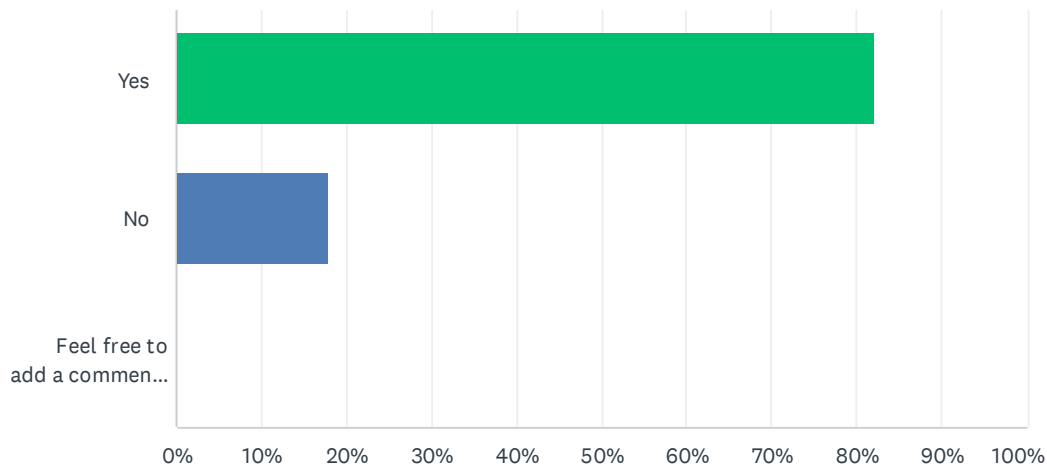


Q1 Have you had contact with Regional Procurement staff over the past 12 months?

Answered: 101 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	82.18%	83
No	17.82%	18
Feel free to add a comment to this response.	0.00%	0
TOTAL		101

#	FEEL FREE TO ADD A COMMENT TO THIS RESPONSE.	DATE
	There are no responses.	

Q2 What type of product or service does your company provide?

Answered: 71 Skipped: 30

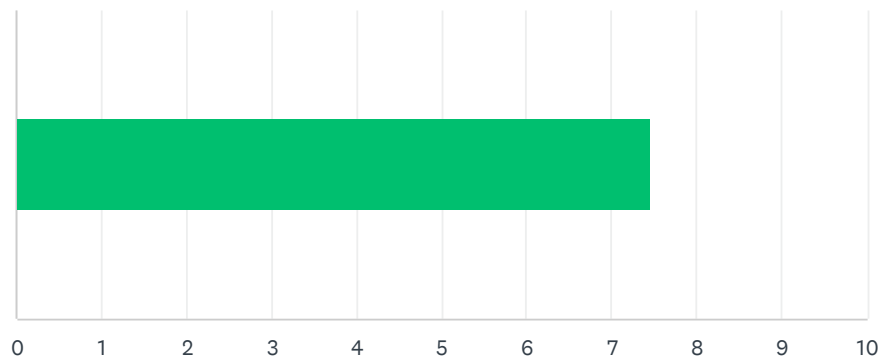
#	RESPONSES	DATE
1	road signs and other signs products	6/28/2022 4:00 PM
2	Road Safety Barriers	6/23/2022 12:52 PM
3	Tyres	6/21/2022 9:50 AM
4	Asphalt and bitumen, Quarry's, Civil Construction.	6/20/2022 4:02 PM
5	Legal services to Councils	6/20/2022 3:34 PM
6	METAL RECYCLING	6/20/2022 2:59 PM
7	Stabilisation Services	6/17/2022 3:22 PM
8	Traffic control	6/15/2022 1:19 PM
9	Labour Hire	6/15/2022 12:14 PM
10	Foundations	6/15/2022 11:04 AM
11	Pressure washing - surface preparation	6/15/2022 10:15 AM

12	Traffic Control	6/14/2022 3:18 PM
13	Regpro	6/14/2022 1:29 PM
14	Legal Services	6/14/2022 1:02 PM
15	Water Treatment	6/14/2022 11:56 AM
16	Asphalt	6/14/2022 11:44 AM
17	Conveyancing	6/14/2022 11:24 AM
18	GENERAL HARDWARE	6/14/2022 10:04 AM
19	Water Treatment Chemical Supply	6/14/2022 10:00 AM
20	Legal services	6/14/2022 9:59 AM
21	Supply Product	6/14/2022 9:57 AM
22	Drug & Alcohol Testing	6/14/2022 9:47 AM
23	ready mix concrete	6/14/2022 9:34 AM
24	Manufacturing Concrete Pipes	6/14/2022 9:19 AM
25	Fuel	6/14/2022 9:18 AM
26	Traffic management and control services	6/14/2022 9:16 AM
27	precast concrete	6/14/2022 9:14 AM
28	Linemarking	6/14/2022 9:14 AM
29	Legal services	6/13/2022 4:48 PM
30	Lime	6/9/2022 10:50 AM
31	Legal Services	6/9/2022 10:10 AM
32	Stabilisation Services	6/8/2022 2:13 PM
33	Crushed Rock	6/8/2022 2:08 PM
34	Construction	6/8/2022 1:16 PM
35	Hardware, PPE, Safety, Hygiene, Road Signs & Hardware	6/8/2022 12:50 PM
36	Traffic Control & hire	6/8/2022 11:54 AM
37	Concrete pipes and products	6/8/2022 9:50 AM
38	Concrete supply	6/8/2022 8:07 AM
39	Road stabilisation	6/8/2022 8:02 AM
40	Supply of Office Products	6/7/2022 7:32 PM
41	Supply and Maintenance of Tyres	6/7/2022 4:07 PM
42	Hygiene Services	6/7/2022 3:25 PM
43	THE CIVIL & MINING CONTRACTORS PTY LTD	6/7/2022 2:49 PM
44	Water treatment chemicals	6/7/2022 2:05 PM
45	legal	6/7/2022 1:39 PM
46	Asphalt all services	6/7/2022 12:23 PM
47	Quarry Materials	6/7/2022 12:17 PM
48	Traffic Control	6/7/2022 11:43 AM
49	Cleaning services	6/7/2022 11:36 AM
50	concrete supply	6/7/2022 11:33 AM
51	Precast Concrete	6/7/2022 11:29 AM
52	Concrete	6/7/2022 11:26 AM

53	Traffic Control	6/7/2022 11:22 AM
54	Chemicals	6/7/2022 11:00 AM
55	Asphalt and Spray Seal road maintenance	6/7/2022 10:57 AM
56	LABOUR HIRE	6/7/2022 10:36 AM
57	Ready-Mixed Concrete	6/7/2022 10:20 AM
58	Precast Concrete Products	6/7/2022 10:17 AM
59	Concrete	6/7/2022 10:10 AM
60	Supply of Quarry materials and Pre-Mixed concrete	6/7/2022 10:00 AM
61	Oils and Lubricants	6/7/2022 9:56 AM
62	Tyres and related services	6/7/2022 9:52 AM
63	Guardrail Safety Barriers	6/7/2022 9:52 AM
64	spray seal	6/7/2022 9:49 AM
65	Product & solutions, everything you need to run your business	6/7/2022 9:44 AM
66	Readymix concrete	6/7/2022 9:34 AM
67	Water Chemical Treatment	6/7/2022 9:33 AM
68	Traffic control and labour hire, recruitment.	6/7/2022 9:32 AM
69	Legal Services	6/7/2022 9:29 AM
70	Emulsion supply and delivery	6/7/2022 9:29 AM
71	meter reading services	6/7/2022 9:28 AM

Q3 Based on your experience with Regional Procurement, how would you rate our overall level of professionalism? Tip: Click anywhere on the line below to select your answer (this will provide a score out of 10).

Answered: 79 Skipped: 22



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	7	590	79
Total Respondents: 79			

