**CAL-AT Supplier Directory Survey Results**

#1

INCOMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Friday, August 24, 2018 1:21:38 PM **Last Modified:** Friday, August 24, 2018 1:25:37 PM **Time Spent:** 00:03:59

**IP Address:** 169.2.240.251

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**Other (please specify)**

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

**Respondent skipped this question**

**Q3** What solutions do you recommend to address these challenges?

**Respondent skipped this question**

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

**Respondent skipped this question**

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

**Respondent skipped this question**

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

**Respondent skipped this question**

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401

Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

**Respondent skipped this question**

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

**Respondent skipped this question**

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

**Respondent skipped this question**

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory Application document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q11** After reviewing the Cal-AT Suppliers Terms and Conditions document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q12** After reviewing the Cal-AT Instruction Guide for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q13** After reviewing the Cal-AT Information Sheet for Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q14** After reviewing the Cal-AT Information Sheet for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q15** After reviewing the Cal-AT Terms and Conditions Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q16** Do you have additional comments/questions? **Respondent skipped this question**

Q17 Address Respondent skipped this question

#2

INCOMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Friday, August 24, 2018 1:35:02 PM **Last Modified:** Friday, August 24, 2018 1:35:45 PM **Time Spent:** 00:00:42

**IP Address:** 169.2.240.251

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**Other (please specify)**

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

**Respondent skipped this question**

**Q3** What solutions do you recommend to address these challenges?

**Respondent skipped this question**

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

**Respondent skipped this question**

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

**Respondent skipped this question**

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

**Respondent skipped this question**

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401

Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

**Respondent skipped this question**

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

**Respondent skipped this question**

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

**Respondent skipped this question**

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory Application document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q11** After reviewing the Cal-AT Suppliers Terms and Conditions document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q12** After reviewing the Cal-AT Instruction Guide for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q13** After reviewing the Cal-AT Information Sheet for Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q14** After reviewing the Cal-AT Information Sheet for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q15** After reviewing the Cal-AT Terms and Conditions Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q16** Do you have additional comments/questions? **Respondent skipped this question**

Q17 Address Respondent skipped this question

#3

INCOMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Friday, August 24, 2018 1:35:26 PM **Last Modified:** Friday, August 24, 2018 1:59:01 PM **Time Spent:** 00:23:34

**IP Address:** 169.2.240.251

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**DOR Buyer**

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

**Respondent skipped this question**

**Q3** What solutions do you recommend to address these challenges?

**Respondent skipped this question**

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

**Respondent skipped this question**

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

**Respondent skipped this question**

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

**Respondent skipped this question**

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401

Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

**Respondent skipped this question**

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

**Respondent skipped this question**

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

**Respondent skipped this question**

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory Application document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q11** After reviewing the Cal-AT Suppliers Terms and Conditions document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q12** After reviewing the Cal-AT Instruction Guide for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q13** After reviewing the Cal-AT Information Sheet for Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q14** After reviewing the Cal-AT Information Sheet for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q15** After reviewing the Cal-AT Terms and Conditions Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q16** Do you have additional comments/questions? **Respondent skipped this question**

Q17 Address Respondent skipped this question

#4

INCOMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Friday, August 24, 2018 2:11:29 PM **Last Modified:** Friday, August 24, 2018 2:22:06 PM **Time Spent:** 00:10:36

**IP Address:** 169.2.240.251

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**State Buyer**

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

**Respondent skipped this question**

**Q3** What solutions do you recommend to address these challenges?

**Respondent skipped this question**

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

**Respondent skipped this question**

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

**Respondent skipped this question**

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

**Respondent skipped this question**

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401

Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

**Respondent skipped this question**

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

**Respondent skipped this question**

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

**Respondent skipped this question**

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory Application document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q11** After reviewing the Cal-AT Suppliers Terms and Conditions document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q12** After reviewing the Cal-AT Instruction Guide for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q13** After reviewing the Cal-AT Information Sheet for Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q14** After reviewing the Cal-AT Information Sheet for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q15** After reviewing the Cal-AT Terms and Conditions Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q16** Do you have additional comments/questions? **Respondent skipped this question**

Q17 Address Respondent skipped this question

#5

INCOMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Friday, August 24, 2018 4:09:10 PM **Last Modified:** Friday, August 24, 2018 4:10:58 PM **Time Spent:** 00:01:47

**IP Address:** 169.2.240.251

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**Other (please specify)**

Other (Your response allows for a maximum of 300 characters.):

survey tester

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

test response

**Q3** What solutions do you recommend to address these challenges?

another test response

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

**Respondent skipped this question**

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

test, test, test

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

**Respondent skipped this question**

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401

Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

**Respondent skipped this question**

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

test

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

**Respondent skipped this question**

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory Application document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q11** After reviewing the Cal-AT Suppliers Terms and Conditions document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q12** After reviewing the Cal-AT Instruction Guide for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q13** After reviewing the Cal-AT Information Sheet for Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q14** After reviewing the Cal-AT Information Sheet for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q15** After reviewing the Cal-AT Terms and Conditions Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q16** Do you have additional comments/questions? **Respondent skipped this question**

Page 3

**Q17** Address **Respondent skipped this question**

#6

COMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Friday, August 31, 2018 11:54:01 AM **Last Modified:** Friday, August 31, 2018 12:42:42 PM **Time Spent:** 00:48:41

**IP Address:** 206.72.81.167

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**Member of a Special Interest**

**Group**

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

It takes way too long for consumers or employees with disabilities to receive the products or services they need. Moreover, the system does not give employees or consumers as much of a voice as appropriate in determining what products and services they receive. This

is largely due to the fact that competitive bidding is still being used for most if not all purchases and the system is complicated and totally dominated by consideration of adhering to all procurement rules.

**Q3** What solutions do you recommend to address these challenges?

The law and administrative policy need to be revised to give primary emphasis to ensuring that DOR consumers and state employees with disabilities receive products and services that are best suited to meet their individual needs. The system should be designed to eliminate the use of competitive bidding and soliciting quotes whenever possible. DOR counselors and Reasonable Accommodation coordinators should be given maximum authority to decide that the solution offered by a vendor will provide a solution that meets the needs of the consumer or employee at a reasonable price.

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

**Respondent skipped this question**

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

**Respondent skipped this question**

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

**Respondent skipped this question**

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401 Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with

this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

It appears that the questions on the application concerning possible conflicts of interest have been removed. These should be restored and, if anything, consideration should be given to how to strengthen protections against conflict.

