

DOING BUSINESS WITH THE CITY OF ORLANDO

The City of Orlando Purchasing Division entered into a contract with Onvia, Inc. to use its Onvia DemandStar automated bid solicitation notification system, which categorized by specific products and services, and to maintain online vendor registration forms from businesses expressing an interest in doing business with the City of Orlando.

Businesses subscribed to the Onvia DemandStar service are notified by e-mail, or fax, whenever an Invitation to Bid, Request for Proposals, or Request for Quotes are issued by the City of Orlando to purchase a commodity or service offered by qualified businesses. Registration for the services provided by Onvia - DemandStar is not a mandatory requirement for a business to submit bids or proposals to the City in response to a purchase solicitation, however, it is the only automated notification system the City utilizes.

Due to a recent change in its service offerings of Onvia, vendors in the near future will no longer be able to purchase subscription services online through the Onvia DemandStar Web site. Currently, vendors may purchase subscriptions for Notification Service under the Onvia DemandStar Select subscription offering. Vendors may elect to be notified of Purchase Solicitations issued by Onvia DemandStar member institutions located in up to four (4) counties for the price of \$100 per year. Registration for this service can be completed online through the Onvia DemandStar registration Web page at www.demandstar.com/register.rsp. Once you submit the information required, you can expect to have your account set-up within one business day.

Any questions you have about the service, or need technical assistance with the registration process, call Onvia Supplier Services at 1-800-711-1712.

You may register by any one of two ways:

ONLINE:

Access to the Onvia DemandStar registration Web page is available through the following URL: www.demandstar.com/register.rsp. This link will take you directly to a page that displays the current Onvia DemandStar service options. You may register your company as a vendor with the City of Orlando, select commodity codes that represent goods or services delivered by your business, and select the service level that works best for your business' needs and objectives, or...

OFFICE VISIT:

You may visit the Office of Purchasing to obtain vendor registration materials. Our office is located at:

City Hall
One City Commons
Fourth Floor
400 South Orange Avenue
Orlando, Florida 32802

Business Hours: Monday through Friday 8:00am to 5:00pm

Our buyers will be pleased to meet with you - since their time is limited we encourage and ask you to please make an appointment in advance. (407) 246 – 2291.

Responding to Bid Solicitations - Written Quotations

You will receive by mail, an information package necessary to respond to a bid or notification of availability of the bid package.

1. The information package will consist of a
 - Bid form
 - Specification of the item or service to be purchased
 - Terms and conditions governing the bid and will become a part of the actual contract if you are awarded the bid. (Specifications: A detailed description of goods or services requested.)
2. Read the instructions carefully, failure to properly complete bid forms and comply with all instructions may result in disqualification of your bid.
3. If you have any questions or need assistance, call the purchasing agent identified on the form.
4. Hand delivered written quotations must have a date and time stamped on them by a Purchasing Office representative located on the 4th floor of the City Hall Building.

Only written quotations properly received and date stamped, by scheduled time of opening, will be accepted. All others will be retained in the "Bid File" unopened, and not considered in the award.

No bid may be withdrawn or modified after the bid opening.

Telephone Quotations

You may receive a call from the buyer who will provide you with all the information necessary to bid. You have the option to state your quote during the conversation or to call back by the deadline; otherwise, your opportunity to bid is forfeited.

Telephone quotations have the same integrity as written bids, and the most responsive and responsible bidder will receive the award. (Quotation: To state a price required to provide goods or to provide a service.)

Obtaining Bid Award Results

City of Orlando Invitation To Bid and Request for Proposal Award Information

The Office of Purchasing and Materials Management is your official source to obtain information about City of Orlando Invitation to Bid and Request for Proposal Awards. You may receive award information in a variety of different ways.

Click [here](#) to download valuable information regarding obtaining Invitation To Bid and Request for Proposal Award Information.

