

One-stop shop procurement portal

Summary

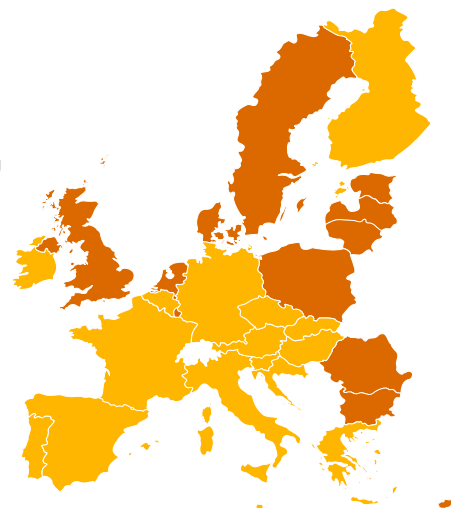
A one-stop shop procurement portal is a single gateway offering access to multiple public procurement support services to contracting authorities and economic operators.

The rationale for setting up a one-stop shop is to facilitate access to guidance and model documentation, legal information, provide regular updates, links to dedicated helpdesks or e-procurement environments, on-the-spot consultations and periodic newsletters.

The value of a one-stop shop lies in eliminating the need for practitioners to navigate multiple websites and formats to find the help or information they need. Having it all in one place also makes it easier for users to locate the right source of information, both for experienced and infrequent procurers.

Good Practice Examples

- ✓ Bulgaria
- ✓ Cyprus
- ✓ Denmark
- ✓ Estonia
- ✓ Latvia
- ✓ Lithuania
- ✓ Luxembourg
- ✓ Poland
- ✓ Romania
- ✓ Sweden
- ✓ The Netherlands
- ✓ United Kingdom



Input

Cost – €€€

- High set-up cost
- Low maintenance including editorial staff and cost of technical updates



Time – Less than 6 months



Complexity – Low

- Involvement of specialised IT resources
- Regular updating of material available via the platform requiring planning of staff



Impact

Reduce administrative burden



Links to all relevant procurement authorities' websites enable the contracting authorities and economic operators to navigate from one website to another without getting lost as users always have the possibility to revert back to the one-stop shop website. As a result, users save time when looking for specific information and increase the efficiency of the procurement procedure they may want to conduct.

Increase transparency



Having all public procurement related information comprehensively and visibly centralised in one single portal allows users, who are not necessarily familiar with the procurement environment of the country, to quickly identify relevant sources of information. Access to national laws and regulations, tender notices, clear standard documents, contract awards and possible appeal mechanisms all contribute to increase transparency in public procurement.

Related Good Practices

- Helpdesk for contracting authorities
- Foster a community of practice
- Regular update and analysis of case law

Key success factors and potential pitfalls (1)

Provide comprehensive and practical content

Providing useful procurement related information can be challenging, as the nature of information can range from template documents to interpretation of case law. When a contracting authority or an economic operator is trying to find such information, it should be handy and clearly identifiable.

Keep it up-to-date

The one-stop shop has to be updated regularly to ensure users are provided with information that is relevant and not outdated. In addition, keeping the website up-to-date allows to avoid duplication and redundancy of information which can often confuse the user.

Key success factors and potential pitfalls (2)

Make it user-friendly and intuitive

The one-stop shop interface needs to be easy to use in order to allow users to search and access the support documentation and tools. For that, the one-stop shop should be designed seamlessly from the users' point of view. Moreover, far too often, users find themselves overwhelmed by the amount and diversity of information available. The purpose of the one-stop-shop is not to feature everything that exists, but rather select and filter the right information, as too much information increases confusion among users instead of facilitating their quest for information.

Monitor the quality and utility of the portal

Creating a feedback channel can allow to receive comments and suggestions from users, as well as conduct satisfaction surveys. In turn, feedback can be used to gauge whether the one-stop shop is actually providing a satisfying answer to its target audience. Using indicators could be another way to monitor the utility of the one-stop shop. Such indicators can include the number of visits to the one-stop shop webpage, or the number of times individual guidance documents have been downloaded.

Raise awareness

The existence and use of the one-stop shop must be sufficiently promoted to reach contracting authorities and economic operators, especially in case the one-stop shop is not the main Public Procurement body's website.

Case Studies

PL – One-stop shop procurement portal

Poland's Public Procurement Office portal,¹ established in 1994, plays a central role in procurement policy making and coordinating the whole procurement domestic system. It has developed gradually over two decades, starting with a basic website. The development of the portal was strongly shaped by the changes in procurement law and practices over the last 20 years. The shape of the portal also reflects the changing needs and expectations of procurement market players as well as the process of electronic modernisation performed by successive governments. The portal does not exist in isolation of other electronic tools, services and activities but it is linked to them.

The information published on the portal is developed and regularly updated by the 177 PPO staff organised around seven units. These are full-time PPO employees responsible for particular areas of public procurement and publishing on the portal in respect of their professional duties. The portal is directly maintained by full-time IT PPO staff.

The PPO portal is comprehensive, providing public procurement practitioners with complete information gathered in one single website. The orientation given by the PPO to the one-stop shop is rather educational and with a view to professionalisation of procurers. It acts as a repository of knowledge providing access to a comprehensive database of guidance material on specific topics and good practices, model documentation and templates guidelines, European and national legislation and legal interpretations, and overview of public administration projects. In addition, it provides direct links to the Polish appeal body (KIO) and various Polish e-services platforms including the e-notices websites BZP and TED, e-auctions websites and others.

NL – PIANOo one-stop shop

The Public Procurement Expertise Centre (PIANOo) of the Ministry of Economic Affairs operates a one-stop shop that centralises a large amount of information related to procurement and tendering.² PIANOo was initially created in 2005 as a knowledge network for public procurement practitioners and contracting authorities. Since then, PIANOo has developed and is now well rooted in the Dutch public procurement system. The PIANOo website is recognised as the main website for procurement and tendering in the public sector, gathering reliable, accruable and up-to-date information. Visitors use the website to stay informed, to inform others, to confirm their strategy or to get inspired. Information and service offers by PIANOo include a biweekly procurement e-newsletter, weekly legal review and interpretation, model templates and online tools under the same umbrella. On average, the one-stop shop experiences 50,000 visits and 13,500 downloads per month.

In addition, the platform provides direct access to the PIANOo Forum, a community of 1,600 procurement professionals, and to TenderNed, the Dutch government's online e-tendering system. Online material including an innovation procurement toolbox,³ factsheets on various procurement subjects, and sector-specific guidance are also available, as well as a dedicated Q&A section. Finally, PIANOo aims to boost interactions between procurement professionals and experts hosting annual conferences on public procurement, moderating procurement expert groups on various topics such as ICT, e-invoicing, law etc., and organising meetings that promote exchange of knowledge, experience and good practices.

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¹ See: www.uzp.gov.pl

² See: www.pianoo.nl

³ See: www.innovatiekoffer.nl