

Page	Table	Title	Base Description	Base
1	1	SAMPLE TYPE	Base: All respondents	326
2	2	CUSTOMER?	Base: All respondents	326
3	3	QC. Can I just check what type of central government organisation you are?	Base: All Central Government respondents	48
4	4	Q1a. Has your organisation procured goods/ services using OGCBuying.solutions in the last two years (2004/05 or 2005/06)?	Base: All respondents	326
5	5	Q2. Which of the following categories of OGCBuying.solutions framework agreements does your organisation use?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
6	6	Q3. And which of the following OGCBuying.solutions' managed services does your organisation use?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
7	7	Q4a. Does your organisation use the following OGCBuying.solutions products or services? Summary table	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
8	8	Q4a. Does your organisation use the following OGCBuying.solutions products or services? eSourcing	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
9	9	Q4a. Does your organisation use the following OGCBuying.solutions products or services? eAuctions framework agreement	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
10	10	Q4a. Does your organisation use the following OGCBuying.solutions products or services? Zanzibar	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
11	11	Q4a. Does your organisation use the following OGCBuying.solutions products or services? Government Procurement Card	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
12	12	Q4a. Does your organisation use the following OGCBuying.solutions products or services? Environmental 'Quick Wins' products	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
13	13	Q4b. Why don't you use eSourcing?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years but have not used eSourcing	197
14	14	Q4b. Why don't you use eAuctions framework agreement?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years but have not used eAuctions framework agreement	176
15	15	Q4b. Why don't you use Zanzibar?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years but have not used Zanzibar	215
16	16	Q4b. Why don't you use Government Procurement Card?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years but have not used Government Procurement Card	163
17	17	Q4b. Why don't you use Environmental 'Quick Wins' products?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years but have not used Environmental 'Quick Wins' products	206

Page	Table	Title	Base Description	Base
18	18	Q5a. Does your organisation use any of the following OGCBuying.solutions' Memoranda of Understanding? Summary table	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
19	19	Q5a. Does your organisation use any of the following OGCBuying.solutions' Memoranda of Understanding? Microsoft	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
20	20	Q5a. Does your organisation use any of the following OGCBuying.solutions' Memoranda of Understanding? Oracle	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
21	21	Q5a. Does your organisation use any of the following OGCBuying.solutions' Memoranda of Understanding? IBM	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
22	22	Q5a. Does your organisation use any of the following OGCBuying.solutions' Memoranda of Understanding? Sun Microsystems	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
23	23	Q5a. Does your organisation use any of the following OGCBuying.solutions' Memoranda of Understanding? BT Premier Value	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
24	24	Q5b. Why don't you use ...? Is that because ...? Summary table	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years and have not used ...	114
25	25	Q5b. Why don't you use Microsoft? Is that because ...? Microsoft	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years and have not used Microsoft	114
26	26	Q5b. Why don't you use Oracle? Is that because ...? Oracle	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years and have not used Oracle	146
27	27	Q5b. Why don't you use IBM? Is that because ...? IBM	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years and have not used IBM	167
28	28	Q5b. Why don't you use Sun Microsystems? Is that because ...? Sun Microsystems	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years and have not used Sun Microsystems	149
29	29	Q5b. Why don't you use BT Premier Value? Is that because ...? BT Premier Value	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years and have not used BT Premier Value	141
30	30	Q6a. What benefits have you identified from using OGCBuying.solutions FRAMEWORK AGREEMENTS? Is that ...?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years and use a framework agreement	209

Page	Table	Title	Base Description	Base
31	31	Q6b. What benefits have you identified from using OGCbuying.solutions MANAGED SERVICES? Is that ...?	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years and use a managed service	49
32	32	Q7. Do OGCbuying.solutions offer your organisation cheaper prices than your organisation can achieve elsewhere? Would you say ...?	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
33	33	Q8. Based on your experience of OGCbuying.solutions account managers, please rate account managers' understanding of ... Is the account manager's understanding excellent, good, satisfactory, poor or very poor? Summary table	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
34	34	Q8. Based on your experience of OGCbuying.solutions account managers, please rate account managers' understanding of ... Is the account manager's understanding excellent, good, satisfactory, poor or very poor? OGCbuying.solutions products and services	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
35	35	Q8. Based on your experience of OGCbuying.solutions account managers, please rate account managers' understanding of ... Is the account manager's understanding excellent, good, satisfactory, poor or very poor? Wider commodity markets	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
36	36	Q8. Based on your experience of OGCbuying.solutions account managers, please rate account managers' understanding of ... Is the account manager's understanding excellent, good, satisfactory, poor or very poor? Requirements of public sector organisations	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
37	37	Q8. Based on your experience of OGCbuying.solutions account managers, please rate account managers' understanding of ... Is the account manager's understanding excellent, good, satisfactory, poor or very poor? Requirements of your organisation	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
38	38	Q8. Based on your experience of OGCbuying.solutions account managers, please rate account managers' understanding of ... Is the account manager's understanding excellent, good, satisfactory, poor or very poor? Other framework agreements open to your organisation	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
39	39	Q9a. Do OGCbuying.solutions consult your organisation enough when designing and letting new framework agreements and managed services?	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
40	40	Q9b. Do you think the use of more consultation would lead your organisation to use OGCbuying.solutions ...?	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
41	41	Q9c. Do you think the use of more consultation would lead your organisation to give OGCbuying.solutions volume commitments on new framework agreements and managed services?	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
42	42	Q10. How would you rate the service provided by the OGCbuying.solutions helpdesk?	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222

Page	Table	Title	Base Description	Base
43	43	Q11a. OGCBuying.solutions website? Is that very easy, quite easy, quite difficult or very difficult? Summary table	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
44	44	Q11a. OGCBuying.solutions website? Is that very easy, quite easy, quite difficult or very difficult? OGCBuying.solutions website	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
45	45	Q11a. OGCBuying.solutions website? Is that very easy, quite easy, quite difficult or very difficult? OGCBuying.solutions catalogues	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
46	46	Q11b. How would you rate the way OGCBuying.solutions have communicated the following changes? Is that excellent, good, satisfactory, poor or very poor? Summary table	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
47	47	Q11b. How would you rate the way OGCBuying.solutions have communicated the following changes? Is that excellent, good, satisfactory, poor or very poor? Changes to OGCBuying.solutions framework agreements	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
48	48	Q11b. How would you rate the way OGCBuying.solutions have communicated the following changes? Is that excellent, good, satisfactory, poor or very poor? Changes in EU procurement legislation affecting framework agreements	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
49	49	Q12. How would you rate the range of suppliers on OGCBuying.solutions framework agreements and managed services? Is that ...?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
50	50	Q13. Do you think OGCBuying.solutions' range of suppliers should include more or less of the following? Summary table	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
51	51	Q13. Do you think OGCBuying.solutions' range of suppliers should include more or less of the following? Small and Medium sized suppliers?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
52	52	Q13. Do you think OGCBuying.solutions' range of suppliers should include more or less of the following? Local suppliers to your organisation?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
53	53	Q14a. How would you rate the overall quality of service received from OGCBuying.solutions suppliers? Is that ...?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
54	54	Q14b. Do you think the quality of service from OGCBuying.solutions suppliers has changed in the last two years?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
55	55	Q14c. Does service quality differ between OGCBuying.solutions framework agreement suppliers and their managed services suppliers? Would you say ...?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years and use both framework agreements and managed services	46
56	56	Q15a. Have you encountered any problems in the last two years when dealing with OGCBuying.solutions suppliers?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
57	57	Q15b. What problems have you encountered? Is that ...?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years and encountered problems	41

Page	Table	Title	Base Description	Base
58	57	Q15b. What problems have you encountered? Is that ...?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years and encountered problems	41
59	58	Q15c. Were the problems corrected to your satisfaction? Is that ...?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years and encountered problems	41
60	59	Q16a. Have there been any problems that your organisation has escalated to OGCBuying.solutions?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
61	60	Q16b. How do you rate OGCBuying.solutions' response to that escalation? Is that ...?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years and escalated problems	24
62	61	Q17a. How often do OGCBuying.solutions ask your organisation for feedback on the performance of suppliers on its framework agreements/ managed services? Is that ...?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
63	62	Q17b. Do you think OGCBuying.solutions consult your organisation enough on the performance of its suppliers?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
64	63	Q18a. I'm going to read a list of improvements that OGCBuying.solutions could make. Please could you tell me which would have any impact on your use of OGCBuying.solutions?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
65	63	Q18a. I'm going to read a list of improvements that OGCBuying.solutions could make. Please could you tell me which would have any impact on your use of OGCBuying.solutions?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
66	64	Q18b. And which of these would have most impact on your use of OGCBuying.solutions?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
67	64	Q18b. And which of these would have most impact on your use of OGCBuying.solutions?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
68	65	Q18c. And which would have the next most impact?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
69	65	Q18c. And which would have the next most impact?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
70	66	Q18d. And which would have the next most impact?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
71	66	Q18d. And which would have the next most impact?	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222
72	67	Q18c-d. Top three mentions	Base: All those who have procured goods from OGCBuying.solutions in the last 2 years	222

