



VENDOR MANUAL

Revised April 2013

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MISSION STATEMENT

PURCHASING DEPARTMENT

The objective of the Purchasing Department is to provide materials and services of the right quality, in the right quantity, at the right price, from the right source and at the right time.

This mission is accomplished through providing services for procurement of materials and services for both our internal and external customers; keeping inventory investment losses at an acceptable minimum; developing and maintaining reliable sources of supplies; developing and maintaining good vendor/public relationships; developing and maintaining support and integration with other departments and students; developing and training competent purchasing personnel; and developing policies and procedures to accomplish the objectives at the lowest acceptable cost through contracts and documented procedures in an efficient and effective manner while adhering to statutory mandates and recognized procurement practices.

(Revised July 2012)

INTRODUCTION

The purpose of this manual is to inform interested vendors of the purchasing policies and procedures utilized by the Purchasing Department of Northwest Missouri State University in the procurement of supplies, equipment, professional services, capital improvement and maintenance.

All qualified vendors are invited to become a participant in the competitive procurement process.

Please feel free to request additional information by calling or writing to:

Northwest Missouri State University
Purchasing Office
800 University Drive
Maryville, MO 64468-0308

TELEPHONE: (660) 562-1571

FAX: (660) 562-1422

nwpurch@mail.nwmissouri.edu

WEBSITE: nwmissouri.edu/services/purchasing

If you prefer to visit the Purchasing Office, it is recommended you schedule an appointment in order to efficiently utilize the time of both buyer and vendor.

Thank you for your interest, and we look forward to doing business with you in the future.

TERMINOLOGY

Purchasing's standard definition of bidder is "the person or organization that responds to a Request for Quotation (RFQ), Invitation for Bid (IFB) or Sealed Bid by submitting a bid"; and the standard definition of offeror is "the person or organization that responds to a Request for Proposal (RFP) by submitting a proposal".

However, to facilitate the readability of this manual, the term "bidder" shall be interpreted to include the definition of the term "offeror" unless otherwise noted. Likewise, the term "bid" includes "proposal" unless otherwise noted.

ORGANIZATIONAL STRUCTURE

The Purchasing Department is a service organization which operates under the auspices of the State of Missouri, Office of Administration, Division of Purchasing & Materials Management in accordance with Chapter 34, RSMo. The Purchasing Department provides the centralized procurement function of Northwest Missouri State University for the purchase of supplies, materials, services, capital improvements and maintenance through the use of competitive procurement.

DELEGATED PURCHASE AUTHORITY

In accordance with section 34.100, RSMo, Northwest is subject to the requirements of Chapter 34 RSMo and is delegated the authority to make purchases without involving the State of Missouri, Office of Administration, Division of Purchasing & Material Management except for:

Northwest must solicit competitive bids for the purchase requirements in accordance with State of Missouri law and the rules, regulations, and procedures of the State of Missouri, Office of Administration, Division of Purchasing & Materials Management.

VENDOR APPLICATION

Vendors desiring to sell supplies or services to Northwest Missouri State University should request a vendor application from the Purchasing Office.

If the vendor desires to be certified as a Minority or Woman Business Enterprise (M/WBE), he/she should request a M/WBE certification application from Minority Purchasing Unit of the State of Missouri, Division of Purchasing & Materials Management at (573) 751-8130.

It is the vendor's responsibility to notify the Purchasing Department of any change in a company's ownership, officers, or address after submitting the application(s). A written notice of such change(s) must be submitted.

If required, a corporation must be authorized to do business in the State of Missouri by registering with the Office of the Secretary of State before they will be eligible to proceed with work under a contract/purchase order.

TYPES OF PURCHASES

Generally, the Purchasing Department processes the following types of purchases. Other types may be used as deemed in the best interest of Northwest Missouri State University.

Under \$3,000 Purchases: The Purchasing Department is not required to competitively bid purchases under \$3,000. A price is obtained for a fixed quantity with single or multiple delivery dates. A purchase order is issued to the selected vendor.

State-Wide Term Contracts: The State of Missouri Division of Purchasing & Materials Management establishes statewide term contracts for commodities or services commonly used in volume by state agencies and local governments. These contracts are awarded for a definite period of time, usually one year. These contracts are utilized on an as needed basis and impose no specific quantity usage obligation upon the State of Missouri. The State of Missouri will issue the contract. Receipt of the contract does not authorize shipment. Shipment is only authorized by, and made after the contractor receives a purchase order from Northwest Missouri State University.