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

There are relatively few vendors for any given product or service and those that do exist are restricted by authorized dealer relationships. This means that it is often difficult if not impossible to obtain multiple bids, especially for systems consisting of various products from different manufacturers. Also, assistive technology is evolving rapidly and it would be unwise and unworkable for both the state and vendors to have a system which locks the parties into long-term fixed price agreements.

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

We need two additional things to make the system work properly. first, there needs to be a uniform tracking system that can provide data about when the counselor or RA coordinator approves a request, when it goes to the buyer, when the purchase order is issued, and when the products or services are delivered and configured and ready for use. This data system should be put in place now and used for a period of time before any changes are made in the procurement process so that we can use it to determine whether the changes improve things or make matters worse. And the data needs to be available to the public. Secondly, we need a standing advisory body that will meet regularly and provide input to DOR and DGS about how the program is working. The advisory committee should include buyers, RA coordinators, DOR counselors, vendors, and representatives from disability-rights organizations.

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory Application document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

It appears that the conflict of interest questions on the current form have been eliminated. They need to be restored and, if anything, consideration given to strengthening

protections against conflict of interest.

**Q11** After reviewing the Cal-AT Suppliers Terms and Conditions document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

The response timelines for vendors to deliver products and services seem to have been tightened. You need to consult thoroughly with the vendor community to determine if these timelines are realistic.

Suppliers document, do you have any suggested

clarifications, additions or changes that should be considered?

If you answered 'Yes', please enter comments here.(Your response allows for a maximum of 300 characters): There's a reference to special rules applicable to RA

purchases for state employees, but the link did not seem to be active and I did not find any attachment to the email explaining what those rules are. This definitely needs to be

addressed.

**Q13** After reviewing the Cal-AT Information Sheet for **No**

Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q14** After reviewing the Cal-AT Information Sheet for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q15** After reviewing the Cal-AT Terms and Conditions Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

The provision making vendors absorb the risk of any damage to their vehicles is effectively a deal-killer and needs to be

changed or few if any vendors will be willing to sign up.

**Q16** Do you have additional comments/questions?

The implementation of this proposed new system needs to be significantly delayed until at least July of 2019, if not longer. This is needed for several reasons. You need to provide for multiple meetings with stakeholders, not just the one meeting now set for 9/12. Second, the tracking system I discussed in an earlier answer should be put in place now, used for several months with the existing SPS, and then continued after any changes are made so that we can have a valid comparison. Finally, a new Administration will be taking office in a few months and it would be best to wait and make sure they are onboard with any proposed changes before they are implemented.

Page 3

**Q17** Address

#7

COMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Sunday, September 02, 2018 9:58:47 AM **Last Modified:** Sunday, September 02, 2018 10:24:32 AM **Time Spent:** 00:25:44

**IP Address:** 98.238.132.157

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey, is your perspective one of a... (please select one option to move forward in the survey)

**Other (please , specify)**

Other (Your response allows for a maximum of 300 characters.):

consumer advocacy

organization

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

The procurement of goods and services does not occur in a timely manner. Items procured are often not what the consumer has requested or requires to meet his/her needs. The vendor of the goods or services is not the best situated to meet his/her needs for reasons such as expertise, geographical considerations, and product support.

**Q3** What solutions do you recommend to address these challenges?

The Department of General Services has consistently stressed the need for competition, following a model that better relates to the selling of pencils or flashlights. This is a niche market, with few clients and very few vendors. The quality of the goods or services being provided and the specific needs of the consumer or employee need to be given maximum consideration, rather the need for competition. Thus, any system put in place to replace the current one must look at creative ways to work around the existing competitive regulatory structure and traditional requirements. The system must, in recognition of the small size of almost all vendors in the field, present as

little burden as possible, but with the goal of providing the data to state procurement personnel that they need to make purchases. Timeliness of procurement must be placed at a premium. If statutory changes are required, then the budget trailer bill process should be utilized in 2019 to effect changes, rather than implementing a new that is flawed. system

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

The bid procurement requirements are a serious impediment to timeliness. Also, awarding the bid or selection to an entity that is not best suited to providing the good or service in a timely manner only heightens the problem. Procurement personnel do nothing to enforce timeliness requirements or award those who are more timely in their delivery of goods or services.

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

**Respondent skipped this question**

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

**Respondent skipped this question**

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401 Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with

this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

My only comment in this area is that the timeliness requirements need to be reasonable in order to not create timeframes that cannot be met, but enforcement of those timeframes must be more assiduously applied by the state.

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

See my first answer.

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

See my first answer

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory Application document, do you have any suggested clarifications, additions or changes that should be considered?

**No,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

I had already reviewed them before filling out my prior

answers.

**Q11** After reviewing the Cal-AT Suppliers Terms and **No** Conditions document, do you have any suggested clarifications, additions or changes that should be

considered?

**Q12** After reviewing the Cal-AT Instruction Guide for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q13** After reviewing the Cal-AT Information Sheet for **No**

Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q14** After reviewing the Cal-AT Information Sheet for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q15** After reviewing the Cal-AT Terms and Conditions **No**

Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Q16** Do you have additional comments/questions?

The best approach to this effort would be to delay any action until the middle or end of next year. The proposed system was created without consumer input and guidance, let alone that of vendors. The angry reaction by all interested parties clearly supports this view. In fact, if a system for a larger group of stakeholders, such as Medi-Cal recipients, had been developed in the absence of stakeholder input, the hue and cry would have been monumental, including that from the Legislature. We have worked under a flawed system for far too long and DGS has shown continued inability to fully recognize the needs that the system is intended to further, that of ensuring quality goods and services to state employees and DOR clients. Thus, we need a time period to fully develop a good system, rather

than the implementation of another system that is likely less responsive to our needs than the current one has been.

Page 3

**Q17** Address

#8

INCOMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Sunday, September 02, 2018 3:32:46 PM **Last Modified:** Sunday, September 02, 2018 3:40:50 PM **Time Spent:** 00:08:03

**IP Address:** 172.58.92.109

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey, is your perspective one of a... (please select one option to move forward in the survey)

**Other (please , specify)**

Other (Your response allows for a maximum of 300 characters.):

Employment Advocate

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

Resources and enough supplies.

**Q3** What solutions do you recommend to address these challenges?

A greater appreciation of their value and that includes being up to date, accessible and embraced by the employer

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

That the resource is well known, up to date, available in a timely manner.

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

3-4 weeks or more

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

NA

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401 Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with

this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

Simplicity but thoroughness of form

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

Availability, reasonable pricing.