Page	Table	Title	Base Description	Base
73	67	Q18c-d. Top three mentions	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
74	68	Q19. Has your organisation ever used OGCbuying.solutions?	Base: All those who have not procured goods from OGCbuying.solutions in the last 2 years	104
75	69	Q20a. Why has your organisation never used OGCbuying.solutions? Is it because ...?	Base: All those who have never used OGCbuying.solutions	89
76	69	Q20a. Why has your organisation never used OGCbuying.solutions? Is it because ...?	Base: All those who have never used OGCbuying.solutions	89
77	70	Q20b. And why has your organisation not used OGCbuying.solutions in the last two years? Is it because ...?	Base: All those who have not procured goods from OGCbuying.solutions in the last 2 years but have them in the past	14
78	71	Q20c. What one action can OGCbuying.solutions take to make you use them?	Base: All those who have not procured goods from OGCbuying.solutions in the last 2 years	104
79	71	Q20c. What one action can OGCbuying.solutions take to make you use them?	Base: All those who have not procured goods from OGCbuying.solutions in the last 2 years	104
80	72	Q21. Is it clear to your organisation where to secure the 'best deals' for specific goods or services?	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
81	73	Q22. Is it clear to your organisation what the full range of framework agreements open to it are?	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
82	74	Q23a. Do you think there should be more or less ...? Summary table	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
83	75	Q23a. Do you think there should be more or less ...? Centrally available data on price benchmarking	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
84	76	Q23a. Do you think there should be more or less ...? Centrally available information on framework agreements which are open to public sector organisations	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
85	77	Q23a. Do you think there should be more or less ...? Centrally available information on where the 'best deals' are	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
86	78	Q23a. Do you think there should be more or less ...? Central co-ordination of the different buying agencies in central and local government	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
87	79	Q23a. Do you think there should be more or less ...? Central mandating for the use of the 'best deals'	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
88	80	Q23b. And how important is each of those to improving the value for money from public sector procurement? Please answer on a 1 to 5 scale, from 5 meaning very important, and 1 meaning not important. Summary table	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222

	Page	Table	Title	Base Description	Base
	89	81	Q23b. And how important is each of those to improving the value for money from public sector procurement? Please answer on a 1 to 5 scale, from 5 meaning very important, and 1 meaning not important. Centrally available data on price benchmarking	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
	90	82	Q23b. And how important is each of those to improving the value for money from public sector procurement? Please answer on a 1 to 5 scale, from 5 meaning very important, and 1 meaning not important. Centrally available information on framework agreements which are open to public sector organisations	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
	91	83	Q23b. And how important is each of those to improving the value for money from public sector procurement? Please answer on a 1 to 5 scale, from 5 meaning very important, and 1 meaning not important. Centrally available information on where the 'best deals' are	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
	92	84	Q23b. And how important is each of those to improving the value for money from public sector procurement? Please answer on a 1 to 5 scale, from 5 meaning very important, and 1 meaning not important. Central co-ordination of the different buying agencies in central and local government	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
	93	85	Q23b. And how important is each of those to improving the value for money from public sector procurement? Please answer on a 1 to 5 scale, from 5 meaning very important, and 1 meaning not important. Central mandating for the use of the 'best deals'	Base: All those who have procured goods from OGCbuying.solutions in the last 2 years	222
	94	86	GENDER:	Base: All respondents	326

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 1
SAMPLE TYPE
Base: All respondents

	<u>Total</u>	Emergency <u>Service</u>	<u>SAMPLE</u>		
			<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	326	60	115	103	48
Emergency Service	60 18%	60 100%	-	-	-
Health	115 35%	-	115 100%	-	-
Local government	103 32%	-	-	103 100%	-
Central Government	48 15%	-	-	-	48 100%

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 2
CUSTOMER?
Base: All respondents

	<u>Total</u>	<u>Emergency Service</u>	<u>SAMPLE</u>		
			<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	326	60	115	103	48
Yes	255 78%	56 93%	96 83%	100 97%	3 6%
No	71 22%	4 7%	19 17%	3 3%	45 94%

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 3

QC. Can I just check what type of central government organisation you are?

Base: All Central Government respondents

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	48	-	-	-	48
Central Government Dept	9 19%	-	-	-	9 19%
Non-ministerial government department	1 2%	-	-	-	1 2%
Executive Agency	2 4%	-	-	-	2 4%
Non-departmental public body	28 58%	-	-	-	28 58%
Other	7 15%	-	-	-	7 15%
Don't know	1 2%	-	-	-	1 2%

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 4

Q1a. Has your organisation procured goods/ services using OGCbuying.solutions in the last two years (2004/05 or 2005/06)?

Base: All respondents

	<u>Total</u>	Emergency <u>Service</u>	<u>SAMPLE</u>		
			<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	326	60	115	103	48
Yes	222 68%	51 85%	91 79%	80 78%	- -
No	104 32%	9 15%	24 21%	23 22%	48 100%

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 5

Q2. Which of the following categories of OGCbuying.solutions framework agreements does your organisation use?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	SAMPLE				
	Total	Emergency Service	Health	Local Government	Central Government
Base	222	51	91	80	-
Information technology	159 72%	41 80%	68 75%	50 63%	-
Professional services	91 41%	22 43%	38 42%	31 39%	-
Telecommunications	123 55%	34 67%	41 45%	48 60%	-
Facilities management and support	44 20%	8 16%	27 30%	9 11%	-
Government Procurement Card	49 22%	17 33%	16 18%	16 20%	-
None	10 5%	2 4%	4 4%	4 5%	-
Don't know	3 1%	1 2%	1 1%	1 1%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 6

Q3. And which of the following OGCbuying.solutions' managed services does your organisation use?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Energy	35 16%	10 20%	11 12%	14 18%	-
GSI (Government secure internet)	7 3%	2 4%	3 3%	2 3%	-
Managed Telephony service	13 6%	3 6%	7 8%	3 4%	-
None	164 74%	35 69%	67 74%	62 78%	-
Don't know	9 4%	2 4%	5 5%	2 3%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 7

Q4a. Does your organisation use the following OGCbuying.solutions products or services?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Summary table

	<u>eSourcing</u>	<u>eAuctions framework agreement</u>	<u>Zanzibar</u>	<u>Government Procurement Card</u>	<u>Environmental 'Quick Wins' products</u>
Base	222	222	222	222	222
Yes	22 10%	42 19%	3 1%	57 26%	10 5%
No	197 89%	176 79%	215 97%	163 73%	206 93%
Don't know	3 1%	4 2%	4 2%	2 1%	6 3%

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 8

Q4a. Does your organisation use the following OGCbuying.solutions products or services?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

eSourcing

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	22 10%	2 4%	13 14%	7 9%	-
No	197 89%	49 96%	77 85%	71 89%	-
Don't know	3 1%	-	1 1%	2 3%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 9

Q4a. Does your organisation use the following OGCbuying.solutions products or services?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

eAuctions framework agreement

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	42 19%	4 8%	24 26%	14 18%	-
No	176 79%	46 90%	66 73%	64 80%	-
Don't know	4 2%	1 2%	1 1%	2 3%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 10

Q4a. Does your organisation use the following OGCbuying.solutions products or services?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Zanzibar

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	3 1%	-	2 2%	1 1%	-
No	215 97%	51 100%	87 96%	77 96%	-
Don't know	4 2%	-	2 2%	2 3%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 11

Q4a. Does your organisation use the following OGCbuying.solutions products or services?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Government Procurement Card

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	57 26%	19 37%	20 22%	18 23%	-
No	163 73%	32 63%	69 76%	62 78%	-
Don't know	2 1%	-	2 2%	-	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 12

Q4a. Does your organisation use the following OGCbuying.solutions products or services?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Environmental 'Quick Wins' products

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	10 5%	2 4%	5 5%	3 4%	-
No	206 93%	49 96%	82 90%	75 94%	-
Don't know	6 3%	-	4 4%	2 3%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 13

Q4b. Why don't you use eSourcing?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years but have not used eSourcing

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	197	49	77	71	-
Haven't heard of service	23 12%	4 8%	14 18%	5 7%	-
Not familiar with concept of eSourcing	31 16%	6 12%	18 23%	7 10%	-
Too expensive	6 3%	1 2%	-	5 7%	-
Using alternative service	78 40%	24 49%	24 31%	30 42%	-
Value for money benefits difficult to identify	12 6%	2 4%	6 8%	4 6%	-
High resource cost of implementation	9 5%	2 4%	5 6%	2 3%	-
Intending to use in next 6 months	21 11%	6 12%	4 5%	11 15%	-
Don't know	17 9%	4 8%	6 8%	7 10%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 14

Q4b. Why don't you use eAuctions framework agreement?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years but have not used eAuctions framework agreement

	Total	SAMPLE			
		Emergency Service	Health	Local Government	Central Government
Base	176	46	66	64	-
Haven't heard of service	17 10%	3 7%	10 15%	4 6%	-
Not familiar with concept of eAuctions framework agreement	20 11%	5 11%	12 18%	3 5%	-
Too expensive	9 5%	2 4%	2 3%	5 8%	-
Using alternative service	51 29%	17 37%	16 24%	18 28%	-
Value for money benefits difficult to identify	17 10%	2 4%	7 11%	8 13%	-
High resource cost of implementation	4 2%	1 2%	1 2%	2 3%	-
Intending to use in next 6 months	37 21%	11 24%	10 15%	16 25%	-
Don't know	21 12%	5 11%	8 12%	8 13%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 15

Q4b. Why don't you use Zanzibar?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years but have not used Zanzibar