#		DATE
1	6	6/28/2022 4:00 PM
2	5	6/23/2022 12:52 PM

2022 Supplier Satisfaction Survey

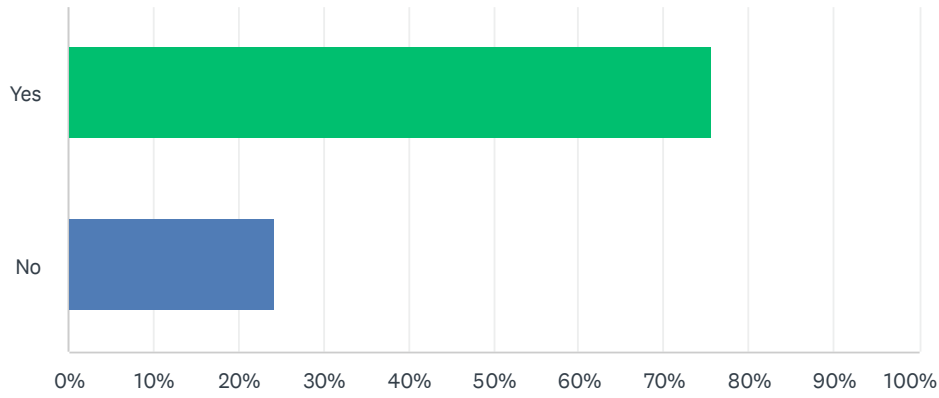
SurveyMonkey

3	7	6/21/2022 2:19 PM
4	10	6/21/2022 9:50 AM
5	5	6/20/2022 4:02 PM
6	1	6/20/2022 3:54 PM
7	5	6/20/2022 3:34 PM
8	8	6/20/2022 2:59 PM
9	10	6/17/2022 3:22 PM
10	9	6/16/2022 8:46 PM
11	5	6/15/2022 1:19 PM
12	9	6/15/2022 12:14 PM
13	5	6/15/2022 11:04 AM
14	5	6/15/2022 10:15 AM
15	8	6/14/2022 3:18 PM
16	5	6/14/2022 1:29 PM
17	5	6/14/2022 1:02 PM
18	3	6/14/2022 11:56 AM
19	10	6/14/2022 11:44 AM
20	10	6/14/2022 11:24 AM
21	8	6/14/2022 11:18 AM
22	5	6/14/2022 10:04 AM
23	10	6/14/2022 10:00 AM
24	9	6/14/2022 9:59 AM
25	5	6/14/2022 9:57 AM
26	7	6/14/2022 9:47 AM
27	5	6/14/2022 9:34 AM
28	5	6/14/2022 9:19 AM
29	7	6/14/2022 9:18 AM
30	10	6/14/2022 9:16 AM
31	5	6/14/2022 9:14 AM
32	9	6/14/2022 9:14 AM
33	5	6/13/2022 4:48 PM
34	9	6/9/2022 10:50 AM
35	10	6/9/2022 10:36 AM
36	10	6/9/2022 10:10 AM
37	5	6/8/2022 2:13 PM
38	7	6/8/2022 2:08 PM
39	9	6/8/2022 1:16 PM
40	9	6/8/2022 12:50 PM
41	10	6/8/2022 11:54 AM
42	5	6/8/2022 9:50 AM
43	10	6/8/2022 8:07 AM

44	10	6/8/2022 8:02 AM
45	10	6/7/2022 7:32 PM
46	8	6/7/2022 4:07 PM
47	9	6/7/2022 3:25 PM
48	10	6/7/2022 2:49 PM
49	5	6/7/2022 2:05 PM
50	10	6/7/2022 1:39 PM
51	7	6/7/2022 12:23 PM
52	9	6/7/2022 12:17 PM
53	10	6/7/2022 11:43 AM
54	9	6/7/2022 11:36 AM
55	7	6/7/2022 11:33 AM
56	8	6/7/2022 11:29 AM
57	5	6/7/2022 11:26 AM
58	10	6/7/2022 11:22 AM
59	7	6/7/2022 11:00 AM
60	10	6/7/2022 10:57 AM
61	10	6/7/2022 10:39 AM
62	5	6/7/2022 10:36 AM
63	5	6/7/2022 10:20 AM
64	5	6/7/2022 10:17 AM
65	9	6/7/2022 10:10 AM
66	5	6/7/2022 10:00 AM
67	3	6/7/2022 9:56 AM
68	5	6/7/2022 9:53 AM
69	5	6/7/2022 9:52 AM
70	9	6/7/2022 9:52 AM
71	8	6/7/2022 9:49 AM
72	10	6/7/2022 9:44 AM
73	10	6/7/2022 9:41 AM
74	9	6/7/2022 9:34 AM
75	10	6/7/2022 9:33 AM
76	10	6/7/2022 9:32 AM
77	10	6/7/2022 9:29 AM
78	8	6/7/2022 9:29 AM
79	5	6/7/2022 9:28 AM

Q4 Have you been involved in a Regional Procurement Tender Process?

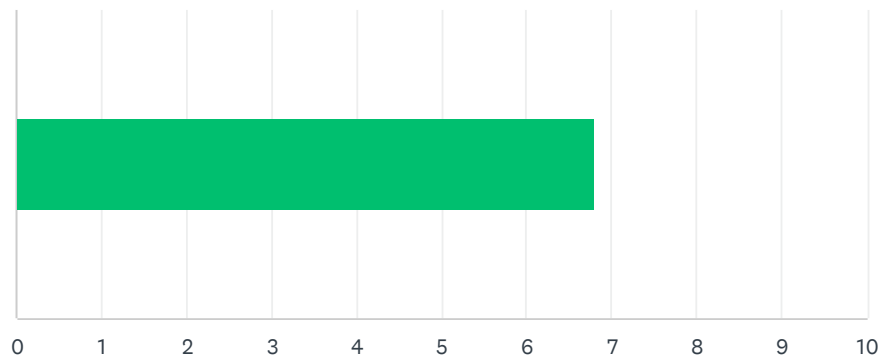
Answered: 78 Skipped: 23



ANSWER CHOICES	RESPONSES
Yes	75.64% 59
No	24.36% 19
TOTAL	78

Q5 How would you rate your overall experience with Regional Procurement during the Tender Process?

Answered: 58 Skipped: 43



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	7	395	58
Total Respondents: 58			

#		DATE
1	5	6/23/2022 12:52 PM
2	10	6/21/2022 9:51 AM
3	9	6/20/2022 4:03 PM
4	0	6/20/2022 3:55 PM
5	7	6/20/2022 3:35 PM
6	9	6/20/2022 2:59 PM
7	9	6/16/2022 8:46 PM

2022 Supplier Satisfaction Survey

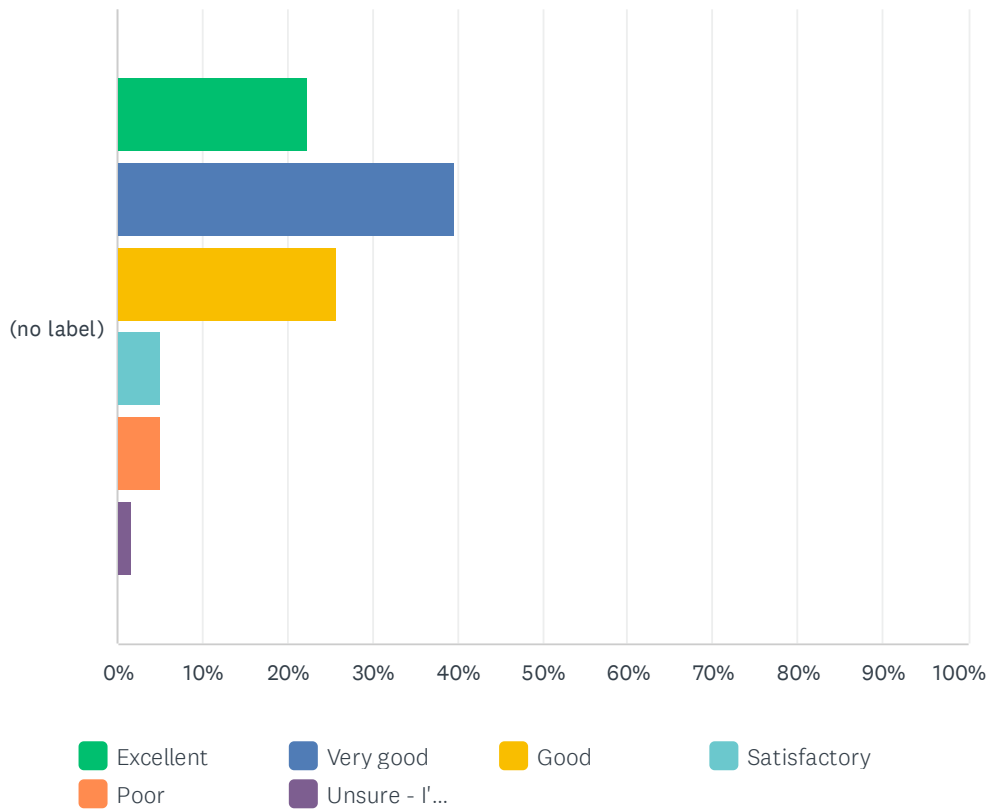
SurveyMonkey

8	3	6/15/2022 1:20 PM
9	8	6/15/2022 12:15 PM
10	6	6/14/2022 3:18 PM
11	5	6/14/2022 1:03 PM
12	2	6/14/2022 11:57 AM
13	10	6/14/2022 11:25 AM
14	9	6/14/2022 11:18 AM
15	5	6/14/2022 10:04 AM
16	10	6/14/2022 10:00 AM
17	9	6/14/2022 9:59 AM
18	5	6/14/2022 9:34 AM
19	8	6/14/2022 9:19 AM
20	9	6/14/2022 9:16 AM
21	5	6/14/2022 9:14 AM
22	7	6/14/2022 9:14 AM
23	5	6/13/2022 4:49 PM
24	9	6/9/2022 10:50 AM
25	5	6/9/2022 10:10 AM
26	8	6/8/2022 2:08 PM
27	10	6/8/2022 12:51 PM
28	5	6/8/2022 9:50 AM
29	10	6/8/2022 8:09 AM
30	8	6/7/2022 7:33 PM
31	10	6/7/2022 2:49 PM
32	0	6/7/2022 2:06 PM
33	10	6/7/2022 1:39 PM
34	7	6/7/2022 12:23 PM
35	9	6/7/2022 12:17 PM
36	10	6/7/2022 11:36 AM
37	5	6/7/2022 11:33 AM
38	6	6/7/2022 11:30 AM
39	5	6/7/2022 11:27 AM
40	5	6/7/2022 11:23 AM
41	5	6/7/2022 11:07 AM
42	7	6/7/2022 11:00 AM
43	9	6/7/2022 10:39 AM
44	9	6/7/2022 10:36 AM
45	5	6/7/2022 10:20 AM
46	5	6/7/2022 10:17 AM
47	10	6/7/2022 10:11 AM
48	5	6/7/2022 10:00 AM

49	2	6/7/2022 9:57 AM
50	5	6/7/2022 9:54 AM
51	5	6/7/2022 9:52 AM
52	9	6/7/2022 9:52 AM
53	8	6/7/2022 9:50 AM
54	9	6/7/2022 9:35 AM
55	10	6/7/2022 9:33 AM
56	6	6/7/2022 9:30 AM
57	5	6/7/2022 9:29 AM
58	4	6/7/2022 9:29 AM

Q6 How would you rate the assistance we provided you during the Tender process?

