

Results of the External Vendor Survey

Total Surveys 324
 Total Responses 45

Q1: What type of contracts have you entered into with the District? (Select all that apply)

Professional Services	64.44%	29
Technical Services	11.11%	5
Maintenance Services	13.33%	6
Construction /Public Works Services	20.00%	9
Equipment, Materials, Goods	17.78%	8
Other: Software, Cash Handling Services, Staffing Services	6.67%	3

Q2: How long have you been a vendor with the District?

Less than one year	11.11%	5
1-5 years	26.67%	12
5-10 years	31.11%	14
More than 10 years	31.11%	14

Q3: Thinking about your experience with the bid process, how satisfied are you with the following?

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Clarity of the District's procurement rules and regulations	28.89%	46.67%	11.11%	4.44%	4.44%	4.44%		
	13	21	5	2	2	2	45	3.95
Clarity of instruction provided in written documents	33.33%	44.44%	6.67%	6.67%	4.44%	4.44%		
	15	20	3	3	2	2	45	4
Structure and quality of information at Pre-Bid/Pre-Proposal meetings	31.11%	46.67%	4.44%	2.22%	2.22%	13.33%		
	14	21	2	1	1	6	45	4.18
Opportunities to network between prime and subcontractors	22.22%	33.33%	20.00%	2.22%	2.22%	20.00%		
	10	15	9	1	1	9	45	3.89
Notices of upcoming solicitations	35.56%	31.11%	17.78%	6.67%	4.44%	4.44%		
	16	14	8	3	2	2	45	3.91
Time allowed for responding to solicitations	28.89%	40.00%	17.78%	2.22%	4.44%	6.67%		
	13	18	8	1	2	3	45	3.93
Timeliness of posting bid results and contract award information	22.22%	40.00%	15.56%	8.89%	6.67%	6.67%		
	10	18	7	4	3	3	45	3.67
Quality and content of contract kick-off meetings	26.67%	31.11%	24.44%	0.00%	2.22%	15.56%		

meetings	12	14	11	0	1	7	45	3.95
Interaction with the Insurance Tracking Services system	13.33%	22.22%	31.11%	4.44%	2.22%	26.67%		
	6	10	14	2	1	12	45	3.55

Q4: Thinking about your experience with the Purchase Order (PO) process, how satisfied are you with the following:								
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Timeliness of receiving purchase orders after your quote/bid is awarded	26.67%	42.22%	6.67%	0.00%	2.22%	22.22%		
	12	19	3	0	1	10	45	4.17
Accuracy of information in PO	28.89%	37.78%	8.89%	2.22%	0.00%	22.22%		
	13	17	4	1	0	10	45	4.2
Clarity/organization of the PO layout	24.44%	42.22%	8.89%	2.22%	0.00%	22.22%		
	11	19	4	1	0	10	45	4.14

Q5: Thinking about your experience with our Procurement Website, how satisfied are you with the following:								
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
Availability of information regarding the Disadvantaged Business Program	13.33%	40.00%	22.22%	2.22%	2.22%	20.00%		
	6	18	10	1	1	9	45	3.75
Registration on the Procurement Portal (Bonfire)	24.44%	44.44%	13.33%	0.00%	2.22%	15.56%		
	11	20	6	0	1	7	45	4.05
Availability of procurement policies and procedures	15.91%	45.45%	22.73%	0.00%	2.27%	13.64%		
	7	20	10	0	1	6	44	3.84
Content of documents and information	24.44%	42.22%	15.56%	2.22%	2.22%	13.33%		
	11	19	7	1	1	6	45	3.97

Q6: Thinking about your experience with interacting with Procurement Staff, how satisfied are you with the following:								
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
General communication between your firm and staff	46.67%	35.56%	6.67%	2.22%	2.22%	6.67%		
	21	16	3	1	1	3	45	4.31
Staff responsiveness to your questions	44.44%	35.56%	6.67%	2.22%	2.22%	8.89%		
	20	16	3	1	1	4	45	4.29
Resolution of issues that arose during the process	42.22%	35.56%	8.89%	0.00%	2.22%	11.11%		
	19	16	4	0	1	5	45	4.3
Interaction during the Pre-Bid/Pre-Proposal meeting	35.56%	37.78%	6.67%	0.00%	2.22%	17.78%		
	16	17	3	0	1	8	45	4.27

Q7: Comments or suggestions for the Contracts and Procurement Department:	
Answered: 13	Skipped: 32
We are generally called on for "one off" ergonomic product needs, not at all registered or receiving bids and not sure that it is appropriate	
11/27/2019 20:32	
Everything is efficient....	
11/26/2019 19:30	
I worked closely with linda tamtum during the process and she was very responsive and thorough. Robert Greenleaf also did a wonderful job outlining needs and details for the evaluation process. I would say that it was a little strange to upload 15 documents to bonfire, including a separate table of contents. overall, great experience working with San Mateo County Transit!	
11/26/2019 17:12	
none at this time	
11/26/2019 6:12	

My biggest challenge as a staffing provider is the time it takes to get a response. We meet the deadline to submit the Work Directive Proposal Response and then it can take weeks to get a response on whether our candidate has been reviewed. We often find that a candidate has been selected for interview, only to report back that they have taken another job as the process has taken too long to get a response. In the current job market we are forced to move quickly with the best candidates as they are sought after by many organizations any given time.

11/25/2019 23:57

Approvals for adding staff takes a long time. Staff almost always is approved, but the process takes a long time. This holds up work. Payment for work takes over 3 months. JPB fee for engineering contracts is below most other bay area agencies. Fee is not adequate to keep up with high cost of doing business in the Bay Area. Lower fee and lower OH rates for seconded staff make it so we can rarely justify having seconded staff at the JPB.

11/25/2019 18:51

I just want to say that the Bonfire platform is really easy to use and glad that the Agency has moved in this direction.

11/25/2019 17:36

Caltrain could save a lot of money by having less tylo-made specifications; many requirements are not necessary/useful but merely driven by politics

11/24/2019 1:47

None

11/19/2019 15:06

Hubert Chan of Project Management and Patrick Ng of Procurement are the most responsive people I have worked with!!!!

11/18/2019 23:54

none

11/18/2019 23:53

Suggest to include annual conferences for upcoming projects/programs to allow face to face meetings between small businesses and potential primes.

11/18/2019 23:51

Our only difficulty has been with the insurance portal where it kept telling us we were deficient however everything was up to date.

11/18/2019 23:49