

GETS Review

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

December 1 2008

Appendix B: Results of online survey

Azimuth[®]

Appendix B Results of online survey

Purpose

This appendix sets out the key findings, survey questions and analysis of responses from an online survey of GETS users.

Introduction

The review's terms of reference called for:

- consultation and research to determine stakeholder requirements, opportunities for streamlining procurement processes, and associated benefits and risks
- a high-level survey of alternative solutions
- exploration of the gaps between stakeholder needs and the existing and alternative solutions.

To meet this requirement the review team undertook a preliminary desk review and literature search followed by focus groups and interviews.

Key interests and requirements identified in these initial activities were further explored and an online survey conducted between October 22nd and October 31st.

The survey sample comprised 5,000 registered GETS users chose at random. Email invitations to participate were sent out in batches of 1,000 on five consecutive business days.

235 GETS users responded to the online survey: 41 buyers and 194 suppliers. This represents a response rate i.r.o. 5.00%.

Key Findings

1 What Purchasers and Suppliers want

Functions and Features rated as 'Very Important' or 'Important' (with % of respondents)

What Purchasers Want	What Suppliers Want
<ul style="list-style-type: none">• Online library of templates, guides etc (90%)• Getting step-by-step process guidance (80%)• Online help (80%)• Google-like search capabilities (80%)• Viewing the outcomes of tenders (75%)• Posting 'news' such as advance notification of tenders (65%)• Storing and repeating search queries (65%)• Electronic tender boxes (60%)• Electronic evaluation tools (55%)• Contract administration (55%)	<ul style="list-style-type: none">• Viewing both central & local government tenders (90%)• Posting 'news' such as advance notification of tenders (85%)• Viewing the outcomes of tenders (80%)• Getting step-by-step process guidance (80%)• Online library of templates, guides etc (75%)• Google-like search capabilities (75%)• Online help (70%)• Viewing annual procurement plans (60%)• Electronic tender boxes (55%)• Storing and repeating search queries (55%)

Figures are rounded to the nearest 5%

2 What Purchasers and Suppliers are less interested in

Functions and Features rated as 'Very Important' or 'Important' (with % of respondents)

What Purchasers Want	What Suppliers Want
<ul style="list-style-type: none">• Facilitated contact with organizations with similar needs (45%)• Procurement plan lodgment (40%)• Quotes for under \$100K (35%)• Loading and viewing images, audio and video files (35%)• Reverse auctions (25%)	<ul style="list-style-type: none">• Providing online quotes for tenders below \$100K (50%+)• Finding potential partners/sub-contractors (50%)• Loading and viewing images, audio and video files (40%)• Participating in auctions for commonly-purchased commodities (15%)

Figures are rounded to the nearest 5%

Part a: Survey Questions

Questions asked to purchasers

Please rate the following functions and features in terms of importance to you:

- Posting 'news' such as advanced notification of expected tenders
- Displaying my annual procurement plans
- Viewing the outcomes of tenders
- Making contact with organisations that might have similar procurement needs to my own
- Finding suppliers who will quote online for purchases under \$100K
- Conducting online auctions to secure commonly-purchased commodities at the lowest price
- Using electronic tender boxes to store tenders and release them to me at a set time
- Using electronic tender evaluation tools
- Supporting the administration of contracts
- Receiving step-by-step guidance on what to do
- Accessing online help on how to use the services and tools supported by the web site
- Accessing an online library of templates, good practice guides and other relevant information
- Finding information using a Google-like search facility
- Storing and repeating search queries
- Loading and viewing images, audio and video files
- Are there any particular improvements you would like to see in a future electronic tendering system that are not covered above?

Questions asked to suppliers

Please rate the following functions and features in terms of importance to you:

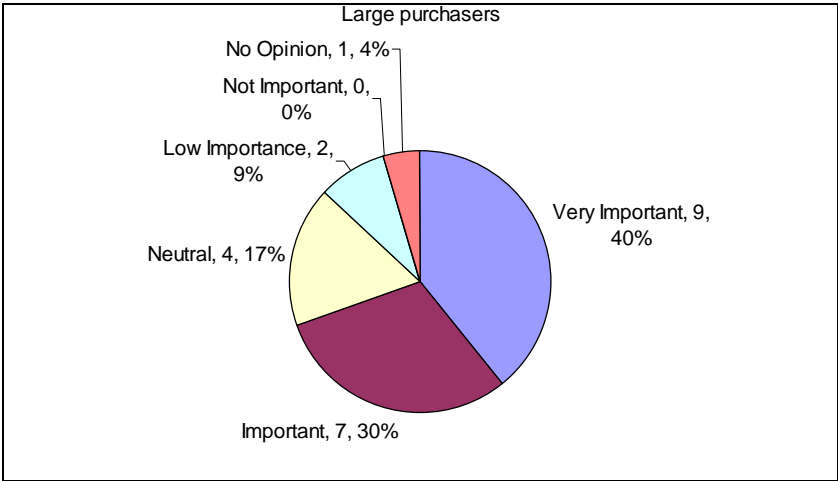
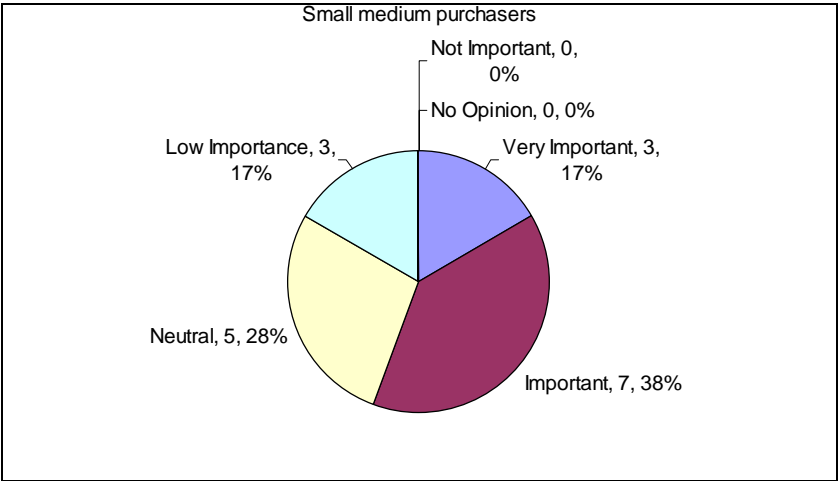
- Viewing both central and local government tenders
- Receiving 'news' such as advanced notification of expected tenders
- Viewing purchasers' annual procurement plans
- Viewing the outcomes of tenders
- Finding potential partners and/or subcontractors in order to respond to a specific tender
- Providing online quotes for purchases under \$100K
- Participating in auctions for commonly-purchased commodities
- Lodging tenders through an electronic tender box
- Receiving step-by-step guidance on what to do
- Accessing online help on how to use the services and tools supported by the web site
- Accessing an online library of templates, good practice guides and other relevant information
- Finding information using a Google-like search facility
- Storing and repeating search queries
- Loading and viewing images, audio and video files
- Are there any particular improvements you would like to see in a future electronic tendering system that are not covered above?

Part b: Survey Results

Part b.1: Survey Results – Purchasers

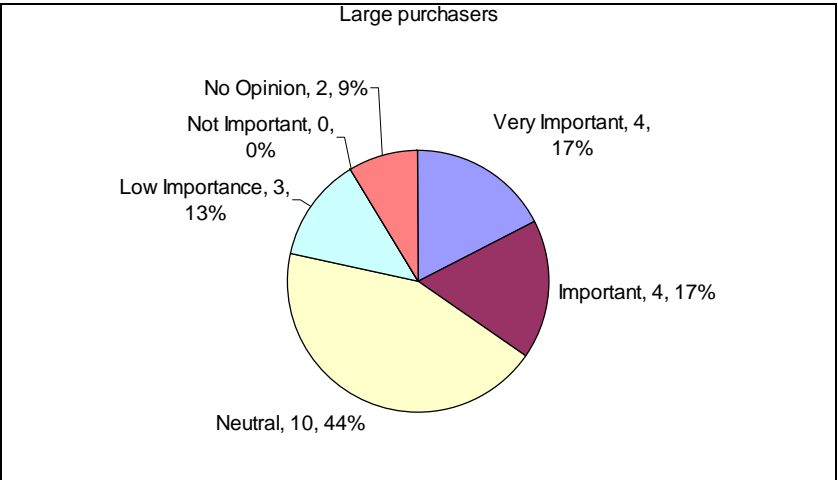
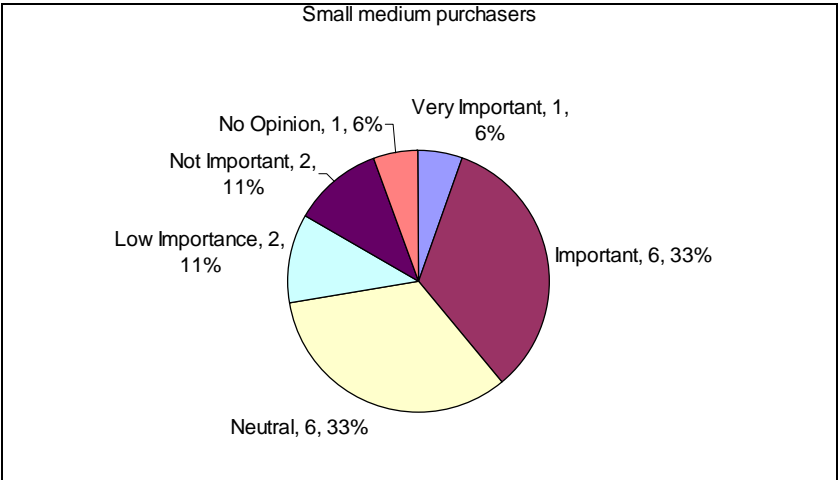
Q. Posting ‘news’ such as advanced notification of expected tenders

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	12	14	9	5	0	1	41
<i>Small medium purchasers</i>	3	7	5	3	0	0	18
<i>Large purchasers</i>	9	7	4	2	0	1	23



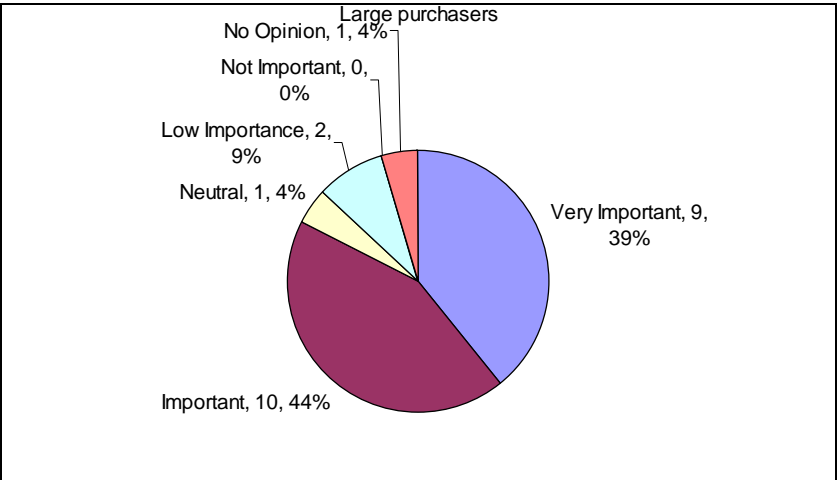
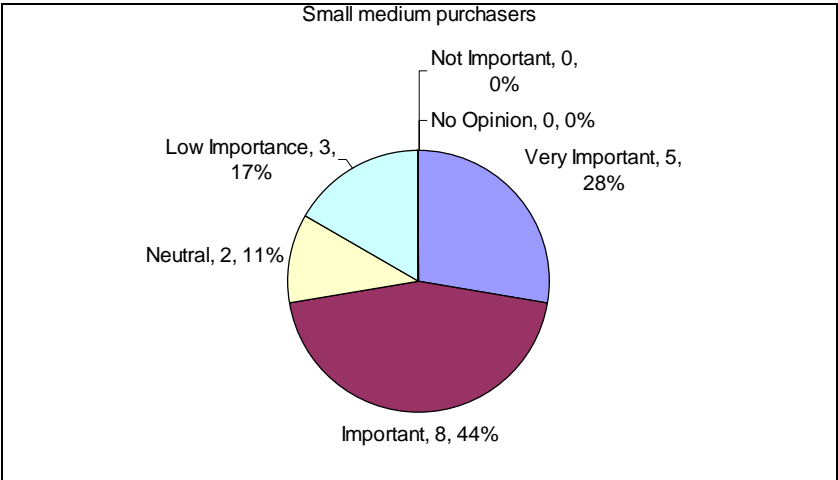
Q. Displaying my annual procurement plans

