



Supplier Satisfaction Survey 2024/25 - Results

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SUPPLIER SATISFACTION ACTION PLAN 2025/269

1. INTRODUCTION

- 1.1. The annual Supplier Satisfaction Survey for the Council's procurement function was issued in April/May 2025.
- 1.2. The questionnaire was issued to 172 suppliers of which 41 were completed. This represents a response rate of 23.8%
- 1.3. 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.
- 1.4. Suppliers were asked to respond to statements using a scale of 1 – 6, 1 being strongly disagree and 6 being strongly agree.

2. FEEDBACK

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

- **80%** Know where to find out information about contract opportunities
- **90.2%** Felt the tendering process is open and transparent and that they had received fair treatment.
- **92.7%** Understood and were satisfied with the quality and level of information contained within tenders issued by the Council.
- **97.4%** Understood the roles and responsibilities expected of their business when the contract was agreed.
- **97.4%** Agreed that they work towards clearly defined performance measures agreed with the Council to ensure effective delivery of the contract.
- **81.6%** Agreed that they attend regular meetings (where applicable) with the Council to ensure effective contract delivery.
- **92.5%** Agreed that problem issues are identified and, necessary action plans agreed, and progress is monitored by both parties.
- **97.5%** Felt that over the term of the contract they are happy with the way that the Council engages with their business.

2.2. The feedback in relation to public sector procurement is very positive with an increase in supplier satisfaction in 5 out of 8 areas as noted above.

It is worth noting in particular, the increase in supplier satisfaction:

- with the way in which the council engages with their business (97.5%);
- understood the roles and responsibilities expected when the contract was agreed (97.4%);
- agreed they work towards clearly defined performance measures, ensuring effective delivery (97.4%);
- understood the quality and level of information contained within tenders (92.7) and
- agreed that problem issues are identified, action plans agreed, and progress is monitored (92.5%).

26.3% of those that answered felt that working with the public sector was getting better and 50% thought there had been no change. It should be noted that this feedback was not specifically in relation to Argyll and Bute Council.

2.3. As a result of the responses received, PCCMT will endeavour to:

- ensure budget details are discussed at third-tier managers meetings to determine if they wish the budget to be disclosed on their contract opportunities. This will be on a case-by-case basis.
- review their procurement page on website and engage with our comms colleagues to ensure we are communicating appropriately with our supply base.
- review Terms and Conditions and tender documents to make them user friendly. PCCMT to support service teams to review the caps on liability on an individual contract basis to ensure SMEs/local businesses are not unfairly excluded due to unnecessarily high liability caps.

SUPPLIER SATISFACTION SURVEY 2024/25 – COMMENTS (16)

| Comments | Notes |
|---|---|
| Market opportunities for my sector directly through an enewsletter sign up. | Noted, market opportunities are shared via Public Contract Scotland and via our council website/social media sites. |
| Due to the procurement act 2025 changes in February this year, businesses are advised to go with the Most Advantageous Tender (MAT) rather than the Most Economically Advantageous Tender (MEAT). As a business, we are aware that time is needed for scoring to adjust and in the short term have noticed lower quality scores as a consequence, so that suppliers can still partner with the lowest priced bid. (This has not happened with Argyll and Bute, but something to be conscious of!) | Noted. |
| You can never get dialogue with the Council as they appear to be working from home for most of the working week and are uncontactable. Planning and Environmental Services are in a state of chaos. | Noted. PCCMT, however, are contactable during working hours regardless of home working or in the office. |
| Had no issues through the course of our work with the council. | Noted. |
| The budget for contracts could be shared at tender stage and the council's terms are conditions could be reviewed to make them | Noted. Many budgets are shared at tender stage; however, this is not common practice. Terms and conditions are regularly reviewed |

