



# **How to Do Business with The City of Orlando**

## **Purchasing and Materials Management Division**

*“A Complete Vendor Guide”*

*Enhance the quality of life in the City by delivering public services in a knowledgeable, responsible and financially responsible manner*



***City of Orlando***  
***“The City Beautiful”***

**Rhonda Scott, C.P.M., CPPO, FCCN, Director**  
Purchasing and Materials Management Division  
City Hall at One City Commons  
400 South Orange Avenue, Fourth Floor  
Orlando, FL 32801

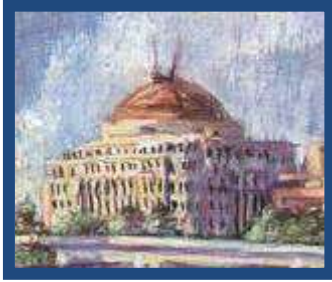
**Website:** <http://www.cityoforlando.net/admin/purchasing/index.htm>

**Revised:** February 10, 2010

# Table of Contents

<b>Introduction</b> .....	3
<b>Code of Ethics</b> .....	4
<b>General Information</b> .....	4
<b>Contacting the Purchasing and Materials Management Division</b> .....	4
<b>Obtaining Solicitations</b> .....	4
Website .....	4
Vendor Registration.....	5
Public Notice/Advertisement .....	5
Term Contracts.....	5
M/WBE Program:.....	5
eSupplier Site (Coming Soon).....	5
<b>Procurement Thresholds and Methods</b> .....	6
Small Purchases .....	6
Informal Quotes and Bids .....	6
Requests for Quotation .....	6
Formal Sealed Bids .....	6
Requests for Proposals .....	6
Cooperative and Piggyback Bids .....	6
<b>Invitation for Bid Award Information</b> .....	7
<b>General Solicitation Information</b> .....	8
Specifications .....	8
Bid Bonds .....	8
Payment and Performance Bonds .....	8
Sample and Testing .....	8
Addenda/Changes in Documents .....	8
Bid Withdrawal .....	8
Bid Submittal.....	8
Bid Opening.....	9
Questions Regarding the Solicitation Process.....	9
<b>Award Information</b> .....	9
Lowest Responsive and Responsible Bidder .....	9
Bid Tabulations and Award Recommendations.....	9
Rejection of Bids, Reserved Rights.....	9
Council Approval .....	9
Protests.....	9
<b>Post Award Information</b> .....	10
Delivery .....	10
Vendor Default .....	10
Change Orders and Modifications .....	10
Invoice Payments .....	10
Gifts and Gratuities.....	10
<b>Notes</b> .....	11

## *Introduction*



**Welcome** to the City of Orlando, Purchasing and Materials Management Division! This Vendor Guide is designed specifically for our supplier community as a reference tool. The information provided will assist you in better understanding the City's procurement process and how to do business with the City.

The Purchasing team is dedicated providing materials, goods and services at the best value, consistent with the quality needed to provide the very best service to the public while upholding the highest legal and ethical standards of responsible business and procurement practices.

Our team recognizes the importance of good supplier relationships and will make every effort: To promote fair and equitable treatment of all vendors, to foster long-term supplier relationships, and to ensure transparency of the open and competitive procurement process. We invite all businesses to participate in the City's procurement process.

This Vendor Guide is for informational purposes only, and is not intended to be a compilation of all legal requirements applicable to the City.

Please send any comments regarding this *Vendor Guide* to:

**Purchasing and Materials Management Division**

**City Hall at One City Commons**

**400 South Orange Ave., Fourth Floor**

**Orlando, FL 32801**

**Phone:** (407) 246-2291

**Fax:** (407) 246-2869

**Website:** <http://www.cityoforlando.net/admin/purchasing/index.htm>

We appreciate your interest in doing business with our great City and wish you much success with your business ventures.

## **Code of Ethics:**

Purchasing professionals must have a highly developed sense of professional ethics to protect their own and their institution's reputation for fair dealing. To strengthen ethical awareness, and to provide guidelines for staff, the Purchasing and Materials Management Division promotes the following code of ethics:

- Give first consideration to the objectives and policies of the Purchasing and Materials Management Division, while striving to obtain the maximum value for each dollar of expenditures.
- Shall not engage in unscrupulous practices and misrepresentations; recognizing that mutually profitable business relations are based upon honesty and fair dealings.
- Shall be courteous, considerate, prompt, and businesslike with all contacts including employers, employees, vendors, and the general public.
- Grant all competitive suppliers' equal consideration insofar as state, federal and Purchasing policy permits.
- Do not allow political considerations or other conflicting outside influences to enter the relationships with vendors or with employees.
- Will not accept gifts or other things of value from vendors, where the intent is to influence the purchaser, complying with all current laws and statutes pertaining to acceptances of gifts and gratuities.
- Shall strive to continually increase competition in vendor selection and shall endeavor to prevent any collusive activities among vendors.

