

*How To Do Business with
The City of Greenville &
Greenville Utilities*



Presented by
City of Greenville
Financial Services Department
Purchasing Division

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To all potential business partners:

Thank you for taking the opportunity to learn more about City of Greenville and Greenville Utilities Commission Business Opportunities. As large public agencies with diverse procurement and contracting needs, there are several business prospects ranging from large construction to supplies and materials.

This handbook is provided as a blueprint on how the City and GUC conduct business. Specifically, it will assist you in learning appropriate methods to enroll yourself in the bid process, to market your product or service, and to comply with government statutes and regulations for doing business. This handbook will also provide a general overview of the functions within each agency and the general items we buy and services we require.

We hope that this booklet is helpful and takes some of the guesswork out of our processes. However, if you have any questions, feel free to contact us.

Sincerely,

Wanda House

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Who Buys in the City

- City Attorney's Office
- City Clerk's Office
- City Manager's Office
- Community Development
- Financial Services
- Fire/Rescue
- Human Resources
- Information Technology
- Police
- Public Works
- Recreation & Parks

What the City Buys

A complete listing of City purchases would be too lengthy to provide here, however, below are commonly purchased products and services.

Apparatus, Supplies, Materials, Equipment

- Office Supplies
- Office Equipment
- Small Tools
- Safety Equipment
- Medical Supplies
- Heavy Equipment
- Recreation (i.e.: playground) equipment
- Vehicles & Vehicle parts
- Technology
- Uniforms
- Oil/Fuel
- Furniture
- Printing

Services (Professional and Non-Professional)

- Architectural
- Engineering
- Landscaping/Mowing
- Janitorial
- Financial (i.e.: banking, auditing, investment)
- Information Technology
- Professional Training & Development
- Various Consulting Services

Construction and Repair

- Building and Road Work
- Paving and Concrete Work
- HVAC, Plumbing, Electrical
- Demolition
- Curbs, Gutter, Sidewalk
- Residential New Construction and Rehabilitation

How the City Buys

Purchasing Division:

Excellence in Stewardship & Service...

The Purchasing Division of Financial Services:

1. Purchases supplies, materials, and equipment for all city departments;
2. Awards contractual and service agreements;
3. Conducts the bidding process for all contracts except construction contracts;
4. Arranges and conducts the sale of surplus property; and
5. Manages the outsourcing of printing needs for the city departments.

Purchasing ensures that all purchases for the City of Greenville are made in accordance with the bid laws as outlined in Chapter 143 of the North Carolina General Statutes. Our goal as the procurement professionals of the City is to obtain maximum value for our tax dollars while ensuring that all city employees receive the goods and services needed in a timely manner to better serve the citizens of Greenville.

The Purchasing Division is located at:

201 West 5th Street
Greenville, NC 27858

You may come by and visit our office Monday-Friday from 8:00 AM to 5:00 PM. You can also reach us by phone 252.329.4664 or by fax 252.329.4464.

Staff Directory

Director of Financial Services
Financial Services Manager
MWBE Coordinator
Buyer I
Buyer II

Byron Hayes, MBA, CLGFO
Wanda F. House, MHSC, CLGPO
Tish Williams
Amy Guilford
Cheryl House

Who Buys in GUC?

1. Electric Department
2. Water Department
3. Sewer Department
4. Gas Department
5. Utilities Locating Service
6. Governing Body and Administration*
7. Finance Department*
8. Human Resources*
9. IT Department*
10. Customer Relations*

* Indicates Support Units

What GUC Buys

A complete listing of GUC's purchases would be too lengthy to include; however, the following are some examples of products and services purchased.

Supplies, Equipment, and Services

- Chemicals
- Printing and Publishing
- Uniforms
- Oils and Lubricants
- Office supplies, furniture, and equipment
- Hand and power tools
- Technological equipment
- Temporary Personnel services

Construction, Repair, and Maintenance

- Tree trimming Services
- Grading and earthwork
- Building maintenance repairs
- Fencing
- HVAC repair and maintenance
- Plumbing
- Electrical Services

Operational and Professional Services

- Architectural
- Engineering
- Surveying
- Landscape and mowing
- Janitorial
- Pest Control

How GUC Buys

Purchasing Section of Greenville Utilities:

GUC is dedicated to enhancing the quality of life for those we serve by providing safe, reliable utility services at the lowest reasonable cost, with exceptional customer service. The Finance Department is dedicated to effectively managing financial resources to ensure GUC continues to provide safe, reliable utility services at the lowest reasonable cost.

The Purchasing Section of the Finance Department:

1. Purchases supplies , materials, and equipment for GUC departments
2. Recommends contractual and service agreements
3. Conducts the bidding process for goods and services
4. Arranges and conducts the sale of surplus property

Purchasing ensures that all purchases for Greenville Utilities are made in accordance with the bid laws as outlined in Chapter 143 of the North Carolina General Statutes. Our goal as the procurement professional is to ensure the availability of quality materials and services at the lowest reasonable cost to our employees to better serve the customers of Greenville Utilities.

The Purchasing Section is located at:

401 S. Greene Street
Greenville, NC 27834

You may come by and visit our office Monday –Friday from 9:00 AM to 4:00 PM. You can also reach us by phone 252-551-1533 or by fax 252-551-3302.

Staff Directory

Chief Financial Officer
Procurement Coordinator

Jeff W. McCauley
Cleve Haddock

MWBE Program:

“Putting Our Words to Work;..”

The Minority and Women-owned Business Enterprise (MWBE) Program is a joint venture established by the City of Greenville and Greenville Utilities Commission to provide minorities and women equal opportunity for participating in all aspects of the City's and Utilities' contracting and procurement programs, including but not limited to, construction projects, supplies and materials purchases, and professional and personal service contracts. The program is housed in the Purchasing Division of the City of Greenville.

The MWBE Program fulfills five (5) major functions:

1. Serves as liaison between MWBE firms and buyers. Includes outreach, access, and education.
2. Monitors MWBE participation to ensure compliance with NC General Statutes and City/GUC Policy.
3. Reports MWBE participation to the State of NC, City Council, Utilities Commission, and other interested bodies.
4. Provides business development and technical assistance to MWBE firms.
5. Develops and creates strategic alliances to increase the participation and utilization of MWBE firms.

As a measure of success, the City and GUC have implemented a voluntary, goals-based program. This program provides goals specific to categories of work and MWBE status as a means of reaching parity.

	CITY		GUC	
	MBE	WBE	MBE	WBE
Construction	10%	6%	7%	4%
Professional & Personal Services	4%	4%	2%	2%
Supplies & Materials	2%	2%	1.5%	1.5%

MBE = Minority Business Enterprise

WBE = Women Business Enterprise

Bidding Statutes

Doing business with any public agency is different from doing business in the private sector. In the private sector, companies can buy from whomever they want. They do not have to adhere to a set of standards for obtaining competitive bids. If they buy a product from a vendor and they like the product, they can continue to purchase it without obtaining competitive pricing. In public agency procurement, however, there are a set of bidding standards called “statutes” that govern how municipalities, counties, and other public entities in that State do business.

The methods used for government purchasing is based upon two (2) criteria: **1) type of purchase made and 2) dollar amount.** These criteria determine how solicitations are made and the form of response that is expected and required according to the NC General Statutes.

Types of Purchases

There are three (3) types or categories of purchases:

1. apparatus, supplies, materials and equipment
2. construction or repair
3. service contracts, purchase of real property, lease of personal property

Categories (1) and (2) are subject to statutory bidding law, meaning that there are specific guidelines required by law that public agencies must follow to purchase and/or award contracts. These requirements extend to the potential business partners. You are required to respond to solicitations in a method that complies with bid law in order for your bid to be “responsive.” **Bids considered “non-responsive” will be discarded and not considered.** Therefore, it is extremely important that bidders carefully read and follow the specified directions of each bid opportunity.

Category (3), service contracts, are not subject to statutory bidding law. However, there are special rules in place for architects, engineers, surveyors, and construction managers at risk as they relate to construction. Types of service contracts include various consulting services and other requests for proposals. *A request for proposal or RFP simply means that the service required cannot be easily described in concrete terms (such as bid specifications); therefore, requests are made to experts in the field to “propose” solutions that will meet the needs of the soliciting agency. Factors other than price are considered in the evaluation of these proposals.*

Dollar Amount (Bid Thresholds)

Once a purchase falls under statutory bid law, the dollar amount of the contract or purchase determines how bids are solicited and the requirements of you, as the potential partner. Purchases may be either **Informal** or **Formal**. Apparatus, supplies, materials, and equipment (category 1) have an informal bid range of \$30,000-\$89,999 and a formal bid range of \$90,000 and above (NC GS 143-131, 143-129) Construction and repair contracts (category 2) have an

informal bid range of \$30,000-\$499,999 and a formal bid range of \$500,000 and above (NC GS 143-129, 143-131).