	<u>Total</u>	<u>SAMPLE</u>			
		<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	215	51	87	77	-
Haven't heard of service	81 38%	24 47%	43 49%	14 18%	-
Too expensive	13 6%	1 2%	4 5%	8 10%	-
Using alternative service	71 33%	11 22%	26 30%	34 44%	-
Value for money benefits difficult to identify	12 6%	2 4%	3 3%	7 9%	-
High resource cost of implementation	5 2%	-	1 1%	4 5%	-
Intending to use in next 6 months	12 6%	5 10%	2 2%	5 6%	-
Don't know	21 10%	8 16%	8 9%	5 6%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 16

Q4b. Why don't you use Government Procurement Card?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years but have not used Government Procurement Card

	Total	SAMPLE			
		Emergency Service	Health	Local Government	Central Government
Base	163	32	69	62	-
Haven't heard of service	5 3%	-	4 6%	1 2%	-
Not familiar with concept	6 4%	-	4 6%	2 3%	-
Value for money benefits difficult to identify	20 12%	3 9%	8 12%	9 15%	-
High resource cost of implementation	10 6%	-	7 10%	3 5%	-
Concerned about misuse/fraud	17 10%	5 16%	8 12%	4 6%	-
Using alternative card	58 36%	9 28%	23 33%	26 42%	-
Intending to use in next 12 months	30 18%	10 31%	6 9%	14 23%	-
Don't know	17 10%	5 16%	9 13%	3 5%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 17

Q4b. Why don't you use Environmental 'Quick Wins' products?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years but have not used Environmental 'Quick Wins' products

	<u>Total</u>	Emergency	Health	Local	Central
		<u>Service</u>		<u>Government</u>	<u>Government</u>
Base	206	49	82	75	-
Haven't heard of service	146 71%	37 76%	60 73%	49 65%	-
Products too expensive	4 2%	-	4 5%	-	-
Value for money benefits difficult to identify	11 5%	1 2%	2 2%	8 11%	-
Don't purchase anything within this product range	8 4%	1 2%	3 4%	4 5%	-
Intending to use in next 12 months	16 8%	5 10%	6 7%	5 7%	-
Don't know	21 10%	5 10%	7 9%	9 12%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 18

Q5a. Does your organisation use any of the following OGCbuying.solutions' Memoranda of Understanding?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Summary table

	<u>Microsoft</u>	<u>Oracle</u>	<u>IBM</u>	<u>Sun Microsystems</u>	<u>BT Premier Value</u>
Base	222	222	222	222	222
Yes	68 31%	45 20%	12 5%	28 13%	25 11%
No	114 51%	146 66%	167 75%	149 67%	141 64%
Don't know	40 18%	31 14%	43 19%	45 20%	56 25%

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 19

Q5a. Does your organisation use any of the following OGCbuying.solutions' Memoranda of Understanding?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Microsoft

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	68 31%	20 39%	35 38%	13 16%	-
No	114 51%	27 53%	41 45%	46 58%	-
Don't know	40 18%	4 8%	15 16%	21 26%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 20

Q5a. Does your organisation use any of the following OGCbuying.solutions' Memoranda of Understanding?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	45 20%	19 37%	22 24%	4 5%	-
No	146 66%	27 53%	55 60%	64 80%	-
Don't know	31 14%	5 10%	14 15%	12 15%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 21

Q5a. Does your organisation use any of the following OGCbuying.solutions' Memoranda of Understanding?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

IBM

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	12 5%	3 6%	5 5%	4 5%	-
No	167 75%	38 75%	69 76%	60 75%	-
Don't know	43 19%	10 20%	17 19%	16 20%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 22

Q5a. Does your organisation use any of the following OGCbuying.solutions' Memoranda of Understanding?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Sun Microsystems

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	28 13%	14 27%	11 12%	3 4%	-
No	149 67%	29 57%	61 67%	59 74%	-
Don't know	45 20%	8 16%	19 21%	18 23%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 23

Q5a. Does your organisation use any of the following OGCbuying.solutions' Memoranda of Understanding?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

BT Premier Value

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	25 11%	6 12%	12 13%	7 9%	-
No	141 64%	32 63%	53 58%	56 70%	-
Don't know	56 25%	13 25%	26 29%	17 21%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 24

Q5b. Why don't you use ...? Is that because ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years and have not used ...

Summary table

	<u>Microsoft</u>	<u>Oracle</u>	<u>IBM</u>	<u>Sun Microsystems</u>	<u>BT Premier Value</u>
Base	114	146	167	149	141
Don't use supplier	8 7%	58 40%	100 60%	84 56%	43 30%
Don't purchase goods in this area	8 7%	17 12%	14 8%	15 10%	16 11%
Haven't heard of Memoranda of Understanding	42 37%	25 17%	25 15%	26 17%	33 23%
Can get better elsewhere	48 42%	31 21%	19 11%	19 13%	31 22%
Don't know	8 7%	15 10%	9 5%	5 3%	18 13%

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 25

Q5b. Why don't you use Microsoft? Is that because ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years and have not used Microsoft Microsoft

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	114	27	41	46	-
Don't use supplier	8 7%	1 4%	4 10%	3 7%	-
Don't purchase goods in this area	8 7%	2 7%	3 7%	3 7%	-
Haven't heard of Memoranda of Understanding	42 37%	10 37%	16 39%	16 35%	-
Can get better elsewhere	48 42%	14 52%	14 34%	20 43%	-
Don't know	8 7%	-	4 10%	4 9%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 26

Q5b. Why don't you use Oracle? Is that because ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years and have not used Oracle

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	146	27	55	64	-
Don't use supplier	58 40%	4 15%	29 53%	25 39%	-
Don't purchase goods in this area	17 12%	4 15%	5 9%	8 13%	-
Haven't heard of Memoranda of Understanding	25 17%	7 26%	7 13%	11 17%	-
Can get better elsewhere	31 21%	9 33%	10 18%	12 19%	-
Don't know	15 10%	3 11%	4 7%	8 13%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 27

Q5b. Why don't you use IBM? Is that because ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years and have not used IBM IBM

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	167	38	69	60	-
Don't use supplier	100 60%	17 45%	44 64%	39 65%	-
Don't purchase goods in this area	14 8%	1 3%	9 13%	4 7%	-
Haven't heard of Memoranda of Understanding	25 15%	9 24%	8 12%	8 13%	-
Can get better elsewhere	19 11%	8 21%	5 7%	6 10%	-
Don't know	9 5%	3 8%	3 4%	3 5%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 28

Q5b. Why don't you use Sun Microsystems? Is that because ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years and have not used Sun Microsystems Sun Microsystems

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	149	29	61	59	-
Don't use supplier	84 56%	9 31%	41 67%	34 58%	-
Don't purchase goods in this area	15 10%	4 14%	6 10%	5 8%	-
Haven't heard of Memoranda of Understanding	26 17%	7 24%	9 15%	10 17%	-
Can get better elsewhere	19 13%	7 24%	3 5%	9 15%	-
Don't know	5 3%	2 7%	2 3%	1 2%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 29

Q5b. Why don't you use BT Premier Value? Is that because ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years and have not used BT Premier Value
BT Premier Value

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	141	32	53	56	-
Don't use supplier	43 30%	6 19%	16 30%	21 38%	-
Don't purchase goods in this area	16 11%	3 9%	6 11%	7 13%	-
Haven't heard of Memoranda of Understanding	33 23%	12 38%	8 15%	13 23%	-
Can get better elsewhere	31 22%	9 28%	12 23%	10 18%	-
Don't know	18 13%	2 6%	11 21%	5 9%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 30

Q6a. What benefits have you identified from using OGCbuying.solutions FRAMEWORK AGREEMENTS? Is that ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years and use a framework agreement

	Total	SAMPLE			
		Emergency Service	Health	Local Government	Central Government
Base	209	48	86	75	-
Cheaper goods and services	149 71%	27 56%	67 78%	55 73%	-
Better quality goods and services	81 39%	18 38%	38 44%	25 33%	-
Fixed prices	143 68%	30 63%	67 78%	46 61%	-
Faster procurement	166 79%	38 79%	67 78%	61 81%	-
Better market knowledge	135 65%	24 50%	65 76%	46 61%	-
Continuity of supply	126 60%	26 54%	58 67%	42 56%	-
Reduced staff costs	92 44%	21 44%	25 29%	46 61%	-
Reduced admin costs	151 72%	36 75%	55 64%	60 80%	-
Compliance with EU/ public procurement legislation	196 94%	43 90%	84 98%	69 92%	-
Nothing in particular	1 *	1 2%	-	-	-
Other	1 *	1 2%	-	-	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 31

Q6b. What benefits have you identified from using OGCbuying.solutions MANAGED SERVICES? Is that ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years and use a managed service

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	49	14	19	16	-
Cheaper goods and services	36 73%	8 57%	14 74%	14 88%	-
Better quality goods and services	21 43%	7 50%	6 32%	8 50%	-
Fixed prices	33 67%	8 57%	16 84%	9 56%	-
Faster procurement	40 82%	12 86%	15 79%	13 81%	-
Better market knowledge	30 61%	7 50%	12 63%	11 69%	-
Continuity of supply	36 73%	10 71%	13 68%	13 81%	-
Reduced staff costs	25 51%	10 71%	7 37%	8 50%	-
Reduced admin costs	36 73%	11 79%	13 68%	12 75%	-
Compliance with EU/ public procurement legislation	46 94%	13 93%	19 100%	14 88%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 32

