



Department of Administrative Services Supplier Change Management Survey Results July 31, 2008

In order to include suppliers in the training and communication plan for Vendor Change Management, the pilot agencies were each asked to identify 20 suppliers to receive our vendor survey. Additionally, two governmental agencies who are suppliers to other agencies and suppliers who attended the July Vendor Orientation were added to the list. The survey was sent to 85 suppliers.

Descriptions

Of the 85 suppliers who were sent 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. The table below indicates their company descriptions.

Corporation/S Corporation	32	79%
Individually Owned Business	5	12%
Partnership	0	0%
Other	4	9%

Internet Access and Computer Skills

All (100%) of those responding, said that their company had access to the Internet; their staff maintaining purchase orders and billing have 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.

Communication

The chart below indicates how suppliers receive business information. They also look in papers: South Fulton, Atlanta Journal and Constitution, Atlanta Business Chronicle, The Atlanta Voice, TCM Magazine, and listen to 97.5 radio station.

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%

Only 2% of those responding said they never go to the Georgia Purchasing website or Georgia Procurement Registry. The rest access the sites as indicated below.

When we receive an invitation to bid	79%
To learn about business that the State of Georgia is conducting	58%

How often do they access the web sites?

More than once a month	74%
Monthly	12%
Once every 6 months	7%
Annually	7%

Training

Most suppliers agreed it would be beneficial for those doing business with the State of Georgia to have the ability to look up their purchasing activities online. They also agreed that businesses need a computer to be marketable and looked forward to using the new system. Of the suppliers surveyed 23% or 10 suppliers thought their companies might need some assistance to register online.

According to many survey respondents (38%), classroom training is the most comfortable way to learn an online process. The majority of suppliers (62%) chose an online tutorial as either 1st and 2nd choice of learning. Only one respondent felt the company would not be able perform the online processes if they only had online training. For 41% surveyed, classroom training would be the least preferred method of training when offered options of online and written training options.

16. Listed below are methods of learning. Think about the ways(s) you would prefer to learn online processes. Please rank the methods from your favorite (1) to your least preferred (5) ways to learn.					
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	1	2	3	4	5
In an online web based class	5 19%	5 19%	7 27%	6 23%	3 12%
By hearing and reading the steps in an online tutorial as I perform the process	9 31%	9 31%	3 10%	5 17%	3 10%
With a written manual	1 3%	9 31%	10 34%	6 21%	3 10%
On my own	6 19%	4 12%	5 16%	8 25%	9 28%
In a classroom with an instructor	13 38%	1 3%	4 12%	2 6%	14 41%

Receiving Information from the State of Georgia

Of those surveyed 81% were already doing business with the State of Georgia. They predominantly receive purchase orders via email or fax. The most common way to receive remittances was through the mail at 91%. If they need information, they generally phone or email the buyer (83%).

All respondents were invited to a demo and 33 would like to attend. We will be sending our survey results to 27 who requested them.