Getting Started as an SF City Partner
Dear SF City Partner,

You are very important to us!

We just made a big transition to our new Financial and Procurement System. We know change of this magnitude isn’t easy and we want to make sure our suppliers and bidders are supported on this journey as well as the employees in our 65 City departments.

We have loads of resources to help you navigate the new system and use all of its great features.

Please use this as a resource handbook to get you pointed in the right direction.
# Where to Get Started

Your starting point depends on what your current status is. Please review the following options -- who are you?

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<th>Potential Bidder</th>
<th>Registered Bidder</th>
<th>Approved Supplier</th>
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<td>A potential bidder is a business that has never done business with the City but is interested in competing for bid opportunities.</td>
<td>A registered bidder is a business that has successfully registered as a bidder in the supplier portal. Registered Bidders can bid on City Opportunities using the Supplier Portal. When a Registered Bidder wants to become an Approved Supplier, the Registered Bidder should begin by emailing <a href="mailto:sfcitypartnersupport@sfgov.org">sfcitypartnersupport@sfgov.org</a> or calling (415)-944-2442. Our User Support Team will assign the request (or ticket) to our Supplier Management Team. We’ll also let the User know what documentation they must submit in order to progress to the next level (Approved Supplier). The Supplier Management Teams waits for confirmation from the Treasurer and Tax Collector’s Office that Business Registration has been approved before converting a Bidder to a Supplier. A new Supplier ID is then issued.</td>
<td>Approved suppliers are suppliers who have been approved to conduct business with the City, whether or not they have won a contract. An approved supplier has completed the required compliance documents: 12B Compliance and Business Tax Registration. If you are an approved supplier who is not yet using the new supplier portal, please email <a href="mailto:sfcitypartnersupport@sfgov.org">sfcitypartnersupport@sfgov.org</a> or call (415)-944-2442 to get your username and password to the supplier portal. You can also begin your online training at sfcitypartner.sfgov.org.</td>
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The first step for a potential bidder is to review the training for the supplier portal at [sfcitypartner.sfgov.org](http://sfcitypartner.sfgov.org). Our online training walks the User step-by-step through the registration process.

Becoming a registered bidder allows the User to bid on City opportunities.
Steps to Become an Approved Supplier

- **Take Our Online Training**
  - The Supplier Portal training* covers everything from registering as a bidder to acknowledging payments

- **Gather Your Info & Materials**
  - A completed W-9 form (the W-9 Form can be found at irs.gov)
  - Federal Tax Identification Number or Social Security Number
  - Official Name of Company, as listed on W-9
  - Business Type, Contact Name and Address

- **Register as a Bidder**
  - Go to the Supplier Portal. You will create a username for logging into our system while registering as a bidder
  - After completing this step you will receive a Bidder ID and password to the portal
  - You can then log in using this password and your username

- **Contact User Support**
  - After registering as a Bidder, contact User Support by phoning (415) 944-2442 to let them know your intent to become a supplier
  - You can also email User Support (see email on next page)
  - User Support will create a ticket and assign your ticket to Supplier Management

- **Complete Supplier Compliance**
  - To become a supplier, entities must complete Business Tax Registration with the Treasurer & Tax Collector’s Office (see link on next page)
  - Entities must also submit a 12B Compliance Declaration. Registered Bidders can submit the 12B Compliance Declaration by logging into the Supplier Portal. (link on following pages)

- **Confirmation as Approved Supplier**
  - Once your business registration is processed, the City will convert your status from bidder to supplier and send you a Supplier ID number via email
  - Please allow 3 business days to receive a Supplier ID number
Complete Supplier Compliance

Register Your Business in San Francisco

San Francisco's Business and Tax Regulations Code requires that every person engaging in business within the City to register within 15 days after commencing business within the City.

Business Registration is handled by the Office of the Treasurer and Tax Collector

Via the link below, you can:
1. Determine if your business needs to register in San Francisco.
2. Register your business and/or link your existing business account to your Bidder/Supplier number.
3. Declare that you do not need to register as a business in San Francisco.

Once you have completed this process and paid your registration fee, allow 24 to 48 hours for your account to be updated.

Please go to this link to complete the online form: https://newbusiness.sfgov.org/vendor/

Submit Your 12B Declaration

All entities seeking to contract or lease with the City and County of San Francisco must comply with the Equal Benefits Ordinance. Suppliers must submit a declaration verifying compliance. This includes any Joint Venture that must establish its own vendor record and submit a separate 12B declaration.

The Ordinance does not apply to entities that do less than $5,000 worth of business with the City per year, or to subcontractors that indirectly receive payments from the City through a Prime Contractor.

Use the Supplier Portal to complete your 12B Declaration

As a registered bidder, or when you register online as a bidder, you can complete your 12B Declaration through the Supplier Portal.

Once approved, your 12B Compliance status will be updated in the system. However, if you do not see an update to your account, please send your CMD email confirmation to: sfcitypartnersupport@sfgov.org
SF Supplier Portal

https://sfsupplierportal.sfgov.org/psp/supplier/SUPPLIER/ERP/h/?tab=DEFAULT

Register as a bidder here
Need Help? We Have Lots of Resources!

24/7 Online Resources

Go To Website: https://sfcitypartner.sfgov.org

Go to SF City Partners, the Self-Help Knowledge Center: https://sfcitypartnerssupport.sfgov.org/support/home

Live Help

Call User Support:

(415) 944-2442
8:30 AM to 5:30 PM

Email: sfcitypartnerssupport@sfgov.org

One-on-One Labs

Mondays
(Except Holidays)
9:00 AM – 5:00 PM

Drop in at 1155 Market, 6th Floor
Or Make a Reservation by emailing sfcitypartnerssupport@sfgov.org
WebEx is available by appointment
Self-Help Knowledge Center Resources

1. Go to: [https://sfcitypartnerssupport.sfgov.org/support/home](https://sfcitypartnerssupport.sfgov.org/support/home)

2. Click the Knowledge Base image:

3. Click “Getting Started” for a list of help articles