University Term Contracts: The Purchasing Department establishes term contracts for estimated quantities for specific products or family of products or services for use by university departments. These contracts are awarded for a definite period of time. Receipt of the contract does not authorize shipment. Shipment is authorized and made after receipt of a purchase order from the Purchasing Department.

Blanket Contracts: The Purchasing Department establishes blanket contracts for use by departments to procure a particular family of products. Normally these contracts are based on a plus or minus percent against a price list or schedule identified in the contract. Pricing is normally requested based on pickup at the vendor's place of business, therefore, bidders are limited to those who have physical facilities within a five mile radius of Maryville, MO. Any department may purchase directly from these contracts without prior approval of the Purchasing Department.

Cooperative Procurement: Political subdivisions are authorized by law, at their option, to purchase equipment, supplies, and services through contracts established by the Purchasing Department provided that the contract contains such a right. Northwest Missouri State University is not liable for orders placed by other political subdivisions through the Cooperative Procurement Program.

Capital Improvement and Maintenance Contracts: The Purchasing Department establishes contracts for capital improvement and maintenance projects. Receipt of contract and notice to proceed letters authorize vendor to begin work.

PROCUREMENT METHODS

All purchases of \$3,000 or more are subject to competitive procurement requirements. For all purchases of \$25,000 or more, a formal, sealed, and advertised procurement method is utilized. The Purchasing Department uses 5 basic types of procurement methods. Other methods may be used as deemed in the best interest of Northwest Missouri State University. The five procurement methods are:

A Request for Quotation (RFQ) is utilized for the informal solicitation of prices for small purchases. An RFQ may be accomplished in writing or via the telephone at the option of the buyer. In either case, all potential bidders will be given a target date and time by which quotations should be submitted. At the option of the buyer, an award may be made immediately upon the expiration of the target date/time or the buyer may continue soliciting and receiving quotations for a reasonable time thereafter. Bidders are strongly encouraged to provide an immediate response to an RFQ since award can be made promptly.

An Invitation for Bid (IFB) is a formal request for sealed bids. The document will contain standard technical specifications of a specific nature and a formal bid opening date and time with which the bidder must comply in order to be considered for award. Subjective evaluation criteria may be used in an IFB.

A Request for Proposal (RFP) is used for complex requirements which preclude the use of specific specifications or requirements. An RFP will contain functional specifications for which the offeror must respond with a sealed proposal. A formal proposal opening date and time will be specified. Only the names of the offers shall be read at the proposal opening. The contents of the proposal shall not be disclosed. Pursuant to Section 610.021 RSMo, proposals and related documents shall not be made available for public review until after a contract is executed or all proposals are rejected. Subjective evaluation criteria will be described and used to select a contractor. This method of procurement is used when negotiation may be a part of the process.

A Prevailing Wage Sealed Bid is a formal request for sealed bids for specific capital improvement and maintenance requirements. The document will contain standard notice to contractors, instruction to bidders, general conditions and specific specifications. The bidder must respond with a sealed proposal. A formal bid opening date and time will be specified. In awarding the contract Northwest may take into consideration the bidders skill, facilities, capacity, experience, responsibility, previous work record, financial standing, success in achieving the MBE/WBE participation goal, where applicable; and the necessity of prompt and efficient completion of work.

A Single Feasible Source is used when the goods or services are proprietary and only available from the manufacturer or a single distributor. This method may also be used to take advantage of special, limited-time discounts. Prior approval is required from the State Of Missouri, Office of Administration, Division of Purchasing and Materials Management.

OPEN AND FAIR COMPETITION

It is the intent and purpose of the Purchasing Department that specifications permit free and open competition. The vendor has a responsibility to notify the Purchasing Department if, in his/her opinion, any language or requirement inadvertently restricts the purchase to a single source. All such notifications should be submitted in writing and received by the buyer at least ten (10) working days prior to any official opening date and time. A review of the notification will be made by the Purchasing Department, and its decision will be final.

Vendors should be aware that the Purchasing Department constantly monitors all procurement activities to detect any possibility of deliberate restraint of competition,

collusion, price-fixing, or any other anti-competitive conduct which appears to violate state and federal antitrust laws. Any suspected violations will be referred to the Missouri Attorney General's Office for appropriate action.

In addition, employees of the Purchasing Department, evaluators, and any other persons involved in procurement decisions are prohibited from accepting for personal benefit, gifts, meals, trips, or any other thing of significant value or of a monetary advantage from a vendor.