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	5	10	16	5	2	3	41
<i>Small medium purchasers</i>	1	6	6	2	2	1	18
<i>Large purchasers</i>	4	4	10	3	0	2	23



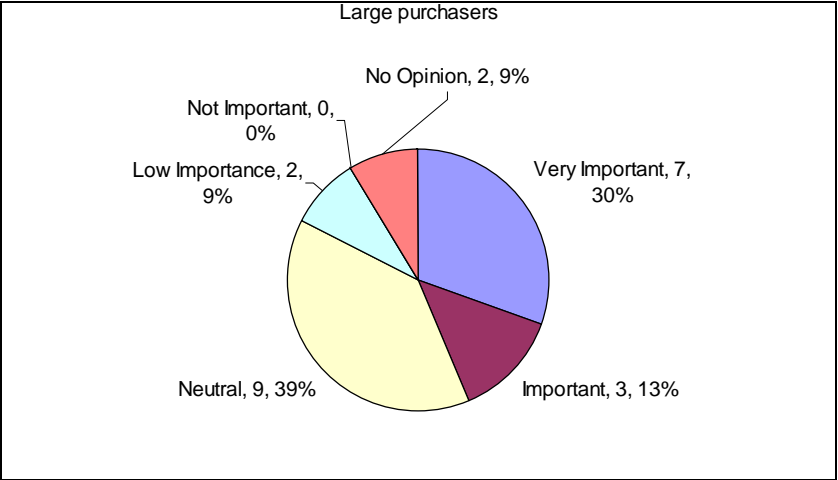
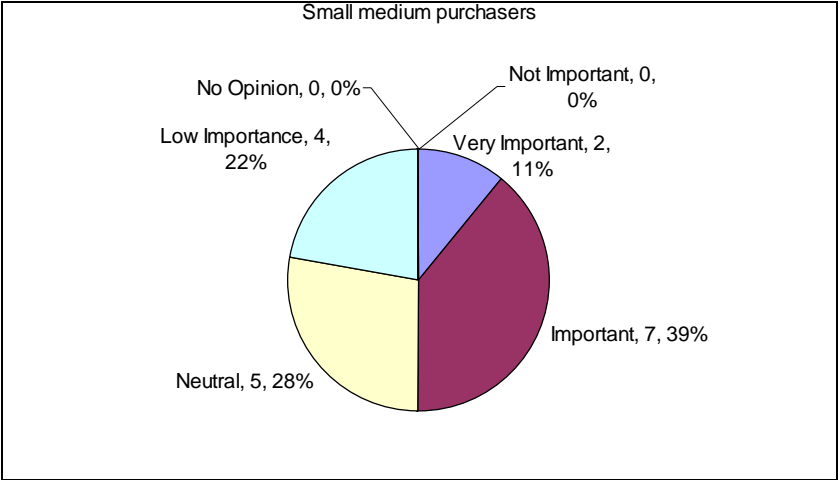
Q. Viewing the outcomes of tenders

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	14	18	3	5	0	1	41
<i>Small medium purchasers</i>	5	8	2	3	0	0	18
<i>Large purchasers</i>	9	10	1	2	0	1	23



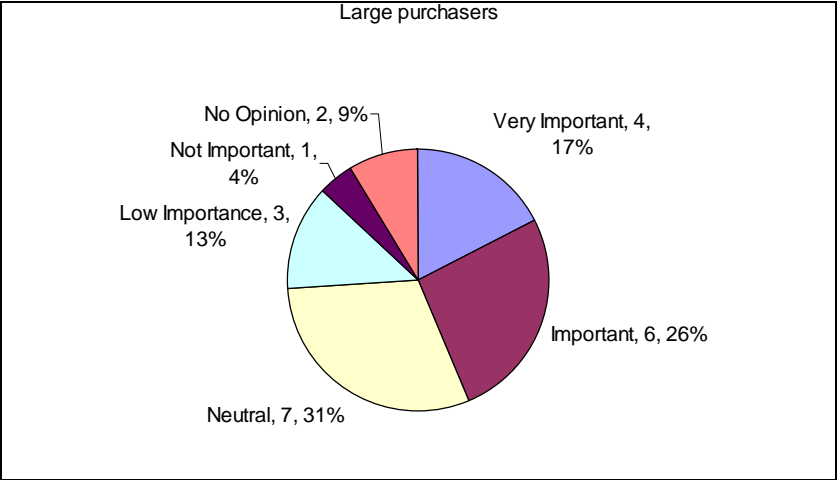
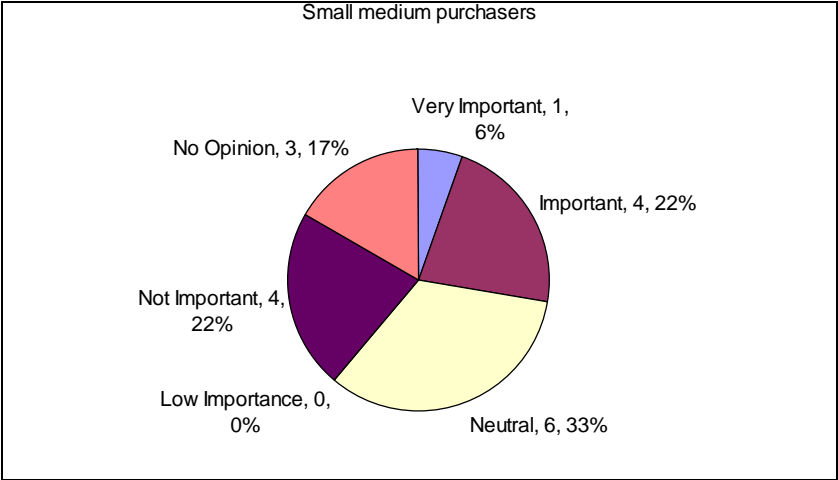
Q. Making contact with organizations that might have similar procurement needs to my own

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	9	10	14	6	0	2	41
<i>Small medium purchasers</i>	2	7	5	4	0	0	18
<i>Large purchasers</i>	7	3	9	2	0	2	23



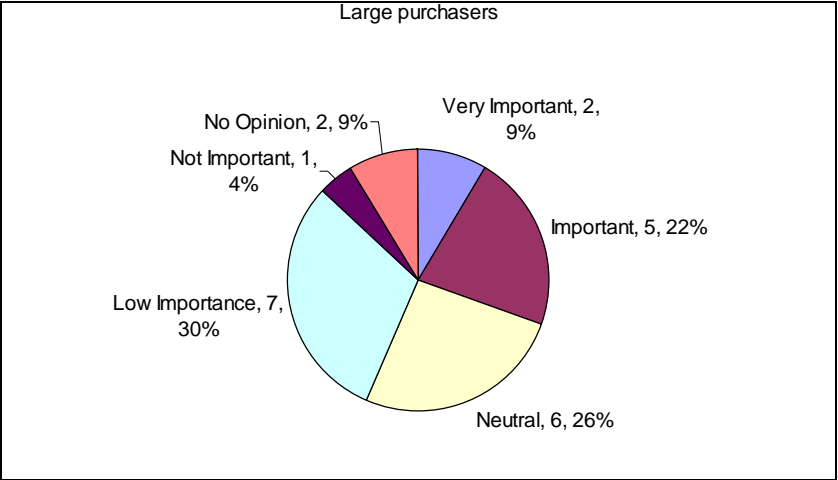
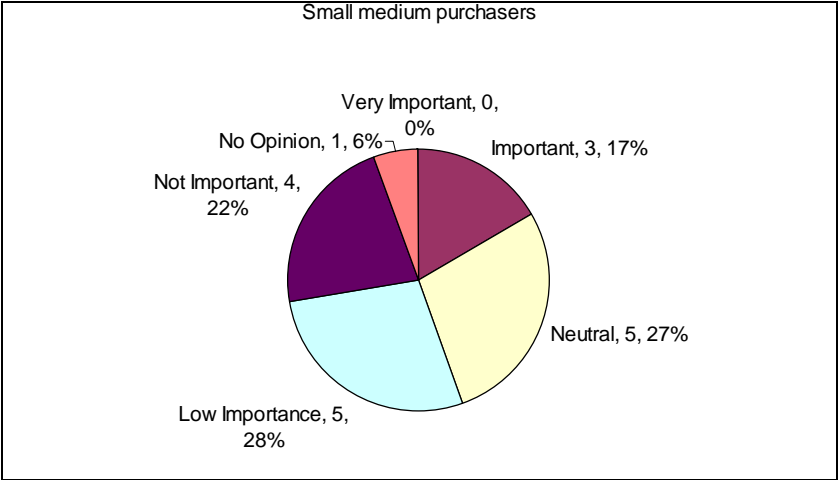
Q. Finding suppliers who will quote online for purchases under \$100K

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	5	10	13	3	5	5	41
<i>Small medium purchasers</i>	1	4	6	0	4	3	18
<i>Large purchasers</i>	4	6	7	3	1	2	23



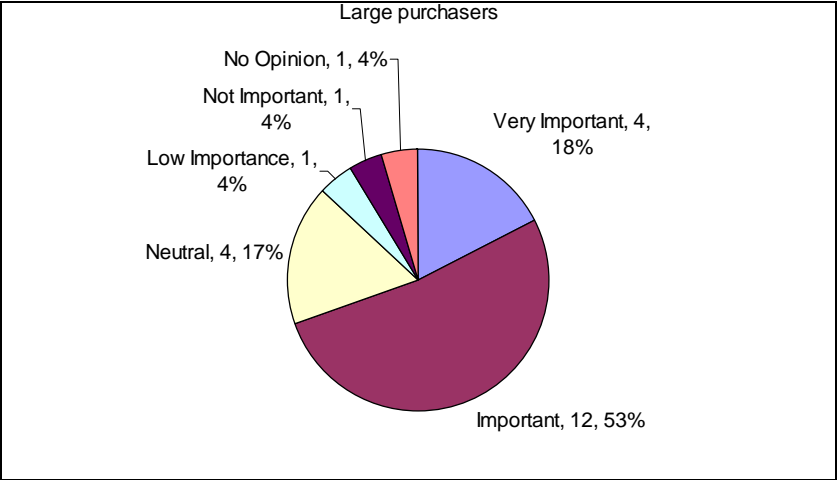
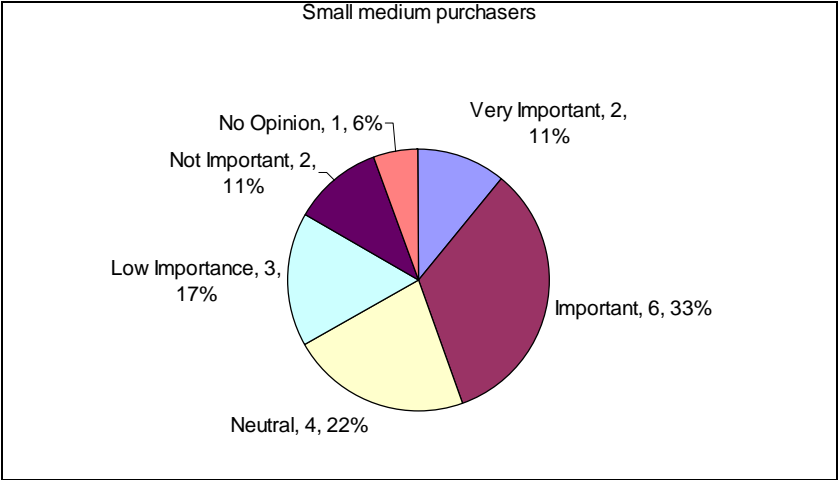
Q. Conducting online auctions to secure commonly-purchased commodities at the lowest price

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	2	8	11	12	5	3	41
<i>Small medium purchasers</i>	0	3	5	5	4	1	18
<i>Large purchasers</i>	2	5	6	7	1	2	23



