Ministry of Defence

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How do you go about streamlining the procurement process for the Ministry of Defence?

The Brief

The MOD Defence and Security Accelerator sources innovative technologies that form the basis of new military capability. The process for submitting a proposal was too laborious, while users were required to complete an online form which was awkward to use lacking in user guidance. This process meant the quality of submissions was very varied with heavy back-office requirements.

Finally, with funding for the existing licensed portal about to be pulled, the system was soon to be switched-off. We therefore needed to ensure continuity of service by launching the replacement portal quickly.

The Solution

The new portal needed to simplify the process for both external bidders and internal assessors. The original brief focused on creating a new submission tool capable of producing PDF copies of proposals. But during our discovery phase, we identified that this approach would fail to meet user needs. Nor achieve two core objectives of reducing back office work and ensuring the quality of submissions. We used agile methodology to breakdown requirements that met specific user needs. We applied Government Digital Services (GDS) principles to simplify the submission form and iterated the submission service after gaining feedback from users.

The Results

The outcome is a user-friendly submission service that enables users to submit a proposal using a simple 5-step process. Administrators can quickly assign proposals to assessors who can evaluate proposals efficiently online. The portal has helped MOD to significantly cut transaction costs and has improved efficiencies for the in-house team. It has led to record-levels of submissions and received a **phenomenal 96% positive user satisfaction score** after the first year of use. After passing GDS assessments for the alpha and public beta phases, we are now continually improving the portal using feedback from users.