RESPONSIBILITIES WHEN AWARDED BID RESPONSIBILITIES WHEN AWARDED BID/CONTRACT

Contract Documents

A purchase order issued by the City to your company will be the contract or a written contract will be executed with your company. In the event of a written contract, it is the responsibility of the successful bidder to promptly sign and return all contract documents, including any required insurance certificates and performance bonds. Construction contracts will specifically state the conditions under which change orders will be allowed.

Delivery of Goods/Services

An official City purchase order is your authorization to begin deliveries. Deliveries of goods/services must be in accordance with the City's written and/or verbal instructions.

Acceptance of delivery is based upon inspection and approval by the receiving department.

Procurement Cards

The City of Orlando has implemented a procurement card program to streamline our procurement process. In order to expedite payments to our suppliers, we are using the Bank One MasterCard Purchasing Card rather than the traditional field purchase order.

By making purchases with the procurement card, we are able to more effectively control purchasing activities and achieve a significant cost savings over the current purchasing - payment system.

Payments made to successful bidders or proposers will quite possibly be by use of a procurement card. Therefore, it is imperative that vendors doing business with the City accept procurement cards.

Receiving Payment

In order to obtain payment for goods/services provided (excluding items purchased by use of a procurement card), submit an original and copy of each invoice to:

City of Orlando
Accounts Payable Section
400 South Orange Avenue
Orlando, Florida 32801-3302

Reference Purchase Order or Contract Number on invoice. No payment will be sent without the purchase order or contract number.

You may expect to receive payment within 30 days of receipt of invoice depending upon terms of your agreement with the City.

Please note: The City is tax exempt and does not pay sales tax.

Questions regarding payment should be directed to the Accounts Payable Section, telephone number (407) 246-2345.

Vendor Responsibilities

- To ensure a completed Vendor Registration is submitted to the Office of Purchasing and Materials Management.
- To notify Purchasing of any name or address change or changes in product or services offered.
- To read all detailed specifications and bid documents, and to comply with all instructions and required conditions. Any addition, deviation or omission may be grounds for disqualification. Bidders and vendors who do not fully understand a request should contact Purchasing and ask for an explanation from the buyer of the item in question.
- To quote firm contract prices only. The bid price shall be for complete installation or delivery, ready for owner's use, and shall include all applicable freight and installation charges, except where otherwise provided.
- To submit bid proposals or letter quotes on forms supplied by the Purchasing Office except as otherwise expressly authorized in writing.
- To ensure that an original signature of an authorized representative of the firm is on the bid document.
- To ensure that bids are submitted to the Purchasing Office located in City Hall, before bid opening time. Failure to do so will result in the bid being retained in the "Bid File" unopened.
- To provide the proper quality of product. When submitting an alternate bid, the bidder shall clearly identify the bid as an alternate by crossing out the product specified and typing or printing the word "alternate" and entering the unit price and the extension in the same manner as bidding upon the specified product. A brochure describing the alternate should be included. The Director of Purchasing will assume that the bid is on the specified product if this is not done.
- To provide a reasonable and competitive price.
- To provide, upon request, a schedule of delivery of items or services.
- To process all orders promptly and accurately.

- To provide information on new products, processes, materials and provide demonstrations or samples when requested.

Pre-Bid Meetings

Pre-bid meetings are held whenever complex products or services are being processed. These meetings give you - the vendor - the opportunity to meet buyers and department staff and to examine and discuss specifications, bid conditions, and delivery information.

Types of Purchases

The Purchasing Office enters into two types of purchases: OPEN MARKET and CONTRACT PURCHASES:

- **Open Market** - Purchases of a specific item, equipment, service, at a firm price, for a fixed quantity, and at a specified delivery time. Awards are made to the most responsible and responsive bidder who meets the specifications and conditions.
- **Contract Purchases** - Purchases of estimated quantities of items, equipment, or services at a firm unit price for a specified period of time. Estimated quantities are established through prior usage by City departments. Actual orders placed during the contract period may vary from the estimates given. Awards are made to qualified single or multiple vendors who meet the specifications and conditions. Most contracts are awarded for one year although they may be for longer or shorter periods.

