

CITY OF ORLANDO

Purchasing and Materials Management Division
Best Practice in Public Procurement:
eSupplier and Contract Management

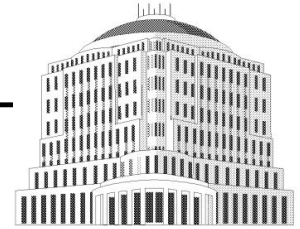


Best Practice in
Public Procurement



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Introduction:

The City of Orlando's (City) Purchasing and Materials Management Division (Procurement) provides overall management and direction of the City's procurement functions comprised of Procurement, City Stores and Asset Management. Procurement's main objective is to provide quality service and support to both our internal and external customers.

Background:

The City had a contract with a third party provider for supplier registration and solicitation notification services. The vendor charged a fee to the suppliers based upon the service area selected during the registration process. The service fee was substantial for many small businesses. The registration process was seen as more of a marketing strategy by our suppliers. In addition, there was a need for universal software to track all City contracts and deadlines associated with the requirements of each contract.

While Director for Osceola County, Rhonda Scott launched a project to develop a software solution for all agencies within the County, which would not only register suppliers, but would manage the post award contract documents as well. She negotiated a contract to engage the services of a software development team at the University of Central Florida (UCF). Cheryl Olson, Director of Osceola County School Board, provided valuable assistance in the development of the software solution.

The eSupplier Project:

After Rhonda started working as Director of Purchasing and Materials Management for the City, she continued to assist the UCF team to develop and expand the software functionality.

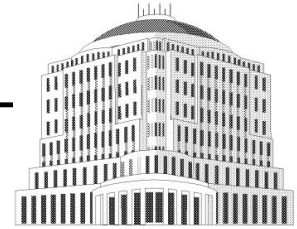
In an effort to improve transparency and promote greater efficiency, Procurement purchased the software designed by the UCF team and implementation began in late 2010. The software is managed in-house, resides on the City's server, and is called eSupplier.

Procurement advertised the free registration service, eSupplier, in the local newspaper and sent out an email blast to all previously registered suppliers. Interested suppliers were advised to go directly to the City's Procurement website: <https://esupplier.cityoforlando.net> to register. Within a few weeks, over 500 suppliers registered. As of December 31, 2010 there were over 1,450 suppliers in the database.



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During the implementation phase of eSupplier, suppliers received both email and fax notification of bid opportunities and free document downloads. A disclaimer was developed which requires suppliers to first read and agree with the terms of service before they create an account. This disclaimer protects the City from technical failure or errors.

The software was developed to use the NIGP Commodity Code System in order to properly identify the product and services required for categorization of solicitation documents. This coding is compatible with the recent implementation of the NIGP codes used in our ERP system, JD Edwards.

Contract Management:

The eSupplier site is designed to go beyond simply providing a web application for supplier self service and account maintenance, the program acts as a web based repository for all contract documents. The program includes a contract management process for all awarded contracts and documents, as well as for those contracts which were previously awarded and need to be tracked by the Procurement staff. In addition, the program is designed to effectively allow staff to maintain and modify text within the system, for example, staff can easily modify instructions, create types of documents, and populate codes.

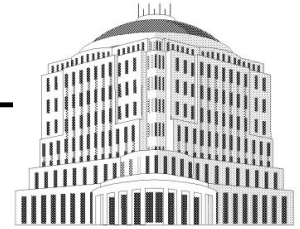
Workflow (eSupplier) can be programmed for notification warnings of deadlines for contracts, insurance, and bonds. Emails are automatically sent to the supplier, end user and purchasing agent to alert them of these critical dates, based on the first and second notification alert dates entered by staff. The option to having pre-programmed alerts saves time. Staff does not spend time manually creating and mailing letters or calling the supplier to request current documentation. The software will also save time and duplication of efforts, as the need for staff to enter contract data into JD Edward's system can be eliminated, allowing re-allocation of staff resources for more value added tasks.

eSupplier provides the procurement staff an all-inclusive application to track and manage solicitation documents. As a solicitation moves through the procurement process from entry to contract award, the software captures and stores the history/documentation of the procurement from pre-award: solicitation, pre-bid documents, addenda, bid tabulations, notices of intended action; to post award documents: contracts, insurance, bonds, correspondence providing an electronic file cabinet for the Purchasing Agent. Our internal customers receive a tangible benefit as they can now view and track all related solicitation documents.



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Along with the obvious economic advantages to the business community as a one-stop shop, many suppliers have commented on how simplistic the registration process is with the new system. Most of the navigation tools for the site are located at the top center of the web page. A Help Button is located at the top of the site to help suppliers locate the Procurement staff's contact information.

Helping business grow:

As a result of this software development, the UCF team is now called VendorLink, LLC, and the software is now available to other agencies.

The City of Orlando's Procurement team strives for continuous quality improvement through automation of business processes to promote cost savings and to improve operational efficiency. eSupplier provides our business community a tool to help them be even more successful doing business with the City beautiful.