**Q7. Do OGCbuying.solutions offer your organisation cheaper prices than your organisation can achieve elsewhere?
Would you say ...?**

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
All OGCbuying.solutions goods/ services offer cheaper prices	5 2%	3 6%	2 2%	- -	- -
The majority of OGCbuying.solutions goods/ services offer cheaper prices	91 41%	19 37%	45 49%	27 34%	- -
The minority of OGCbuying.solutions goods/ services offer cheaper prices	98 44%	21 41%	35 38%	42 53%	- -
Or none of OGCbuying.solutions goods/ services offer cheaper prices	7 3%	1 2%	3 3%	3 4%	- -
Don't know	21 9%	7 14%	6 7%	8 10%	- -

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 33

**Q8. Based on your experience of OGCbuying.solutions account managers, please rate account managers' understanding of ...
Is the account manager's understanding excellent, good, satisfactory, poor or very poor?**

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Summary table

		OGCbuying.solutions products and services	Wider commodity markets	Requirements of public sector organisations	Requirements of your organisation	Other framework agreements open to your organisation
Base		222	222	222	222	222
NET: Excellent/ Good		99 45%	69 31%	99 45%	59 27%	55 25%
Excellent	(5)	19 9%	7 3%	23 10%	9 4%	6 3%
Good	(4)	80 36%	62 28%	76 34%	50 23%	49 22%
Satisfactory	(3)	37 17%	41 18%	31 14%	62 28%	52 23%
Poor	(2)	1 *	2 1%	6 3%	11 5%	11 5%
Very poor	(1)	1 *	- -	- -	- -	- -
NET: Very poor/ Poor		2 1%	2 1%	6 3%	11 5%	11 5%
Don't know		84 38%	110 50%	86 39%	90 41%	104 47%
Mean		3.83	3.66	3.85	3.43	3.42
Standard error		0.06	0.06	0.06	0.06	0.07

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 34

**Q8. Based on your experience of OGCbuying.solutions account managers, please rate account managers' understanding of ...
Is the account manager's understanding excellent, good, satisfactory, poor or very poor?**

**Base: All those who have procured goods from OGCbuying.solutions in the last 2 years
OGCbuying.solutions products and services**

	Total	<u>SAMPLE</u>			
		Emergency Service	Health	Local Government	Central Government
Base	222	51	91	80	-
NET: Excellent/ Good	99 45%	23 45%	28 31%	48 60%	-
Excellent (5)	19 9%	3 6%	4 4%	12 15%	-
Good (4)	80 36%	20 39%	24 26%	36 45%	-
Satisfactory (3)	37 17%	11 22%	16 18%	10 13%	-
Poor (2)	1 *	-	1 1%	-	-
Very poor (1)	1 *	1 2%	-	-	-
NET: Very poor/ Poor	2 1%	1 2%	1 1%	-	-
Don't know	84 38%	16 31%	46 51%	22 28%	-
Mean	3.83	3.69	3.69	4.03	-
Standard error	0.06	0.13	0.10	0.08	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 35

**Q8. Based on your experience of OGCbuying.solutions account managers, please rate account managers' understanding of ...
Is the account manager's understanding excellent, good, satisfactory, poor or very poor?**

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Wider commodity markets

	Total	<u>SAMPLE</u>			
		Emergency Service	Health	Local Government	Central Government
Base	222	51	91	80	-
NET: Excellent/ Good	69 31%	16 31%	21 23%	32 40%	-
Excellent (5)	7 3%	2 4%	1 1%	4 5%	-
Good (4)	62 28%	14 27%	20 22%	28 35%	-
Satisfactory (3)	41 18%	13 25%	19 21%	9 11%	-
Poor (2)	2 1%	-	-	2 3%	-
Very poor (1)	-	-	-	-	-
NET: Very poor/ Poor	2 1%	-	-	2 3%	-
Don't know	110 50%	22 43%	51 56%	37 46%	-
Mean	3.66	3.62	3.55	3.79	-
Standard error	0.06	0.12	0.09	0.10	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 36

**Q8. Based on your experience of OGCbuying.solutions account managers, please rate account managers' understanding of ...
Is the account manager's understanding excellent, good, satisfactory, poor or very poor?**

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Requirements of public sector organisations

		<u>SAMPLE</u>				
		<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base		222	51	91	80	-
NET: Excellent/ Good		99 45%	23 45%	31 34%	45 56%	-
Excellent	(5)	23 10%	4 8%	6 7%	13 16%	-
Good	(4)	76 34%	19 37%	25 27%	32 40%	-
Satisfactory	(3)	31 14%	10 20%	10 11%	11 14%	-
Poor	(2)	6 3%	1 2%	3 3%	2 3%	-
Very poor	(1)	-	-	-	-	-
NET: Very poor/ Poor		6 3%	1 2%	3 3%	2 3%	-
Don't know		86 39%	17 33%	47 52%	22 28%	-
Mean		3.85	3.76	3.77	3.97	-
Standard error		0.06	0.12	0.12	0.10	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 37

**Q8. Based on your experience of OGCbuying.solutions account managers, please rate account managers' understanding of ...
Is the account manager's understanding excellent, good, satisfactory, poor or very poor?**

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Requirements of your organisation

	Total	<u>SAMPLE</u>			
		Emergency Service	Health	Local Government	Central Government
Base	222	51	91	80	-
NET: Excellent/ Good	59 27%	12 24%	20 22%	27 34%	-
Excellent (5)	9 4%	2 4%	3 3%	4 5%	-
Good (4)	50 23%	10 20%	17 19%	23 29%	-
Satisfactory (3)	62 28%	21 41%	17 19%	24 30%	-
Poor (2)	11 5%	2 4%	6 7%	3 4%	-
Very poor (1)	-	-	-	-	-
NET: Very poor/ Poor	11 5%	2 4%	6 7%	3 4%	-
Don't know	90 41%	16 31%	48 53%	26 33%	-
Mean	3.43	3.34	3.40	3.52	-
Standard error	0.06	0.12	0.13	0.10	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 38

**Q8. Based on your experience of OGCbuying.solutions account managers, please rate account managers' understanding of ...
Is the account manager's understanding excellent, good, satisfactory, poor or very poor?**

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Other framework agreements open to your organisation

		SAMPLE				
		Total	Emergency Service	Health	Local Government	Central Government
Base		222	51	91	80	-
NET: Excellent/ Good		55 25%	13 25%	16 18%	26 33%	-
Excellent	(5)	6 3%	2 4%	-	4 5%	-
Good	(4)	49 22%	11 22%	16 18%	22 28%	-
Satisfactory	(3)	52 23%	13 25%	18 20%	21 26%	-
Poor	(2)	11 5%	5 10%	4 4%	2 3%	-
Very poor	(1)	-	-	-	-	-
NET: Very poor/ Poor		11 5%	5 10%	4 4%	2 3%	-
Don't know		104 47%	20 39%	53 58%	31 39%	-
Mean		3.42	3.32	3.32	3.57	-
Standard error		0.07	0.15	0.11	0.10	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 39

Q9a. Do OGCbuying.solutions consult your organisation enough when designing and letting new framework agreements and managed services?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	44 20%	10 20%	17 19%	17 21%	-
No	161 73%	41 80%	69 76%	51 64%	-
Don't know	17 8%	-	5 5%	12 15%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 40

Q9b. Do you think the use of more consultation would lead your organisation to use OGCbuying.solutions ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
More frequently than now	156 70%	37 73%	67 74%	52 65%	-
About the same as now	59 27%	13 25%	23 25%	23 29%	-
Less frequently than now	1 *	-	1 1%	-	-
Don't know	6 3%	1 2%	-	5 6%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 41

Q9c. Do you think the use of more consultation would lead your organisation to give OGCbuying.solutions volume commitments on new framework agreements and managed services?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	154 69%	37 73%	70 77%	47 59%	-
No	54 24%	13 25%	17 19%	24 30%	-
Don't know	14 6%	1 2%	4 4%	9 11%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 42

Q10. How would you rate the service provided by the OGCbuying.solutions helpdesk?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

		<small>SAMPLE</small>				
		Total	Emergency Service	Health	Local Government	Central Government
Base		222	51	91	80	-
NET: Excellent/ Good		83 37%	20 39%	35 38%	28 35%	-
Excellent	(5)	14 6%	1 2%	6 7%	7 9%	-
Good	(4)	69 31%	19 37%	29 32%	21 26%	-
Satisfactory	(3)	51 23%	12 24%	20 22%	19 24%	-
Poor	(2)	6 3%	1 2%	-	5 6%	-
Very poor	(1)	1 *	1 2%	-	-	-
NET: Very poor/ Poor		7 3%	2 4%	-	5 6%	-
Not used		78 35%	17 33%	35 38%	26 33%	-
Don't know		3 1%	-	1 1%	2 3%	-
Mean		3.63	3.53	3.75	3.58	-
Standard error		0.06	0.13	0.09	0.12	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 43

Q11a. OGCbuying.solutions website? Is that very easy, quite easy, quite difficult or very difficult?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Summary table

	OGCbuying.solut ions website	OGCbuying.solut ions catalogues
Base	222	222
NET: Very/ Quite easy	101 45%	120 54%
Very easy (5)	12 5%	24 11%
Quite easy (4)	89 40%	96 43%
Neither easy nor difficult (3)	15 7%	7 3%
Quite difficult (2)	69 31%	39 18%
Very difficult (1)	26 12%	6 3%
NET: Very/ Quite different	95 43%	45 20%
Haven't used	9 4%	47 21%
Don't know	2 1%	3 1%
Mean	2.96	3.54
Standard error	0.08	0.08