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

Keep it simple and practical

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory Application document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q11** After reviewing the Cal-AT Suppliers Terms and Conditions document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q12** After reviewing the Cal-AT Instruction Guide for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q13** After reviewing the Cal-AT Information Sheet for Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q14** After reviewing the Cal-AT Information Sheet for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q15** After reviewing the Cal-AT Terms and Conditions Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q16** Do you have additional comments/questions? **Respondent skipped this question**

Page 3

**Q17** Address **Respondent skipped this question**

#9

COMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Tuesday, September 04, 2018 6:53:20 AM **Last Modified:** Tuesday, September 04, 2018 7:16:30 AM **Time Spent:** 00:23:09

**IP Address:** 169.2.240.251

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**DOR Buyer**

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

Current challenges consist of valid/current and up to date authorized retailer documentation. These documents are to be reviewed before a purchase can be made, however, they're typically years old and products listed are not the newest model.

**Q3** What solutions do you recommend to address these challenges?

Manufacturer documents identifying authorized vendors, authorized products and areas of sales are to be updated annually.

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

Identifying regional vendors for sales of specific products. The market has become extremely convoluted with the acquisition and merger of larger AT providers.

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

5-7 days for more complex, integrated systems. Especially with the lack of understanding of goods and services by State employees, as well as, the up-sales tactics from some of the SPS vendors. The up-sale typically happens during the assessment process where it is severely obvious that SPS services providers are working hand-in-pocket with some of the goods providers in an attempt, for a lack of a better term, monopolize the market

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

I do not per my selection on item 1.

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401 Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with

this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

There should be a list of restrictions from whom suppliers are allowed to accept RFQ from as well as the format they're authorized to submit their quotes in. Some vendors take it upon themselves to "work with staff" who do not have purchasing authority and a thorough understanding of the DGS requirements. They will tell them falsified information in order to secure a bid.

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

the acquisition and mergers of companies and the constant changing who can provide what products and where they're authorized to sell. A solid search tool will help alleviate this issue for the most part.

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

Every state agency has a different process I am sure but within our department, the amount of approvals and reviews is absurd. This only hinders the employees productivity and is very frustrating a majority of the time. For example, if an assessment process is approvals, authorized, and completed for an individuals RA request, then why would an approval, review process need to occur all over again for the purchase of the equipment? Just seems a little redundant and unnecessary.

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory Application document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

There is a lot of vagueness, "grey area", and room for misinterpretation throughout all SPS-AT provider terms and conditions. There must be more clear and concise requirements put in place to hold vendors responsible and limit the amount of irresponsible, unethical business

practices that occur.

**Q11** After reviewing the Cal-AT Suppliers Terms and Conditions document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

see answer to 10. we could go on and on about this until I am blue in the face. Ethics people ETHICS. It's literally taught in Business 101 yet not practiced regularly.

**Q12** After reviewing the Cal-AT Instruction Guide for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q13** After reviewing the Cal-AT Information Sheet for Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**No,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

The job is too circumstantial. As long as there is a way to identify an authorized provider with ease, then requirement

procurement training should suffice

**Q14** After reviewing the Cal-AT Information Sheet for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q15** After reviewing the Cal-AT Terms and Conditions **No**

Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Q16** Do you have additional comments/questions?

This was far too long

Page 3

**Q17** Address

#10

COMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Friday, September 07, 2018 1:12:22 PM **Last Modified:** Friday, September 07, 2018 1:17:45 PM **Time Spent:** 00:05:23

**IP Address:** 169.2.240.251

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**Other (please specify)**

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

not enough vendor available and take too long

**Q3** What solutions do you recommend to address these challenges?

add more vendors to state price list

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

VRSD completes 204

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

2-3 weeks

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

4-6 weeks

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401 Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with

this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

yes

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

none

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

have a special staff assign to work on procurement for RA request. District needs staff to monitor and purchase RA

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory **No** Application document, do you have any suggested clarifications, additions or changes that should be

considered?

**Q11** After reviewing the Cal-AT Suppliers Terms and **No** Conditions document, do you have any suggested clarifications, additions or changes that should be

considered?

**Q12** After reviewing the Cal-AT Instruction Guide for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q13** After reviewing the Cal-AT Information Sheet for **No**

Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q14** After reviewing the Cal-AT Information Sheet for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q15** After reviewing the Cal-AT Terms and Conditions **No**

Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Q16** Do you have additional comments/questions?

none

Page 3

Q17 Address Respondent skipped this question

#11

COMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Tuesday, September 11, 2018 5:28:00 PM **Last Modified:** Tuesday, September 11, 2018 5:48:56 PM **Time Spent:** 00:20:56

**IP Address:** 99.104.121.68

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**Supplier**

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

I understand that there’s a need to amend the existing State Price Schedule is because it does not meet the requirements of a state price schedule, in particular the length of time that a price is fixed for. Where does it dictate that a state price schedule needs to have fixed pricing for no less than a year?

I strongly believe that an existing system or practice should not be changed or eliminated just because it does not fit perfectly into the standard way procurement is usually done. Purchases for individuals cannot be treated in the same way that purchases for agencies are. Unless an alternative system that allows for the individualization and faster delivery of needed products and services can be found the system should stay as it is.

Challenge are due to:

• Insufficient staff training, staff are not following the current guidelines

• Staff and stakeholders often receive unclear or misleading messages from Central Office

• Poorly developed price list (i.e. lacking in software development)

• Staff having the attitude that wherever possible rules should be found to prevent or slow down the provision of goods and services rather than the attitude that the primary goal is to provide goods and services as efficiently as possible within the rules.

• Staff have little understanding of the needs of consumers or of the impact that receiving the wrong equipment or equipment too late will have on their success

• Giving responsibility but not the authority to complete a purchase; e.g. new F&R limit has to be cross checked/approved by C&P.

• The perception that vendors are not part of the rehabilitation team nor are they recognized as experts in their field.

• Lack of understanding of the spirit and intent of the SPS

• The practice of trying to find other, less reputable vendors, to provide goods and services simply to avoid the suggestion that a few vendors get the majority of orders. The idea underlying the procurement laws is that competition among suppliers is required to prevent “insider dealing” and to helps the state obtain the cheapest lowest possible price. To implement this rule one has to assume that there are many possible suppliers and that their goods and services are more or less interchangeable. This simply is not the case for AT.

• Power struggle between QRPs and PTII/PAs, or between PTIIS/PAs and C&P. These are just a few of the challenges.

