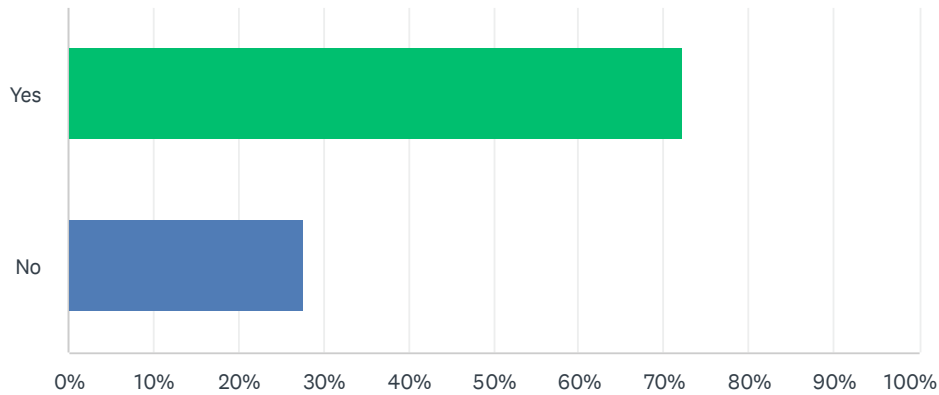


Q1 Have you had contact with Regional Procurement staff over the past 12 months?

Answered: 47 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	72.34% 34
No	27.66% 13
TOTAL	47

Q2 Please start by telling us your role in Council

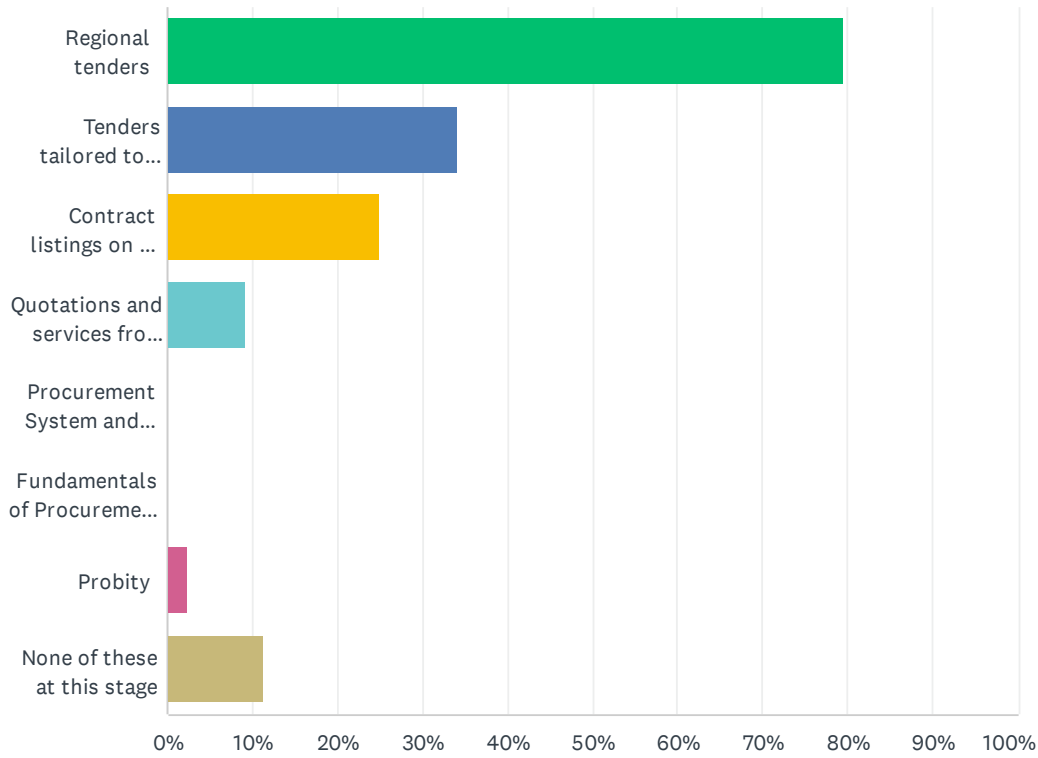
Answered: 45 Skipped: 2

#	RESPONSES	DATE
1	HR BP	6/27/2022 9:04 PM
2	Capital Works Section Manager	6/16/2022 4:22 PM
3	Capital Works, Project Support Team Leader	6/16/2022 2:45 PM
4	Stores Officer	6/15/2022 9:41 AM
5	Procurement Officer	6/15/2022 8:44 AM
6	RMCC Officer	6/15/2022 7:45 AM
7	Supervisor Works Department	6/14/2022 1:09 PM
8	drfg	6/14/2022 12:43 PM
9	WHS Manager	6/14/2022 11:43 AM
10	Project Officer Construction	6/14/2022 11:28 AM
11	Engineering Project Manager also coordinating procurement for engineering	6/14/2022 10:52 AM
12	Warehouse Supervisor	6/14/2022 10:04 AM
13	Public Servant	6/14/2022 9:57 AM
14	Executive Manager	6/14/2022 9:40 AM
15	Financial Accountant/Procurement	6/14/2022 9:38 AM
16	Buildings Technical Officer	6/14/2022 9:23 AM

17	manager	6/14/2022 9:19 AM
18	Procurement Category Manager	6/14/2022 9:16 AM
19	Team Leader Stores & Purchasing	6/10/2022 1:03 PM
20	Administration / Stores Officer	6/9/2022 12:05 PM
21	Stores & Purchasing Coordinator	6/8/2022 11:58 PM
22	storeman	6/8/2022 7:12 AM
23	Governance Section Manager	6/7/2022 5:37 PM
24	Group Manager Corporate and Commercial	6/7/2022 5:33 PM
25	Team Leader - Contracts & Procurement	6/7/2022 5:05 PM
26	Project officer	6/7/2022 4:03 PM
27	Manager Finance & Procurement	6/7/2022 1:18 PM
28	Manager Civil Infrastructure	6/7/2022 1:15 PM
29	Procurement Specialist	6/7/2022 12:43 PM
30	Purchasing & procurement	6/7/2022 12:43 PM
31	Finance Expenditure Coordinator	6/7/2022 11:23 AM
32	Procurement and Fleet	6/7/2022 10:58 AM
33	Team Leader Procurement	6/7/2022 10:29 AM
34	purchasing	6/7/2022 10:26 AM
35	Supervise procurement	6/7/2022 9:49 AM
36	Contracts Administrator	6/7/2022 9:47 AM
37	Finance Operations and Admsintration Coordinator	6/7/2022 9:43 AM
38	Sustainability Officer	6/7/2022 9:42 AM
39	Procurement Coordinator	6/7/2022 9:39 AM
40	Executive Leader Infrastructure	6/7/2022 9:38 AM
41	Purchasing & pricing for stocked and non stock goods	6/7/2022 9:32 AM
42	Management Accountant	6/7/2022 9:31 AM
43	Chief Financial Officer	6/7/2022 9:31 AM
44	Roads Development Manager	6/7/2022 9:28 AM
45	Coordinator Governance	6/7/2022 9:27 AM

Q3 Which of the following Regional Procurement services have you utilised? Please tick all that apply

