



# **VENDOR AND SERVICE PROVIDER'S GUIDE**

to Doing Business with the  
**CITY OF GARDEN GROVE**

## **PURCHASING DIVISION**

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**TELEPHONE: (714) 741-5052**

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## **WELCOME TO THE CITY OF GARDEN GROVE PURCHASING DIVISION**

The City of Garden Grove Purchasing Division purchases a wide variety of materials, supplies, equipment, and services through a centralized purchasing system. This division is also responsible for the City's communication needs and disposition of surplus City property/equipment.

The purpose of this document is to acquaint vendors with the City's purchasing procedures and policies. It is designed to encourage pleasant and business-like relationships between vendors and City staff.

We welcome your interest in doing business with the City of Garden Grove. It is suggested that your first contact be with the City Purchasing Division.

Our joint interest in doing business will be greatly simplified by reviewing, understanding and following this guide.

This document is intended as a general guide and, as such, may not answer all questions which you may have. Any questions, which are not answered here, may be answered by calling the Purchasing Division at (714) 741-5052.

Our foremost concern is that everyone who is interested in providing goods or services to the City has been given an equal opportunity to do so.

The policies set forth in this document summarize and are in general compliance with the City of Garden Grove Municipal Code and Ordinances, Administrative Regulations, State of California Government Code, and the California Association of Public Procurement Officers Standards of Purchasing Practices.

The City of Garden Grove is now conducting much of its bid and proposal solicitations on-line through the Planet Bids portal. To receive full advantage of this new system, we encourage all vendors to **register online** by following the instructions under "**How to Register as a Vendor in the Garden Grove Planet Bids Portal**" on pages 3-4 of this guide.

If you have any questions or need help with the registration process, please contact the Purchasing Division at 714-741-5052.

Thank you for your interest in doing business with the City of Garden Grove.

*Sandra Segawa*

Sandra Segawa, C.P.M., CPPB, CPPO, MPA  
Purchasing Division Manager  
City of Garden Grove

## ON-LINE VENDOR REGISTRATION

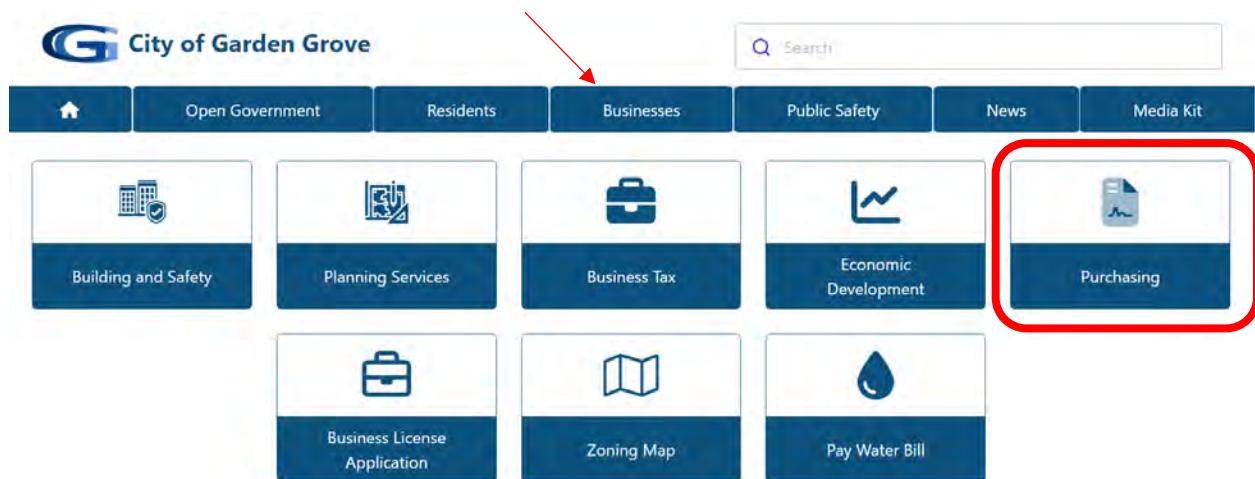
The City of Garden Grove Purchasing Division utilizes an on-line vendor and bid management system to conveniently assist vendors in the City's procurement process.

