

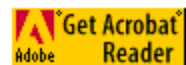
PURCHASING

OBTAINING BID DOCUMENTS - Are City of Orlando bid documents only available from the Website, or can I purchase copies elsewhere?

Normally there is no charge for bid documents; however, the Purchasing Division has contracted with [DemandStar by Onvia](#) for the maintenance of an automated vendor list. This list categorizes each vendor by commodity codes for the specific goods or services offered by the vendor.

Businesses subscribed to the vendor list are notified by fax or e-mail whenever an Invitation to Bid or Request for Proposal is issued for the commodity or service offered by the vendor. DemandStar subscription fees are nominal and although this service is not mandatory, it is a very helpful tool to make sure you have all the necessary bid documents/addenda for a particular solicitation. To have your firm placed on the vendor list contact DemandStar at 1-800-711-1712 for details and subscription information.

You may also contact the Office of Purchasing at (407) 246-2291 and we will be happy to either mail or e-mail any documents you may need. Of course, if you're a local vendor, you may also visit the Office of Purchasing and obtain bid packages in person.



DOCUMENT DOWNLOADS - Why is the bid document “scrambled” when I download the .PDF file?

You probably do not have Adobe Acrobat installed on your computer system. You will need to have Adobe Acrobat Reader installed before you can view the .pdf files. Click the Acrobat Reader icon above to download Adobe® Acrobat® Reader® for free.

HELP – WITH THE SYSTEM - Who do I contact for help using this Web Site or about problems with the system?

You can contact the Office of Purchasing at (407) 246-2291 and we will be happy to guide you through the process, or you can follow the links listed on the front page of the Purchasing website.

PROCEDURAL - How do I download the solicitation?

Follow these easy steps to view and download current City of Orlando bid solicitations. From this link "[Current Bid Information](#)". You will see the Procurement List;

1. Click on the scroll down box
2. Choose ACTIVE
3. Then choose SEARCH
4. Scroll down until you see the bid you are interested in
5. Look over to the far right and click on Download/Order

You will be directed through DemandStar's website; however be advised that **you are not signing up** opening an account with DemandStar, you are just downloading a bid solicitation.

If a member of DemandStar, simply login. If not a member and wish to become one, click on **Create Profile** and fill out a questionnaire about your company. This information is necessary for when addendum(s) are added, you are notified. Once the form is completed, the Membership Agreement page will display. Upon reading the Agreement, click FINISH, now the Request Bid

Package page is shown. Your bid is displayed in a pdf format. Under Action on the far right side of the screen, click DOWNLOAD. Remember, it is necessary to have Adobe Acrobat to view the bid / addendum. If needed, click on the Acrobat Reader icon to download for free. If problems are encountered when downloading a bid/addendum, please call the Purchasing Office at (407) 246-2291 and they will e-mail or send via U.S. mail the information.

How will addendums be issued under the Web Site process?

If a member of **DemandStar** by **Onvia**, you will be notified either by e-mail or fax, whichever was selected during the registration process. If not a member, it is your responsibility to check the website for Addendums, or the Purchasing Office a call at (407) 246-2291 to obtain information by fax, e-mail, or U.S. mail.

How do I get a copy of the planholders list for a project?

Go to: http://www.demandstar.com/orlando/Bid_Info/BidInfo_Opening.htm and locate the specific bid you are interested in, once you locate your bid number, click on Planholders located on the far right side of the screen. An option to print the list of all Planholders for that particular bid is available.

What is the last date to submit questions about a Solicitation?

Unless a time limit is expressed within the instructions of a solicitation, no fixed date applies. The Purchasing Office endeavors to provide answers to questions when the timing allows a fair and reasonable response.

How do I submit my response?

Instructions for submittal are specified within each solicitation. Instructions vary from solicitation to solicitation.

Can I submit my response online?

It depends on the type of solicitation. Bids for fax and electronic requests for quotes may be submitted by fax or through the use of **Quotewire**, an **Onvia** electronic bidding system. Please see instructions within each solicitation.

How do I update my registration information or commodity information?

Contact [DemandStar by Onvia](#) or call (800) 711-1712.

SOLICITATION RESULTS - How do I find out solicitation results?

Awards are made approximately one to three weeks after the bid opens. If awarded a particular bid, the Purchasing Agent will notify you directly. Or you can download bid tabulations from the website to see where your company ranked. Awards are printed on the following website, [City of Orlando - Office of Purchasing & Materials Management Bids](#) and the award information will be posted under the Bid Status and Bid Status Text sections. Bid Tabulations are posted under the Documents section, along with the original bid document and addendums, if any. Downloading of all documents are free of charge.