



Discovery

User Research Insights

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February, 2023

INTERNAL

Methodology

- 45 min remote user research session
- Non-Ariba users/participant were given a series of tasks, and interacted with a Figma prototype.
- Participants are professionals who are buyers or suppliers, and some have had experience with the RFP process.
- List of Participants:

Participant #	Job Title	What platforms/websites have you used to find new business opportunities, either as a 1) buyer posting leads to find new suppliers/products, or 2) supplier responding to leads to sell your products.
[P1]	Manager Business Intelligence And Integrations	I am currently looking for suppliers to build loudspeakers and various commercial sound products. The cost has been too high in the US, so I am looking at international options. I have looked through trade magazines, spoken with companies that connect suppliers, done google searches, checked Alibaba, etc.
[P2]	Senior Vice President	Yellow pages, google, Dogpile.com, Lead Forensics
[P3]	Owner/Founder	We frequent websites that act as online brokers for tenants looking for office space or coworking space. I own 6 coworking locations and we put a lot of effort into responding to leads both inbound and outbound including posts/listings/proposal requests.
[P4]	President/Owner	internet chamber of commerce, manufacturing guide,dnb
[P5]	Owner	Angi Leads, Craftjack, Thumbtack, Broadly, Google Business Profile, Facebook, Website

Key Insights/Summary

- There seemed to be a lot of unnecessary (intuitive) steps when buyers are looking over their responses.
- Users would directly just click on the three dots on the far right, to communicate with the supplier (or reject them), thus eliminating the proposed steps of 1) Shortlisting, 2) Closing post, 3) Done Shortlisting, 4) Emailing suppliers for next steps.
- The RFP Process is typically a laborious process, and not all project requests need to go through the RFP Process, but just a simple email exchange allowing attachments would suffice.
- Even after composing the Shortlist email to the shortlisted suppliers, users would expect to just wait for a response. It was not intuitive that their next step would be to start an RFP process. As mentioned earlier, they would just email them directly.

Detailed Insights

In chronological flow order



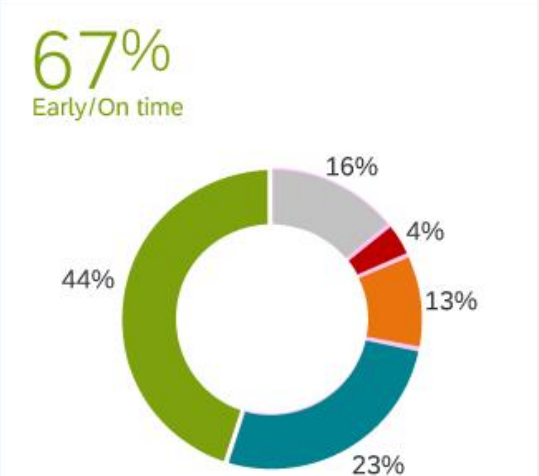
Trading partners By category, company and service locations

Overview Getting started

2 Open postings Last 31 days 10 Freight orders in execution Last 90 days

My Widgets All customers Customize

Shipment status



Shipment tracking

Purchase order no. [input field] [Track button] [World map]

- Dispute resolution accepted Aug 31, 2020 | 11:30 AM | Carrier ABC Carrier ABC accepted the dispute resolution for freight order 12
Freight order dispute raised Aug 30, 2020 | 2:30 PM | Carrier ABC Carrier ABC raised dispute for freight order 123
Order changed Mar 10, 2019 | 11:30 AM | Avente Science 43581226TP-AA45 \$30 100.00 USD

Create a Post
Areas where they attempted to create a post:
• Do a search
• Fulfillment
• Getting Started
• All Postings
• Get Started
• Quick links
• Some didn't find a way to locate where to create a post

Postings

10

All postings

Last 31 days

1

Draft postings

Last 7 days

10

Closed postings

Last 90 days

5

Awarded postings

Last 90 days

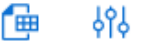
Discovery Terminology

- Suggested to change “Discovery” to “Postings” since the rest of the page is about postings. [P3]

Open postings (2)

[Edit filter](#) | [Save filter](#) | Last 31 days

Create posting



Type	ID	Title	Source	Open Date	Response Deadline	Total Responses	Unread responses ↓	Status	Visibility	Action
RFI	PST09200	Camping and outdoor equipment	Catalog	May 20, 2022	Jun 1, 2022	5	2	Open	Public	...
RFI	PST09218	Medical supplies to Italy				5	2	Open	Private	...