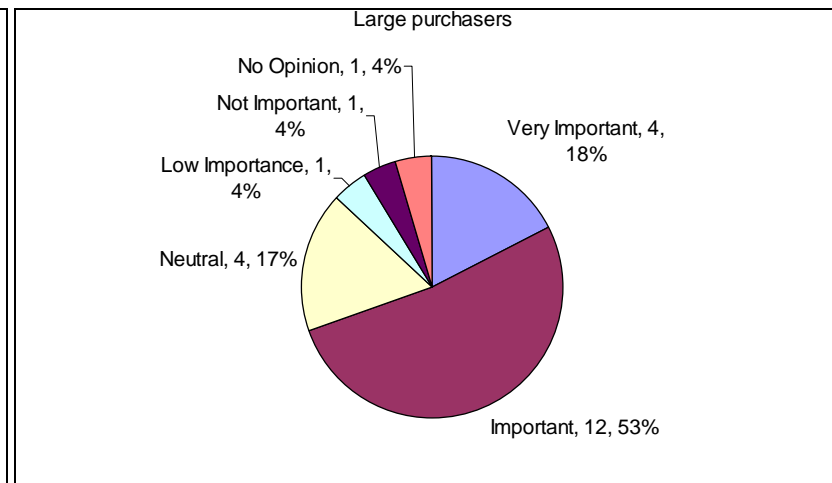
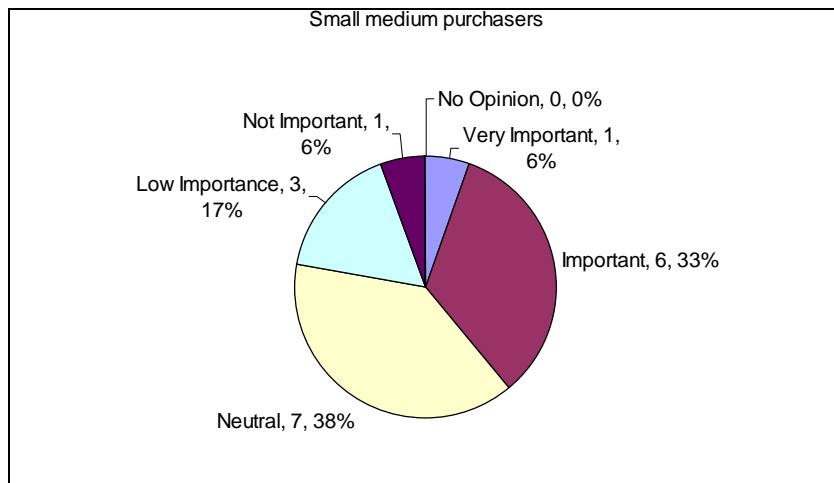
Q. Using electronic tender boxes to store tenders and release them to me at a set time

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	6	18	8	4	3	2	41
<i>Small medium purchasers</i>	2	6	4	3	2	1	18
<i>Large purchasers</i>	4	12	4	1	1	1	23



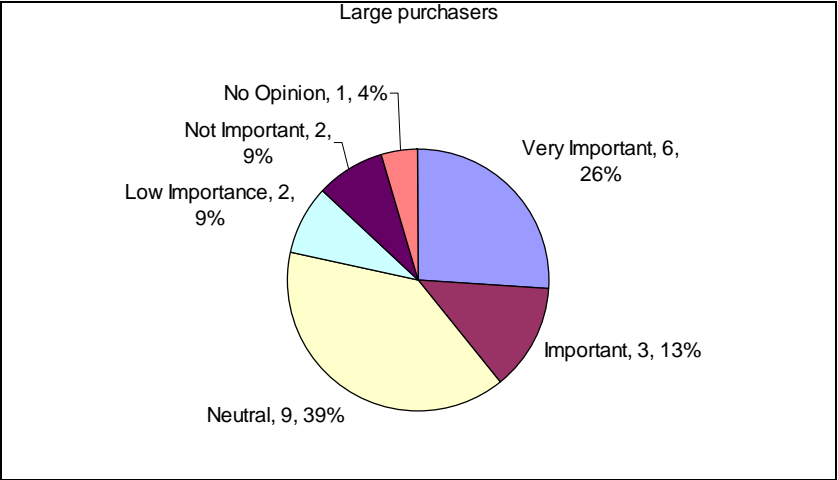
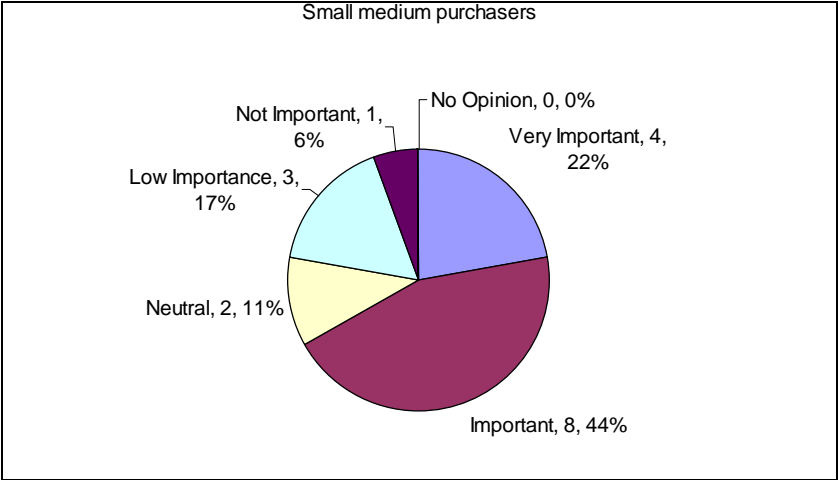
Q. Using electronic tender evaluation tools

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	5	18	11	4	2	1	41
<i>Small medium purchasers</i>	1	6	7	3	1	0	18
<i>Large purchasers</i>	4	12	4	1	1	1	23



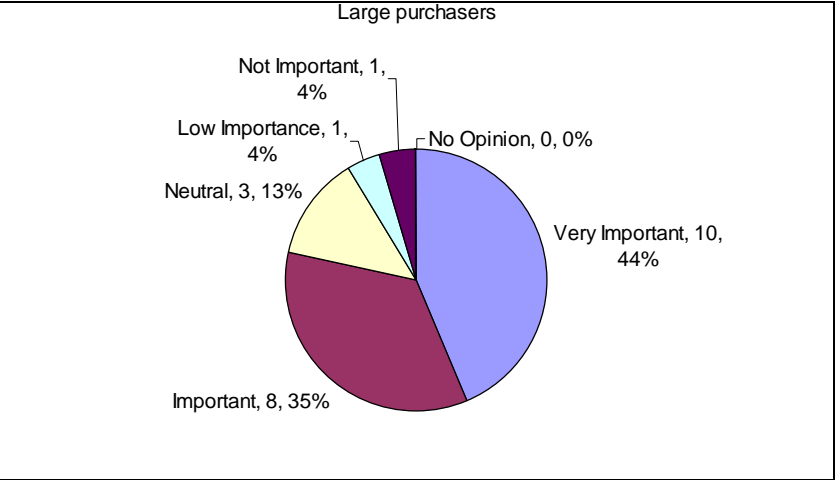
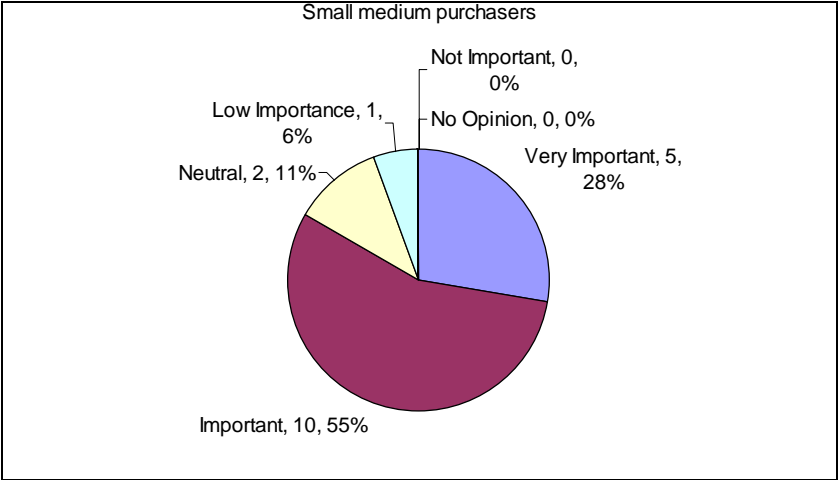
Q. Supporting the administration of contracts

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	10	11	11	5	3	1	41
<i>Small medium purchasers</i>	4	8	2	3	1	0	18
<i>Large purchasers</i>	6	3	9	2	2	1	23



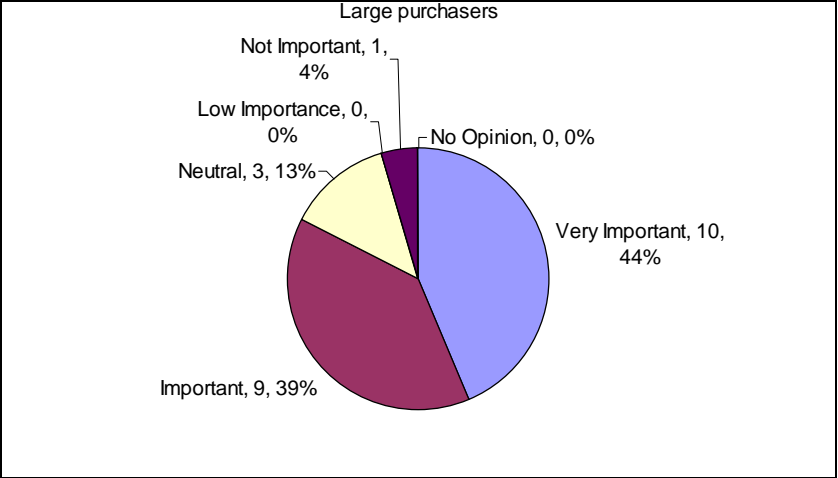
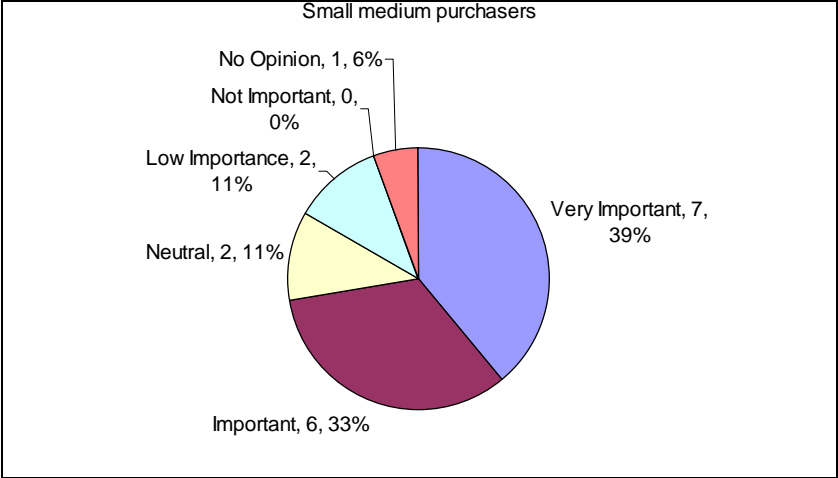
Q. Receiving step-by-step guidance on what to do

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	15	18	5	2	1	0	41
<i>Small medium purchasers</i>	5	10	2	1	0	0	18
<i>Large purchasers</i>	10	8	3	1	1	0	23



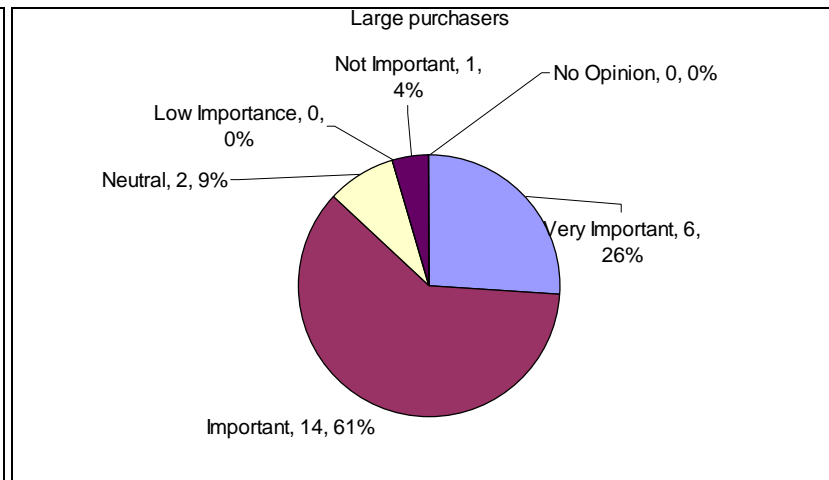
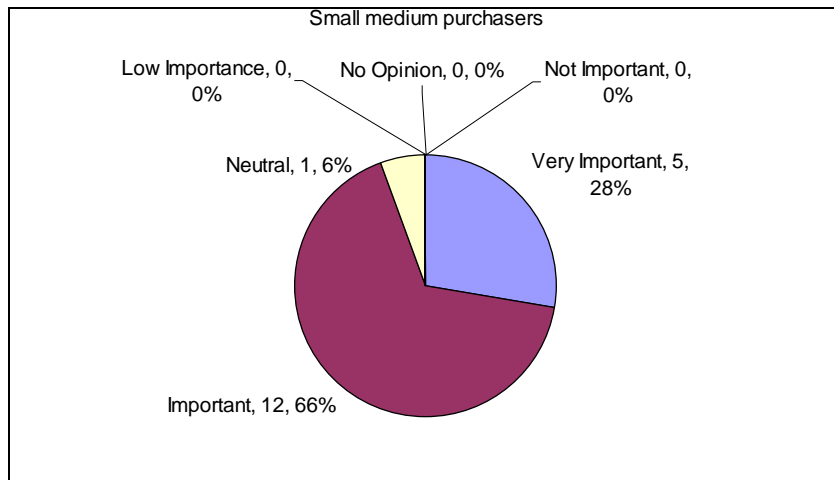
Q. Accessing online help on how to use the services and tools supported by the web site

