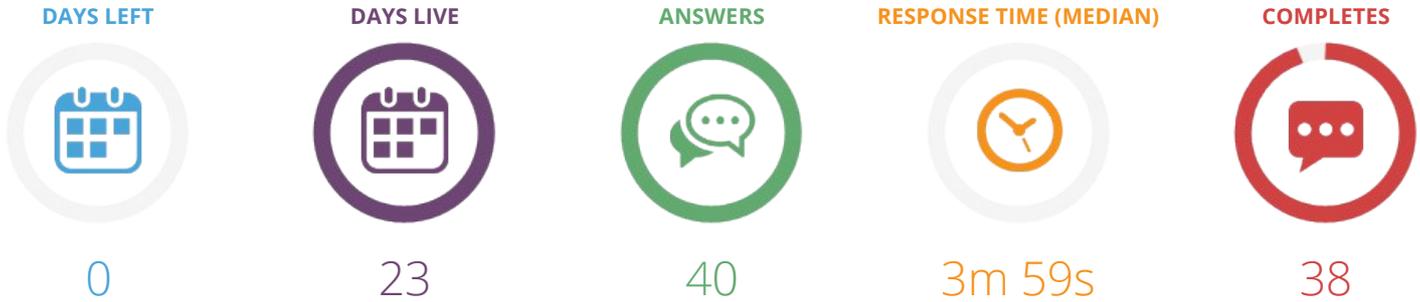


Dynamic Purchasing System - Suppliers / Users



Could you please state which Councils or Public Sector Organisations DPS arrangements you have used to bid for work opportunities (eg Cornwall Council, Dorset County Council etc)

Please list which Councils or Public Sector Organisations here:

Cornwall Council = 11 responses

Plymouth City Council 4 responses

Devon County Council 5 responses

Supply the South West = 1 response

Essex County Council = 9 response

Kent County Council = 14 responses

Hampshire = 1 response

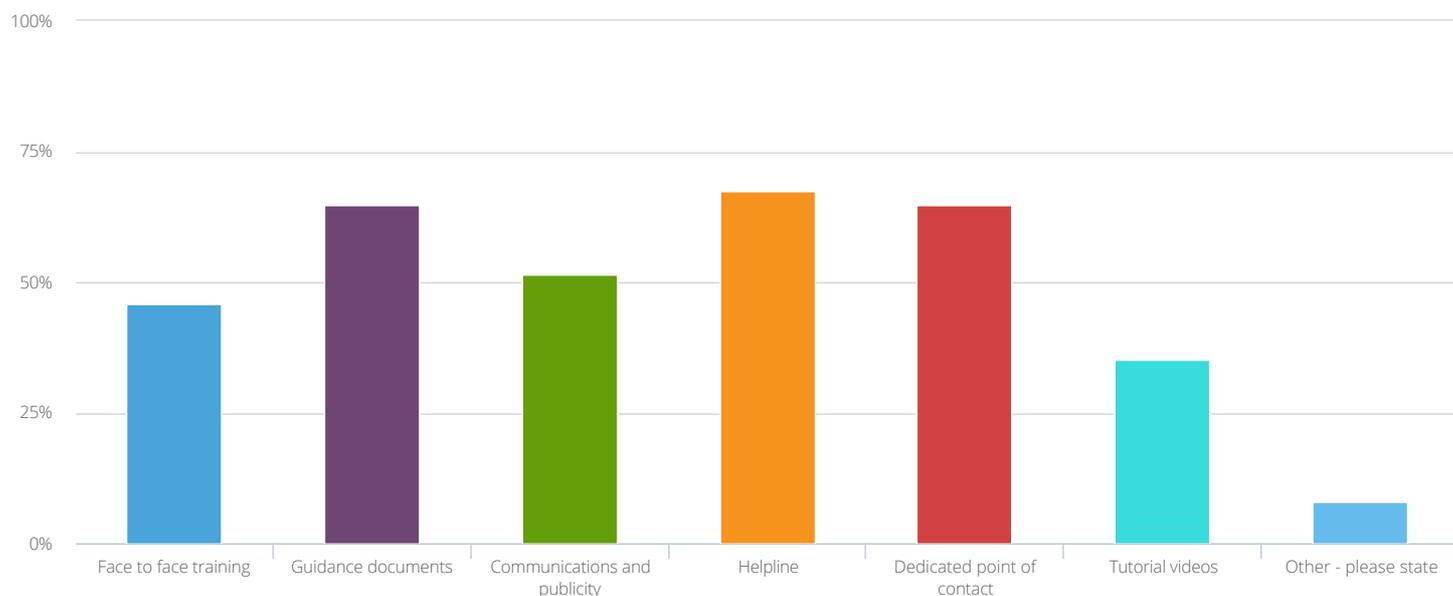
Numerous = 1 response

Dorset = 1 response

Torbay = 1 response

Medway Council = 1 response

When implementing new DPS arrangements, what elements do you think are important for public sector organisations to consider in order to support suppliers in using DPS? Please tick all that may apply:



| | | |
|------------------|-------------------------------------|---------------------|
| 1 | Face to face training | 17 (45.95 %) |
| 2 | Guidance documents | 24 (64.86 %) |
| 3 | Communications and publicity | 19 (51.35 %) |
| 4 | Helpline | 25 (67.57 %) |
| 5 | Dedicated point of contact | 24 (64.86 %) |
| 6 | Tutorial videos | 13 (35.14 %) |
| 7 | Other - please state | 3 (8.11 %) |
| Responses | | 37 |

A system that is so simple to use it does not need training / guidance

[Link - DPS - No 2 \(2017-02-14 12:45:07\)](#)

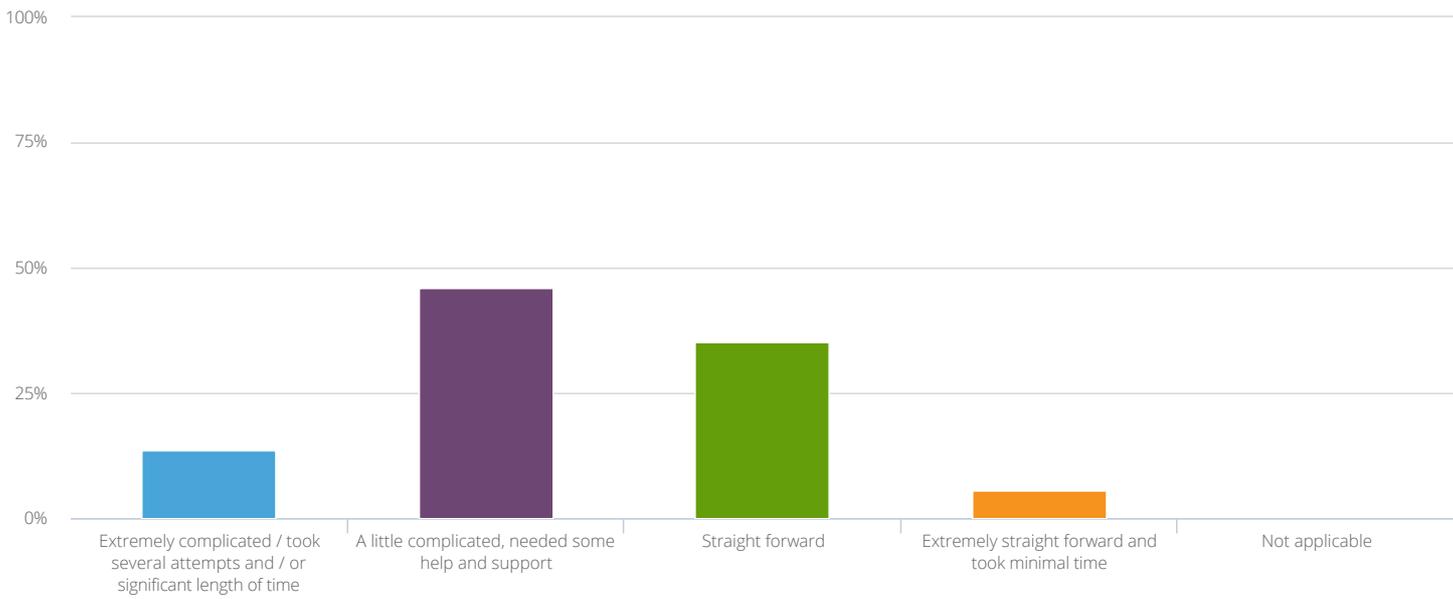
Be clear about the training requirements within the specifications and make sure that the training requirements are relevant to the service. We see many NRT voucher schemes asking for the full NCSCT practitioner course which is not relevant to NRT supply

[Link - DPS - No 2 \(2017-02-17 13:40:11\)](#)