City of Greenville Bid Thresholds

Category of Contract/Purchase	Dollar Amount (Bid Threshold)	Informal	Formal
Apparatus, Supplies, Materials, & Equipment	\$30,000-\$89,999	X	
Construction & Repair	\$30,000-\$499,999	X	
Apparatus, Supplies, Materials, & Equipment	\$90,000 and above		X
Construction & Repair	\$500,000 and above		X

Local Preference

As of February 1, 2014, the City of Greenville has also adopted a local preference policy, providing vendors within the city of Greenville a price-matching preference for bid opportunities. The Local Preference applies to all construction and the procurement of goods that are outside of the dollar amount thresholds discussed above. It also applies to certain services contracts. In order to be considered “local,” a vendor must become an approved Eligible Local Bidder (ELB) via a certification process. To learn more about the policy and download a copy of the ELB application, please go to the City’s Purchasing website at www.greenvillenc.gov.

Getting Started: Vendor Application/Information Form and MWBE Certification Application

Now that you understand the environment in which public agencies operate, the question now becomes how do you get into the door? The primary method to make your business known to the public sector is to become a part of the database of potential vendors. For the City and GUC, we ask all those interested in doing business to complete a **Vendor Application/Vendor Information Form**. A completed application supplies information on your company and the products and/or services you provide.

Once completed, your company becomes a part of the database of potential vendors. As part of our standard process, we check our vendor database when we are preparing to solicit for both informal and formal bids. A copy of your application is also sent to the department most likely to use your product and/or service as a reference for any future solicitations.

If you have not completed the appropriate vendor forms, please do so! A copy of each is available in this handbook or you may print a copy from the City's website at www.greenvillenc.gov. Go to the *Financial Services Department, Purchasing Division*, and following the link to "vendor application." For GUC, go to www.guc.com and click on *Vendors* on the left hand side of the screen, then click on the link for "vendor's info form." If you provide a service to the City of Greenville and you are not incorporated, you will also need to complete a W-9 form.

We also encourage all of our MWBE's to complete an **MWBE Certification Application** in addition to the vendor forms. By completing the certification application, you become a member of the MWBE program for **both** the City and GUC. You are listed in our online directory (free advertising!) and are privy to the benefits of membership which include:

1. One-on-One assistance with bid opportunities
2. Business Development & Technical Assistance Information, Workshops, Seminars
3. Opportunities for recognition and promotion

City of Greenville, Community Development, Housing Division: In order to do business with Housing, contractors must be pre-qualified through a separate pre-qualification application. If you would like an application or more information, please contact the Housing Division at 252.329.4503 or 252.329.4499.

Being a registered vendor or certified MWBE is not required to do business with the City or GUC; however, registration and/or certification increases your opportunity to participate and also avails you of the business assistance programs sponsored by the City and GUC.

Notification of Bid Opportunities

Public advertisement

Formal bids are required to be advertised at least seven (7) days prior to the bid opening by state statute. Typically, these advertisements are made via newspaper. City of Greenville/GUC advertisements may be found in the The Daily Reflector, Greater Diversity News, or The Minority Voice. Occasionally, advertisements are made in the Raleigh News and Observer. Public advertising is also available electronically via the City's/GUC's webpage. A list of "Current Bid Opportunities" is located at www.greenvillenc.gov, Financial Services, Purchasing Division Homepage. A list of "Current Bids" is available at www.guc.com, Vendors. Public advertisement is not required for any informal bids or service contracts.

Mail, Fax, Phone

Potential business partners *may* also be made aware of opportunities via mail, fax, or through phone solicitation for both formal and informal bid opportunities. It is our standard practice to utilize our vendor database and MWBE directory as well as past bidder information as a means to create a list of contacts. Though not required by law, the City of Greenville/GUC will attempt to reach as many potential bidders as possible to increase competition/participation and the quality of product or service delivered. **Please be advised that this does not automatically guarantee you will be informed or included in all bid requests. It is still your responsibility to learn of upcoming opportunities.**

Demand Star

The City of Greenville also utilizes the online subscription service Demand Star to post its current bid opportunities. Those who subscribe receive notification of new opportunities along with others across the region and even the country who also utilize this system. There is a fee for service. For more information, please visit Demand Star at www.demandstar.com.

MWBE Notification

According to survey results, MWBE vendors prefer to receive notification of upcoming bid opportunities via email. Vendors may register on the City of Greenville's website to receive notifications of posted bids via the "e-notification" option. Visit <http://www.greenvillenc.gov/government/financial-services/current-bid-opportunities> to register your business.

How to be a Proactive Bidder

As savvy business owners you know, depending on someone else to look out for your best interest or to get you the job is not the way business works. Though you are working with a public agency, the laws of business are still the same, and it's still up to you to make the sale. Therefore, keep these general rules in mind when working to increase your slice of the pie:

- ✓ **Make periodic sales calls.**
In person, by phone, email or fax, make sure that you keep your business in the forefront of the minds of the buyers.
- ✓ **Keep your vendor application/MWBE application current.**
If buyers cannot contact you, you will not receive the solicitations. Make sure that you contact the Purchasing Division in case of any changes, especially address, phone, fax, or email.
- ✓ **Provide business cards and product literature.**
Make sure buyers have a thorough understanding of your product/service. Providing pamphlets, brochures, and other literature will give buyers a better idea of the product or service you provide and will also give you another means to sell your company.
- ✓ **Know your market.**
Check to see what the government is up to. Look at Budget books, Capital Improvement plans, and the like to see what's coming down the pike so that you can position yourself accordingly.

For construction subcontractors, proactive bidding is especially important. As a 2nd tier contractor, looking to make your pitch to 1st tier (prime) contractors, you must keep your ear to the happenings concerning upcoming projects. You can do this a few ways:

1. **Contact the architect or the owner of the project to make certain that the design or repair work calls for your field of expertise.**
2. **Attend the pre-bid meetings even if you're not eligible to bid.** These meetings, attended by primes, are excellent opportunities to network and make your pitch to potential business partners for the current project or future projects. Published directories are just names on a page. In person pitches help to establish integrity and trust in your ability to perform and meet customer expectations.
3. **Request the bidders list.** Contact the owner of the project and request the bidders list. From here, you can view the specifications where available to the public and compose a quote to give to potential primes. Make individual sales calls and/or present quotes for the project. You never know which one may work out for you.

In the business world, you have to make the most out of every opportunity. That often means putting yourself out there even if you don't see an immediate return and doing so as much as possible to increase the probability of getting the sale.

How to Submit Bids

As mentioned, Informal and Formal bids have specific requirements for submission. The chart below provides an overview of the informal and formal bidding process.

Formal Bids	Informal Bids
✓ Public Notice	✓ No requirement for public notice
✓ May have a mandatory or non-mandatory pre-bid conference	✓ May have a mandatory or non-mandatory pre-bid conference
✓ Bid packages will be made available, outlining specifications and bid instructions	✓ Specifications obtained from Purchasing or soliciting department
✓ May require bid deposit or bid bond	✓ No bid deposit or bid bond required
✓ Must be submitted sealed—cannot be faxed or given verbally.	✓ May be submitted in any form—verbally, electronically, faxed
✓ Opened publicly at a specified time and place	✓ Received at time of receipt—no specified time or place
✓ Award is made by governing body unless this authority has been delegated	✓ Award is made by the Purchasing Division

Tips to submitting a bid proposal of excellence (Responsive Bid):

- Review and study all written specifications and adhere to them in your bid. This includes submitting in properly sealed packages, providing supplemental information, and meeting due dates and times.
- Attend pre-bid conference. This is a great time to ask questions and gain more knowledge on the bid process.
- Review and adhere to all official written addenda.
- Include accurate costs and estimates of material, labor, overhead, packaging, and transportation.
- Include insurance certifications (when specified in the solicitation).
- Include bid security (when specified in the solicitation).
- Include MWBE forms (if specified in the solicitation).
- Submit on time and in the manner specified (no exceptions).
- Be sure to ask questions.

A vendor who receives a solicitation from the City/GUC but chooses not to submit a bid is encouraged to respond to us in writing stating that you still wish to continue receiving solicitations in the future.

Non-Responsive Bids:

- Submitted after deadline and/or is submitted in an inappropriate format (i.e.: emailed, faxed, etc...).
- Does not meet specifications or delivery schedule.
- Does not acknowledge addenda.
- Does not include MWBE forms (if required).