**Q3** What solutions do you recommend to address these challenges?

DGS has already addressed one of the biggest hurdles to timely procurement, that is the increase of the F&R limit. Increasing it to

9999.99 will allow for most consumer purchases to be made using the F&R mechanism. Now PTIIs need to be given the authority to implement the rule, C&P does not have the resources to gate keep each and every purchase.

One of the best ways to improve the system may well be to simply rename it, as you have, and to improve and simplify the existing pricing database so it is easier for supplier to use, for staff to rely on, and for management to control. As we said since it was first developed the database has far too many fields, is clumsy and far too fragile.

Train DOR staff in person with a hands on based training that includes real day-to-day examples and case studies, most trainings to

date have been done over the phone and are just going over the rules instead of working with staff so that they understand how to make a purchase quickly and seamlessly.

Reinforce that the buyers role is to support the counselor so that the purchase can be made within the procurement rules. This relationship is not supposed to be adversarial, buyers need to recognize the authority of the counselor when making purchasing decisions. As an example currently counselors have been told that they are not allowed to phone the procurement staff, this does not support the team approach at all.

Strongly encourage staff to utilize the expertise of a vendor prior to creating an AD as this ensures for a much more streamlined purchasing process. Currently communication between counselors and vendors is frowned upon.

Allow for the use of mixed fair and reasonable techniques. DGS policy says that you cannot combine these techniques, for example, if you are trying to purchase an integrated system using the "historical pricing" technique, you would only be able to use fair and reasonable if every single item was previously purchased in the past x months. However since consumers are unique and their needs equally so it’s unlikely that a buyer would be able to find a system that had been previously bought that contained all the exact same components and so historical pricing could not be used. If techniques could be mixed or combined for a single purchase, it would be easier to apply fair and reasonable pricing.

Find someway to communicate clearly that the expectation of DGS to maintain a broad spectrum of suppliers does not mean that you should ‘spread the wealth’, or order from a supplier that you know does not provide the same quality of services that are available from another vendor just to avoid the appearance of favoritism. The AT industry is tiny, and will only get smaller, but consumers should not be penalized and have to receive sub standard support or services just to support this misnomer.

Removing the existing centralized price catalog, or some kind of alternative will have a negative impact. While the current list has not been used in a typical SPS manner, it is being used as a catalog source to establish fair and reasonable. It is impossible for DOR (or other agenices) to effectively manage a historical pricing database that covers all the different integrated systems, and AT technology, especially if mixed techniques are not allowed. If there is not some simple centralized location for pricing, buyers will have a very hard time finding catalog pricing elsewhere because the majority of the AT vendors are small companies who do not have the resources to maintain either an ecommerce website or online pricing. Because of the difficulty buyers will have it is natural that they will take the path of least resistance and will seek multiple bids rather than to have to trawl the Internet to seek a catalog price to establish F&R.

Clarify the use of a catalog page - Does the catalog page have to be from a different vendor to the one that a price has been received from? This is a critical piece of information if you are to remove the online price list - much discussion will be had around this topic.

Ink/Supplies: Allow for the purchase of ink from SPS vendors for consumers. From a tax payers perspective the amount of money that is wasted buying the wrong ink off the state contract for ink and supplies for consumers is shocking. Consumers rarely know what ink they need or their printer model but the vendor who provided the printer always has that information on file.

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

The most time consuming steps occur when

1. the counselor has not provided a complete or detailed equipment list

2. when a buyer choses to obtain multiple bids instead of making ever effort to use F&R.

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

I do not identify as a buyer but from our perspective the amount of time it takes depends greatly on the counselor who created the AD, if they have worked with a good evaluator and supplier prior to the AD, and the buyer in question, and the manner in which he or she was trained

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

It is impossible to answer this question. The myriad of different types of orders result is so many different ‘averages”. Factors to consider might be;

• If it’s a custom build laptop a supplier cannot predict how long a manufacturer will take to build the system.

• Some items are of high value and vendors, who are small businesses, are not able to maintain inventory of items so once an order is placed the item may need to be shipped from the East Coast or imported from out of the country.

• Other items are in stock and an order can be processed and shipped within 12-24 hours.

• Suppliers have no control over a client’s availability, additionally in order to maintain economical pricing most suppliers’ onsite days are scheduled to see multiple clients in one day.

• Suppliers often are given incorrect contact information resulting in the need to chase around looking for correct info.

• On the other hand if we receive an authorization before Noon, and the item is in stock we typically ship same day, ground shipping to most of Northern California means that the client would receive it with 24 hours.

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401 Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with

this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

Yes.

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

The industry/market is getting smaller due to an increase universal design, which is a good thing for everyone, but as a result the pool of qualified, experienced vendors is also getting smaller.

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

To date very few other state agencies make use of the SPS for AT, in fact even when we have been approached for quotes and have alerted buyers from other agencies of it’s existence they are reluctant to explore the options it provides. Whatever the outcome is here if you wish to improve the reasonable accommodation procurement process for state employees then advertising, marketing, and training to other agencies will be critical.

Significant improvements were made during the work of the SPS workgroup in 2016. It would be important to ensure that any changes that are made today do not inadvertently have an impact on other areas, for example if you eliminate the price list in doing so you also remove the listings that show the territory listings for each manufacturer and product. Recognizing and supporting the importance of these territories ensures for fair trading, adequate product support, and ensures that local Community Rehab Partners are able to obtain the training and products they need to maintain their services. There are likely many other areas that may inadvertently be changed unless careful consideration is given.

There are very few people who have a thorough understanding of the issues at hand, many DOR staff have moved on, and so it is unreasonable to expect DOR staff to have the required depth of knowledge to make informed decisions without seeking expert and or outside advice.

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory Application document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters): Probably – but it was difficult to determine what, if anything had been changed.

**Q11** After reviewing the Cal-AT Suppliers Terms and Conditions document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

I have many clarifications, additions and changes that should be considered but you have limited me to 300 characters! Here's a few comments for consideration: It is impractical to expect a vendor to be able to provide and estimated deliver date for each product and service, and unless DOR has the resources to monitor the accuracy of those estimates the

data is not useful. Reputable vendors may provide accurate information and lose an order to a less reputable vendor who suggests a shorter but impossible to meet delivery timeline. Additionally, shipping, delivery, and service delivery timescales are impractical. Reference E. How does one differentiate between technical support and training needs? Your CRPs and Service Providers rely heavily on the income derived from the training and technical support that they provide consumers. H. This term appears to remove the ability for a counselor to chose to have the majority of the products including any required services to be provided by one vendor and a single piece of software or hardware to be

obtained from another vendor? Please advise.