| Comments | Notes |
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| more fair for SMEs (eg. appropriate liability caps to prevent uninsurable risk). | to make them user friendly. Specifically, PCCMT support service teams to review the caps on liability on an individual contract basis to ensure SMEs/local businesses are not unfairly excluded due to unnecessarily high liability caps. |
| Frameworks for digital surveys would be advantageous. | Noted. |
| Always had great communication with A&B council no issues. | Thank you for your kind comments. |
| Always had great communication with A&B council no issues. | Thank you for your kind comments. |
| Communication can be improved. | Noted. PCCMT will continue to update their procurement page on the website and engage with our communication team colleagues to ensure we can promote procurement/ contract opportunities, training and community benefits. |
| e punch-out connecting the schools to our website would enable the end user to see all items we can offer. | Noted, e punch out sides are available for many of our contracted providers. |
| Ensure that wording in tender processes are easy to understand. | Noted. Our tender documents are continually reviewed to ensure they are user friendly and easy to understand but also meet the Scottish Government's requirements to be consistent with other public sector bodies'. |
| It is difficult to say what another business should do as we don't have the overall view of what you are trying to achieve. | Noted. |
| I think you are a breath of fresh air compared to many other councils who make it nigh on impossible to do business as the big multinationals have departments dedicated to tender hoop jumping which are pointless and add so little value to low or middle spend projects yet some councils insist on them for | Thank you for your kind comments. |

| Comments | Notes |
|--|--|
| every size project hence the councils get so little interest and are left dealing with the rip off merchant big firms. | |
| Improve communication, clarity and contract. Ensure payment process matches agreed contract as in our case it does not. | Noted. PCCMT will continue to update their procurement page on the website and engage with our communication team colleagues to ensure we can promote procurement/contract opportunities, training and community benefits. Please contact procurement@argyll-bute.gov.uk to enable the team to review your contract terms and payment process to resolve your query. |
| Hi, would you be able to give me contact details of the person who deals with Ground Maintenance Equipment. Graham Stewart 07768023428 graham.stewart@doublea.co.uk | Noted. Please contact procurement@argyll-bute.gov.uk with your query on ground maintenance equipment, thank you. |
| Getting in contact with Argyll and Bute staff is extremely difficult as most people are working from home. This is a huge issue. Nobody is answering their phones or returning calls. People need to get back to their offices asap. | Noted. PCCMT, however, are contactable during working hours regardless of home working or in the office. |
| More feedback on the quality section of tender returns. We are often given various scores for very similar works but no breakdown of the questions' scores to see where we can improve to meet Argyll & Bute Council's expectations. | Noted. PCCMT Manager will discuss with PCCMT to ensure appropriate feedback is provided to unsuccessful suppliers. In meantime, please contact procurement@argyll-bute.gov.uk to enable us to provide you with more detailed feedback on your specific tender return. |

SUPPLIER SATISFACTION ACTION PLAN 2024/25 – UPDATE

| Action | By | Comment |
|--|------------|--|
| Continue to deliver contract and demand management training to service team staff. | March 2025 | Completed and ongoing. Training has been provided to a number of service team colleagues over 2024/25. There are planned events for 2025/26. |
| Continue to offer targeted training events. | March 2025 | Completed and ongoing. Specific training events have taken place in partnership with the Supplier Development Programme and the council for large value contract opportunities which have been well attended and successful. |
| PCCMT continue to improve communications with service team leads to provide updates on timescales on tender progress | March 2025 | Completed and ongoing. PCCMT meet with third-tier managers on monthly basis to ensure good communications are ongoing and we meet our service team requirements. |

SUPPLIER SATISFACTION ACTION PLAN 2025/26

| Action | By | Comment |
|---|------------|---------|
| PCCMT to ensure budget details are discussed at third-tier managers meetings to determine if they wish the budget to be disclosed on their contract opportunities. This will be on a case-by-case basis. | March 2026 | |
| PCCMT to review their procurement page on website and engage with our comms colleagues to ensure we are communicating appropriately with our supply base. | March 2026 | |
| Review Terms and Conditions and tender documents to make them user friendly. PCCMT to support service teams to review the caps on liability on an individual contract basis to ensure SMEs/local businesses are not unfairly excluded due to unnecessarily high liability caps. | March 2026 | |