Advertisements

Purchases of \$50,000.00 or more are routinely advertised in the legal section of THE ORLANDO SENTINEL or THE ORLANDO TIMES and on the Office of Purchasing and Materials Management Bulletin Board at City Hall at least 5 days prior to bid openings, unless an emergency situation exists. In that case, no advertisement is required.

Security/Bonding Requirements

Security is not required on the majority of purchases made by the City. If security is required, the specific conditions contained in the bid invitation will indicate the kind and amount. When a bid deposit is required, a bid will not be accepted without it.

The principal types of security are as follows:

- **Bid Deposit** - A bid bond signed by a surety company licensed to do business in the State of Florida or a bank cashier's check, certified check, bank treasurer's check, U.S. Postal money order, or other direct obligation drawn on a responsible

bank doing business in the United States. Personal or company checks are **not** acceptable. The deposit must be made payable to the City of Orlando, in the amount specified in the bid package and enclosed with your bid. The bid deposit will be forfeited to the City should the successful bidder fail to accept the award. Bid deposits are returned to the unsuccessful bidders within 10 days after the award and acceptance by the successful bidder.

- **Performance Bond** - A Performance Bond payable to the City of Orlando, in the amount specified in the bid invitation, is required only from the successful bidder. Performance bonds are retained by the City until all items, equipment and/or services specified in the contract or purchase order have been completed to the satisfaction of the City. The Performance Bond will be forfeited to the City should the successful bidder fail to comply with the terms and conditions as set forth in the specifications and award.
- **Insurance** - Whenever a purchase order or contract requires the vendor to perform an installation, repair, or service on City property, it will be necessary for the vendor to provide an insurance certificate evidencing insurance coverage as may be required and naming the City as an additional insured.

Minority/Women-Owned Vendor Procurement Program

The City of Orlando is committed to helping qualified Minority Business Enterprises (MBE) and Women-Owned Business Enterprises (WBE) gain a fair position in the City's economic mainstream through the City's purchasing programs. In this regard, Chapter 57 of the Orlando City Code provides Minority Business Enterprises and Women-Owned Business Enterprises the maximum practicable opportunity to participate as suppliers and contractors in the performance of City Contracts.

To learn more about this program and whether your company qualifies for certification as a Minority Business Enterprise or Women-Owned Business Enterprise, please contact the City's [Minority Business Office](#) at (407) 246-2623.

Bidding Public Works Contracts

The Engineering Division, Department of Public Works, manages the distribution of information regarding contracts in the following categories:

- Major construction projects including buildings, roads, bridges, and other projects that involve public health and safety.
- Engineering Services
- Architectural Services
- Land Surveying Services

A public notification of intent to receive bids for Public Works projects is published in THE ORLANDO SENTINEL at least five to thirty days prior to bid opening.

Specifications and contract documents are available for inspection and review at either of the two locations:

**F. W. Dodge
320 E. South Street, Suite 100
Orlando, Florida 32801**

**Central Florida Builders Exchange
340 N. Wymore Road
Winter Park, Florida 32789**

Prospective bidders must purchase the documents directly in order to be eligible to bid. Specifications and contract documents can be purchased from the Public Works Department Record Room, Orlando City Hall, 400 South Orange Avenue, 8th Floor, or by calling Public Works at (407) 246-3267.

The Public Works Department maintains a Consultants' Qualifications Committee to review individual and company qualifications for providing the City with professional services.

Onvia DemandStar Website:

You may have recently noticed a new look to www.DemandStar.com. The new look includes a transition to the Onvia Corporate brand colors of blue and orange and a change from the name DemandStar by Onvia to Onvia DemandStar.