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	17	15	5	2	1	1	41
<i>Small medium purchasers</i>	7	6	2	2	0	1	18
<i>Large purchasers</i>	10	9	3	0	1	0	23



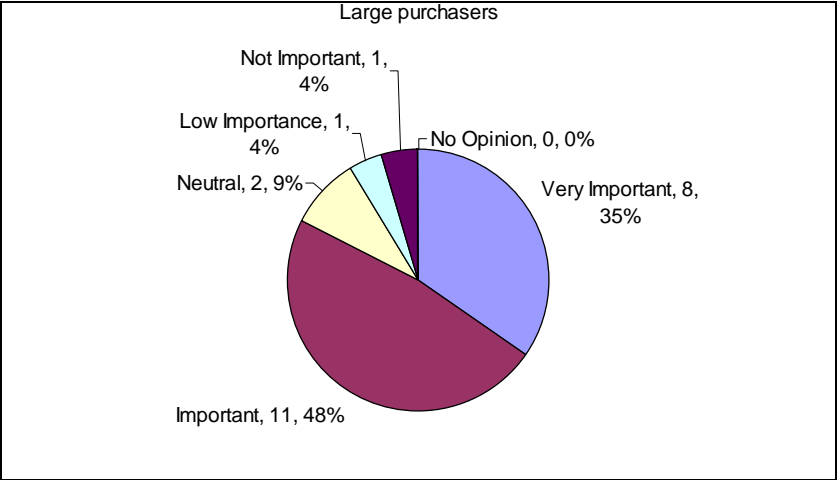
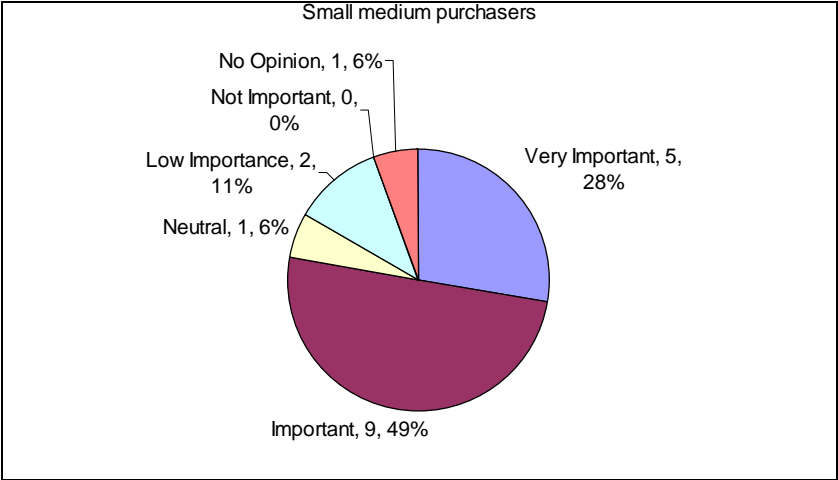
Q. Accessing an online library of templates, good practice guides and other relevant information

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	11	26	3	0	1	0	41
<i>Small medium purchasers</i>	5	12	1	0	0	0	18
<i>Large purchasers</i>	6	14	2	0	1	0	23



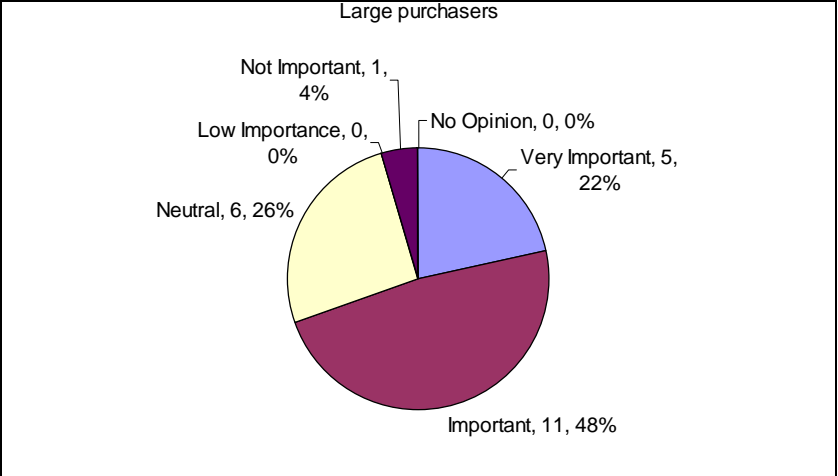
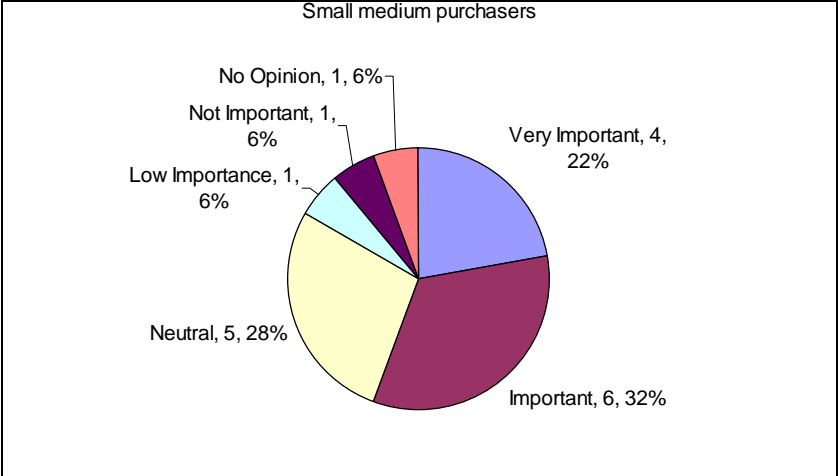
Q. Finding information using a Google-like search facility

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	13	20	3	3	1	1	41
<i>Small medium purchasers</i>	5	9	1	2	0	1	18
<i>Large purchasers</i>	8	11	2	1	1	0	23



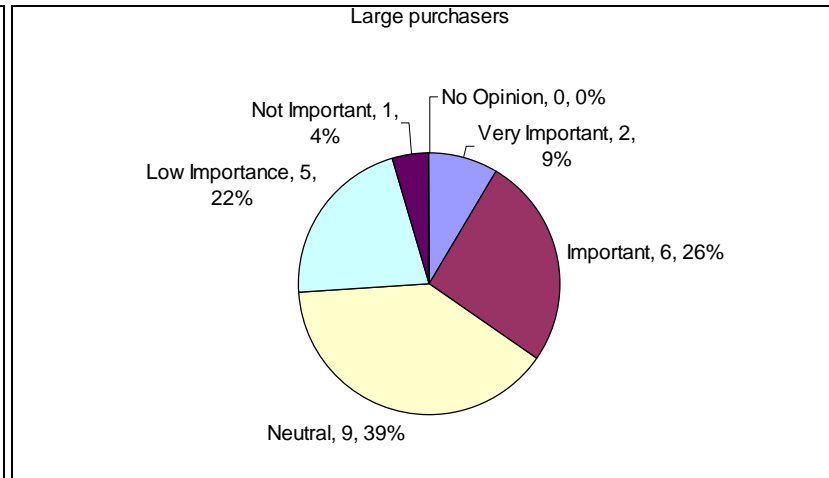
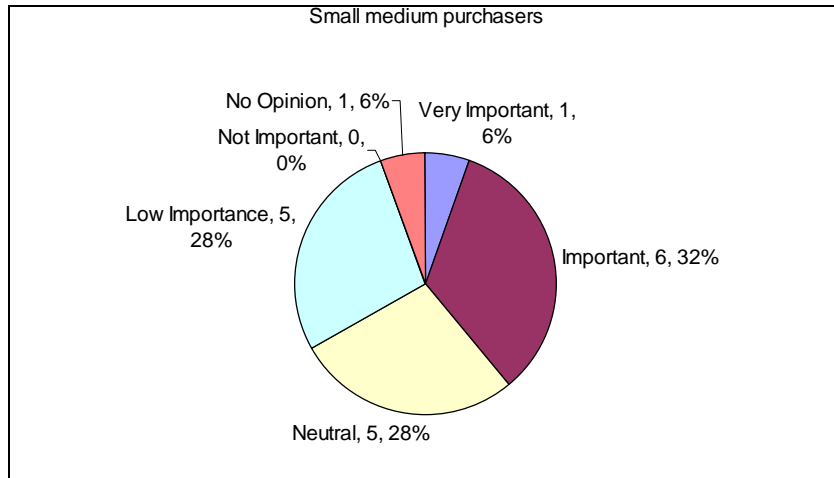
Q. Storing and repeating search queries

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	9	17	11	1	2	1	41
<i>Small medium purchasers</i>	4	6	5	1	1	1	18
<i>Large purchasers</i>	5	11	6	0	1	0	23



Q. Loading and viewing images, audio and video files

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All purchasers</i>	3	12	14	10	1	1	41
<i>Small medium purchasers</i>	1	6	5	5	0	1	18
<i>Large purchasers</i>	2	6	9	5	1	0	23



Q. Are there any particular improvements you would like to see in a future electronic tendering system that are not covered above?

Small medium purchasers

- I would like to see the issue completely independent of government as government officials are not spending their own money and the NZ Government system is full of and rife with overcharged services to government depts and ministries chosen thru GETS
- Personally I found my first use of GETS to be a wholly easy and successful episode. I had personal contact with staff on two occasions and they were very friendly and helpful. I got the general impression that nothing was a problem to them. Well done team!
- Please make it easier to find way around codes - to view and select them. Also, please make it straightforward to switch on and off the notifications.
- That would be of high interest to enhance the database and set up better search functions such as being able to view awards or tenders by sectors only, by winners for awarded projects, by contracting authority, etc. (cf for example TED Tenders Electronic Daily for the European Union, where almost all search criteria are available)
- Improved search options
- Being able to upload documents without manual intervention. Being able to set up and manage preferred supplier panels

Large purchasers

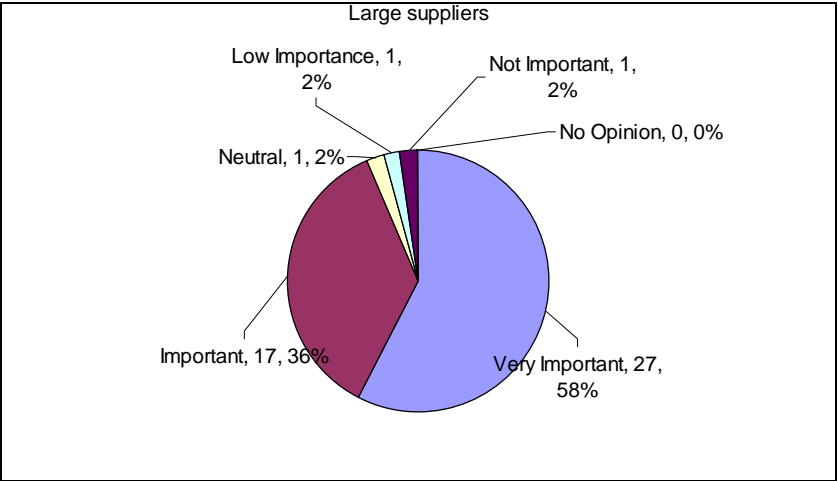
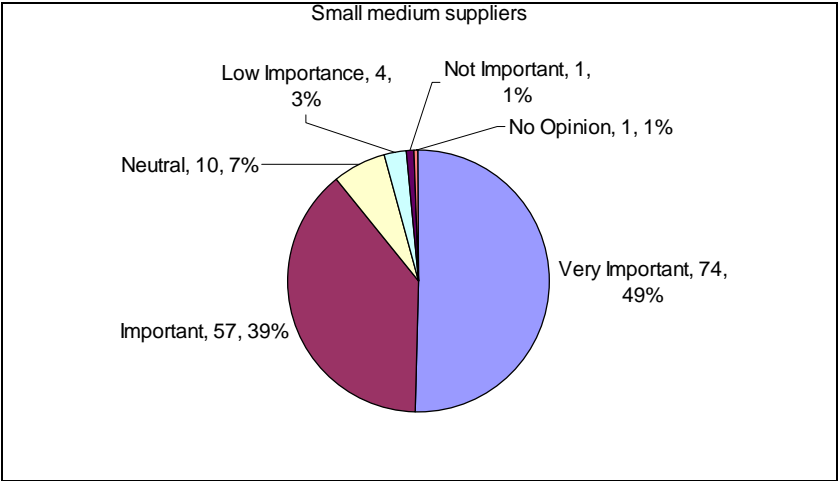
- Receiving confirmation that the set industry codes are set up correctly for my type of industry. It seems that although you set up a number of possible codes relevant to our industry, it still excludes certain tenders.
- no