Discoverability

- Didn't notice the “Create posting” link [P2, P4].

Recommendation

- Perhaps display it higher on the page at the top.

Create posting

Product details

Product And Service Categories *

+ Add

Service Or Ship-To Location *

+ Add

Title *

I'm looking for...

Description *

Provide a detailed

- Do not provide
- Your intention
- Information th
- Information th
- Any other det

Attachment

Max total file size a

Add Images

+

Browse

Add new category

Search categories to add

[Browse all categories](#)**Right Panel**

- When clicking the [+Add] button, one participant didn't realize the panel on the right side showed up. [P4]

Recommendation

- Gray out the left side of the page, so the focus is on the right panel, for better contrast?

Add

Cancel

Create posting

Preview

Save

Cancel

Posting details

Opportunity Amount *

 Custom range Exact amount

0 to 1000 USD

Schedule post

Respond Deadline *

05/18/2022, 11:59 PM

UTC-08:00 Pacific Time (US&Canada)

Decision Deadline

05/30/2022, 11:59 PM

UTC-08:00 Pacific Time

Contract length

 monthsThis posting is for humanitarian relief

Posting visibility

 Public

Any supplier can see and respond to this posting

Invite Suppliers

+ Add suppliers

Cost/Budget

- There were mixed interpretations on the cost section.
 - Some participants thought it was for per item
 - Others thought it was for overall budget.
- The term “Opportunity Cost” is a term for suppliers, not the buyer.

Recommendation

- Change term to “Budget” or “Maximum Budget”
- Perhaps have additional fields for buyer to convey expected price per item.

Create p **Invite favorite suppliers** Cancel

Supplier Type: All Supplier Name: Rating: All Certification: Search Clear

0 supplier invited

Note: This list is filtered based on your categories and service locations

Supplier	Rating	Certification	Supplier type
<input type="checkbox"/> ABC Gear	★★★★★	-	Saved suppliers, My suppliers
<input type="checkbox"/> Camp Builder	★★★★★	-Minority-owned business, LGBT-owned business, Veteran-owned business	Saved suppliers
<input type="checkbox"/> Eagle Light	★★★★★		Previous posting winners
<input type="checkbox"/> Everest Recreational Equipment	★★★★★	-	Network suppliers
<input type="checkbox"/> Mountain 100	★★★★★	-	Saved suppliers
<input type="checkbox"/> Outdoorplay	★★★★★		
<input type="checkbox"/> Sierra Mountain Sports	★★★★★		
<input type="checkbox"/> Steep	★★★★★		

Favorite Suppliers

- What's omitted from this page is what the supplier actually sells (unless it's assumed these suppliers match what the buyer specified)? [P3]

Preview posting

Public · 2 suppliers invited

Publish Save & Exit Cancel

I'm looking for Camping and outdoor equipment to California

Avante Logistics · Lisa Smith · Aug 1, 2022 · ID: PST19837 · Catalog posting

Lead Type
RFI (Request for information)

Opportunity amount
55,000.00 US

Response by
May 30, 2022 5:00 PM PST

Decision deadline
Aug 30, 2022

Save

- There should be an ability to [Save], but not exit the page.



Description

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Interdum molestie dui hac velit quisque cursus pharetra. Viverra tempus semper nec tincidunt dui eget quisque. Lectus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi. Vestibulum egestas orci aliquam vel ut augue risus rhoncus nisi. Lectus amet imperdiet et laoreet leo, ornare vel, viverra. Vitae dui etiam ac mauris vel Interdum molestie dui hac velit quisque cursus pharetra. Viverra tempus semper nec tincidunt dui eget quisque. Lectus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi.

Invite matching suppliers

Invite the following matches that best suit your requirement



Sierra Designs, Inc.

Palo Alto, CA · Founded 1995 · 14M revenue · 1000 employees · www.globallycarrier.com

★★★★★ 4 out of 5 (12 ratings)

A 360 degree shipping, transport and logistics company dedicated to serving clients who demand consistently outstanding service. With offices and hubs across the



Wolf Outdoors, Inc

Palo Alto, CA · Founded 1995 · 14M revenue · 1000

★★★★★ 4 out of 5 (12 ratings)

A 360 degree shipping, transport and logistics company dedicated to serving clients who demand consistently outstanding service. With offices and hubs across the



North Ridge International

Palo Alto, CA · Founded 1995 · 14M revenue · 1000 employees · www.globallycarrier.com

★★★★★ 4 out of 5 (12 ratings)

Matching Suppliers

- Compared to the “Favorite Supplier” list, this page was preferred, since it appeared to contain more information (description). [P4, P5]

Merging this with Favorite Suppliers

- Not too strong an opinion, but one participant preferred to have this combined with the “Favorites” list, with some distinction of those that were favored (e.g., heart icon).