NOTIFICATION OF PROCUREMENTS

All solicitation requests are posted daily in the reception area of the Purchasing Department office and our website. Any person may review the posted documents at any time during business hours.

Any requirement for supplies, equipment, or professional services estimated to be valued at \$25,000 or more is advertised in at least two daily newspapers of general circulation.

Any requirement for prevailing wage capital improvement or maintenance contracts estimated to be valued at \$100,000 or more is advertised two days in a ten day period in a daily newspaper in the county where the work is located and one day in daily newspapers in the state which do not have less than fifty thousand daily circulation.

AMENDMENTS/ADDENDAS TO A SOLICITATION

The Purchasing Department reserves the right to officially modify or cancel a solicitation after issuance. Such a modification will be identified as an amendment/addenda and numbered in a sequential manner as issued.

Unless otherwise stated in the amendment/addenda form itself, the bidder must sign and return any amendment/addenda with the bid no later than the official solicitation's opening date and time.

SECURITY AND PERFORMANCE DEPOSITS

If a bid security deposit is required, the amount and type of deposit will be identified in the solicitation document. The bid security deposit should be attached to the bid and included within the sealed envelope or container. The bid security deposit guarantees that the successful bidder will accept a contract or purchase order. Failure to accept the contract and/or submit a performance deposit as required, will cause the amount of the bid security deposit to be forfeited to Northwest Missouri State University. Bid security deposits of unsuccessful bidders will be returned upon request. The bid security deposit of the successful bidder will be held until the performance security deposit is received.

If a performance security deposit is required, the amount, type and due date will be identified in the solicitation document. Failure to perform the requirements of the

contract will cause the amount of the performance security deposit to be forfeited to Northwest Missouri State University.

PRE-BID CONFERENCES

Occasionally, the nature and complexity of a particular solicitation will necessitate a conference with potential bidders prior to the submission of bids to ensure the clarity of the requirements. The specific date, time, and place of the pre-bid conference will be announced in the solicitation document.

Vendors should bring a copy of the solicitation document since it will be used as the official agenda of the conference. Questions will be permitted. Attendance at the conference will be at the bidder's own expense.

SOLICITATION QUESTIONS

The bidder shall not contact nor ask questions of the department for which the requirement is being procured. Any questions must be directed to the buyer whose name appears on the front page of the solicitation document. Questions should be submitted in writing when time permits. The buyer may require any and all questions to be submitted in writing. Any questions related to a solicitation should refer to the appropriate solicitation number, page, and paragraph number, etc. However, do not place the RFQ, IFB, RFP or Project number on the outside of the envelope containing any written correspondence pertaining to questions about the solicitation. Such an envelope will be identified as a sealed bid and will not be opened until the official bid opening date and time.

SUBMISSION OF A FORMAL SEALED BID

A formal sealed bid submitted by a bidder must (1) be manually signed by the bidder on the Purchasing Departments IFB/RFP/Sealed Bid form, (2) contain all information required by the IFB/RFP/Sealed Bid, (3) be priced as required, (4) be attached to a security deposit if required, (5) be sealed in an envelope or container, and (6) be delivered to the Purchasing Department and officially clocked in no later than the exact time on the opening date as specified in the IFB/RFP/Sealed Bid.

The sealed envelope or container should be clearly marked on the outside lower left corner with the official IFB/RFP/Project number and the official opening date and time. If multiple containers are submitted, they should be numbered and the container with the original bid should be identified.

FORMAL SEALED BID MODIFICATIONS

A formal sealed bid may be modified or withdrawn by written notice received prior to the official opening date and time specified. A bid may also be withdrawn or modified in person by the bidder or an authorized representative, provided proper identification is presented before the official opening date and time. Telephone or telegraphic requests to withdraw or modify a bid will not be honored.

After the official opening date and time of an IFB/Sealed Bid, no change in the bid pricing or other provisions of the bid shall be permitted. In the case of an RFP, proposal modifications may be permitted as a result of the negotiation process and the submission of a best and final offer.

RECEIPT AND OPENING OF FORMAL SEALED BIDS

The public is invited, but not required, to attend the formal opening of bids. At IFB/Sealed Bid openings, bidders names and prices will be read aloud. At RFP openings, only the offerors' names will be read. No decisions related to an award of a contract or purchase order will be made at the opening.