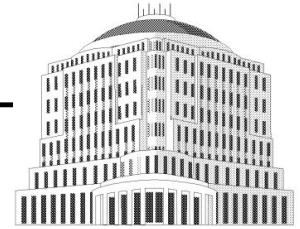
Attachments: VendorLink Disclaimer
Screenshots of eSupplier site

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

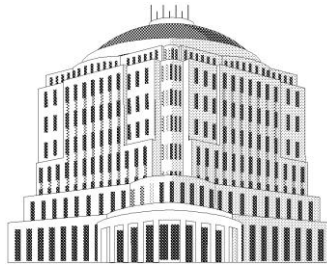


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Attachments



VENDORLINK DISCLAIMER



TERMS OF USE

ACCEPTANCE OF TERMS - Welcome to VendorLink, the City of Orlando's vendor registration system. VendorLink is provided to you, the Supplier, subject to the following Terms of Use ("terms"), which may be updated from time to time without notice to you. VendorLink is operated by the Purchasing and Materials Management Division ("Division") and the Technology Management Division ("TMD").

When presented with the terms at vendor registration, you will be given the opportunity to click "I Accept," which means you agree to the terms set out herein. You can review the most current version of this document at any time by clicking on the "Disclaimer" link on the VendorLink login page. In addition, when using VendorLink, you shall be subject to any posted guidelines or rules applicable to such services. All such guidelines or rules are hereby incorporated by reference into this agreement. If you do not click "I Accept," you will not be a registered Planholder and, therefore, will not receive notices of future addenda solicitations and other related documents.

DESCRIPTION OF SERVICE - VendorLink provides Suppliers, who have chosen to participate, the ability to register as a Supplier, to modify company information, and receive notices of Addendums and Solicitations. Unless explicitly stated otherwise, any new feature which augments or enhances VendorLink shall be subject to the terms. You understand and agree that VendorLink is provided "AS IS" and that the City of Orlando assumes no responsibility for the mis-delivery or failure of notices, solicitations, and addenda.

YOUR OBLIGATIONS - In consideration of your use of VendorLink, you agree to (i) provide true, accurate, current and complete information about yourself as prompted by VendorLink's registration form (such information being "Registration Data") and (ii) maintain and promptly update the Registration Data to keep true, accurate, current and complete. If you provide any information that is untrue, inaccurate, not current or incomplete or the Division has reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, the Division has the right to suspend or terminate your account and refuse any and all current or future use of VendorLink, or any portion thereof. You will receive a password and account designated upon completing the VendorLink registration process. You are responsible for maintaining the confidentiality of the password or account, and are fully responsible for all activities that occur under your login and password or account. You agree to (i) immediately notify the Division of any unauthorized use of your password or account, or of any other breach of security, and (ii) ensure that you exit from your account at the end of each session. You are entirely responsible for all content that you upload, post, email, transmit or otherwise make available to the City of Orlando through VendorLink. The City of Orlando shall not be liable for loss or damage arising from your failure to comply with this section.

CUSTOMER SUPPORT - The Division shall provide customer service to you sufficient for questions involving use of VendorLink and for inquiries relating to the operation and hosting of VendorLink during the hours of 8:00 a.m. EST and 5:00 p.m. EST. To reach the Purchasing and Materials Management Division, call (407) 246-2291.

STATE OF FLORIDA PUBLIC RECORDS - Any information provided to VendorLink is subject to the conditions set forth in the State of Florida Public Records Statute, Chapter 119, Florida Statute.

MODIFICATION TO VENDOR LINK - The Division reserves the right at any time to modify VendorLink with or without notice. You agree that the City of Orlando shall not be liable to you or any third party for any modification or suspension of VendorLink.

TERM AND TERMINATION - Once you have accepted the terms, an agreement has been created between you and the Division for use of VendorLink. You are bound by the terms which you accepted at vendor registration, until such time as you terminate your agreement with the Division by submitting a written request via certified letter to the City of Orlando at the following address: 400 South Orange Avenue, Fourth Floor, Orlando, Florida 32801. You agree that the Division, at its sole discretion, may terminate your password, account (or any part thereof) or use of VendorLink, and remove and discard any content within VendorLink, for any reason, including, without limitation, for lack of use or if the Division believes that you have violated or acted inconsistently with the provision of the terms.

You agree that any termination of your access to VendorLink under any provision of this terms may be effected without prior notice or acknowledgement and agree that the Division may immediately deactivate or delete your account and all related information and files in your account and/or bar any further access to such files or VendorLink. Further, you agree the City of Orlando shall not be liable to you or any third party for any termination of your access to VendorLink.

OUTAGE POLICY - The Division and TMDs highest priority is to ensure that VendorLink is available. However, we may experience website outages where VendorLink cannot be accessed. The Division and TMD will use reasonable efforts to make VendorLink available, except for downtime for scheduled and unscheduled maintenance, and will promptly investigate any technical problems that you report. Any information provided on VendorLink is deemed received by you at the time of posting.

INDEMNITY - You the Supplier, at no additional cost to the City of Orlando, agree to indemnify, defend, and hold the City of Orlando, its officers, employees, and agents involved, directly or indirectly, in the delivery and operation of VendorLink, harmless from any and all liabilities and expenses, including, without limitation, attorney's fees, expenses, costs, judgments, settlements, contract losses, or other cost.

