

Strategically Sourced IT Contract Survey Results

Alex Chin

Department of General Services

Procurement Division

Intake and Analysis Unit

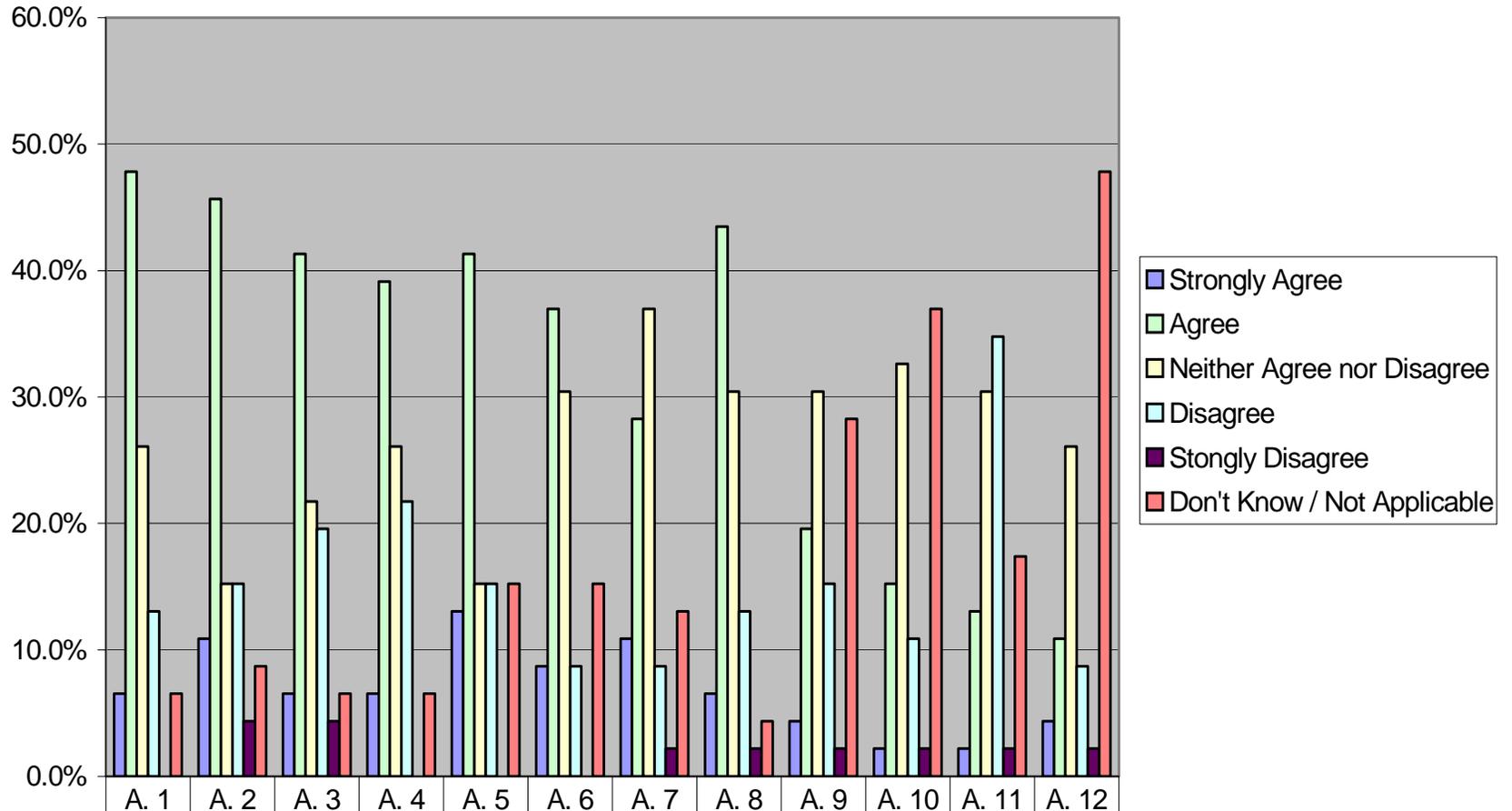
Strategically Sourced IT Contract Survey Results

Questions:

■ Administration

1. I find that it is easy to find information on the contract including the contact person(s).
2. The contract(s) terms and conditions meet our Agency's needs.
3. The contract(s) terms and conditions are easy to understand.
4. The contract(s) User Instructions are easy to understand.
5. I can easily contact the Contract Administrator whenever I have questions or concerns regarding the contract(s).
6. The Contract Administrator resolves my contract issues in a timely manner.
7. The minimum order quantities work well for our business.
8. I find the ordering process is simple and convenient.
9. The contracts we use help our Agency meet recycled content goals.
10. The contracts provide information that helps our Agency meet the requirements of the State Agency Buy Recycled Campaign (SABRC) program.
11. I find the Statewide Contract Exemption Request process is easy to understand and follow.
12. I receive timely and correct response when submitting a Statewide Contract Exemption Request.

