



Online Panel Directory- Provider Guide

NOVEMBER 2023

Ministry of Business, Innovation and Employment (MBIE)

Hīkina Whakatutuki – Lifting to make successful

MBIE develops and delivers policy, services, advice and regulation to support economic growth and the prosperity and wellbeing of New Zealanders.

MORE INFORMATION

Information, examples and answers to your questions about the topics covered here can be found on our website: www.mbie.govt.nz or by calling us free on: 0800 20 90 20.

DISCLAIMER

This document is a guide only. It should not be used as a substitute for legislation or legal advice. The Ministry of Business, Innovation and Employment is not responsible for the results of any actions taken on the basis of information in this document, or for any errors or omissions.

Published November 2023 (Sixth edition)

Published November 2022 (Fifth edition)

Published August 2021 (fourth edition)

Published October 2017 (third edition)

Published March 2017 (second edition)

Published December 2016 (first edition)

ISBN 978-0-947524-91-3 (online)

New Zealand Government Procurement

PO Box 1473
Wellington 6140
New Zealand

www.procurement.govt.nz
procurement@mbie.govt.nz

©Crown Copyright

The material contained in this report is subject to Crown copyright protection unless otherwise indicated. The Crown copyright protected material may be reproduced free of charge in any format or media without requiring specific permission. This is subject to the material being reproduced accurately and not being used in a derogatory manner or in a misleading context. Where the material is being published or issued to others, the source and copyright status should be acknowledged. The permission to reproduce Crown copyright protected material does not extend to any material in this report that is identified as being the copyright of a third party. Authorisation to reproduce such material should be obtained from the copyright holders.

Contents

Introduction.....	3
Benefits.....	4
Features.....	4
Setting up your account	5
Accessing the Online Panel Directory.....	6
Maintaining your information in the directory	6
Fields that can be edited	6
Uploading files.....	10

Introduction

This guide is for panel providers to specific Collaborative Contracts that utilise the Online Panel Directory to support the solution. It provides a brief overview of the online tool and guides agencies through the process of how to use it.

Scope	<p>The Online Panel Directory is currently used for the following contracts:</p> <ul style="list-style-type: none">• AoG Consultancy Services – Business and Finance• AoG Property Consultancy Services• AoG External Recruitment Services• AoG Security and Related Services• Web Services• AoG External Legal Services• AoG Construction Consultancy Services• AoG Advertising Services• AoG Media• AoG Design Services <p>It is anticipated that other service related contracts will be added in the future.</p> <p>The directory allows participating agencies to search for and shortlist providers. It does not include e-tendering functionality.</p>
Purpose	<p>The Online Panel Directory makes it easier for government agencies to find a provider that meets their engagement requirements. Participating agencies can search, filter, compare and shortlist panel providers based on their needs without having to refer to multiple places.</p>

Features & benefits	<p>BENEFITS</p> <ul style="list-style-type: none"> • Providers are able to maintain their own general business information making it easier to keep the directory up-to-date. • Improves transparency and allows agencies to easily compare providers and create a shortlist. • Promotes a level playing field for panel providers promoting themselves to government. • A 'one source of the truth' for participating agencies, containing the latest provider information. <p>FEATURES</p> <ul style="list-style-type: none"> • Using RealMe, providers are able to maintain their own general business information making it easier to keep the directory up-to-date. • Participating agencies are able to search, filter, compare and shortlist providers based on their needs without having to refer to multiple places. • Participating agencies can export shortlisted providers to Excel, as well as export individual provider profiles. • Clean and intuitive layout. • Provider information is displayed in random order to ensure a level playing field for providers. • Security is maintained through an authorisation process for agencies.
Contacts	<ul style="list-style-type: none"> • An AOG Professional Inbox is available to provide technical support for the Online Panel Directory: • Email: AoGProfessional@mbie.govt.nz

Setting up your account

The Online Panel Directory uses RealMe to allow Providers to access the site. All Providers that wish to access the directory will need to have a RealMe account.

To set up your account with the Online Panel Directory, please follow the steps below.

Step 1

Obtaining your access token

1. Please advise us of your Approved User contact (one user per sub category/job lot/ sub-panel).
2. Once you have provided your Approved User/s to us you will receive an access token from the email address no-reply@cwpgovt.nz.
3. If you have received this token please proceed to Step 2 'Verify and activate your account'.