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 44

Q11a. OGCbuying.solutions website? Is that very easy, quite easy, quite difficult or very difficult?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

OGCbuying.solutions website

	Total	SAMPLE			
		Emergency Service	Health	Local Government	Central Government
Base	222	51	91	80	-
NET: Very/ Quite easy	101 45%	23 45%	49 54%	29 36%	-
Very easy (5)	12 5%	4 8%	5 5%	3 4%	-
Quite easy (4)	89 40%	19 37%	44 48%	26 33%	-
Neither easy nor difficult (3)	15 7%	2 4%	8 9%	5 6%	-
Quite difficult (2)	69 31%	17 33%	23 25%	29 36%	-
Very difficult (1)	26 12%	4 8%	8 9%	14 18%	-
NET: Very/ Quite different	95 43%	21 41%	31 34%	43 54%	-
Haven't used	9 4%	4 8%	2 2%	3 4%	-
Don't know	2 1%	1 2%	1 1%	- -	-
Mean	2.96	3.04	3.17	2.68	-
Standard error	0.08	0.18	0.12	0.14	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 45

Q11a. OGCbuying.solutions website? Is that very easy, quite easy, quite difficult or very difficult?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

OGCbuying.solutions catalogues

	Total	SAMPLE			
		Emergency Service	Health	Local Government	Central Government
Base	222	51	91	80	-
NET: Very/ Quite easy	120 54%	27 53%	52 57%	41 51%	-
Very easy (5)	24 11%	5 10%	15 16%	4 5%	-
Quite easy (4)	96 43%	22 43%	37 41%	37 46%	-
Neither easy nor difficult (3)	7 3%	3 6%	3 3%	1 1%	-
Quite difficult (2)	39 18%	6 12%	18 20%	15 19%	-
Very difficult (1)	6 3%	1 2%	2 2%	3 4%	-
NET: Very/ Quite different	45 20%	7 14%	20 22%	18 23%	-
Haven't used	47 21%	14 27%	14 15%	19 24%	-
Don't know	3 1%	-	2 2%	1 1%	-
Mean	3.54	3.65	3.60	3.40	-
Standard error	0.08	0.17	0.13	0.14	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 46

Q11b. How would you rate the way OGCbuying.solutions have communicated the following changes? Is that excellent, good, satisfactory, poor or very poor?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Summary table

		<u>Changes to OGCbuying.solut ions framework agreements</u>	<u>Changes in EU procurement legislation affecting framework agreements</u>
Base		222	222
NET: Excellent/ Good		51 23%	72 32%
Excellent	(5)	4 2%	8 4%
Good	(4)	47 21%	64 29%
Satisfactory	(3)	83 37%	75 34%
Poor	(2)	64 29%	51 23%
Very poor	(1)	12 5%	15 7%
NET: Very poor/ Poor		76 34%	66 30%
Don't know		12 5%	9 4%
Mean		2.84	3.00
Standard error		0.06	0.07

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 47

Q11b. How would you rate the way OGCbuying.solutions have communicated the following changes? Is that excellent, good, satisfactory, poor or very poor?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Changes to OGCbuying.solutions framework agreements

		<small>SAMPLE</small>				
		Total	Emergency Service	Health	Local Government	Central Government
Base		222	51	91	80	-
NET: Excellent/ Good		51 23%	9 18%	20 22%	22 28%	-
Excellent	(5)	4 2%	-	3 3%	1 1%	-
Good	(4)	47 21%	9 18%	17 19%	21 26%	-
Satisfactory	(3)	83 37%	21 41%	35 38%	27 34%	-
Poor	(2)	64 29%	17 33%	24 26%	23 29%	-
Very poor	(1)	12 5%	3 6%	8 9%	1 1%	-
NET: Very poor/ Poor		76 34%	20 39%	32 35%	24 30%	-
Don't know		12 5%	1 2%	4 4%	7 9%	-
Mean		2.84	2.72	2.80	2.97	-
Standard error		0.06	0.12	0.10	0.10	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 48

Q11b. How would you rate the way OGCbuying.solutions have communicated the following changes? Is that excellent, good, satisfactory, poor or very poor?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Changes in EU procurement legislation affecting framework agreements

		SAMPLE				
		Total	Emergency Service	Health	Local Government	Central Government
Base		222	51	91	80	-
NET: Excellent/ Good		72 32%	15 29%	24 26%	33 41%	-
Excellent	(5)	8 4%	2 4%	4 4%	2 3%	-
Good	(4)	64 29%	13 25%	20 22%	31 39%	-
Satisfactory	(3)	75 34%	19 37%	32 35%	24 30%	-
Poor	(2)	51 23%	13 25%	23 25%	15 19%	-
Very poor	(1)	15 7%	3 6%	9 10%	3 4%	-
NET: Very poor/ Poor		66 30%	16 31%	32 35%	18 23%	-
Don't know		9 4%	1 2%	3 3%	5 6%	-
Mean		3.00	2.96	2.85	3.19	-
Standard error		0.07	0.14	0.11	0.11	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 49

Q12. How would you rate the range of suppliers on OGCbuying.solutions framework agreements and managed services? Is that ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

		<small>SAMPLE</small>				
		<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base		222	51	91	80	-
NET: Excellent/ Good		110 50%	28 55%	52 57%	30 38%	- -
Excellent	(5)	8 4%	2 4%	4 4%	2 3%	- -
Good	(4)	102 46%	26 51%	48 53%	28 35%	- -
Satisfactory	(3)	96 43%	19 37%	33 36%	44 55%	- -
Poor	(2)	8 4%	2 4%	4 4%	2 3%	- -
Very poor	(1)	1 *	- -	1 1%	- -	- -
NET: Very poor/ Poor		9 4%	2 4%	5 5%	2 3%	- -
Don't know		7 3%	2 4%	1 1%	4 5%	- -
Mean		3.50	3.57	3.56	3.39	-
Standard error		0.04	0.09	0.07	0.07	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 50

Q13. Do you think OGCbuying.solutions' range of suppliers should include more or less of the following?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Summary table

	Small and Medium sized suppliers?	Local suppliers to your organisation?
Base	222	222
More	144 65%	146 66%
Same as now	33 15%	35 16%
Less	2 1%	4 2%
No opinion	43 19%	37 17%

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 51

Q13. Do you think OGCbuying.solutions' range of suppliers should include more or less of the following?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Small and Medium sized suppliers?

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
More	144 65%	33 65%	60 66%	51 64%	-
Same as now	33 15%	5 10%	19 21%	9 11%	-
Less	2 1%	-	2 2%	-	-
No opinion	43 19%	13 25%	10 11%	20 25%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 52

Q13. Do you think OGCbuying.solutions' range of suppliers should include more or less of the following?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Local suppliers to your organisation?

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
More	146 66%	33 65%	62 68%	51 64%	-
Same as now	35 16%	5 10%	22 24%	8 10%	-
Less	4 2%	1 2%	1 1%	2 3%	-
No opinion	37 17%	12 24%	6 7%	19 24%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 53

Q14a. How would you rate the overall quality of service received from OGCbuying.solutions suppliers? Is that ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

		<small>SAMPLE</small>				
		Total	Emergency Service	Health	Local Government	Central Government
Base		222	51	91	80	-
NET: Excellent/ Good		127 57%	24 47%	56 62%	47 59%	-
Excellent	(5)	11 5%	2 4%	3 3%	6 8%	-
Good	(4)	116 52%	22 43%	53 58%	41 51%	-
Satisfactory	(3)	86 39%	25 49%	33 36%	28 35%	-
Poor	(2)	5 2%	1 2%	2 2%	2 3%	-
Very poor	(1)	-	-	-	-	-
NET: Very poor/ Poor		5 2%	1 2%	2 2%	2 3%	-
Don't know		4 2%	1 2%	-	3 4%	-
Mean		3.61	3.50	3.63	3.66	-
Standard error		0.04	0.09	0.06	0.08	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 54

Q14b. Do you think the quality of service from OGCbuying.solutions suppliers has changed in the last two years?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Improved	58 26%	10 20%	23 25%	25 31%	-
Got worse	2 1%	2 4%	-	-	-
Stayed the same	140 63%	34 67%	64 70%	42 53%	-
Don't know	22 10%	5 10%	4 4%	13 16%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 55

Q14c. Does service quality differ between OGCbuying.solutions framework agreement suppliers and their managed services suppliers?

