



**NEW ZEALAND**  
GOVERNMENT PROCUREMENT

# Procurement Catalogue System

Agency workshop report - September 2022

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Publishing date September 2022

ISBN 978-1-99-104187-6

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## Overview

This report presents our findings from agency engagement workshops relating to the NZGP digital strategy and Procurement Catalogue System (PCS) project.

### Procurement for the Future

Our vision is for New Zealand’s government procurement to be fair, transparent, inclusive, and efficient, so that it delivers more value to New Zealanders and responds to changing government priorities. To achieve these, we have set out six strategic outcomes that enable us to be more responsive to market dynamics, increase collaboration across our networks, and grow our capability to generate more value for New Zealand.



Modern procurement technology is foundational to the three strategic focus areas of our proposal.

### The workshops

The objectives of the procurement catalogue system workshops were to:

1. **Inform** agency stakeholders about the discoveries from our needs analysis.
2. **Enable** agency stakeholders to influence the sequencing of our project and programme.
3. **Validate** our thinking about agency priorities for procurement software.
4. **Provide** agency stakeholders with a forum to ask and answer questions about our deliverables.
5. **Establish awareness** of what we are proposing and help guide agencies to avoid investing in technology that may not conform to the data standards applied in the ecosystem.

The workshops took place between 7 and 12 July 2022 with a range of **AoG participating agencies**. Workshop participants agencies represented approx. 35% of the total AoG panel spend in FY21/22.

An information pack was provided prior to attending the workshops sharing information about our discovery, in-flight projects, and approach. During the workshops, participants were asked five questions, and their responses were anonymously polled using online polling software.

This report provides a summary of participant responses and how we have interpreted user voice in their responses. The responses will inform and guide our project and technology roadmap.

## Question 1 – Feature priority

### Rank order poll



Workshop participants were asked to rank (*1 most value to 10 least value*) in-scope features of the PCS project. The responses help us to ensure user need prioritises features the requirements in our first market approach.

# What PCS features will deliver the most value to your agency?

### What the responses told us



- Features are ranked but the scores were close. This validates our assumptions for what is in-scope in phase one.
- Self-service is highly valued by buyers/sellers. Suppliers want reduced/zero duplication in supplying information and reporting.
- Workflow templates for different types of RFX events and guided practice features as part of self-service access are highly valued.
- We expected RFX evaluation to rank higher as a key feature enabling practitioners to implement criteria specific to business needs and broader outcomes.

#	Recommendation
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**REC-01.** We must prioritise the creation of a self-service portals which are highly desired by agencies and suppliers. This will reduce the duplication activities provide efficiencies to participants joining or new contracts or new contract generations. Enabling common workflows and guided practice, ultimately enhancing procurement, spend and performance reporting.

## Question 2 – Using the system




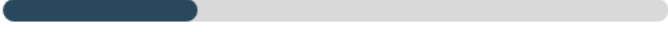
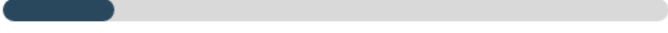
### Demographic poll



Workshop participants were asked to choose the statement that best describes today, how they use technology when procuring from panels. The responses help us to understand how agencies procure from panels and create use cases and user stories informing procurement, design, and build.

# Tell us how you might use the PCS at your agency to procure from panels?

### What the responses told us

- |   |   |
|---|---|
| <p>1. Participant</p>                    | <ul style="list-style-type: none"> <li>• Agencies most often identified as contract participants. Many operate internal and/or shadow panels to meet business needs.</li> <li>• Enabling sector leadership in panel procurement will unlock value and provide spend transparency on a common technology.</li> <li>• Agencies need the ability to utilise and operate sub panels specific to their business or sector needs, from common catalogues.</li> <li>• In addition to the capability for agencies to participate in contracts/panels, we must also deliver the capability to establish, host and manage new panels in our primary major release.</li> </ul> |
| <p>2. Participant/Panel Manager</p>    |   |
| <p>3. Sector Leader/Panel Manager</p>  |   |
| <p>4. Leader/Panel Manager</p>         |   |
| <p>5. Leader web channel</p>           |   |

#	Recommendation
<b>REC-02.</b>	We must define clear boundaries within the PCS and between NZGP and agency systems. The boundaries must have a common application gateway controlling data ingestion, privacy, and security between NZGP and agency systems. Also providing flexible methods for organisations with less technology capabilities to submit data to NZGP systems.