## **General Information:**

### **Contacting the Purchasing and Materials Management Division:**

The Purchasing and Materials Management Division is located at 400 South Orange Ave., Fourth Floor, Orlando, Florida 32801. The main telephone number is (407) 246-2291 and the fax number (407) 246-2869.

Normal business hours are Monday thru Friday, 8:00 a.m. to 5:00 p.m.. Visits from sales representatives are welcome, however, appointments are recommended to ensure availability to meet with you and give you the attention you deserve.

### **Obtaining Solicitations:**

#### **Website:**

We encourage you to visit our website at:

<http://www.cityoforlando.net/admin/purchasing/index.htm>. The Purchasing website has a wealth of information for our suppliers (Current Bid Opportunities, eSupplier Site, Term Contracts, M/WBE Program, Public Works Projects).

**Vendor Registration:**

If you wish to register with the City as a vendor, please follow the steps below. Vendors are encouraged to register online to receive automatic bid notifications at:

<http://www.demandstar.com/register.rsp>. Once you are at Onvia by DemandStar's user-friendly website, becoming a new vendor is just clicks away. If you are interested in receiving City of Orlando's bid opportunities at no charge, select "Onvia DemandStar FREE AGENCY". After you have filled out this short one page Onvia by Demandstar Free Agency Registration page and selected the City of Orlando as your free agency, Onvia by DemandStar's automated notification service will either email or fax (depending on which method you chose), new bid opportunities as they are posted.

After you have completed the vendor registration process, you will receive a confirming email from Onvia by Demandstar and will be in the database for the commodity area(s) you selected during the registration process.

Submission of vendor registration does not guarantee receipt or notification of bids, proposals or advertisements/notices. It is solely the vendor's responsibility to check for current bids and other solicitations on the website. Therefore, it is highly recommended that suppliers update their business profile information at least annually to maintain a current vendor standing.

**Public Notice / Advertisement:**

The Purchasing and Materials Management Division publishes a general notice in the Orlando Sentinel and posts all notices in the Purchasing and Materials Management Division.

**Term Contracts:**

Vendors can view City of Orlando [Term Contracts Online](#) by going to the Purchasing and Materials Website. Agreements can be searched by Agreement number, vendor name or number, contract name and effective date, or by the Purchasing Agent's name.

**M/WBE Program:**

The City of Orlando is committed in 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. 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, or visit their [user-friendly website](#).

**Coming Soon: eSupplier Site:**

eSupplier will be a "one stop service center" linked directly from the Purchasing Website where suppliers can navigate to register on-line, create a user name and password, and learn how to conduct business with the City of Orlando. Registered City of Orlando suppliers will have access to their supplier information twenty-four (24) hours a day, seven (7) days a week and be able to update their contact information. It is important that supplier information is accurate and is updated periodically in order to effectively receive electronic solicitation notifications relating to Invitation for Bids, Request for Proposals, Request for Qualifications, and Request for Letters of Interest.

## **Procurement Thresholds and Methods:**

The following methods of source selection are commonly used by the City to acquire materials, equipment and services:

### **Small Purchases (Less than \$1,000):**

Any procurement not exceeding the amount of \$1,000 may be made in accordance with small purchase procedures. The Visa Purchasing Card is encouraged.

### **Informal Quotes (\$5,000-\$10,000):**

Purchases from \$5,000 to \$10,000 are procured via informal competitive quotation or written quotes from selected vendors.

### **Requests for Quotation (\$10,001 - \$50,000):**

Purchases from \$10,001 to \$50,000 are procured via a Request for Quotation (RFQ) sent to a minimum of three (3) vendors which are selected from the list of registered vendors, telephone directory or internet.

The RFQ document provides details of the goods or services to be procured, specifications, and terms and conditions. Suppliers complete the forms and return the signed RFQ within the designated time period. Procurement staff reviews the quotes and selects the lowest, responsive and responsible quotation submittal.

### **Formal Sealed Bids (Over \$50,000):**

All purchases exceeding \$50,000 are acquired through the formal sealed bid process, with the exception of sole source and emergency procurements. Sealed bids are solicited through the issuance of an Invitation for Bids (IFB). Bid packages are prepared with Specifications, Terms and Conditions, detailed quantities required, instructions for bidding, delivery information and any special requirements for bidding. The date and time of bid opening is also specified in the IFB.