DISCLAIMER OF WARRANTIES - You expressly understand and agree that:

- a.) Your use of VendorLink is at your sole risk. VendorLink is provided on an "as is" and "as available" basis. The City of Orlando expressly disclaims all warranties of any kind. You are not required to use VendorLink to participate in City of Orlando solicitations. Solicitation information may be obtained directly from the City by contacting the Office of Purchasing and Materials Management.
- b.) The City of Orlando makes no warranties that (1) VendorLink will meet your requirements; or (2) VendorLink will be uninterrupted, timely, or error-free.
- c.) Any material downloaded or otherwise obtained through the use of VendorLink is done at your own discretion and risk and you shall be solely responsible for any damage to your computer system or loss of data that results from the download of any such material.
- d.) No advice or information, whether oral or written, obtained by you from VendorLink shall create any warranty not expressly stated in the terms.

LIMITATION OF LIABILITY - You expressly understand and agree that the City of Orlando, including its officers, employees, and agents involved, directly or indirectly, in the delivery and operation of VendorLink, shall not be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including but not limited to, damages for loss of profits, goodwill, use, data or other intangible losses (even if the City of Orlando has been advised of the possibility of such damages), resulting from (i) the use or the inability to use VendorLink; (ii) unauthorized access to or alteration of your transmissions or data; (iii) statements or conduct of any third party on VendorLink; or (iv) any other matter relating to VendorLink.

VendorLink

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WELCOME TO eSUPPLIER

eSupplier is a free, user-friendly Internet portal where businesses can sign-up to register and receive electronic email notification of upcoming City of Orlando solicitations as they become available. This online registration service allows suppliers to provide basic information about their business and to select specific commodity codes for the goods and services they provide.

When a solicitation matching those selections becomes available, the eSupplier system automatically sends an email notification to the email address provided during the registration process. The email notification contains the link and information necessary for the solicitation to be viewed and downloaded free of charge from any computer. Just complete the registration information to receive announcements about business opportunities from the City of Orlando.

Use the links above to login to an existing account, register a new account, or reset the password on an existing account. Once you are registered, you can update your profile at any time.

Attention eSuppliers: If you are having problems viewing any page on eSupplier, check your current web browser.

Please contact the Purchasing and Materials Management Division at 407- 246-2291 if you have questions about the vendor registration process or to obtain copies of solicitations via U.S. mail.

Suppliers can view solicitations from the pull down menu below; however, to download solicitations and to receive automatic notifications, the City requires a supplier to be registered by completing the supplier registration process.

We appreciate your interest in doing business with the City Beautiful.

Note: Under Florida Law, all records and information, including the eSupplier system, is subject to public inspection and can be viewed by anyone.

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Contract details are displayed below. Solicitation, Planholders, notification history and matching vendors may be viewed by selecting from the provided links.

[Solicitation](#) [Planholders](#) [Notification History](#) [Matching Vendors](#) **[Contracts](#)**

[Summary](#) [Pre-Award Documents](#) [Bidders](#) [Awardees](#) [Contract Documents](#) [Contract Data](#) [Insurance](#) [Bond](#) [SDP](#)

Total: 0

Contract Data

Awarded Company	Term Type	Contract ID Number	Approval Date	Start Date	End Date	Amount	Comment
-----------------	-----------	--------------------	---------------	------------	----------	--------	---------

Awarded Company	<input type="text"/>	Contract Start Date	<input type="text"/>
Awarded Company Email	<input type="text"/>	Contract End Date	<input type="text"/>
Term Type	<input type="text"/>	First Notification Alert	<input type="text"/>
Contract ID Number	<input type="text"/>	Second Notification Alert	<input type="text"/>
Approval Date	<input type="text"/>	Contract Amount	<input type="text"/>
Comment	<input type="button" value="Add Dates"/>		

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[Awardees](#)
[Contract Documents](#)
[Contract Data](#)
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[Bond](#)
[SDP](#)

Total: 3

Insurance

	Awarded Company	Type	Start Date	End Date	Comment	
Edit	Sovanic, Inc.	Automobile Liability	5/25/2010	5/25/2011		
Edit	Sovanic, Inc.	Workers' Compensation	1/1/2010	1/1/2011		
Edit	Sovanic, Inc.	Commerical General Liability	12/17/2009	12/17/2010		

Awarded Company	<input type="text"/>
Awarded Company Email	<input type="text"/>
Insurance Type	<input type="text"/>
Start Date	<input type="text"/>
End Date	<input type="text"/>
First Notification Alert	<input type="text"/>
Second Notification Alert	<input type="text"/>
Comment	<input type="text"/>
<input type="button" value="Add Insurance"/>	

Total: 1

Company	Category	Name	File Type		
	Insurance Certificate	IFB10-0442 - Insurance.pdf	PDF		

Add New Document	<input type="text"/>
Awarded Company	<input type="text"/>
File*	<input type="text"/> <input type="button" value="Browse..."/>
Category	<input type="text"/>
<input type="button" value="Add Document"/>	

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