Answered: 44 Skipped: 3

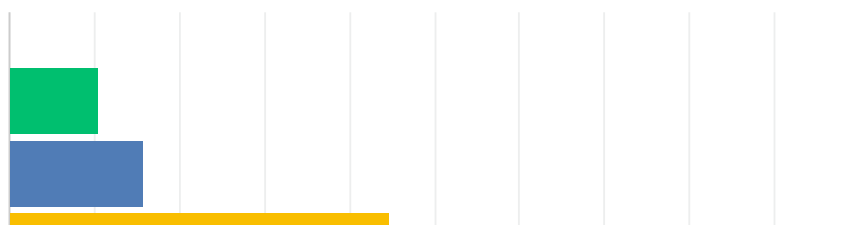


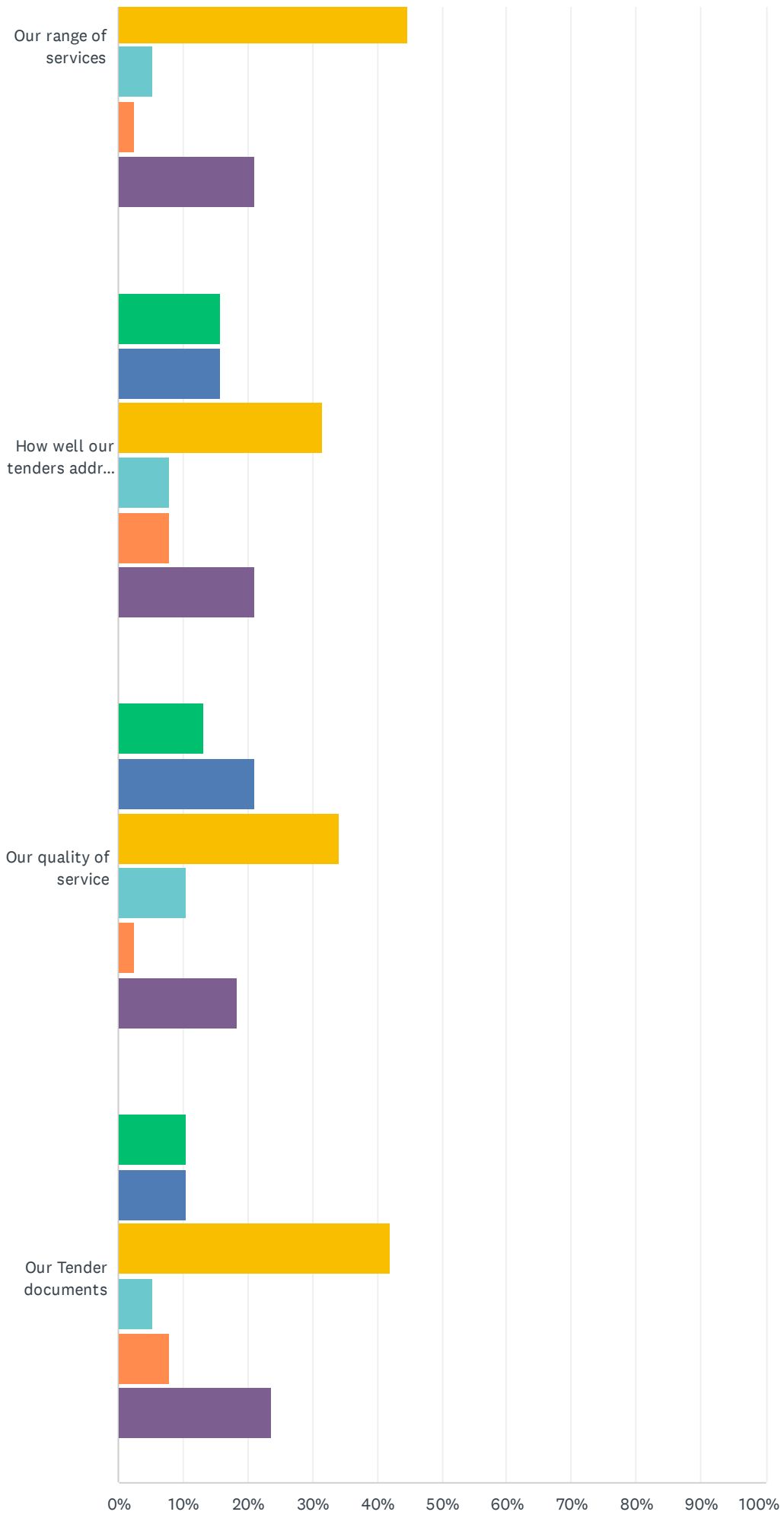
ANSWER CHOICES	RESPONSES	
Regional tenders	79.55%	35
Tenders tailored to suit council's needs	34.09%	15
Contract listings on the Regional Procurement website	25.00%	11
Quotations and services from Level 2 Industry Partners	9.09%	4
Procurement System and Process Reviews	0.00%	0
Fundamentals of Procurement Training	0.00%	0
Probity	2.27%	1
None of these at this stage	11.36%	5
Total Respondents: 44		

#	OTHER (PLEASE SPECIFY)	DATE
There are no responses.		

Q4 Compared to other procurement service providers, how would you rate...