Nothing specific

[Link - DPS - No 2 \(2017-02-20 09:47:08\)](#)

How straight forward was the initial process to register yourselves onto the DPS system?



| | | |
|------------------|--|---------------------|
| 1 | Extremely complicated / took several attempts and / or significant length of time | 5 (13.51 %) |
| 2 | A little complicated, needed some help and support | 17 (45.95 %) |
| 3 | Straight forward | 13 (35.14 %) |
| 4 | Extremely straight forward and took minimal time | 2 (5.41 %) |
| 5 | Not applicable | 0 (0 %) |
| Responses | | 37 |

Please add other comments if you wish to help better understand why you have answered as you have (eg process was time consuming, process was well supported by helpline etc)

Only a little complicated until you have had experience at using this type of tender system, after that reasonably straight forward

[Link - DPS - No 2 \(2017-02-13 15:18:00\)](#)

Nothing was made clear, alot of the questions were very vague.

[Link - DPS - No 2 \(2017-02-14 12:05:35\)](#)

Although was straight forward, it was quite time consuming.

[Link - DPS - No 2 \(2017-02-14 12:28:04\)](#)

1) It was not obvious what the next steps were in the process. 2) All of the non-mandatory attachments were then subsequently requested as mandatory
3) Essex CC's t&cs (239 pages) are so long and convoluted that we don't know what they expect any more.

[Link - DPS - No 2 \(2017-02-14 12:45:07\)](#)

Process was time consuming. The major issue in Kent was that the guidance documents were confusing and not very helpful.

[Link - DPS - No 2 \(2017-02-17 10:12:05\)](#)

Initially, we were advised that each of our services (for example, housing, domiciliary etc) should be registered separately. In fact this was incorrect advice and we then needed help to 'unregister' and re-register as one provider. This was stressful but once the DPS support service understood the problem they were very helpful in correcting it.

[Link - DPS - No 2 \(2017-02-20 10:02:53\)](#)

Plenty of to-ing & fro-ing; documents not accepted; difficulties in staying within the 'registration forms etc' whilst online to the 'helpline/chatline'; needed to come in & out of the **system** website many times: TIME WASTING; not easy to edit or know where to look for information/guidance documents. So far we have not needed to complete 'Service Receipts' or the weekly invoicing, but this is about to change - more aggravation; terminology is not the best. [Link - DPS - No 2 \(2017-02-20 12:03:03\)](#)

There were technical problems with the registration

[Link - DPS - No 2 \(2017-02-22 10:23:52\)](#)

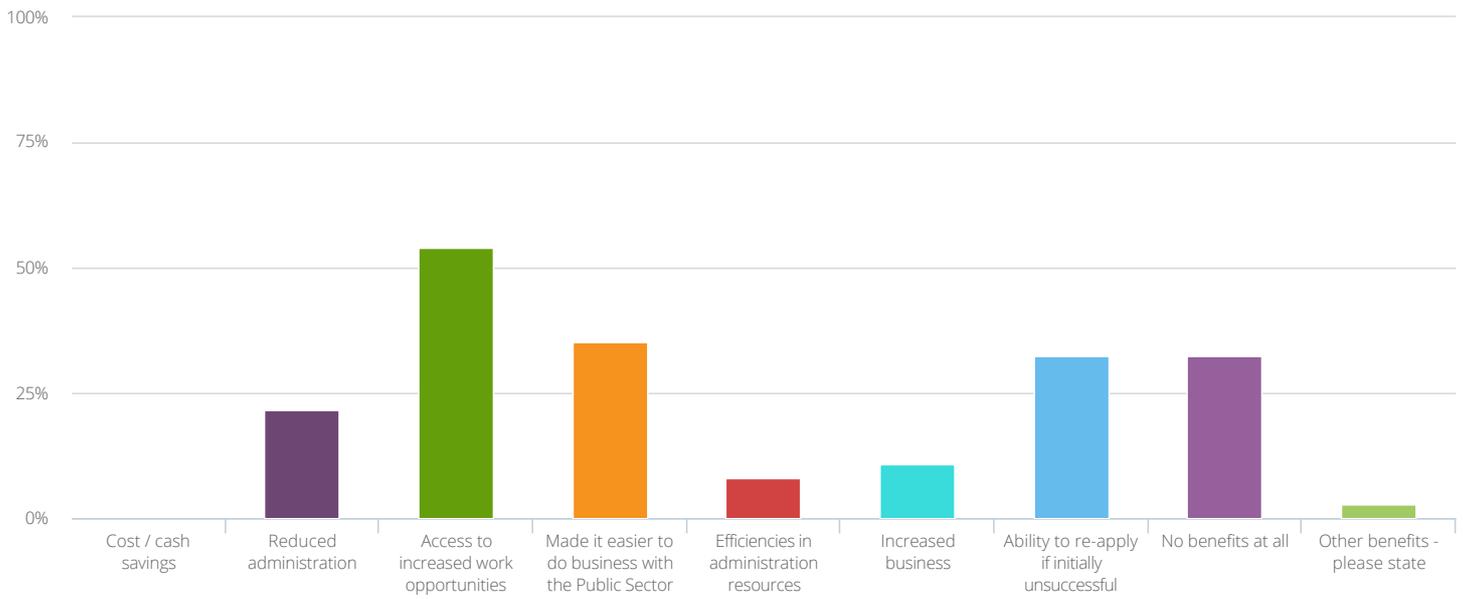
Although I have selected "Straight Forward " like most things in life once you have negotiated your first application and with a little help and guidance it becomes "Straight Forward "