Although Onvia DemandStar has a new and improved look, the functionality and site structure remain the same. Suppliers login - user name, password, and use the site as before.

New Onvia Local Guide Subscription

Onvia DemandStar now makes it possible for suppliers to increase their business through the new Onvia Local Guide subscription (a customized report sent by e-mail on a regular basis). The Onvia DemandStar single county subscriptions ranging from \$20 to \$50 will no longer be supported and the Onvia Local Guide will take its place as a subscription option.

The new Onvia Guide subscription gives local suppliers access to opportunities through your agency and will include opportunities for all government and education agencies within your area, regardless of whether they subscribe to Onvia DemandStar. The agencies receive timely Bids and Requests for Proposal notifications, Notice of Awards and Advanced Notification of upcoming contracts. The new subscription option, provide suppliers an increase in target leads using customization keywords as opposed to relying on commodity codes only. Any questions about the Onvia Local Guide, please call (800) 711-1712.

How Can I Subscribe to Onvia Demandstar?

To provide the best service to suppliers, the subscription process online at www.demandstar.com has changed, now Onvia subscriptions are personalized for each subscriber by collecting information that directly relates to their business, industry and location. To subscribe online, a request to subscribe must first be submitted. A qualified account representative will follow-up to discuss the appropriate opportunities and subscription for your business and set you up properly. In addition, click [here](#) to register for FREE notification service for bid(s) pertaining to the City of Orlando. Once you submit the required information, an account will be set-up within 24 hours. For any questions arising beforehand, call (800) 331-5537.

Methods of Purchase

Purchasing methods used by the City of Orlando to acquire products, services, and equipment are listed:

- **Informal Quotes (less than \$25,000)** - The Purchasing Office solicits verbal quotes from selected vendors. Vendors should take particular care when quoting prices to assure accuracy. Quotes should be provided by the required date and time. The Purchasing Office selects the lowest quote meeting required specifications for award.
- **Written Quotes (Up to \$50,000)** - Written quotes for purchases from \$25,000 to \$50,000 are solicited by issuance of a Written "Request for Quote" to a minimum of three vendors. Usually these "Requests for Quotes" are sent via facsimile (fax). The "Request for Quote" details the quantity of items being purchased and the City's specifications. Vendors must return the completed "Request for Quote" within the designated time period. Buyers and Departments review quotes and make the award to the lowest and most responsive vendor.
- **On-Line Bidding** - Procurement Process in which the Office of Purchasing receives bids/proposals for goods, services, construction or information services electronically over the Internet in a real-time, open, interactive, competitive bidding event.
- **Formal Sealed Bid (Over \$50,000)** - All purchases exceeding \$50,000, whether a ONE TIME PURCHASE or a CONTRACT PURCHASE, are acquired through this process.
- Legal notices are published in The Orlando Sentinel or The Orlando Times informing the public of products or services being solicited.
 - a) Bid packages are prepared with the appropriate terms and conditions, and detailed specifications including items bid, units, and total (or estimated) quantity desired, instructions for bidding, delivery information, and any special requirements for bidding. Assigned dates for a Pre-Bid Conference (if any) and for the Public Bid Opening are also included.
 - b) Legal notice of the bid is automatically faxed to vendors who subscribe to the DemandStar by Onvia bid notification services for the specific commodities or services which are being solicited. Vendors can access the DemandStar by

Onvia System, at (800) 711-1712 for commodities and services. Vendors can access [Public Works construction projects](#) and Engineering services at (407) 246-2266. Bid documents are also made available for pick up at the Purchasing Office.