Answered: 38 Skipped: 9





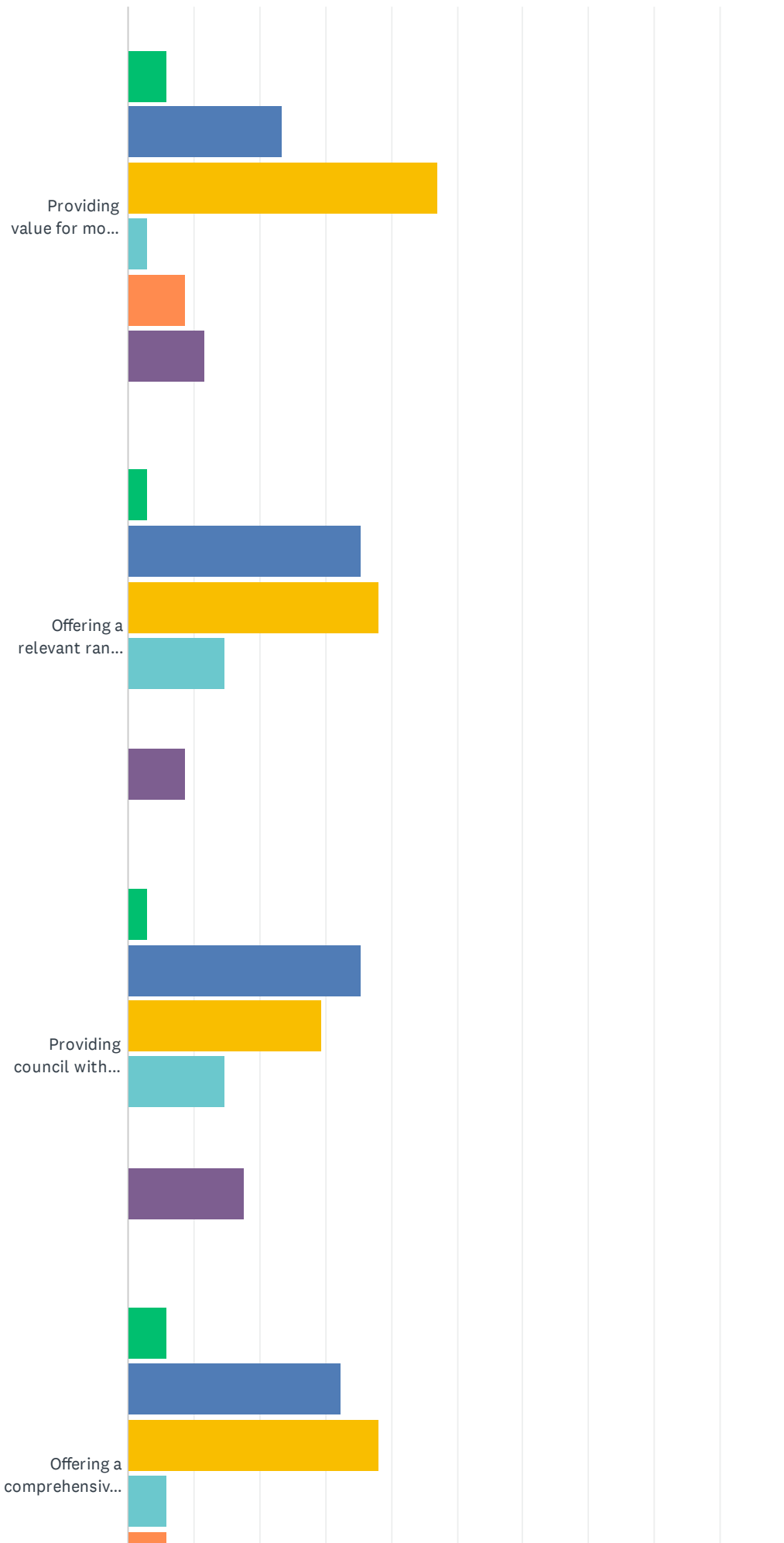


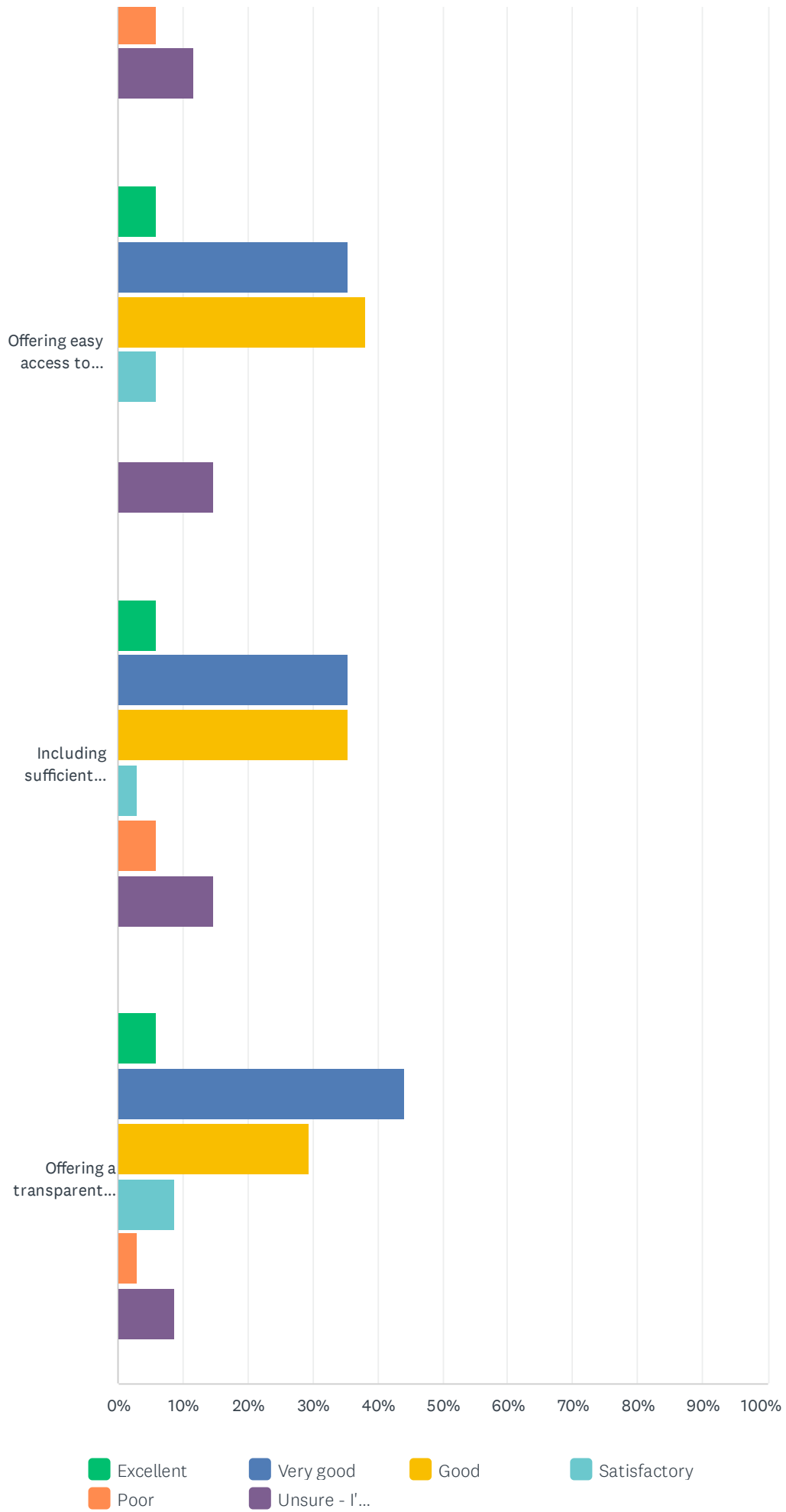
	MUCH BETTER	SLIGHTLY BETTER	ABOUT THE SAME	SLIGHTLY WORSE	MUCH WORSE	UNSURE	TOTAL	WEIGHTED AVERAGE
Our range of services	10.53% 4	15.79% 6	44.74% 17	5.26% 2	2.63% 1	21.05% 8	38	4.03
How well our tenders address your council's needs	15.79% 6	15.79% 6	31.58% 12	7.89% 3	7.89% 3	21.05% 8	38	3.63
Our quality of service	13.16% 5	21.05% 8	34.21% 13	10.53% 4	2.63% 1	18.42% 7	38	3.97
Our Tender documents	10.53% 4	10.53% 4	42.11% 16	5.26% 2	7.89% 3	23.68% 9	38	3.37

#	COMMENTS:	DATE
1	Don't use other procurement providers in this regard so unable to compare	6/27/2022 9:05 PM
2	1) PSC is currently involved in a number of RegPro panel contracts 2) The following feedback specifically relates to T412021HUN Road Safety Barrier, however our experience is not dissimilar with other panels, noting we recently withdrew from the concrete supply contract extension and also declined to participate in the previous supply of precast concrete products panel contract. 3) PSC requested to participate in the T412021HUN Road Safety Barrier evaluation panel meeting on 04/02/2021, however the evaluation meeting proceeded without direct involvement from PSC. 4) The conclusion of the tender process was summarized in the Regional Procurement tender evaluation report, with one of the recommendations being..."That the best fit for purpose tenderers be awarded this contract for Category 1, Supply and Installation, as the Panel Source suppliers to participating member councils for the period 1 April 2021 to 31 March 2023". This recommendation is not conclusive as there was no specific contractor recommendation arising from the tender evaluation process. 5) PSC is aware that Cessnock Council rejected this contract, despite them being on the evaluation panel for the contract, indicating they felt they could obtain better value for themselves outside of this Regional Procurement contract. 6) After contract award we received feedback from several guardrail installation Contractors, complaining that the procurement process was more complicated for them through Regional Procurement (than through PSC's own panel contract process). 7) In accordance with the contract terms and conditions, the tender rates are only applicable for the first three months, after which contractors can amend their rates as they respond to Council RFQs beyond the first three months. We acknowledge contractors have to maintain reasonable rates to remain competitive, however this approach does not offer any benefit or provide any contractual certainty for PSC beyond the initial three month period. 8) Over the course of this contract, project-specific cost comparisons indicate prices have already risen by 5 – 10% 9) The process, our evaluation involvement / consultation, the contract terms and conditions and the associated management fee does not represent value to PSC	6/16/2022 4:24 PM
3	I am sorry to say that I have some concerns around the benefit and value to Port Stephens Council, of the Regional Procurement road safety barrier contract T412021	6/16/2022 2:48 PM
4	I have nothing to compare Reg Pro services to	6/14/2022 11:29 AM
5	I am currently not across the details in services and use, but interested in learning more	6/7/2022 5:35 PM
6	I have not been involved in using another procurement service provider.	6/7/2022 1:19 PM
7	Other option that our council uses for external contracts is LGP which has the advantage of having prescribed entity status.	6/7/2022 11:00 AM

Q5 How would you rate Regional Procurement with the following? Please provide a response for all service options

Answered: 34 Skipped: 13



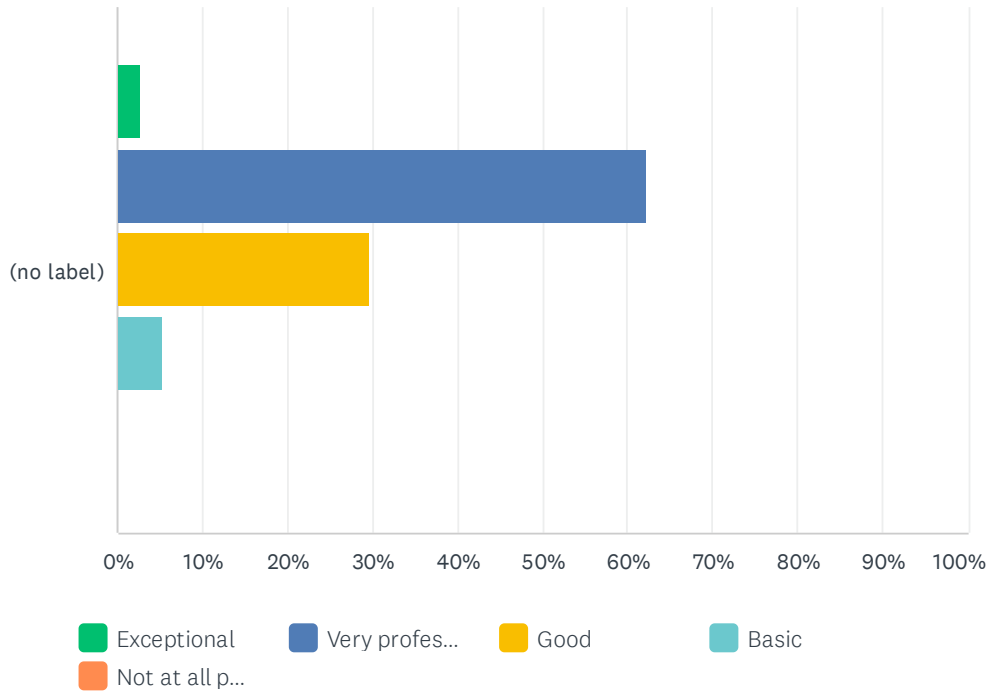


	EXCELLENT	VERY GOOD	GOOD	SATISFACTORY	POOR	UNSURE - I'M NOT INVOLVED IN THIS PART OF THE PROCESS	TOTAL	WEIGHTED AVERAGE
Providing value for money outcomes	5.88% 2	23.53% 8	47.06% 16	2.94% 1	8.82% 3	11.76% 4	34	5.59
Offering a relevant range of tenders	2.94% 1	35.29% 12	38.24% 13	14.71% 5	0.00% 0	8.82% 3	34	6.00
Providing council with sufficient time to customise the tender	2.94% 1	35.29% 12	29.41% 10	14.71% 5	0.00% 0	17.65% 6	34	5.47
Offering a comprehensive tender process	5.88% 2	32.35% 11	38.24% 13	5.88% 2	5.88% 2	11.76% 4	34	5.82
Offering easy access to tenderer submissions	5.88% 2	35.29% 12	38.24% 13	5.88% 2	0.00% 0	14.71% 5	34	5.94
Including sufficient detail in the Evaluation and Report	5.88% 2	35.29% 12	35.29% 12	2.94% 1	5.88% 2	14.71% 5	34	5.76
Offering a transparent tender process	5.88% 2	44.12% 15	29.41% 10	8.82% 3	2.94% 1	8.82% 3	34	6.29