Firms desiring to do business with the City should complete the on-line registration process by visiting the City's website at: <https://ggcity.org/>. Please follow the step by step instructions below on how to register as a vendor in the City's Planet Bids portal.

In order to bid on current opportunities with the City of Garden Grove, vendors/contractors must be registered and select the categories that apply to their business. Once registered, automatic email notifications will be sent providing notice of bidding opportunities for those categories selected in the company profile. It is the responsibility of the vendor/contractor to maintain their on-line profile as it becomes necessary.

### How to Register as a Vendor in the Garden Grove Planet Bids Portal

1. Please visit the City's website at <https://ggcity.org/>
2. Under the heading "Businesses", select Purchasing.

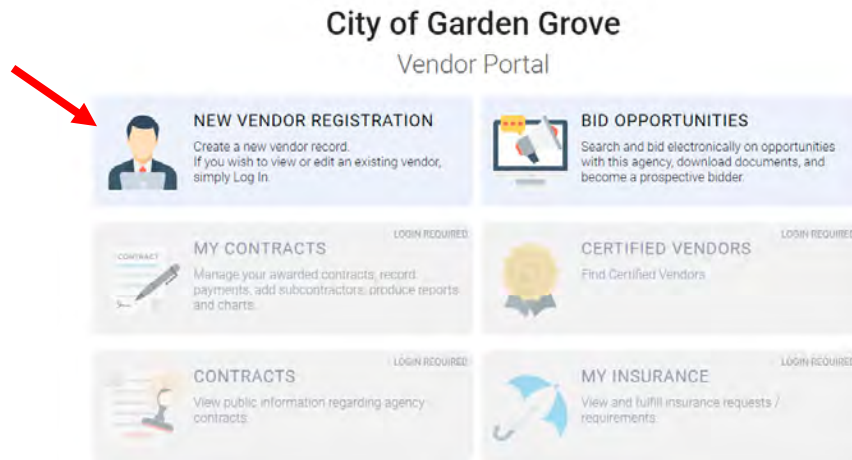


3. Under the Purchasing FAQ's "How Do I Get on the Bidder's List?" then select "[register online \(Planet Bids Portal\)](#)"

### How Do I Get on the Bidder's List?

The City of Garden Grove is now using a vendor and bid management system to conveniently assist you in the City's procurement process. Current and new vendors that would like to receive notification of bid opportunities from the City of Garden Grove must [register online \(Planet Bids Portal\)](#). This system requires all vendors to have e-mail capability to download solicitations, documents, addendums, and award information. Both formal and informal solicitations will be processed through the online bidding system but only informal bids will be accepted electronically.

4. Select "New Vendor Registration" in the City of Garden Grove Vendor Portal.



5. Enter the information listed in the three fields below to begin registration process.

## Create your Vendor Profile with City of Garden Grove

Company Name \*

FEI/SSN \*

Email \*

**SIGN UP**

[Already have an account? Log in here.](#)

## **ETHICAL STATEMENT**

The Purchasing Division is dedicated to the highest principles of fairness and competition. The Purchasing Division staff is strictly prohibited from taking any actions which do not reflect the ideals of honor and integrity in the performance of their work. The offering to or acceptance by City employees of gifts violates City policy. Vendors are requested to cooperate in this regard by not making any such offers to employees.

## **PURCHASING AUTHORITY AND RESPONSIBILITIES**

The Purchasing Division procures materials, supplies, equipment and services for City departments. Wherever possible, purchases are made through competitive bidding procedures. Competitive bids are not subject to negotiations. Award is made to the lowest responsible bidder meeting specifications. Upon bid award, all bid documents will be available for public inspection in accordance with the State of California Public Disclosure Laws.

Purchases of land, construction of buildings and highways, and rentals or leases of real property are handled by other departments within the City.

Except during emergencies, no funds related to the acquisition of goods may be committed by another agency of the City of Garden Grove. Therefore, you are hereby notified not to fulfill the requests of City staff for purchases of goods in an amount that exceeds \$5,000.00 or for services in an amount that exceeds \$999.00 without a duly authorized document from the Purchasing Division. Unauthorized purchases will result in delayed payment.