LATE SUBMISSIONS

Formal sealed bids received after the time set for the opening of bids shall be considered late and will not be opened.

It is the bidder's sole responsibility to ensure that a sealed solicitation response is physically received and officially clocked in by the Purchasing Department in its offices no later than the official opening date and time.

EVALUATION PROCESS

This section is presented so that vendors may gain insight into the evaluation process. However, the Purchasing Department does reserve the right to waive or modify the evaluation process described herein if deemed in the best of interest of Northwest Missouri State University.

Vendors should not contact nor lobby evaluators during the evaluation process.

The Purchasing Department is responsible for (a) the selection of evaluators, (b) the evaluation of bids, (c) the selection of the successful bidder(s), and (d) the award of contract(s). The Purchasing Department may either conduct the evaluation itself or appoint persons from various departments and/or the public sector to evaluate and to make a recommendation for contract award. To the extent reasonably possible and practical, the Purchasing Department strives to utilize a formal evaluation committee when sufficient personnel with expertise are available. The evaluators do not have any authority other than to make a recommendation, as advisors, to the Purchasing Department. At its sole discretion the Purchasing Department may accept or reject the evaluators' recommendation, seek additional advice from others, reevaluate, or reject all bids.

The evaluation will be conducted in accordance with the evaluation criteria as published in the solicitation document. The evaluation criteria may include responsibility, qualification and capability of bidder, availability of funds, price, and other relevant factors.

Bidders are advised that in the evaluation of price(s) the Purchasing Department shall assume that a unit price is correct in the case of a discrepancy between the unit price and an extension.

In evaluation of bids, the Purchasing Department reserves the right, in the best interest of Northwest Missouri State University, to reject any and all bids and to waive any minor informality or irregularity in the bids offered.

CONTRACT AWARD

Contract awards or purchase orders will be made to the lowest and best bidder in accordance with the evaluation criteria published in the solicitation document. The Purchasing Department reserves the right to make multiple awards. All things being equal, Missouri vendors will be given preference in awarding a contract.

The Purchasing Department does not sign standard contract forms which may be used by the bidder. The solicitation document issued by the Purchasing Department contains a signature line which must be signed by an authorized representative of the bidder. To complete a contract award process, officials of Northwest Missouri State University need only to sign the Notice of Award section of the form.

Purchase orders will be issued by use of a separate purchase order form.

PUBLIC NOTICE OF AWARDS

Since an enormous number of businesses and individuals are contacted daily, prices and evaluation results are not mailed to bidders due to the tremendous manpower effort and monetary expense involved. For the same reason, telephone requests for results are discouraged.

Bidders are permitted and encouraged to review competitors' bids and evaluation documents after the selection and award process is completed. However, such a review must be conducted on site in the office of the Purchasing Department. An appointment is advisable.

CONTRACTUAL RELATIONSHIPS AND PERFORMANCE

If problems are encountered in the interpretation, coordination or performance of a contract, the contractor should feel free to contact the Purchasing Department for assistance in clarifying the relationship.

If additional supplies, equipment, and services, not covered by the contract, are delivered or performed as a courtesy, the contractor must clearly understand that **no** additional compensation will be paid to the contractor unless such changes have been approved by the Purchasing Department in the form of an official amendment to the contract prior to actual performance or delivery by the contractor. Acts, conversations, and correspondence by any person shall neither be substituted for the formal amendment approved by the Purchasing Department, nor be considered as authorization to change the terms of the contract. The contractor should not provide

any additional supplies, equipment, or services not covered by a contract based on the assumption that the paperwork can be taken care of later.

The contractor must not assume that a contract containing a renewal option will be automatically renewed. The contract will automatically expire unless the department notifies the Purchasing Department in writing that such supplies, equipment, and/or services are needed for an additional period of time. Even if the department requests such an extension, the Purchasing Department may either extend the current contract or seek competitive bids. This decision may depend upon changes in the economy, developments in the state of the art, cost of the extension, and many other factors.

The purchase order number given by the Purchasing Department should be used in all correspondence, invoices, and communications. By doing so, an inquiry can be answered in an expedient manner.

PAYMENT PROCEDURE

After delivery and acceptance, the contractor must prepare and submit an invoice for payment to the address specified on the purchase order. The invoice should reference Northwest's purchase order number. Vendors and contractors can expedite payment by preparing and mailing in strict accordance with the instructions given on the order. Do not send the invoice to the Purchasing Department as this will result in the delay of payment since invoices will be forwarded to the accounting department. For large orders requiring partial or periodical deliveries and involving sizable amounts of money, separate invoices may be submitted for each delivery.