Part A. Administration



	A. 1	A. 2	A. 3	A. 4	A. 5	A. 6	A. 7	A. 8	A. 9	A. 10	A. 11	A. 12
Strongly Agree	6.5%	10.9%	6.5%	6.5%	13.0%	8.7%	10.9%	6.5%	4.3%	2.2%	2.2%	4.3%
Agree	47.8%	45.7%	41.3%	39.1%	41.3%	37.0%	28.3%	43.5%	19.6%	15.2%	13.0%	10.9%
Neither Agree nor Disagree	26.1%	15.2%	21.7%	26.1%	15.2%	30.4%	37.0%	30.4%	30.4%	32.6%	30.4%	26.1%
Disagree	13.0%	15.2%	19.6%	21.7%	15.2%	8.7%	8.7%	13.0%	15.2%	10.9%	34.8%	8.7%
Strongly Disagree	0.0%	4.3%	4.3%	0.0%	0.0%	0.0%	2.2%	2.2%	2.2%	2.2%	2.2%	2.2%
Don't Know / Not Applicable	6.5%	8.7%	6.5%	6.5%	15.2%	15.2%	13.0%	4.3%	28.3%	37.0%	17.4%	47.8%

Based on 46 respondents

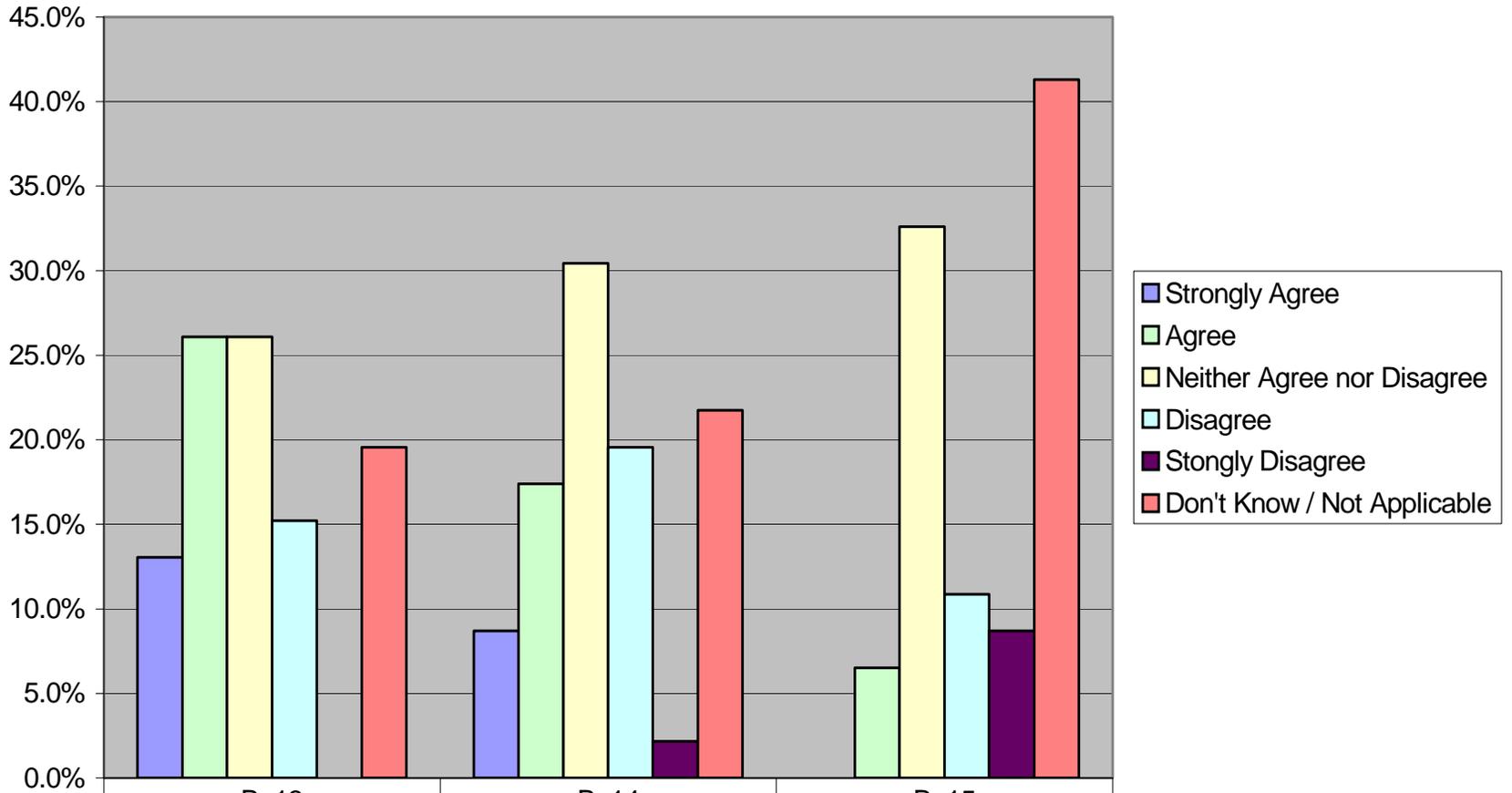
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Questions:

B. Small Business/DVBE Requirements

- 13. The contract has allowed our Agency to meet our Small Business/DVBE goals.**
- 14. The contract allows us to identify Small Businesses from which we can purchase contract items.**
- 15. I find it is easy to get SB/DVBE reports from the Contractor.**

Part B. Small Business/DVBE Requirements



Strongly Agree	13.0%	8.7%	0.0%
Agree	26.1%	17.4%	6.5%
Neither Agree nor Disagree	26.1%	30.4%	32.6%
Disagree	15.2%	19.6%	10.9%
Strongly Disagree	0.0%	2.2%	8.7%
Don't Know / Not Applicable	19.6%	21.7%	41.3%

Based on 46 respondents

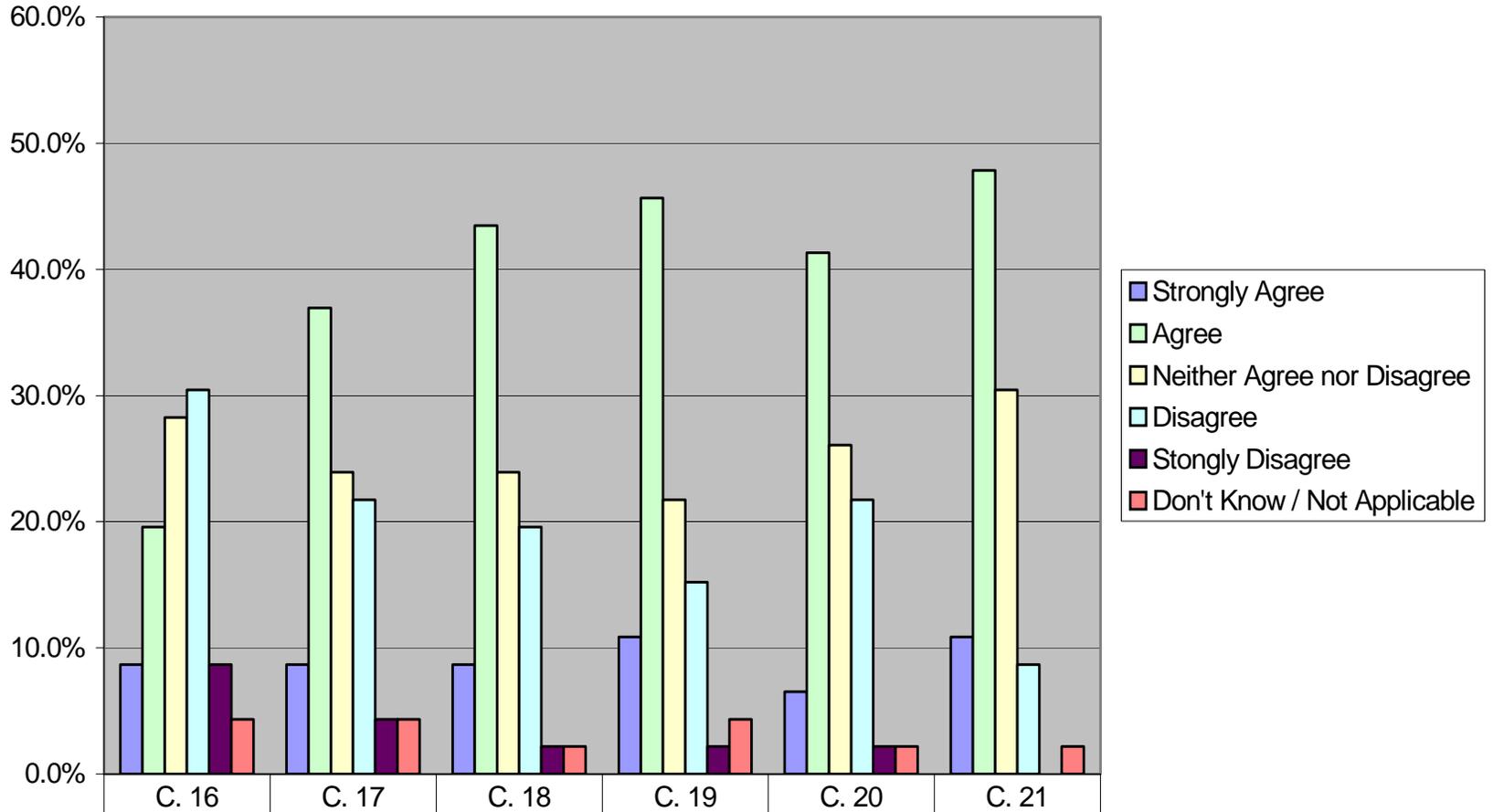
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Questions:

C. Availability of Goods

16. The contract items meet all my business needs.
17. I find that the contract items are up to date with industry standards.
18. The contract items I want to order are readily available.
19. I receive orders within the specified timeframe.
20. I receive complete orders.
21. I receive the correct items specified on our purchase order.

Part C. Availability of Goods



Strongly Agree	8.7%	8.7%	8.7%	10.9%	6.5%	10.9%
Agree	19.6%	37.0%	43.5%	45.7%	41.3%	47.8%
Neither Agree nor Disagree	28.3%	23.9%	23.9%	21.7%	26.1%	30.4%
Disagree	30.4%	21.7%	19.6%	15.2%	21.7%	8.7%
Strongly Disagree	8.7%	4.3%	2.2%	2.2%	2.2%	0.0%
Don't Know / Not Applicable	4.3%	4.3%	2.2%	4.3%	2.2%	2.2%

Based on 46 respondents

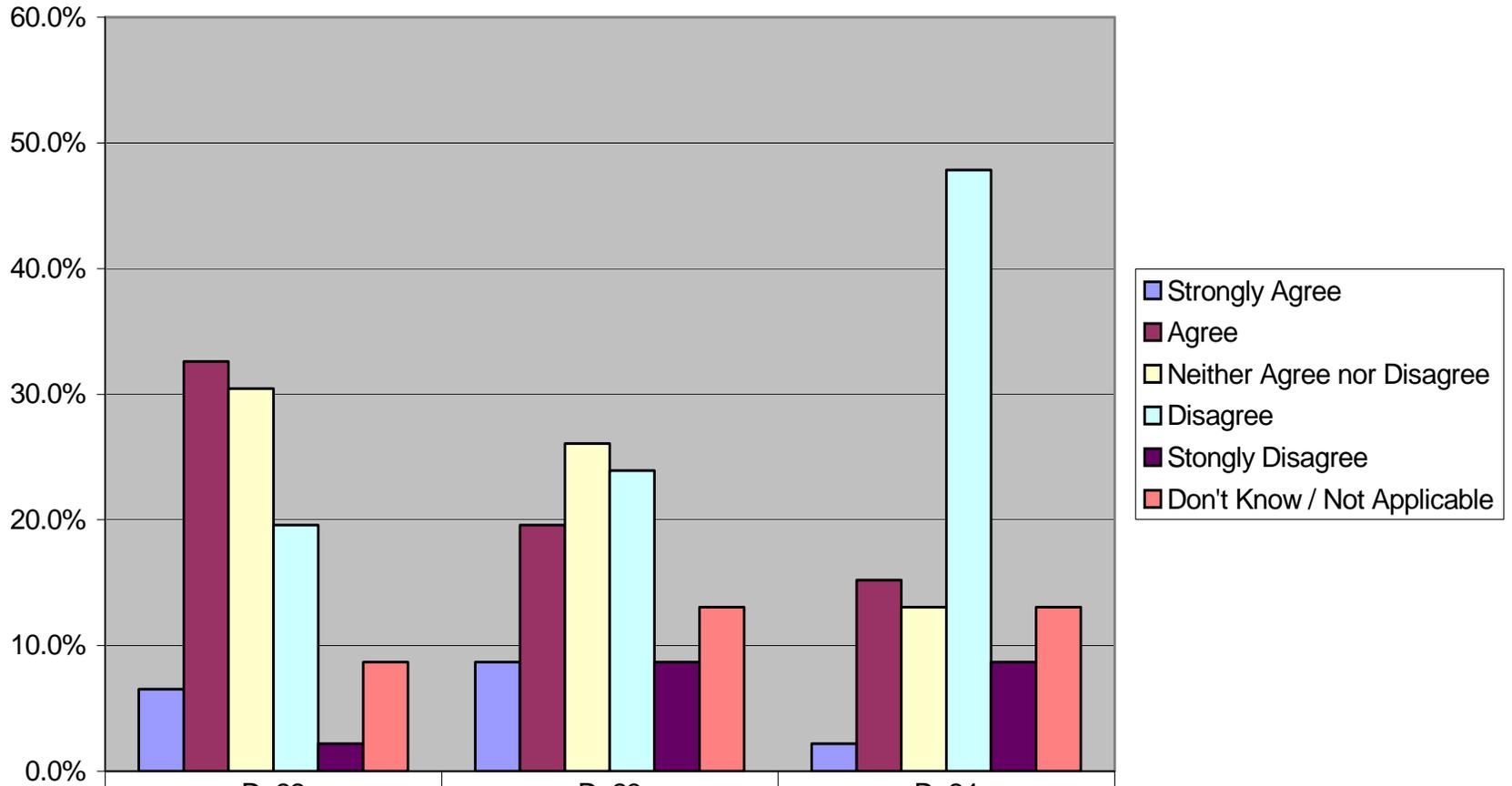
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Questions:

D. Pricing

- 22. The contract generates cost savings for our agency.
- 23. It is cheaper for us to buy the contract items through the contract than through our previous suppliers.
- 24. I am informed when contract prices change.

Part D. Pricing



	D. 22	D. 23	D. 24
Strongly Agree	6.5%	8.7%	2.2%
Agree	32.6%	19.6%	15.2%
Neither Agree nor Disagree	30.4%	26.1%	13.0%
Disagree	19.6%	23.9%	47.8%
Strongly Disagree	2.2%	8.7%	8.7%
Don't Know / Not Applicable	8.7%	13.0%	13.0%