#	COMMENTS:	DATE
1	This relates to my experience with the Regional Procurement road safety barrier contract T412021	6/16/2022 2:50 PM

Q6 How would you rate our level of professionalism?

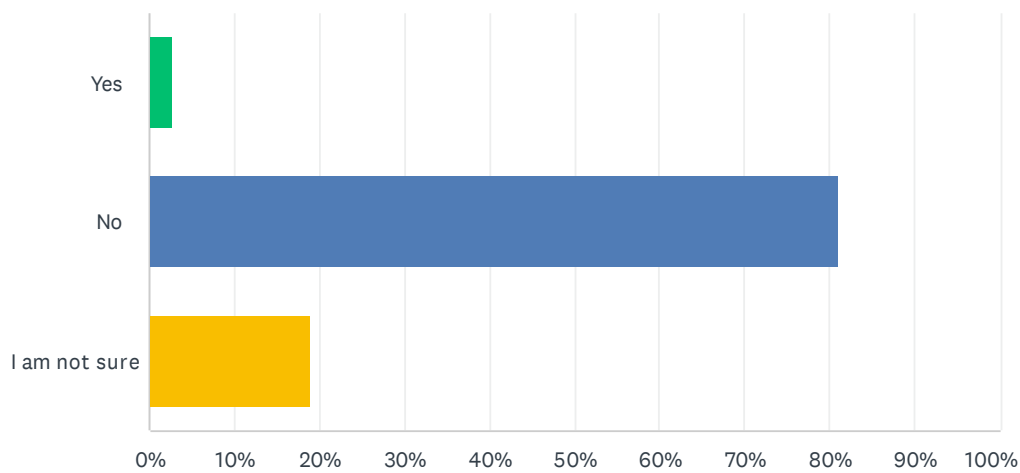
Answered: 37 Skipped: 10



	EXCEPTIONAL	VERY PROFESSIONAL	GOOD	BASIC	NOT AT ALL PROFESSIONAL	TOTAL	WEIGHTED AVERAGE
(no label)	2.70% 1	62.16% 23	29.73% 11	5.41% 2	0.00% 0	37	7.24

Q7 Do you require Probity Auditing or Advice? Please tick all relevant options

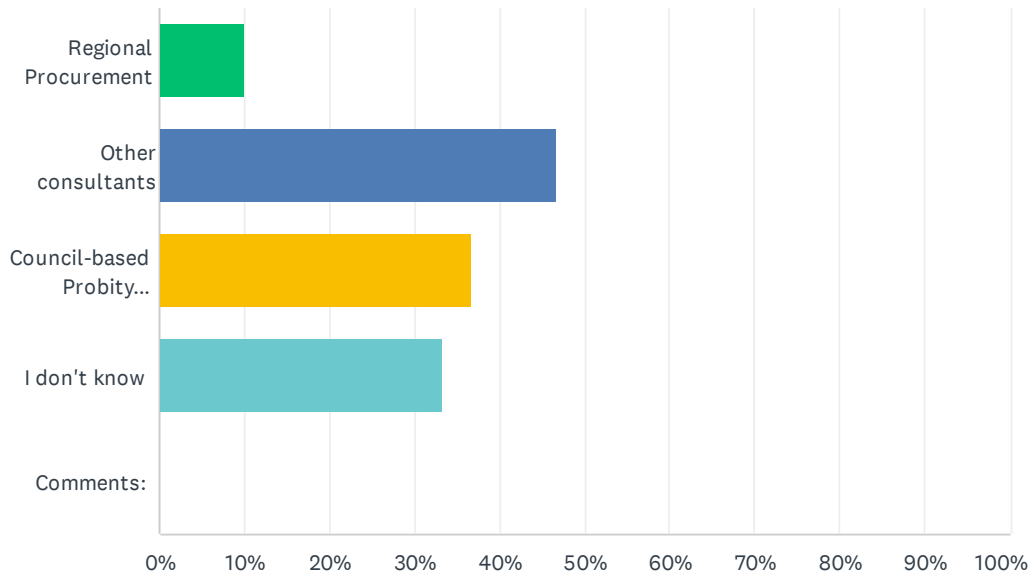
Answered: 37 Skipped: 10



ANSWER CHOICES	RESPONSES
Yes	2.70% 1
No	81.08% 30
I am not sure	18.92% 7
Total Respondents: 37	

Q8 Who currently provides Council's Probity services? Please tick all relevant options

Answered: 30 Skipped: 17



ANSWER CHOICES	RESPONSES	
Regional Procurement	10.00%	3
Other consultants	46.67%	14
Council-based Probity Advisors	36.67%	11
I don't know	33.33%	10
Comments:	0.00%	0
Total Respondents: 30		

#	COMMENTS:	DATE
	There are no responses.	

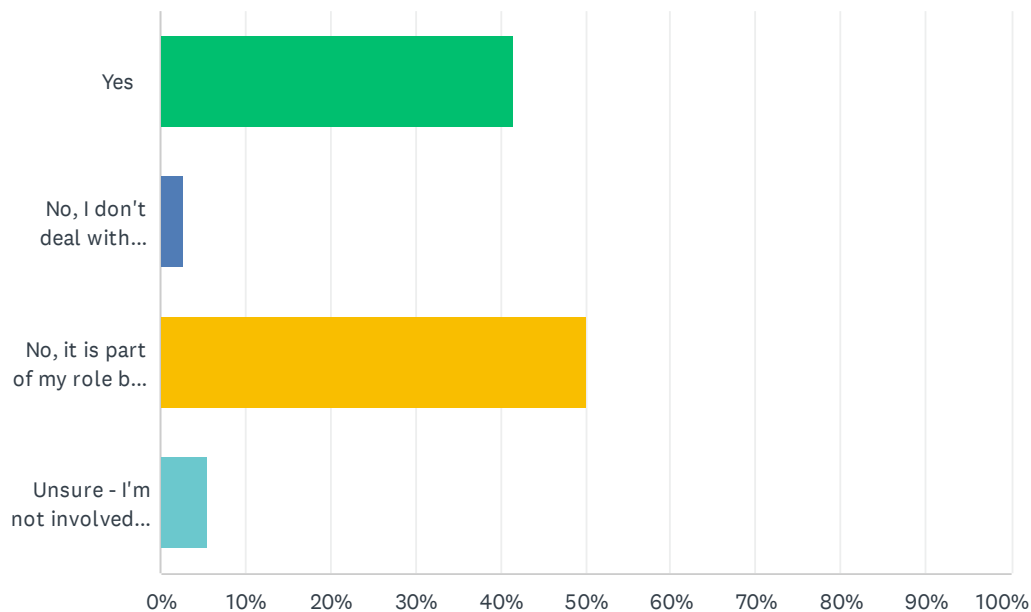
Q9 Please let us know if Regional Procurement could assist you with any other services.

Answered: 3 Skipped: 44

#	RESPONSES	DATE
1	We will keep an open mind as other Regional Procurement panel contracts come to our attention	6/16/2022 2:51 PM
2	Interested in better understanding of service offering and how to access etc.	6/7/2022 5:36 PM
3	Removing me from your survey list would be a great start.	6/7/2022 9:43 AM

Q10 Have you contacted our staff with a service or contractual issue?

