mandatory rules, standards, guidelines and targets for sustainable government procurement.
Supporting compliance with New Zealand's treaty obligations under the Trans-Pacific Strategic Economic Partnership
Supporting competitive markets
Supporting SME growth
Supporting procurement advice and support initiatives
Reducing procurement costs and improving procurement practice
Ensuring full and fair opportunity for domestic suppliers
Ensuring consistency of nomenclature/classification schemes with those used by major trading partners
Providing accurate classification and coding

Business Requirements

Support Strategic Contribution

Monitoring and refreshment of generic IP to support good practice
Linking GETS governance and service management plans to MED strategic, business and operational plans
Supporting development and publication of Annual Procurement Plan (APP) and Strategic Procurement Outlook
Supporting compliance with the Code of Conduct for the State Services
Maintaining intellectual property (including templates, intelligent prompting and guidance material) to promote good practice
Providing analysis of data about agency and supplier practice
Profiling planned agency spending on contestable inputs prior to commencement of the financial year
Providing trend analysis
Providing retrospective analysis of procurement outcomes
Providing real time and retrospective analysis of activity
Ensuring consistency with Cabinet, Treasury and Agency processes and standards

Support Market Profiling

Profiling approved capex/opex spends in FY 20xx
Providing access to procurement plans - what will be purchased and how
Providing analysis of anticipated procurement by sector, agency, category, \$, region
Providing analysis of actual procurement by sector, agency, category, \$, region, successful contractors
Providing organisational- and market-level activity reports

Interests and business requirements identified by other stakeholders in focus groups and interviews:

MED as Owner of GETS Web Site/Service Provider

Interests

- Achieving high levels of usage across the public sector
- Managing GETS brand
- Providing a clear value proposition
- Achieving high levels of stakeholder confidence
- Implementing managed strategic, business and operational planning for GETS
- Identifying appropriate performance metrics and measures to capture value for money, strategic contribution and service objectives
- Developing an appropriate governance model
- Developing an appropriate business model
- Developing confidence in capex and opex requirements for maintaining and enhancing GETS

Business Requirements

Deliver Service to Recognised Standards

- Operating to recognised service management standards (e.g. ITIL)
- Meeting service performance levels negotiated with user community

Interests and Business Requirements identified by other stakeholders in focus groups and interviews:

Treasury, State Services Commission, MFAT and Audit Community

Interests

Complying with International Obligations (principles, standards, frameworks, FTAs, etc.)
Meeting specific requirements for reporting (e.g. WTO)
Leveraging technology to secure improvements in value for money and contain capex and opex spend in the public sector
Ensuring that strategic suppliers continue with a strong presence in New Zealand
Requiring sustainably produced goods and services wherever possible, having regard to economic, environmental and social impacts over their life cycle
Ensuring that the Crown's intellectual property rights are protected effectively
Complying with Cabinet Procurement Rules
Supporting interoperability goals of government
Leveraging GETS system and procurement process IP for wider social/economic benefit
Understanding how to assess and monitor GETS strategic contribution
Maintaining confidence in public service probity and process
Achieving high levels of usage across the public sector
Following Procurement Guidance for Public Entities
Maintaining and enhancing probity
Improving the fitness-for-purpose of procurement processes
Improving the base of information and the tools to assess compliance

Business Requirements

Support Strategic Contribution

Supporting compliance with the Code of Conduct for the State Services
Disseminating intellectual property (including templates, intelligent prompting and guidance material) to promote good practice
Interoperability with public sector ERP systems and web sites
Receiving analysis of data about agency and supplier practice
Receiving profiling of planned agency spending on contestable inputs prior to commencement of the financial year
Receiving trend analysis
Receiving retrospective analysis of procurement outcomes
Ensuring deployment of nomenclature/classification schemes used by major trading partners
Receiving real time and retrospective analysis of activity
Ensuring integration with Cabinet approval, Treasury and Agency processes and data standards

Support Market Profiling

Receiving profile of approved capex/opex spends in FY 20xx
Monitoring procurement plans - what will be purchased and how
Receiving analysis of anticipated procurement by sector, agency, category, \$, region
Receiving analysis of actual procurement by sector, agency, category, \$, region, successful contractors

Support Probity and Good Practice

Providing access to guidance material on procurement and tendering good practice
Providing access to guidance material on the management of conflict of interest

Functionality required by Purchasers, Suppliers and System Owner

The following pages set out the high-level functionality required by Purchasers, Suppliers and the System Owner for each tier of the GETS service architecture.