[Link - DPS - No 2 \(2017-02-22 10:46:18\)](#)

3 days to get on line

[Link - DPS - No 2 \(2017-02-23 20:06:30\)](#)

What benefits have you seen in bidding for public sector contracts through a DPS system? Please tick all that may apply:

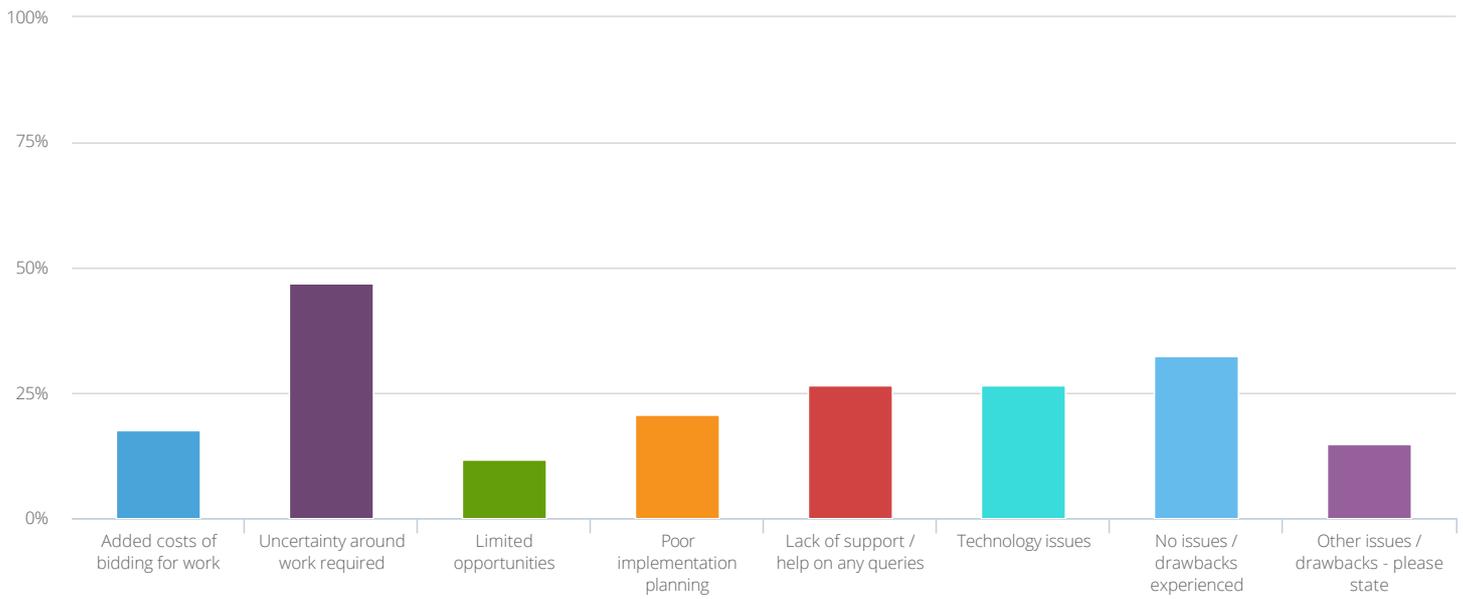


| | | |
|---|---|---------------------|
| 1 | Cost / cash savings | 0 (0 %) |
| 2 | Reduced administration | 8 (21.62 %) |
| 3 | Access to increased work opportunities | 20 (54.05 %) |
| 4 | Made it easier to do business with the Public Sector | 13 (35.14 %) |
| 5 | Efficiencies in administration resources | 3 (8.11 %) |
| 6 | Increased business | 4 (10.81 %) |
| 7 | Ability to re-apply if initially unsuccessful | 12 (32.43 %) |
| 8 | No benefits at all | 12 (32.43 %) |
| 9 | Other benefits - please state | 1 (2.7 %) |
| | Responses | 37 |