## Question 3 – Collaboration opportunities

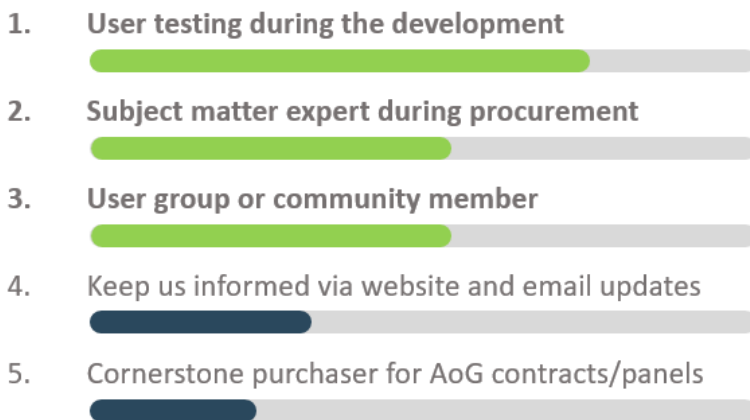
### Engagement preference poll



Workshop participants were asked to select up to three ways their agency might want to collaborate with us during delivery and implementation of the PCS. The responses help us to understand the desire for co-design, collaboration, and engagement opportunities with users.

# What project collaboration opportunities would be of most interest to your agency?

### What the responses told us



- Agencies have a strong desire to participate as co-designers or collaborators during our project.
- There are agencies that have already successfully implemented procurement tech who can help advise us.
- We should review the purpose of the e-procurement advisory group and consult agency users on how we can engage and inform our users.
- We will be able to provide timely and relevant change updates to a broad audience by publishing project/programme updates to the NZGP website's Procurement for the Future section

#	Recommendation
<b>REC-03.</b>	Work with NZGP Capability and Agency Engagement Teams to enhance procurement community of practice programme. Identify subgroups within the broader community including existing advisory groups that can advise and provide positive influence on our ecosystem roadmap.

## Question 4 – Roadmap priority

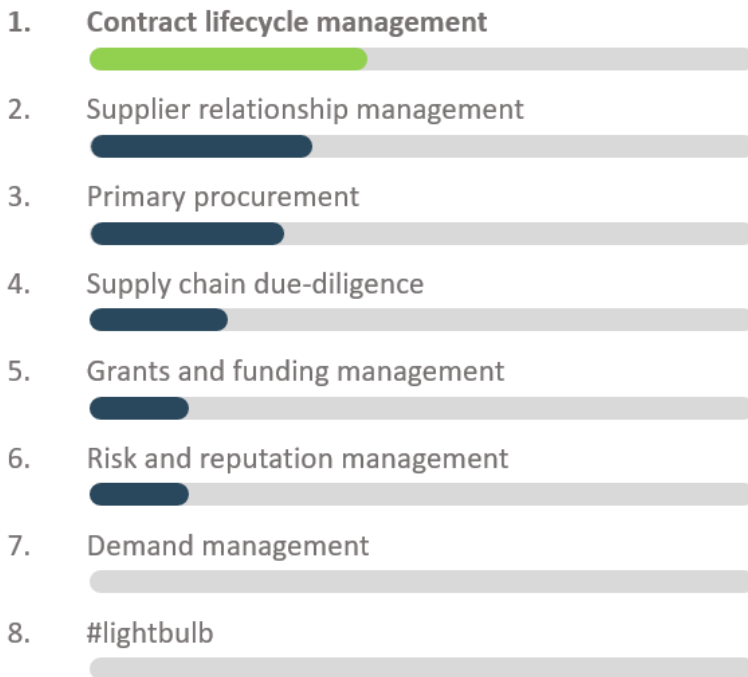
### Future needs poll



Workshop participants were asked to select one feature or capability we could deliver in a future phase that would provide the most impact for their agency. The responses help us to prioritise and sequence the release of new features in future phases to meet agency needs.