Answered: 58 Skipped: 43



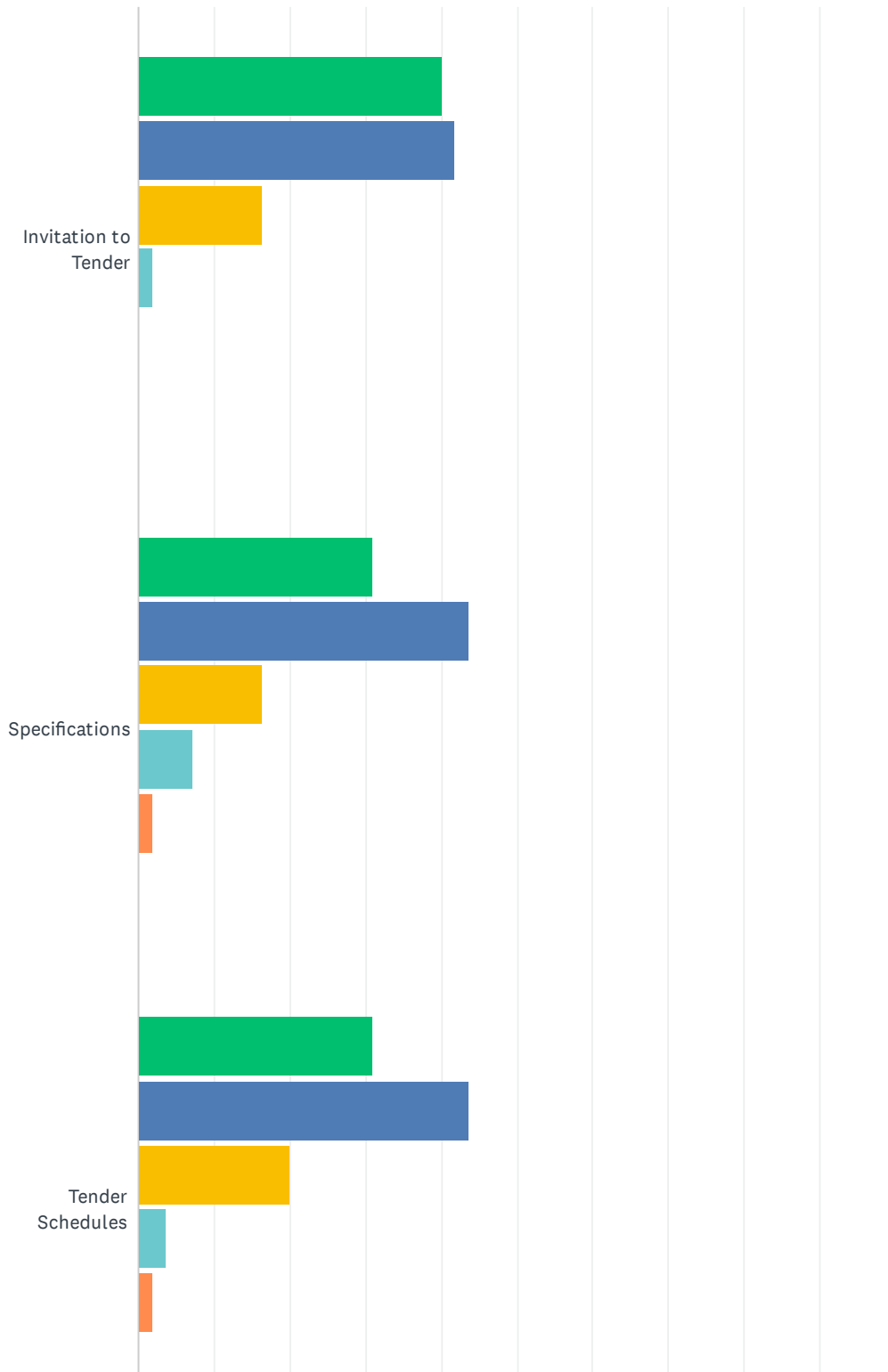
	EXCELLENT	VERY GOOD	GOOD	SATISFACTORY	POOR	UNSURE - I'M NOT INVOLVED IN THIS PART OF THE PROCESS	TOTAL	WEIGHTED AVERAGE
(no label)	22.41%	39.66%	25.86%	5.17%	5.17%	1.72%	58	2.24
	13	23	15	3	3	1		

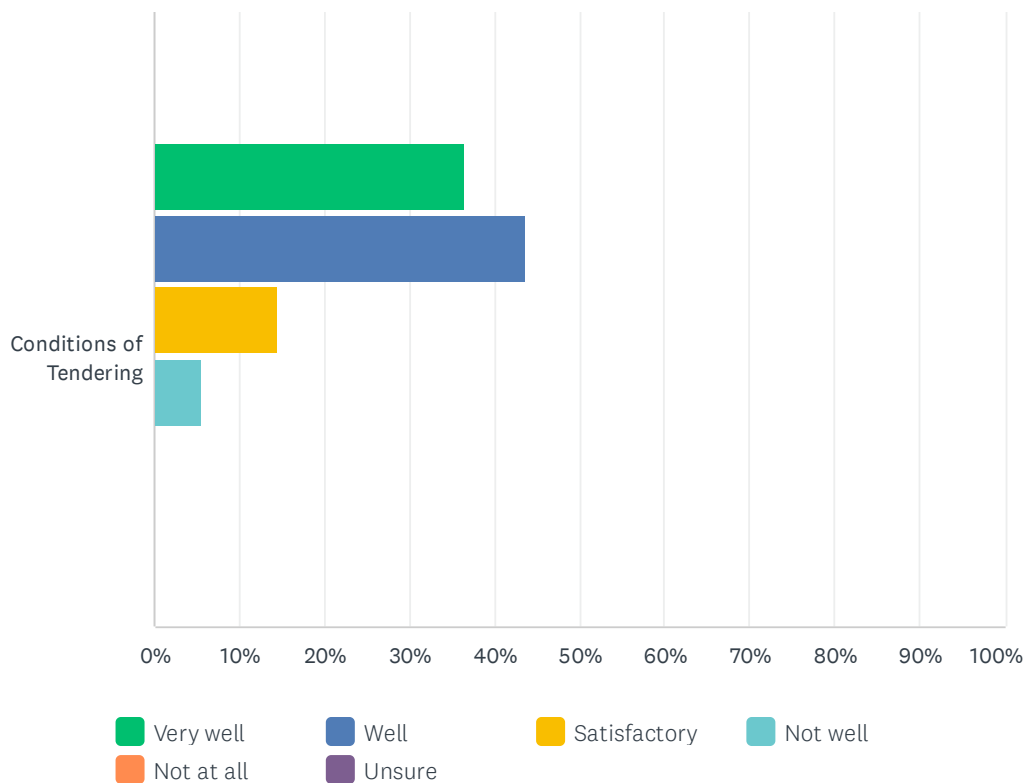
#	COMMENTS FOR "(NO LABEL)"	DATE
1	Always helpful, and good information	6/21/2022 9:51 AM
2	The instructions were minimal for a first time tenderer and as such we have had repercussions regarding our tendered rates not being high enough for public holidays.	6/15/2022 1:20 PM

3	all questions have been answered on the spot.	6/14/2022 11:18 AM
4	Tender ended up losing money as was split between suppliers making the transport costs unworkable	6/7/2022 2:06 PM
5	Fair	6/7/2022 11:23 AM
6	Good follow up and heads up of upcoming tender	6/7/2022 10:39 AM
7	Some aspects of tender process and wording could be reviewed	6/7/2022 9:30 AM

Q7 How well do our documents describe the Tender requirements?