Non-responsive bids cannot and will not be accepted so be sure to follow instructions carefully!

Requirements for Construction and Repair: Bonding

Bonding is mandatory by statute for construction or repair contracts in the formal bidding range. Bonds are required in order to manage risk on construction projects and are generally considered an indication of financial solvency. There are three basic types of surety bonds:

	Bid Bond	Performance Bond	Payment Bond
WHO	<ul style="list-style-type: none"> ▪ A prospective bidder 	<ul style="list-style-type: none"> ▪ A successful bidder 	<ul style="list-style-type: none"> ▪ A successful bidder
WHY	<ul style="list-style-type: none"> ▪ Assures that the bid is submitted in <i>good faith</i> ▪ Assures that the contractor will enter into the contract at the bid price if awarded ▪ Assures that contractor will provide necessary performance and payment bonds 	<ul style="list-style-type: none"> ▪ Protects the owner from financial loss should the contractor default 	<ul style="list-style-type: none"> ▪ Assures that contractor will pay sub-contractors, laborers, and materials suppliers
WHEN	<ul style="list-style-type: none"> ▪ Submitted with bid (or may submit cash, cashiers check, or certified check) 	<ul style="list-style-type: none"> ▪ Submitted when contract is awarded 	<ul style="list-style-type: none"> ▪ Submitted when contract is awarded

Licensing

On projects where costs exceed \$30,000, firms submitting bids as prospective prime contractors must be licensed as a North Carolina General Contractor. On projects requiring heating, ventilation, air conditioning, plumbing, or electrical wiring services, contractors must be licensed in their respective trades.

Good Faith Efforts and MWBE Participation

Since 1989, public agencies subject to G.S. 143-128 have been required to implement a program for promoting the use of minority business enterprises as defined in the state statute. The law does not establish set asides or quotas but does require agencies themselves to make, and to require of contractors to make **Good Faith Efforts** to use minority businesses in major building construction projects. Senate Bill 914 was passed to require more stringent and specific requirements for the obligation of good faith efforts.

The City of Greenville has a good faith effort goal of **10%** for minority contractors and **6%** for female contractors. The Greenville Utilities Commission has a good faith efforts goal of **7%** for minority contractors and **4%** for female contractors. If bidders are not able to achieve one or both of these goals, they are required to demonstrate their good faith efforts by engaging in certain activities. Ten (10) activities are provided to bidders. Each activity is given a point value. **“Responsive” bidders must achieve a minimum of 50 points in order to be considered for award.** However, if a minority contractor attests that he/she is performing the work with their own forces or a majority contractor is able to reach or exceed the goal requirement, documentation is not required.

- 1 – (10 pts)** Contacted minority businesses that reasonably could have been expected to submit a quote and that were known to the contractor, or available on State or local government maintained lists, at least 10 days before the bid date and notified them of the nature and scope of the work to be performed.
- 2 --(10 pts)** Made the construction plans, specifications and requirements available for review by prospective minority businesses, or providing these documents to them at least 10 days before the bids are due.
- 3 – (15 pts)** Broken down or combined elements of work into economically feasible units to facilitate minority participation.
- 4 – (10 pts)** Worked with minority trade, community, or contractor organizations identified by the Office of Historically Underutilized Businesses and included in the bid documents that provide assistance in recruitment of minority businesses.
- 5 – (10 pts)** Attended prebid meetings scheduled by the public owner.
- 6 – (20 pts)** Provided assistance in getting required bonding or insurance or provided alternatives to bonding or insurance for subcontractors.
- 7 – (15 pts)** Negotiated in good faith with interested minority businesses and did not reject them as unqualified without sound reasons based on their capabilities. Any rejection of a minority business based on lack of qualification should have the reasons documented in writing.
- 8 – (25 pts)** Provided assistance to an otherwise qualified minority business in need of equipment, loan capital, lines of credit, or joint pay agreements to secure loans, supplies, or letters of credit, including waiving credit that is ordinarily required. Assisted minority businesses in obtaining the same unit pricing with the bidder's suppliers in order to help minority businesses in establishing credit.
- 9 – (20 pts)** Negotiated joint venture and partnership arrangements with minority businesses in order to increase opportunities for minority business participation on a public construction or repair project when possible.
- 10 - (20 pts)** Provided quick pay agreements and policies to enable minority contractors and suppliers to meet cash-flow demands.

Request for Proposals (RFP's) and Request for Qualifications (RFQ's)

An **RFP** is an announcement, often by the government agency, of a willingness to consider proposals for the performance of a specified project or program component. A request for proposals is often issued when proposals for a specific research project are being sought.

An **RFQ** is a procurement tool routinely used by state and local governments and the private sector to select partners in major systems acquisitions, mainly those involving real estate development transactions. This approach differs from the traditional request for proposals approach in that it places greater emphasis on the actual qualifications of the potential contractor--his or her track record--rather than how well the potential contractor responds to detailed project specifications and requirements. RFQ's may be solicited prior to RFP's to narrow down from whom they will accept proposals.

As professional service contracts, RFP's and RFQ's are not subject to bidding law. However, as with any governmental procurement or contracting opportunity, there are specific requirements set up by the owner or individual department soliciting the service. A potential business partner interested in submitting qualifications or proposals should diligently read and adhere to requirements and present submissions to meet such requirements.

Other Service Contracts:

Other non-professional service contracts are also not subject to bidding law. However, at the discretion of the local entity, a service contract may be solicited as a bid and, therefore, is subject to all bid requirements. As such, potential partners should follow the specifications of responsive bid packages. Common service contracts solicited as bids are lawn maintenance contracts and janitorial service contracts.

Awarded Contracts

After bids are opened, the evaluation and award process begins. According to NC General Statute, all contracts must be awarded to the

“lowest responsible bidder, taking into consideration quality, performance, and the time specified in the bids for the performance of contract.”

This standard along with other criteria which an entity may include in their bid package are used in making the award.

Once the evaluation process is complete, the City/GUC may or may not award the bid.

Awarded contracts become binding when a purchase order or contract document has been executed. The vendor is bound to perform in accordance with contract specifications or may be held liable for breach of contract. If the award is not made, you should be notified of this and advised of what further action needs to be taken.

A note on Purchase Orders: A purchase order is a form of a contract document used by both the public and private sector to place orders. When you receive the purchase order, it does not have to be signed by you or returned to our office. It acts as a written confirmation of the award. Receipt of the purchase order by fax or mail is your authorization to proceed with filling the order. You should not process any orders based on a verbal commitment from any employee. A purchase order is required for proper payments to be received.

The purchase order, when issued, is based on the bid you submitted. Be sure to review your copy of the purchase order when you receive it. If there are any discrepancies, be sure to contact our office.

In Summary....

Whew...doing business in the public sector may be a bit of a challenge at first, but once you get the hang of it, it will be a lot less daunting. As a public entity, all the laws and rules are designed to protect you. It is our job as procurement professionals to make sure that everyone has an equal opportunity to do business and are judged on the same criteria and by the same standards to ensure that our process is equitable and fair. So, here's the quick and dirty of what you need to know:

1. **Get in the mix.** Complete the appropriate vendor applications/forms to put your organization in the pot of potential vendors when solicitation opportunities arise.
2. **Be proactive.** Market your firm to a public entity just as you would to the private industry. Make the sales calls, bring the literature, attend the pre-bids, and make an appointment to stop by and chat about your business. This will increase your chance of getting your foot in the door, especially at times when there are no specific rules/regulations to make that happen.
3. **Do the work.** Check the websites, newspapers, and other public notice areas to see what opportunities are available. If work you bid is not typically subject to public notice, use marketing tools to get the inside scoop on what is available that the public just doesn't know about.
4. **Put Your Best Foot Forward.** When the opportunity arises to submit a bid/proposal, be sure to follow the directions and submit all necessary documentation. The last thing you want to do is submit the lowest bid, only to have it thrown out because you didn't include your correct paperwork.
5. **Be persistent.** Don't be discouraged. Everything is a process and public procurement is no different. Just keep being your best business and everything else will fall into place.

Appendices

2021

City of Greenville Vendor
Registration Guide

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Welcome!

Thank you for taking the opportunity to register your firm as an official City of Greenville vendor! Included in this guide are step by step instructions to assist you in registering for our online vendor portal, Vendor Self Service (VSS). As a registered vendor, you will enjoy the benefit of 24 hours a day, 7 days a week access to your existing vendor information including:

- **1099 Data**
- **Purchase Orders**
- **Invoicing/Payment Information**

Whether you are currently an active vendor (existing vendor) with the City or a vendor registering for the first time, VSS will be your one stop shop for tracking business with the City.

