

**Baseline 2017 Vendor Survey Results for the Supply Division of the City of St. Louis
Reported 12/28/17 by Supply Commissioner Pamela Kuehling**

Thank you to all of our vendors who participated in our Vendor Survey. If you want to discuss any of the results, or if you have any other comments or suggestions, please call 314-622-4330 or email the Supply Commissioner at KuehlingP@stlouis-mo.gov.

The City of St. Louis Supply Division sent out 500+ surveys to existing contract and single bidder vendors. We received back 117 as of 12/26/17. The surveys were handed out at the Contract Vendor Meet and Greet sessions in late October, and were emailed to others in October-November of 2017. The link was also on our website. The results are the weighted average of all answers to the questions.

On a scale of 1-5 (5 being highest), the Supply Division scores were as follows:

1) Processes required to become a vendor are clear and easily accessible		4.15
2) Bidding opportunities are sufficiently accessible		4.21
3) The RFQ's that we receive are accurate and clearly communicated		4.12
4) What is your main source for receiving RFQ's from the City?		
a) Internet/Website	42%	
b) City Journal	4%	
c) Email/Call from Supply	15%	
d) Call from Department	32%	
e) Other	7%	
5) Units of measure make sense for the product and are not confusing		4.19
6) The process to ask questions about an RFQ are clear & easily understood		4.25
7) Would you be willing to create a sales@companyname.com email for us?	Yes	91%
8) How do you use the internet to search for our sales opportunities?		
a) Supply Division website	48%	
b) Keyword Search	17%	
c) City Journal	10%	
d) Other	11%	
e) Did not answer	14%	
9) We understand the restrictions imposed by City Charter/Ordinances		3.80
10) Answers to our questions are given in a timely fashion		4.22
11) We know how to ask questions or obtain further information		4.21
12) Issues are resolved in a timely fashion		4.19
13) Which of the following might be a reason for not bidding?		
a) We don't carry the item	80%	
b) None – we bid on all of it	6%	
c) Other or did not answer	5%	
d) Time Requirements	4%	
e) Late payments	3%	
f) Too Much Paperwork	2%	
14) We plan to continue bidding on business with the City	Yes	98%