

Office of the Lieutenant-Governor AO responses to PAC procurement review

Question	Guidance
1. How often does your department utilise the central procurement system for acquiring goods and services?	- Average 30 per month
2. At what levels in terms of monetary value (e.g., small, medium, large purchases) do you most regularly engage with the central procurement system most frequently?	- £1K - £25K
3. What aspects of the central procurement system (SAP Ariba) work well and what challenges or issues does your department face when using the central procurement system?	<p>Works well:</p> <ul style="list-style-type: none"> - centralised platform for ordering goods and services linking buyers with suppliers. - delivers an end-to-end purchase to pay process which includes guided buying experience, approval workflows, order confirmations, shipping notifications, electronic invoicing and remittance. <p>Issues/challenges:</p> <ul style="list-style-type: none"> - incomplete range of suppliers - suppliers not being paid in timely manner. - difficulty using the system particularly infrequent users. - available training not suitable for all users leading to bad practice. - suppliers not following process
4. How would you describe your department's relationship with suppliers when using the central procurement system (SAP Ariba) and what feedback have you received from suppliers about their experiences with the central procurement system?	<ul style="list-style-type: none"> - suppliers broadly happy with system when familiar with process - some suppliers have difficulty using the system, particularly those not using it on a regular basis. - Issues with receiving payments
5. Can you provide details on the number of engagements that have been extended above their original value over the past 5 years? to be issued to each department for inclusion.	<p>Non-Mins are not separated within the register</p> <p>Total Non-Mins</p> <p>Total Number of Contracts 26 with total value £3,361,046</p> <p>No extensions recorded.</p>
6. How do you evaluate the delivery and closure of individual procurements within your department?	Follow PFM guidance.

Office of the Lieutenant-Governor AO responses to PAC procurement review

7. Does the current level of autonomy provided work well for your procurement needs?	The current level of autonomy works well, sufficient support is provided by Helpdesk/Support team.
8. Do you have any additional suggestions or recommendations in order to further enhance procurement processes?	No suggestions
9. How does the office of the Lieutenant-Governor currently ensure that procurement processes align with government regulations and policies, and do you have any processes that sit separately to government regulations and policies?	We are subject to the same requirements and processes as other GOJ departments under the PFM.
10. What strategies are in place to enhance the transparency of your own procurement processes for suppliers and stakeholders?	N/A see above
11. How do you assess the effectiveness of your own procurement processes, and what key performance indicators do you use?	N/A see above
12. What feedback mechanisms do you have in place to gather input from suppliers about your procurement processes, and how do you act on this feedback?	Either dealt with locally or fed through to appropriate GOJ feedback and support channels
13. How do you ensure that your procurement requirements are clear and well communicated to all potential suppliers?	We aim to ensure all procurement activity must follow procurement guidance regarding fair and open competition.
14. What measures do you have in place to ensure the sustainability and social responsibility of your procurement decisions?	Follow guidance and support of central commercial function and other related GOJ
15. How do you handle disputes or grievances from suppliers regarding procurement decisions from your own processes, and what is your process for resolution?	Either dealt with locally or fed through to appropriate GOJ feedback and support channels
16. What are the barriers to engagement that suppliers face in your procurement processes, and how can you work to eliminate these barriers?	At the outset numerous suppliers were finding it difficult to navigate the system and when issues occurred with PO's it was frustrating for them. However now time has passed there has been a great improvement and the Suppliers Helpdesk is invaluable.

Office of the Lieutenant-Governor AO responses to PAC procurement review

17. How do you ensure that procurement opportunities are widely communicated and accessible to all potential suppliers?	See question 13.