**Q12** After reviewing the Cal-AT Instruction Guide for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here.(Your response allows for a maximum of 300 characters):

Here are a handful of comments; What steps will be taken to ensure that an applicant has some experience in working with individuals with a disability, or that they have any knowledge of assistive technology? What steps will be taken to ensure that this applicant does not have a conflict of interest with another vendor. E.g. Wife is a vendor providing evaluations and Husband is a vendor selling products. This document suggests that the online SPS price list will be maintained, but discussions suggest it will not. Stakeholders who have responded to this mail chimp will have answered this question on the assumption that the price list will remain

in force.

**Q13** After reviewing the Cal-AT Information Sheet for Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

Yes – but many of the concerns have been addressed in other answers.

**Q14** After reviewing the Cal-AT Information Sheet for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

Yes – but many of the concerns have been addressed in

other answers.

**Q15** After reviewing the Cal-AT Terms and Conditions Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**No,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

Not my area of expertise.

**Q16** Do you have additional comments/questions?

If the use of the Supplier Directory is not mandatory, and the directory does not offer the support of a centralized price list (that affords a small business somewhere to list pricing that can be used to establish F&R) then what benefit is there to being on the directory?

If a vendor is not on the directory then one assumes that they are not required to meet the terms and conditions (e.g. delivery timescales) but they can equally be used for the purchase of goods and services for consumers.

There appears to be no documentation regarding follow on services, will there still be a work around for evaluators who wish to provide ongoing training services and will the DOR also maintain the guidelines that companies who provide evaluations should be impartial and that they should not be allowed to sell the products to ensure that the consumer has received an fair and defensible evaluation?

Lastly, it is very difficult for people to be able to provide feedback in this manner, it does not allow for collaboration or discussion nor is it a good way to solict feedback from staff.

Page 3

**Q17** Address

#12

COMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Wednesday, September 12, 2018 9:18:06 AM **Last Modified:** Wednesday, September 12, 2018 10:00:29 AM **Time Spent:** 00:42:22

**IP Address:** 169.2.240.251

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**State Buyer**

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

One of the challenges is providing Fair & Reasonable documentation for each product for Catalog/Market Pricing. When the Activity Due is requesting an integrated system with many peripherals, software, etc., it can be time consuming to find comparisons for each

individual product. It's faster for me to send out to bid for two quotes so that I can reach a larger volume of Activity Dues in a day, but this could potentially slow down the turn-around time for the individual consumer's purchase if a vendor takes the full allotment of time to

send a quote.

**Q3** What solutions do you recommend to address these challenges?

I think that if we used the SPS as it was intended, then it would be a faster process. Find the product pricing on the contract and just issue the Purchase Order. The NCB could help with this problem, but the integrated systems have multiple products and could pose to be tricky.

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

The most time consuming processes are trying to correct incomplete Activity Dues and finding documentation for each line item for Catalog/Market Pricing in a large/multi-line item order. Recently, I have had problems with Activity Dues not containing the correct address for delivery and Activity Dues not having up to date product information or missing product information. The wrong service address delayed services by two business days for the SPS vendor, and for the Amazon purchase, delayed by 9 business days and the order ended up having to be refunded and then re-ordered (with new procurement documentation). Activity Dues with antiquated

product information can delay anywhere from 1 business day to 10 business days depending on the response time from the field to confer with the AT evaluator. I recently had an instance in which an over $5000 Activity Due had all of the quotes obtained, procurement documentation completed, and was submitted to C & PS for review before the field notified me that the system needed to be amended for a dual monitor setup. The process had to be started again from scratch and is still in process but has caused at minimum a 7 business day delay. Finding Catalog/Market Pricing comparisons can be done in a few minutes if there are not that many items, but for integrated systems, can take up to 20 to minutes depending on the rarity of some of the products.

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

When I open an Activity Due, on average the authorization is issued within two business days. This is barring any missing information, etc. This also takes into account that some Activity Dues can be processed within minutes, and some Activity Dues take about 5 business days if they are complex or depending upon vendor response time.

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

N/A

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401 Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with

this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

No, I did note and appreciate that the Terms and Conditions includes to have the quote provide the estimated time of delivery. Vendor often do not include that information, unless requested.

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

Keeping up to date with the pricing of currently available products and new products/new software versions. JAWS & ZoomText receive new upgrades each year and some products have been discontinues, such as ZoomText for Mac and the ZoomText Image Reader.

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

With the change over to Cal-AT, there needs to be set precedent for the documentation and processing of Activity Dues that have the request of Informed Choice that is approved/ in accordance with DGS.

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory **No** Application document, do you have any suggested clarifications, additions or changes that should be

considered?

**Q11** After reviewing the Cal-AT Suppliers Terms and **No** Conditions document, do you have any suggested clarifications, additions or changes that should be

considered?

**Q12** After reviewing the Cal-AT Instruction Guide for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q13** After reviewing the Cal-AT Information Sheet for **No**

Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q14** After reviewing the Cal-AT Information Sheet for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q15** After reviewing the Cal-AT Terms and Conditions **No**

Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Q16** Do you have additional comments/questions?

N/A

Page 3

**Q17** Address

#13

COMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Wednesday, September 12, 2018 5:03:53 PM **Last Modified:** Wednesday, September 12, 2018 5:13:55 PM **Time Spent:** 00:10:01

**IP Address:** 99.174.246.28

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**Other (please , specify)**

Other (Your response allows for a maximum of 300 characters.):

DHHAC Committee member

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

What???

**Q3** What solutions do you recommend to address these challenges?

Medicare funded hearing aids

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

na

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

na

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

na

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401 Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with

this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

uncertain

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

Including visually impaired to Deaf and Hard of hearing

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

Reasonable accommodations from the perspective f who is receiving the service/product, not from who is providing it.

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory Application document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

Too many adaptive technology are developed by people

who do not have the disability.

**Q11** After reviewing the Cal-AT Suppliers Terms and **No** Conditions document, do you have any suggested clarifications, additions or changes that should be

considered?

**Q12** After reviewing the Cal-AT Instruction Guide for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q13** After reviewing the Cal-AT Information Sheet for **No**

Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q14** After reviewing the Cal-AT Information Sheet for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q15** After reviewing the Cal-AT Terms and Conditions **No**

Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Q16** Do you have additional comments/questions?

All contracts for approval and distribution should be approved by a person with the disability, that the contract calls for.