- c) Sealed bids or proposals are publicly opened and read at the time designated in the bid documents and legal notices. Public bid openings are held in the Purchasing Conference Room, 4th Floor of City Hall, 400 South Orange Avenue, Orlando, Florida.
- d) Bid tabulations showing bid results are available approximately one hour after the bid opens in the Purchasing Office, and on the [Purchasing website](#). Contact the Office of Purchasing at (407) 246-2291 to request a fax copy, or a copy is mailed if a stamped, self addressed envelope is included with your bid package.
- e) Bids are evaluated and recommendations are forwarded to the appropriate level of authority for review, approval, and award.
- f) Purchase orders and/or contracts are awarded to the lowest responsive, responsible bidder(s) meeting City specifications.
- g) Read all instructions carefully. Failure to properly complete all bid forms and comply with all instructions may result in disqualification of your bid. Unsigned bids will be automatically rejected.
- h) Bid responses shall be made available for public inspection shortly after the bid opening and Request for Proposals responses ten (10) days after proposal opening. To arrange for inspection, you may contact Purchasing at (407) 246-2291.

Common Problems That Result In Bids Being Rejected

The following is a list of the more common mistakes or problems resulting in rejection of bids. This is only a partial list; therefore, the General Conditions and Special Terms and Conditions should be thoroughly reviewed before submission of a bid.

- Not properly signed by appropriate official.
- Failure to fill out the bid in ink.
- Failure to initial price changes.
- Taking exceptions to terms and conditions.
- Failure to meet the minimum requirements of the specifications.
- Failure to provide bid security, when required.
- Failure to provide all required information/documentation and complete all forms.
- Failure to deliver the bid on time to the proper location.
- Failure to sign and return all addenda which have been issued.
- Incorrect total bid price.

Sale of Surplus Materials and Equipment

There are occasions when the City becomes the seller and actively seeks buyers. This happens when equipment and materials have been declared as a surplus to City need. The Purchasing Office in accordance with [Florida State Statute 274.06](#) advertises the sale whether by Public Auction or by Sealed Bid within a local newspaper of general circulation in accordance with all requirements, stating the time, place along with a general description of equipment(s) to be sold.

Helpful Hints

Selling to the City of Orlando is not as difficult as you may envision. Some helpful hints to a business interested in selling include:

- The Bidder's Certification Form in the Invitation for Bid must be signed by an authorized person with the authority to legally bind the bidding firm.
- Written Quotation Requests must be signed by an authorized member of the firm, when required.
- Bid Security must accompany your bid when required by the Invitation to Bid.
- Group Awards - all items within the group must be bid for consideration of award.
- Supporting literature (if required) must accompany bid documents.
- Addendum (when issued) must be signed and returned with your bid to acknowledge receipt.
- Items must be delivered exactly as bid by awarded bidder.
- Respond to every Invitation to Bid received. If the response is "No Bid", the Purchasing Office still needs a response to acknowledge that you have no interest to bid at this time. State the reason for the "No Bid" and that you would like to continue to receive Invitations to Bid.
- Immediately contact the Purchasing Office to clarify any questions you may have.
- Make sure you notify the DemandStar by Onvia System (800) 711-1712 of any change to your fax number, address or other pertinent information.

How to Submit a Formal Sealed Bid Contents of Solicitations

The Invitation to Bid contains the specifications for the commodity or service being purchased, and the terms and conditions governing the bid.

Adherence to Specifications

Manufacturer's names, trade names, brand information and/or catalog numbers listed in a specification are for information and establishment of the quality level desired and are not intended to limit competition unless the bid so stipulates. When the bid allows for equal or products equivalent in compliance with required specifications; the manufacturer's name, model or catalog number should be indicated on the bid form. Submit with your bid complete specifications and descriptive literature when requested

to do so. Also explain in detail the reason(s) why and how the proposed items will meet the specifications and not be considered an exception and submit adequate information to document this claim. The City of Orlando reserves the right to be the sole judge of what is equal or equivalent. Bids which do not comply with these requirements are subject to rejection. If you fail to name another item(s), it will be assumed that you are bidding on, and will be required to furnish, goods identical to the bid standard.

Bidding Prompt Payment Discounts

You may offer a cash discount for prompt payment; however, such discounts will not be considered in determining the lowest net cost for bid evaluation purposes. Your bid should reflect the lowest unit price on the Bid Response Form (without deductions for payment discounts).