Leads ▾ in California ▾

Overview Getting started

12

Matched leads
Last 90 days

2

Invited leads
Last 90 days

My widgets

Notifications

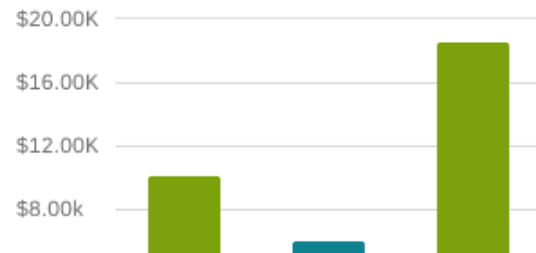
- For new leads, might want a red bell notification somewhere on the top.

Purchase orders | Last 14 days ▾

\$79.7M USD



\$35.4K USD



PO - KO88553-2EE
Mar 10, 2019 | 11:30 AM

Order amount	Last updated	Status
\$45,500.00 USD	Jan 7, 2019	New

Invoice - Ethanol 90% North America
Mar 10, 2019 | 8:30 AM

Invoice amount	Last updated	Status
\$65,000.00 USD	Jan 2, 2019	Pending approval

I'm looking for Sleeping bags to California

Avante Logistics · Lisa Smith · Aug 1, 2022 · ID: PST19837 · Catalog posting

Lead Type
RFI (Request for information)

Opportunity amount
55,000.00 USD

Contract length
3 months

Response by
May 30, 2022 5:00 PM PST

Decision deadline
Aug 30, 2022 10:00 PM PST

Not Interested
• Participants would use the “Not Interested” feature.



Description

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Interdum molestie dui hac velit quisque cursus pharetra. Viverra tempus semper nec tincidunt dui eget quisque. Lectus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi. Vestibulum egestas orci aliquam vel ut augue risus rhoncus nisi. Lectus amet imperdiet et laoreet leo, ornare vel, viverra. Vitae dui etiam ac mauris vel Interdum molestie dui hac velit quisque cursus pharetra. Viverra tempus semper nec tincidunt dui eget quisque. Lectus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi.

Postings

10

All postings

Last 31 days

1

Draft postings

Last 7 days

1

Scheduled postings

Last 7 days

2

Open postings

Last 31 days

10

Closed postings

Last 90 days

5

Awarded postings

Last 90 days

All postings (10)

Edit filter | Save filter | Last 90 days

Create posting



Type	ID	Title	Source	Open Date	Response Deadline	Total Responses	Unread responses ↓	Status	Visibility	Action
RFP	PST09200	Sleeping bags and tents to California	Catalog	May 30, 2022	Jun 1, 2022	5	2	Open	Public	...
RFI	PST09218	Outdoor equipment to New York	Catalog	May 30, 2022	Jun 1, 2022	5	3	Open	Public	...
RFI	PST04563	Outdoor equipment to New York	Catalog	May 30, 2022	Jun 1, 2022	5	3	Open	Public	...
RFP	PST00004	Outdoor equipment to New York	Catalog	May 30, 2022	Jun 1, 2022	5	3	Open	Public	...
RFI	PST00005	Outdoor equipment to New York	Catalog	May 30, 2022	Jun 1, 2022	5	3	Open	Public	...
RFI	PST09218	Outdoor equipment to New York	Catalog	May 30, 2022	Jun 1, 2022	5	0	Closed	Public	...

Table Properties

- Would like a column for date it was posted [P3].
- Wants some distinction between those that were read and unread [P3].