Page 3

**Q17** Address

#14

COMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Thursday, September 13, 2018 7:22:39 PM **Last Modified:** Thursday, September 13, 2018 9:45:14 PM **Time Spent:** 02:22:35

**IP Address:** 104.53.180.102

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**Supplier,**

Other (Your response allows for a maximum of 300 characters.):

To be clear, I am a supplier of AT Services, not

equipment

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

• Inconsistent interpretation and application of existing policies and procedures—I still see differences between one District and another, and one PTII and another.

• Lack of consistent training and oversite of procurement staff.

• Frequent staff turnover.

• Inconsistencies in counselor understanding about the AT procurement process and how that is initiated.

• Lack of consistent understanding/training regarding the obligation of counselors to discuss and provide AT tools and make them part of the employment plan. (I routinely encounter long-term DOR consumers who should have had access to AT years ago.)

• Use of some equipment vendors who may be a bit cheaper but less knowledgeable, service-oriented, and accurate than others. For instance, shipping items that are not quite the same as what were requested, but the receiver (in this case my group who will be delivering and training) may not want to take the time and effort to correct it, with accompanying delays.

• Use of some groups and individuals to do AT assessments who do not have the knowledge or background to provide them. (An ergonomics background does not equal AT expertise.) This has resulted in improper or inadequate recommendations that we have had to “clean up” on site when we go in to provide training, or suggest changes to the counselor in the middle of the purchasing process, further delaying implementation.

**Q3** What solutions do you recommend to address these challenges?

• Generate clear and understandable policies and procedures and provide real-world training in how to apply them. Make this training consistent among ALL staff. Bring vendors and service providers into these trainings.

• Allow more collaboration between counselors and procurement staff.

• Work to streamline the purchasing process while still supporting the crucial role of LOCAL vendors who know the technologies, know the user population, know the procedures and are devoted to providing quality services.

• Do not have (or allow) procurement staff to chase around trying to save a nickel here or there at the expense of those who devote themselves to this business.

• Establish or reinforce a simplified procedure for reporting providers who are not knowledgeable, reliable, or ethical.

• Make sure that counselors share all the equipment recommendation details with the procurement staff. (Some take it on themselves to provide shorthand descriptions with resulting errors.)

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

**Respondent skipped this question**

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

**Respondent skipped this question**

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

As a supplier of AT SERVICES (assessments, training, technical support, etc.), this is not a question that I can answer. Sometimes we get the PO well before the equipment arrives. Sometimes the person isn’t available to accept timely delivery and participate in training. Sometimes we get a lot of requests at once and can’t fill the need as quickly as we would like due to staffing limitations.

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401 Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with

this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

I have not had time to locate and review the documents referred to other than the Cal-AT terms and conditions. Comments on that document will be made below.

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

The need for AT services continues unabated, while the number of AT service providers has been shrinking, leaving large geographic areas without quality services, except by those who are willing to travel long distances. More should be done to enable DOR offices and staff to locate and identify services providers. This is one of the benefits of the SPS.

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

Do not undermine the advancements put into place in the existing SPS and its policies and procedures.

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory Application document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

It would have been helpful and more transparent if you had provided a link to the existing version. I found my initial application from 2013 and it appears to be the same as the “interim” application posted on the DOR website. 1) I see that you have added Evaluations to each disability area, which is good, but by adding “(specify)” it is not clear what

specificity you are asking for. 2) I suggest that you either add a box for “specialty services” to each disability area OR have a global box for this that stands apart from the Physical/Orthopedic/Ergonomic category. 3) I strongly question the elimination of Part II on Evaluation services as it was specifically designed to identify and put on notice those who sells products that they might recommend through and evaluation, leading to possible conflict of interest, or those that receive monetary or other compensation from vendors

or products. This section came out of a lot of discussion on the topic and was not just theoretical but a response to actual instances of possibly improper activities that were not in the best interest of DOR or the consumers. 4) Please explain why applicants no longer have to read and agree to the terms and conditions of the SPS?

**Q11** After reviewing the Cal-AT Suppliers Terms and Conditions document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

Section C: Please keep in mind that most of the providers in question are small operations with limited staff, many of whom may be on the road providing services. Requiring a 3- day request for a price quote might not always be feasible for AT Services. Providing an estimated time for delivery of such services is also NOT reasonable since there are many

factors that can delay this, as identified above. Suggest that some differenciation might be made between suppliers of equipment and suppliers of services. Section D: Requiring the provision of AT SERVICES within 5 days of receiving the PO is not reasonable or practical. Section E: I am not an equipment supplier, but how can you require technical support for 6 months on the part of the vendor when vendors who are not on the SPS are not required to do the same, but are allowed equal opportunity to provide the same items per another part of your draft documents? There is simply not enough margin on most of the items to support that. First your process demands highly competitive pricing and then you penalize the SPS vendors. (My program offers technical support for AT systems and I can attest as to how time consuming this can be, even when something is under warranty.) Additionally, many calls for tech support are really training-related issues. This clause is a non-starter. Section H: OK, but the items such as connection cables need to be included in the PO. That's why close collaboration between those making the recommendations, the vendors, and the PTIIs is important.

**Q12** After reviewing the Cal-AT Instruction Guide for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here.(Your response allows for a maximum of 300 characters):

Page 1: "Posting pricing for goods and services on supplier’s webpage may aid procuring agencies in expediting the procurement process." Does this indicate that you will be terminating the Supplier Directory of AT products, services, and territories as has been rumored? (Despite the rest of this document.) Page 6 "Supplier Performance Concerns" --What happened to any effort to prevent, identify, or report conflict

of interest? --Can anyone offer to provide AT Services without demonstrating knowledge or competence in the field? The info sheet for buyers says that issues with suppliers should not only be worked out directly with them but also reported to the Supplier Directory. This wording should be included here and in other docs. Somewhere a process should be identified for how complaints, especially

multiple ones, will be addressed.

**Q13** After reviewing the Cal-AT Information Sheet for Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

This doc says that "Procuring agencies may purchase from suppliers that are not on this directory for same or similar goods and services following state procurement rules, policies, and procedures." There is no arguement or explanation as to how utilizing the Supplier Directory will be preferred or more efficient and effective than other options. This undermines the whole concept of this directory and the adoption by buyers. More of a marketing pitch is required. If this is intended for DOR buyers, much more information and encouragement and training will be needed beyond this

short document. >>This doc says that issues with suppliers should not only be worked out directly with them but also reported to the Supplier Directory. This wording should be included in other docs. Somewhere a process should be identified for how complaints, especially multiple ones, will be addressed.

