

## Doing Business with the City of San Jose -- Supplier Survey

### NOTES:

Survey published on October 22, 2008 and broadcast to all suppliers registered with BidSync within a 400 mile radius. 2200 suppliers viewed the survey, 524 suppliers responded = 24% response rate

### City of San Jose Bid Process

1. Have you participated in a City of San Jose bid process (Request for Bid, Request for Quote, or Request of Proposal)?

Yes	329	64%
No	187	36%
	<u>516</u>	

2. How many times have you participated in the City's bid process?

Number of times you participated in City's bid process

0 =	160	35%
1 =	71	16%
2 =	66	15%
3 =	34	7%
4 =	21	5%
5 =	36	8%
6 =	14	3%
>6 =	<u>54</u>	11%
	456	

3. For 2007, how many times were you awarded a City contract (bid, contract, credit card transaction, or purchase order)?

Number of times you were awarded a City contract

0 =	341	70%
1 =	80	16%
>1 =	<u>68</u>	14%
	489	

4. For 2007, what was your company's approximate cumulative dollar value in awarded City contracts (bid, contract, credit card transaction, or purchase order)? Please choose the appropriate range:

\$0 -- \$10,000	319	65%
\$10,001 -- \$100,000	101	21%
\$100,001 -- \$1,000,000	55	11%
\$Greater than \$1,000,000	<u>17</u>	3%
	492	

5. If you were awarded a contract (bid, contract, credit card transaction, or purchase order), please identify the department(s) below.

Airport	34	10%
Environmental Services	34	10%
General Services	49	14%
Public Works	57	17%
Purchasing	39	11%
Transportation	38	11%
Other Department	59	17%
I don't know which department	<u>35</u>	10%
	345	

6. During the bidding process how satisfied were you.....

A) With the information the City provides to participants?

Very Satisfied	104	27%	77% = "SATISFIED" OR BETTER
Mostly Satisfied	87	22%	
Satisfied	110	28%	
Mostly Not Satisfied	38	10%	
Not Satisfied	<u>50</u>	13%	
	389		

B) With the level of responsiveness provided by the City.

Very Satisfied	107	29%	75% = "SATISFIED" OR BETTER
Mostly Satisfied	64	17%	
Satisfied	109	29%	
Mostly Not Satisfied	46	12%	
Not Satisfied	<u>47</u>	13%	
	373		

7. Describe your experience in doing business with the City. Please recommend improvements, if any, for the process.

SEE NOTES

8a. Have there been specific reasons or City requirements that have influenced you in not participating in the City's procurement opportunities? Please check the appropriate box below. If "other" please specify.

No	275	55%
Bonding	17	3%
Insurance	15	3%
Living/Prevailing Wage	13	3%
Knowledge of Contracting Opportunities	91	18%
Other - Please specify below	<u>94</u>	18%
	505	

8b. If you checked "Other" above, please specify.

SEE NOTES

**City of San Jose Construction Bid Process**

9. Has the City's construction bond requirement prevented you from bidding on public construction projects?

Yes	36	8%
No [Go to question 11]	<u>402</u>	92%
	438	

10. If the City were to provide assistance and technical services related to obtaining construction bonds, would you participate in bidding for public construction projects?

Yes	40	59%
No	<u>28</u>	41%
	68	

**Doing Business with other local governmental agencies:**

11. Have you participated in bidding processes with any other government agencies in Santa Clara County?

Yes	203	43%
No [Goto question 16]	<u>271</u>	57%
	474	

12. Please list the agency or agencies below:

- a) Santa Clara County
- b) VTA
- c) Milpitas/Mt View/Campbell/Palo Alto
- d) State of Calif.

13. For 2007, how many times were you awarded a contract from other agencies in Santa Clara County?

Number of times you were awarded a contract from other agencies

>= 1 = 128

14. For 2007, what was the approximate cumulative dollar value in contract awards received from other agencies in Santa Clara County? Please choose the appropriate range:

\$0 -- \$10,000	75	36%
\$10,001 -- \$100,000	71	34%
\$100,001 -- \$1,000,000	53	25%
\$Greater than \$1,000,000	<u>10</u>	5%
	209	

15. How did your experience with the other Santa Clara County government agencies' bidding process compare to your experience with the City of San Jose?