Answered: 55 Skipped: 46



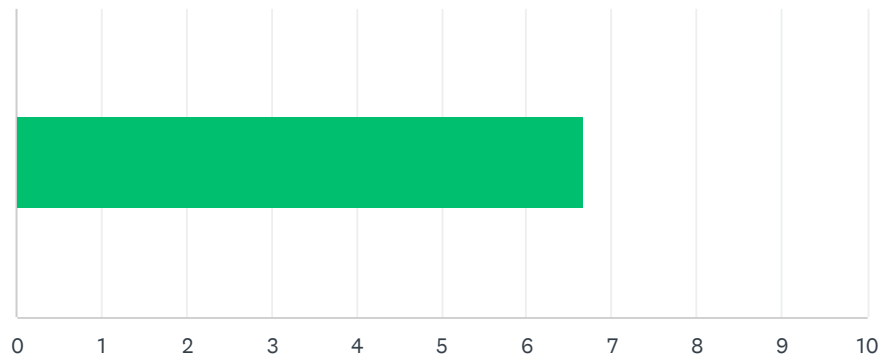


	VERY WELL	WELL	SATISFACTORY	NOT WELL	NOT AT ALL	UNSURE	TOTAL	WEIGHTED AVERAGE
Invitation to Tender	40.00% 22	41.82% 23	16.36% 9	1.82% 1	0.00% 0	0.00% 0	55	7.80
Specifications	30.91% 17	43.64% 24	16.36% 9	7.27% 4	1.82% 1	0.00% 0	55	7.18
Tender Schedules	30.91% 17	43.64% 24	20.00% 11	3.64% 2	1.82% 1	0.00% 0	55	7.25
Conditions of Tendering	36.36% 20	43.64% 24	14.55% 8	5.45% 3	0.00% 0	0.00% 0	55	7.58

#	IS THERE ANY WAY WE COULD IMPROVE THE DOCUMENTS PROVIDED?	DATE
1	Not at this stage.	6/20/2022 4:03 PM
2	Make the pricing preforma a little simpler although I can see how this will present issues	6/16/2022 8:47 PM
3	Clearer instructions particularly regarding contract Specifications.	6/15/2022 1:21 PM
4	every time I see a tender document, they seem to be our competitors exclusive products listed ? with there codes in some cases ? this put us local guy's at a district disadvantage.	6/14/2022 11:20 AM
5	More technical specification is required for the steel fibre and exposed mix designs to enable a generic offer. As it stands, we offer product but can only offer pricing as POA.	6/8/2022 10:07 AM
6	Make sure the specifications are correct and understand that if the tender is split between suppliers it may no longer be financially viable	6/7/2022 2:07 PM
7	Have an electronic option	6/7/2022 12:07 PM
8	Product requirements of tender as some items requested to tender on arent used by council	6/7/2022 10:40 AM
9	Make sure returnable documents can be edited	6/7/2022 10:00 AM
10	Some of the pay items could be altered to suit actual requirements of councils	6/7/2022 9:31 AM

Q8 How helpful was our feedback to you after Tenders were evaluated?

Answered: 55 Skipped: 46



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	7	367	55
Total Respondents: 55			

#		DATE
1	7	6/23/2022 12:53 PM
2	10	6/21/2022 9:51 AM
3	8	6/20/2022 4:04 PM
4	0	6/20/2022 3:55 PM
5	5	6/20/2022 3:35 PM
6	6	6/20/2022 3:00 PM
7	8	6/16/2022 8:48 PM
8	4	6/15/2022 1:22 PM
9	9	6/15/2022 12:15 PM
10	5	6/14/2022 3:19 PM
11	5	6/14/2022 1:06 PM
12	0	6/14/2022 11:57 AM
13	10	6/14/2022 11:25 AM
14	9	6/14/2022 11:22 AM
15	5	6/14/2022 10:04 AM
16	10	6/14/2022 10:01 AM
17	5	6/14/2022 9:59 AM
18	5	6/14/2022 9:35 AM
19	5	6/14/2022 9:19 AM
20	10	6/14/2022 9:17 AM
21	5	6/14/2022 9:15 AM
22	8	6/14/2022 9:15 AM
23	2	6/13/2022 4:50 PM
24	5	6/9/2022 10:50 AM
25	5	6/9/2022 10:11 AM

26	10	6/8/2022 12:52 PM
27	5	6/8/2022 10:07 AM
28	10	6/8/2022 9:51 AM
29	10	6/7/2022 7:33 PM
30	10	6/7/2022 2:50 PM
31	0	6/7/2022 2:08 PM
32	10	6/7/2022 1:39 PM
33	5	6/7/2022 12:24 PM
34	8	6/7/2022 12:18 PM
35	8	6/7/2022 12:17 PM
36	9	6/7/2022 11:36 AM
37	10	6/7/2022 11:35 AM
38	8	6/7/2022 11:34 AM
39	7	6/7/2022 11:30 AM
40	7	6/7/2022 11:01 AM
41	5	6/7/2022 10:40 AM
42	8	6/7/2022 10:37 AM
43	5	6/7/2022 10:35 AM
44	5	6/7/2022 10:17 AM
45	5	6/7/2022 10:12 AM
46	8	6/7/2022 10:03 AM
47	8	6/7/2022 10:01 AM
48	3	6/7/2022 9:58 AM
49	5	6/7/2022 9:54 AM
50	7	6/7/2022 9:52 AM
51	10	6/7/2022 9:50 AM
52	8	6/7/2022 9:35 AM
53	10	6/7/2022 9:33 AM
54	7	6/7/2022 9:31 AM
55	5	6/7/2022 9:29 AM

Q9 Please let us know if there were any issues with the feedback received

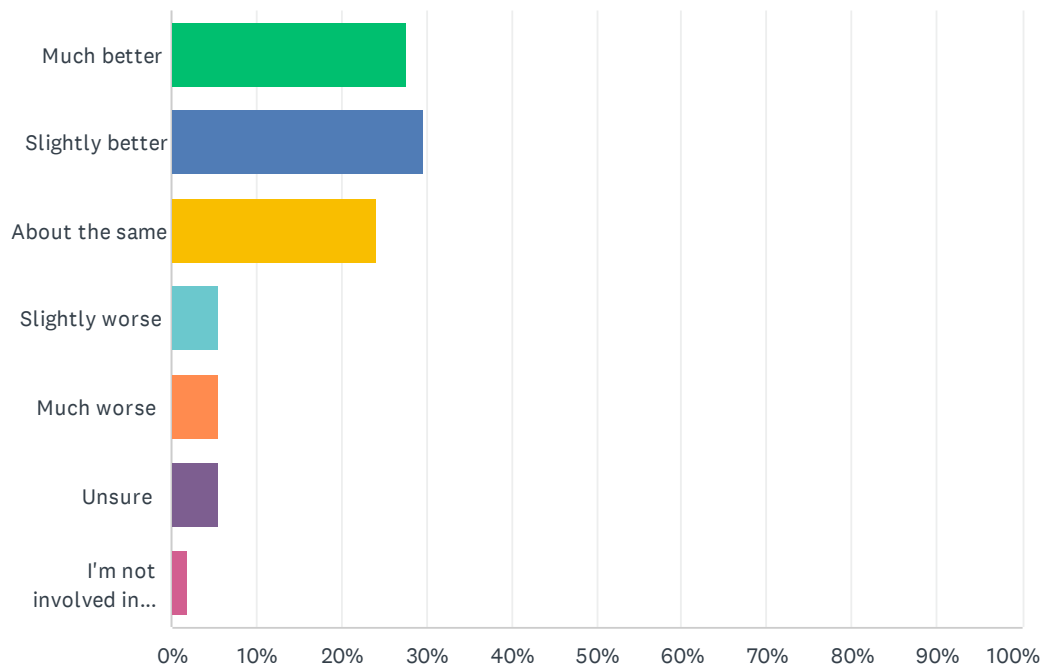
Answered: 10 Skipped: 91

#	RESPONSES	DATE
1	none	6/21/2022 9:51 AM
2	No problems as yet.	6/20/2022 4:04 PM
3	Limited feedback was received. We were initially given the incorrect contract details.	6/15/2022 1:22 PM
4	no issues, maybe in the future a more in-depth rationale as to why we lose points during the tender process. advise us how to maximize the points structure so us locals can win more	6/14/2022 11:22 AM

	tenders.	
5	It was very difficult to decipher reasons for non-appointment to some Council panels.	6/13/2022 4:50 PM
6	No Issues and response is very clear and concise	6/8/2022 12:52 PM
7	Already too late	6/7/2022 2:08 PM
8	Very good tender feedback	6/7/2022 11:35 AM
9	Regional Procurement very helpful - However we do not seem to be getting our fair share of the Coffs Harbour Council work	6/7/2022 10:12 AM
10	It seems that despite scoring higher than competitors the decision comes down to price only.	6/7/2022 9:58 AM

Q10 How would you rate the Regional Procurement Tender Process compared with tenders run by other providers?

Answered: 54 Skipped: 47



ANSWER CHOICES	RESPONSES	
Much better	27.78%	15
Slightly better	29.63%	16
About the same	24.07%	13
Slightly worse	5.56%	3
Much worse	5.56%	3
Unsure	5.56%	3
I'm not involved in this part of the process	1.85%	1
TOTAL		54

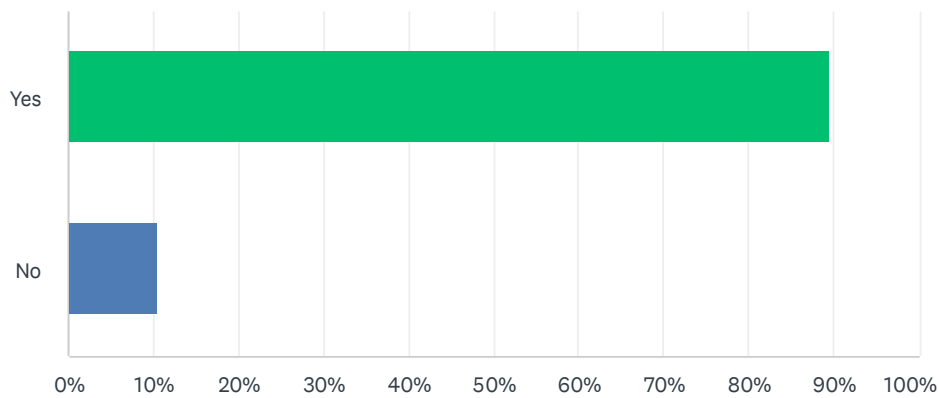
Q11 In what ways could we improve the Tender process?