Definitions

Functionality is presented at two levels.

'Level 1 Basic Functionality'

This is defined as core functionality which -

- is present in the current GETS system, and/or
- is identified by stakeholders as being essential to meet business requirements, and/or
- is common to the overseas reference sites surveyed.

'Level 2 Extended Functionality'

This is defined as desirable, but not essential, functionality which –

- requires users to change their business processes, and/or
- uses emerging technologies and/or
- requires a managed change process to secure take-up by users.

Purchasers' Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>User-level</p> <ul style="list-style-type: none"> Registration Initial Profiling Profile Maintenance Security: login and pw refresh User alerts to changes in system function, features and availability Site navigation aids Contextual help Search for current documents Search for archival documents <p>Organisation-level</p> <ul style="list-style-type: none"> Security: organisational access rights Communication management Transaction recording Audit trail access
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Purchasers' Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Procurement Planning</p> <p>Posting of Annual Procurement Plans</p> <p>Support for development of specific procurement plans (access to relevant intellectual property covering rules, probity, process, evaluation, oversight and quality assurance, etc.)</p> <p>Support for procurement process management and workflows (templates, letters, forms, reports, etc.)</p> <p>Requirements Definition</p> <p>Support for development of pre-qualification and tender documents plans (access to relevant intellectual property covering the formal definition of requirements.)</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Purchasers' Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Pre-Advertising</p> <p>Alerts/news Transfer and uploading of documents Cataloguing Classification Updating or replacement of uploaded documents</p> <p>Advertising</p> <p>Posting Advertising, including external advertising, media purchase and payment</p> <p>Issue</p> <p>Issue of tender documents (EOI, PQQ, ITT etc.) Issue of amendments and updates (NTTs) Issue of questions for clarification and supplementary information</p> <p>Level 2 Extended Functionality</p> <p>Auctions</p> <p>Support for reverse auctions</p> <p>Media Support</p> <p>Support for multi-media tender packages and supplier responses</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Purchasers' Requirements

Access and Usage				Level 1 Basic Functionality Receipt of tenders (electronic tender box) Support for Evaluation
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Purchasers' Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Award notices</p> <p>Communications to unsuccessful respondents</p> <p>Supplier debriefing</p> <p>Closure and archiving of documentation</p> <p>Level 2 Extended Functionality</p> <p>Contract management</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Purchasers' Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Access to previous tenders (both own and others)</p> <p>Access to reference intellectual property and to customisable boilerplate</p> <p>Document history and version control</p> <p>Circulation and sign-off management for tender documents</p> <p>Communication management for receiving, recording and distributing PQQs, ITT and tender responses</p> <p>Level 2 Extended Functionality</p> <p>Authoring modules for PQQs, ITTs, contracts, etc.</p> <p>Evaluation process support (including automatic scoring)</p> <p>Customisable workflow</p> <p>Process management for the tender lifecycle</p> <p>Process management for contract authoring</p> <p>Process management for contract administration</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Purchasers' Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Analysis of activity levels and trends in purchasers, suppliers and tenders databases (organisational view of activity)</p> <p>Analysis of activity levels and trends in access and usage (system view of activity)</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Purchasers' Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Access to reference intellectual property covering rules and guidelines</p> <p>Audit trail for usage</p> <p>Audit trail for documents and communications created during the tender lifecycle</p> <p>Opening procedure management (electronic tender box)</p> <p>Security controls to prevent unauthorised access to intellectual property contained in tenders and other documents</p> <p>Compliance checks and sign-offs for closure of tender lifecycle</p> <p>Exception reporting for non-compliance</p> <p>Exception reporting for abnormal user behaviour</p> <p>Access to summary-level reporting of supplier feedback of perceptions of probity and compliance with tender process</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Suppliers' Requirements