Would you say ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years and use both framework agreements and managed services

	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	46	14	18	14	-
Framework agreement suppliers offer a better quality of service than managed service suppliers	3 7%	- -	2 11%	1 7%	- -
Managed services suppliers offer a better quality of service than framework agreement suppliers	4 9%	- -	2 11%	2 14%	- -
They offer the same quality of service	29 63%	10 71%	11 61%	8 57%	- -
Don't know	10 22%	4 29%	3 17%	3 21%	- -

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 56

Q15a. Have you encountered any problems in the last two years when dealing with OGCbuying.solutions suppliers?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	41 18%	14 27%	9 10%	18 23%	-
No	177 80%	37 73%	81 89%	59 74%	-
Don't know	4 2%	-	1 1%	3 4%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 57

Q15b. What problems have you encountered? Is that ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years and encountered problems

	Total	Emergency	Health	Local	Central
		Service		Government	Government
Base	41	14	9	18	-
Late delivery	9 22%	7 50%	1 11%	1 6%	-
Wrong goods delivered	2 5%	2 14%	-	-	-
Goods not working when delivered	5 12%	4 29%	-	1 6%	-
Specified service not delivered to the required standard	17 41%	9 64%	1 11%	7 39%	-
Unhelpful staff when making initial order	8 20%	2 14%	1 11%	5 28%	-
Unhelpful staff when making complaint	6 15%	3 21%	-	3 17%	-
After sale service not up to standard	15 37%	3 21%	4 44%	8 44%	-
Poor/ lack of/ slow/ delayed communication/ information	4 10%	1 7%	-	3 17%	-
Pricing information/ Suppliers need to discuss purchase fees under OGC	2 5%	-	1 11%	1 6%	-
Sub contractor issues/ unsure when Sub contractors used whether to contact Supplier or Sub contractor	2 5%	-	-	2 11%	-
Suppliers need to provide account management	1 2%	1 7%	-	-	-
Contract / Terms & Conditions issues/ not happy about Terms & Conditions	5 12%	-	1 11%	4 22%	-

Job Number:- 7260



OGCbuying.solutions - August 2006

Absolutes/col percents

Table 57

Q15b. What problems have you encountered? Is that ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years and encountered problems

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	41	14	9	18	-
If easier to use/ logon to website	2 5%	-	1 11%	1 6%	-
Costs/ additional costs	5 12%	3 21%	-	2 11%	-
Other answers	2 5%	1 7%	-	1 6%	-
Don't know	2 5%	1 7%	-	1 6%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 58

Q15c. Were the problems corrected to your satisfaction? Is that ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years and encountered problems

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	41	14	9	18	-
NET: Yes	32 78%	13 93%	6 67%	13 72%	-
Yes for all problems	15 37%	4 29%	5 56%	6 33%	-
Yes for most of the problems	11 27%	6 43%	-	5 28%	-
Yes for a few of the problems	6 15%	3 21%	1 11%	2 11%	-
No for all problems	9 22%	1 7%	3 33%	5 28%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 59

Q16a. Have there been any problems that your organisation has escalated to OGCbuying.solutions?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	24 11%	9 18%	7 8%	8 10%	-
No	196 88%	42 82%	83 91%	71 89%	-
Don't know	2 1%	-	1 1%	1 1%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 60

Q16b. How do you rate OGCbuying.solutions' response to that escalation? Is that ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years and escalated problems

		SAMPLE				
		Total	Emergency Service	Health	Local Government	Central Government
Base		24	9	7	8	-
NET: Excellent/ Good		10 42%	1 11%	5 71%	4 50%	-
Excellent	(5)	-	-	-	-	-
Good	(4)	10 42%	1 11%	5 71%	4 50%	-
Satisfactory	(3)	7 29%	5 56%	-	2 25%	-
Poor	(2)	6 25%	2 22%	2 29%	2 25%	-
Very poor	(1)	-	-	-	-	-
NET: Very poor/ Poor		6 25%	2 22%	2 29%	2 25%	-
Don't know		1 4%	1 11%	-	-	-
Mean		3.17	2.88	3.43	3.25	-
Standard error		0.17	0.23	0.37	0.31	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 61

Q17a. How often do OGCbuying.solutions ask your organisation for feedback on the performance of suppliers on its framework agreements/ managed services? Is that ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
More than once a year	7 3%	2 4%	2 2%	3 4%	-
Once a year	21 9%	6 12%	8 9%	7 9%	-
Less than once a year	27 12%	5 10%	11 12%	11 14%	-
Never	150 68%	37 73%	67 74%	46 58%	-
Don't know	17 8%	1 2%	3 3%	13 16%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 62

Q17b. Do you think OGCbuying.solutions consult your organisation enough on the performance of its suppliers?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	20 9%	3 6%	7 8%	10 13%	-
No	184 83%	46 90%	81 89%	57 71%	-
Don't know	18 8%	2 4%	3 3%	13 16%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 63

Q18a. I'm going to read a list of improvements that OGCbuying.solutions could make. Please could you tell me which would have any impact on your use of OGCbuying.solutions?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	SAMPLE				
	Total	Emergency Service	Health	Local Government	Central Government
Base	222	51	91	80	-
More competitive prices	203 91%	47 92%	82 90%	74 93%	-
Larger range of goods and services	177 80%	34 67%	79 87%	64 80%	-
Better quality goods and services	130 59%	22 43%	60 66%	48 60%	-
More consultation on new framework agreements and managed services	188 85%	44 86%	81 89%	63 79%	-
Better understanding of the market	144 65%	28 55%	58 64%	58 73%	-
Better understanding of my organisations needs	188 85%	45 88%	79 87%	64 80%	-
More contact with account managers	166 75%	36 71%	73 80%	57 71%	-
Improved account manager knowledge	129 58%	32 63%	58 64%	39 49%	-
Better marketing of their products	170 77%	37 73%	75 82%	58 73%	-
Easier to use website	165 74%	40 78%	64 70%	61 76%	-
Easier to use catalogues	117 53%	25 49%	49 54%	43 54%	-
More communication of changes to framework agreements	174 78%	41 80%	72 79%	61 76%	-
More communication of changes to EU legislation and the implications for framework agreements	151 68%	35 69%	62 68%	54 68%	-
Better help desk service	91 41%	25 49%	34 37%	32 40%	-

Job Number:- 7260



OGCbuying.solutions - August 2006

Absolutes/col percents

Table 63

Q18a. I'm going to read a list of improvements that OGCbuying.solutions could make. Please could you tell me which would have any impact on your use of OGCbuying.solutions?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<u>SAMPLE</u>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Better service quality from suppliers	104 47%	23 45%	40 44%	41 51%	-
Greater range of suppliers	147 66%	32 63%	61 67%	54 68%	-
More SME suppliers on framework agreements	157 71%	38 75%	64 70%	55 69%	-
More local suppliers on framework agreements	168 76%	40 78%	64 70%	64 80%	-
Being able to single source	1 *	1 2%	-	-	-
Email / newsletter (weekly)	1 *	-	1 1%	-	-
Correct information / website information	1 *	-	1 1%	-	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 64

Q18b. And which of these would have most impact on your use of OGCbuying.solutions?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	Total	Emergency Service	Health	Local Government	Central Government
Base	222	51	91	80	-
More competitive prices	72 32%	16 31%	30 33%	26 33%	-
Larger range of goods and services	17 8%	2 4%	11 12%	4 5%	-
Better quality goods and services	4 2%	-	3 3%	1 1%	-
More consultation on new framework agreements and managed services	13 6%	7 14%	4 4%	2 3%	-
Better understanding of my organisations needs	8 4%	3 6%	-	5 6%	-
More contact with account managers	14 6%	2 4%	10 11%	2 3%	-
Improved account manager knowledge	1 *	-	-	1 1%	-
Better marketing of their products	7 3%	-	5 5%	2 3%	-
Easier to use website	25 11%	8 16%	4 4%	13 16%	-
Easier to use catalogues	2 1%	-	1 1%	1 1%	-
More communication of changes to framework agreements	12 5%	1 2%	8 9%	3 4%	-
More communication of changes to EU legislation and the implications for framework agreements	1 *	-	1 1%	-	-
Better service quality from suppliers	4 2%	2 4%	-	2 3%	-
Greater range of suppliers	7 3%	2 4%	3 3%	2 3%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 64

Q18b. And which of these would have most impact on your use of OGCbuying.solutions?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	SAMPLE				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
More SME suppliers on framework agreements	11 5%	4 8%	2 2%	5 6%	- -
More local suppliers on framework agreements	20 9%	3 6%	7 8%	10 13%	- -
Being able to single source	1 *	1 2%	- -	- -	- -

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 65

Q18c. And which would have the next most impact?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	Total	Emergency Service	Health	Local Government	Central Government
Base	222	51	91	80	-
More competitive prices	27 12%	4 8%	10 11%	13 16%	-
Larger range of goods and services	21 9%	1 2%	13 14%	7 9%	-
Better quality goods and services	11 5%	3 6%	5 5%	3 4%	-
More consultation on new framework agreements and managed services	27 12%	8 16%	11 12%	8 10%	-
Better understanding of the market	2 1%	1 2%	-	1 1%	-
Better understanding of my organisations needs	27 12%	6 12%	13 14%	8 10%	-
More contact with account managers	11 5%	3 6%	7 8%	1 1%	-
Improved account manager knowledge	2 1%	2 4%	-	-	-
Better marketing of their products	2 1%	-	1 1%	1 1%	-
Easier to use website	13 6%	3 6%	4 4%	6 8%	-
Easier to use catalogues	8 4%	4 8%	-	4 5%	-
More communication of changes to framework agreements	8 4%	1 2%	4 4%	3 4%	-
More communication of changes to EU legislation and the implications for framework agreements	3 1%	-	1 1%	2 3%	-
Better help desk service	1 *	1 2%	-	-	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 65

Q18c. And which would have the next most impact?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Greater range of suppliers	15 7%	2 4%	11 12%	2 3%	-
More SME suppliers on framework agreements	16 7%	6 12%	2 2%	8 10%	-
More local suppliers on framework agreements	25 11%	6 12%	7 8%	12 15%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 66