Answered: 10 Skipped: 91

#	RESPONSES	DATE
1	N/A	6/20/2022 4:05 PM
2	Clearer instructions, more helpful and timely info for completing the tender docs would be beneficial.	6/15/2022 1:24 PM
3	Tailor the standard schedules to better reflect the type of services being provided (eg professional services provided off site)	6/14/2022 1:08 PM
4	product descriptions (generic) NO CODES.	6/14/2022 11:23 AM
5	Ensuring that current specification items and measurements are used rather than superseded ones	6/14/2022 9:15 AM
6	Transparency following appointment/ non-appointment decisions	6/13/2022 4:50 PM
7	Due to the government requirements of probity and risk - not sure	6/8/2022 12:53 PM
8	Improved technical specification for product requirements and applications.	6/8/2022 10:08 AM
9	An online process with forms	6/7/2022 12:17 PM
10	Alternative pricing methodology	6/7/2022 9:55 AM

Q12 Have you had any contact with Regional Procurement during the contract period, eg with receiving updated pricing, providing insurance records or providing spend reports?

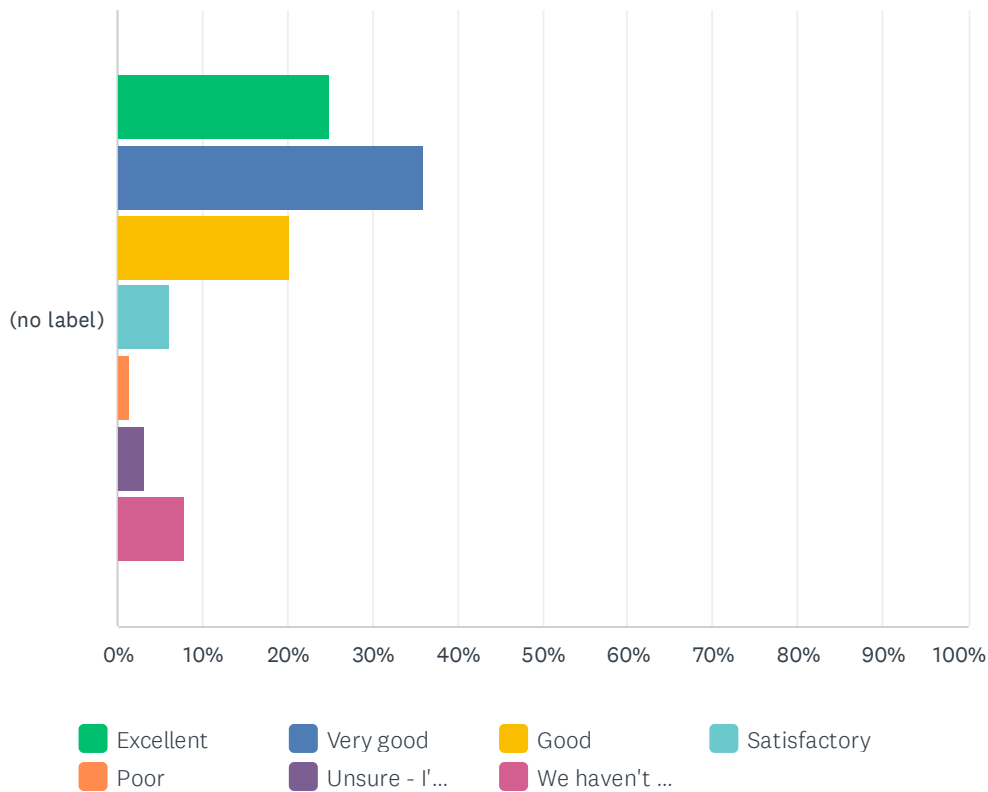
Answered: 67 Skipped: 34



ANSWER CHOICES	RESPONSES
Yes	89.55% 60
No	10.45% 7
TOTAL	67

Q13 How would you rate the assistance we have provided you during the Contract period?

Answered: 64 Skipped: 37

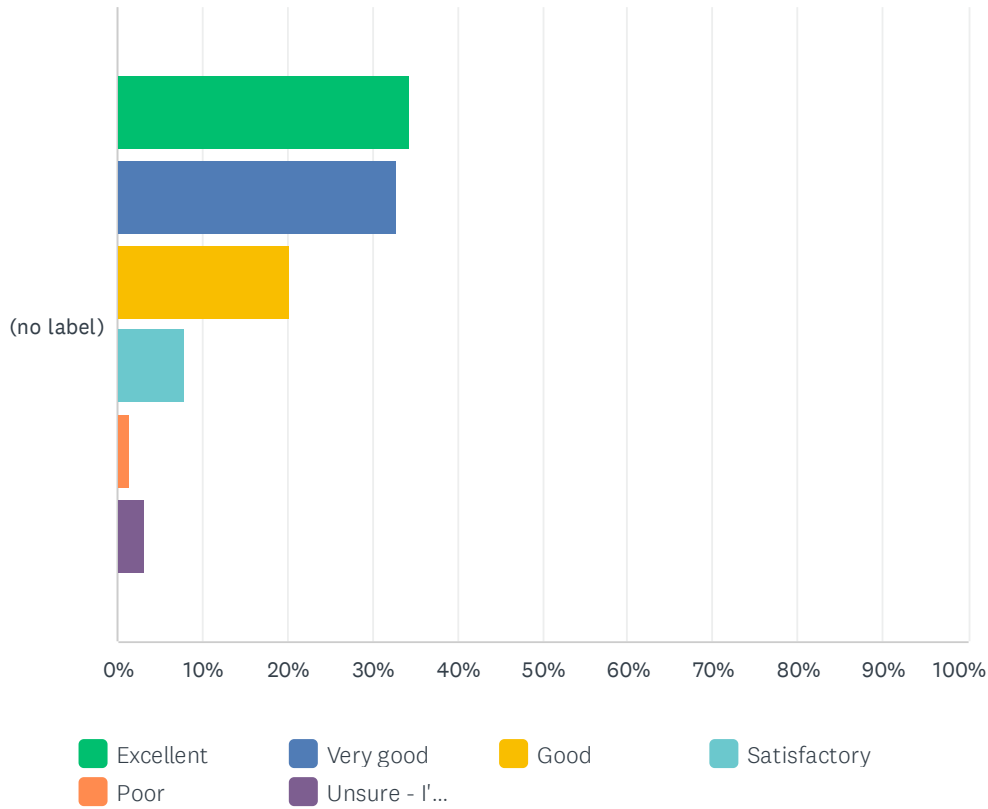


	EXCELLENT	VERY GOOD	GOOD	SATISFACTORY	POOR	UNSURE - I'M NOT INVOLVED IN THIS PART OF THE PROCESS	WE HAVEN'T NEEDED ANY ASSISTANCE	TOTAL	WEIGHTED AVERAGE
(no label)	25.00%	35.94%	20.31%	6.25%	1.56%	3.13%	7.81%	64	6.88
	16	23	13	4	1	2	5		

#	COMMENTS FOR "(NO LABEL)"	DATE
1	As first time tenderers we felt patronised when we asked for assistance. Despite having submitted all our info during the tender process, we were still contacted directly by the Councils asking for the same information again including having to supply insurance and staff details through their own online portals. We even had to provide our accepted rates again to the Councils we had won contracts with! There has been quite a lot of double handling in the process.	6/15/2022 1:28 PM
2	Always professional and feedback is provided in timely manner	6/8/2022 10:09 AM
3	Requesting updates on contacts etc have often been missed and not completed by regpro. Has happened several times. In fact, on looking at it right now, our last invoice has a contact that left 5 years ago and I have mentioned several times for this to be updated. Pricing has also been incorrect on a price review confirmation sent through.	6/7/2022 11:12 AM
4	Claire Roche is very easy to deal with and very helpful	6/7/2022 10:01 AM
5	it has gotten a lot better in the last 12 months compared to the first year of operation	6/7/2022 9:51 AM

Q14 How would you rate your overall experience with Regional Procurement during the contract period?

Answered: 64 Skipped: 37

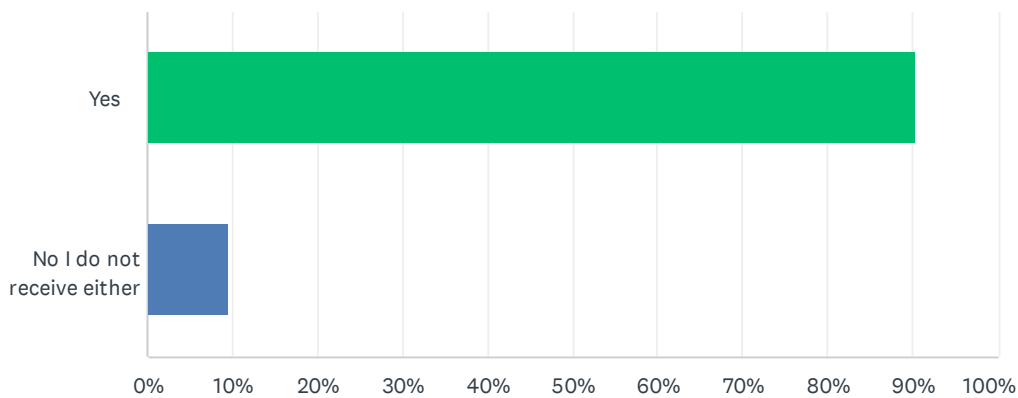


	EXCELLENT	VERY GOOD	GOOD	SATISFACTORY	POOR	UNSURE - I'M NOT INVOLVED IN THIS PART OF THE PROCESS	TOTAL	WEIGHTED AVERAGE
(no label)	34.38% 22	32.81% 21	20.31% 13	7.81% 5	1.56% 1	3.13% 2	64	7.63

#	COMMENTS FOR "(NO LABEL)"	DATE
1	Some specific staff members have gone out of their way to be patient and helpful while at the management level that has not been always the case.	6/15/2022 1:28 PM

Q15 Do you receive the request for spend email or management fee invoice from Regional Procurement?