Access and Usage				Level 1 Basic Functionality User-level Registration Initial Profiling Profile Maintenance Security: login and pw refresh User alerts to changes in system function, features and availability Site navigation aids Contextual help Matching and automated alerts Search for current documents Search for archival documents Downloading of documents Updating or replacement of downloaded documents Organisation-level Communication management (receiving updates) Transaction recording Audit trail access
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Suppliers' Requirements

Access and Usage				Level 1 Basic Functionality Annual Procurement Plans Access to APPs Pre-Advertising Receipt of alerts/news
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Suppliers' Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Issue</p> <p>Matching and automated alerts Query of current tenders Downloading of tender documents (EOI, PQQ, ITT etc.) Receipt of amendments and updates (NTTs) Receipt of questions for clarification and supplementary information</p> <p>Level 2 Extended Functionality</p> <p>Auctions</p> <p>Access to reverse auctions</p> <p>Media Support</p> <p>Support for multi-media tender packages and supplier responses</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Suppliers' Requirements

Access and Usage				Level 1 Basic Functionality Lodgement of responses Provision of responses to supplementary questions
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Suppliers' Requirements

Access and Usage				Level 1 Basic Functionality Receipt of award notices Receipt of communications if unsuccessful Debriefing on tender compliance and competitiveness Contract Management
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Suppliers' Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>No specific requirements identified (requirements met by suppliers' own tools and processes)</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Suppliers' Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Analysis of activity levels and trends in purchasers, suppliers and tenders databases (organisational view of activity)</p> <p>Analysis of activity levels and trends in access and usage (system view of activity)</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

Suppliers' Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Provision of feedback of perceptions of probity and compliance with tender process</p> <p>Summary-level reporting of supplier feedback</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

System Owner's Requirements

Access and Usage				Level 1 Basic Functionality
Tender Lifecycle Support				Administrator's Tools User Support
Pre-Tender	Tender Issue	Tender Response	Post Tender	Registration Profile Management Access Management (including security, access rights, login and pw refresh)
Productivity and Efficiency Tools				Communication management Site navigation aids Contextual help
Reporting Tools				Search for current documents Search for archival documents
Audit and Probity				Uploading of documents Updating or replacement of uploaded documents
Support Services				Administration
Service Management Information				Audit trail access Transaction Recording Transaction Summary Reporting Transaction Ad hoc analysis
Databases and Procurement Intellectual Property				Level 2 Extended Functionality
Purchasers	Suppliers	Tenders	Reference Intellectual Property	Price Table Maintenance Billing Service Usage reporting

System Owner's Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Administrator's Tools</p> <p>Support for Posting of Annual Procurement Plans Support for Alerts/News Maintenance of Procurement Reference Intellectual Property Database supporting –</p> <ul style="list-style-type: none"> • development of specific procurement plans (access to relevant intellectual property covering rules, probity, process, evaluation, oversight and quality assurance, etc.) • procurement process management and workflows (templates, letters, forms, reports, etc.) • development of pre-qualification and tender documents plans (access to relevant intellectual property covering the formal definition of requirements.)
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

System Owner's Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Pre-Advertising</p> <ul style="list-style-type: none"> Alerts/news Transfer and uploading of documents Cataloguing Classification Updating or replacement of uploaded documents <p>Advertising</p> <ul style="list-style-type: none"> Posting Advertising, including external advertising, media purchase and payment <p>Issue</p> <ul style="list-style-type: none"> Issue of tender documents (EOI, PQQ, ITT etc.) Issue of amendments and updates (NTTs) Issue of questions for clarification and supplementary information <p>Level 2 Extended Functionality</p> <p>Auctions</p> <ul style="list-style-type: none"> Support for reverse auctions <p>Media Support</p> <ul style="list-style-type: none"> Support for multi-media tender packages and supplier responses
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

System Owner's Requirements

Access and Usage				Level 1 Basic Functionality Administrator's Tools Receipt of tenders (electronic tender box) management Support for Evaluation Tools
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

