

## FREQUENTLY ASKED QUESTIONS ABOUT PROCUREMENT

**Q: What does Gold Coast Health Plan (GCHP) buy?**

A: GCHP buys a wide variety of goods and services needed to maintain day-to-day operations of a mid-sized company.

**Q: How does GCHP buy?**

A: GCHP uses a purchase order system and a procurement card program (American Express) for all of its purchases of goods and services.

**Q: How do I contact Procurement?**

A: Gold Coast Health Plan  
Attn: Procurement Department  
711 E. Daily Drive, Suite 106  
Camarillo, CA 93010  
[procurement@goldchp.org](mailto:procurement@goldchp.org)

**Q: How do vendors find out if they have been selected?**

A: The Procurement representative will inform all bid participants of their status at all times.

**Q: How are award decisions made by GCHP?**

A: GCHP uses a fact-based sourcing approach that uses qualitative and quantitative factors to select vendors. Qualitative and quantitative factors are weighted and scored by the sourcing team to determine the most qualified and competitive vendor.

**Q: What can vendors do to ensure their proposals are responsive?**

A: When responding to a Request for Proposals (RFP), vendors should follow the detailed instructions listed in the RFP.

**Q: How are purchases communicated to the vendor?**

A: Every purchase requires a purchase order. Some purchases may require both a signed contract and a purchase order. GCHP will issue the purchase order via email to the contact listed on the vendor's set-up form.

**Q: When will a payment for an invoice be received?**

A: GCHP payment terms are Net 45.

**Q: Where should I send my invoices?**

A: The preferred delivery method is via email to: [AccountsPayable@goldchp.org](mailto:AccountsPayable@goldchp.org).  
Note: All invoices should include the applicable purchase order number.

Invoices also can be mailed to the following address:

**GOLD COAST HEALTH PLAN**  
**711 E. DAILY DRIVE, SUITE 106**  
**CAMARILLO, CA 93010**  
**Attention: Accounts Payable**

**Q: How do I check the payment status of an invoice?**

A: Email [AccountsPayable@goldchp.org](mailto:AccountsPayable@goldchp.org).