Find your VENDOR ID on the PDF copy of your check when receiving electronic payment notifications.

Before getting started:

- *Create an electronic file of each document required for registration to add to your profile. All registrants are required to include a copy of your W-9 (Request for Taxpayer Identification Number and Certification). Locate a copy of the W-9 form online at <https://www.irs.gov/pub/irs-pdf/fw9.pdf>*
- *Scan a copy of a voided check or a document from your banking institution listing your routing and bank account number.*
- *All MWBE vendors create an electronic file of your certification documentation.*

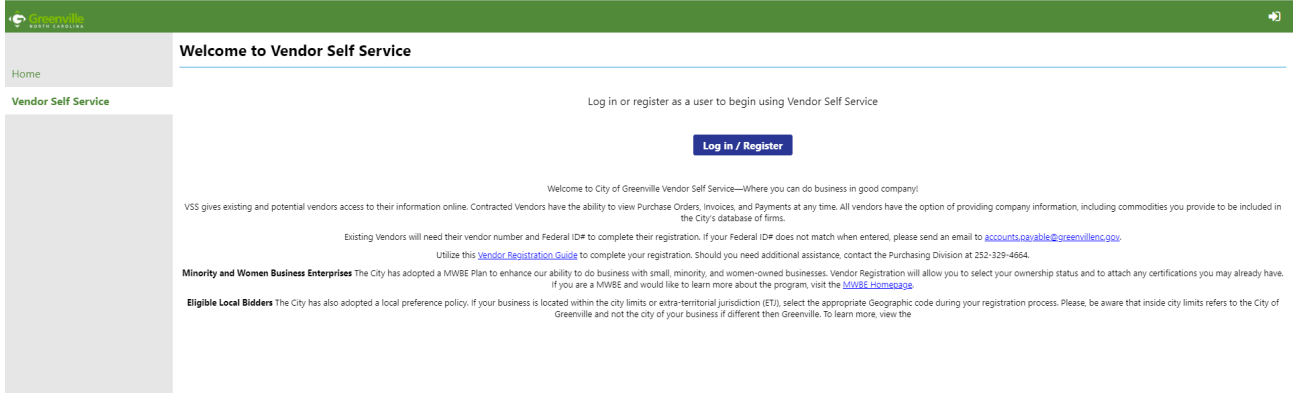
New Vendor Registration Guide

Ready to begin:

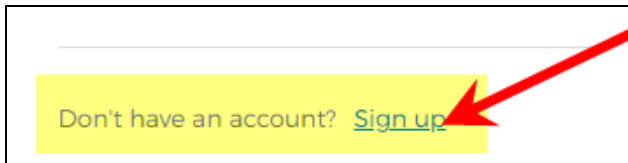
1. Visit the City of Greenville VENDOR SELF-SERVICE Home page.

<https://selfservice.greenvillenc.gov/vss/>

2. Select LOG IN/REGISTER.



3. If no account, select "Sign-Up" at the bottom of the screen.



Sign in to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

Password

Remember me

Sign in

[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)

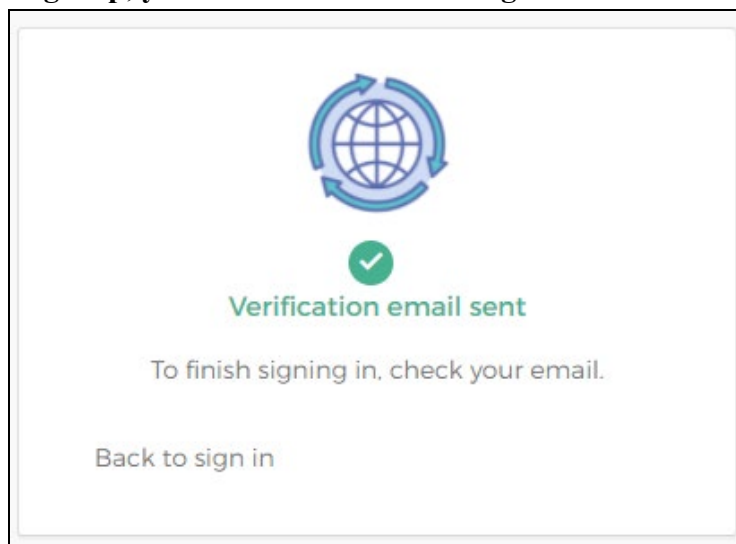
4. Example of Signing Up a New Vendor Account

- a. Fill out the fields below, your email address.
- b. Fill out the username, password (make sure you meet the criteria and write the password down because you will need it later).
- c. Fill out the First Name and the Last Name
- d. Click “Sign Up” Button

The image shows a 'Create an account' form with the following elements and annotations:

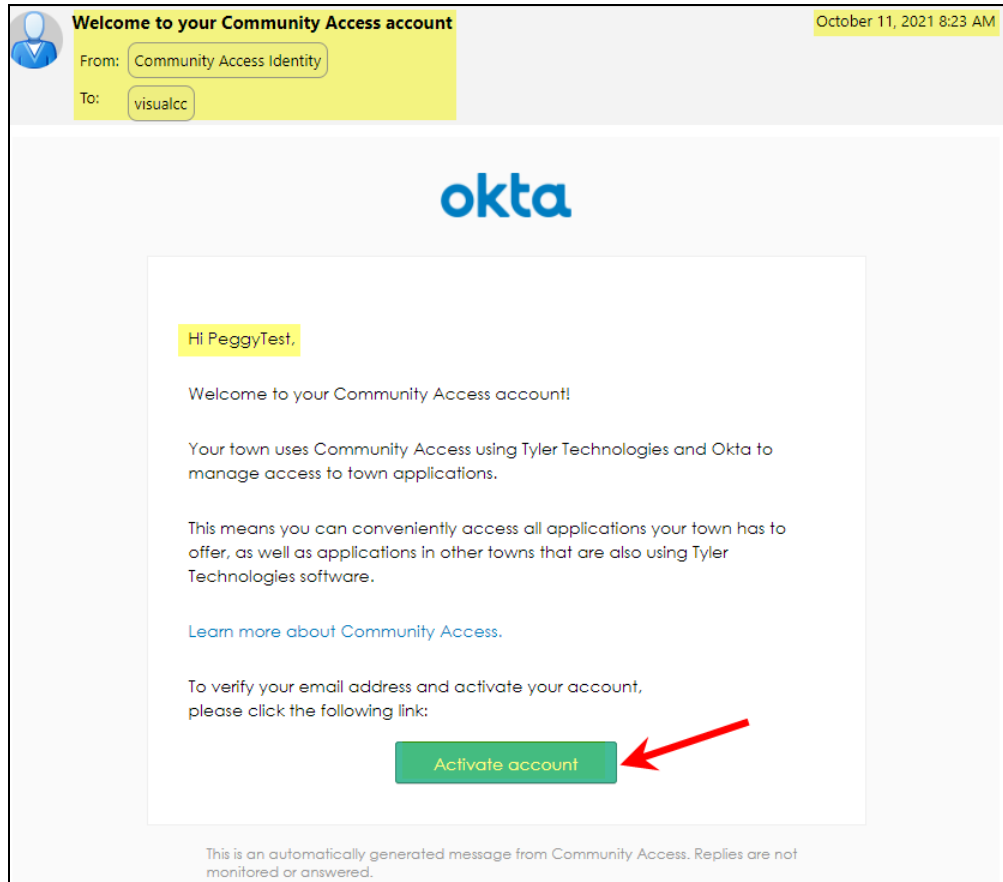
- Username:** A text input field containing 'visualcc@embarqmail.com' with a red arrow pointing to it.
- Password:** A password input field with masked characters and a red arrow pointing to it.
- Password Criteria:** A yellow box containing five checkmarks:
 - At least 8 character(s)
 - At least 1 number(s)
 - At least 1 lowercase letter(s)
 - At least 1 uppercase letter(s)
 - Does not contain part of usernameA red arrow points to this box with the label 'password criteria'.
- First name:** A text input field containing 'PeggyTest' with a red arrow pointing to it.
- Last name:** A text input field containing 'WootenTest' with a red arrow pointing to it.
- Sign up Button:** A blue button with the text 'Sign up' and a red arrow pointing to it. A red arrow also points to the text 'Click Sign Up Button when you fill out all information above'.
- Footer:** A link labeled 'Back to sign in'.