Answered: 36 Skipped: 11

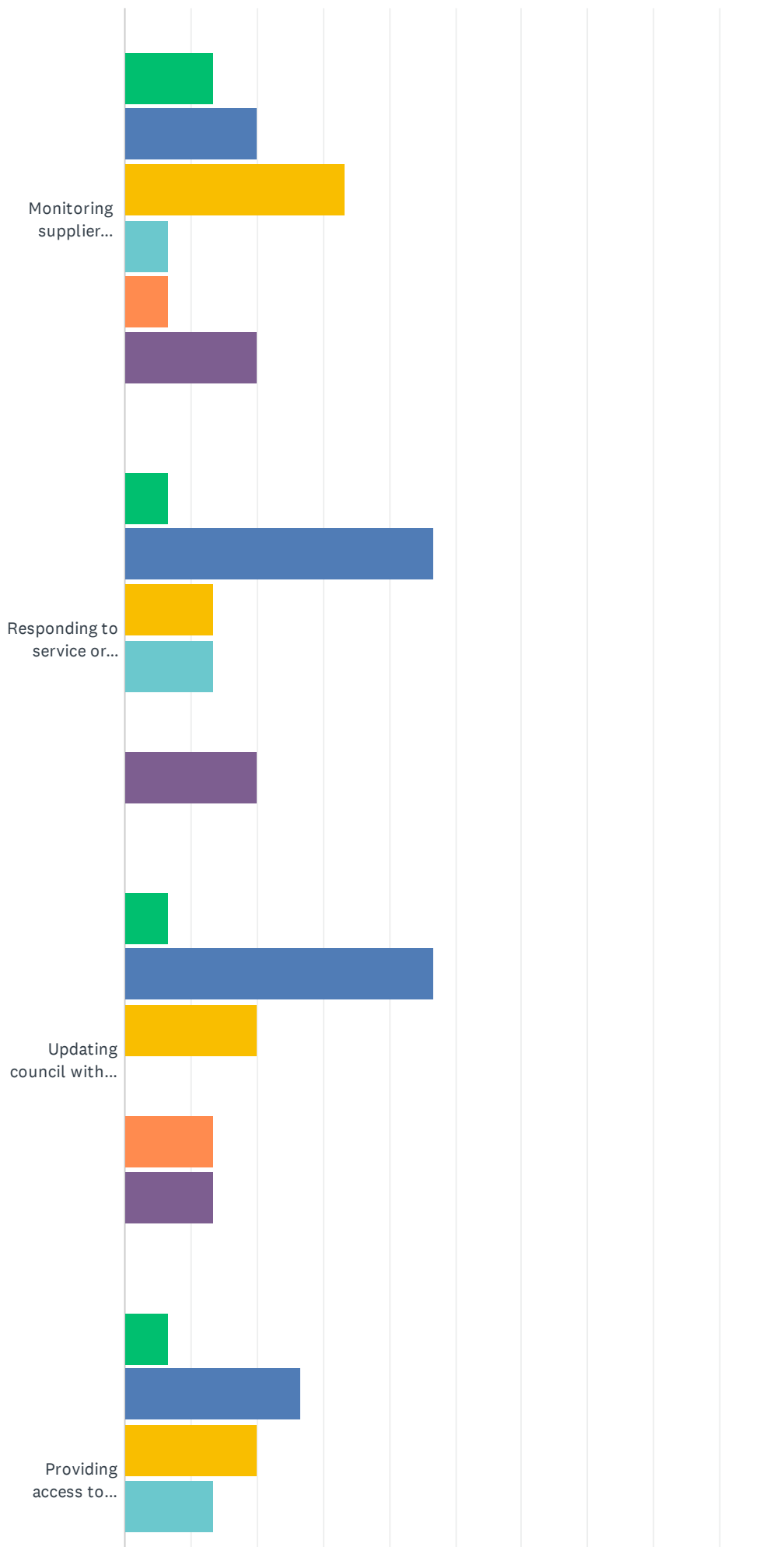


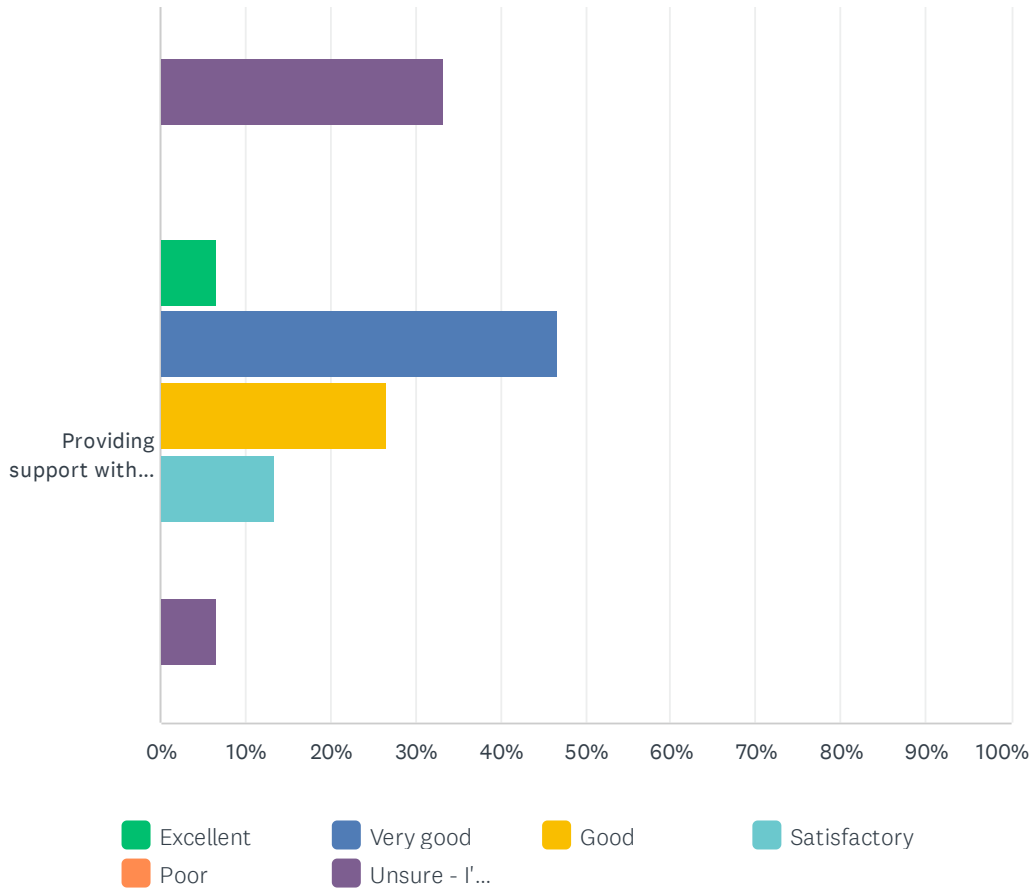
ANSWER CHOICES	RESPONSES	
Yes	41.67%	15
No, I don't deal with issues after the contract starts	2.78%	1
No, it is part of my role but I haven't needed to	50.00%	18
Unsure - I'm not involved in this part of the process	5.56%	2
TOTAL		36

#	YES - THE ISSUE WAS ABOUT THE FOLLOWING:	DATE
1	We contacted Michael Lowe around potential rate rises for the Regional Procurement road safety barrier contract T412021. We are concerned that there may be no upper limit to what the road safety barrier contractors could potentially charge us (Port Stephens Council) for this service under the contract.	6/16/2022 2:54 PM
2	Clarification of Tender Conditions	6/15/2022 7:50 AM
3	resolving rise+fall, chnage in contractor details	6/14/2022 11:00 AM
4	new Modern Slavery act	6/7/2022 5:08 PM
5	Tender award, new tenders, tender closing	6/7/2022 4:13 PM
6	Provided assistance with addition of tenderers to procurement panel	6/7/2022 1:18 PM
7	Pricing issues with the supplier and contract pricing not up to date on Regpro website.	6/7/2022 12:50 PM
8	electricity supply contracts.	6/7/2022 11:01 AM

Q11 How would you rate us against each of the following? Please provide a response for all service options