Initial vendor contact should be made through the Purchasing Division. Purchasing Division staff will direct you to the individual most qualified to evaluate your product or service. Adherence to this procedure will expedite both buyer and seller's efforts.

## **GARDEN GROVE BUSINESS LICENSE**

All persons who operate a business or perform services in the City of Garden Grove must obtain a Garden Grove business license before work can begin. Information on obtaining a Garden Grove business license can be obtained by calling 714-741-5073. Information may also be obtained through the City's website: <https://ggcity.org/finance/business-tax>.

## **ENVIRONMENTALLY FRIENDLY PURCHASING**

Beginning January 1, 2022, SB 1383 requires jurisdictions (cities, counties, cities and counties, or special districts that provide solid waste collection services) to purchase recycled-content products, including paper products, compost and mulch. Specifically, per the regulations, *"all paper purchases must contain 30 percent post-consumer recycled content when available at no greater cost."*

This builds upon existing laws to purchase products that contain minimum recycled content, and adds requirements on product recyclability and recordkeeping

## **INFORMAL BID PROCESS**

Procurements of supplies and commodities, which are not subject to the formal bid process, may be made after obtaining three written quotations. These quotations are submitted to the City Purchasing Division electronically via the on-line bidding system or by email.

City policy does not allow releasing of price information on quotations until after Purchasing staff has awarded a purchase order or contract. Upon awarding a purchase order or contract, all pricing received becomes public information. Suppliers can then review the bid results and award information by visiting the City of Garden Grove's website and accessing the on-line bidding portal or by calling the Purchasing Division. Bid results and award information for formal bids may be requested per the Public Record Act.

## **FORMAL BID PROCESS**

The City of Garden Grove Purchasing Ordinance requires that procurements for supplies, equipment, services, and public works projects within a specified amount must follow a formal bid procedure. Formal bids may require additional documents such as bid and performance bonds and must meet other requirements as set forth in the specifications/terms and conditions detailed in the bid document. All questions regarding formal bid procedures and/or specifications should be addressed to the Purchasing Division. If clarification of specifications and/or terms and conditions is required, it will be forwarded to all bidders in the form of a written addendum.

Please read all the bid solicitations carefully. The City makes every effort to fully describe the item or service required. Alternates or substitutes are not acceptable unless indicated. Be sure you are able to comply with all bid requirements before submitting a bid.

Recommendation for award of a bid is based on the lowest responsive and responsible bidder, who meets the City's specifications as determined by the Purchasing Agent and the requesting department. Criteria for award include, but are not all inclusive, adherence to specifications/terms and conditions, price, delivery, services, etc.

Analysis and recommendations of award are completed by the Purchasing Division in conjunction with the requesting department. After an award is approved, the Purchasing staff will implement the award of the formal bid and obtain all requirements. Bids and proposals are accepted via paper copy or electronically via the Planet Bids portal only. Original documents and wet signatures are still required for certain types of solicitations.

## **INSURANCE REQUIREMENTS**

Vendors who are providing services to the City must sign a contract that is applicable to the work being performed and provide proof of current insurance coverage. The City is currently contracted with Ebix for insurance certificate management and policy review services. Ebix collects insurance documents from contractors and processes them on behalf of the City. Ebix must review and deem the insurance as compliant prior to the start of the work.

The following is a listing of the standard insurance coverage required by the City of Garden Grove. It is recommended that you forward these requirements to your insurance agent/broker for review to ensure that the requirements can be met if you are selected to contract with the City. Insurance coverage for individual contracts may vary depending on the scope of services to be provided and the risk involved with providing those services. The Risk Management Division will determine if any additional insurance coverage for a specific project will be required.

COMMENCEMENT OF WORK. CONTRACTOR shall not commence work under this Agreement until all certificates and endorsements have been received and approved by the CITY. All insurance required by this Agreement shall contain a Statement of Obligation on the part of the carrier to notify the CITY of any material change, cancellation, or termination at least thirty (30) days in advance and provide a Waiver of Subrogation in favor of the City.

