

# Procurement Policy Review 2021

## Overview

The Treasury is carrying out a review of the Procurement Policy introduced in 2017, and is asking for input to help us evaluate the impact of the policy and whether the objectives have been achieved.

## Why we are consulting

We're looking for feedback on, and views about, your experience of procurement in the Isle of Man. We want to hear from businesses and organisations of all types and sizes, whether you have supplied to Government or not.

## Introduction

### 1 What is your name?

Name

### 2 What is your email address?

If you enter your email address then you will automatically receive an acknowledgement email when you submit your response.

Email

### 3 May we publish your response?

Please read our [Privacy Policy](#) for more details and your rights.

#### More information

- Publish in full – your first name and surname, organisation name, along with full answers **will** be published on the hub (your email will **not** be published)
- Publish anonymously – only your responses **will** be published on the hub (your name, organisation and email will **not** be published)
- Do not publish – **nothing will** be published publically on the hub (your response will only be part of a larger summary response document)

(Required)

*Please select only one item*

- Yes, you can publish my response in full
- Yes, you may publish my response anonymously
- No, please do not publish my response

### 4 What sector does your business operate in?

*Please select only one item*

- Construction    Technology, Media and Telecoms (TMT)    Charity / voluntary sector
- Manufacturing    Engineering    Hospitality / tourism
- Professional,( e.g. finance, consulting, legal etc)    Logistics and Transport    Retail
- Public Sector    Health & wellbeing    Culture, sport & leisure
- Environment, agriculture, scientific    Other (Please state)

If other, please specify

## 5 How many people does your business employ?

Please select only one item

- 1-5    6-20    21-50    51-100    101-250    251+

Are you self-employed?

Please select only one item

- Yes    No

## 6 Do you currently supply to the Government?

Please select only one item

- Yes – to one Department, Board or Office
- Yes – to more than one Department, Board or office    No – but have done in the past
- No – but want to in the future    No – and don't wish to
- No - don't think there is Government demand for my product or service

If no, please give us more details on why not

## 7 Is your company currently on a Government select list or AFA /framework?

Please select only one item

Yes  No  Rather not say

If yes, please list the Frameworks

## 8 Are you aware of the opportunities to supply the Government?

Please select only one item

Yes – I'm registered on the Procurement Portal  
 Yes – I review tender opportunities and plans published by Procurement Services  
 Yes – I seek opportunities in the local press / social media  No

If no, please tell us more

If yes - which social media?

## Procurement Policy

# Procurement Policy 2017



iom-government-procurement-policy-...

1 / 10



69%



1



2

**9** Before today, were you aware that the Isle of Man Government has a Procurement Policy to set out how Government will spend public money to buy goods and services?

Please select only one item

- Yes – since it was published in 2017
  Yes – recently
  No (go to question 11)

**10** If yes, how were you introduced to or made aware of the policy?

Please select only one item

- Local press / social media
  Government website  
 Industry body / professional network
  Other

if other, please tell us more

# Procurement Policy

These are the three stated policy objectives in the Procurement Policy:

[extract from Procurement Policy 2017]

## **Achieving best value**

Contracts will normally be awarded based on best value for money, this being the most advantageous combination of cost, quality, fitness for purpose and risk. Furthermore, best value for money may also include benefits to society and the economy. In adopting this approach, Government recognises that the 'lowest price' does not always represent the best outcome and only in specific circumstances should contracts be awarded based on lowest price.

- Contract opportunities
- Value for money
- Local Economic Benefits
- Social value
- Sustainability and Environmental Value
- Economies of scale
- Internal resources

## **Fair and open competition**

Goods, services and works will be obtained through genuine and effective competition, including adequate publication of the contract opportunity, unless there are convincing reasons to the contrary. Government will adopt proportionate approaches to procurement to ensure that contract opportunities are open to all and smaller, local suppliers are not precluded from winning contracts.

How will this be achieved?

- Fairness and equality
- Defined contract term
- Publication of Tender Results
- Non-competitive action
- Exclusion

## **Make selling to Government as simple and straightforward as possible:**

We will strive to ensure that procurement processes follow standard approaches and use common systems that where possible minimise complexity, cost, timescales and requirements for suppliers.

How will this be achieved?

- Reducing Administration and Increasing Opportunities
- Purchase Cards
- Electronic Requisition (E-Req)
- Electronic Tendering (E-tendering)

## 11 How confident are you that you understand the objectives?

	1- not at all confident	2 - somewhat confident	3 - very confident	4- don't know
<p>Achieving best value for the Isle of man from Government purchasing whilst ensuring Government's purchasing power is used to spend locally wherever possible <i>Please select only one item</i></p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Purchase through fair and open competition <i>Please select only one item</i></p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p>Make selling to Government as simple and straightforward as possible <i>Please select only one item</i></p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 12 How successful do you think the procurement policy is in achieving each objective?

