



Procurement Service

External Stakeholder Feedback

Based on your involvement with City of Glasgow College Procurement Service, could you please take a few moments to complete and return this feedback form?

Please return to: deborah.fagan@cityofglasgowcollege.ac.uk

We value your opinions and welcome any comments to help us improve our Service in the future.

Section 1 – Procurement Service

Q1. Please rate the following:

	Excellent	Good	Poor	Very Poor	Not applicable
The conduct and helpfulness of Staff					
Our knowledge and understanding of procurement practice					
The way we kept you informed about the procurement process					
The accuracy of the information we provided					
The quality of the information provided					
How we dealt with any issues					
Promptness in answering requests or enquiries					

Q2. If you rated any of the Procurement Service elements as Excellent, can you say what it is we are doing well:

Q3. If you rated any of the Procurement Service elements Poor or Very poor, can you give more details:

Section 2 – Accessibility of the Procurement Information

Q4. Please rate the following:

	Excellent	Good	Poor	Very Poor	Not applicable
The availability of Procurement information					
The availability of College contract information					
The accessibility of Procurement Service Staff					
CoGC Procurement Service web page					

Q5. If you rated any of the Accessibility of Procurement Information elements as Excellent, can you say what it is we are doing well:

Q6. If you rated any of the Accessibility of Procurement Information elements Poor or Very poor, can you give more details:

Q7a. Do you find it easy to get in contact with an appropriate member of staff within the college?

- Yes _____
- No _____

Q7b. If no, please provide further details which would help us to inform this service.

Section 3 – Supplier Information

Q8. How long have you been a supplier to City of Glasgow College?

- Less than 3 years _____
- 3 – 6 years _____
- More than 6 years _____

Q9a. Did you go through any pre-approval process i.e. competitive tender?

- Yes _____
- No _____
- Don't know _____

Q9b. If yes, how relevant and appropriate was it in relation to other pre-approval processes of which you have experienced?

- Poor _____
- Below average _____
- Above average _____
- Proportionate to business need _____
- Excessive to business need _____

Section 4 – Overall Summary

Please rate the College's overall Procurement capabilities.

- Poor _____
- Below average _____
- Average _____
- Above average _____
- Very good _____

Section 5 – Additional Comments

Please provide any additional comments on your experience with City of Glasgow College Procurement Service with may help us improve our procurement capabilities.

Supplier name:	
Completed by:	
Title:	
Date:	