### **Requests For Proposals (RFP):**

Requests for Proposals are often used for purchases of professional services, specialized services or equipment of a highly technical nature or when it is not practical to issue an Invitation for Bid. The RFP includes the relative importance of cost or revenue to the City with other evaluation factors such as experience, qualifications, M/WBE participation, past performance or other relevant criterion. RFP's are designed for selection of the responsible offeror, whose proposal is determined to be the most advantageous to the City, taking into consideration the evaluation factors set forth in the RFP. Rather than detailed specifications, which are contained in Sealed Bids, the RFP generally includes a series of objectives and scope of work to be accomplished.

### **Cooperative and Piggyback Agreements:**

In lieu of seeking competitive bids, as deemed in the best interest of the City, the City reserves the right to utilize current contracts issued by other governmental agencies, cooperative purchasing groups, National Alliances, or other institutions under the same terms, conditions and pricing structure.

### **Invitation for Bid Award Information:**

The Purchasing and Materials Management Division is the official source to obtain information relating to City of Orlando solicitations. It is incumbent on the Bidder to obtain current bid and award information prior to and after the scheduled opening date of a solicitation. Information is updated daily as it becomes available. An award, or recommendation of award, may be made at any time after the scheduled opening date of a solicitation. Interested persons may obtain award and other information in a variety of ways:

1. There are two Internet sites available to obtain solicitation award and other information:

- A. **Onvia by DemandStar's website:**

- [http://www.demandstar.com/orlando/Bid\\_Info/BidInfo\\_Opening.htm](http://www.demandstar.com/orlando/Bid_Info/BidInfo_Opening.htm)**

- If you are interested in obtaining award information, copy and paste the above link into your web browser. Choose the solicitation in which you are interested and click on “**Details**” on the far right hand side of the screen. Under the section titled “**Bid Status Text**”, you may view bid information.

- B. **City of Orlando Purchasing and Materials Management Division's Website:**

- <http://www.cityoforlando.net/admin/purchasing/index.htm>**

- You may also access the same Onvia by Demandstar information by visiting this Purchasing and Materials Management Division's website. Copy and paste the above link in your web browser. On the beige menu bar located on the left hand side of the page, under the “**Other Links**” section, click on the link “**View Current Bids**”, and then click on “**Current Bids**”. Choose the solicitation in which you are interested and click on “**Details**” on the far right hand side of the screen. Under the section titled “**Bid Status Text**”, you may view bid information.

2. You may visit the Purchasing and Materials Management Division and obtain award information, solicitation packages, addendums, etc. Our office is located at:

**City of Orlando Purchasing and Materials Management Division  
City Hall at One City Commons, Fourth Floor  
400 South Orange Avenue  
Orlando, Florida 32801**

3. You may also call the Purchasing and Materials Management Division at (407) 246-2291, during normal business hours, to request the solicitation information.

We appreciate your interest in doing business with the City Beautiful and wish you much success with your business ventures.

## **General Solicitation Information:**

### **Specifications:**

The City shall establish the minimum acceptable standards for all solicitations. This shall include specific quality and performance standards for goods and services. Specifications are determined upon the needs of our customers. At times it is necessary to seek assistance from vendors in developing specifications, at which time Purchasing may issue a Request for Information (RFI). Preferential treatment can not be given to any vendor(s) in return for the information provided.

Any questions, concerns or objections regarding specifications in a solicitation document shall be directed solely to the Purchasing Director. All inquires shall be made in writing. If you feel the specifications impede competition please contact the Purchasing and Materials Management Division prior to the deadline for questions as specified in the solicitation.

### **Bid Bonds:**

The requirement for a Bid Security Bond will be specified in the solicitation when necessary. All security bonds are held in Purchasing until award. Upon award all bonds will be returned unless otherwise specified. If the bond of the awarded vendor is to be held through the term of the contract, it will be specified in the solicitation document.

### **Payment and Performance Bonds:**

The requirement for a Payment and Performance Bond will be specified in the solicitation if necessary. Performance Bonds may be based on 100% of the bid submittal and/or the required amount may be determined on a project by project basis.

### **Sample and Testing:**

When samples and/or testing are necessary, it will be specified in the solicitation. Conditions for samples and testing may vary and may be performed prior to and after award.

### **Addenda / Changes in Documents:**

When changes are required to the specifications or solicitation terms and conditions, an addendum will be issued and posted to Onvia by Demandstar. Only Purchasing and Materials Management is authorized to issue an addendum to a solicitation. Suppliers are responsible for contacting the Purchasing and Materials Management Division prior to the bid opening date and time to inquire about any addenda that may have been issued. An addendum becomes an integral part of the document and the addendum acknowledgement form must be included in your submittal.