Q18d. And which would have the next most impact?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	Total	Emergency	Health	Local	Central
		Service		Government	Government
Base	222	51	91	80	-
More competitive prices	30 14%	2 4%	15 16%	13 16%	-
Larger range of goods and services	29 13%	11 22%	13 14%	5 6%	-
Better quality goods and services	7 3%	1 2%	4 4%	2 3%	-
More consultation on new framework agreements and managed services	16 7%	3 6%	7 8%	6 8%	-
Better understanding of the market	8 4%	1 2%	4 4%	3 4%	-
Better understanding of my organisations needs	20 9%	5 10%	8 9%	7 9%	-
More contact with account managers	14 6%	5 10%	7 8%	2 3%	-
Improved account manager knowledge	1 *	-	1 1%	-	-
Better marketing of their products	10 5%	3 6%	3 3%	4 5%	-
Easier to use website	23 10%	3 6%	12 13%	8 10%	-
Easier to use catalogues	4 2%	-	3 3%	1 1%	-
More communication of changes to framework agreements	8 4%	3 6%	2 2%	3 4%	-
More communication of changes to EU legislation and the implications for framework agreements	2 1%	1 2%	-	1 1%	-
Better help desk service	2 1%	2 4%	-	-	-

Job Number:- 7260



OGCbuying.solutions - August 2006

Absolutes/col percents

Table 66

Q18d. And which would have the next most impact?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Better service quality from suppliers	3 1%	1 2%	1 1%	1 1%	-
Greater range of suppliers	6 3%	1 2%	-	5 6%	-
More SME suppliers on framework agreements	12 5%	2 4%	4 4%	6 8%	-
More local suppliers on framework agreements	24 11%	7 14%	5 5%	12 15%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 67

Q18c-d. Top three mentions**Base: All those who have procured goods from OGCbuying.solutions in the last 2 years**

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
More competitive prices	129 58%	22 43%	55 60%	52 65%	-
Larger range of goods and services	67 30%	14 27%	37 41%	16 20%	-
Better quality goods and services	22 10%	4 8%	12 13%	6 8%	-
More consultation on new framework agreements and managed services	56 25%	18 35%	22 24%	16 20%	-
Better understanding of the market	10 5%	2 4%	4 4%	4 5%	-
Better understanding of my organisations needs	55 25%	14 27%	21 23%	20 25%	-
More contact with account managers	39 18%	10 20%	24 26%	5 6%	-
Improved account manager knowledge	4 2%	2 4%	1 1%	1 1%	-
Better marketing of their products	19 9%	3 6%	9 10%	7 9%	-
Easier to use website	61 27%	14 27%	20 22%	27 34%	-
Easier to use catalogues	14 6%	4 8%	4 4%	6 8%	-
More communication of changes to framework agreements	28 13%	5 10%	14 15%	9 11%	-
More communication of changes to EU legislation and the implications for framework agreements	6 3%	1 2%	2 2%	3 4%	-
Better help desk service	3 1%	3 6%	-	-	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 67

Q18c-d. Top three mentions**Base: All those who have procured goods from OGCbuying.solutions in the last 2 years**

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Better service quality from suppliers	7 3%	3 6%	1 1%	3 4%	-
Greater range of suppliers	28 13%	5 10%	14 15%	9 11%	-
More SME suppliers on framework agreements	39 18%	12 24%	8 9%	19 24%	-
More local suppliers on framework agreements	69 31%	16 31%	19 21%	34 43%	-
Being able to single source	1 *	1 2%	-	-	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 68

Q19. Has your organisation ever used OGCbuying.solutions?

Base: All those who have not procured goods from OGCbuying.solutions in the last 2 years

	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	104	9	24	23	48
Yes	14 13%	2 22%	1 4%	8 35%	3 6%
No	89 86%	7 78%	22 92%	15 65%	45 94%
Don't know	1 1%	-	1 4%	-	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 69

Q20a. Why has your organisation never used OGCbuying.solutions? Is it because ...?

Base: All those who have never used OGCbuying.solutions

	Total	Emergency Service	Health	Local Government	Central Government
Base	89	7	22	15	45
You have not heard of OGCbuying.solutions	16 18%	-	7 32%	1 7%	8 18%
You have been given unfavourable reports about OGCbuying.solutions	1 1%	-	-	-	1 2%
Your organisation does not spend enough to use OGCbuying.solutions	25 28%	2 29%	3 14%	8 53%	12 27%
Your organisation can get better prices than OGCbuying.solutions	12 13%	2 29%	3 14%	4 27%	3 7%
OGCbuying.solutions do not provide the goods/ services you require	12 13%	3 43%	2 9%	-	7 16%
You use another buying agency	35 39%	5 71%	13 59%	6 40%	11 24%
Its not your parent department's policy	12 13%	2 29%	2 9%	-	8 18%
Have our own procurement procedures/ tendering policies	7 8%	1 14%	1 5%	-	5 11%
Prefer to go direct to manufacturers for any supplies	1 1%	-	1 5%	-	-
Prefer local sourcing/ better/ quicker/ more personal	3 3%	-	-	1 7%	2 4%
Currently reviewing our procurement strategy	2 2%	-	-	1 7%	1 2%
Not enough known about them/ only recently heard about them/ do not know how to go about using them	6 7%	-	1 5%	1 7%	4 9%

Job Number:- 7260

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 69

Q20a. Why has your organisation never used OGCbuying.solutions? Is it because ...?

Base: All those who have never used OGCbuying.solutions

	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	89	7	22	15	45
No procurement budget	3 3%	-	-	-	3 7%
Billing/ payment issues	1 1%	-	-	1 7%	-
Do not buy/ procure anything	3 3%	-	-	-	3 7%
Other answers	2 2%	-	-	1 7%	1 2%
Don't know	1 1%	-	-	-	1 2%

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 70

Q20b. And why has your organisation not used OGCbuying.solutions in the last two years? Is it because ...?

Base: All those who have not procured goods from OGCbuying.solutions in the last 2 years but have them in the past

	Total	Emergency Service	Health	Local Government	Central Government
Base	14	2	1	8	3
You can get better prices than OGCbuying.solutions	9 64%	1 50%	1 100%	6 75%	1 33%
OGCbuying.solutions do not provide the goods/ services you require	1 7%	- -	- -	- -	1 33%
You received a poor service from OGCbuying.solutions	2 14%	- -	- -	1 13%	1 33%
Using OGCbuying.solutions was too complicated	2 14%	1 50%	- -	- -	1 33%
Using OGCbuying.solutions was too time consuming	2 14%	1 50%	- -	- -	1 33%
Telecommunications etc. go through Home Office/ not our decision	2 14%	- -	- -	- -	2 67%
Do not require their services at present/ have other arrangements/ tied in long term contract	3 21%	- -	- -	3 38%	- -
Our needs are small/ procure very little	2 14%	- -	- -	1 13%	1 33%
Not had time to test OGC	1 7%	1 50%	- -	- -	- -

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 71

Q20c. What one action can OGCbuying.solutions take to make you use them?

Base: All those who have not procured goods from OGCbuying.solutions in the last 2 years

	Total	Emergency Service	Health	Local Government	Central Government
Base	104	9	24	23	48
Provide more/ better advertising/ coverage/ market themselves better	6 6%	2 22%	1 4%	- -	3 6%
Provide more/ clearer/ simplified information/ emails/ name/ reference details	14 13%	2 22%	5 21%	1 4%	6 13%
Provide information on new contracts/ services /prices/ special offers	14 13%	3 33%	2 8%	5 22%	4 8%
Provide (better) online catalogues	2 2%	- -	- -	2 9%	- -
Continue to provide updates	1 1%	- -	1 4%	- -	- -
Contact other departments (e.g. Central Buying etc.)	2 2%	- -	- -	1 4%	1 2%
Provide better service/ solutions/ offer what we want	4 4%	1 11%	- -	- -	3 6%
NHS policy/ governemnt should make NHS purchasing open to other agencies	1 1%	- -	1 4%	- -	- -
Cater more for smaller organisation/ smaller orders	5 5%	- -	1 4%	- -	4 8%
If easier to use/ less complicated/ more accessible	6 6%	2 22%	1 4%	3 13%	- -
More personal/ direct approach	4 4%	- -	1 4%	2 9%	1 2%
May/ plan to use them in the future/ ask for quote/ tender	6 6%	- -	1 4%	2 9%	3 6%

Job Number:- 7260

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 71

Q20c. What one action can OGCbuying.solutions take to make you use them?

