

National Library of Scotland

Procurement supplier satisfaction survey 2011: Follow-up response

Thank you for your responses to the procurement supplier satisfaction survey. The purpose of this survey is to allow us to measure how effective the procurement function is by assessing the views of our key suppliers. We will run the survey annually and hope to improve how the Library engages with its suppliers based on the responses we receive.

We received a total of 31 responses from an invited 44 suppliers (70%). Five suppliers took the opportunity to make comments.

Bidding for contracts

We asked respondents to comment on various aspects of bidding for contracts with the Library. In general the results were positive, with 79% of responses showing agreement with the three statements:

1. I know where to find out information about contract opportunities the organisation has for a commodity supplied by my business
2. The tendering process by this organisation is open and transparent
3. I am satisfied with the quality and level of information contained within tenders issued by this organisation

Life of a contract

We asked how well respondents felt the Library had worked with them over the life of the contract. The results here were also very positive, with 84% of responses showing agreement with the four statements:

1. I fully understood the roles and responsibilities expected of my business when the contract was agreed
2. I work toward clearly defined performance measures agreed with this organisation to ensure effective delivery of the contract
3. I have regular meetings with the customer organisation to ensure effective delivery of the contract
4. Problem issues are identified, necessary action plans agreed and progress monitored by both parties

Overall satisfaction

We asked how satisfied respondents were with the way the Library engages with their business and 90% were satisfied, with the majority (60%) strongly agreeing that they were satisfied.

We also asked how respondents felt that dealing with the public sector in general (not specific to the NLS) was getting, and received the following responses:

- 24% felt it was better
- 45% felt there was no change
- 31% felt it was worse

General comments

'NLS are professional, firm and fair in contract dealings'

Four of the five comments left highlighted the good relationship between those key suppliers and the Library.

- 'Working with the national library team has been very good. The project team have been very professional through out and provided useful ways of working that we have adopted to improve our systems. The firm and fair approach has been refreshing.'
- 'No complaints, we have been treated in a very professional manner.'
- '... The process of the original order was simple and straightforward ...'
- 'We have carried out numerous contracts for NLS and to date have never experienced any issues. I just wish there were more like them!'

'The Public Sector is getting harder to work with'

One comment highlighted the difficulties that key supplier had in engaging with the public sector.

- 'No problems with NLS ... but it is very notable in most other public sector environments that it is becoming very difficult for small to medium sized Scottish companies to be able to respond to opportunities due to the complexity and length of the procurement process. Seems to be geared to large UK companies only.'

What happens next?

The Project and Procurement Support Unit have reviewed these responses and will work towards improving the way the Library interacts with its suppliers based on the feedback received. Additionally, responses related to the public sector in general (including comments) will be passed onto the relevant staff at the Scottish Government.

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