### **Bid Withdrawal:**

Vendors may have their bid withdrawn at any time before the date and time of the bid opening. Any bid or proposal not so withdrawn shall constitute an irrevocable offer for the period specified in the solicitation. The bidder agrees not to withdraw from competition during this period to provide sufficient time for evaluation the City.

### **Bid Submittal:**

Each supplier is responsible for ensuring that their bid submittal reaches the Purchasing and Materials Management Division prior to the date and time specified in the solicitation document. A supplier may call Purchasing at (407) 246-2291 to confirm that their solicitation response has been received.

**Bid Opening:**

Bids are opened in public and read aloud. If a supplier is interested in attending a bid opening, please contact the Purchasing and Materials Management Division to determine the room in which the opening will be held. Any special conditions to the opening will be designated in the solicitation document.

**Questions Regarding the Solicitation Process:**

To ensure fair consideration for all Proposers, the City prohibits communication to or with any officer, elected official (**including the Mayor and City Council**), department, division, office or employee of the City, and any Advisory Committee members during the solicitation process from the date of issuance of a solicitation through award, except as provided below.

All communications relating to this RFP between Proposer (or anyone on Proposer's behalf) and the City must be made through the Purchasing and Material Management Division. Any communications in violation of this provision may be grounds for disqualifying the offending Proposer from consideration for award of a solicitation and/or any future solicitations.

Any questions relative to interpretation of the solicitation or the Proposal process shall be addressed in writing.

**Award Information:**

**Lowest Responsive and Responsible Bidder:**

After the solicitation opening, results are tabulated, evaluated and analyzed to determine the lowest responsive and responsible bid. The time frame for completion of evaluation and award varies depending upon the complexity of the solicitation.

**Bid Tabulations and Award Recommendations:**

Bid Tabulations and Notices of Intended Action are issued from the Purchasing and Materials Management Division and posted on the Onvia by Demandstar.com website. Notices are faxed to all vendors who are registered with Onvia by Demandstar.

**Rejection of Bids, Reserved Rights:**

The City, at its sole and absolute discretion, reserves the right to reject any and all, or parts of any and all proposals, to readvertise this solicitation, postpone or cancel, at any time, a solicitation process, or to waive minor irregularities and informalities. The City does not guarantee the award of any Agreement as a result of a solicitation process.

**Council Approval:**

City Council approval is required for all awards of contracts exceeding \$50,000.

**Protests:**

Protests are governed by the provisions and procedures of Chapter 7 of the City of Orlando's Code which can be accessed online at:

<http://www.cityoforlando.net/admin/purchasing/chapter7.htm> or by contacting the Purchasing and Materials Management Division at (407) 246-2291. Any appeal of matters relating to a solicitation must be filed in accordance with the requirements of Chapter 7 of the City Code. These solicitation protest guidelines are provided as a helpful summary of certain provisions of the City's protest procedures, but are not intended to be a substitute for reading and understanding the provisions of Chapter 7 of the City Code. In the event of any conflict between the terms contained in these guidelines and the provisions of Chapter 7, the provisions of Chapter 7 shall control.

A complete copy of the Protest Guidelines are available at:

<http://www.cityoforlando.net/admin/cfo/includes/Bid%20Protest%20Guidelines%20-%202002-08-10.pdf>

### **Post-Award Information:**

#### **Delivery:**

Goods and services shall only be delivered after receipt of an authorized order issued by the City. Acceptance of the delivery is subject to purchase order Terms & Conditions.

#### **Vendor Default:**

Vendors failing to perform in accordance with the terms and conditions specified in the document will be held in default.

#### **Change Orders and Modifications:**

Changes which occur in price or performance after an award of a solicitation will require a written contract amendment or change order to the purchase order. Vendors shall adhere to the requirements specified in the solicitation if a modification is requested after award. Change orders to the original purchase order or modifications to the Agreement can only be authorized by the Purchasing Director.

#### **Invoice Payments:**

All invoices, in order to be classified as a proper invoice, shall be delivered to Accounts Payable, Finance Department, City of Orlando, 400 South Orange Avenue, P.O. Box 4990, Orlando, Florida, 32802-4990.

For purposes of billing submission and payment procedures, a "proper invoice" by an Agreement or, consultant or other invoicing party must include specific ordering information and conform to the City's ordering and invoice process.

#### **Gifts and Gratuities:**

With the exception of promotional items with company logos or advertising, employees are prohibited from accepting gifts or gratuities. Gifts or gratuities cannot influence employees in their decision to purchase from a specific vendor.