Posting responses

Close for responses



Open

I'm looking for Sleeping bags to California

Lisa Smith · Aug 1, 2022 · ID: PST19837 · Catalog posting

Responded deadline	Decision deadline	Total responses	Shortlisted suppliers	Rejected suppliers
Aug 8, 2022 5:00 PM PST	Aug 18, 2022 5:00 PM PST	5	0	0

All Select all

Yosemite Adventure

★★★★★ 4.8 (12 ratings)

Aug 1, 2022 · Lisa Smith · John.doe@sierradesign.com

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Interdum molestie dui hac velit quisque cursus. Lectus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi. Vestibulum egestas orci aliquam vel ut augue risus rhoncus ec tincidunt dui eget quisque. Lectus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi. Vestibulum egestas orci aliquam vel ut augue risus rhoncus ... Less

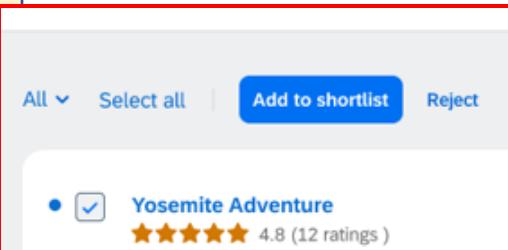
Requirement.pdf

Anchored Section

- The top of the page didn't need to remain anchored (especially as it took about 33% of the width). [P3, P5]
- Maybe as the page scrolls down, just keep the bottom two lines.

Button not displayed

- Best to have the buttons grayed out, to at least provide expectation on what the actions are [P3, P5].



Posting responses

Close for responses



Open

I'm looking for Sleeping bags to California

Lisa Smith · Aug 1, 2022 · ID: PST19837 · Catalog posting

Responded deadline
Aug 8, 2022 5:00 PM PST

Decision deadline
Aug 18, 2022 5:00 PM PST

Total responses
5

Shortlisted suppliers
0

Rejected suppliers
0

All Select all

Add to shortlist

Reject

Sort by: Responded date



Yosemite Adventure

★★★★★ 4.8 (12 ratings)

Aug 1, 2022 · Lisa Smith · John.doe@sierradesign.com

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Interdum

Shortlist Terminology

- The [Add to shortlist] button, doesn't convey that this is the eventual flow where they can send a message to suppliers. Prefer to have a button labeled [Send Message] [P3]
- Prefer to change it to something like "Move to next phase" [P5]
- Another suggestion was to remove "Shortlist" altogether, and just have a "heart" icon within a column, where user can click it to save it to "favorites". [P3]

Posting responses

Close for responses



Open

I'm looking for Sleeping bags to California

Lisa Smith · Aug 1, 2022 · ID: PST19837 · Catalog posting

Responded deadline

Aug 8, 2022 5:00 PM PST

Decision deadline

Aug 18, 2022

Rejected suppliers

0

All Select all

Add to shortlist

Reject

Sort by: Responded date

Yosemite Adventure

★★★★★ 4.8 (12 ratings)

Aug 1, 2022 · Lisa Smith · John.doe@sierrade

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Requirement

Alpine Sports

★★★★★ 4.8

Aug 1, 2022 · Lisa Smith · John.doe@sierradesign.com

Reject suppliers

You've selected 2 suppliers to reject. Once you reject the suppliers, **you can not shortlist them again**. Send a note to the selected suppliers to help them improve.

Message *

Dear,

Thank you for your response. After careful consideration by the team, we've determined that you don't have the right match for at this time.

Thank you

Personalized Rejection

- There's no way to personalize the message "Dear _____", when sending to multiple suppliers.

Shortlist Terminology

- One participant thought "shortlist" meant to reject them this time, but may consider them in the future.
- Also, in this "Reject" dialog, it looks like reject and shortlist is the same (based on the sentence).

< Posting responses

Close for responses



Open

I'm looking for Sleeping bags to California

Lisa Smith · Aug 1, 2022 · ID: PST19837 · Catalog posting

Responded deadline	Decision deadline	Total responses	Shortlisted suppliers	Rejected suppliers
Aug 8, 2022 5:00 PM PST	Aug 18, 2022 5:00 PM PST	5	0	2

All Select all Add to shortlist Reject

Sort by: Responded date



Fox Outdoor Equipment

★★★★☆ 4.8 (12 ratings)

Aug 1, 2022 · Lisa Smith · John.doe@sierradesign.com

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Requirement.pdf



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Sierra Design

★★★★★ 4.8 (12 ratings)

Aug 1, 2022 · Lisa Smith · John.doe@sierradesign.com

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Imper nec tincidunt dui eget quisque.

Next Steps

- Most participants would click the 3 dots, to perform any type of action (e.g., email the supplier separately, or reject them).
- Having the two options [Add to shortlist] and "Reject" didn't seem as necessary.

Redundant UI

- The "All v" pulldown, seems to be redundant with the "Shortlist" toggle. It should just be combined?

