VENDOR COMMUNICATION TIPS

General rule – Ask yourself, "Will this provide an unfair advantage to a vendor, or give the appearance of such, during the contracting process?" And, if you are unsure, just ask.

DO	DO NOT
Feel free to listen to sales pitches with coworkers but be clear that the City has no obligation to purchase anything and that no goods or services may be purchased outside the City's processes	Do not indicate that the City is interested in buying something, that a RFP/Bid will be released on a specific date, or what might be included in an upcoming opportunity
Write a Q&A procedure in the RFP/Bids (accept email or written questions only)	Do not answer questions without following the established procedure in the RFP/Bid.
After the RFP/Bid is released you may contact as many vendors as possible to let them know and direct them to the appropriate website	Do not contact vendors BEFORE a RFP/Bid is posted and DO NOT have more than one opportunity close on the same day for the same department unless absolutely necessary
Keep a log of all phone calls and visits from vendors during bidding and selection process	Unless part of a pre-proposal, pre-bid meetings or presentation, do not discuss with vendors while the RFP/Bid is posted
Once a RFP/Bid is posted, direct vendors who call with questions to send via email or in writing by a set deadline. Issue all Q&A as an addendum	Do not answer questions about campaign disclosure forms submitted in response to a RFP – have applicants contact Finance directly
Ensure the contact person on the RFP or another designee is available on the application due date	Do not assume someone else is taking care of last minute issues or questions
If a vendor is having a technical issue in responding, direct the vendor either to contact Finance or Procurement, as appropriate	Do not share the details of any vendor's responses with another vendor
Contact Finance if you receive a LATE proposal, or Procurement for late bid submissions	Do not accept responses that are not submitted in accordance with the RFP or Bid. Do not make any representations about the acceptability of late responses
Review and sign the conflict of interest/confidentiality form if you are part of the RFP selection committee and notify your agency head if you have an actual or potential conflict of interest with applicants	Do not participate in the RFP selection committee if you have a conflict of interest
Utilize the appropriate official notice process to announce the award of the winning vendor	Do not tell losing vendors in advance of the official award notification that they are not the winners
Contact Finance if a losing vendor protests the award of an RFP, and Procurement if a vendor wants to submit a bid protest	Do not continue communicating with the losing vendor; do not make any determinations on the merits of the protest without Law, Finance or Procurement involvement
If losing vendor requests a proposal or bid de-brief, get advice 1st from Law and either Finance or Procurement because each issue is different	Do not debrief losing vendors unless contract is signed

PROCUREMENT: 686-4720 **LAW:** 683-5037 **INTEGRITY OFFICE:** 686-2178

FINANCE CONTRACTING UNIT: 6-3499 (*internal*)

eContract Philly helpline: 686-4914 or econtractphilly@phila.gov (*vendors*)