

Question 1 - Following are the top 10 TSB service categories (based on number:) please identify which categories reflect services/goods/products that you purchase.

	Number
Food Service and Catering	27
Construction - General	24
Information Technology	52
Printing/Publishing	49
Manufacturing	9
Graphics and Design	18
Health Care and Related Services	14
Distribution	4
Consulting	20
Advertising PR & Promotions	26

Question 2 - If a category was missing above for which you purchase goods/services/products, please list that category below:

Plumbing and electrical suppliers
Food maintenance supplies and clothing
Copy paper
Juvenile care and education
Assistive technology (blind related equipment)
Supplies and material for operations
Security supplies, housekeeping supplies, uniforms, clothing
Phone access to the Internet
Housekeeping supplies
Sign language interpreting services
Parts for equipment
Office furniture and deaf services
Travel services
Office supplies and equipment and safety equipment
Court reporting
Clothing
Religion
Office furniture
Building maintenance material
Inventory for resale, security equipment repairs, building repairs, theatre groups, musicians, yard maintenance

Question 3 - Do you use the TSB list available on the certification website to search for TSBs when you have purchasing needs?

YES	41
NO	35

Question 4 - Did you know the threshold for TSB purchases without a bidding process increased from \$5,000 to \$10,000?

YES	56
NO	20

Question 5 - What is the biggest concern that needs to be addressed in order to help you meet your TSB procurement goal?

More TSBs that have the goods and services I need.	51
Information regarding available TSBs	21
TSBs that actively market themselves and their services	18

Question 6 - Other TSB procurement goal concerns:

Pricing that is competitive in the marketplace
Need more vendors
Competitive pricing, can't justify using a TSB if price is higher than other providers
TSB is sometimes not competitive in price
Ability to deliver service
The need within DOC to make use of IPI if they have the product.
Needs vary from year to year depending upon federal grant funding so anything that was done in the past has no reflection on the future. I cannot estimate a goal.
Specialized purchases not available from TSBs
TSB that are able to produce the quality of services that I need
Competitively priced services
It will be difficult to meet a goal given the lack to TSBs for the types of purchase we typically make as we don't have specific recurring needs.
The \$10,000 goal level for us seems pretty unreasonable.
Competition between IPI and TSB vendors
TSBs that are competitive in the marketplace
I get a list of name but not always clear on what they do
Getting TSB qualifying vendors to certify themselves as such
Better customer responsiveness
We purchased IT items through State contracted resellers and vendors. Other items are run through TSBs first.
TSB vendors need to have passwords-non TSB vendors call me for more info as soon as I post it to the TSB page.

Question 7 - What type of information would you like to receive from the TSB Program to better help you identify the TSBs that may provide the goods/services you need?

Quarterly spreadsheet with a list of all available TSBs in the state?	48
Newsletter that provides ongoing information on the program and TSBs?	26
Regular communication with the marketing and compliance manager to express needs and find solutions to increase TSB business?	13

Question 8 - What other information regarding goods/services?

Just communicate when a new TSB has been added, their product and contacts
I just signed up for the TSB newsletter
More detailed listing in what the TSB business provides in services and goods
It would help if the state directed certain TSBs for certain items
If we encounter service problems we will communicate those
Notification of new TSB vendors
Locations serviced by each TSB

Continued - Question 8 - What other information regarding goods/services?

Just need to remember to consult the online TSB directory

TSBs being utilized by other community colleges

Spreadsheet needs to include the type of commodity they sell

I'm satisfied with the information provided

Unsure

More outreach to vendors/suppliers to get a TSB certified

It is hard to find TSB vendors who provide the goods and products that we use on a daily basis. There are a lot of beauty shops, advertising consultants, etc listed on the TSB list we do not have a need for any of those vendors

Our geographical area does not lend itself to using many TSBs. In our nine county area there are less than a dozen and none offer services we can use.

There are not enough TSB vendors certified for the goods/services that we need. We sometimes find that when there is a certified TSB available for the goods/services that we are looking for they are not price competitive.

In our 13 county district, we only have one county - Pottawattamie - that has any TSBs. Also have concerns regarding our duty to spend tax dollars wisely vs. TSB requirements.

I personally have contacted various TSBs on the list to obtain pricing information. Very few responded. TSBs also do not "market" themselves with the agencies. Perhaps sending sales literature or doing calls on agencies would help. Timing and availability are another issue I have encountered.

Since I do not do the purchasing or ordering from vendors this survey should have been sent to those employees who do the procurement of goods and services for our department.

Purchasing agents need training on how to use the website and post bids

Most TSBs in our area are businesses that have goods and services that can't be purchased with public funds.

The way the quarterly report is done is very confusing and there has been no training offered as to how to complete the quarterly reports using dating warehouse.

Overall a good program and we want to continue to support it. We will look at some of these ideas to see if we can increase what we buy.

Our needs are not consistent from year to year. TSB purchases are dependent upon federal grant funding which is inconsistent. Grant programs that used TSB services in SFY 2007 do not receive funding in SFY 2008. I cannot estimate a TSB goal at this point.

Our purchasing is done as a decentralized function. Here the business office primarily serves as the invoice paying department but we do not select the vendors that our employees purchase from. This is done at the department level. Give this and the fact that TSBs don't offer products and services we can use at a competitive price it is very difficult to effectively and efficiently make use of TSBs.

We do a lot of contracting with individuals from across the state and from other states. They have no interest in becoming TSB certified vendors since they are either one time contractors or do not see any benefit in becoming certified.

It is very difficult to utilize TSBs. The majority of our purchases are for IT equipment software and hardware maintenance and specialized services which cannot be purchased through TSBs. We are required through DAS to utilize the vendors who have already been awarded a contract with the state. The purchasing process of the state doesn't create many opportunities to utilize TSBs. The TSBs need to market themselves to state agencies as to specific goods/services they provide.

Continued - Question 8 - What other information would you like to share with the TSB Program?

Always mindful we are spending taxpayer money, how do I justify spending more for an item from a TSB than from a non-TSB?

I used to work for a school district and the TSB reporting was eliminated for them a few years ago. Now I am at an AEA and we are subject to the reporting requirements which doesn't seem to make sense if we really want to encourage purchases through TSBs. We have some similar purchases but schools would have more variety than AEAs, I would think.

It's sometimes hard to determine when we can use a TSB vs. IPI. IPI says we have to get a waiver from them when we don't use IPI which is a big waste of time. Also sad to say sometimes it's just easier & less time consuming to go with the vendor's) you know and have to work with before than to check out someone new.

Some TSBs don't want to tell you about their business when they are contacted. I would like to see a product show where TSBs set up their services and we can walk around and talk to those TSBs that have something we can use.

With tight budget constraints we find it difficult to find TSBs that provide competitive pricing.

We are trying to spend a larger percentage towards TSB vendors, BUT they are not always the best choice. From my perspective it is far more important to be fiscally responsible with tax-payer dollars than it is to help a TSB. Example, I just purchased headsets for our call centers. I tried to go through a TSB for the entire purchase but they had to back order half of my order because they do not have the purchasing power or space to supply our needs.

It is nearly impossible with the current list of TSBs to meet the spending goals. There needs to be more vendor product diversity. TSBs have a poor track record in bid responses.

The TSBs in our service area only provide services that we do not need, for example, hair care beauty shops, etc. We had one vendor who was a TSB and then dropped out. We do cater food from time to time and that vendor was really the only one we could use or that we know we could use.

TSB vendors need to have passwords - non TSB vendors call me as soon as I post it to the TSB website.

Which do you represent?

State Agency	56
Community College	13
Area Education Agency	7