# Which single roadmap feature would provide the most value at your agency?

### What the responses told us



- This was the hardest question for all participants to answer. A consistent message was ‘we want everything on the list’.
- Contract lifecycle management is highly desired and enables better downstream practice in SRM, due-diligence and risk.
- The value of grants and funding agencies provide, often eclipses the value of procurement. Contracts would ideally be managed in the same contract management system.
- We split supply and demand to test agencies priorities/needs in response to the operating environment during the pandemic.

#	Recommendation
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**REC-04.** In addition to REC-01 we must elevate the priority of a project to establish a panel of suppliers for contract lifecycle management software that agencies can easily procure from. The panel may also include suppliers that can be pre-qualified to provide implementation resources, and data migrations services in compliance with the data standards of the ecosystem.



## Question 5 – Implementation resources

### Open ideas poll



Workshop participants were asked to submit a short description of one or more resources that would help them to get their agency using the system. The responses help us to identify and prioritise resources most valuable to agencies in our change management planning and process.

# What resources would help you implement the PCS at your agency?

What the responses told us:

Documented processes & guidance  
 Feedback forums  
**Instructor-led training**  
 Quick guides  
 Troubleshooting support  
 Train the trainer Training manuals  
**Onboarding instructions & support**  
 Training videos  
 Easy to read training materials  
 Group workshops with similar-sized agencies

- Agency users have a strong desire for consistent regular communication and engagement during the delivery process. Demonstrations, workshops, and group activities are key to success.
- New technology provides new features and capabilities. Agencies will need instructor-led training to learn how to best utilise the new features.
- Contextual help within the system will be important. The ability to quickly access system guidance or video content will support users.
- Responsive support mechanisms and community forums are highly desired to manage change and continue to promote user voice post implementation.

#	Recommendation
REC-05.	Procurement practice will increasingly be conducted through digital channels requiring a shift in skills, training, and resources to support the change. To support the change NZGP must develop a learning framework to enable change to happen during implementation and as part of business-as-usual operation.

## Appendix 1 – Participant profile

As the lead agency for AoG contracts, we support over 2,200 agency/schools of different sizes, needs, and capabilities with procurement from provider panels. While it wasn't feasible to engage with all AoG participating agencies, we designed the workshops to engage key procurement professionals that represented diversity in size, sector, and participation requirement.

