

## SURVEY FOR NHS

Your responses will provide critical insights into the procurement process for furniture, fittings and equipment (FF&E) within the NHS. The survey should take approximately five minutes to complete. Your responses and identity will remain anonymous and all data gathered will be aggregated.

Q. 1. What is your role within the NHS? Please tick the correct option. (N/A)

- Procurement
- Supplies
- Project Management
- Other, please specify

Q. 2. Have you had experience of working through the NHS procurement process? (N/A)

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Q.3. Is the procurement process the same across all departments and across projects of different sizes?

No, the process will vary depending on the size and complexity of the goods or service, marketplace and solutions offered, but typically the Trust will use Open and Competitive Dialogue and direct call-off and mini-comp.

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Q.4. How does the procurement process differ in the areas mentioned above?

There is not a one size fits all as each project identified is analysed separately (Kraljic Matrix) and a route to market identified.

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Q.5. What are the various methods for becoming a supplier for Furniture, Fixtures and Equipment for the NHS? Please tick the correct option. (N/A)

- Tenders
- NHS Supplies
- Others, please specify \_\_\_\_\_

Q.6. Have you experienced any challenges as part of the procurement process? (N/A)

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Q.7. Could you please identify the challenges faced by you during this process? Please tick the correct options. (N/A)

- Identification of suppliers
- Pricing
- Delivery
- Installation
- Product quality
- Product specifications
- Supplier service in general
- Other (please specify)

Q.8. Could you please elaborate on the challenges outlined above? (N/A)

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Q.9. What are the factors you take into consideration when you are bringing on board a new supplier? (N/A)

- Quality of product and service offered
- Pricing
- Brand reputation
- Portfolio of work executed
- Other, please specify \_\_\_\_\_

Q.10. What is the review/rating system for a supplier after a particular project? In particular, what are the factors you take into account?

Price/Quality and Service, always using the most economically advantageous tender. The Trust score these factors out of 100% and weight each project differently. We score quality using a scale 100-0 and price is a formula recognising the lowest price as highest mark.

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Q.11. What is the total value of projects within FFE in your trust?

Furniture, Fixtures and Equipment = circa £1m per annum

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Q.12. How can suppliers improve their involvement in the procurement process? (N/A)

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Q.13. Are you willing to be contacted for the purposes of an interview by a student in our team? (N/A)

- Yes, by phone (please enter your email address and phone number)
- Please do not contact me