- Yes. The tenderwatch categories are rather old hat and do not have the detail we require - particularly for IT projects
- Google type search as I have been told several times by suppliers that they couldn't figure out the GETS site and hence did not put in a tender. I would also like the use of the codes to be reviewed - they are cumbersome and not very intuitive, especially for small suppliers who are not IT savvy. Would also like to say how helpful the GETS staff are and the ability to talk to someone on a phone is REALLY important. Thank you for your support.
- We would like to create new tender, upload tender documents and modify any updates. Thanks!
- Better usability, namely at present there is no way to update your password, so you need to stick to what was originally given to you by the GETS team. It would be useful to include organisations as well as codes on tender watch. This would enable procurement managers to see all procurement happening within their organisation. I don't find the tender watch codes particularly intuitive, and there is no search function. It would be useful if post award notifications were linked to the original posting, and the original posting status was updated. I would like to be able to double check what will be posted before submitting.
- it would be good to see closed tenders list as well as new tenders for tracking purposes and maybe notification of expiry of tenders. It would also be good to access a list of companies that provide the service/equipment being tendered so you can estimate the number of likely responses.
- ability to define geographic areas and/or business names to have tender notifications
- There should be a function to post an award notification directly from the tender page. As it is now, I have to post award notification and copy the information in from the tender. There should be a button or function on the tender page, "Post award for this tender," or something. Also, there should be something on the list of tenders to show if an award has been posted for that tender. That would make it much easier to manage the tenders that need awards posted.
- Automate the entire process from end to end including code entry and activation / deactivation
- More agencies completing Annual Procurement Plans More detailed Post Award notifications No reductions from baseline funding to support this initiative

Part b.2: Survey Results – Suppliers

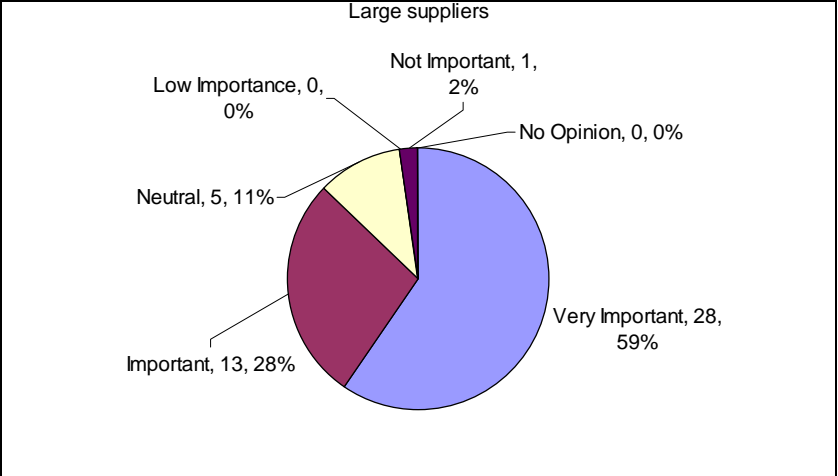
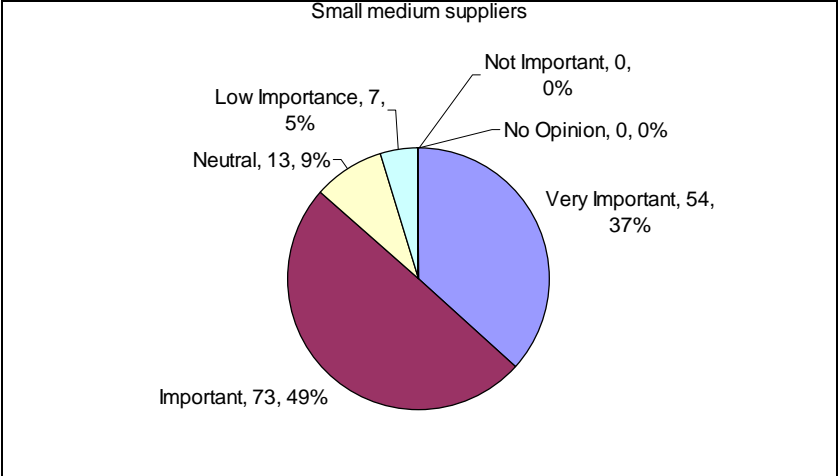
Q. Viewing both central and local government tenders

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All suppliers</i>	101	74	11	5	2	1	194
<i>Small medium suppliers</i>	74	57	10	4	1	1	147
<i>Large suppliers</i>	27	17	1	1	1	0	47



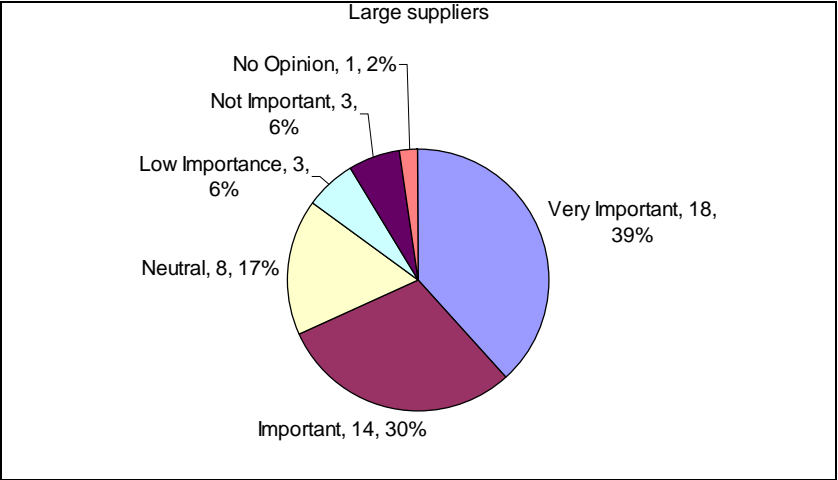
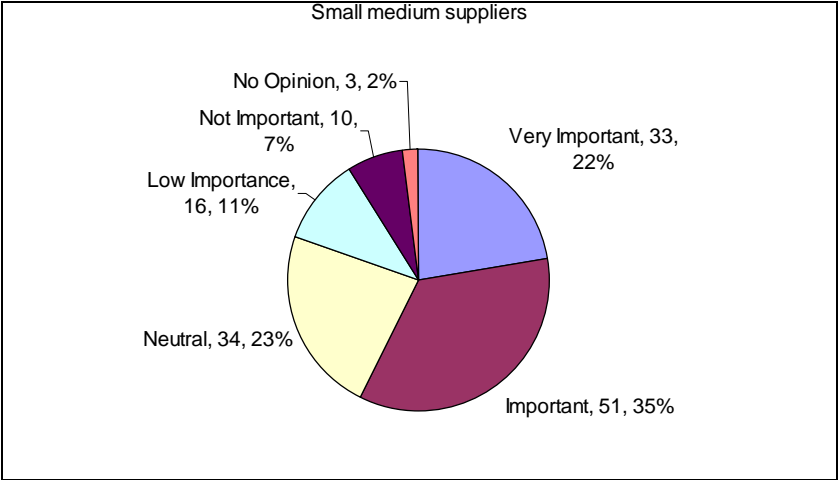
Q. Receiving 'news' such as advance notification of expected tenders

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All suppliers</i>	82	86	18	7	1	0	194
<i>Small medium suppliers</i>	54	73	13	7	0	0	147
<i>Large suppliers</i>	28	13	5	0	1	0	47



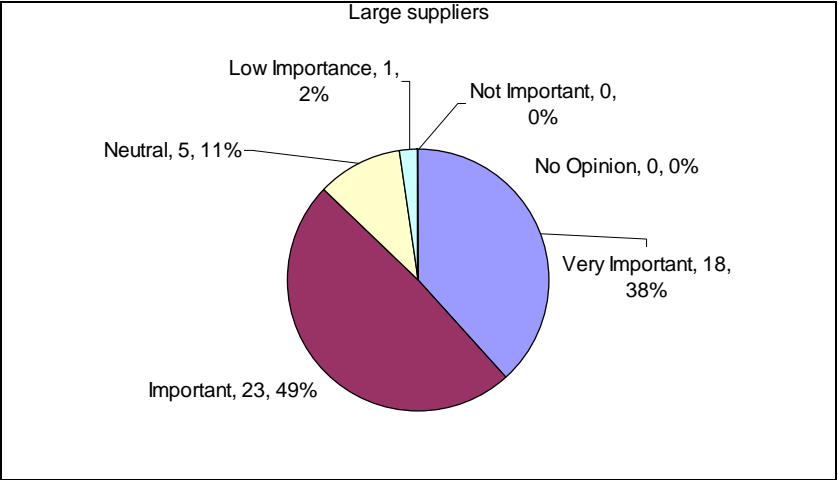
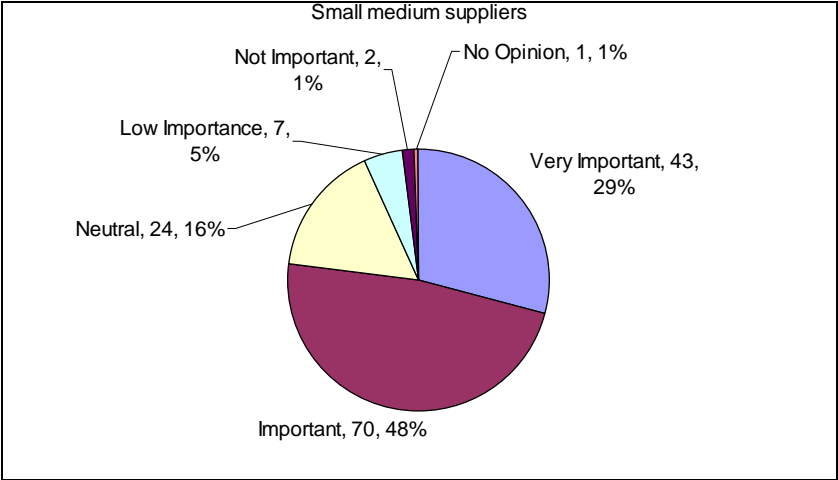
Q. Viewing purchasers' annual procurement plans

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All suppliers</i>	51	65	42	19	13	4	194
<i>Small medium suppliers</i>	33	51	34	16	10	3	147
<i>Large suppliers</i>	18	14	8	3	3	1	47