Base: All those who have not procured goods from OGCbuying.solutions in the last 2 years

	Total	SAMPLE			
		Emergency Service	Health	Local Government	Central Government
Base	104	9	24	23	48
Happy with current supplier	2 2%	1 11%	-	-	1 2%
Business due to be wound up shortly	1 1%	-	-	-	1 2%
Depends on prices/ should provide more competitive prices/ better value for money	7 7%	-	2 8%	2 9%	3 6%
Billing/ payment issues	1 1%	-	-	1 4%	-
None/ it's fine	4 4%	1 11%	1 4%	-	2 4%
Other answers	2 2%	-	-	-	2 4%
None of these	39 38%	1 11%	10 42%	7 30%	21 44%
Don't know	10 10%	-	2 8%	4 17%	4 8%

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 72

Q21. Is it clear to your organisation where to secure the 'best deals' for specific goods or services?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	130 59%	27 53%	62 68%	41 51%	-
No	83 37%	21 41%	25 27%	37 46%	-
Don't know	9 4%	3 6%	4 4%	2 3%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 73

Q22. Is it clear to your organisation what the full range of framework agreements open to it are?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

	<small>SAMPLE</small>				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
Yes	97 44%	21 41%	43 47%	33 41%	-
No	122 55%	29 57%	47 52%	46 58%	-
Don't know	3 1%	1 2%	1 1%	1 1%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 74

Q23a. Do you think there should be more or less ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Summary table

	Centrally available data on price benchmarking	Centrally available information on framework agreements which are open to public sector organisations	Centrally available information on where the 'best deals' are	Central co- ordination of the different buying agencies in central and local government	Central mandating for the use of the 'best deals'
Base	222	222	222	222	222
More	197 89%	185 83%	192 86%	159 72%	95 43%
About the same	23 10%	34 15%	25 11%	38 17%	55 25%
Less	2 1%	2 1%	3 1%	21 9%	59 27%
Don't know	-	1 *	2 1%	4 2%	13 6%

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 75

Q23a. Do you think there should be more or less ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Centrally available data on price benchmarking SAMPLE

	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
More	197 89%	45 88%	84 92%	68 85%	-
About the same	23 10%	5 10%	6 7%	12 15%	-
Less	2 1%	1 2%	1 1%	-	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 76

Q23a. Do you think there should be more or less ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Centrally available information on framework agreements which are open to public sector organisations

	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
More	185 83%	39 76%	84 92%	62 78%	-
About the same	34 15%	11 22%	6 7%	17 21%	-
Less	2 1%	1 2%	1 1%	-	-
Don't know	1 *	-	-	1 1%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 77

Q23a. Do you think there should be more or less ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Centrally available information on where the 'best deals' are

	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
More	192 86%	41 80%	82 90%	69 86%	-
About the same	25 11%	8 16%	7 8%	10 13%	-
Less	3 1%	1 2%	2 2%	-	-
Don't know	2 1%	1 2%	-	1 1%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 78

Q23a. Do you think there should be more or less ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Central co-ordination of the different buying agencies in central and local government

	SAMPLE				
	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
More	159 72%	36 71%	69 76%	54 68%	-
About the same	38 17%	9 18%	11 12%	18 23%	-
Less	21 9%	5 10%	9 10%	7 9%	-
Don't know	4 2%	1 2%	2 2%	1 1%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 79

Q23a. Do you think there should be more or less ...?

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Central mandating for the use of the 'best deals' SAMPLE

	<u>Total</u>	<u>Emergency Service</u>	<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	222	51	91	80	-
More	95 43%	17 33%	47 52%	31 39%	-
About the same	55 25%	12 24%	17 19%	26 33%	-
Less	59 27%	21 41%	22 24%	16 20%	-
Don't know	13 6%	1 2%	5 5%	7 9%	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 80

Q23b. And how important is each of those to improving the value for money from public sector procurement? Please answer on a 1 to 5 scale, from 5 meaning very important, and 1 meaning not important.

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Summary table

	Centrally available data on price benchmarking	Centrally available information on framework agreements which are open to public sector organisations	Centrally available information on where the 'best deals' are	Central co-ordination of the different buying agencies in central and local government	Central mandating for the use of the 'best deals'
Base	222	222	222	222	222
NET: Top two box	167 75%	171 77%	175 79%	102 46%	70 32%
Very important (5)	78 35%	95 43%	99 45%	46 21%	38 17%
4 (4)	89 40%	76 34%	76 34%	56 25%	32 14%
3 (3)	45 20%	41 18%	34 15%	78 35%	65 29%
2 (2)	7 3%	9 4%	9 4%	27 12%	39 18%
Not important (1)	3 1%	-	4 2%	14 6%	41 18%
NET: Bottom two box	10 5%	9 4%	13 6%	41 18%	80 36%
Don't know	-	1 *	-	1 *	7 3%
Mean	4.05	4.16	4.16	3.42	2.94
Standard error	0.06	0.06	0.06	0.08	0.09

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 81

Q23b. And how important is each of those to improving the value for money from public sector procurement? Please answer on a 1 to 5 scale, from 5 meaning very important, and 1 meaning not important.

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Centrally available data on price benchmarking SAMPLE

	Total	Emergency Service	Health	Local Government	Central Government
Base	222	51	91	80	-
NET: Top two box	167 75%	35 69%	70 77%	62 78%	-
Very important (5)	78 35%	16 31%	39 43%	23 29%	-
4 (4)	89 40%	19 37%	31 34%	39 49%	-
3 (3)	45 20%	12 24%	19 21%	14 18%	-
2 (2)	7 3%	3 6%	1 1%	3 4%	-
Not important (1)	3 1%	1 2%	1 1%	1 1%	-
NET: Bottom two box	10 5%	4 8%	2 2%	4 5%	-
Mean	4.05	3.90	4.16	4.00	-
Standard error	0.06	0.14	0.09	0.10	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 82

Q23b. And how important is each of those to improving the value for money from public sector procurement? Please answer on a 1 to 5 scale, from 5 meaning very important, and 1 meaning not important.

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Centrally available information on framework agreements which are open to public sector organisations

		Emergency Service	Health	Local Government	Central Government
Base		51	91	80	-
NET: Top two box		43	68	60	-
		77%	84%	75%	-
Very important	(5)	22	39	34	-
		43%	43%	43%	-
4	(4)	21	29	26	-
		34%	41%	32%	-
3	(3)	7	19	15	-
		18%	14%	21%	-
2	(2)	1	4	4	-
		4%	2%	4%	-
Not important	(1)	-	-	-	-
		-	-	-	-
NET: Bottom two box		1	4	4	-
		4%	2%	4%	-
Don't know		-	-	1	-
		*	-	1%	-
Mean		4.25	4.13	4.14	-
Standard error		0.11	0.09	0.10	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 83

Q23b. And how important is each of those to improving the value for money from public sector procurement? Please answer on a 1 to 5 scale, from 5 meaning very important, and 1 meaning not important.

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Centrally available information on where the 'best deals' are

		<small>SAMPLE</small>				
		Total	Emergency Service	Health	Local Government	Central Government
Base		222	51	91	80	-
NET: Top two box		175 79%	32 63%	72 79%	71 89%	-
Very important	(5)	99 45%	18 35%	43 47%	38 48%	-
4	(4)	76 34%	14 27%	29 32%	33 41%	-
3	(3)	34 15%	15 29%	13 14%	6 8%	-
2	(2)	9 4%	4 8%	4 4%	1 1%	-
Not important	(1)	4 2%	-	2 2%	2 3%	-
NET: Bottom two box		13 6%	4 8%	6 7%	3 4%	-
Mean		4.16	3.90	4.18	4.30	-
Standard error		0.06	0.14	0.10	0.10	-

OGCbuying.solutions - August 2006

Absolutes/col percents

Table 84

Q23b. And how important is each of those to improving the value for money from public sector procurement? Please answer on a 1 to 5 scale, from 5 meaning very important, and 1 meaning not important.

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Central co-ordination of the different buying agencies in central and local government

		SAMPLE				
		Total	Emergency Service	Health	Local Government	Central Government
Base		222	51	91	80	-
NET: Top two box		102 46%	20 39%	45 49%	37 46%	-
Very important	(5)	46 21%	9 18%	20 22%	17 21%	-
4	(4)	56 25%	11 22%	25 27%	20 25%	-
3	(3)	78 35%	26 51%	26 29%	26 33%	-
2	(2)	27 12%	4 8%	15 16%	8 10%	-
Not important	(1)	14 6%	1 2%	5 5%	8 10%	-
NET: Bottom two box		41 18%	5 10%	20 22%	16 20%	-
Don't know		1 *	-	-	1 1%	-
Mean		3.42	3.45	3.44	3.38	-
Standard error		0.08	0.13	0.12	0.14	-

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Absolutes/col percents

Table 85

Q23b. And how important is each of those to improving the value for money from public sector procurement? Please answer on a 1 to 5 scale, from 5 meaning very important, and 1 meaning not important.

Base: All those who have procured goods from OGCbuying.solutions in the last 2 years

Central mandating for the use of the 'best deals'

		SAMPLE				
		Total	Emergency Service	Health	Local Government	Central Government
Base		222	51	91	80	-
NET: Top two box		70 32%	8 16%	38 42%	24 30%	-
Very important	(5)	38 17%	4 8%	22 24%	12 15%	-
4	(4)	32 14%	4 8%	16 18%	12 15%	-
3	(3)	65 29%	19 37%	24 26%	22 28%	-
2	(2)	39 18%	9 18%	17 19%	13 16%	-
Not important	(1)	41 18%	14 27%	11 12%	16 20%	-
NET: Bottom two box		80 36%	23 45%	28 31%	29 36%	-
Don't know		7 3%	1 2%	1 1%	5 6%	-
Mean		2.94	2.50	3.23	2.88	-
Standard error		0.09	0.17	0.14	0.16	-

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Absolutes/col percents

Table 86
GENDER:
Base: All respondents

	<u>Total</u>	Emergency <u>Service</u>	<u>SAMPLE</u>		
			<u>Health</u>	<u>Local Government</u>	<u>Central Government</u>
Base	326	60	115	103	48
Male	218 67%	39 65%	71 62%	74 72%	34 71%
Female	108 33%	21 35%	44 38%	29 28%	14 29%