**40**

Procurement professionals

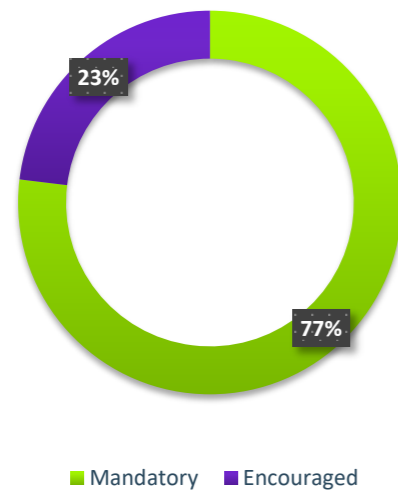
**26**

AoG participating agencies

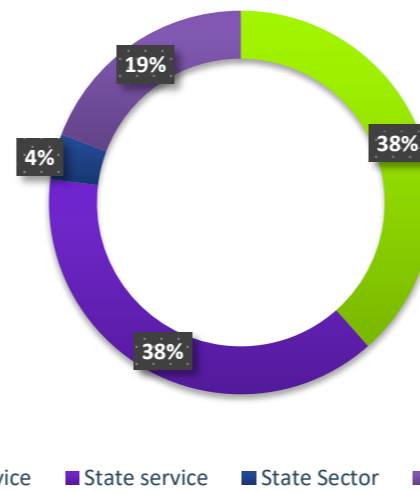
**167**

Poll responses

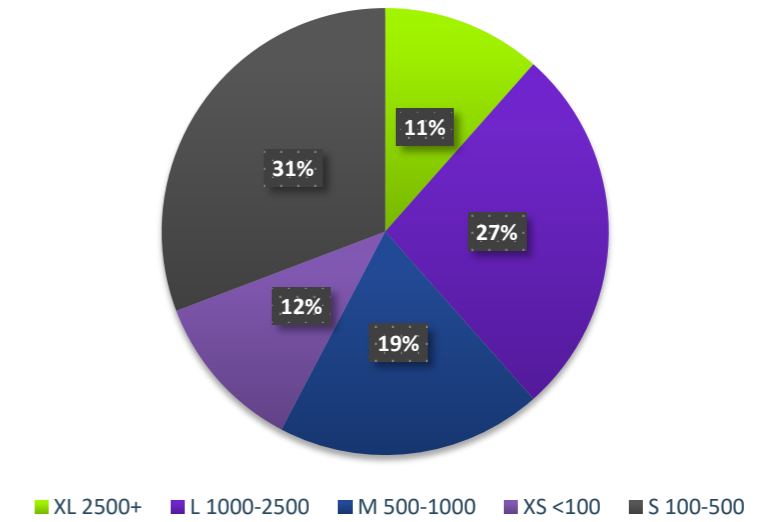
**Mandate participation**



**Agency sectors**



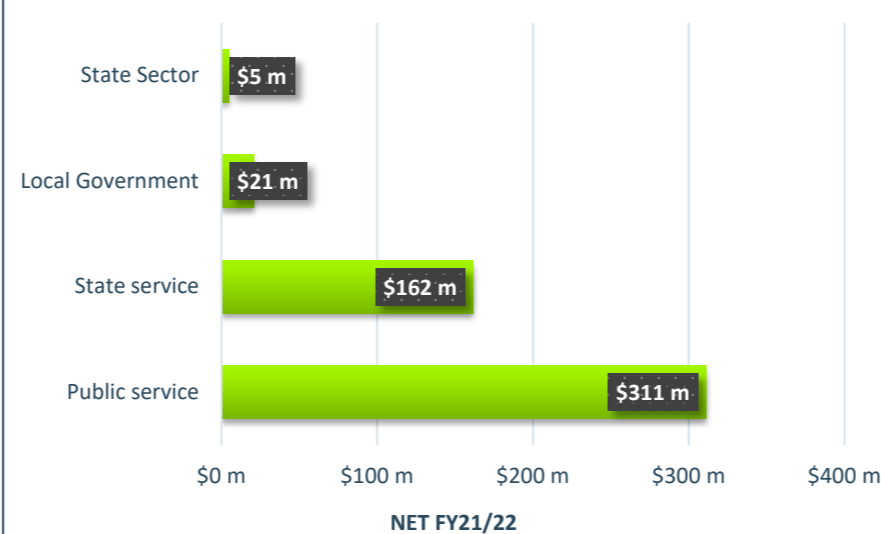
**Agency sizes (FTE)**



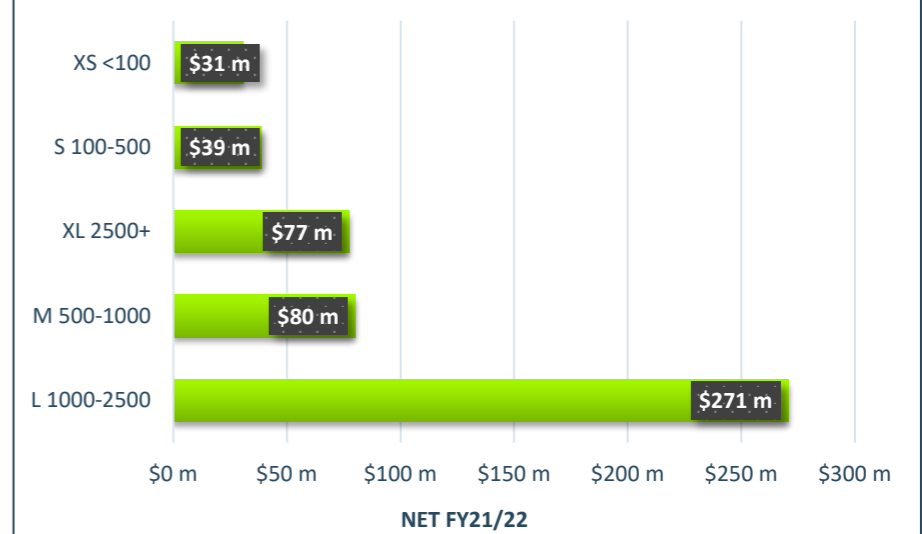
**AoG spend (FY21/22)**



**AoG spend by sector**



**AoG spend by size (FTE)**



## Appendix 2 - Glossary of terms

A further list of words and what they mean in context to the Government Procurement Rules is also available on our website ([more definitions](#)).

Term	Description	Acronym
<b>New Zealand Government Procurement</b>	Delivers the objectives of the Functional Lead for Procurement.	NZGP
<b>Ministry of Business, Innovation and Employment</b>	The Functional Lead for Procurement	MBIE
<b>Department of Internal Affairs</b>	Lead agency common capability contracts.	DIA
<b>Government Chief Digital Officer</b>	The government functional lead for digital.	GCDO
<b>Purchaser, buyer</b>	NZ Government agencies, entities or schools purchasing products and services.	-
<b>Supplier, seller</b>	A business that supplies products and or services to NZ Government organisations.	-
<b>Government Electronic Tender Service</b>	<a href="http://www.gets.govt.nz">www.gets.govt.nz</a>	GETS
<b>Procurement Website</b>	<a href="http://www.procurement.govt.nz">www.procurement.govt.nz</a>	Proc. Web
<b>Online Panel Directory</b>	<a href="http://directory.procurement.govt.nz">directory.procurement.govt.nz</a>	OPD
<b>Conflict of Interest Management Tool</b>	<a href="http://coi.procurement.govt.nz">coi.procurement.govt.nz</a>	COI
<b>Document Builder</b>	<a href="http://docs.procurement.govt.nz">docs.procurement.govt.nz</a>	Docs
<b>Hikina</b>	<a href="http://learning.procurement.govt.nz">learning.procurement.govt.nz</a>	-
<b>Notice of information</b>	Gives suppliers an early indication of a procurement opportunity and should be published before posting a notice of procurement (ROI, RFQ, RFP) on GETS.	NOI