5. After you Click Sign Up, you will receive this message.

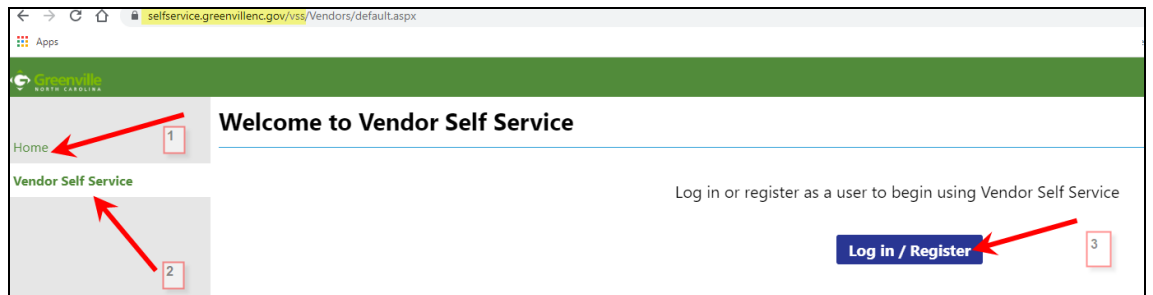


6. You will receive an email to “Activate Account.”

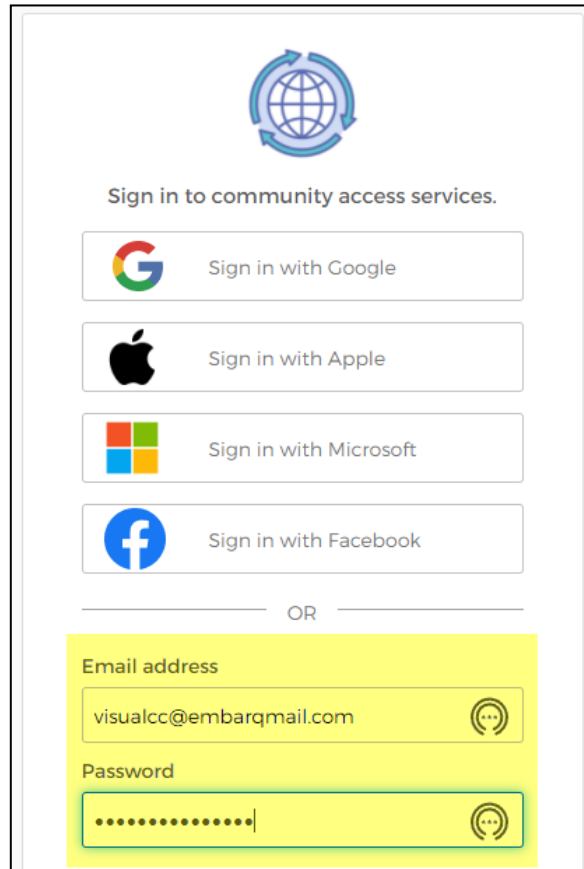
- a. We cannot “Activate” the user account, this information is sent to the email address that you used as the username.
- b. If you do not receive the email, check your Spam, Deleted, or Junk Mail.



- 7. After you “Activate” your account, go back to: <https://selfservice.greenvillenc.gov/vss/>.
 - a. Click Home
 - b. Click Vendor Self Service
 - c. Click Log in/Register



8. When your account is activated, it will take you to your profile screen and at this point you can change your password or (we will email the username and password that we initially setup for you).
- a. You must choose which Account you want to use to sign in: Google, Apple, Microsoft or Facebook.



Sign in to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

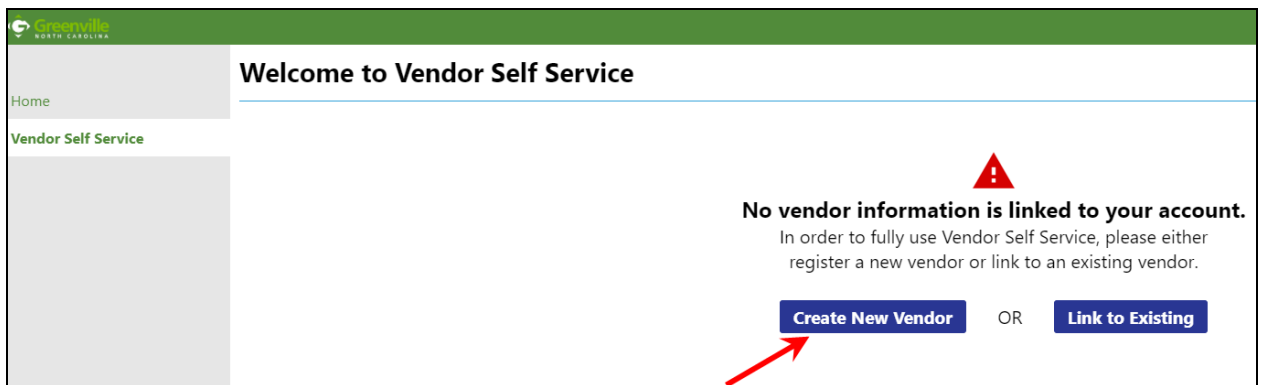
Email address

visualcc@embarqmail.com

Password

.....|

9. Once logged in you can finish registering as a Vendor - click **CREATE NEW VENDOR**.



Greenville NORTH CAROLINA

Home

Vendor Self Service

Welcome to Vendor Self Service

No vendor information is linked to your account.
In order to fully use Vendor Self Service, please either register a new vendor or link to an existing vendor.

[Create New Vendor](#) OR [Link to Existing](#)

10. A New Vendor Screen will appear, fill out information as requested. (County & Geographic are for NC Vendors only.) Click Continue when completed.

New Vendor Registration

Your User ID and password have been successfully set. Please continue with the registration process.

Enter Vendor Registration Information

[Help](#)

<p>Company Information</p> <p>Company Name*</p> <input style="width: 100%;" type="text"/> Line 2 (OPTIONAL) <input style="width: 100%;" type="text"/> Line 3 (OPTIONAL) <input style="width: 100%;" type="text"/> Line 4 (OPTIONAL) <input style="width: 100%;" type="text"/> Doing business as (if different from above) <input style="width: 100%;" type="text"/> Vendor Type <input type="checkbox"/> Foreign Entity <input type="checkbox"/> Send Accounts Payable checks to the above address <input type="checkbox"/> Send Purchase Orders to the above address E-mail* <input style="width: 100%;" type="text"/> Website <input style="width: 100%;" type="text"/> DUNS <input style="width: 100%;" type="text"/> California Permit Number <input style="width: 100%;" type="text"/>	<p>Vendor Address</p> <p>Address*</p> <input style="width: 100%;" type="text"/> Line 2 (OPTIONAL) <input style="width: 100%;" type="text"/> Line 3 (OPTIONAL) <input style="width: 100%;" type="text"/> Line 4 (OPTIONAL) <input style="width: 100%;" type="text"/> City* <input style="width: 100%;" type="text"/> State* <input style="width: 100%;" type="text" value="N/A"/> Zip Code* <input style="width: 100%;" type="text"/> Country <input style="width: 100%;" type="text"/> Fax Number <input style="width: 100%;" type="text"/> County <input style="width: 100%;" type="text"/> Geographic <input style="width: 100%;" type="text" value="Select Type..."/> <p>Minority Business Enterprise</p> <input type="checkbox"/> Minority Business Enterprise Minority Business Enterprise Classifications (select all that apply)
--	--

For MWBE firms: Additional steps are required. All other firms skip MWBE information and complete the remaining fields on this page.

11. If a Minority Business please select each classification that applies to your business. (See Red Arrows) If you meet one of the classifications but do NOT have a third party certification (ie. NC Office for Historically Underutilized Businesses, NC Department of Transportation, etc.), please select “Self Certification” in addition to the other classifications selected.

- a. For each classification, select MANAGE to add detail certification information. (see Black arrows)

Minority Business Enterprise

Minority Business Enterprise
 Minority Business Enterprise Classifications
 (select all that apply)

<input checked="" type="checkbox"/>	African American	0 certifications	manage
<input type="checkbox"/>	American Indian		
<input type="checkbox"/>	Asian American		
<input type="checkbox"/>	Disabled		
<input type="checkbox"/>	Disadvantaged Business Enterpr		
<input checked="" type="checkbox"/>	Female (Non-Minority)	0 certifications	manage
<input checked="" type="checkbox"/>	General	0 certifications	manage
<input type="checkbox"/>	Hispanic or Latino		
<input type="checkbox"/>	Other		
<input checked="" type="checkbox"/>	Self Certified	0 certifications	manage
<input type="checkbox"/>	Socioeconomically Disadvantage		

*Gender
 Select Type... ▼

*Ethnicity
 Select Type... ▼

- Select Type...
- UNSPECIFIED
- AMERICAN INDIAN/ALASKA NATIVE
- ASIAN AMERICAN
- AFRICAN AMERICAN
- HISPANIC
- CAUCASIAN
- NATIVE HAWAIIAN/OTHER PACIFIC

Payment Terms

Your preferred payables delivery method(s).