Answered: 63 Skipped: 38

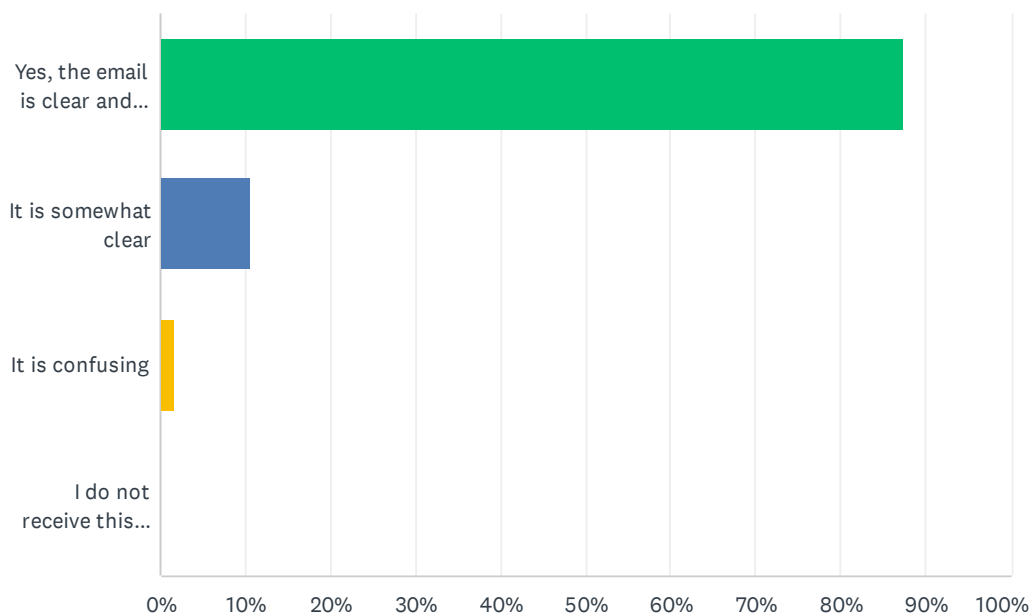


ANSWER CHOICES	RESPONSES
Yes	90.48% 57
No I do not receive either	9.52% 6
Total Respondents: 63	

#	IF YOU DO, PLEASE LET US KNOW IF YOU WOULD LIKE TO SUGGEST ANY CHANGES TO THE EMAIL	DATE
1	They are received by the office staff and I do not see them.	6/20/2022 4:07 PM
2	Nil. All is great	6/17/2022 3:23 PM
3	In relation to the legal services tender, perhaps a quarterly spreadsheet could be provided to improve cash flows and spread the liability over various periods	6/9/2022 10:13 AM
4	No change required, this is straight forward.	6/8/2022 10:10 AM
5	The email for request that is sent prior to the period actually ending is always very demanding sounding. It is red text and underlined etc. however, the period has not ended and can not be completed at that point. The follow up email is also very demanding and red and underlined etc, but it is also not due yet at that time. I understand the urgency to receive the information requested to be processed on your end but you must understand the EOM processes involved that provide this information also. This is all just observation and not a problem.	6/7/2022 11:13 AM
6	I dont receive it directly but our office has for most sites	6/7/2022 10:43 AM
7	We have an automated system that is far more advanced and less labour intensive for all parties, it seems very difficult for Regional Procurement to adapt to this.	6/7/2022 10:01 AM
8	Not required to change	6/7/2022 9:33 AM

Q16 Is the information we ask you to provide clear and easy to understand?

Answered: 56 Skipped: 45

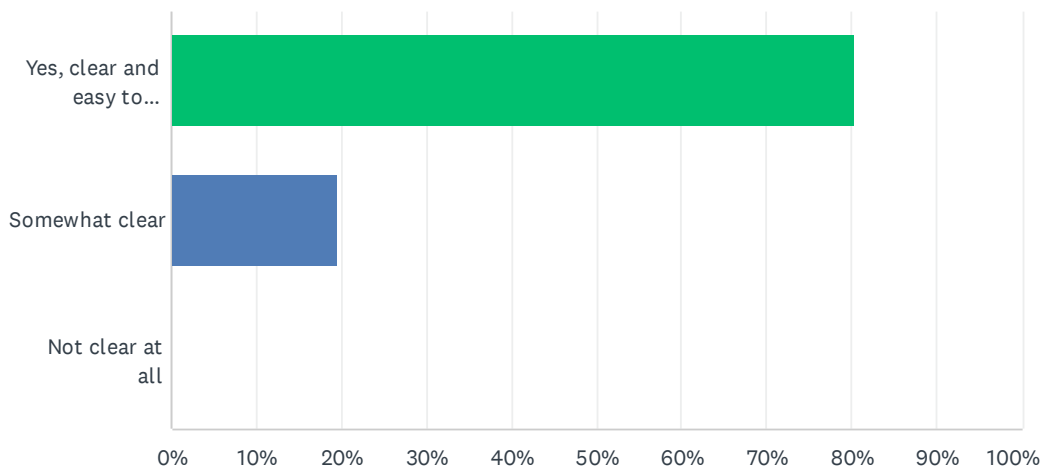


ANSWER CHOICES	RESPONSES
Yes, the email is clear and easy to understand	87.50% 49
It is somewhat clear	10.71% 6
It is confusing	1.79% 1
I do not receive this email	0.00% 0
Total Respondents: 56	

#	I WOULD LIKE THE EMAIL TO CONTAIN THE FOLLOWING:	DATE
1	would be better to have online	6/21/2022 9:53 AM
2	Whether GST is required to be included in the figures	6/14/2022 10:00 AM

Q17 The spend report email contains a spreadsheet that lists councils on your organisation's current contracts. How would you rate the format and content of the spreadsheet we send you?

Answered: 56 Skipped: 45

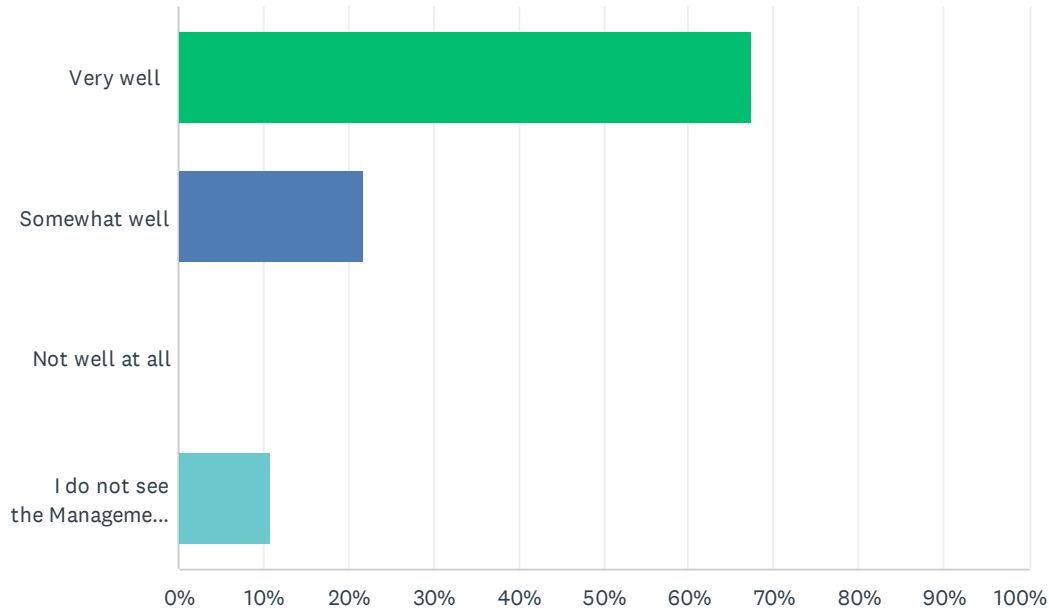


ANSWER CHOICES	RESPONSES
Yes, clear and easy to understand	80.36% 45
Somewhat clear	19.64% 11
Not clear at all	0.00% 0
Total Respondents: 56	

#	PLEASE NOTE IF YOU HAVE HAD ANY ISSUES WITH THE SPREADSHEET:	DATE
1	format is ok, but would be easier if it was online	6/21/2022 9:53 AM
2	It included as "current" one of the contracts which did not actually commence until 1 July 2022	6/14/2022 1:09 PM
3	The spreadsheet needs to contain an area that totals to council spend, then includes GST and the fee calculation on this spend, as that is the amount that will be used to create a PO for the invoice, and what will be on the invoice to reconcile when received.	6/7/2022 11:13 AM
4	The spreadsheet does not open properly for us	6/7/2022 9:34 AM

Q18 If you receive the Regional Procurement Management Fee invoice, please indicate how well it describes what we are invoicing your company for.

