

**Survey:** 12-011B Sanitary Washroom Supplies

7 respondents took this survey.

**Question Summary**

	Question	Question Type	% of Respondents Submitting
<a href="#">Details</a>	Question 1	Multiple select	100.00%
<a href="#">Details</a>	Question 2	Rating grid	100.00%
<a href="#">Details</a>	Question 3	Rating scale	100.00%
<a href="#">Details</a>	Question 4	Yes-no	100.00%
<a href="#">Details</a>	Question 5	Free response	85.71%

A red asterisk (\*) indicates required questions.

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**Question 1 (Multiple select)\***

7 of 7 respondents answered this question.

From the list below, please select the vendors you used to purchase items on this contract.

	Number of Respondents	Percent
Ideal Supply, Inc.	3	42.86%
Edward Don & Company	2	28.57%
Dade Paper Company	2	28.57%

**Question 2 (Rating grid)\***

7 of 7 respondents answered this question.

How do you rate the supplier in the following areas?

1. Overall Customer Service

Poor (1) - Excellent (5)	Number of Respondents	Percent
1	2	28.57%
2	0	0.00%
3	2	28.57%
4	3	42.86%
5	0	0.00%
Total	7	100.00%
Average rating: 2.86		

2. Delivery as Scheduled or Promised

Poor (1) - Excellent (5)	Number of Respondents	Percent
1	3	42.86%
2	0	0.00%
3	1	14.29%
4	3	42.86%
5	0	0.00%
Total	7	100.00%
Average rating: 2.57		

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<b>Question 3 (Rating scale)*</b>			
7 of 7 respondents answered this question.			
How satisfied are you with the supplier?			
Very Satisfied (1) - Not Satisfied (4)		Number of Respondents	Percent
1		0	0.00%
2		2	28.57%
3		2	28.57%
4		3	42.86%
Total		7	100.00%
Average rating: 3.14			

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<b>Question 4 (Yes-no)*</b>			
7 of 7 respondents answered this question.			
Will you use them again?			
		Number of Respondents	Percent
Yes		4	57.14%
No		3	42.86%
Total		7	100.00%

<b>Question 5 (Free response)</b>			
6 of 7 respondents answered this question.			
Please share any additional information regarding this supplier.			
		Number of Respondents	Percent
I am purchasing for the Central Warehouse since January 2016 I do not have a history with this vendor , however since I am working here I am not satisfied with this vendor, had to buy from another source since he did not accomplish the delivery time.		1	16.67%
I've not had a lot of contact with this vendor. By bid they were awarded one essential item, hand soap. To my knowledge the were fine until the manufacturer discontinued the product we required.		1	16.67%
Reliable local supplier.		1	16.67%
This vendor had been slow to communicate important information but had made strong improvement in this area.		1	16.67%
This vendor, was by bid a supplier of two essential items, Jumbo Toilet Paper, and C-Fold hand towels. We have had to find alternate sources for both items because this vendor failed to deliver. Phone calls of concern are not returned in a timely manner.		1	16.67%
Vendor did not meet delivery scheduled and provided inaccurate shipping schedules. This resulted in added cost to SBBC warehouse to delivery backorders.		1	16.67%
Total		6	100.00%