



## PROCUREMENT SECTION SURVEY

*Action Sheet*

A survey was carried out in June 2014 to review the progress of the Procurement Section and the efficiency of current procurement procedures. The survey was sent all suppliers who have expressed an interest in a tender within the past year.

The survey was issued to 441 people and 15 responses were received. Please find below the results and actions as a result of the feedback we received.

### **Which tender(s) have you expressed an interest in?**

Outer Hebrides Leader 2007 – 2013 Consultation	20.0%
Superimposed Road Markings (Works)	6.67%
Research Consultant	6.67%
Outer Hebrides Leader 2014-2020 Local Development Strategy Preparation	20.0%
Public Land Transport Services 2014 (Buses)	13.3%
Winter Weather Forecasting Services	6.67%
Bennadrove Landfill Site – Temporary Capping Works	6.67%
Castle Grounds Regeneration Project – Stornoway, Isle of Lewis	13.3%
Ardveenish Harbour Construction Isle Of Barra	6.67%
Outer Hebrides Autism Strategy and Action Plan Consultation	6.67%
Restoration of Closed Waste Disposal Cells at the Bennadrove Landfill Site	6.67%
Roads Maintenance Framework Agreement 2013-17	6.67%
Ground Maintenance	6.67%

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

Missed the deadline for submission due to a technical fault.  
The timescale was too tight for my workload - I tend to prioritise proposals for tenders which are issued to a select list or have a pre-qualification stage.

We were looking for potential supply chain work. Therefore wanted to establish who the winning tenderer was.  
Other work and probability of success.  
Tender wasn't released yet.

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

Yes	84.6%
No	17.4%

**Comments:**

I found it particularly challenging to work through the process to submit the tender and ended up sending it by email. Next time I will leave a lot longer to do this but it seems unnecessarily complex when I am just up the road.  
It is a well known and utilised website.

**Did the CnES Procurement Team and/or PCS Helpdesk support you if you requested help?**

Yes	91.7%
No	8.3%
Not applicable	0%

**Comments:**

*None.*

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

Yes	92.7%
No	7.3%

**Comments:**

*None.*

**Was it easy to ask questions during the tender process?**

Yes	100.0%
No	0.0%

**Comments:**

*None.*

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

Yes	77.7%
No	0.0%
Not applicable	33.3%

**Comments:**

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

Yes	90.9%
No	9.1%

**Comments:**

Timescale to implication

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

Users extremely satisfied or satisfied	63.6%
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**Please advise us as to how you think we could improve our processes:**

Some feedback we received after process was that we maybe didn't shown enough 'local' knowledge, it was great that someone took the time to reply to us and was much appreciated but the area is a long way geographically from us and we haven't worked in the area previously so difficult to fully understand, maybe a fuller list of local factors to take into account would be helpful.

There is far too much information requested by the Council for Tenders that relate to the Company rather than the price. It would be preferable if contractors could provide this information once or even on an annual basis to account for new insurance policies, etc and then only answer further questions specific to the works being tendered for.

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

Yes	90.9%
No	9.1%

**Comments:**

*None.*

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

Yes	100.0%
No	0.0%

**Comments:**

*None.*

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

As above, also I had to ask for feedback, should be offered as a matter of course, whatever the result these tenders take a lot of time and incur costs to put together and it would be at least helpful to learn for next exercise.

A high quality proposal takes time to produce and I prefer to prioritise those which are unlikely to attract a high number of submissions. Although I have extensive knowledge and experience in the Highlands and Islands I see myself at a disadvantage compared to larger operations which can devote greater resources to pursuing contract opportunities.

**Are you aware of the Supplier Journey site and/or the Procurement pages**

Yes – Suppliers Journey	15.4%
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Yes – Procurement Pages	15.4%
No – Not aware of either	76.9%

## ACTIONS

You Said	Our Response
There is far too much information requested by the Council for Tenders that relate to the Company rather than the price. It would be preferable if contractors could provide this information once or even on an annual basis to account for new insurance policies, etc and then only answer further questions specific to the works being tendered for.	We are now using the Public Contracts Scotland Tender Portal (PCS Tender) for all tender returns; this system guides the tenderer through the process and also retains tenderers responses for future contracts. One to one training and support on using PCS Tender is available on request.
I found it particularly challenging to work through the process to submit the tender and ended up sending it by email.	We are now using the Public Contracts Scotland Tender Portal (PCS Tender) for all tender returns; this system guides the tenderer through the process and alerts the tenderer if any element has been omitted. The system also retains tenderers responses for future contracts. One to one training and support on using PCS Tender is available on request.
I had to ask for feedback, should be offered as a matter of course, whatever the result these tenders take a lot of time and incur costs to put together and it would be at least helpful to learn for next exercise.	We are happy to provide feedback to any tenderers on request. Given the number of tenders received for certain contracts automatic feedback could be a very time consuming exercise and the specific area of feedback would always need to be ascertained. We will however be reviewing the information provided on our award letters in line with the Procurement Reform Act.
A list of local factors to take into account when preparing a tender would be helpful.	We publish a “Fact File” on our Intranet Pages with information and facts on all aspects of life and culture within the Outer Hebrides. <a href="http://www.cne-siar.gov.uk/factfile/index.asp">http://www.cne-siar.gov.uk/factfile/index.asp</a>
Awareness of Supplier Journey and Procurement web pages limited.	There is a link on our Internet Pages to the Supplier Journey <a href="http://scotland.gov.uk/Topics/Government/Procurement/Selling/SupplierJourney">http://scotland.gov.uk/Topics/Government/Procurement/Selling/SupplierJourney</a>  We will look at ways to promote supplier procurement information in our documentation and promotional material.