Answered: 15 Skipped: 32



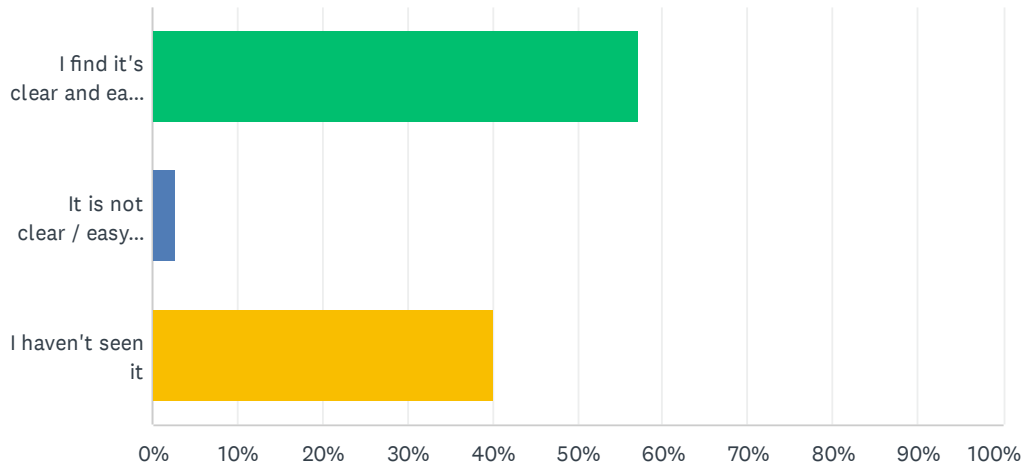


	EXCELLENT	VERY GOOD	GOOD	SATISFACTORY	POOR	UNSURE - I'M NOT INVOLVED IN THIS PART OF THE PROCESS	TOTAL	WEIGHTED AVERAGE
Monitoring supplier performance	13.33% 2	20.00% 3	33.33% 5	6.67% 1	6.67% 1	20.00% 3	15	5.33
Responding to service or contractual issues	6.67% 1	46.67% 7	13.33% 2	13.33% 2	0.00% 0	20.00% 3	15	5.73
Updating council with price variations	6.67% 1	46.67% 7	20.00% 3	0.00% 0	13.33% 2	13.33% 2	15	5.87
Providing access to supplier insurance records	6.67% 1	26.67% 4	20.00% 3	13.33% 2	0.00% 0	33.33% 5	15	4.53
Providing support with accessing the Regional Procurement website	6.67% 1	46.67% 7	26.67% 4	13.33% 2	0.00% 0	6.67% 1	15	6.53

#	COMMENTS:	DATE
1	As previously stated, I have concerns around the value of the Regional Procurement road safety barrier contract T412021 to Port Stephens Council	6/16/2022 2:56 PM

Q12 Regional Procurement uses a web-based survey tool to request council feedback on supplier performance 6 months after each contract commences and 6 months prior to the end of the initial contract term. We welcome your feedback on the survey format and ease of use.

Answered: 35 Skipped: 12

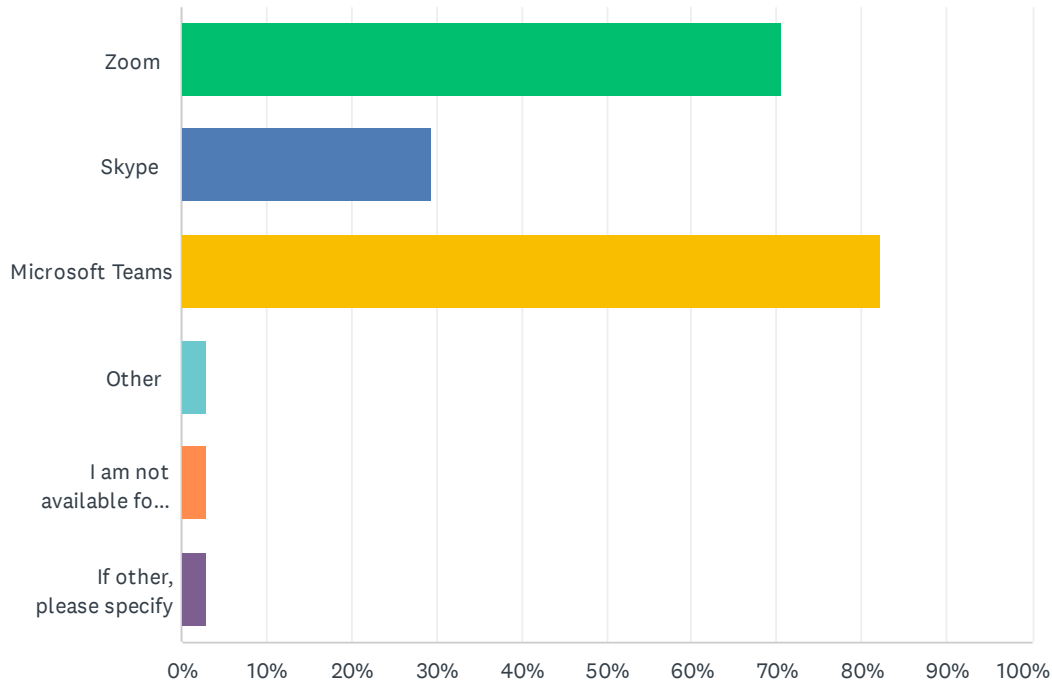


ANSWER CHOICES	RESPONSES
I find it's clear and easy to use	57.14% 20
It is not clear / easy to use (please add comments below)	2.86% 1
I haven't seen it	40.00% 14
TOTAL	35

#	COMMENTS:	DATE
1	I don't remember the detail, but we have not become aware of any issues with supplier performance to date.	6/16/2022 2:57 PM
2	The range and the level of evaluation and guidance is somewhat simple	6/7/2022 12:56 PM

Q13 Regional Procurement can conduct meetings through online video conferencing. Do you have access to any of the following platforms?'

Answered: 34 Skipped: 13

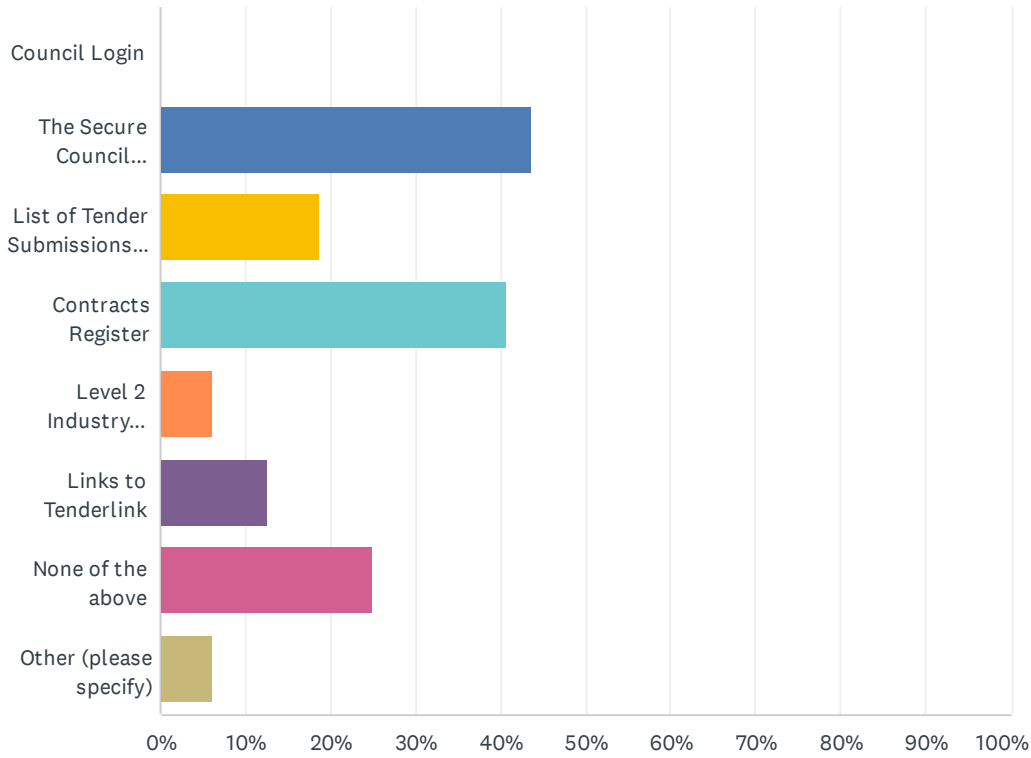


ANSWER CHOICES	RESPONSES
Zoom	70.59% 24
Skype	29.41% 10
Microsoft Teams	82.35% 28
Other	2.94% 1
I am not available for online meetings	2.94% 1
If other, please specify	2.94% 1
Total Respondents: 34	