Answered: 55 Skipped: 46

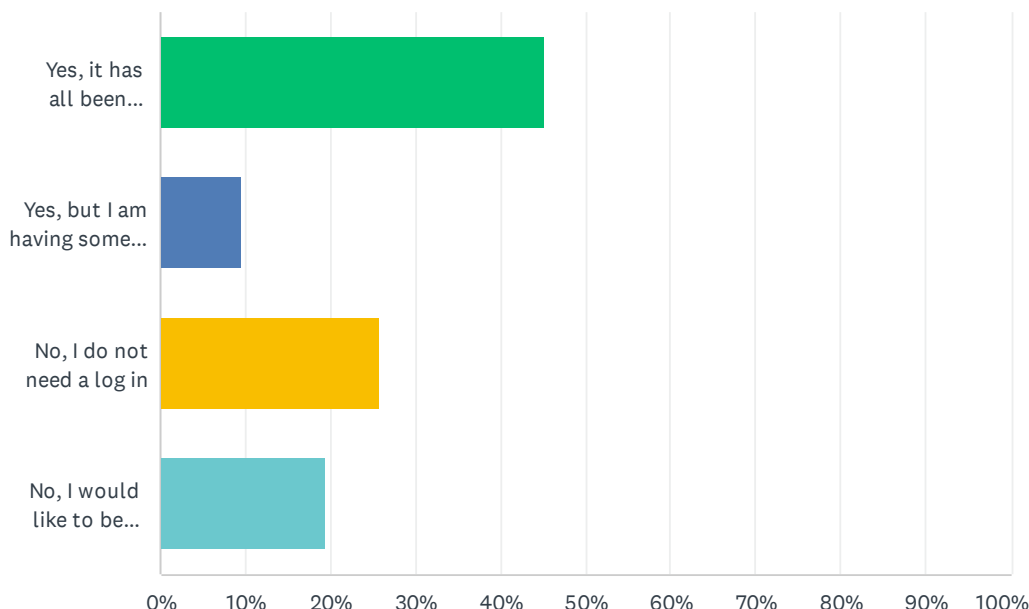


ANSWER CHOICES	RESPONSES
Very well	67.27% 37
Somewhat well	21.82% 12
Not well at all	0.00% 0
I do not see the Management Fee Invoice	10.91% 6
TOTAL	55

#	FEEL FREE TO COMMENT ON ISSUES YOU HAVE HAD OR DETAILS YOU WOULD LIKE INCLUDED ON THE INVOICE:	DATE
1	Would prefer to have individual council amounts relayed, not total for contract	6/14/2022 9:19 AM
2	The invoice relates to our system records so it is easy to look up any details required	6/8/2022 10:11 AM

Q19 Have you been issued with a new log in for our secure document Portal?

Answered: 62 Skipped: 39

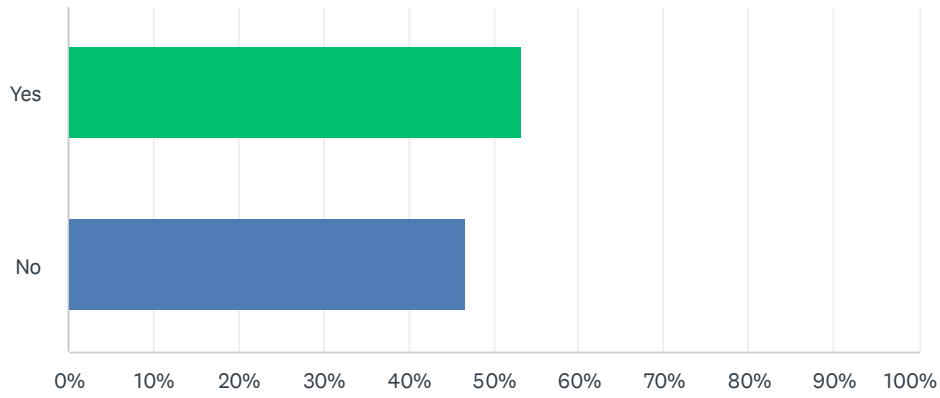


ANSWER CHOICES	RESPONSES
Yes, it has all been working well	45.16% 28
Yes, but I am having some issues	9.68% 6
No, I do not need a log in	25.81% 16
No, I would like to be issued a log in	19.35% 12
TOTAL	62

#	PLEASE GIVE US SOME MORE INFORMATION:(IF YOU REQUIRE A LOG IN PLEASE PROVIDE US WITH YOUR NAME, EMAIL & COMPANY)	DATE
1	Team has looked at Portal only	6/23/2022 12:58 PM
2	Jenny Lane jen@whiteliners.com.au Whiteline ROad Services	6/14/2022 9:21 AM
3	Please issue details	6/8/2022 1:17 PM
4	Yes but I have not used it for awhile, and do not have my login details	6/8/2022 12:56 PM
5	i dont believe i have Stefanie Lesser @ Downer Group stefanie.lessner@downergroup.com	6/8/2022 8:03 AM
6	I haven't logged in but my team have sorry	6/7/2022 12:18 PM
7	We have priced councils with small requests, which is preferable to document portals which often contain far too many documents	6/7/2022 11:32 AM
8	Nathan Branz Hanson Construction Materials Pty Ltd nathan.branz@hanson.com.au	6/7/2022 10:37 AM

Q20 Have you visited the Regional Procurement website over the past twelve months?