1 - not at all  
successful

2- somewhat  
successful

3- very  
successful

4 - don't know

Achieving best value for  
the Isle of Man from  
Government purchasing  
whilst ensuring  
Government's  
purchasing power is  
used to spend locally  
wherever possible  
*Please select only one item*

Purchase through fair  
and open competition  
*Please select only one item*

Make selling to  
Government as simple  
and straightforward as  
possible  
*Please select only one item*

**13** Please rank the objectives in order of importance to you (1 being most important, 3 being least important)

	1	2	3
Achieving best value for the Isle of Man from Government purchasing whilst ensuring Government's purchasing power is used to spend locally wherever possible <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchase through fair and open competition <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Make selling to Government as simple and straightforward as possible <i>Please select only one item</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Procurement Policy

**14** Would you add any other objectives to the Procurement Policy?

Please add your comments

**15** Did the introduction of the Policy in 2017 change the way you approach supplying goods or services to the Government?

*Please select only one item*

Yes  No

If no, please tell us why not (e.g. not trading before 2017)

If yes, please rate how much it has changed

*Please select only one item*

1 - about the same  2 - changed a little  3 - changed a lot

If yes, please tell us how your approach has changed

## 16 What, if anything, would you change about the policy? Please choose any that apply

Please select all that apply

- Thresholds should be higher than £10k quick quote, £100k full tender
- Thresholds should be lower than £10k quick quote, £100k full tender
- Greater emphasis on quality in achieving Best Value
- 5 year maximum contract term should be shorter
- 5 year maximum contract term should be longer  Local impact should be less important
- Local impact should be more important
- Sustainability and environmental value should be less important
- Sustainability and environmental value should be more important
- Social Value should be less important  Social Value should be more important
- Exclusion grounds  More feedback available to unsuccessful bidders
- Publish more information about contracts (upcoming / planned / closed)  Other

If other, please specify

## Bids to Government

## 17 Have you followed a Government procurement process in the last 5 years?

Please select all that apply

- Yes – Quick quote   
  Yes – tender   
  Yes - mini-competition  
 Yes - from a framework   
  No

Thinking about your most recent experience, please tell us how you found the process (1 being difficult, 5 being easy)

Was it:

Please select only one item

- Quick quote   
  Tender   
  Mini-competition   
  From a framework

	1	2	3	4	5	n/a
Understanding the contract opportunity / specification provided <i>Please select only one item</i>	<input type="radio"/>					
Finding the opportunity <i>Please select only one item</i>	<input type="radio"/>					
Instructions on using the portal <i>Please select only one item</i>	<input type="radio"/>					
Submitting your bid <i>Please select only one item</i>	<input type="radio"/>					
Receiving clarification on any questions you had <i>Please select only one item</i>	<input type="radio"/>					
Receiving a response from Government <i>Please select only one item</i>	<input type="radio"/>					
Receiving feedback from Government <i>Please select only one item</i>	<input type="radio"/>					

Please tell us more

**18** If you have made an unsuccessful bid for a Government contract, did you get any feedback about why you were unsuccessful?

*Please select only one item*

Yes  No

Please tell us more

**19** In your view, has it got easier to do business with the Government over the last four years since the Procurement Policy and system was introduced in 2017?

*Please select only one item*

Yes – much easier  Yes – a bit easier  About the same  
 No – it's more difficult  Don't know

**20** For a full tender over £100k, how much notice would you ideally like to have to prepare?

*Please select all that apply*

0-4 weeks    4-12 weeks    more than 12 weeks

## Online procurement portal

**21** Are you aware of the IoMG Government Procurement Portal?

*Please select only one item*

Yes – I have used it many times    Yes – I have used it a few times  
 Yes – I have seen it but not used it    No – I haven't seen it or used it (go to question 24)

**22** If you have used the Government Procurement Portal, how easy do/did you find it to use?

*Please select only one item*

Very easy    Easy    Neither easy or difficult    Difficult    Very difficult

**23** Do you have any suggestions for improving the Government online Procurement Portal or information provided about using it?

Please add your comments

# Contract Management

**'Contract management** or **contract administration** is the management of contracts made with customers, vendors, partners, or employees. Contract management includes negotiating the terms and conditions in contracts and ensuring compliance with the terms and conditions, as well as documenting and agreeing on any changes or amendments that may arise during its implementation or execution.

It can be summarized as the process of systematically and efficiently managing contract creation, execution, and analysis for the purpose of maximising financial and operational performance and minimising risk.' (wikipedia)

It includes relationship management and reviewing performance, setting targets and holding meetings between the contractor and contract manager.

Please respond to these questions if you currently supply or have supplied an Isle of Man Government Department, Board or Office.

