



The Supplier Source

A publication of the Georgia Department of Administrative Services

Suppliers Talk Tech...And We Listen!

We at the DOAS believe that our suppliers are an integral part of Georgia's business! So it is very important that as we transition into Team Georgia Marketplace, we understand how to best communicate and train suppliers on the new system. In this effort, this July we surveyed targeted suppliers suggested by state agencies. Suppliers were asked a variety of technology-oriented questions, from how they receive information on business opportunities to how they prefer learning online processes. Here's what we discovered.

Supplier "Demographics"

Of the 85 suppliers who received the survey, 43 or 51% responded. Over half of the suppliers self-designate as small businesses (51%); 88% are already registered in Vendor Registration System, and most (72%) are located in the Metro-Atlanta area.

Internet Accessibility and Computer Skills

All (100%) respondents said that their company had access to the Internet, their purchase orders and billing staff had internet computer skills, and no one was concerned that their company would not be able to use the new system. Of the suppliers queried, 52% have submitted a bid to the State of Georgia online, and only 38% have never submitted a bid online. The remaining percentage includes those who've used other online solicitation systems.

The chart below indicates how suppliers receive business information:

How do you receive Business Opportunities Updates?	Chamber of Commerce	Trade or Business Org	Other
We look for business opportunities on the web.	32%	53%	80%
We receive business opportunities by email.	54%	71%	86%
We receive business opportunities in a meeting.	36%	32%	60%
We receive business opportunities by fax.	18%	26%	46%



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Training Preferences

According to many survey respondents (38%), classroom training is the most comfortable way to learn an online process; however, a majority (62%) chose an online tutorial as either their 1st or 2nd preferred method of learning.

Connections...Our Goal!

You spoke, and we are listening! Your responses have helped in directing our communication and training for Team Georgia Marketplace. We are reaching out to our suppliers through a variety of communications channels that include:

- Announcements on the State Purchasing Website
- Messages via business and trade organizations
- Our regional Supplier Fairs in November and December
- Upcoming issues of *The Supplier Source*

We are currently working out the details, but one thing is for sure: we will provide a variety of ways to register and train on the new system to accommodate the varying needs of our suppliers. So stay tuned and spread the word to your friends that *The Supplier Source* is the newest and best form of communication on all supplier-related developments. Also, be sure you are actively registered in the [Vendor Registration System](#) to receive regular updates!