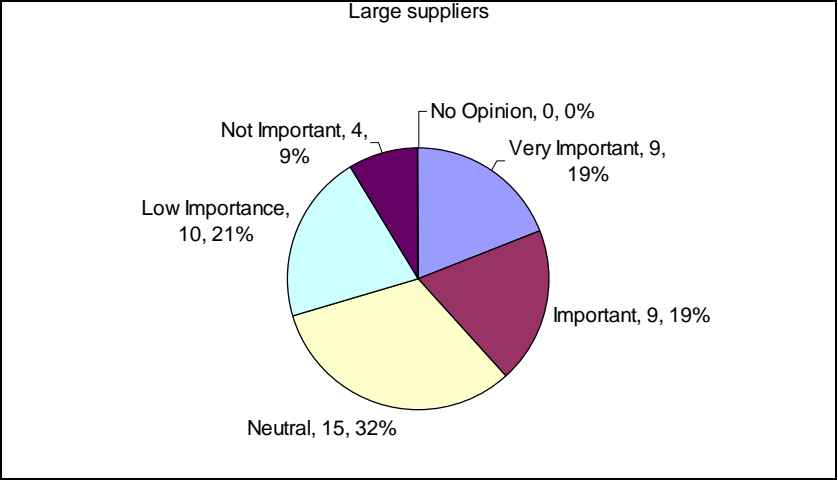
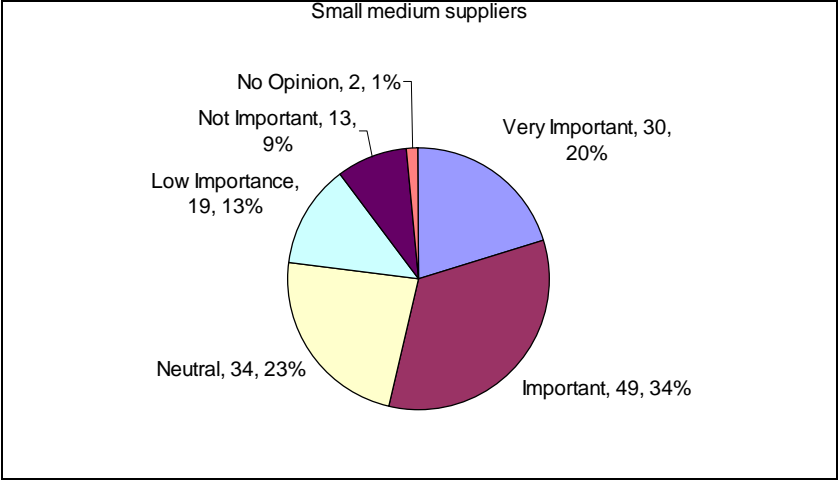
Q. Viewing the outcomes of tenders

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All suppliers</i>	61	93	29	8	2	1	194
<i>Small medium suppliers</i>	43	70	24	7	2	1	147
<i>Large suppliers</i>	18	23	5	1	0	0	47



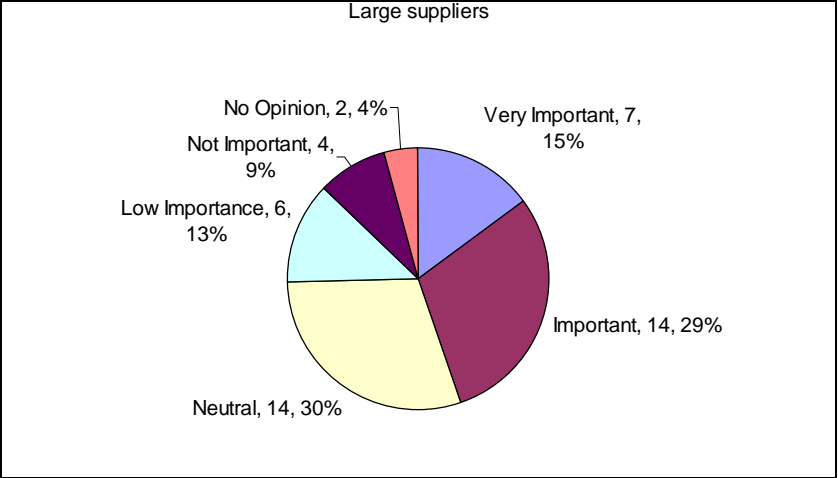
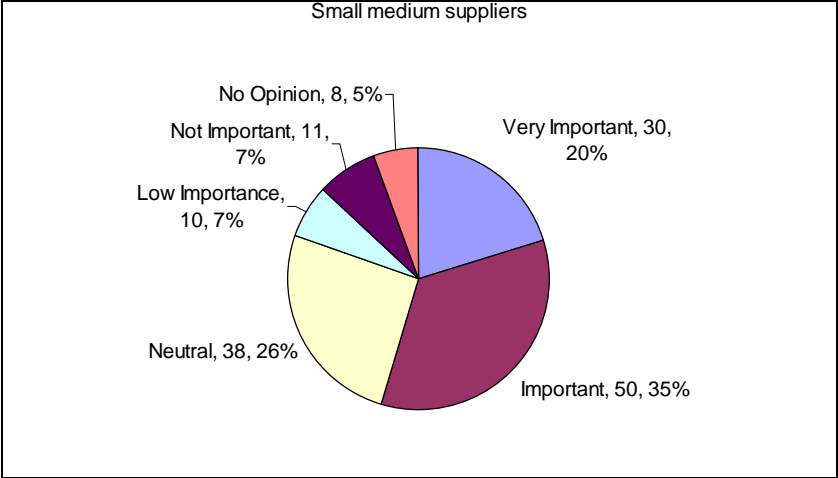
Q. Finding potential partners and/or subcontractors in order to respond to a specific tender

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All suppliers</i>	39	58	49	29	17	2	194
<i>Small medium suppliers</i>	30	49	34	19	13	2	147
<i>Large suppliers</i>	9	9	15	10	4	0	47



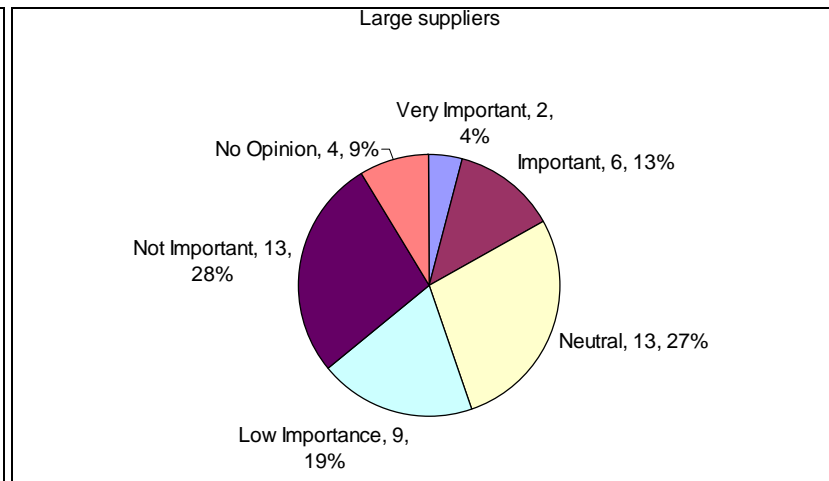
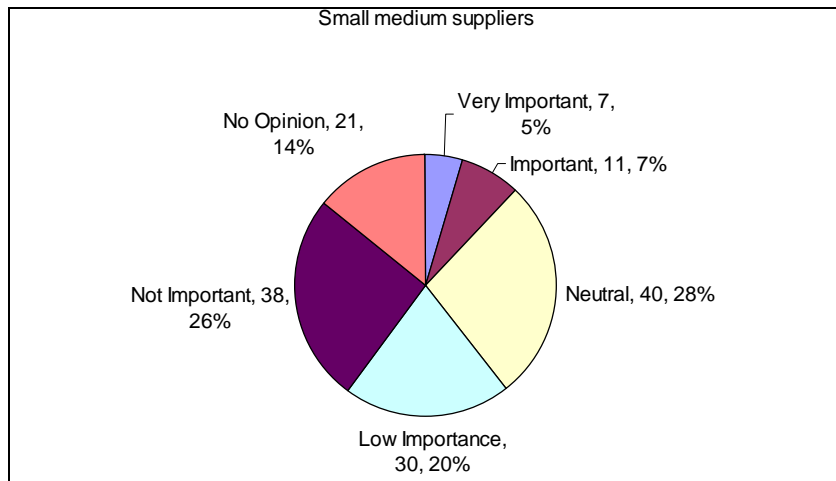
Q. Providing online quotes for purchases under \$100K

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All suppliers</i>	37	64	52	16	15	10	194
<i>Small medium suppliers</i>	30	50	38	10	11	8	147
<i>Large suppliers</i>	7	14	14	6	4	2	47



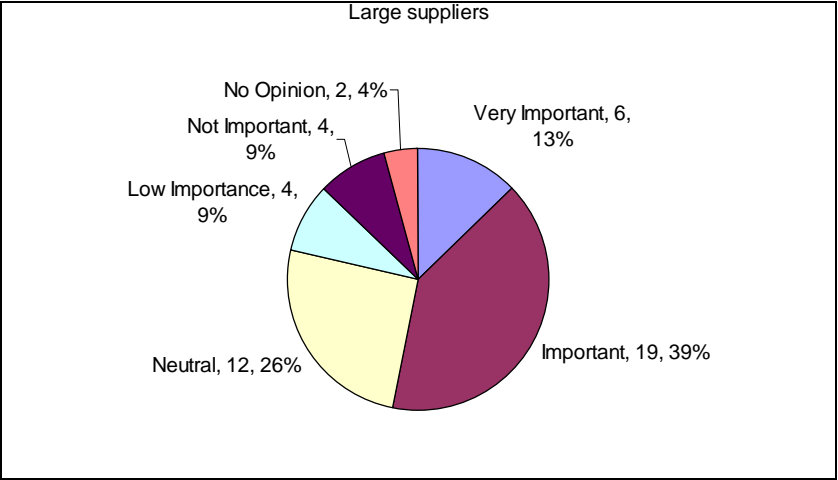
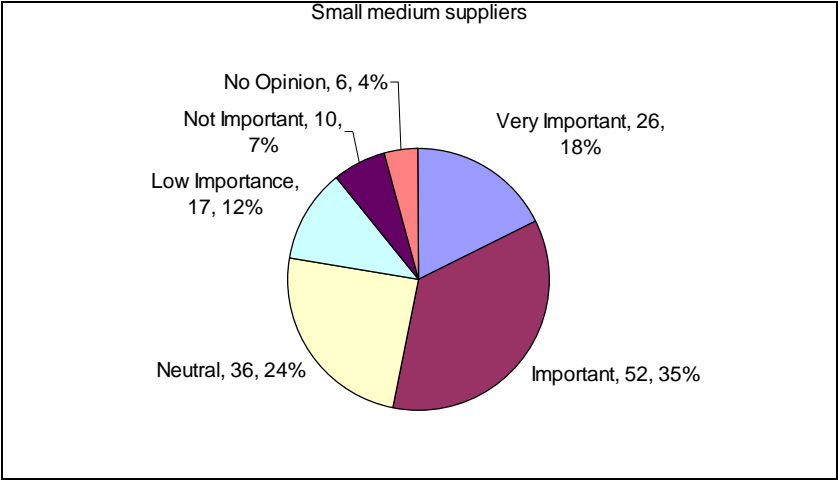
Q. Participating in auctions for commonly-purchased commodities

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All suppliers</i>	9	17	53	39	51	25	194
<i>Small medium suppliers</i>	7	11	40	30	38	21	147
<i>Large suppliers</i>	2	6	13	9	13	4	47



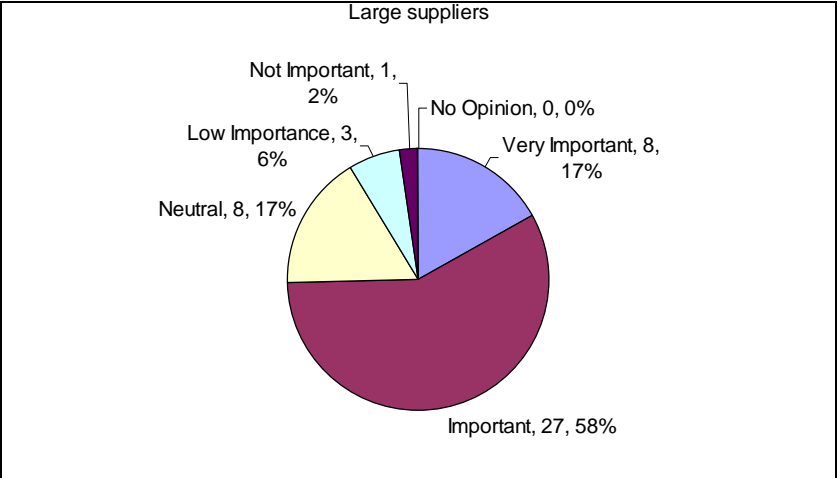
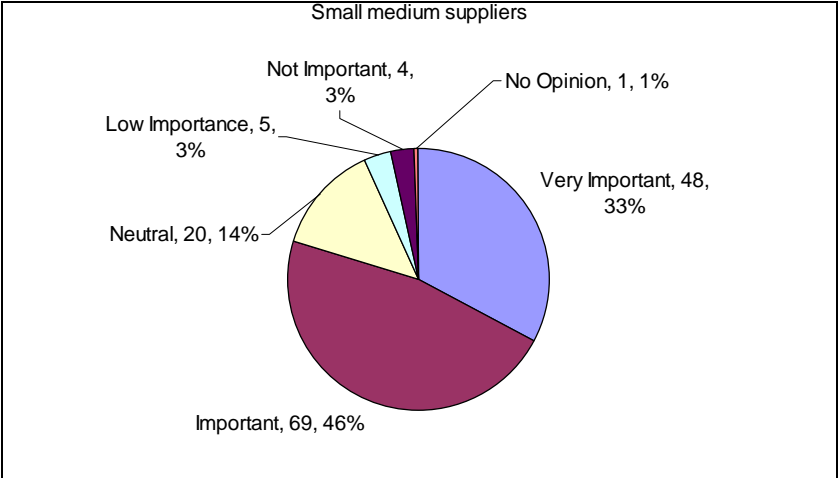
Q. Lodging tenders through an electronic tender box