Close for responses

Posting responses



Open

I'm looking for Sleeping bags to California

Lisa Smith · Aug 1, 2022 · ID: PST19837 · Catalog posting

Responded deadline
Aug 8, 2022 5:00 PM PST

Decision deadline
Aug 18, 2022 5:00 PM PST

Total responses
5

Shortlisted suppliers
2

Rejected suppliers
2

All Select all

Show my shortlist

Sort by: Responded date

2 suppliers have been added to the shortlist

Fox Outdoor Equipment
★★★★☆ 4.8 (12 ratings)

Aug 1, 2022 · Lisa Smith · John.doe@sierradesign.com

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Requirement.pdf



Shortlist Toggle

- Upon “Shortlist”, majority of participants would toggle. It is unclear why there is a toggle in the first place, vs. just displaying the shortlisted suppliers, since that is of highest priority at the moment, not showing the “leftover” suppliers [P3, P4]
- The goal is to mainly take action with the shortlisted suppliers, yet it is hidden via toggle.

Recommendation

- Directly default the user to their “Shortlist”, vs. making users take an extra step to see those they expressed interest in.

Close for responses

All Select all

Show my shortlist



Sort by: Responded date



2 suppliers have been added to the shortlist



Fox Outdoor Equipment

★★★★★ 4.8 (12 ratings)

Aug 1, 2022 · Lisa Smith · John.doe@sierradesign.com

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[Requirement.pdf](#)

Overall Process

- In general, it seemed like the steps outlined in the prototype were unnecessary (Reject, Shortlist, Close Response, Done Shortlisting, Email, etc.).
- Participants would just directly send a message (via the 3 dots on the far right).
- The RFP process is cumbersome, and in lots of cases, buyers would not go through it, and just email them directly, which accomplishes the same feat quicker.
- Some participants would never even “Close for responses”, and just start emailing prospective suppliers directly.

[Close for responses](#)

Shortlisted suppliers

2

Rejected suppliers

2

Show my shortlist



Sort by: Responded date



... have been added to shortlist



Aug 1, 2022 · Lisa Smith · John.doe@sierradesign.com

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[Requirement.pdf](#)

< Posting responses

Close for responses



Open

I'm looking for Sleeping bags to California

Lisa Smith · Aug 1, 2022 · ID: PST19837 · Catalog posting

Responded deadline
Aug 8, 2022 5:00 PM PST

Decision deadline
Aug 18, 2022 5:00 PM PST

Total responses

Shortlisted suppliers

Rejected suppliers
2

Compare

- Would like an option to compare the shortlisted suppliers. [P2]

All Select all

Show my shortlist

Sort by: Responded date

Add to shortlist on Aug 20, 2022



Sierra Design

★★★★★ 4.8 (12 ratings)

Aug 1, 2022 · Lisa Smith · John.doe@sierradesign.com

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Add to shortlist on Aug 20, 2022



Fox Outdoor Equipment

★★★★★ 4.8 (12 ratings)

Aug 1, 2022 · Lisa Smith · John.doe@sierradesign.com

Posting responses

Close for responses



Open

I'm looking for Sleeping bags to California

Lisa Smith · Aug 1, 2022 · ID: PST19837 · Catalog posting

Responded deadline Aug 8, 2022 5:00 PM PST

Decision deadline Aug 18, 2022 5:00 PM PST

Total responses 5

Qualified suppliers

Close for responses
• Some participants misinterpreted this as closing the entire posting altogether.

All Select all

Show my shortlist

Sort by: Responded date

2 suppliers have been added to the shortlist



Fox Outdoor Equipment

4.8 (12 ratings)

Aug 1, 2022 · Lisa Smith · John.doe@sierradesign.com

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Interdum molestie dui hac velit quisque cursus pharetra. Viverra tempus semper nec tincidunt dui eget quisque. Lectus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi. Vestibulum egestas orci aliquam vel ut augue risus rhoncus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi. Vestibulum egestas orci aliquam vel..e cursus pharetrre Jouey... More

Requirement.pdf

Posting responses

Done shortlisting Terminate posting



Closed

I'm looking for Sleeping bags to California

Lisa Smith · Aug 1, 2022 · ID: PST19837 · Catalog posting

Responded deadline
Aug 8, 2022 5:00 PM PST

Decision deadline
Aug 18, 2022 5:00 PM PST

Total responses
5

Rejected suppliers
2

Done vs. Complete Terminology

- Mixed results, no clear winner.
- It wasn't clear what this would accomplish, and certainly not expecting to email the suppliers after clicking the button.

