

Warren Smith

Leader of the U4SSC Thematic Group on
Procurement Guidelines

Buying digitally, with social purpose

Internet-era public procurement of ICTs:
a catalyst for achieving the SDGs



**Global
Digital Marketplace**

@wdangersmith



**“Addressing corruption is vital to successfully achieve the SDGs...
[take] advantage of opportunities provided by digital technologies and open data
throughout the entire public procurement cycle to address rising expectations of
transparency and access to information.”**

OECD ‘CleanGovBiz’ initiative, 2016
<http://www.oecd.org/cleangovbiz/>



Buying digitally, with social purpose

We're focussing on **culture**, **mindset** and **capability**:

- **Understand and meet users' needs**
- Be **outcomes oriented**, **experimental** and **flexible**
- Be **multidisciplinary**, **agile** and **collaborative coalition builders**, advocating for systemic change through communities of practice
- **Engage throughout the end-to-end lifecycle of delivery** - the 'before' and 'after' of procurement
- Be **open to public participation** and scrutiny **enabled by quality**, consistent, complete, and **published open data**

Users we've spoken to so far, in person and virtually



Understanding users: needs, types, and pains

Primary users

Buyer

"Sometimes it can be difficult to work with other government departments and also with procurement officers because they don't want to be flexible and they don't understand user needs."



NEEDS

- I need to know the needs of the end user so I can get the right thing
- I need to know what's in the market before I start tendering so I can get the right thing
- I need to understand the procurement process and what's involved so that I know what I can do within the bounds of regulation.

PAINS

- When procurement officers won't let me be flexible at different parts of the process
- When I have to buy something that doesn't quite fit my requirements because it's already been decided
- When I know a supplier is gaming the system but we have to use them anyway because of the restrictive regulation
- When no bidders bid because of poorly written requirements
- When I can't ask the market questions
- When I can't use a specific product

Small Business Supplier

"I am worried about what's involved in the government buying process. It seems bureaucratic, complicated and slow."



NEEDS

- I need to know what's expected from me in the bidding process so I get a fair chance
- I need to know what steps are involved so that I can plan what I need to get done
- I need to get feedback so I know what went well or badly so I can improve my chances next time
- I need to know that if I am going to get paid and how long the process will take so that I can run a successful business.

PAINS

- Long slow processes
- Having to repeat the same paperwork for next time
- Not that clear on what's required of me
- Lack of feedback about what went well and what went wrong
- Complex contracts I can't work to as they tie me up and can make me unprofitable
- The government keeps using the same big suppliers so I don't even get a look in as I can't compete based on the terms and the timelines
- I am worried they will be really slow at paying.

Secondary users

ICT Procurement Officer

"Procurement people are like DHL - we deliver the box not what's in the box"



NEEDS

- As a procurement officer...
- I need to protect my organisation from any legal problems so that we do the right thing
 - I need to make sure my organisation gets value for money and is fair and traceable so that I am accountable for my work
 - I need to be able to translate user needs into something that can be bought and contracted so we get the right thing
 - I need to create competition so we get a fair price from suppliers.

PAINS

- When someone comes to me with a solution already
- When suppliers game the system
- When I don't get criteria right from the start and I don't get any bidders
- When other government departments don't follow the rules and this means I have to push back or we can't procure anything
- When I am seen as blocker when all I am trying to do is the right thing for the organisation.

CMS User

"I am not very technical and I don't have a lot of time to learn how to use the CMS but I want to make sure the product remains up to date and useful with all the content I am managing..."



NEEDS

- I need to be able to update content easily, quickly and without making any mistakes so that users see the right thing at the right time and continue using the product
- I need to be able to add content in different languages so that the product can be used by a wide range of users
- I need to add a variety of different type of content like videos, text and other features so that the content remains engaging and useful for users.

PAINS

- Can't add content in different languages easily
- Can't add different types of content like videos
- When it's complex and takes a long time to update and manage the content as this isn't my full time job and I don't have a lot of time
- Balancing all the different needs of users.

Growing collection of global case studies

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Emergency buying: Colombia's digital approach to COVID-19

Colombia Compra Eficiente | Agencia Nacional de Contratación Pública, 07 Sep 2020
6 minute read



[Home](#) > [Global case studies](#) > [How COVID-19 has accelerated procurement reform in Ecuador](#)

How COVID-19 has accelerated procurement reform in Ecuador

National Public Procurement Service, Ecuador, 16 Sep 2020
5 minute read



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Empowering women-owned businesses in the Dominican Republic

Dominican Republic Government, 19 Jun 2020
5 minute read



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Designing cities that work for women: the value of inclusive design

UN Women / Pulse Lab Jakarta, 31 Jul 2020
8 minute read



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Reducing the e- waste mountain: how to buy IT sustainably

Scottish Government, 15 Jul 2020
6 minute read



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How New Zealand is using procurement to benefit indigenous businesses

New Zealand Government, 08 Jun 2020
4 minute read



Accessible, easy to use, and available in English, Spanish and Bahasa Indonesia



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What's next

We're publicly launching the Digital Buying Guide on 15-16 October

We've a **prioritised roadmap to develop new features to meet additional user needs** that emerged during research and testing:

- **community elements** - e.g. connecting officials globally to share experiences and better practices, learn from each other, etc
- **resources** - e.g. templates for simplified ICT contracts, standards for assuring ICT investment plans and service delivery, etc
- **indicators** - assessing digital buying maturity across a number of themes, to support the transition to smart sustainable cities

Thank you

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