WORKERS COMPENSATION INSURANCE. During the duration of this Agreement, CONTRACTOR and all subcontractors shall maintain Workers Compensation Insurance in the amount and type required by law, if applicable.

INSURANCE AMOUNTS. CONTRACTOR and all subcontractors shall maintain the following insurance in the amount and type for the duration of this Agreement:

- (a) Commercial general liability in an amount not less than \$1,000,000.00 per occurrence (**claims made and modified occurrence policies are not acceptable**); Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A-, Class VII or better, as approved by the CITY.
- (b) Automobile liability in an amount not less than \$1,000,000.00 combined single limit (**claims made and modified occurrence policies are not acceptable**); Insurance companies must be acceptable to CITY and have a Best's Guide Rating of A-, Class VII or better, as approved by the CITY.
- (c) Excess liability, *following form*, coverage shall be provided for any underlying policy that does not meet the insurance requirements set forth herein (**claims made and modified occurrence policies are not acceptable**). Insurance companies must be

acceptable to CITY and have a Best's Guide Rating of A-Class VII or better, as approved by the CITY.

- (d) Professional liability in an amount not less than \$1,000,000. Insurance companies must be admitted and licensed In California and have a Best's Guide Rating of A-,Class VII or better, as approved by the City. If the policy is written on a "claims made" basis, the policy shall be continued in full force and effect at all times during the term of the agreement, and for a period of three (3) years from the date of the completion of services provided. In the event of termination, cancellation, or material change in the policy, professional/consultant shall obtain continuing insurance coverage for the prior acts or omissions of professional/consultant during the course of performing services under the term of the agreement. The coverage shall be evidenced either by a new policy evidencing no gap in coverage, or by obtaining separate extended "tail" coverage with the present or new carrier.

An **On-Going and Completed Operations Additional Insured Endorsement** for the policy under section (a) shall designate CITY, it's officers, officials, employees, agents, and volunteers as additional insureds for liability arising out of work or operations performed by or on behalf of the CONTRACTOR. CONTRACTOR shall provide to CITY proof of insurance and endorsement forms that conform to CITY's requirements, as approved by the CITY.

An Additional Insured Endorsement for the policy under section (b) shall designate CITY, its officers, officials, employees, agents, and volunteers as additional insureds for automobiles, owned, leased, hired, or borrowed by the CONTRACTOR. CONTRACTOR shall provide to CITY proof of insurance and endorsement forms that conform to CITY's requirements, as approved by the CITY.

An Additional Insured Endorsement for the policy under section (c) shall designate CITY, its officers, officials, employees, agents, and volunteers as additional insureds under the excess liability policy. CONTRACTOR shall provide to CITY proof of insurance stating the excess liability policy follows form, additional insured endorsement forms, and the schedule of underlying policies with policy numbers that conform to CITY's requirements, as approved by the CITY. Information for the excess policy only needs to be provided if the underlying policies do not meet the policy limits set forth herein.

For any claims related to this Agreement, CONTRACTOR's insurance coverage shall be primary insurance as respects CITY, its officers, officials, employees, agents, and volunteers. Any insurance or self-insurance



maintained by the CITY, its officers, officials, employees, agents, and volunteers shall be excess of the CONTRACTOR's insurance and shall not contribute with it.

*If CONTRACTOR maintains higher insurance limits than the minimums shown above, CONTRACTOR shall provide coverage for the higher insurance limits otherwise maintained by the CONTRACTOR.*

### **DELIVERY/SHIPPING CHARGES**

The City prefers to have all shipments sent FOB Destination and to take possession of the goods at our delivery dock, not the point of origin, with no shipping charges billed to the City. If shipping charges are necessary, they must be itemized on all quotes and invoices.

### **PURCHASE ORDERS**

A City of Garden Grove Purchase Order signed by the Purchasing Agent constitutes a contract between the buyer (City) and the seller (Vendor). All orders placed are subject to the provisions as reflected on the Purchase Order. The successful bidder is mailed or faxed a Purchase Order indicating the goods or services the City wishes to obtain.