Mail E-Mail

Your preferred purchasing delivery method(s).

Mail E-Mail

12. On this page, click ADD NEW CERTIFICATE to enter all required information and any notes you desire. Complete the MANAGE step for each of your classifications. NOTE: You will have the opportunity to upload a copy of your certification letter at the end of the registration process.

New Vendor Registration

General information

[Help](#)

Selected MBE Classification

Serial ID 3
Description African American

[Add new certificate](#)

Existing Certificates

There are no certificates associated with this MBE Classification

Certificate Details

Agency *
(300 character limit)

300 remaining

Issue Date *

Expiration Date *

Notes
(300 character limit)

300 remaining

New Vendor Registration

Manage MBE Classification Certificates

General information

[Help](#)

Selected MBE Classification

Serial ID 3
Description African American

[Add new certificate](#)

Existing Certificates

There are no certificates associated with this MBE Classification

Changes Complete

Cancel All

13. This screen is for entering a different business name, if you do business under another name.

- a. Click Add to enter information as requested.

14. In this section enter the various Contacts within your company. (General, Accounts Payable, Purchasing) The first entry will automatically populate with your information. Save to continue.

Vendor Information

Contacts Information: Make Changes

Contact Person

* Contact Type

Select Type... ▼

Select Type...

GENERAL - General Contacts

ACCOUNTS PAYABLE - Accounts Payable Contacts

PURCHASING - Purchasing Contacts

Description

* Phone

Text

Opt In

Fax

* E-mail

- 15. Select COMMODITIES that best match your goods or service that apply to your business. The City uses the NIGP coding system to classify products and services. If you are not certain of the appropriate code, use the search field to search by keyword. You will receive a confirmation email listing all of the Commodity Codes selected.**

Home
Vendor Self Service
Registration

Select Commodities

Select Commodities Step 35

Search for your commodities/services, then select and "Add". Search again and repeat as necessary. Click "Finished" when done.

Keyword(s) or commodity code (first 3 or more digits)

[List all commodities/services](#)

3 Found

1-3

Select All	Code	Description
<input type="checkbox"/>	055	AUTOMOTIVE ACCESSORIES FOR AUTOMOBILES, BUSES, TRAILERS, TRUCKS, ETC.
<input checked="" type="checkbox"/>	072	TRUCKS (INCLUDING, DIESEL, GASOLINE, ELECTRIC, HYBRID, AND ALTERNATIVE FUEL UNITS)
<input type="checkbox"/>	928	EQUIPMENT MAINTENANCE AND REPAIR SERVICES FOR AUTOMOBILES, TRUCKS, TRAILERS, TRANSIT BUSES AND OTHER VEHICLES

Currently Added

There are no commodities to display for this vendor.

- 16. Once you have added all Commodity Codes that apply, select CONTINUE. Review information that has already been entered. You will receive an email outlining the Commodity Codes you select.**

New Vendor Registration

Review Step 37

Please check that the information below is correct. Make changes if necessary, then click on "Register."

General Information [change](#)

Name/DBA	FILLMORE TRUCKING
Entity	
Address	1600 PENNSYLVANIA AVENUE WASHINGTON, NC 27836 BEAUFORT COUNTY, USA
Fax Number	
FID	56-1234567
Geographic	
E-Mail	frouse@greenvillenc.gov
Web Site	
Vendor Type	B BUSINESS
Gender	
Ethnicity	
Foreign Entity	No
Minority Business Enterprise (MBE)	Yes
MBE Classification(s)	- African American - General

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17. Scroll to the bottom of the screen. Attach all required information. All vendors must attach W-9 Form and bank account information. All MWBE vendors please attach certification documents, if you did not previously done so. Finally, select REGISTER.

NOTE: You must accept the TERMS and CONDITIONS to complete registration.

Attachments

Attachment Type	Description	Required	Attachments
General	Documents are not assigned to a type		(0) Attach

! Terms and Conditions Message

I have read and accept the terms & conditions.

18. Once you have registered, you will see the confirmation message below. Your registration is complete. You will also receive an email stating that your registration is complete. You will be notified by the City via email when your information has been reviewed.

New Vendor Registration
Registration Confirmation

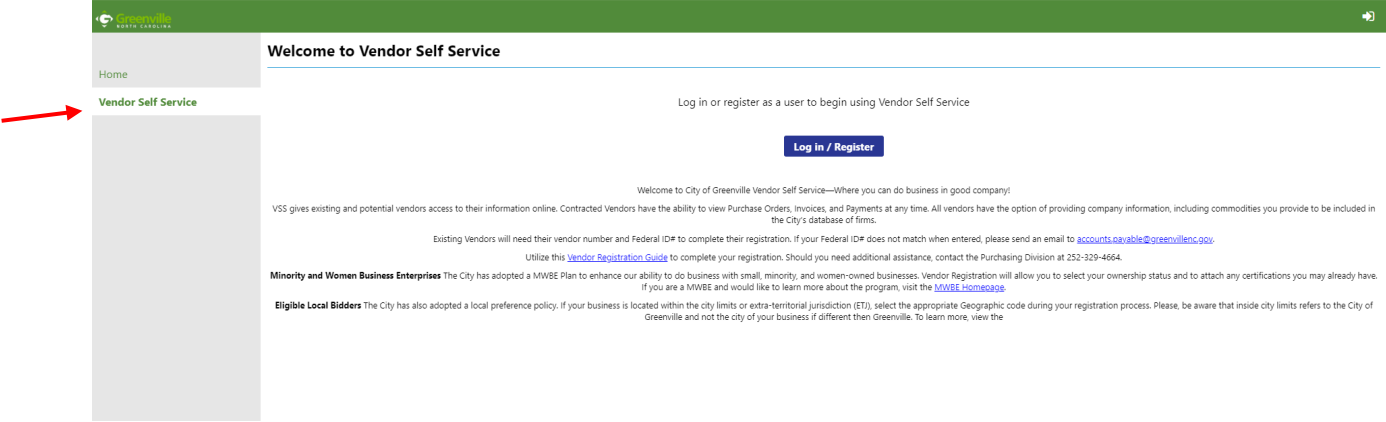
✓ Registration has been completed. You will be contacted when your information has been reviewed.

You can now:

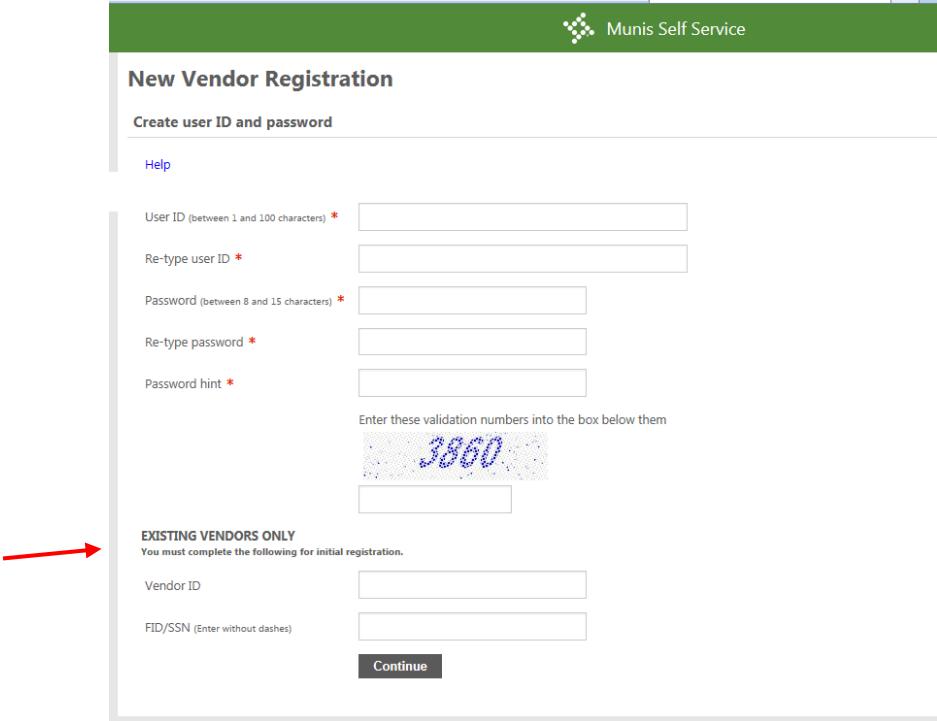
- [Register for commodities/services and/or update your profile.](#)
- [Upload attachment documents to your profile.](#)

EXISTING Vendor Registration Guide

- 1. Visit the City of Greenville VENDOR SELF-SERVICE Home page.
<https://selfservice.greenvillenc.gov/mss/vendors>
- 2. Select Vendor Self Service to the left of the Screen, then Log In/Register.