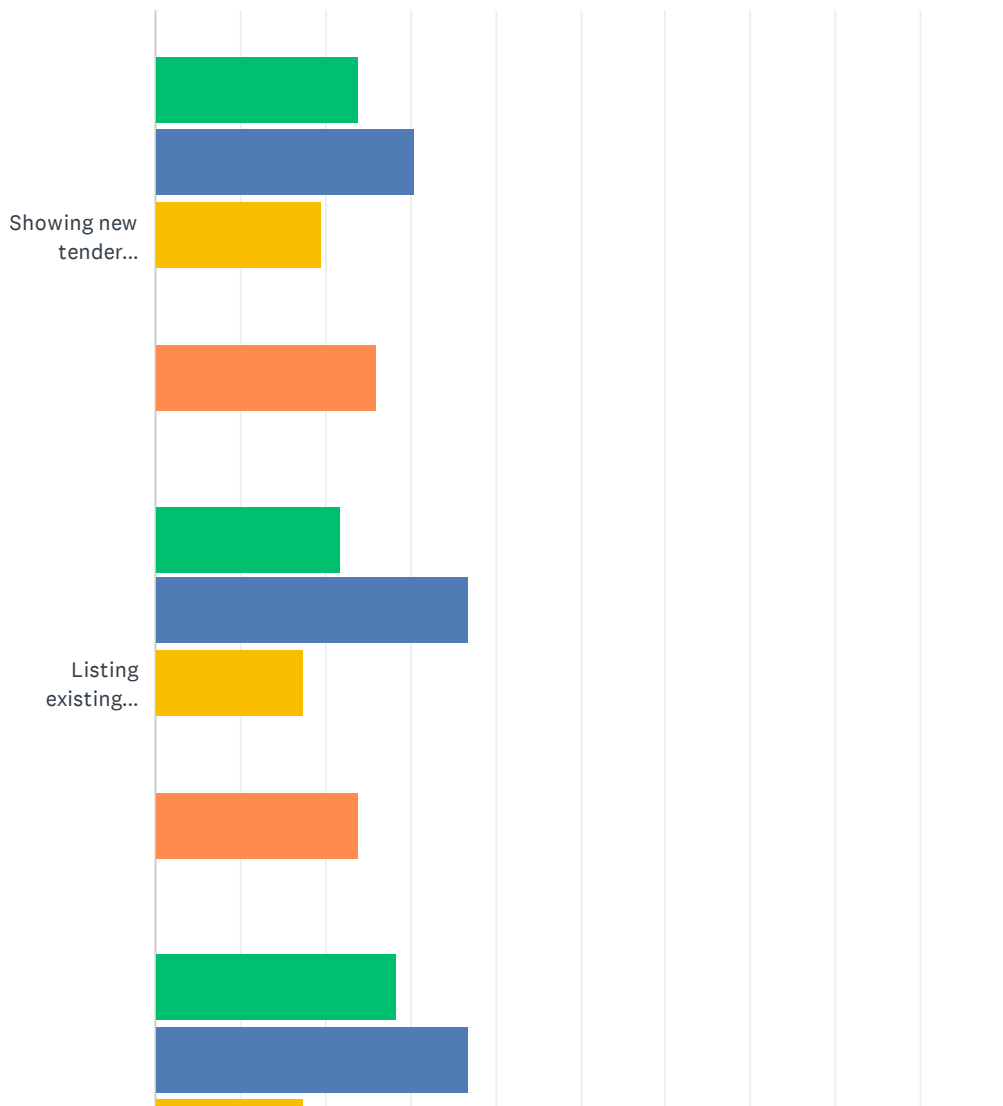
Answered: 62 Skipped: 39

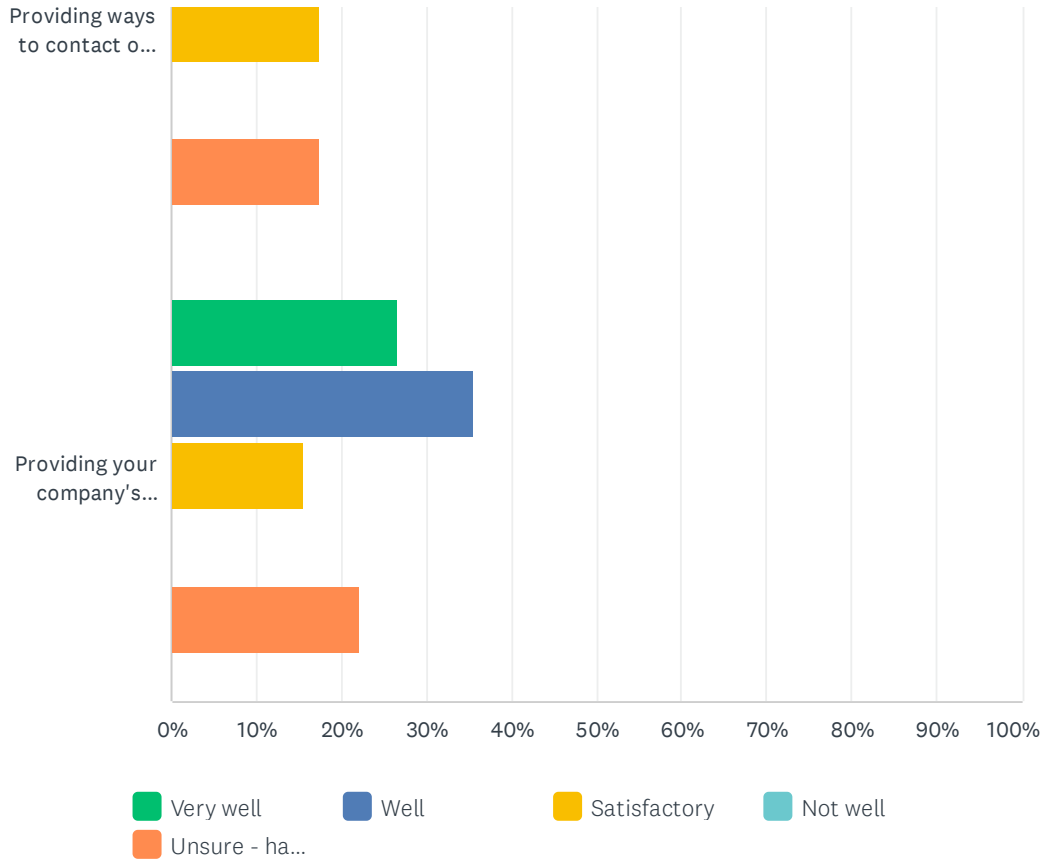


ANSWER CHOICES	RESPONSES
Yes	53.23% 33
No	46.77% 29
TOTAL	62

Q21 How well has our website met your needs with the following?

Answered: 46 Skipped: 55

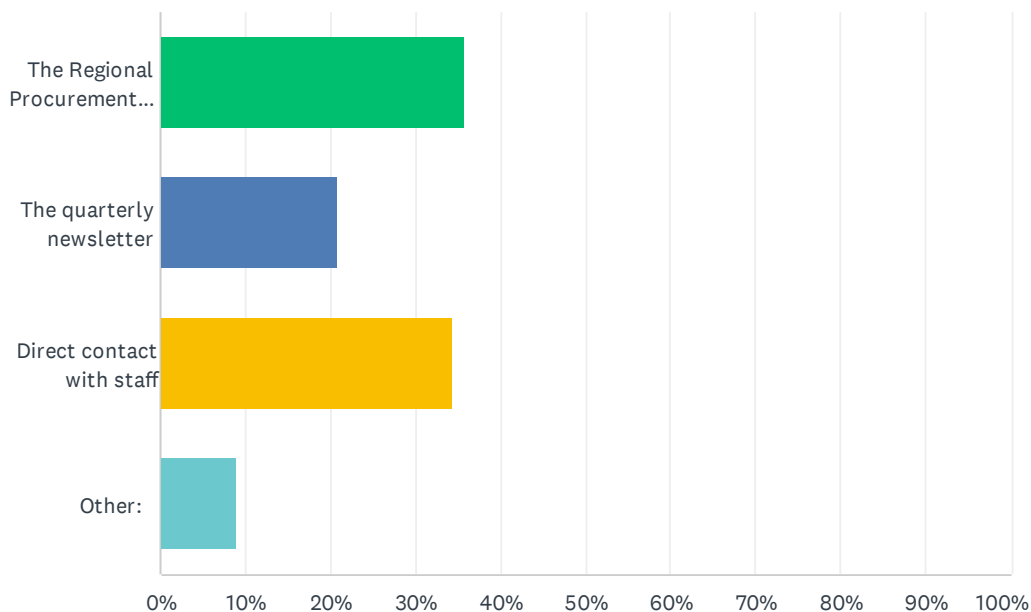




	VERY WELL	WELL	SATISFACTORY	NOT WELL	UNSURE - HAVEN'T SEEN THIS	TOTAL	WEIGHTED AVERAGE
Showing new tender opportunities	23.91% 11	30.43% 14	19.57% 9	0.00% 0	26.09% 12	46	2.74
Listing existing contracts	21.74% 10	36.96% 17	17.39% 8	0.00% 0	23.91% 11	46	2.67
Providing ways to contact our staff	28.26% 13	36.96% 17	17.39% 8	0.00% 0	17.39% 8	46	2.41
Providing your company's current contract documents in a secure portal	26.67% 12	35.56% 16	15.56% 7	0.00% 0	22.22% 10	45	2.56

Q22 We are always looking for ways to provide you useful information. Where are you most likely to look for updates on Regional Procurement Tenders, services and other news?

Answered: 67 Skipped: 34



ANSWER CHOICES	RESPONSES
The Regional Procurement website	35.82% 24
The quarterly newsletter	20.90% 14
Direct contact with staff	34.33% 23
Other:	8.96% 6
TOTAL	67

#	OTHER:	DATE
1	do not contact us	6/20/2022 3:58 PM
2	Tenderlink etc	6/15/2022 10:17 AM
3	As a member of an existing contract panel, I would expect to be notified via email at the point at which the contract is retendered.	6/14/2022 1:11 PM
4	email	6/8/2022 11:58 AM
5	Web alerts	6/7/2022 9:35 AM
6	Flexibility of contract terms, rigid contract terms do not suit all companies	6/7/2022 9:31 AM

Q23 What information would you like to receive from us?

Answered: 24 Skipped: 77

#	RESPONSES	DATE
1	Only I use the website to lodge our sales to councils	6/28/2022 4:02 PM
2	More successful tenders would be nice :)	6/23/2022 12:59 PM
3	Maybe an update to date list of current councils	6/21/2022 9:54 AM
4	none	6/20/2022 3:58 PM
5	upcoming tender, potential tenders we might be interested in	6/16/2022 8:51 PM
6	As we near the end of the contract period, an overview of what will be coming up next year	6/15/2022 1:38 PM

would be helpful eg suggestions regarding the impact of CPI and minimum wages increases on our tendered rates. Also periodic contact from procurement staff on how our contracts are being utilised or not by the Councils and why eg one of the Councils we are contracted to rarely uses our services. Why is this?

7	None	6/15/2022 11:05 AM
8	N/A	6/15/2022 10:17 AM
9	n	6/14/2022 1:30 PM
10	how to manipulate the searches to just find the relevant tenders for stationery and furniture.	6/14/2022 11:38 AM
11	no additional	6/14/2022 11:17 AM
12	Tender	6/14/2022 9:50 AM
13	Information received is sufficient and informative. No additional information required.	6/14/2022 9:19 AM
14	Anything relevant to regional procurement information.	6/8/2022 1:19 PM
15	Updates about the councils?	6/8/2022 12:57 PM
16	email updates	6/8/2022 11:58 AM
17	Reminder email when tenders are due	6/8/2022 10:14 AM
18	updates on tenders	6/7/2022 11:37 AM
19	Upcoming tenders that are relevant, from staff who are aware what we provide	6/7/2022 11:33 AM
20	Upcoming tenders relevant to me	6/7/2022 10:37 AM
21	up coming tenders	6/7/2022 10:19 AM
22	More transparency on how much work is being done by councils in our area - so that we may understand whether we are getting our fair share - as we're hardly any work out of the tender	6/7/2022 10:15 AM
23	New tenders released email	6/7/2022 9:35 AM
24	Nil	6/7/2022 9:31 AM

Q24 Do you have any other comments, questions, or concerns?

Answered: 16 Skipped: 85

#	RESPONSES	DATE
1	No, thanks	6/23/2022 12:59 PM
2	no, all good from my end	6/21/2022 9:54 AM
3	NO	6/20/2022 3:58 PM
4	For the money being paid to Procurement, the doubling handling of tendered info with the individual Councils is frustrating as is often the correct contacts for the Councils not being notified of who has won the tenders and their rates. More emphasis should be put on ensuring ALL the correct people in the Councils' have all the info. Many hours have been spent by our team having to drive to every depot in multiple LGAs to try and find out who we should be talking to about gaining work!	6/15/2022 1:38 PM
5	Does not seem to have led to any enquires from Council	6/15/2022 11:05 AM
6	No	6/15/2022 10:17 AM
7	We enjoy working with Regional Procurement.	6/14/2022 11:38 AM
8	n/a	6/14/2022 11:17 AM
9	None	6/14/2022 9:50 AM
10	Not at this time	6/8/2022 1:19 PM
11	No	6/8/2022 12:57 PM

12	none	6/8/2022 11:58 AM
13	Generally very good service. Thankyou	6/8/2022 10:14 AM
14	no	6/7/2022 11:37 AM
15	This survey was way too long and detailed. A couple of short surveys may be a better approach.	6/7/2022 11:15 AM
16	no	6/7/2022 10:19 AM