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All suppliers</i>	32	71	48	21	14	8	194
<i>Small medium suppliers</i>	26	52	36	17	10	6	147
<i>Large suppliers</i>	6	19	12	4	4	2	47



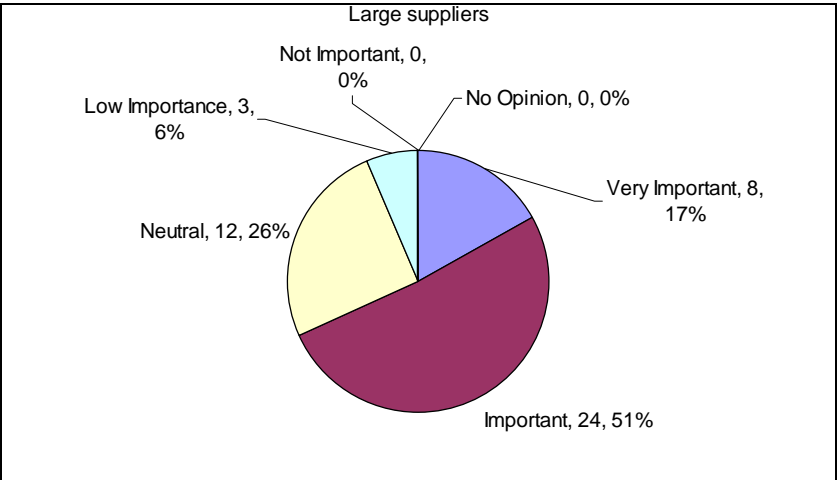
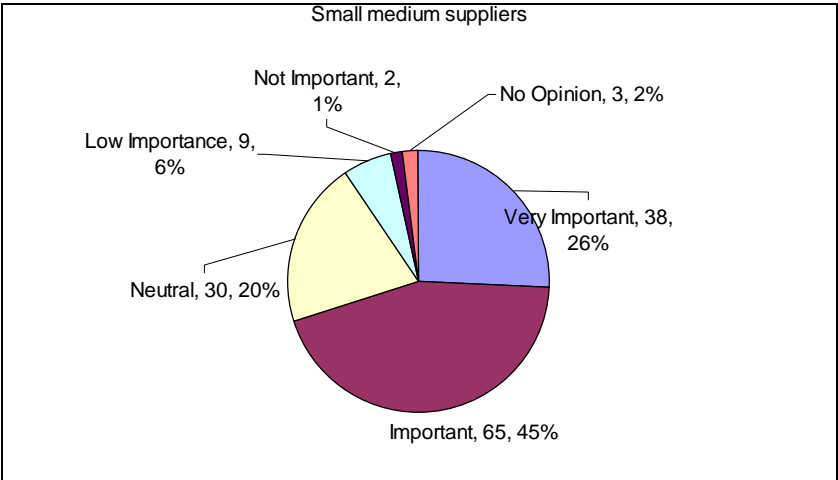
Q. Receiving step-by-step guidance on what to do

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All suppliers</i>	56	96	28	8	5	1	194
<i>Small medium suppliers</i>	48	69	20	5	4	1	147
<i>Large suppliers</i>	8	27	8	3	1	0	47



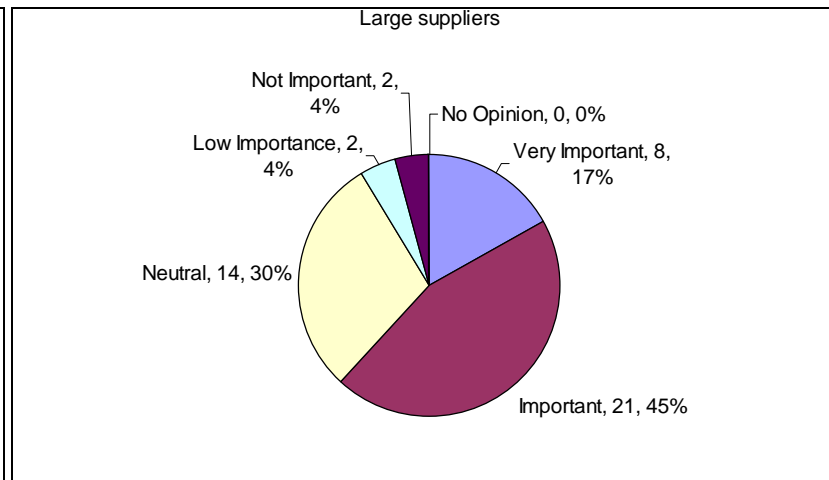
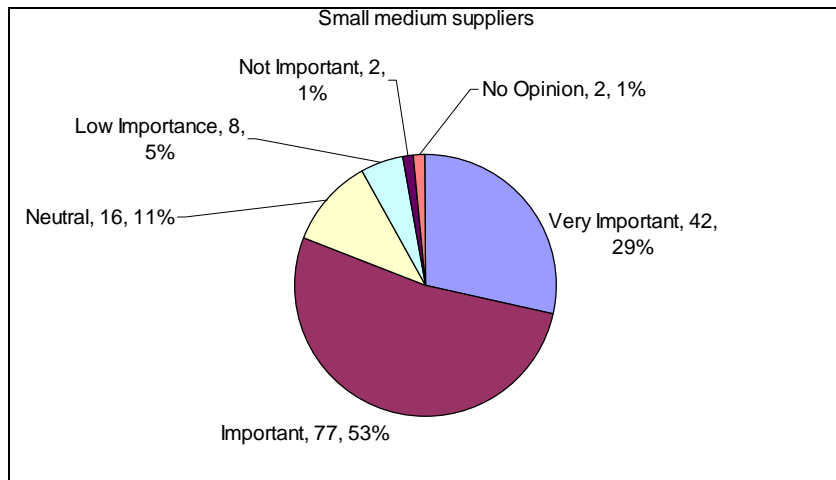
Q. Accessing online help on how to use the services and tools supported by the web site

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All suppliers</i>	46	89	42	12	2	3	194
<i>Small medium suppliers</i>	38	65	30	9	2	3	147
<i>Large suppliers</i>	8	24	12	3	0	0	47



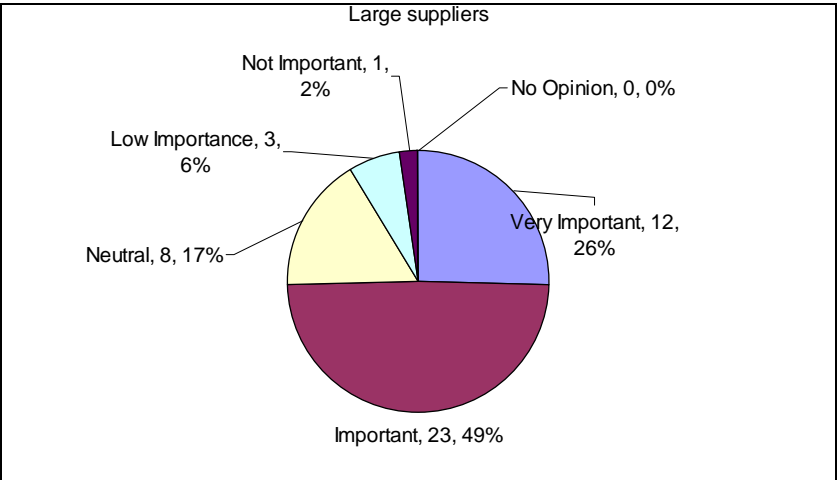
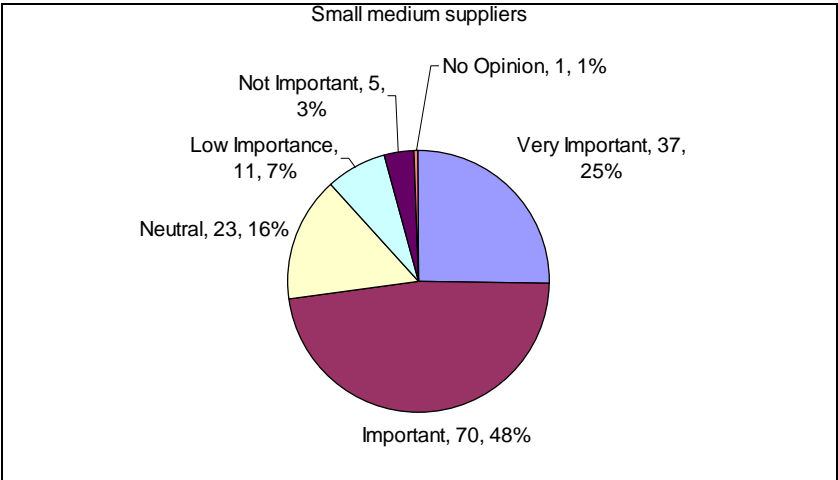
Q. Accessing an online library of templates, good practice guides and other relevant information

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All suppliers</i>	50	98	30	10	4	2	194
<i>Small medium suppliers</i>	42	77	16	8	2	2	147
<i>Large suppliers</i>	8	21	14	2	2	0	47



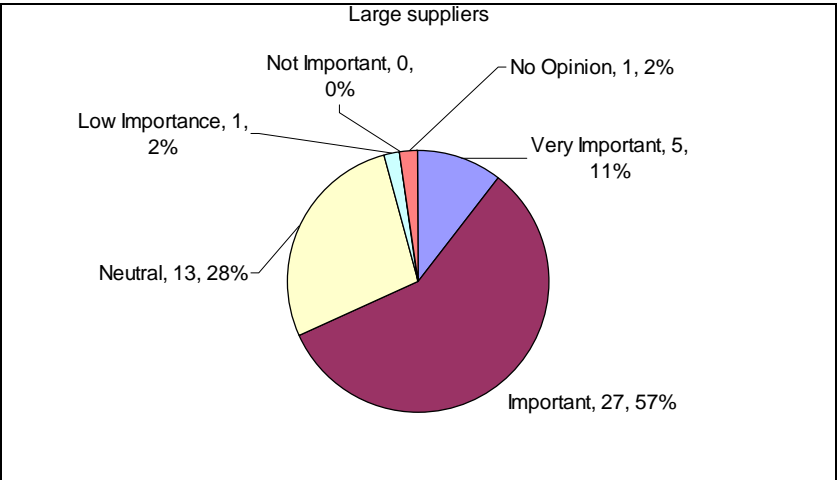
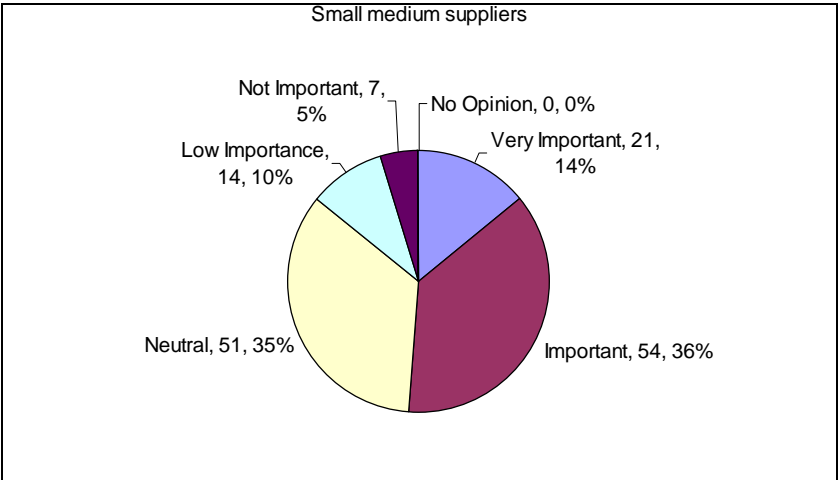
Q. Finding information using a Google-like search facility