- 3. Please enter your VENDOR ID and FID/SSN in to have your vendor information pre-populate.
Then select, CONTINUE.



4. In this section enter the various Contacts within your company. (General, Accounts Payable, Purchasing) The first entry will automatically populate with your information. Save to

Vendor Information

Contacts Information: Make Changes

Contact Person

* Contact Type

Select Type... ▼

- Select Type...
- GENERAL - General Contacts
- ACCOUNTS PAYABLE - Accounts Payable Contacts
- PURCHASING - Purchasing Contacts

Description

* Phone

Text Opt In

Fax

* E-mail

continue.

The next screen will be a “Welcome to Vendor Self-Service” Screen. Select **VENDOR INFORMATION** to the left. All of your current vendor information will appear. *NOTE: If you were a registered vendor with the City after July 2015, the system may require you to enter a commodity before sending you to the “Welcome to Vendor Self Service” screen. If so, select **COMMODITIES** that best match the good or service. Please select all codes that apply for your business. The City uses the **NIGP** coding system to classify products and services. If you are not certain of the appropriate code, use the search field to search by keyword.*

5. Select **CHANGE** beside General Information to update the appropriate fields.

Greenville NORTH CAROLINA

Munis Self Service

Vendor Self Service

Vendor Information

General Information [change](#)

⚠️ There are pending changes to the General Information. Click To View.

FILLMORE TRUCKING
 Entity:
 1600 PENNSYLVANIA AVENUE
 GeoCode: G01 - Inside City Limits
 WASHINGTON, NC 27889

frouse@greenvillenc.gov
 SSN: 111-22-3456

Foreign Entity
 Minority business enterprise

Discount Percentage: 0.000
 Days to Discount: 0
 Days to Net: 0
 Gender: Male
 Ethnicity: AFRICAN AMERICAN

Bank Information
 STATE EMPLOYEES CREDIT UNION

6. If a Minority Business please select each CLASSIFICATION that applies to your business. (See Red Arrows) If you meet one of the classifications but do NOT have a third party certification (ie. NC Office for Historically Underutilized Bussinesses, NC Department of Transportation, etc.), please select “Self Certification” in addition to the other classifications selected.

- a. For each classification, select MANAGE to add detail certification information. (see Black arrows)

Minority Business Enterprise
 Minority Business Enterprise
 Minority Business Enterprise Classifications
 (select all that apply)

<input checked="" type="checkbox"/> African American	0 certifications	manage
<input type="checkbox"/> American Indian		
<input type="checkbox"/> Asian American		
<input type="checkbox"/> Disabled		
<input type="checkbox"/> Disadvantaged Business Enterpr		
<input checked="" type="checkbox"/> Female (Non-Minority)	0 certifications	manage
<input checked="" type="checkbox"/> General	0 certifications	manage
<input type="checkbox"/> Hispanic or Latino		
<input type="checkbox"/> Other		
<input checked="" type="checkbox"/> Self Certified	0 certifications	manage
<input type="checkbox"/> Socioeconomically Disadvantage		

*Gender
 Select Type... ▼

*Ethnicity
 Select Type... ▼

- Select Type...
- UNSPECIFIED
- AMERICAN INDIAN/ALASKA NATIVE
- ASIAN AMERICAN
- AFRICAN AMERICAN
- HISPANIC
- CAUCASIAN
- NATIVE HAWAIIAN/OTHER PACIFIC

Payment Terms

Your preferred payables delivery method(s).

Mail E-Mail

Your preferred purchasing delivery method(s).

Mail E-Mail

- 7. On this page, click ADD NEW CERTIFICATE to enter all required information and any notes you desire. Complete the MANAGE step for each of your classifications. NOTE: You will have the opportunity to upload a copy of your certification letter at the end of the registration proce

Vendor Information - General Information and Terms

Manage MBE Classification Certificates

Selected MBE Classification

Serial ID 3
Description African American

[Add new certificate](#)

Existing Certificates

There are no certificates associated with this MBE Classification

Changes Complete **Cancel All**

8. Select CHANGE beside CONTACTS to ADD additional contacts for PURCHASING and ACCOUNTS PAYABLE inquires.

The screenshot shows the 'Vendor Information' section of the 'Munis Self Service' portal. The 'Contacts' link is circled in red. Below it, a table lists contact information for 'MILLIARD FILLMORE'. A warning message indicates pending changes to the contact information. The 'Commodities' section shows a table with a 'Hauling Services' entry and a 'Remove' button.

Type	Name	Title	Email	Phone	Fax
GENERAL	MILLIARD FILLMORE		frouse@greenvillenc.gov	2523294462	

Code	Description
96239	Hauling Services

9. Next, select ADD NEW CONTACT.

- 10. Select CONTACT TYPE and complete other fields as requested, Save to continue.**
****You can select multiple contacts for each type.**

- 11. All existing vendors have commodity code "99998" if you registered prior to July 2015. Please select ADD under COMMODITIES to update this information to include the appropriate code(s). Please select all codes that apply for your business. The City uses the NIGP coding system to classify products and services. If you are not certain of the appropriate code, use the search field to search by keyword.**

Greenville NORTH CAROLINA | Munis Self Service | Resources FILLMORE TRUCKING

Vendor Self Service

Vendor Information

Address Information [change](#)

Name/DBA	Address	Is Default

Contacts [change](#)

⚠ There are pending changes to the Contact Information. [Click To View.](#)

Type	Name	Title	Email	Phone	Fax
GENERAL	MILLIARD FILLMORE		frouse@greenvillenc.gov	2523294462	

Commodities

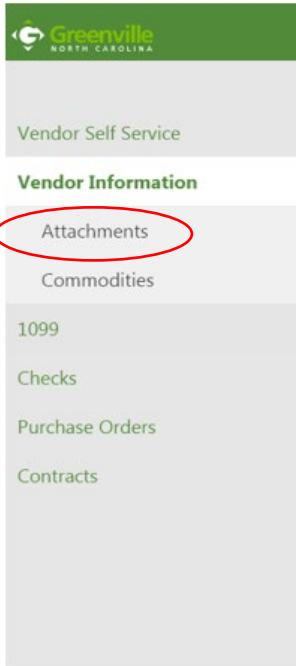
[add](#)

Code	Description
96239	Hauling Services

[Remove](#)

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12. On the left hand side of the screen, click ATTACHMENTS to add your files. **All vendors must attach W-9 Form and bank account information.** All MWBE vendors please attach certification documents. You must accept the Terms and Conditions to complete registration at the bottom of the page.



Vendor Information - General Information and Terms Manage MBE Classification Certificates

Selected MBE Classification

Serial ID	3
Description	African American

[Add new certificate](#)

Existing Certificates

There are no certificates associated with this MBE Classification

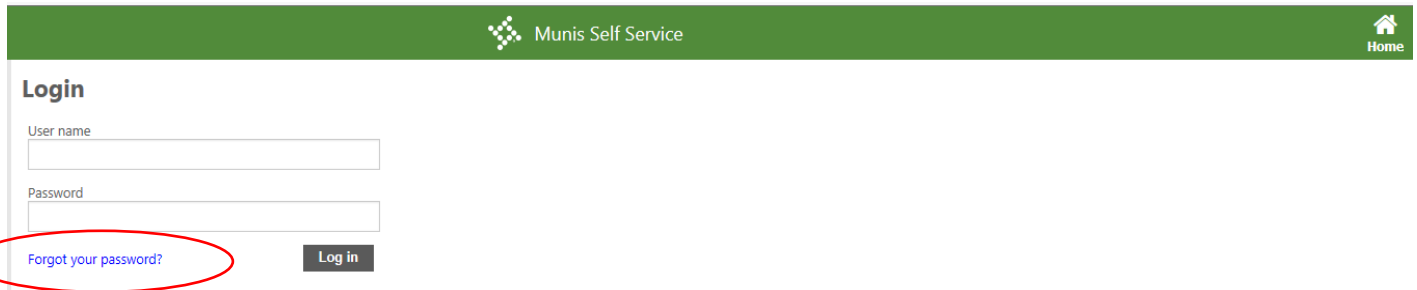
Changes Complete

Cancel All

13. You may now LOG OUT on the top right once you have added attachments. Your updates are complete. You will receive an email notification once your changes have been accepted.

