

Contractor Feedback Questions 1-5 Summary of Comments by Category

Process Concerns	# of Occurrences
Give credit/value to businesses that have a store front.	7
Give value to businesses with good track records.	6
Requirements such as insurance are often too high for the value of the contract.	6
Get sole source contracts from people with whom you work a lot with and have good working relationships.	3
Change orders are nightmare and add costs to projects.	2
YG takes a long time to pay invoices.	2
It is a mistake that contracts are not awarded based on the quality of work.	2
The process is useless.	2
Contracts not awarded fairly, especially when given to businesses with poor track records.	2
Projects are underestimated and under market value; budgets are too low.	2
Price driven contracts are not always the best value for YG and are not always awarded properly.	2
Contracts are issued after the work has begun or after invoices are submitted.	2
Other	13
Total	51

Communication Concerns	# of Occurrences
Opportunities, notifications, and packages should be e-mailed.	9
It would be nice for YG to implement e-procurement.	6
My business has not received e-mails about tender opportunities.	5
My business has never been invited to bid.	5
Bidders want feedback on why a contract was not awarded to them.	4
Tender forecasting should be more accurate and have more information.	3
There is a lack of communication.	2
A good relationship between YG and the private sector matters.	2
Other	10
Total	46

Inadequate Documents	# of Occurrences
Documents are incomplete or inconsistent.	11
Documents contain too many details/requirements.	5
Not enough information is provided and requirements are too vague.	6
No support is needed if documents are prepared properly.	3
It is a waste of time to prepare bids for small projects.	3
Stop using a template.	2
There are numerous errors in Request for Proposals and contracts.	2
Information on results of Request for Proposals is not always helpful.	2
Other	6
Total	40

Time Constraints	# of Occurrences
It is bad timing to tender around Christmas, staff holidays, and the fiscal year end (“March madness”).	21
This is a poor system if you are located outside of Whitehorse.	8
There is not enough time to prepare bids.	5
Contractors located in the communities have less time to prepare bids.	2
My business received material too late.	1
The workload is uneven.	1
Total	38

Lack of Staff Resources/Training	# of Occurrences
YG employees lack knowledge and skills.	10
Support is erratic and inconsistent.	5
YG employees are not always available.	4
Bid evaluators lack competence.	3
Contractors receive conflicting information and requests from different YG employees.	2
Information provided by YG employees is unclear.	2
Other	10
Total	36

Conflict of Interest	# of Occurrences
There is interference. The process should be more transparent.	4
Contracts and ranking criteria are written in ways that favour one business over another.	4
Businesses that have brought forth complaints to the Bid Challenge Committee are not awarded contracts in the future.	2
Politics play a role in sole source contracts.	4
Some consultants are favoured over others.	2
Project managers have a preferred contractor which causes interference.	2
It is hard to understand why contracts are awarded to certain businesses.	1
Why do invitational bids? YG should tender every opportunity.	1
It is difficult to get on THE list to get contracts.	1
There are often conflicts between contractors/consultants and YG.	1
An independent appeal process is necessary to challenge bids/contracts.	1
The evaluation process is not always disclosed and consistent.	1
Businesses never see the information unless they have connections.	1
Lack of time to prepare bids causes favouritism.	1
Total	26

Use of Source Lists/Standing Offer Agreements	# of Occurrences
Source Lists and Standing Offer Agreements are not being used properly and are not working well.	20
Total	20

Inappropriate Thresholds	# of Occurrences
Thresholds are too low.	9
Raise thresholds for sole source contracts.	5
Use sole source contracts instead of small dollar value contracts.	1
The system is a concern.	1
Total	16