<b>Request for Information</b>	A formal request to the market for information about the type of goods or services currently available for a possible procurement. This is a market research tool only and it must not be used to select or shortlist suppliers.	RFI

<b>Registration of Interest</b>	A formal request asking potential suppliers to register their interest in an opportunity to supply specific goods, services or works. This is the first step in a multi-step procurement process.	ROI
<b>Request for Proposal</b>	A formal request asking suppliers to propose how their goods or services or works can achieve a specific outcome and includes their prices.	RFP
<b>Request for Quotation</b>	A formal request asking potential suppliers to quote prices for 'stock standard' or 'off-the-shelf' goods or services or works. It is aimed at low to medium value/risk.	RFQ
<b>Request for Tender</b>	A formal request from an agency asking for offers from potential suppliers to supply clearly defined goods or services or works.	RFT
<b>Future Procurement Opportunity</b>	A type of Rfx used to GETS a purchasing agency will publish to notify Suppliers about future opportunities to tender for.	FPO
<b>Invitation to Participate</b>	An invitation to suppliers, published on GETS, to apply to be included in a competitive dialogue process.	ITP
<b>Invitation to Qualify</b>	An invitation to suppliers, published on GETS, to apply to be included in an agency's pre-qualified suppliers list.	ITQ
<b>Invitation to Register</b>	An invitation to suppliers, published on GETS, to register to be included in a competitive dialogue process.	ITR
<b>Award Notice</b>	A formal contract award notice posted on GETS.	-
<b>Application Programming Interface</b>	A set of functions and procedures allowing the creation of applications that access the features or data of an operating system, application, or other service.	API
<b>Minimum viable product</b>	The initial stage of creating the first workable (and saleable) version of your new business concept.	MVP
<b>Minimum loveable product</b>	The next step after an MVP. It is the version of your MVP that can finally be presented to the market.	MLP