The Purchase Order is an offer to buy goods and services subject to all of the provisions included. It does not become a valid contract until delivery of the goods or services have been received by the City in accordance with the conditions included on the Purchase Order.

### **DELIVERY DATES**

Vendors should always state the number of *calendar days* required before delivery of a product/service can be made. Vendors doing business with the City will be expected to deliver the materials and/or services being provided within the specified time. If delivery dates cannot be met, the Purchasing Division must be notified immediately.

### **HAZARD COMMUNICATIONS ACT**

Vendors are advised that the City of Garden Grove requires proper labeling and material safety data sheets on all products covered by the Hazard Communications Act-29 CFR 1910.1200. It is the vendor's responsibility to determine which products are covered by the act and to provide the necessary MSDS with material shipments.

### **COMPLETING THE ORDER**

Vendors must deliver the exact products or service upon which they are asked to bid. Failure to do so may result in cancellation of the purchase order by the City and award of the purchase order to the next lowest and responsible bidder who is able to meet the specification required. Vendors are advised to notify the Purchasing Division immediately if they are unable to fulfill the requirements of a purchase order, which has been issued to them.

## RECEIVING OF SHIPMENTS

Shipments of goods must be made to the Central Stores Warehouse located at **13802 Newhope Street, Garden Grove, CA 92843**, unless otherwise indicated and in accordance with the shipping instructions on the Purchase Order or Agreement. The Purchasing Division is to be contacted immediately if the vendor is unable to comply with the shipping instructions indicated on the Purchase Order.

Packing slips must accompany all shipments. The package containing the packing slip should be clearly marked. All packages and packing slips are to indicate the City of Garden Grove Purchase Order number, "Attention", and City Department.

If a packing slip is not included with the shipment, City staff count of the materials received will be the basis for acknowledging the shipment and paying the invoice.

Delivery hours at the Central Stores Warehouse are Monday through Thursday from 6:30am to 3:00pm.

## PAYMENT OF INVOICES

To ensure prompt payment, all invoices should include the purchase order number, if applicable. Please submit all invoices to the City's Accounts Payable Department using one of the following two methods:

1. Email an electronic version of your invoice to: [accountspayable@ggcity.org](mailto:accountspayable@ggcity.org)
2. Mail your invoice to:

City of Garden Grove  
Accounts Payable Department  
Subject: Invoice Submission  
P.O. BOX 3070  
Garden Grove, CA 92842

If payment information on an invoice is required, please contact the City of Garden Grove, Finance, Accounts Payable (714) 741-5068 or (714) 741-5069.

## PAYMENT REQUIREMENTS

The City of Garden Grove has implemented a new financial software system that allows it to pay all invoices electronically by depositing funds directly into our vendors/contractors' bank account. The City requires vendors/contractor to set up electronic funds transfer payments via Automatic Clearing House (ACH). ACH payments provide both the sender and receiver with the advantages of improved controls, reduced chances for check fraud, better cash management and greatly reduced bank charges.

In order to ensure that your payments are processed in a timely manner, vendors are required to complete the City's vendor payment set-up forms and follow the submission instructions to register for ACH payments instead of being made by a check.

## **STANDARDS OF PURCHASING PRACTICE**

### **ADVOCATED BY CAPPO**

#### **(California Association of Public Procurement Officers, Inc.)**

- To regard public service as a sacred trust, giving primary consideration to the interests of the public agency that employs us.
- To purchase without prejudice, seeking to obtain the maximum value for each dollar expended.
- To avoid unfair practices, giving all qualified vendors equal opportunity.
- To honor our obligations and require that obligations to our public agency be honored.
- To accord vendor representatives courteous treatment, remembering that these representatives are important sources of information and assistance in solving our procurement needs.
- To refuse to accept any form of commercial bribery, and prevent any appearance of so doing.
- To be receptive to counsel from our colleagues, and to cooperate with them to promote a spirit of teamwork and unity.
- To conduct ourselves with fairness and dignity, and to demand honesty and truth in the procurement process.
- To strive for greater knowledge of procurement methods and of the materials we purchase.
- To cooperate with all organizations and individuals involved in activities designed to enhance the development of the procurement profession, remembering that our actions reflect on the entire procurement profession