#	IF OTHER, PLEASE SPECIFY	DATE
1	I am familiar with Zoom and MS Teams	6/16/2022 2:57 PM

**Q14 Which of the following pages do you tend to visit on our website?
Please tick all that apply'**

Answered: 32 Skipped: 15

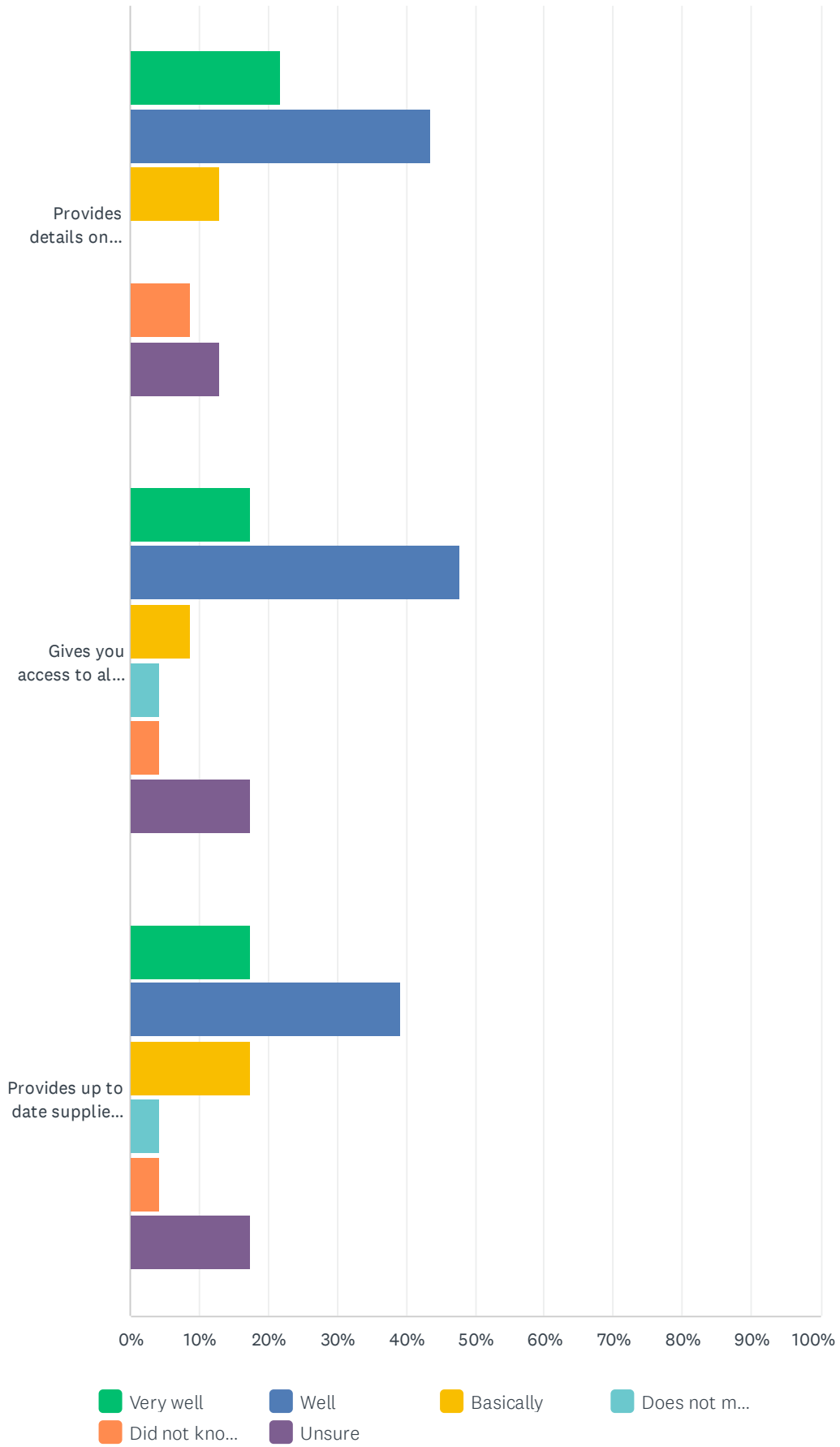


ANSWER CHOICES	RESPONSES
Council Login	0.00% 0
The Secure Council Contract Admin Portal	43.75% 14
List of Tender Submissions Received	18.75% 6
Contracts Register	40.63% 13
Level 2 Industry Partner Details	6.25% 2
Links to Tenderlink	12.50% 4
None of the above	25.00% 8
Other (please specify)	6.25% 2
Total Respondents: 32	

#	OTHER (PLEASE SPECIFY)	DATE
1	My only contact with Regional Procurement has been in relation to the road safety barrier contract T412021	6/16/2022 2:58 PM
2	I didn't know I could access other tools	6/14/2022 11:32 AM

Q15 How well does our website meet your needs with the following?

Answered: 23 Skipped: 24

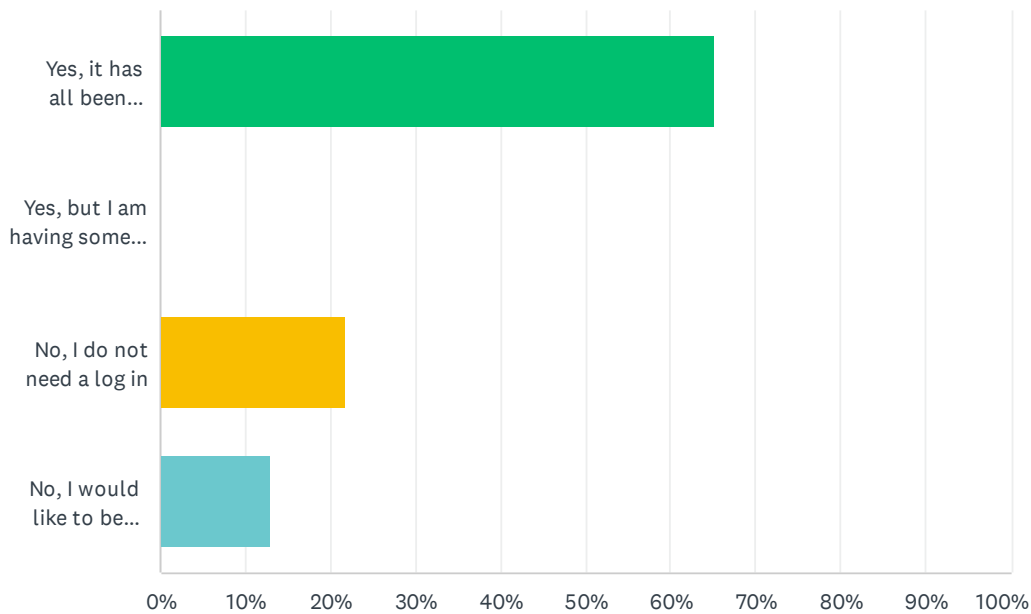


	VERY WELL	WELL	BASICALLY	DOES NOT MEET MY NEEDS	DID NOT KNOW IT WAS AVAILABLE	UNSURE	TOTAL	WEIGHTED AVERAGE
Provides details on tenders and contracts that are relevant to council	21.74% 5	43.48% 10	13.04% 3	0.00% 0	8.70% 2	13.04% 3	23	6.87
Gives you access to all of council's contract documentation	17.39% 4	47.83% 11	8.70% 2	4.35% 1	4.35% 1	17.39% 4	23	6.52
Provides up to date supplier pricing	17.39% 4	39.13% 9	17.39% 4	4.35% 1	4.35% 1	17.39% 4	23	6.35

#	COMMENTS	DATE
1	Some of our tenderers updated pricing information does not get updated in timely manner	6/27/2022 9:08 PM
2	I would like to see contact details of the primary person of the Contractors company or even the contact person for each region that is supported in the particular contract.	6/7/2022 5:11 PM
3	I haven't used it yet	6/7/2022 9:33 AM

Q16 Have you been issued with a new log in for our Portal?

