



Board of County Commissioners  
Office of Purchasing  
**Title: Vendors/Suppliers Survey**

Effective Date: 12/17/03 Supersedes Date: 7/15/99

Procedure No: PP-260

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I. Purpose

To provide procedures for conducting County performance evaluation.

II. Scope

This procedure applies County wide.

III. Procedure

The Office of Purchasing, Client Departments and The Clerk of the Circuit Court-s Accounts Payable personnel deal with vendors on a continuing basis. It is important that information be recorded about specific performance of the County.

The Office of Purchasing will solicit useful and constructive evaluations from County vendors/suppliers. The information provided by the vendor/suppliers will be useful for Purchasing to monitor and effectively stimulate County activities and performance.

The Office of Purchasing will be responsible for providing the Vendors/Suppliers Survey Form F0195, together with standard form letter #24, Vendor/Suppliers Survey of County Performance, as follows:

1. Insert into the Contract documents distribution package on projects specific with request that the vendor/supplier return the survey between substantial and final completion of the project.
2. Send annually to annual term contract vendor/suppliers as part of their responses of the mutual agreement renewal or refusal of renewal of such contracts.
3. Send to vendors/suppliers at any time a vendor/supplier expresses an interest in evaluating the County, when they have a problem in their dealings with the County, or as deemed appropriate by the Purchasing Agent.

The Office of Purchasing will be responsible to collect the survey results and notify any affected departments of the response information gained; and, assist in handling all complaints with the County and notify the vendor/supplier of any action taken.



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ESCAMBIA COUNTY, FLORIDA  
OFFICE OF PURCHASING  
213 PALAFOX PLACE, ROOM 230  
PENSACOLA, FL 32502

**VENDORS/SUPPLIERS SURVEY FORM**

**NOTE: PLEASE LEAVE THE ITEM BLANK IF IT DOES NOT APPLY TO YOU OR IF YOU HAVE NO OPINION. ALSO, PLEASE GIVE US COMMENTS, ESPECIALLY IF YOUR RATING IS RARELY OR NEVER.**

RATINGS:      1 ALWAYS      2 FREQUENTLY      3 RARELY      4 NEVER

1. The County is easy to do business with.  
 1     2     3     4  
 COMMENTS: \_\_\_\_\_
2. My firm is given an opportunity to be awarded County business.  
 1     2     3     4  
 COMMENTS: \_\_\_\_\_
3. Adequate written information is provided allowing me to submit a competitive Bid, Proposal or Quote.  
 1     2     3     4  
 COMMENTS: \_\_\_\_\_
4. The County staff administers contracts fairly by adhering to the contract terms.  
 1     2     3     4  
 COMMENTS: \_\_\_\_\_
5. The County evaluates my contract performance accurately.  
 1     2     3     4  
 COMMENTS: \_\_\_\_\_
6. The County pays my invoices in accordance with payment terms.  
 1     2     3     4  
 COMMENTS: \_\_\_\_\_
7. The payment I receive from the County is accurate.  
 1     2     3     4  
 COMMENTS: \_\_\_\_\_
8. I would use the Internet to download Bids, RFPs, and Quotes if they were available on the County's webpage.  
 1     2     3     4  
 COMMENTS: \_\_\_\_\_
9. My firm accepts credit cards (Visa) for payment.  
 YES     NO  
 COMMENTS: \_\_\_\_\_

I would like to be a member of a **Focus Group** pertaining to the County's procurement, contract administration and accounts payable processes.  
 YES    (Please check if interested)

COMPANY NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE NO: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_

COMMODITIES/SERVICES PROVIDED \_\_\_\_\_ CONTRACT # PD