DrupalSouth
drupalsouth.org

PROCUREMENT SUPPORT GUIDE FOR GOVERNMENT

Government Buyer's Guide to Drupal Services

Ask better questions. Validate vendor claims. Reduce delivery risk.

REFERENCE	VERSION	PUBLISHED BY
PSG-001	1.0	DrupalSouth

INTRODUCTION

About this guide

This guide has been developed by DrupalSouth in collaboration with government agencies, Drupal Certified Partners and experienced practitioners. It is intended to support transparent, evidence-based procurement by helping evaluation teams ask better questions, validate vendor claims and reduce delivery risk.

It complements existing procurement policies and should be adapted to suit your agency's governance requirements.

BEST PRACTICE

Use multiple sources of evidence when evaluating vendors. No single criterion should determine the outcome.

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What good looks like

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01 Evaluate government capability

DESIRED OUTCOME

Select a partner that understands government delivery.

WHY IT MATTERS

Government delivery requires expertise in accessibility, governance, security and user-centred design.

QUESTIONS TO ASK

- Relevant government experience?
- Jurisdictions served?
- Approach to the Digital Service Standard?
- How does your solution meet WCAG 2.2 AA compliance and other government grade standards?

VALIDATION TIPS

- Review comparable government case studies.
- Speak with referees.
- Approach to meeting WCAG 2.2 AA compliance in the proposed solution.

RED FLAGS

- Limited government experience.
- No Digital Service Standard knowledge.

02 Assess Drupal community contribution

DESIRED OUTCOME

Choose a partner that contributes back and has a demonstrated commitment to Drupal.

WHY IT MATTERS

Healthy open-source ecosystems rely on active participation. Partners that contribute to the community, and may be members of the Drupal Certified Partners program, invest in the sustainability of the Drupal ecosystem. Government platforms evolve continuously, so look beyond project delivery.

QUESTIONS TO ASK

- How does the vendor/supplier contribute to the Drupal project (speaking at conferences, volunteering time, contributions to the Core project such as documentation, contrib modules and/or committees)?
- Which staff contribute?
- What has been contributed in the last 12 months?
- Number of Drupal specialists and years of experience?
- Current Drupal Certified Partner?
- Partnership level?
- Investment in Drupal?
- Community leadership?
- Upgrade approach?

VALIDATION TIPS

- Review Drupal.org organisation profiles.
- Review any key staff Drupal profiles including the length of time their account has been active.
- Look for conference presentations and contributed modules.
- Verify through the Drupal Certified Partner Directory.
- Review community involvement.

RED FLAGS

- No public contribution history.
- Marketing claims without evidence.
- Cannot verify partner status.
- Expired partnership.
- Claims cannot be substantiated.
- No evidence of investment in the Drupal project or community support.

03 Assess delivery capability

DESIRED OUTCOME
Choose a resilient delivery team.

WHY IT MATTERS
Government services require continuity over many years.

QUESTIONS TO ASK

- Team locations?
- Direct employees vs subcontractors?
- Continuity approach?
- Support model?
- Are staff located in Australia?
- If needed for your project, do staff have baseline security clearance?
- Is the agency/supplier a locally owned entity?

VALIDATION TIPS

- Review organisational structure.
- Request key personnel CVs.

RED FLAGS

- Single points of failure.
- No continuity plan.

04 Evaluate knowledge transfer

DESIRED OUTCOME
Retain organisational capability.

WHY IT MATTERS
Knowledge transfer reduces long-term dependency.

QUESTIONS TO ASK

- Documentation?
- Training?
- Operational handover?

VALIDATION TIPS

- Review sample documentation.

RED FLAGS

- Minimal documentation.
- No structured handover.

05 Assess future readiness

DESIRED OUTCOME
Prepare for Drupal's future.

WHY IT MATTERS
Partners should demonstrate practical innovation and roadmap awareness.

QUESTIONS TO ASK

- Preparing clients for AI?
- Emerging capabilities?
- Managing technical debt?
- Maintenance and ongoing sustainment services?

VALIDATION TIPS

- Review innovation examples and presentations.

RED FLAGS

- Innovation without evidence.

06 Understand certifications

DESIRED OUTCOME
Understand what certifications represent.

WHY IT MATTERS
Certifications complement—but do not replace—experience.

QUESTIONS TO ASK

- Which certifications?
- How are they maintained?

VALIDATION TIPS

- Validate through issuing organisations.

RED FLAGS

- Certification claims cannot be validated.

07 Review evidence of success

DESIRED OUTCOME

Validate through evidence.

WHY IT MATTERS

Case studies and referees should reinforce one another.

QUESTIONS TO ASK

- Relevant case studies?
- Measured outcomes?
- Comparable referees?
- Industry awards or achievements?

VALIDATION TIPS

- Ask referees about the submitted case studies.
- Review award websites for submissions/entries.

RED FLAGS

- Activities instead of outcomes.
- Unrelated referees.

08 Assess delivery methodology

DESIRED OUTCOME

Understand how projects are delivered.

WHY IT MATTERS

Strong governance reduces delivery risk.

QUESTIONS TO ASK

- Discovery approach?
- Risk management?
- Quality assurance?
- Accessibility?

VALIDATION TIPS

- Request to review sample governance artefacts.

RED FLAGS

- Methodology unclear.
- Accessibility deferred.

GOVCMS

Additional considerations for GovCMS projects

Apply the following considerations when procuring services for GovCMS.

GOVCMS CAPABILITY

- Experience delivering GovCMS SaaS and PaaS.
- Understanding of GovCMS architecture and constraints.
- Alignment with the Australian Government Digital Service Standard.
- Experience delivering secure, accessible government services.

PROCUREMENT FRAMEWORKS

Where applicable, confirm the supplier is registered with the applicable procurement panels.

- **BuyICT**
- **GovCMS Drupal Services Panel (DSP)**

CHECKLIST

Quick reference procurement checklist

	AREA ASSESSED	EVIDENCE AND NOTES
☐	01 **Government capability**	
☐	02 **Drupal community contribution**	
☐	03 **Delivery capability**	
☐	04 **Knowledge transfer**	
☐	05 **Future readiness**	
☐	06 **Certifications**	
☐	07 **Evidence of success**	
☐	08 **Delivery methodology**	
☐	+ **GovCMS (if applicable)**	

RESOURCES

Useful validation resources

RESOURCE	PURPOSE
Drupal Certified Partner Directory new.drupal.org/drupal-services	Verify partner status
Drupal.org organisation profiles new.drupal.org/organizations	Review vendor/supplier activity
GovCMS Drupal Services Panel www.govcms.gov.au/dsp/productandservicesguide	Verify DSP membership
BuyICT www.buyict.gov.au	Verify panel registration
DrupalSouth drupalsouth.org	Community leadership and events
GitHub github.com	Review open-source repositories
LinkedIn linkedin.com	Validate experience

DrupalSouth

Drupal conference and community for Australia and New Zealand.

drupalsouth.org

NEXT DOCUMENT REVIEW DATE

31 August 2027

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Adapt this guide to suit your agency's governance requirements.