Answered: 23 Skipped: 24

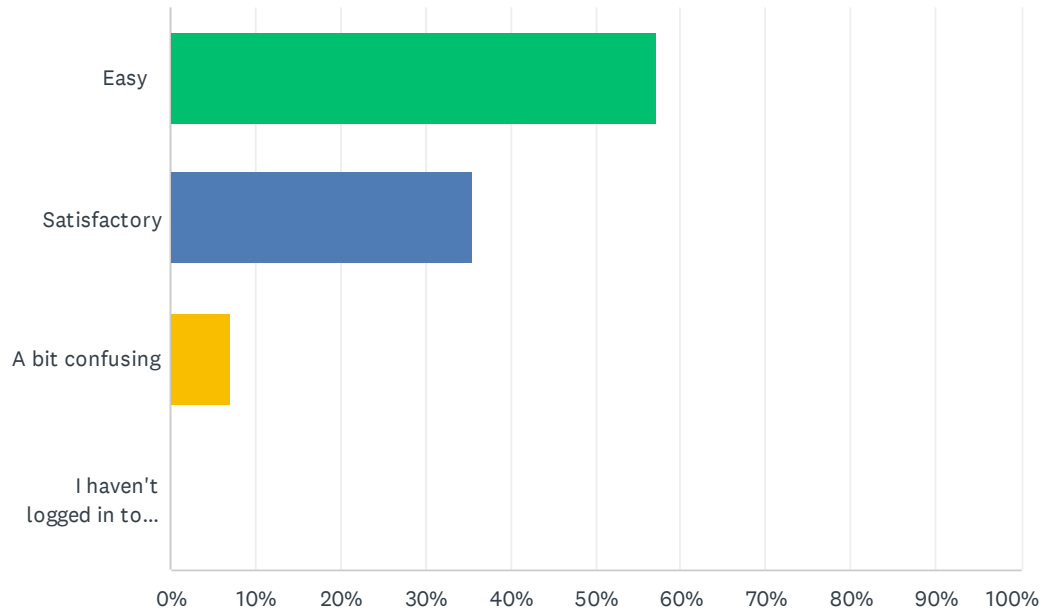


ANSWER CHOICES	RESPONSES	COUNT
Yes, it has all been working well	65.22%	15
Yes, but I am having some issues	0.00%	0
No, I do not need a log in	21.74%	5
No, I would like to be issued a log in	13.04%	3
TOTAL		23

#	PLEASE GIVE US SOME MORE INFORMATION:(IF YOU REQUIRE A LOG IN PLEASE PROVIDE US WITH YOUR NAME, EMAIL & COUNCIL)	DATE
1	I had to contact you however to get it working	6/27/2022 9:08 PM
2	I have my User name but not Password. I haven't tried to access the portal for a number of months	6/15/2022 7:59 AM
3	Don't know	6/7/2022 9:33 AM

Q17 How easy has the Client Portal been to use?

Answered: 14 Skipped: 33

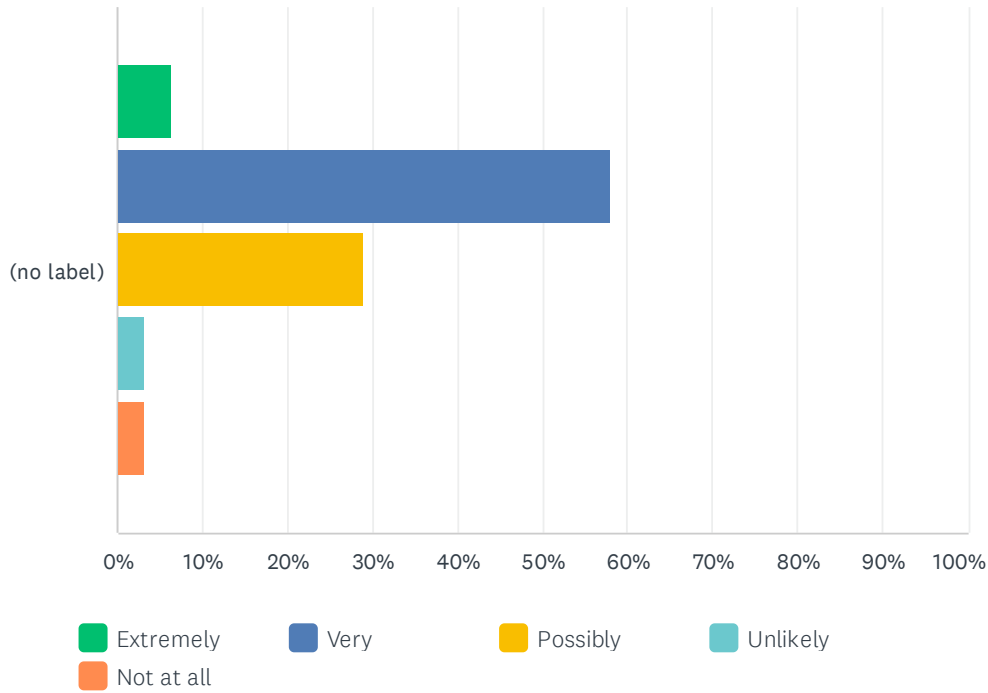


ANSWER CHOICES	RESPONSES
Easy	57.14% 8
Satisfactory	35.71% 5
A bit confusing	7.14% 1
I haven't logged in to the Member portal	0.00% 0
TOTAL	14

#	COMMENTS:	DATE
1	Not used.	6/7/2022 11:03 AM

Q18 How likely are you to recommend Regional Procurement to other Councils?

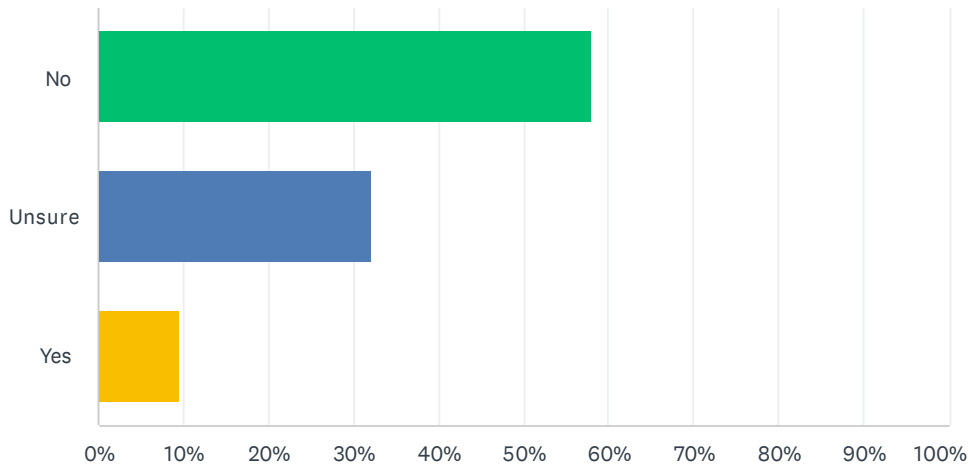
Answered: 31 Skipped: 16



	EXTREMELY	VERY	POSSIBLY	UNLIKELY	NOT AT ALL	TOTAL	WEIGHTED AVERAGE
(no label)	6.45%	58.06%	29.03%	3.23%	3.23%	31	7.16
	2	18	9	1	1		

Q19 Finally, please let us know if there is anything else you feel Regional Procurement could improve on?

Answered: 31 Skipped: 16



ANSWER CHOICES	RESPONSES	
No	58.06%	18
Unsure	32.26%	10
Yes	9.68%	3
TOTAL		31

#	YES (PLEASE LET US KNOW)	DATE
1	Refer comments on first page response. PSC would be happy to discuss in more detail offline	6/16/2022 4:34 PM
2	<p>1) PSC is currently involved in a number of RegPro panel contracts 2) The following feedback specifically relates to T412021HUN Road Safety Barrier, however our experience is not dissimilar with other panels, noting we recently withdrew from the concrete supply contract extension and also declined to participate in the previous supply of precast concrete products panel contract. 3) PSC requested to participate in the T412021HUN Road Safety Barrier evaluation panel meeting on 04/02/2021, however the evaluation meeting proceeded without direct involvement from PSC. 4) The conclusion of the tender process was summarized in the Regional Procurement tender evaluation report, with one of the recommendations being..."That the best fit for purpose tenderers be awarded this contract for Category 1, Supply and Installation, as the Panel Source suppliers to participating member councils for the period 1 April 2021 to 31 March 2023". This recommendation is not conclusive as there was no specific contractor recommendation arising from the tender evaluation process. 5) PSC is aware that Cessnock Council rejected this contract, despite them being on the evaluation panel for the contract, indicating they felt they could obtain better value for themselves outside of this Regional Procurement contract. 6) After contract award we received feedback from several guardrail installation Contractors, complaining that the procurement process was more complicated for them through Regional Procurement (than through PSC's own panel contract process). 7) In accordance with the contract terms and conditions, the tender rates are only applicable for the first three months, after which contractors can amend their rates as they respond to Council RFQs beyond the first three months. We acknowledge contractors have to maintain reasonable rates to remain competitive, however this approach does not offer any benefit or provide any contractual certainty for PSC beyond the initial three month period. 8) Over the course of this contract, project-specific cost comparisons indicate prices have already risen by 5 – 10% 9) The process, our evaluation involvement / consultation, the contract terms and conditions and the associated management fee does not represent value to PSC</p>	6/16/2022 2:59 PM
3	A list of contact names & details for the Contractor in my region for each Contract I participate in & who our Council staff can look up & reach out to when they wish to engage the contractors services. As well as easily seeing the insurances issued by the contractor at time of award of contract.	6/7/2022 5:14 PM