## Wikipedia definition

**[https://en.wikipedia.org/wiki/Contract\\_management](https://en.wikipedia.org/wiki/Contract_management)**

<[https://en.wikipedia.org/wiki/Contract\\_management](https://en.wikipedia.org/wiki/Contract_management) >

**24** If you have been successful in a procurement process, is / was structured contract management in place during your contract? (tick all that apply)

*Please select all that apply*

- Yes – there are / were routine contract management meetings
- Yes – there are / were informal discussions and feedback on contract performance
- Yes – there are / were meaningful performance measures (KPIs) agreed and in place
- Yes – there was productive feedback on the performance measures  No

**If yes, did you find the structured contract management helpful?**

*Please select only one item*

Yes we found it helpful in providing guidance on our and the Government's performance of the contract

No we found it unhelpful in providing guidance on our and the Government's performance of the contract

Please give examples

**25** Do you think IOM Government makes clear what its commitments to you are before and during a contract? Does it commit to minimum standards in its dealings with you, and does it meet these commitments?

Please add your comments

**26** Do you think the Government's approach to buying allows you to propose the best value solution?

*Please select only one item*

Yes – specifications are outcomes based and I can propose suggestions which are taken on board

No – specifications are closed and ask for specific products / methods  Sometimes

Depends on the product or service  No

**27** Are there any mechanisms which you have used to propose alternative solutions to Government? Do you have any examples of those you have used or seen used elsewhere?

Please add your comments

## Best Value & local benefit

**28** Do you understand what Best Value means and how it is defined by the Government?

*Please select only one item*

Yes  No  Don't know

Please explain your understanding in your own words

**29** Do you believe the Government get best value (the right balance of Quality and Price) out of the goods or services you provide?

*Please select only one item*

Yes  No  Don't know

Please tell us more

**30** Have you used the Procurement Policy objective to “Support the Local Economy” to your advantage as an on-Island supplier? For example, by emphasising as part of your bid, the Local Economic Benefits you can offer that someone from off-Island cannot.

*Please select only one item*

Yes  No

Please tell us more

**31** Have you been involved in a procurement exercise or contract where requirements have seemed to add unnecessary cost to you or to Government?

Please add your comments

**32** Local economic benefit is currently scored at 10% of the overall Quality score. Do you think that local economic benefit should be given more emphasis when Government scores tender submissions?

*Please select all that apply*

- Yes - increase to 20% of quality score
- Yes - increase to a different amount - please state below
- No - leave it at 10% of quality score

Increase local economic benefit to %?

## Social Value

The current procurement policy says:

‘As a concept, social value is about seeking to maximise the additional benefit that can be created when procuring services above and beyond the benefit of merely the services themselves. Social value is about looking beyond the price of each individual contract and looking at what the collective benefit to a community is when Government chooses to award a contract. Social value asks the question – “If £1 is spent on the delivery of services, can that same £1 be used, to also produce a wider benefit to the community?”

All Departments, Boards and Offices will consider if the proportionate application of social value factors are appropriate as part of the overall quality assessment in a contract award decision.’

**33** Do you understand the principles and purpose of including Social Value commitments in IoMG tenders?

*Please select only one item*

- Yes  No  Don't know

**34** If Social Value commitments are a required part of the contract opportunity, does this affect whether or not you tender?

Please select only one item

- Makes us more likely to bid     Makes us less likely to bid - adds costs  
 Makes us less likely to bid - other reason     Doesn't affect our decision to bid     Other

Please tell us more

**35** The Procurement Policy only requires Departments to 'consider' social value when procuring goods and/or services. How would you feel about social value being included in all contract opportunities?

## Sustainability and Environmental Value

The Procurement Policy says:

'Sustainability in a procurement context considers awarding contracts that achieve value for money on a whole life basis in terms of generating benefits not only to the Department, Board or Office, but also to society and the economy, whilst minimising damage to the environment. Environmental values are also recognised as being an important contract award factor in their own right. Consideration of energy, production process, materials, waste and logistics chain are examples of areas where services and products may be differentiated.

All Departments, Boards and Offices will, as appropriate, consider the proportionate application sustainability and environmental values as part of the overall quality assessment in a contract award decision.'

**36** Do you understand the principles and purpose of including Environmental commitments in IoMG tenders?

*Please select only one item*

Yes  No  Don't know

**37** Departments are asked to 'consider' including environmental benefits and can choose whether to include them. If environmental commitments are included, how does this affect your decision to submit a tender?

*Please select only one item*

Makes us more likely to bid  Makes us less likely to bid - adds cost for us  
 Makes us less likely to bid - other reason  Doesn't affect our decision to bid

Please tell us more

**38** Would you welcome a greater emphasis on social and environmental factors as part of Government procurement? What about ethical factors?

Final thoughts

**39** Do you think that the policy has led to more open and fair competition – can you give any examples?

*Please select only one item*

Yes  No  Don't know

Please tell us more

**40** Is there anything else you would like to ask us or tell us about the Procurement Policy?

**41** If you're happy for us to contact you about any of your responses as part of the review, or would be willing to come to an informal group discussion to feed into the review, please give us your preferred contact details.

Name

Email address

Phone number