



# **SUPPLIER SATISFACTION SURVEY**

## **2022/2023 - RESULTS**

# TABLE OF CONTENTS

INTRODUCTION..... 3

FEEDBACK ..... 4

SUPPLIER SATISFACTION SURVEY 2022/23 – COMMENTS ..... 5

SUPPLIER SATISFACTION ACTION PLAN 2022/23 – UPDATE ..... 6

SUPPLIER SATISFACTION ACTION PLAN 2023/24 ..... 7

## INTRODUCTION

- 1.0 The annual Supplier Satisfaction Survey for the Council's procurement function was issued in May 2023.
- 1.1 The questionnaire was issued to 203 suppliers of which 32 were completed. This represents a response rate of 15.8%.
- 1.2 The questionnaire, provided by the Scottish Government, comprised 9 standard questions covering the following: Bidding for Contracts, The Life of a Contract and Overall Satisfaction.
- 1.3 Suppliers were asked to respond to statements using a scale of 1 – 6, 1 being strongly disagree and 6 being strongly agree.

## FEEDBACK

2.0 Feedback received indicated that - (each refers to responses of 4 or higher):

2022/23	Questions
78.2%	Know where to find out information about contract opportunities.
81.3%	Felt the tendering process is clear and transparent and that they had received fair treatment.
75.0%	Understood and were satisfied with the quality and level of information contained within tenders issued by the council.
81.4%	Understood the roles and responsibilities expected of their business when the contract was agreed.
77.7%	Agreed that they work towards clearly defined performance measures agreed with the Council to ensure effective delivery of the contract.
70.3%	Agreed that they attend regular meetings (where applicable) with the council to ensure effective contract delivery.
74.0%	Agreed that problem issues are identified and, necessary action plans agreed and progress is monitored by both parties.
84.6%	Felt that over the term of the contract they are happy with the way that the Council engages with their business.

2.1 The feedback in relation to public sector procurement is positive and it is worth noting that over 80% of respondents considers the tendering process clear, transparent and fair, understood their roles and responsibilities, and are happy with the way we engage with them.

## SUPPLIER SATISFACTION SURVEY 2022/23 – COMMENTS

Comments	Notes
<p>The form you use for tenders is not well laid out - for example, the 2 columns for referees means that the bid document is not aesthetically pleasing. In my opinion, it would be better to give bidders a list of questions and ask them to present it in their own way, with a word count if necessary</p>	<p>Noted, PCCMT utilise the standard Scottish Government templates for consistency across the supply base</p>
<p>I could be doing with more supply only fencing material enquiries. Personal opinion.</p>	<p>Noted</p>
<p>Reliance on Scotland Excel potentially limits the Council's choices and best value in terms of suppliers.</p>	<p>Noted. PCCMT Scotland Excel as a route to market when it is appropriate to do so.</p>
<p>NOT Argyll &amp; Bute but some councils are under the impression that their business is way more valuable to us than it actually is. They set standards that they themselves do not meet ISO in particular, the last few years has seen the councils losing a lot of their internal knowledge and I'm sure across the supply chain costing themselves time, quality and money. I find a lot of tenders roll specialties together and rather than getting specialists will end up over paying for someone to sub out 2/3rds of the work elements, maybe this is the norm for say building work but not in the world we live in.</p>	<p>Noted</p>

## SUPPLIER SATISFACTION ACTION PLAN 2022/23 – UPDATE

Action	By	Comment
Lessons learned work with services and PCCMT to determine how we can improve/revise tender documentation and specifications to support supplier development.	March 2023	Refresher procurement training and lessons learned FAQs workshops have taken place throughout 2022/23 – to date marine ops, roads and amenity services, property, infrastructure and design, economic development and programme managers team, commercial services have had theirs – positive feedback and actions identified and agreed.
PCCMT will review tender processes/ tender documents to ensure efficient and effective and appropriate for value of contract.	March 2023	Completed, tender documents/processes reviewed. PCCMT now utilising updated documents/processes.
Continue to deliver contract and demand management training to service team staff.	March 2023	Refresher procurement training and lessons learned FAQs workshops have taken place throughout 2022/23 – to date marine ops, roads and amenity services, property, infrastructure and design, economic development and programme managers team, commercial services have had theirs – positive feedback and actions identified and agreed.
Offer supplier development programme training.	March 2023	Ongoing
Continue to offer targeted training events.	March 2023	Specific targeted training events offered. Next one to be held in July 2023, for the new Design Consultancy Services DPS Contract.
Update and refresh procurement page on Council website.	March 2023	Completed and ongoing as and when required.

## SUPPLIER SATISFACTION ACTION PLAN 2023/24

Action	By	Comment
PCCMT will review tender processes/ tender documents to ensure efficient and effective and appropriate for value of contract.	March 2024	
Continue to deliver contract and demand management training to service team staff.	March 2024	
Offer supplier development programme training.	March 2024	
Continue to offer targeted training events.	March 2024	
Update and refresh procurement page on Council website.	March 2024	