|  |  |
| --- | --- |
| 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 your requirements? | [ ]  | [ ]  |  |
|  | **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 replying to 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**