was much better when totally supported

[Link - DPS - No 2 \(2017-02-13 16:55:56\)](#)

What specific issues or drawbacks have you found in bidding for work via a DPS system? Please tick all that may apply:



| | | |
|------------------|--|---------------------|
| 1 | Added costs of bidding for work | 6 (17.65 %) |
| 2 | Uncertainty around work required | 16 (47.06 %) |
| 3 | Limited opportunities | 4 (11.76 %) |
| 4 | Poor implementation planning | 7 (20.59 %) |
| 5 | Lack of support / help on any queries | 9 (26.47 %) |
| 6 | Technology issues | 9 (26.47 %) |
| 7 | No issues / drawbacks experienced | 11 (32.35 %) |
| 8 | Other issues / drawbacks - please state | 5 (14.71 %) |
| Responses | | 34 |

Not used

[Link - DPS - No 2 \(2017-02-13 14:31:38\)](#)

Just is not that dynamic

[Link - DPS - No 2 \(2017-02-14 11:55:34\)](#)

Cheapest bid wins which doesn't take into account quality of service.

[Link - DPS - No 2 \(2017-02-14 12:28:04\)](#)

The T&Cs behind the DPS are complicated and opaque

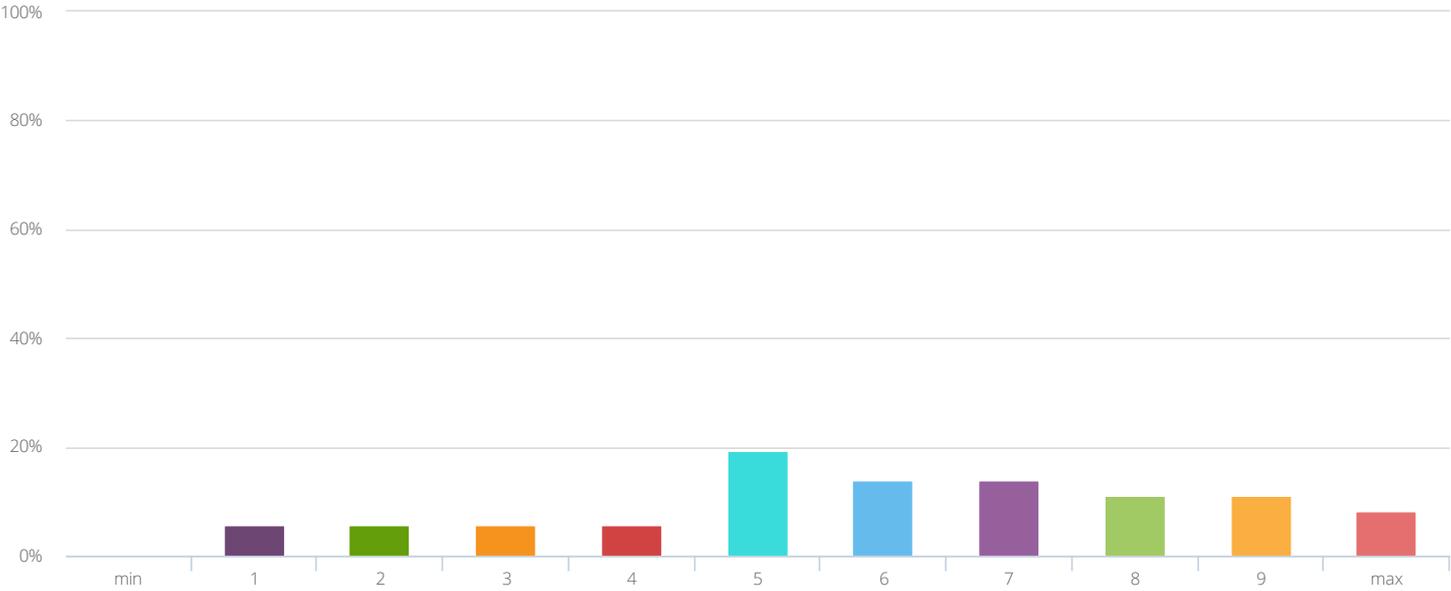
[Link - DPS - No 2 \(2017-02-14 12:45:07\)](#)

