



# PROCUREMENT SUPPLIER SURVEY 2015

## *Action Sheet*

A survey was carried out in August 2015 to review the progress of the Procurement Section and the efficiency of current procurement procedures. The survey was sent to all suppliers.

The survey was issued to suppliers who have expressed an interest in and/or responded to tendering opportunities and 62 responses were received. Please find below the results and actions as a result of the feedback we received.

### Did you find the PCS Portal easy to access, navigate and use?

Strongly Agree	18.97%
Agree	41.38%
Average	27.59%
Disagree	10.34%
Strong Disagree	1.72%

#### Comments:

Not very user friendly – difficult to move between sections  
 No specific category for diving or marine works  
 Question and answer system is cumbersome and too involved  
 Adds a great amount of time to our process, information contained therein was insufficient, required contact before we were able to quote

### If required, did the CnES Procurement Team provide high quality support?

Strongly Agree	24.49%
Agree	42.86%
Average	26.53%
Disagree	2.04%
Strongly Disagree	4.08%

### If required, did PCS and/or PCS-Tender helpdesks provide high quality support?

Strongly agree	12.50%
Agree	37.50%
Average	45.00%
Disagree	2.50%
Strongly disagree	2.50%

#### Comments:

Just were not helpful  
 CnES Procurement Team refused to provide post tender debrief despite written request for same  
 Award of contract took several weeks longer to be announced with absolutely no updates from those sought by ourselves

**If you did not submit a tender please tell us why:**

Not one council vehicle has used our filling station

The complex pre-qualification questionnaires are very time consuming and are weighted towards larger companies

Not enough time to submit tender

Unable to submit a price in time for the deadline

Timescales for the works are too tight

Location is a drawback as service cannot be guaranteed without a minimum two day notice

Little faith in the integrity of the process

**Were the tendering instructions and documents easy to find and clear to understand?**

Strongly agree	22.81%
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Agree	35.09%
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Average	29.82%
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Disagree	8.77%
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Strongly disagree	3.51%
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**Comments:**

First time using the system but found we had to jump from page to page

Complicated

Did not state what they considered as standard of servicing

The word count was in characters so not enough space to write full answers

**Did you feel it was easy to ask questions during the tender process?**

Strongly agree	23.64%
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Agree	45.45%
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Average	21.82%
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Disagree	5.45%
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Strongly disagree	3.64%
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**Comments:**

Having to sign in to get answers is inconvenient – especially on mobile devices

Not enough timeframe allowed to ask questions

**Were your questions answered in a timely fashion and with a satisfactory response?**

Strongly agree	27.78%
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Agree	50.00%
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Average	16.67%
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Disagree	1.85%
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Strongly disagree	3.70%
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**Comments:**

CnES Procurement Team refused to provide post tender debrief despite written request for same

**Was there sufficient time to complete the tender?**

Strongly agree	15.69%
Agree	49.02%
Average	29.41%
Disagree	3.92%
Strongly disagree	1.96%

**How would you rate your opinion on the whole tendering process?**

Very Satisfied	15.69%
Satisfied	45.10%
Average	25.49%
Dissatisfied	3.92%
Very Dissatisfied	9.80%

**Comments:**

Took ages to make a decision – PCS-Tender website does not update status on winner – only knew because we were successful

Were told we were shortlisted but found out later on the list was in fact very long

Everything was transparent, easy to understand and well communicated throughout

Could do with being a bit simpler and easier to navigate and understand

Approach more suppliers directly or look up the required product on the internet and buy the one you want. Always make our task of tendering more complicated than it need be.

Award of tender took several weeks longer to be announced than the deadline with no updates from Procurement Team apart from those sought by ourselves. These proved to be over-optimistic on several occasions over the space of at least a month. The tender itself was far too vague and allowed far too many permutations of specification to enable a fair comparison of tenders. All our feedback during the prior consultation process appears to have been ignored, despite our experience of doing the contract since 2009.

**Did you feel you were treated fairly and equally throughout this process?**

Strongly agree	27.45%
Agree	52.94%
Average	7.84%
Disagree	3.92%
Strongly disagree	7.84%

**Comments:**

Our tender was unsuccessful. The reasons given for that were unprofessional and unbelievable. We subsequently found out that the contract had been awarded to a local company who have made a complete mess of the contract. We were also told by someone that we had submitted the best tender. We did not always receive feedback/confirmation of whether tender applications were successful.

**Would you seek to do business with the Comhairle again?**

Yes	100.00%
No	0.00%

**Any other comments which you think could help us improve our Procurement Process:**

Our experience was appalling. It became clear that the decision was not based on the criteria specified in the tender.

The process should be made simpler for small projects. For example, the Ness – Tolsta walkway study was a £25k project and the tendering process was really complex and was not a fair reflection of the job. The procurement process in my opinion is excellent. If there are queries there is always someone there to give guidance. Just glad the council team were there for ongoing advice and assistance.

**Are you aware of the Supplier Journey site and/or the Comhairle's Procurement web pages:**

Yes – I am aware of the Supplier Journey site	32.08%
Yes – I am aware of the Procurement web page	24.53%
No – I am not aware of either	56.60%

**Are you aware of the Business Gateway web page:**

Yes	58.49%
No	41.51%

**If yes, have you participated in any Business Gateway Workshops/Training events?**

Yes	7.55%
No	92.45%

**Comments:**

Social media, websites, doing business off-island

I have been to a few of the workshops. I benefited from them all. Business Gateway keeps us informed of their workshops and they are useful and easy to access.

Start up and finance

**Are there any other Business Gateway Events/Workshops you would be interested in?**

Yes	32.08%
No	67.92%

**Comments:**

Don't know the topics on offer and what is relevant to us

Website development

Marketing

Bookkeeping systems and how they work in best practice

Social Enterprise

Always interested in learning what is available and if it is relevant

Asbestos course

Vacant property

**For statistical purposes can you please state if you are a small, medium or large business:**

Small	62.26%
Medium	24.53%
Large	13.21%

## ACTIONS

You Said	We Will Do
I find it very hard to navigate PCS Tender and instructions are very unclear. It is not very user friendly and adds a lot of time onto the tendering process.	Remind companies that PCS Tender offer a helpdesk and the Comhairle Procurement team are willing to offer help. Possibly get Business Gateway to provide extra support for those struggling with the use of PCS Tender.
The timescale for submitting a tender is too tight. I went on holiday and when I came back the deadline was too tight in order to submit a price.	If requested, an extension will be considered if timescales allow.
The tendering process could be made a lot simpler for small projects	We have reviewed our tender documentation to make it as user friendly as possible and try to make the tendering process relative to the size and value of the contract. We welcome any feedback on specific elements.
It took us ages to find out the decision as the PCS-Tender website does not update status on winner – we only knew because we were successful. Award of contract took several weeks longer to be announced with absolutely no updates.	It is normal practice for the Comhairle to inform successful and unsuccessful tenderers of their decision as soon as possible. Tenderers are notified by email and/or by letter. An award notice is published on Public Contract Scotland. We will try and ensure tenderers are kept up to date with where we are in the process.  We will update tenderers on the progress of the evaluation where timescales are not in line with the indicative timetable.
We got told we were shortlisted for the contract but found out later on that the list was in fact very long	We try and anticipate the number of responses we will get for each procurement process and will have a two stage process where we think there will be a high volume of responses.
We were unsuccessful yet we got told we submitted the best tender	If the tender was evaluated based on price and quality, it may be that the tenderer with the highest quality score did not win. A decision has to be made prior to the tender being issued on how the tender will be evaluated. Suppliers are made aware of the evaluation criteria in the tender documentation.