

SURVEY 2014/15: IDENTIFYING BARRIERS TO DOING BUSINESS WITH THE COUNCIL

Key Concerns and Issues Raised by Suppliers	Action that will be Taken by West Lothian Council in 2015/16
<ul style="list-style-type: none"> We don't know where to find procurement opportunities for West Lothian Council. We are not kept up to date with procurement opportunities for West Lothian Council. 	<ul style="list-style-type: none"> We will create a West Lothian Council Procurement Fact Sheet to help suppliers understand procurement. We will distribute and communicate the Fact Sheet through our Business Gateway Advisors, Social Media (such as Facebook and Twitter) and our Procurement Surgeries. We will promote registration with Public Contracts Scotland (PCS) via the new Procurement Fact Sheet and through Business Gateway Advisors, Social Media and Procurement Surgeries. We will promote procurement opportunities on an ongoing basis via social media.
<ul style="list-style-type: none"> Procurement processes can be complicated and difficult to understand. There is too much red tape involved with doing business with the council. Bidding for council work is a time consuming and resource consuming exercise. It is difficult to use electronic procurement systems such as PCS Quick Quote and PCS-Tender 	<ul style="list-style-type: none"> We will communicate existing guidance on procurement processes (e.g. PCS Quick Quote and PCS-Tender) on the Procurement Fact Sheet, Business Gateway Advisors, Social Media and Procurement Surgeries. We will increase procurement training opportunities to suppliers. Possible procurement training areas to be offered: <ul style="list-style-type: none"> How to Complete A Tender How to use PCS Quick Quote How to use PCS-Tender Procurement Legislation Doing Business with West Lothian Council
<ul style="list-style-type: none"> The same contractors get the work and we find it difficult to get on the council's approved supplier list. The council doesn't prioritise the award of contracts to local suppliers in West Lothian. 	<ul style="list-style-type: none"> We will continue to communicate to our suppliers through Business Gateway Advisors that West Lothian Council do not have an approved supplier list. We will promote registration with the West Lothian Business Directory through the Procurement Fact Sheet, Business Gateway Advisors, Social Media and Procurement Surgeries. We will promote the use of the West Lothian Business Directory to council staff for use with low value quotation exercises and Quick Quotes.
<ul style="list-style-type: none"> We are often unsure who to contact within the council to discuss doing business. 	<ul style="list-style-type: none"> We will include key contact details for procurement and Business Gateway within the West Lothian Council Procurement Fact Sheet. We will promote our monthly Procurement Surgeries through Procurement Fact Sheet, Business Gateway Advisors and Social Media.
<ul style="list-style-type: none"> More meet the buyer events would be useful 	<ul style="list-style-type: none"> We will organise a Meet the Buyer Event / Launch Event for our Annual Procurement Plans in 2015. We will also promote procurement events on an ongoing basis via Facebook and Twitter.