Salt Lake City Purchasing & Contracts
Customer Service Survey – (Supplier Feedback)

1. Whether it resulted from a bid, request for proposal, or direct purchase, please rate the following with regard to service provided by the City's Purchasing & Contracts Division. Fractional ratings are acceptable.

Rating Scale: 4 = Excellent 3 = Good 2 = Fair 1 = Poor nr = no rating

	Rating
A. Quality of service.	
B. Timeliness of service.	
C. Effectively communicate needs and scope of work specifications.	
D. Professional and courteous manner in their interactions with you.	
E. Payments received timely.	
F. Responsive resolution of invoice disputes.	
G. Overall satisfaction.	

2. Are you aware that the City can do payments by electronic funds transfer? __Yes __No
Does the City pay you by electronic funds transfer? __Yes __No
If "yes", does this system work well for you? __Yes __No

Comments: _____

_____

3. What suggestions do you have for improving how the City conducts its purchasing business with suppliers.

_____

_____

4. Have you visited our Internet site at www.slcpurchasing.com? __ Yes __ No

If "Yes," was the information? __ Very useful __ Somewhat useful __ Not very useful

Suggestions for improvement to the site? _____

_____

5. It is the City's policy that City employees are prohibited from personally accepting gifts, incentives, or any marketing or promotional items from suppliers and that suppliers shall not offer such items to City employees. Such offers from suppliers are inappropriate and may result in suspension or debarment of the supplier from the City's procurement processes.

Were you aware of such policy? __ Yes __ No

Company Name _____
Date: _____
Your Name & phone (optional)_____

*** Return completed survey to Salt Lake City Corporation, Purchasing & Contracts, 451 South State Street, Room 235, Salt Lake City, UT 84111; or fax to (801) 535-6656. ***