When merchandise is received by Central Receiving it is inspected and checked against the specifications and a receiving report is prepared. The receiving report is then matched with the invoice and the order form. If all of these documents are in order the invoice is processed for payment.

Section 34.055 RSMo provides for a late payment penalty on invoices that are not paid within 45 days after delivery or invoice approval which ever is later.

VENDOR SUSPENSION, DEBARMENT, AND INACTIVATION

A vendor for **providing supplies, equipment and professional services** may be suspended from participation in the Purchasing Department procurement process for violation of responsible business practices or unsatisfactory performance. The vendor will be mailed a formal notice outlining the reasons and the effective period of the suspension. The vendor may appeal the suspension to the Director of Purchasing in writing, within 14 calendar days after receipt of notification.

At the end of the vendor's suspension period, it is the vendor's responsibility to submit a written request to be reinstated.

A vendor may be debarred for a single incident of serious misconduct or after multiple less serious incidents when, in the Director's sole discretion, it is in the best interest of Northwest Missouri State University to do so. Debarment appeals must be filed with the

Vice President for Finance and Support Services within 14 calendar days after receipt of notification.

In addition, if a vendor fails to respond to three consecutive solicitation documents for the same class of item, the vendor's registration for that specific class of item may be inactivated. The vendor may request reactivation by contacting the Purchasing Department.

VENDOR (CONTRACTOR) RESPONSIBILITY AND INELIGIBILITY FOR CAPITAL IMPROVEMENT AND MAINTENANCE CONTRACTS

A vendor for **providing capital improvement and maintenance** may be determined to be non-responsible and ineligible for contract award. The vendor will be mailed a formal notice outlining the reasons and the effective period of ineligibility. Upon receipt of notice of ineligibility, the vendor may request a hearing in front of the director. Any request for hearing must be postmarked within ten (10) consecutive calendar days of the date of receipt of the notice.

At the end of the vendor's ineligibility period, it is the vendor's responsibility to submit a request in writing to be reinstated and must make that showing which was set forth in the final determination of ineligibility.

A finding of non-responsibility shall be based on the contractor's capability in all respects to fully perform the contract requirements, possession of integrity and reliability which will assure good faith performance, his/her financial condition, his/her ability to prosecute the work as bid and the quality of his/her work, including project superintendence and management on previous projects for Northwest Missouri State University.

Any eligible vendor who contracts with an ineligible vendor to provide labor or materials on a contract with Northwest Missouri State University may be non-responsible and ineligible to contract.

A determination of ineligibility shall extend to any affiliate of the vendor who had actual or constructive knowledge of the preliminary determination of ineligibility.

TEN TIPS ON DOING BUSINESS WITH NORTHWEST MISSOURI STATE UNIVERSITY

1. Be sure that your firm is registered as a vendor. Also, if your firm qualifies as a minority or woman owned business, be sure to complete the state's certification process.
2. Read solicitation documents thoroughly including the terms and conditions. Be sure you understand all the requirements. If you don't, contact the buyer for clarification.
3. When submitting bids be sure to follow instructions. Submit all required information. Be sure your bid is legible.
4. Always sign your bids. A bid cannot be accepted without a signature.
5. Be sure that your bid is sent to arrive before the specified opening time.
6. Follow up on submitted bids. Find out who won the award, the prices, and other information. Review the evaluation report.
7. Get to know the local purchasing needs of the various departments. Ask to be placed on their vendor contact list for small purchases and their recommended vendor list for large purchases.
8. Review bid advertisements in newspapers.
9. Have a good reputation for service, quality product, and reliability.
10. Ask questions.

RESERVATION OF RIGHTS

This manual is designed to reflect the existing policies and procedures of the Purchasing Department in effect as of the date of publication. The Purchasing Department reserves the right to make modifications to this manual by written supplements or by publication of a revised edition without prior notice and without issuance of such modifications to all holders of the manual. Such modifications will become effective on the date of publication and will be posted on a public bulletin board in the office of the Purchasing Department for a period of thirty (30) days after publication.

In the event of a conflict between this manual and those procurement documents issued to vendors, the provisions of the procurement documents will govern.

The policies and procedures stated in this manual shall not be construed as an interpretation of state or federal laws or regulations.

Publication Date of this Manual

(July 2012)