

ANNUAL SUPPLIER SURVEY 2023 - YOU SAID - WE DID ACTION PLAN

We Asked	You Said	We did
If you have ticked 'Adequate', 'Poor', 'Very Poor', or 'No' to any of the survey questions, please say why;	On some of the contract information needs improving, more detail on pupils requirements. Need to improve on the intent or regret emails, as these are very sporadic.	CPU will review to ensure that all documentation provides required information to allow bidders to make informed decisions. CPU have updated evaluation guidance to ensure that feedback provided at Award and Regret Letter stage is clear and concise.
If you have ticked 'Adequate', 'Poor', 'Very Poor', or 'No' to any of the survey questions, please say why;	More information could be provided on timescales and on feedback to support further interest in tenders	CPU will review to ensure that all documentation provides required information including but not limited to timescales, contract requirements and contract award activity to allow bidders to make informed decisions. CPU have updated evaluation guidance to ensure that feedback provided at Award and Regret Letter stage is clear and concise. CPU also welcome the opportunity to meet with bidders to provide feedback to assist with future contract opportunities.
If you have ticked 'Adequate', 'Poor', 'Very Poor', or 'No' to any of the survey questions, please say why;	We were informed during the Inception Meeting that we were part of an internally ranked supplier Framework. This contradicts the information provided during the tendering process and would have had a bearing on our decision making process to bid for this contract.	It is not permissible to make changes during the tendering process without this being communicated through the Portal. However, the CPU have a suite of documents to assist Procurement Officers adopt a consistent approach to tendering and that appropriate communication and information is made publically available.
Is there anything else we can do to help you, or improve our service?	improve on invoice payment	CPU will ensure that services are aware of the requirements of paying invoices within a 30 day period, in line with financial procedures or wherever a different payment term has been agreed.
Is there anything else we can do to help you, or improve our service?	I don't feel that complaining about this would be conducive to a constructive relationship but suspect that any organisation ranked below number 1 position will receive minimal work through this contract. This was not helpful to hear given the amount of effort that was spent bidding for the contract in the first place.	The council welcome feedback and any criticism will have no bearing on relationships. Whilst framework agreements have many benefits, generally, there is no guaranteed volume of work to be awarded to any bidder. With regard to a ranked framework, where the top ranked supplier is unable to provide the service will choose the next ranked supplier etc. It is therefore possible that contract opportunities may become available to those providers below the top ranked.
Is there anything else we can do to help you, or improve our service?	During the tender document submission process two questions were not applicable to XXXX submission. However, the system would not allow progressing to the next part until an answer other than 'not applicable' was entered. This could cause frustration during what is a lengthy and time consuming submission process.	CPU have a suite of documents to assist Procurement Officers adopt a consistent approach to tendering and that appropriate communication and information is made publically available. However, CPU will ensure that all Procurement Officers are aware when creating tenders on the Public Contracts Scotland Tenders Portal of the use of mandatory questions.
Is there anything else we can do to help you, or improve our service?	Portal for future contracts	CPU provide a high level overview of proposed work over the next four year period as part of their Annual Procurement Report: https://www.westlothian.gov.uk/media/58571/Annual-Procurement-Report-2022-23/pdf/Annual_Procurement_Report_2022-23.pdf The council's contract register is also publically available - https://contractinfo.westlothian.gov.uk/