System Owner's Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Administrator's Tools</p> <p>Level 1 Basic Functionality</p> <p>Support for Award notices</p> <p>Support for communications to unsuccessful respondents</p> <p>Support for supplier debriefing</p> <p>Support for closure and archiving of documentation</p> <p>Level 2 Extended Functionality</p> <p>Support for contract management</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

System Owner's Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Administrator's Tools</p> <p>Support for access to previous tenders</p> <p>Support for access to reference intellectual property and to customisable boilerplate</p> <p>Support for document history and version control</p> <p>Support for circulation and sign-off management for tender documents</p> <p>Support for communication management for receiving, recording and distributing PQQs, ITT and tender responses</p> <p>Level 2 Extended Functionality</p> <p>Support for authoring modules for PQQs, ITTs, contracts, etc.</p> <p>Support for Evaluation process tools (including automatic scoring)</p> <p>Support for customisable workflow</p> <p>Support for process management for the tender lifecycle</p> <p>Support for process management for contract authoring</p> <p>Support for process management for contract administration</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

System Owner's Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Administrator's Tools</p> <p>Support for analysis of activity levels and trends in purchasers, suppliers and tenders databases</p> <p>Support for analysis of activity levels and trends in access and usage</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

System Owner's Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Support for provision of feedback of perceptions of probity and compliance with tender process</p> <p>Support for summary-level reporting of supplier feedback</p> <p>Support for access to reference intellectual property covering rules and guidelines</p> <p>Support for audit trail for usage</p> <p>Support for audit trail for documents and communications created during the tender lifecycle</p> <p>Support for opening procedure management (electronic tender box)</p> <p>Support for security controls to prevent unauthorised access to intellectual property contained in tenders and other documents</p> <p>Support for compliance checks and sign-offs for closure of tender lifecycle</p> <p>Support for exception reporting for non-compliance</p> <p>Support for exception reporting for abnormal user behaviour</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

System Owner's Requirements

Access and Usage				<p>Level 1 Basic Functionality</p> <p>Support Services</p> <p>Marketing</p> <p>Service communications (including news pages and newsletters)</p> <p>Help Desk</p> <ul style="list-style-type: none"> • End User Support • System Availability and Performance <p>Change Management</p> <p>Training</p> <p>Consultancy Services</p> <ul style="list-style-type: none"> • Document standards • Audit • Security
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

System Owner's Requirements

Access and Usage				Level 1 Basic Functionality Registration and profile analysis Access and security analysis Inquiry analysis Web traffic analysis Customer satisfaction assessment Service usage reporting Service level monitoring Service performance reporting (SLA reporting) End user-generated change requests Business release functionality and scheduling Database profiles Intellectual Property maintenance and update scheduling
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	

System Owner's Requirements

Access and Usage				<p>Content/Data*</p> <p>Database of purchasers, suppliers, tenders and associated communications</p> <p>Reference Intellectual Property, including but not limited to -</p> <ul style="list-style-type: none"> Procurement good practice guidelines <ul style="list-style-type: none"> • Complying with Procurement Rules • Developing annual procurement plans • Developing a procurement strategy for specific products and services • Monitoring and managing conflicts of interest Process Guidance And Support for Purchasers and Suppliers <ul style="list-style-type: none"> • 'How To' Guides • Frequently Asked Questions • Glossaries • Templates • Tools • Checklists Process Management Guidance <ul style="list-style-type: none"> • Monitoring process efficiency • Monitoring process effectiveness • Monitoring probity Evaluation Guidance And Support for Purchasers <ul style="list-style-type: none"> • Definitions and standards for evaluation • Templates • Tools • Checklists Governance And Oversight Guidance Quality Assurance <p>* N.B. The databases and procurement intellectual property layers capture content in the form of structured and unstructured data.</p>
Tender Lifecycle Support				
Pre-Tender	Tender Issue	Tender Response	Post Tender	
Productivity and Efficiency Tools				
Reporting Tools				
Audit and Probity				
Support Services				
Service Management Information				
Databases and Procurement Intellectual Property				
Purchasers	Suppliers	Tenders	Reference Intellectual Property	