Note: If you wish to change your Approved User/s, you must contact us.

Step 2

Verify and activate your account

1. An email will be sent to you containing a 'token' (web link). Please note that this 'token' will expire 7 days from your receipt of the email. If you are not able to activate your account within this time, please contact the MBIE Helpdesk.
2. Click on the 'token' and it will take you to the RealMe login page.
3. Login using your existing RealMe account/or create a RealMe account and then login.
4. On successful login you will enter the landing page for your business.
5. Your account is now set up to use.*

*** Note:** Your business will have an entry in the directory for each sub category/job lot/sub-panel that you have been appointed in. If you require access to multiple entries then you will receive multiple 'tokens'. Follow the steps above for each token received.

Accessing the Online Panel Directory

Once your account has been set up and activated, you can follow the steps below each time you need to access your business information.

Logging in

1. Follow this link to be directed to the Online Panel Directory login page
2. <https://directory.procurement.govt.nz>
3. Use your RealMe username and password to enter the site
4. Once you are successfully logged into the directory you will see a landing page displaying the records that you have access to for your business.

Maintaining your information in the directory

Providers are required to login and maintain information relevant to their business such as; availability, focus areas, geographic locations that services are provided, and previous sector experience in the applicable sub category/job lot.

By being responsible for your own information you have the ability to display the most up-to-date information to participating agencies, it is therefore important to ensure this is monitored and updated on a regular basis.

Edit information

1. Select the record that you wish to review or edit.
 2. Review the information and edit it if required. Contractual fields such as pricing, quality scores, tier, sub category etc. are not editable. Please see the following section 'Fields that can be edited' for a list.
 3. Once edited, ensure you **Save** your changes.
 4. Contractual fields such as pricing, sub panel etc. are not editable. If you would like to change your pricing information or apply for additional sub panel, please contact the **AOG Professional Inbox**.
-

Fields that can be edited

Providers can edit the following fields:

Contact information – name, phone and email address of the primary contact for the subpanel.

Main office location - complete the field provided for your main office location.

Location - select regions and international locations where your business has a physical presence

Regional Reach – select New Zealand regions where your business delivers goods/services.

Business Size – select your business size from dropdown provided based on employee count.

Sector experience – indicate the sectors your business have experience in or areas of expertise

Company Website - complete the field provided for your website address. The website address will be presented as a hypertext link to your website.

EDITING TIP! – Consider linking to a landing page that provides focused content supporting your relationship and experience with public sector organisations.

Why us – This is the place to tell agencies who, what, where, why and how about your business. Most importantly what drives your business and makes it a great partner for Government and the communities you work in.

Try to keep your content for this section between 200-300 words. The profile template will provide you opportunity to describe your services, value propositions so your focus can be on your businesses experience and differentiators. When writing content we suggest you draft your content offline first. When writing for a Government audience we suggest our tone of voice is clear, logical and user-friendly.

The NZGP Agency Engagement Team recommend you:

- use plain, familiar language.
- use short sentences.
- mostly use the active voice.
- say 'you' and 'your' when talking to you.
- use contractions like 'you're' or 'you'll'.
- mark Māori words up correctly, including macrons.
- communicate positively.
- use respectful, gender-neutral language.

EDITING TIP! - The Online Panel Directory does have search and filtering tools built in for agency users. We don't recommend over using keywords to influence search algorithm, agency users will get the most value from clear and concise content in your profile.

Professional Memberships - In this section you can add any professional memberships that you would like agencies to be aware of. If you have a number of memberships you would like to include, you may want to include them as a list:

- The issuing organisation, membership type, membership number.

These may include:

- Industry organisations.
- Professional Qualifications.
- Local community panels.
- Health and Safety.

Alternatively you may want to focus on one or two that you are involved in. For example if one of your Directors (or staff) holds a position at, or is recognised by an industry organisation you could provide a profile of their experience and impact.

EDITING TIP! - Keep content to the point, "being a member or president for 10 years" can tell the reader as much as a long list of individual achievements. Linking to news articles, case study documents or certifications will help you tell the story.

Service description – As with the 'Professional Memberships' depending on the breadth of services your business can provide, you could simply provide a list of services. This approach is great to give a profile view a quick summary of your full catalogue of services.

Alternatively, you may want to focus on one or two core services. Provide a one-two paragraph teaser and refer viewer to one of the case studies you can include with your profile.