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All suppliers</i>	49	93	31	14	6	1	194
<i>Small medium suppliers</i>	37	70	23	11	5	1	147
<i>Large suppliers</i>	12	23	8	3	1	0	47



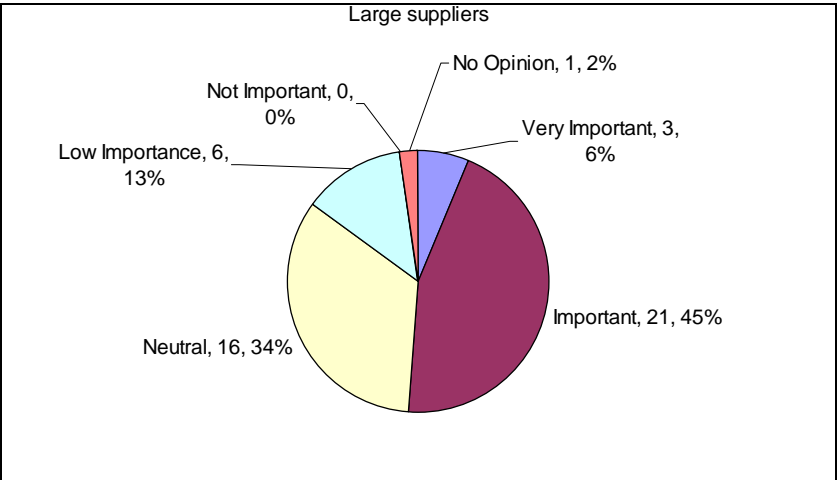
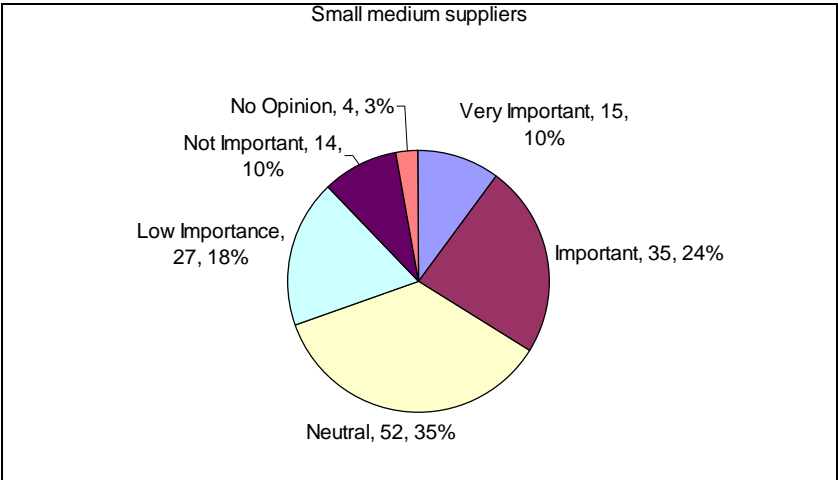
Q. Storing and repeating search queries

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All suppliers</i>	26	81	64	15	7	1	194
<i>Small medium suppliers</i>	21	54	51	14	7	0	147
<i>Large suppliers</i>	5	27	13	1	0	1	147



Q. Loading and viewing images, audio and video files

	Very Important	Important	Neutral	Low Importance	Not Important	No Opinion	Total
<i>All suppliers</i>	18	56	68	33	14	5	194
<i>Small medium suppliers</i>	15	35	52	27	14	4	147
<i>Large suppliers</i>	3	21	16	6	0	1	47



Q. Are there any particular improvements you would like to see in a future electronic tendering system that are not covered above?

Small medium suppliers

- More up-to date information about tenders that have been awarded, and summary statistics. Special areas for tenders < \$100K, or tenders that small vendors might have capability for.
- Save login username and password. Hyperlink to tender in e-mail notifications.
- Cost benefit guidelines to funders/purchasers regarding their tender information requirements and the scale of potential contracts
- Perhaps the categories of the different work should be shown or divided differently. So it is more appropriate to your particular product/service you are selling.
- As fencing contractors we reply with expressions of interest, but occasionally we do not hear back from the project manager listed.
- can't think of anything at present
- The wrong password lockout can be a pain, and not many other sites feel a need to implement this.
- Better selection of tools to narrow down areas of interest for quotes, tenders. Also better search engines to seek current and upcoming projects, tenders for quote.
- How about some improvements in the interface. GETS is difficult to use, relative to other online web applications.
- I really would like to see the cluttered email improved. It's a bit clumsy and hard to read. For example, start with the tender instead of the instructions. Receivers of the email will know how it works after they've received one - put these instructions at the bottom. Also use nicely laid out HTML and proper links.

- Not sure what you mean by a supplier organisation, but I think that might be how you would classify us. Didn't know about many of the services you were asking questions about.
- An archive for the original files once the tender has been completed
- Defining the category types of works - that way we wouldn't receive info that does not relate to our industry.
- Move to being an electronic market place linking buyer-seller, buyer-buyer and seller-seller
- Auto real-time tender watch and additional info notifications. Removal of unnecessary page refresh. Improvement in look&feel design. Longer setting for a time-out. Ability to jump to a specific page. Archive - an ability to view expired tenders.
- The system is good, but the quality of the tender documents on GETS is very low. Tender documents tend to be (i) largely written in unintelligible jargon-filled gobbledegook; (ii) have suspiciously specific criteria for assessing bids - there are many tenders that I don't go for because they've been clearly written for a specific contractor / supplier.
- making search a free text field so that you can determine what you want to search for e.g. the tender reference number. 2. having the tender docs as html pages rather than downloads 3. ability to ask questions online about the tender 4. considerably upgraded search engine so that e.g. you see tailored search results and don't have to fish through the whole tender list e.g. when you want tenders from a particular organisation 5. site is able to recognise/remember your password details so you do not need to type them in fully each time 6. more helpful info for people using gets for the first time - to guide them through how to use gets and make the most of it. As a general comment, the intention of the Gets service is great but the site is pretty poor at supporting it.
- If there were some vehicle for technology suppliers to get in contact with potential users before the tender was generated, that would be very beneficial. It can be very challenging if you a specialty market, ours is railway machine vision measurement technology, to reach potential users. Your engineers and users could also benefit if they had a way to request white papers from industry, in advance of establishing any formal requirement or tender, addressing issues and problems that need to be solved.
- The ease in login tender search's
- I would like to be able to have the option to search and receive tender by region and currently the categories are not too specific. The

tenders we receive are irrelevant 95% of the time.

- n/a
- Could do with a better looking website as interface is ugly and dated. Information is there but not visually appealing.
- More explanation (with examples) of tenderwatch categories
- As a supplier of a certain range of products within a project scope, a "nice-to-have" would be a scope of requirements search engine & pre-selectable product groups of equipment/services required in each project. This will be more effective & efficient for suppliers/sub-contractors to vet through which projects requires the services or products we can supply. Presently, we have to go through the specifications and/or drwgs in fair detail before being able to determine this.
- When there are additions to the tender, e.g. questions and answers, there is an email sent advising that there are new documents. It would be useful to include the link to the tender in this email.
- No
- Being able to sort tenders by locations within the country would be really helpful
- No
- Number of tenderers for a given tender
- Would like to see tenders grouped by broad bands of expected cost/value - but realise this is not possible.
- The option to participate in the development of tenders, because often tendering organisations are not aware of possibilities other than what they have done in the past - so the tender process is skewed towards supplying the same as previous and tends to exclude any innovation.
- end to end visibility of a tender, at the moment there is a gap where the tender closes and is awarded where you cannot view the tender at

all. some sort of status would be good.

- You've pretty much captured everything - the important thing is clear RFT instructions, templates for use and an intuitive/seamless process.
- Alerts and notifications regarding changes to tender information or process. Automated Q&A management allowing for tracking questions submitted and responses received - ideally date/time stamped. A website that is more intelligent and can facilitate workflow e.g. publishing, version tracking for key tender information. Also online templates for responses. Would like to see some level of process distinction between \$\$ value or risk thresholds to simplify the level of investment for both those issuing the tender and those responding. Could have a fast track for lower value tenders.
- I would like to see a wholly electronic lodgment system i.e. without the need to send hard copies at all.
- The outcome of tenders and why the winning company was awarded the tender! Also when requested a 'good understandable in plain English' explanation is given as to why a company did 'not' when the tender.
- I find searching for a specific tender very hard e.g. I was looking for one that I bid on and hard to spend way too long to find it. Your search function is about rearranging the tenders, not finding the ones I want. See ww.merx.com in Canada for a much more powerful search function.
- Some sort of basic training or tips for those putting tenders up for viewing would help. I see briefs that don't provide anywhere near the level of detail the tender requires, the purchaser is often unaware of what they actually need to be putting out there. It would have the benefit of cleaner pricing and more interest from the market. Maybe for small or common purchases, GETS could provide the template for a brief so a purchaser only has to fill in the blanks?
- Have just joined Gets and not tendered as yet, so cannot really comment. Any assistance will be good.
- I am not sure that I have fully mastered the functionality of the current site i.e. there may be RFPs that I miss since they are outside the range of projects that I have selected. As a contractor I have become somewhat disillusioned by lack of success since a full Proposal takes time to put together. Also the process ignores face to face contact until preferred applicant selected.
- There are some great examples of well laid out electronic tendering systems, particularly those for major events like the Olympics (London and Vancouver - SupplyLondon.co.uk, 2010commercecentre.com). Gets needs a new name, made more accessible, look smarter, be

better promoted - hardly anyone knows about it - and seem more transparent.

- I have worked on a RFP response where the response was submitted via SupplierSelect.com. The website was good however the volume of questions from the purchaser was excessive and nearly unmanageable. There were limitations with formatting the document also which were frustrated.
- The ability to go directly to a specific ref # without having to set up an advance search or scroll through pages of refs. Infuriating!!
- No not really
- Have those posting tenders put the various compliance dates on PAGE ONE, rather than buried throughout the document.
- Improvements to the quality of RFP documents would be good, cheers
- a better easier layout

Large suppliers

- It seems to take a long time for organisations to put up outcome of responses. Additional or better filtering terminology. have to add quite a few terms to ensure see results interested in... E.g. only want to see web things yet have to select many options to get it covered as they are logged under different areas.
- working well at for now. nothing to add
- Improved search capability. Most departments do not appear to be complying with publishing annual procurement plans, very tedious to have to keep looking for them. Some way of notifying suppliers that an APP has been loaded that matches your criteria in the same way you get notified about tenders would be good. Departments loading APPs on a spreadsheet makes it difficult to search. The contents of APPs should be fully searchable across all departments. In the interim even a notice that department X has updated their APP would help. Similar comments apply to the notification of successful tender. Many departments do not seem to be notifying on GETS. There should be some way to see an end to end process, i.e. the opportunity number from the APP through to the tender then the notification thereby ensuring the Procurement Rules as intended are being followed.

- None at this time
- A few comments/improvements: 1. A search filter for different 'organisations' (e.g. NZTA or ONTRACK) vs. 'tender type' searching (current method) where tenders from an organisation can be missed if you are not searching the right coding (e.g. ANZSCC code XYZ, when your profile only search ABC). 2. Access to older tenders, sometimes they contain information that is valuable on the next/current tender (typically they are hidden after a few weeks/months after expiry and only reviewable from the client's side). 3. Online tendering and notice to tenders formatting to allow clients to easily run e-tenders, currently the GETS system is quite 'clumsy' in this regard. and 4. (a minor one), change the attachment uploading system to force clients to load documents in a specific order, its random at the moment, NTT information can get scattered through the listings etc. I'm happy to discuss directly, as I have been on both sides, as Auckland Planning Manager (including procurement)
- If you could search by region would be handy using a Google type search.
- Streamline functionality into more ease of use. Easier adjustment of what tender groups I would like to apply for alerts.
- No - you do a good job already
- No
- The ability to search for specific tenders according to regions, we currently get tenders from all over New Zealand but we are primarily based in the Central North Island
- It is impossible to search this site. It isn't intuitive at all. I wish you could let the site remember you so you don't have to manually log in every time. I wish you could create your own section of tenders you were going for.
- Filtering tenders more user friendly i.e. grouping as is or similar to Tenders.net (specific words)
- I large organisations, it is common not to know who has the GETS login. Multiple people within an organisation may need to use GETS but not know how to login as they have no idea who is the main user. This is especially so in governmental organizations where staff turnover is high. There needs to be availability for departmental logins for large organisations, and for new users to login as a particular organisation, but a new department or user.

- A general search facility for any name or common phrases rather than just set in specific categories like at present would be extremely helpful & an excellent timesaver
- More Updates on RFPs and Outcomes