Gifts & Gratuities

City policy prohibits acceptance of gifts at any time, other than advertising novelties by any employee. Employees must not become obligated to any supplier and shall not participate in any City transaction from which they will benefit directly or indirectly.

Bid Award Disputes

Sec. 7.14. Appeal of Director of Purchasing and Materials Management Decision

- A. Any actual or prospective bidder, proposer, offeror or contractor who is aggrieved in connection with a solicitation or award of a bid or contract may protest to the Director within seven (7) calendar days after such aggrieved person knows or should have known of facts giving rise thereto, provided the bid award or contract has not been approved by City Council, or the contract has not been fully executed if City Council approval is not necessary.
- B. At the filing of the written protest, the aggrieved bidder, proposer, offeror or contractor shall post with the Office of Purchasing and Materials Management, a security in the form of a bond (in a form, and with such terms, approved by the Director) payable to the City of Orlando in an amount equal to one percent (1%) of the estimated price quoted, bid or proposal amount, or five thousand and no/100 dollars (\$5,000.00) whichever is less. In lieu of a bond, the City may accept an irrevocable letter of credit, cashiers or certified check, or money order in the above referenced amount (in a form, and with such terms, approved by the Director). If the protest is successful, the posted security will be refunded in full. If the protest is unsuccessful, the security shall be returned, less all fees, expenses, damages, costs and charges incurred by the City. Noncompliance with this requirement, in whole or in part, shall be deemed to be a waiver by the protestor of their rights under this ordinance.

- C. The Director shall attempt to settle or resolve protests, with or without a hearing at the discretion of the Director. The Director shall render a decision, in writing, within seven (7) calendar days following receipt of the protest.
- D. Any person aggrieved by the decision of the Director may appeal to the Chief Administrative Officer within seven (7) calendar days from the date of the Director's written decision. Said appeal shall be in writing and shall state with specificity the grounds therefore and the action requested of the Chief Administrative Officer. The Chief Administrative Officer shall attempt to settle or resolve the matter with or without a hearing at the discretion of the Chief Administrative Officer. The Chief Administrative Officer shall render a decision in writing within seven (7) calendar days following receipt of the appeal.
- E. Decisions of the Chief Administrative Officer may be appealed to City Council by submission to the City Clerk a written request for hearing within seven (7) calendar days from the date of the Chief Administrative Officer's written decision. The written request shall state with specificity the grounds for the appeal and the action requested of City Council.
- F. A final decision under this section shall be conclusive and shall represent the position of the City of Orlando.
- G. Timely filing of the protest and/or appeals is jurisdictional.
- H. In the event of a timely protest and/or appeal, the City shall not proceed further with the solicitation or with the award of the bid/contract unless the Director after consultation with the Department Manager the using agency, forwards to the Chief Administrative Officer a written request to award the bid/contract without delay in order to protect the public health, welfare or safety.

(Ord. of 6-27-1983, Doc. #17874; Ord. of 7-18-1988, Doc. #22235; Ord. of 9-12-1988, Doc. #22393; Ord. of 7-8-1996, Doc. #29463; Ord. of 10-14-2002, § 1, Doc. #021014701)

In Conclusion

Doing business with a government entity can be complicated and even inconvenient when there is perplexity regarding regulations and procedures necessary to protect the taxpayer. This publication is an attempt to ensure that doing business with the City of Orlando is a positive experience.

Proper communication between the buyer and seller will invariably engender the understanding necessary to avoid confusion and inconvenience. No single publication can answer all questions nor solve all problems occurring in even the most simple business transaction.

It is hoped, however, that this effort will provide all parties with sufficient information to avoid the more common pitfalls.

[CLICK HERE "HOW TO DO BUSINESS WITH THE CITY OF ORLANDO" FLYER](#)