EDITING TIP! - When generating your Case Studies or any documents, you must make them accessibility for all readers. You can read more about accessibility on the GDCO website <https://www.digital.govt.nz/standards-and-guidance/design-and-ux/accessibility/>

Value Added Services - As with 'Service Descriptions' depending on the breadth of services your business can provide, you could simply provide a list of value added services. This approach is great to give a profile view a quick summary of your full suite of services.

This may include:

- Technology access or specialisation e.g. CAD, BIM, BMS.
- Innovative processes, capability, materials.

- Skills training.
- Access to collaboration space.

Alternatively, you may want to focus on one or two services. Provide a one-two paragraph teaser and refer viewer to one of the case studies you can include on your profile.

EDITING TIP! - To add a list with dot points, draft your content in Microsoft Word (or equivalent) first, then copy and paste the list into the OPD editing window.

Approach to Broader Outcomes – Cabinet agreed on 23 October 2018 to a set of four priority outcomes for agencies to leverage from their procurement activities to achieve wider public value from their spending. Subsequently Broader outcomes were included in the Government Procurement Rules and include the following four priority outcomes:

1. Increasing access for New Zealand businesses.
2. Construction skills and training.
3. Improving conditions for New Zealand workers.
4. Reducing emissions and waste.

You can read more on our website <https://www.procurement.govt.nz/broader-outcomes/>

If your business operates Nationwide and already supports Government, then you may have plans, performance measures and operating procedures in place to help us address broader outcomes. Tell us about them! We want to know how you can help us impact these areas and any ways you are innovating daily operations to support them.

If you are new to Government and broader outcomes it's ok to start small and expand. If you are looking for business in a specific region a great place to start is with the local Councils. They may have published a Supplier Guide relating to broader outcomes and progressive procurement to help you understand what the key focuses areas in their region.

EDITING TIP! - When creating a structured response use a framework like **SMARTER** to keep your answer concise **S** - Specific **M** - Measurable **A** - Achievable **R** - Relevant **T** - Time-bound **E** - Ethical **R** – Recorded.

Sustainability Experience – Sustainability is a key part of broader outcomes, in particular helping agencies meet a net zero emissions target by 2050. As part of the Transformation Plan tabled by the Construction Sector Accord, environment sustainability has been included as a work stream to help New Zealand hit its targets. You can read more about the work stream [here](#).

If your business has expertise, company policies and experience in sustainable practice this is the place to tell us. For example, does your business have a plan to transition to electric vehicles and/or plant equipment in line with Government targets?

EDITING TIP! - Please visit our website to see the Government fleet emissions dashboard <https://www.procurement.govt.nz/broader-outcomes/reducing-emissions-and-waste/reducing-government-fleet-emissions/> to see how agencies are working to reduce emissions.

Māori business – please indicate if your business is a Māori owned business. A Māori business for government procurement purposes is:

- one that has at least 50% Māori ownership or
- a Māori Authority as defined by the Inland Revenue Department.

EDITING TIP! - if you are included in multiple directory panels you will need to update this information for each category.

Pasifika Business – please indicate if your business is a Pasifika owned business. A Pasifika business for government procurement purposes is:

- Partnerships: at least 50% of each class of partnership interest is owned by Pacific person(s) and such ownership must be reflected in the partnership agreement; or
- Corporations/companies: Pacific person(s) own at least 50% of each class of ordinary voting shares issued and at least 50% of each class of all other shares issued; or
- Trusts: at least 50% of owner(s) of securities or assets held in trust are Pacific person(s); or
- Sole proprietorship/trader: 100% ownership by a Pacific person.

EDITING TIP! - if you are included in multiple directory panels you will need to update this information for each category.

Uploading files

Providers can upload PDF files to enhance their listing. All files, apart from logo have to be uploaded in PDF format, max size: 20MB. The following upload options are offered:

File uploads:

Supplier Logo – Upload your logo. Logos should be supplied in PNG or SVG format, max size: 20MB.

Case Study 1 – Upload specific example of past project successfully delivered.

Case Study 2 - Upload specific example of past project successfully delivered.

Company Accreditation 1 – Upload accreditation such as ISO or proof of personnel qualification to provide services on the panel.

Company Accreditation 2 – Upload accreditation such as ISO or proof of personnel qualification to provide services on the panel.

Appendix Process Flowchart

Accessing and editing your Online Panel Directory supplier profile.