All Select all

Sort by: Responded date



Fox Outdoor Equipment

★★★★☆ 4.8 (12 ratings)

Aug 1, 2022 · 4.8 · John.doe@sierradesign.com

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Interdum molestie dui hac velit quisque cursus pharetra. Viverra tempus semper nec tincidunt dui eget quisque. Lectus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi. Vestibulum egestas orci aliquam vel ut augue risus rhoncus ec tincidunt dui eget quisque. Lectus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi. Vestibulum egestas orci aliquam vel ut augue risus rhoncus ec tincidunt dui eget quisque. Lectus augue augue phasellus vel, magna eu sem sem. In tincidunt aliquam elit purus eget maecenas id nisi. Vestibulum egestas orci aliquam vel ut augue risus rhoncus ... [Less](#)

[Requirement.pdf](#)

Posting responses

Done shortlisting Terminate posting



Closed

I'm looking for Sleeping bags to California

Lisa Smith · Aug 1, 2022 · ID: PST19837 · Catalog posting

Responded deadline	Decision deadline	Total responses	Shortlisted suppliers	Rejected suppliers
Aug 8, 2022 5:00 PM PST	Aug 18, 2022 5:00 PM PST	5	2	2

All Select all

Show shortlisted only

Sort by: Responded date

Fox Outdoor Equipment

★★★★☆ 4.8 (12 ratings)

Aug 1, 2022 · 4.8 · John.doe@sierradesign.com

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Requirement.pdf



To Delete/Reject

- Would click on the 3 dots, and email them directly. Best to send a personal message, on why they did not qualify, vs a generic message to several suppliers at once.

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Posting responses

 **Closed**
 I'm looking for Sleeping bags to Cal
 Lisa Smith · Aug 1, 2022 · ID: PST19837

Responded deadline: Aug 8, 2022 5:00 PM PST
 Decision deadline: Aug 18, 2022

Complete shortlisting

You've shortlisted 2 suppliers. Send an email to let them know what to expect for the next steps. Unselected suppliers will receive rejection emails.

Estimate Project Amount
 USD

Message *

255/255

Send **Cancel**

Done shortlisting Terminate posting

Rejected suppliers
2


shortlisted only Sort by: Responded date

Auto-Rejection

- Participants may not want to auto-reject the remaining suppliers.
- There is no place to communicate why they were not a good match [P3]
- The shortlisted suppliers may not work out, and thus, they may need the remaining suppliers as a backup. [P2]
- If we continue to keep it in the flow, include the word “automatic” (“Unselected suppliers will automatically receive rejection emails”).

Posting responses

Closed

 I'm looking for Sleeping bags to Cal
 Lisa Smith · Aug 1, 2022 · ID: PST19837

Responded deadline	Decision deadline
Aug 8, 2022 5:00 PM PST	Aug 18, 2022

Complete shortlisting

You've shortlisted 2 suppliers. Send an email to let them know what to expect next steps. Unselected suppliers will receive rejection emails.

Estimate Project Amount

 USD

Message *

255/255

Add attachments

Project Amount

- Pre-populate the amount, based on what the buyer entered when creating the post.

Email Dialog Box

- Each supplier may be specified a different price, so it may not make sense to send a generic email to all shortlisted suppliers at once [P1, P3].
- With the term Rejection in the first sentence, it wasn't clear if message box was intended for the rejection message, or to the shortlisted suppliers.

Posting responses



Shortlisted

I'm looking for Sleeping bags to California

Lisa Smith · Aug 1, 2022 · ID: PST19837 · Catalog posting

Responded deadline	Decision deadline	Total responses	Shortlisted suppliers	Rejected suppliers
Aug 8, 2022 5:00 PM PST	Aug 18, 2022 5:00 PM PST	5	2	3

All Select all

Add to shortlist on Aug 20, 2022



Sierra Design

★★★★★ 4.8 (12 ratings)

Aug 1, 2022 · Lisa Smith · John.doe@sierradesign.com

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Next Steps after Sending Shortlist Email

- Majority of participants would wait for the Supplier's reply to the email.

Next Steps: RFP Process

- It was generally not expected that they would now set up an RFP for those two shortlisted suppliers.
- In their initial post, they would expect to be requesting "RFP" information, including price, timeline, contact info. And from here, just email them directly on next steps.
- This whole process of shortlisting, rejecting, closing, etc. seems unnecessary.



Fox Outdoor Equipment

★★★★★ 4.8 (12 ratings)

Aug 1, 2022 · Lisa Smith · John.doe@sierradesign.com