The commissioner should be clear about a) the types of work they re likely to commission and b) there is sufficient volume of work to justify the cost to orgnaisations to joint the DPS

[Link - DPS - No 2 \(2017-02-20 09:47:08\)](#)

How would you rate your overall experience of using DPS arrangements in public sector contracting (based on a 0 to 10 scale)

Where 0 is totally unsatisfactory and 10 is excellent satisfaction. Please drag the slider from left to right to select your choice:



| | | |
|----|------------------|--------------------|
| 1 | min | 0 (0 %) |
| 2 | 1 | 2 (5.56 %) |
| 3 | 2 | 2 (5.56 %) |
| 4 | 3 | 2 (5.56 %) |
| 5 | 4 | 2 (5.56 %) |
| 6 | 5 | 7 (19.44 %) |
| 7 | 6 | 5 (13.89 %) |
| 8 | 7 | 5 (13.89 %) |
| 9 | 8 | 4 (11.11 %) |
| 10 | 9 | 4 (11.11 %) |
| 11 | max | 3 (8.33 %) |
| | Avg | 6.06 |
| | σ | 2.47 |
| | Responses | 36 |

Please add any other points or comments you feel relevant to support your response:

I believe the old system was far better. I can see that the services that will be supplied in the future will be scaled down and the quality of those services will be at risk and eventually not fit for purpose.

[Link - DPS - No 2 \(2017-02-13 14:43:37\)](#)

No relevant comments to add

[Link - DPS - No 2 \(2017-02-13 15:18:00\)](#)

was better when whole process done through dps system rather than bits and bobs approach now in force

[Link - DPS - No 2 \(2017-02-13 16:55:56\)](#)

some are better than others, I find in tend very good and easy to use,

[Link - DPS - No 2 \(2017-02-13 19:40:43\)](#)

Great if you are a large company and can dedicate time a resources to it but in my opinion the whole process could be much simpler and cost effective we now dont bid on many things due to the complicated process required

[Link - DPS - No 2 \(2017-02-14 11:54:56\)](#)

The system in use is a major and significant improvement on the previous system used, but still suffers from not being particularly dynamic, and is time consuming initially. I think the system may improve over time, when invoicing modules and the like are added, which will, we hope, save time and duplication of effort.

[Link - DPS - No 2 \(2017-02-14 11:55:34\)](#)

I think the real down side is the council not giving us enough information. the system is fairly simple to use

[Link - DPS - No 2 \(2017-02-14 12:05:35\)](#)

DPS / systems all seem like a very expensive way of getting contractors to submit an excel spreadsheet in an agreed format to bid for work. There must be a cheaper and simpler way.

[Link - DPS - No 2 \(2017-02-14 12:45:07\)](#)

We have only recently joined the Public Health DPS - we have not been on there enough to develop a strong understanding of the value gained from being on the DPS.

[Link - DPS - No 2 \(2017-02-17 16:06:58\)](#)

When done well, the system is great but there have been quite a few glitches e.g. wrong info posted, numerous updates such as changing some of the forms half way through the process that have been frustrating.

[Link - DPS - No 2 \(2017-02-20 10:02:53\)](#)

I believe I have mentioned most of it; 'Requirements' (RQs) notifications do not specify which area of the county they relate to which means you have to open every one; likewise you cannot delete those that are not relevant; only 'accept or decline' (in the green 'Actions' box) individually and then have to state a reason.

[Link - DPS - No 2 \(2017-02-20 12:03:03\)](#)

For me it was relatively straight forward as I am used to e tender systems. I have had calls from other third parties to assist them in completing the DPS as they have not found this to be straight forward

[Link - DPS - No 2 \(2017-02-20 18:42:54\)](#)

None

[Link - DPS - No 2 \(2017-02-22 10:46:18\)](#)

It a very short term way sorting transport if you want cost cutting now this will do it. However you will put many firms out of business and service standard will go down. then prices could go up

[Link - DPS - No 2 \(2017-02-23 20:06:30\)](#)