**Q14** After reviewing the Cal-AT Information Sheet for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters): "Supplier Performance: Supplier performance issues should

be submitted to the Cal-AT Supplier Directory Administrator." Whenever this is suggested, there should be an email address or link and not some reference to a person who will be hard to track down. There is one later on the page, but

this "Administrator" is a new title and reference not found in other docs. This is the place to reiterate issues of conflict of

interest and professional competence.

**Q15** After reviewing the Cal-AT Terms and Conditions **No**

Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Q16** Do you have additional comments/questions?

Are you going to maintain the list of services, territories, and prices? if not, this whole effort will be a waste of time and ultimately punitive to those who sign on because those not on the list do not have to meet the same performance standards.

I reiterate my concerns about the silence on conflict of interest issues.

I hope and expect that DOR will be forthcoming in identifying other areas in which policies not identified in these documents may have changed in negotiations with DGS that can affect who can provide services and how they shall be provided. No surprises, please. Thank you.

Page 3

**Q17** Address

#15

COMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Sunday, September 09, 2018 10:50:13 PM **Last Modified:** Thursday, September 13, 2018 11:41:15 PM **Time Spent:** Over a day

**IP Address:** 172.118.251.11

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**Supplier**

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

**Respondent skipped this question**

**Q3** What solutions do you recommend to address these challenges?

**Respondent skipped this question**

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

**Respondent skipped this question**

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

**Respondent skipped this question**

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

Items in stock ship within 24 hours.

Computer systems or other items that require onsite training take 1-3 weeks, depending on the item's availability from the manufacturer and the client's scheduling availability.

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401 Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with

this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

Our main concern is with the following provisions:

(2) Items in stock that are personally delivered, or services to be performed by the Supplier’s own staff, must be provided within five (5)

business days after receipt of an order.

(3) Where a Supplier must order products, such products must be delivered within fourteen (14) business days after receipt of the procuring agency’s order.

(4) Where the timelines specified cannot be met, the procuring agency placing the order shall have the option to allow the Supplier additional time to provide the product or service or cancel the order at no cost to the procuring agency.

We often are booked 2 weeks out. In addition, some clients have limited availability, e.g., they may only be available for training on Fridays. While we try to provide delivery/training ASAP, 5 days in many cases is unrealistic. Further, it is not unusual for some items (particularly computer systems and Braille Notetakers) to have a 2 week lead time - and that is before we add the client's scheduling issues.

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

**Respondent skipped this question**

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

Bid requests should be very specific. We often receive bid requests that are very general, leaving the vendor too much leeway and resulting in bids that are very different in both specifications and price.

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory **No** Application document, do you have any suggested clarifications, additions or changes that should be

considered?

**Q11** After reviewing the Cal-AT Suppliers Terms and Conditions document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters): Customized computer systems and some products ordered from AT manufacturers do not arrive for 2 weeks or more. The delivery requirements for those items are unreasonable.

**Q12** After reviewing the Cal-AT Instruction Guide for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q13** After reviewing the Cal-AT Information Sheet for **No**

Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q14** After reviewing the Cal-AT Information Sheet for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q15** After reviewing the Cal-AT Terms and Conditions **No**

Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Q16** Do you have additional comments/questions?

No.

Page 3

**Q17** Address

#16

COMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Friday, September 14, 2018 1:28:17 PM **Last Modified:** Friday, September 14, 2018 1:49:42 PM **Time Spent:** 00:21:25

**IP Address:** 169.2.240.251

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**Other (please , specify)**

Other (Your response allows for a maximum of 300 characters.):

DOR Audit

Services

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

Time Consuming

**Q3** What solutions do you recommend to address these challenges?

Automate process and go paperless

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

Completion of required documentation

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

Two weeks to Two months

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

Not applicable

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401 Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with

this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

None.

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

There are software and automated systems that can take care of all of the required documents and the processing of those documents.

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

Computers and software that allow individuals with disabilities to properly process procurement and purchasing documents.

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory **No** Application document, do you have any suggested clarifications, additions or changes that should be

considered?

**Q11** After reviewing the Cal-AT Suppliers Terms and **No** Conditions document, do you have any suggested clarifications, additions or changes that should be

considered?

**Q12** After reviewing the Cal-AT Instruction Guide for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q13** After reviewing the Cal-AT Information Sheet for **No**

Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q14** After reviewing the Cal-AT Information Sheet for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q15** After reviewing the Cal-AT Terms and Conditions **No**

Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Q16** Do you have additional comments/questions?

Audits is always concerned with the proper balance of timely processing of purchasing and procurement, however a proper balance of internal controls is also essential and necessary in any business process, system.

Page 3

**Q17** Address

#17

COMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Friday, September 14, 2018 1:28:11 PM **Last Modified:** Friday, September 14, 2018 1:51:43 PM **Time Spent:** 00:23:32

**IP Address:** 169.2.240.251

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**Other (please , specify)**

Other (Your response allows for a maximum of 300 characters.):

DOR Audits

Services

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

Time consuming

**Q3** What solutions do you recommend to address these challenges?

Automating the process and going paperless in addition to staff training.

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

completion of paperwork is most time consuming. length of time varies based on the items to be purchased.

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

can take anywhere from 2 weeks to 2 months.

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

n/a

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401 Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with

this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

none

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

software and automated systems that can expedite the process.

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

creating a user friendly accessible automated process for state employees where they can request an RA and view the status as well as managers to follow up and ensure the RA requested has been completed.

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory **No** Application document, do you have any suggested clarifications, additions or changes that should be

considered?

**Q11** After reviewing the Cal-AT Suppliers Terms and **No** Conditions document, do you have any suggested clarifications, additions or changes that should be

considered?

**Q12** After reviewing the Cal-AT Instruction Guide for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q13** After reviewing the Cal-AT Information Sheet for **No**

Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q14** After reviewing the Cal-AT Information Sheet for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q15** After reviewing the Cal-AT Terms and Conditions **No**

Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Q16** Do you have additional comments/questions?

DOR Audits is always concerned with the efficiency of processes and ensuring there is a balance of purchasing and procurement with internal controls. We should strive to ensure we maintain and advance our business continuity, stay up to date on technological advancements and view our employees as customers.

