STAGES

Stage 1	Stage 2	Stage 3	Stage 5	Stage 6
Learn	Consider	Submit	Wait	Follow-up

INTERACTION TOUCHPOINTS

receive email from OSS with PDF bid form and specification document

touch base with team about the requested job

fill out the form in the office and submit

receive email stating submitted quote has been approved

read job information and specification document

contact OSS to clarify job requirements

download PDF form from email and read carefully

send email to schedule meeting to discuss logistics

THINKING

What information in this document is actually relevant to us?
Why is this document so long?
I dislike that the documents are PDF and not easily readable on my phone.

Do we have capacity to take on this job?
What do these fields in the specification document mean?
I like that the OSS are quick to respond to my questions most of the time.

There is too much going on in this form.
I don't understand the point of some of the fields in this form. I only fill out some of them.
I dislike that I have to go back to the office to fill out the form on my computer.

Why is there no confirmation email?
I dislike that the OSS doesn't provide me a summary detailling my submission.
How long do I have to wait to find out if my bid was successful?

I disliked that I was kept in the dark before finding out whether or not I got selected for the job.
The OSS team was easy to work with when discussing logistics for the job.

FEELING

Excitement about a potential new job.
Confusion about the attached specification document.

Annoyed if the OSS takes 24+ hours to respond. Happy about OSS' great communication in clarifying confusion about the specifics of the requested job.

Frustration about inaccessibility on mobile and tablet devices.
Fear about filling out fields incorrectly because fields are unclear.

Anticipating a follow-up email.
Disappointed with lack of immediate confirmation of submission.

Relieved about being selected for the job. Impatient to get the job finished for the OSS.

OPPORTUNITIES

Content redesign of the specification document to better organize the information and remove irrelevant information.
Provide a multi-platform accessible bid form.

Add in support to provide assistance faster and more efficiently.
Again, the specification document needs a content redesign to maximize understanding.

Again, provide a multi-platform accessible bid form.
Improve the UX of the form to match mental navigation model of the vendors.
Simplify the form by removing unnecessary fields and renaming confusing field labels.

Send vendors a confirmation email upon their submission, notifying them that their submission was successful and providing them with a summary of their submission details.
Provide vendors with an estimated time at which a vendor will be selected for the job.

Increase organization of OSS team structure to improve time efficiency of interaction with vendors to get the job completed as soon as possible.