Password Reset Vendor Self-Service

Click on link for Forgot Password



Munis Self Service Home

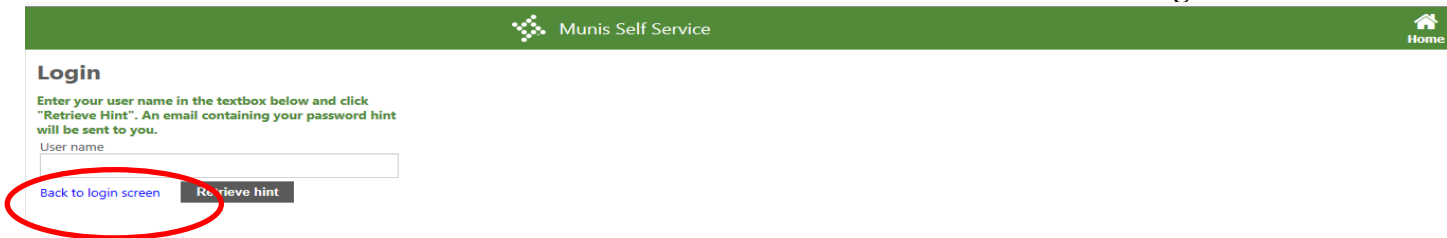
Login

User name

Password

[Forgot your password?](#)

Click on **BACK TO LOGIN SCREEN** and follow the instructions on the screen to log in.



Munis Self Service Home

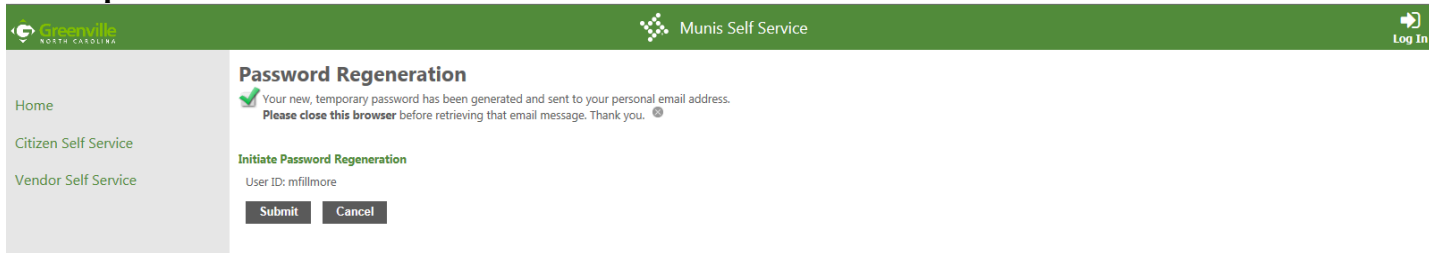
Login

Enter your user name in the textbox below and click "Retrieve Hint". An email containing your password hint will be sent to you.

User name

[Back to login screen](#)

If the password hint does not help, generate a new password by following the link provided in the email sent. Click **SUBMIT**.



Greenville NORTH CAROLINA Munis Self Service Log In

Home
Citizen Self Service
Vendor Self Service

Password Regeneration

✓ Your new, temporary password has been generated and sent to your personal email address.
Please close this browser before retrieving that email message. Thank you. ⓘ

Initiate Password Regeneration

User ID: mfillmore

A new email will be sent with a temporary password. Follow link back to the login page, and use your username and temporary password to reach the change password screen below.

DATE _____

GUC VENDOR # _____

GREENVILLE UTILITIES

VENDOR INFORMATION FORM

Please complete the following information pertaining to your company and return this to Attn: Cleve Haddock, Greenville Utilities, P. O. Box 1847, Greenville, North Carolina 27835-1847, Fax # (252) 551-3302. If you have any questions, please call Cleve Haddock at 252-551-1533.

ORDER ADDRESS:

REMIT ADDRESS: (if different)

Company Name (type or print)

Company Name (type or print)

Address

Address

Telephone: (____) _____

Telephone: (____) _____

Fax #: (____) _____

BID ADDRESS: (if different from above)

TELEPHONE # FOR BIDS OR QUOTATIONS:

_____ (800) _____ - _____

Contact Person _____
(other than sales person)

Social Security #: _____ (if you are an individual, not a company)

Federal Tax ID #: _____

Partnership: Yes ____ No ____ Proprietorship: Yes ____ No ____

Incorporated: Yes ____ No ____

****IMPORTANT** North Carolina County in which taxes are paid? _____**

MINORITY OWNED VENDOR: Yes ____ No ____

If yes, specify: F (female) ____ B (black) ____ H (handicap) ____ O (other) _____
(explain)

Please list product(s) with which you would like your company to be identified: _____

Greenville Utilities pays state and local sales tax. All invoices should show sales tax separately.

Greenville Utilities requests that all deliveries be F.O.B. destination or freight charges be prepaid and added to the invoices. Invoices should be sent in triplicate and should include Greenville Utilities' purchase order number.

NAME _____

TITLE: _____

**City of Greenville and
Greenville Utilities Commission**

Minority and Women Business Enterprise (MWBE) Program
P. O. Box 7207
201 West 5th Street
Greenville, NC 27835-7207
252-329-4862 telephone 252-329-4464 fax
www.greenvillenc.gov

Company Profile

NOTE: Before completing this Profile, applicants must be certified through the NC Department of Administration's Office for Historically Underutilized Businesses (HUB). For certification information, please visit the HUB website at www.doa.state.nc.us/hub. A HUB Certification Letter must be submitted with this completed Profile.

PROFILE

Company Name: _____

Street Address: _____

Mailing Address: _____

City and State: _____

Zip: _____ County: _____

Telephone Number: _____ Toll Free Number: _____

Fax Number: _____

Email Address: _____ Website Address: _____

Contact Person: _____

Ownership of firm: Identify person(s) with ownership. (Percentage should total 100%)

Name	Years Owned	Owner %	Race	Sex	Disabled Yes or No
------	----------------	---------	------	-----	-----------------------

Has your company provided products & services in the past to the City of Greenville/GUC?

Yes _____ No _____

Is your company presently providing products and/or services to the City of Greenville/GUC?
 Yes _____ No _____

TYPE OF BUSINESS:

Please check the appropriate category which best describes the service your company offers. If choosing the construction or design services category, also check the boxes that best describe the services your company performs.

Construction

- | | |
|---|---|
| <input type="checkbox"/> General Contractor | <input type="checkbox"/> Non-Residential Building |
| <input type="checkbox"/> Residential Building | <input type="checkbox"/> Electrical Work |
| <input type="checkbox"/> Heating/Air Conditioning | <input type="checkbox"/> Plumbing |
| <input type="checkbox"/> Carpentry | <input type="checkbox"/> Plastering, Drywall/Installation |
| <input type="checkbox"/> Paint & Paper Hanging | <input type="checkbox"/> Roofing |
| <input type="checkbox"/> Siding & Sheet Metal | <input type="checkbox"/> Masonry & Other Stone Work |
| <input type="checkbox"/> Wrecking/Demolition | <input type="checkbox"/> Excavation Work |
| <input type="checkbox"/> Highway/Street Repair | <input type="checkbox"/> Utility Lines |
| <input type="checkbox"/> Water/Sewer Lines | <input type="checkbox"/> Landscaping |
| <input type="checkbox"/> Fire Sprinkler Systems | <input type="checkbox"/> Other (specify: _____) |

Design Services

- | | |
|---|---|
| <input type="checkbox"/> Architectural Services | <input type="checkbox"/> Engineering Services |
|---|---|

Distribution/Supplier

Specify: _____

Manufacturer

Specify: _____

Professional Service

Specify: _____

Retailer

Specify: _____

Retail/Service

Specify: _____

Service

Specify: _____

Transportation

Specify: _____

Wholesaler

Specify: _____

Additional Information and/or Comments:

A City of Greenville Vendor Application is enclosed for completion and should be returned with this MWBE **Company Profile**. A Greenville Utilities Vendor Information Form can be obtained at www.guc.com. After placement on our vendor lists, repeated failure of the vendor to respond to request for price quotes, bid proposal and other inquiries may result in removal from our vendor lists.

If at any time during the certification period there is a change in the ownership and/or control of your firm, you are required to notify this office of such changes in writing.

Signature of Owner Or Company Representative

Date

FORWARD TO:
CITY OF GREENVILLE MWBE PROGRAM
P. O. BOX 7207, GREENVILLE, N.C. 27835-7207

TO BE COMPLETE BY THE MWBE OFFICE:

APPROVAL: _____ DATE: _____

EXPIRATION DATE: _____

PLEASE ATTACH HUB CERTIFICATION LETTER ALONG WITH SIGNED PROFILE