City's process was by far simpler	16	9%	
City's process was simpler	24	13%	77% EQUAL OR SIMPLER
The processes were about the same	101	55%	
City's process was more difficult	29	16%	
City's process was much more difficult	<u>14</u>	7%	
	184		

16. Below, please provide any additional comments, which will assist the City of San Jose to improve its bidding process

SEE NOTES

**Information about your Business:**

17. How many workers does your business employ?

Number of workers

0 – 5 =	108	23%	
6 – 10 =	71	15%	64% meet CSJ small business definition of 35 or fewer employees (assuming local office in SCC)
11 – 20 =	59	13%	
21 – 35 =	58	13%	
36 – 100 =	84	18%	
>100 =	<u>83</u>	18%	
	463		

18. Does your business have a current San Jose Business Tax License Certificate?

Yes	231	48%
No	<u>249</u>	52%
	480	

19. If you have a local office in Santa Clara County, please indicate the cities

No office in Santa Clara County	155	35%
City of Campbell	8	

City of Cupertino	6	
City of Gilroy	8	
City of Los Altos	4	
Town of Los Altos Hills	3	
Town of Los Gatos	5	
City of Milpitas	13	
City of Monte Sereno	2	
City of Morgan Hill	7	
City of Mountain View	14	
City of Palo Alto	6	
City of San Jose	139	32%
City of Santa Clara	32	7%
City of Saratoga	6	
City of Sunnyvale	18	4%
Unincorporated Areas of the County of Santa Clara	<u>11</u>	
	437	

20. Where is your company's headquarters located?

SEE NOTES

21. Please provide your business' Standard Industrial Code (SIC) or North American Industry Classification (NAICS) code and a description of your business.

Code	
Description of Business	SEE NOTES

22. Does your business have access:

	<u>YES</u>	<u>NO</u>
to the Internet	482	5
to Email	477	3

23. How would you like to receive notices of new bid or contract opportunities?

Email	470	79%
Regular mail	55	9%
Website postings	70	11%
Other	<u>***</u>	
	595	

24. If you selected "Other" in Question 23, what is your preference in receiving notices?

NO DATA

25. Would you like to have information in any other language?

Yes	11	2%
No	<u>467</u>	98%
	478	

26. If you answered “yes” to Question 25, please state the language:

Chinese  
Hindi  
Spanish

27. Please mark any business certification you have obtained.

Small Business Enterprise (California Department of General Services)	207	56%
Veteran Business Enterprise (California Department of General Services)	22	6%
Disadvantaged Business Enterprise (California Department of Transportation, Unified Certification Program)	37	10%
Small Business Enterprise (Federal Small Business Administration)	<u>103</u>	28%
	369	

For demographic purposes only, the City requests the following information about the business OWNER (the person holding the controlling interest in the business).

28. Type of Supplier

Construction Contractor	64	10%
Vendor	195	31%
Consultant	99	16%
Architect or Engineer	35	6%
Service Provider	200	32%
Retail Business	<u>31</u>	5%
	624	

29. Ethnicity of person holding the controlling interest in the business: Please mark the appropriate box.

White (non-hispanic)	320	73%
Hispanic	38	9%
African American	25	6%
Asian American	3	1%
Native American	3	1%
Multi-ethnic	15	3%
Other	<u>33</u>	7%

30. Gender of person holding the controlling interest in the business: Please mark the appropriate box.

Female	120	26%
Male	<u>335</u>	74%
	455	

31. If you are interested in receiving the results of this survey, please provide the information outlined below:

Name of Business

Name of Contact Person

Street Address

City

State (Click here to choose) Alabama Alaska Alberta American Samoa

Arizona Arkansas British Columbia California Canal Zone Colorado

Connecticut Delaware District of Columbia Florida Georgia Guam Hawaii

Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Manitoba

Maryland Massachusetts Michigan Minnesota Mississippi Missouri Montana

Nebraska Nevada New Brunswick New Hampshire New Jersey New Mexico New

York Newfoundland North Carolina North Dakota Northern Mariana Is

Northwest Territories Nova Scotia Nunavut Ohio Oklahoma Ontario Oregon

Pennsylvania Prince Edward Island Puerto Rico Quebec Rhode Island

Saskatchewan South Carolina South Dakota Tennessee Texas Trust

Territories Utah Vermont Virgin Islands Virginia Washington West

Virginia Wisconsin Wyoming Yukon

Zip Code

Phone Number

FAX Number

Email Address

Website