|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Framework & Supplier Review | |  | | |
| Institution |  | | Framework used |  |
| Name |  | | Supplier(s) used |  |
| Email |  | | Review Period |  |
| Date |  | |  |  |

## Framework Review

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Yes** | **No** | **Comments** | | |
| Did you find the framework user guide and supporting documentation useful and informative? *Please provide details in the comments box* |  |  |  | | |
| Did you receive the desired number of responses to your tender?*Please provide number of responses in the comments box* |  |  |  | | |
| Did the framework meet all of yourrequirements? |  |  |  | | |
|  | **Excellent** | **Good** | **Satisfactory** | **Poor** | **N/A** |
| **How would you rate the support services offered by CPC** e.g. helpdesk, contract manager, regional advisor? |  |  |  |  |  |
| How would you rate the CPC Quote Tool? |  |  |  |  |  |
|  | **Yes** | **No** | **Comments** | | |
| Would you use the framework again? *Please provide details in the comments box* |  |  |  | | |
| Do you have any recommendations for how the framework can be improved? |  | | | | |

## Supplier Review

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Yes** | **No** | **Comments** | | |
| Are you happy with the level of service provided by your preferred supplier? *Please provide details in the comments box* |  |  |  | | |
| Was your preferred supplier prompt in replyingto queries and providing support? *Please provide details in the comments box* |  |  |  | | |
| Did your supplier provide value for money in consideration of the goods/services provided? *Please provide details in the comments box* |  |  |  | | |
|  | **Excellent** | **Good** | **Satisfactory** | **Poor** | **N/A** |
| How would you rate the Supplier’s overall performance? |  |  |  |  |  |

**Any further comments**

|  |
| --- |
|  |

Please send completed surveys to [**helpdesk@thecpc.ac.uk**](mailto:helpdesk@thecpc.ac.uk)