Based on 46 respondents

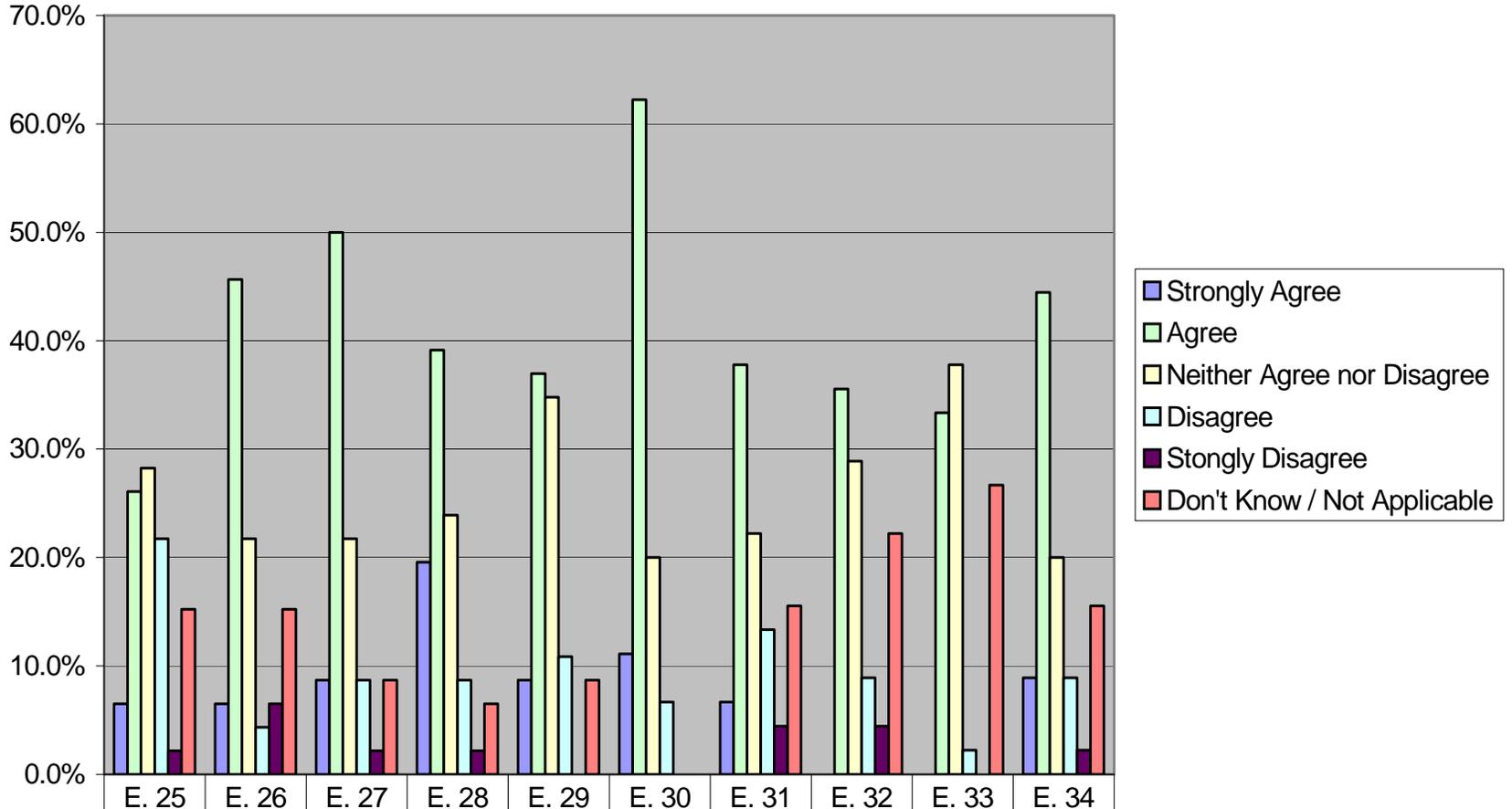
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Questions:

E. Supplier Performance

- 25. The Contractor informs our Agency when delivery dates cannot be met.**
- 26. The Contractor contacts our Agency when items ordered are not available.**
- 27. The Contractor provides us accurate invoices.**
- 28. The Contractor responds in a timely and professional manner to our questions or requests.**
- 29. The Contractor delivers our orders on time.**
- 30. The Contractor delivers us the right items and quantities ordered.**
- 31. The Contractor handles our material returns promptly.**
- 32. The Contractor gives us credits for returns promptly.**
- 33. The Contractor credits on returns are accurate.**
- 34. The Contractor responds to our requests for maintenance or warranty work in a timely manner.**

Part E. Supplier Performance



Strongly Agree	6.5%	6.5%	8.7%	19.6%	8.7%	11.1%	6.7%	0.0%	0.0%	8.9%
Agree	26.1%	45.7%	50.0%	39.1%	37.0%	62.2%	37.8%	35.6%	33.3%	44.4%
Neither Agree nor Disagree	28.3%	21.7%	21.7%	23.9%	34.8%	20.0%	22.2%	28.9%	37.8%	20.0%
Disagree	21.7%	4.3%	8.7%	8.7%	10.9%	6.7%	13.3%	8.9%	2.2%	8.9%
Strongly Disagree	2.2%	6.5%	2.2%	2.2%	0.0%	0.0%	4.4%	4.4%	0.0%	2.2%
Don't Know / Not Applicable	15.2%	15.2%	8.7%	6.5%	8.7%	0.0%	15.6%	22.2%	26.7%	15.6%

Based on 46 respondents

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Contact Alex Chin at alex.chin@dgs.ca.gov
with questions or call (916) 375-4526.