Page 3

**Q17** Address

#18

COMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Friday, September 14, 2018 1:35:09 PM **Last Modified:** Friday, September 14, 2018 2:59:22 PM **Time Spent:** 01:24:13

**IP Address:** 209.58.139.34

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**Supplier**

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

**Respondent skipped this question**

**Q3** What solutions do you recommend to address these challenges?

**Respondent skipped this question**

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

**Respondent skipped this question**

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

**Respondent skipped this question**

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

**Respondent skipped this question**

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401

Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

**Respondent skipped this question**

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

**Respondent skipped this question**

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

**Respondent skipped this question**

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory Application document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q11** After reviewing the Cal-AT Suppliers Terms and Conditions document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q12** After reviewing the Cal-AT Instruction Guide for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q13** After reviewing the Cal-AT Information Sheet for Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q14** After reviewing the Cal-AT Information Sheet for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q15** After reviewing the Cal-AT Terms and Conditions Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Respondent skipped this question**

**Q16** Do you have additional comments/questions?

I am not able to complete this survey to my satisfaction. This would require hours of research and review of documents that I do not have to commit at this time. Many of the noted issues require a nuanced understanding of terms and definitions and would be difficult to address within a 300 character limit (this answer alone is 745 characters)

I have two major concerns from my perspective - conflict of interest for organizations that perform assessments and how follow-on services will be addressed to comport with state law.

I will be prepared to discuss the two issues above as well as other issues that appear in the documents that were sent to us for the

September 28th forum meeting. I will be attending the meeting in person. Thank you

Page 3

**Q17** Address

#19

COMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Friday, September 14, 2018 3:41:21 PM **Last Modified:** Friday, September 14, 2018 4:43:56 PM **Time Spent:** 01:02:34

**IP Address:** 169.2.240.251

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**DOR Buyer**

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

the limitation in vendors in certain areas due to vendors being authorized dealers and can not reach out to other vendors to compare prices and services delivery.

**Q3** What solutions do you recommend to address these challenges?

limitation of coverage area and restrictions on authorized dealer areas. Some vendors only serve a certain county or area and we are not able to reach out them for quotes in other areas.

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

The forms that need to be completed in addition to vendor providing quote on letter head and having vendor sign the quote when they provide on their company form.

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

Requesting quote to completing forms with no additional approvals can take no more than 3 to 5 days depending on how fast the quote is received and depending on how many requests being worked on at the same time. It can take longer to issue PO is additional approvals are needed.

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

**Respondent skipped this question**

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401

Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

**Respondent skipped this question**

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

**Respondent skipped this question**

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

**Respondent skipped this question**

Page 2: Section #2

**Q10** After reviewing the Cal-AT Supplier Directory **No** Application document, do you have any suggested clarifications, additions or changes that should be

considered?

**Q11** After reviewing the Cal-AT Suppliers Terms and Conditions document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

Should be clear that Supplier should not quote more than what is requested and any changes to product should be

address with the buyer before proceeding.

**Q12** After reviewing the Cal-AT Instruction Guide for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q13** After reviewing the Cal-AT Information Sheet for **No**

Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q14** After reviewing the Cal-AT Information Sheet for Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters):

The special conditions that only apply to DOR, can they be reviewed and addressed as some are very restrictive to the buyer and is more for the purpose of the requestor. It restricts the buyer because the requestor has gone out and requested a quote from a particular vendor and that is the vendor they want the buyer to use but buyer still needs to complete the procurement and document items are fair and reasonable and sometimes a second quote is needed that may not be the lowest bid. A recommended vendor can be

indicated for buyer to reach out to that vendor if the products

are all available from that vendor or part of the products.

**Q15** After reviewing the Cal-AT Terms and Conditions Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Yes,**

If you answered 'Yes', please enter comments here. (Your response allows for a maximum of 300 characters): Instructions and information on how an employee of the state needing to secure such a vehicle, if one is available through this contract can go about it.

**Q16** Do you have additional comments/questions? **Respondent skipped this question**

Page 3

**Q17** Address **Respondent skipped this question**

#20

COMPLETE

**Collector:** Web Link 1 (Web Link)

**Started:** Friday, September 14, 2018 5:09:30 PM **Last Modified:** Friday, September 14, 2018 5:22:59 PM **Time Spent:** 00:13:28

**IP Address:** 169.2.240.251

Page 1: Introduction and Section #1

**Q1** For the purpose of this survey is your perspective one of a... (please select one option to move forward in the survey)

**DOR Buyer**

**Q2** What challenges do you experience with the current processes, policies, or tools to effectively procure assistive technologies and services?

time delays, not knowing step by step of placing an order.

**Q3** What solutions do you recommend to address these challenges?

the draft is providing excellent solutions

**Q4** If you identify as a Buyer, what steps in the procurement process are the most time consuming, and how long do these steps take?

finding a vendor that is approve by the state

**Q5** If you identify as a Buyer, on average, how long does it take from the start of the procurement process until issuing a purchase order?

3 to 5 days

**Q6** If you identify as a Supplier, on average, how long does it take from the time you receive the purchase order until the individual receives the item or service?

n/a

**Q7** The application process for the Cal-AT Directory is expected to include a provision requiring suppliers to agree to Terms and Conditions. These Terms and Conditions are included in the state GTC 04/2017 - General Terms and Provisions, GSPD-401IT - General Provisions - Information Technology, and GSPD-401 Non IT Commodities - General Provisions, as well as the Cal-AT Terms and Conditions document attached to the email associated with

this survey. Are there any other requirements or Terms and Conditions that should be incorporated into the application process?

no

**Q8** What are the most current industry or market condition changes that we need to account for when enhancing the procurement processes for assistive technologies and services?

paperless. some vendors don't accept e-signatures.

**Q9** What other considerations should be taken into account to improve the reasonable accommodation procurement process for state employees or purchases for people with disabilities served by the State of California?

n/a

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**Q10** After reviewing the Cal-AT Supplier Directory **No** Application document, do you have any suggested clarifications, additions or changes that should be

considered?

**Q11** After reviewing the Cal-AT Suppliers Terms and **No** Conditions document, do you have any suggested clarifications, additions or changes that should be

considered?

**Q12** After reviewing the Cal-AT Instruction Guide for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q13** After reviewing the Cal-AT Information Sheet for **No**

Buyers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q14** After reviewing the Cal-AT Information Sheet for **No**

Suppliers document, do you have any suggested clarifications, additions or changes that should be considered?

**Q15** After reviewing the Cal-AT Terms and Conditions **No**

Rider A-Accessible Rental Vehicles document, do you have any suggested clarifications, additions or changes that should be considered?

**Q16** Do you have additional comments/questions?

n/a

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**Q17** Address