

5 things suppliers on frameworks need to know



INS & OUTS OF THE FRAMEWORK

Suppliers must understand the procurement process of the specific framework, including the rules and regulations that govern it.

Elements of a framework that can vary depending on the framework you're on include:

- eligibility criteria
- regulations and legislation
- buyer contract terms and conditions



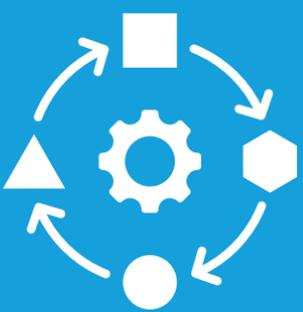
THE MARKET

Suppliers should have a good understanding of the needs and priorities of potential buyers. This can help to identify areas of demand, and you can tailor your services accordingly. This also goes for knowing your competition. It's important you know what your competitors are offering so you can identify your unique selling points (USPs), and differentiate by making these a focal point.



HOW TO COMMUNICATE WITH BUYERS

If you're not making the extra effort to build strong relationships with buyers, you're risking a lot of contracts. Suppliers should be prepared to work closely with public sector clients to ensure they understand their needs and expectations, and to communicate effectively. Developing strong relationships with buyers can be key to winning contracts and securing repeat business.



HOW TO BE FLEXIBLE & ADAPTABLE

If you've been supplying to the public sector for a while, you'll likely know it can be subject to changes. For example, framework timelines can change and buyers may also run into complications of their own. We also understand you'll likely be juggling other work. Contracts typically have tight timelines, and suppliers should be willing to adjust their schedules or allocate additional resources if need be.



HOW TO MONITOR PERFORMANCE & WHEN TO SEEK FEEDBACK

Regularly monitoring performance and seeking feedback from buyers can help suppliers to ensure they are meeting buyer expectations. Key performance indicators (KPIs) can be set to help suppliers measure and track performance against agreed-upon benchmarks. Suppliers may also use customer surveys to solicit feedback from the buyer.