



VENDOR SURVEY BOOTCAMP FAQ

Why is it important to engage vendors?

When vendors have positive experiences, government delivers better results.

When the procurement process is efficient, inviting, and inclusive, more vendors will want to work with your government, fostering greater competition and positioning your government to negotiate the best solution at the optimal price. Furthermore, positive vendor-government relationships can lead to more collaboration and problem-solving while services are being delivered, which drives better outcomes for residents and signals to vendors that you care about their experience and want to be a supportive partner.

What will I learn/achieve during this bootcamp?

The main goal we will be working towards is for your government team to develop a final draft of a vendor survey that you can release soon after the bootcamp concludes. Towards that end, you will:

- Gain an understanding of how a vendor survey can provide valuable feedback for refining your procurement and contracting process;
- Design and develop a final draft of a vendor survey ready for you to take back to your government;
- Learn what types of questions to ask and promising practices for how to successfully administer a vendor survey;
- Learn what to do with the data you gather once you have administered the survey to drive informed improvements to your processes;
- Understand how to communicate survey findings to various internal and external stakeholders; and,
- Adapt the Government Performance Lab's best practice resources in this area to meet your government's needs, as outlined in our [How-to Guide: Surveying Your Vendor Community to Assess Satisfaction and Identify Pain Points](#).

Who should attend this bootcamp?

All Procurement Excellence Network (PEN) members working in city, county and state governments in the U.S. and Canada are welcome to apply. We encourage government teams of 2-4 people to participate. This bootcamp is a great match if you're new to vendor surveys or if you are looking to revamp a previous survey that didn't achieve its intended impact. We aim to select up to 10 jurisdictions for this exclusive opportunity. If you are not yet a PEN member, [sign-up here](#).

What is a PEN bootcamp?

Based on recommendations from our recent PEN feedback survey, we are launching "bootcamps" as a new offering in response to PEN members' preference for focused interactive workshops with smaller groups that tackle a particular procurement challenge. If this topic isn't the right fit for you right now, please stay tuned for additional interactive member opportunities, and feel free to share your ideas for future bootcamps at gplpen@hks.harvard.edu.

What is the cost of the bootcamp?

Free! The GPL's Procurement Excellence Network (PEN) is a free online hub to support public sector leaders as they drive reforms to make their procurement practices more efficient, fair, results-driven, and equitable, and to sustain strategic transformations over time.

Join us and [apply today!](#) This online form should not take more than 20 minutes to complete.