

Vendor's Handbook

Below is a detailed Vendor Manual Reference
Table of Contents

- Section 1: Mission Statement
- Section 2: Key Issues
- Section 3: Ethics
- Section 4: Office of Purchasing's Responsibilities
- Section 5: Purchasing Cycle
- Section 6: How to do Business with the City
- Section 7: Purchasing Policies

Section 1: MISSION STATEMENT

To provide professional services to all: To enhance CUSTOMER SERVICE through OPERATIONS MANAGEMENT, PROJECT MANAGEMENT, CONTRACT MANAGEMENT, SURPLUS MANAGEMENT, MINORITY GOALS, and INTERNAL AND EXTERNAL TRAINING, with the objective of ensuring that all materials, supplies, equipment, and services required by the City are acquired at the lowest possible cost, consistent with the quality required and in compliance with all applicable procurement legislation. This manual includes information for Purchasing Staff, other City staff utilizing the services of the Office of Purchasing, and vendors desiring to do business with the City.

Section 2: Key Issues

Customer Service:

We pledge to provide complete service to those who are our customers, providing quick turnaround time, flexibility, follow through, communication, accountability, training, and whatever else it may take to help customers fulfill their respective missions.

Operations Management:

We pledge to provide active and efficient management of the City's Central Warehouse, Mail Room, Print Shop, and Administration of the Office.

Project Management:

We pledge to take an active approach in identifying and implementing special projects which will result in significant savings and/or benefits to the City and its employees.

Contract Management:

We pledge to Manage Contracts to maximize value to the City, and minimize potential litigation, protecting our resources and guarding our reputation of fairness.

Surplus Management:

We pledge to assist in active management of all City Surplus materials and supplies. We will encourage interdepartmental transfer of items when practical. We pledge to sell surplus property to recapture the maximum City funds. We will dispose of items having no value.

Minority Goals:

We pledge to facilitate the City's stated goals of increasing successes of small, minority, and female owned businesses in the procurement process. We believe it is good business to assist disadvantaged firms to become successful.

Training:

We pledge to provide training within the Office to develop our staff as professionals and to User Departments to maximize the value of the procurement process. We also Pledge to share these training opportunities with others whenever possible.

Section 3: ETHICS

The Office of Purchasing is specifically governed by Division 6. "Ethics in Public Contracting" (see the City Code Section of this Manual). The Office and City employees are also subject to the Virginia Conflicts of Interest Act. Additionally, the Office endorses and affirms the NATIONAL INSTITUTE OF GOVERNMENTAL PURCHASING (NIGP) Code of Ethics. The Office of Purchasing seeks not only to avoid any impropriety, but even the appearance of an impropriety. For this reason, employees are expected to uphold the highest professional standards in conducting the City's business.

THE NATIONAL INSTITUTE OF GOVERNMENTAL PURCHASING'S CODE OF ETHICS

People holding a position in a public purchasing agency are in full accord with the professional principles of public purchasing and are confident that they are qualified to serve under these principles to the advantage of the public jurisdiction which employs them. They believe in the dignity and worth of the service rendered by government and of their own social responsibility as trusted public servants. They are governed by the highest ideals of honor and integrity in all public and personal relationships in order that they may merit the respect and inspire the confidence of the agency and of the public which they serve. They believe that personal aggrandizement or personal profit obtained through misuse of personal relationships is

dishonest. They believe members of the Institute and its staff should at no time, or under any circumstance, accept, directly or indirectly, gifts or other things of value from vendors. They keep the public jurisdiction which employs them informed, through appropriate channels, on problems and progress of the agency which they serve, but keep themselves in the background by emphasizing the importance of the facts. They resist encroachment on their control of personnel in order to preserve their integrity as professional administrators. They handle all personnel matters on a merit basis. Political, religious, and racial considerations carry no weight personnel administration in the agency which they direct or serve. They do not seek or dispense personal favors. They handle each administrative problem objectively, without discrimination, on the basis of principle and justice. They subscribe to and support the professional objectives of the NIGP. They recognize that their purchasing activities are of public interest and a matter of public record, and so conduct their operations that all actions can be fully substantiated and legally defended in accordance with the awarding authority of the agency which they serve. To this end they maintain adequate records on all purchases as to class of purchase, prices paid, source of supply, and justification of award. However, they shall not disclose any information which might be detrimental to the public interest.

Section 4: OFFICE OF PURCHASING'S RESPONSIBILITIES

The Office of Purchasing is organized in three divisions, Contracts, Procurement and Operations. The Operations division is responsible for the operation of the Mail Room, and the Print Shop. The Procurement Division is responsible for the administration of the entire office and has the responsibilities of purchasing, in the best interest of the City, all materials, supplies, services and equipment for all City departments and agencies. Additionally it is responsible for centralized control and disposal of excess, obsolete and salvageable materials and equipment. The Contracts Division is responsible for maximizing value to the City while minimizing any potential litigation. It protects our resources with astute contract management and maintains a level playing field for contractors and City agencies. It keeps abreast of actions of the General Assembly, case law, and trends in procurement. It has the responsibility of training purchasing staff on these issues. It is also assigned responsibility for the operation of the Central Warehouse.

Section 5: PURCHASING CYCLE

Recognize a need
Requisition is developed
Requisition enters Purchasing
Purchasing reviews requisition for accuracy and completeness
If accurate and complete, Purchasing checks to see if available from excess
If not, Purchasing determines method of purchase
Purchasing requests quotations or proposals
Purchasing receives and tabulates bid quotations or proposal submittals
Purchasing evaluates bid and makes award

Purchase order or contract is prepared
Purchase order or contract is mailed
Purchasing oversees administration of contract
Purchasing facilitates timely payments to vendor
Surplus, salvage, or scrap is either re-allocated, recycled or land-filled

Section 6: HOW TO DO BUSINESS WITH THE CITY OF NEWPORT NEWS.

We are always pleased to welcome new vendors calling on the City. We wish you an enjoyable and profitable experience and hope that we can establish a lasting friendship with your firm. This should assist you in understanding our organization, objectives, procedures and policies. Our Purchasing staff can assist you further as you work with them. We are ready to help you do business with the City, but you will need to call on us to determine our needs and how you might help us. The Office of Purchasing acts as liaison between vendors and the various City offices. Please contact us first so we can make arrangements for you to meet with others, if required. The Office of Purchasing posts notices of Invitations for Bids (IFB) and Requests for Proposals (RFP) on a bid board located in the Office of Purchasing, an electronic bulletin board accessible on the World Wide Web (<http://www.nnva.gov/purchasing>), ads on the state operated eVa web site, on the public television channel (NN Channel 48), and may be advertised in local newspapers. The Purchasing Agent may require you submit a surety with your bid in the form of a certified or cashier's check or bid bond. This information will be listed in the solicitation. IFB's are opened and read publicly in the Office of Purchasing. The time, date, and location are shown on the cover of the bid document. Bid results are tabulated and available for public review. RFP's are not opened publicly and are not public information until all evaluations, negotiations and determination of any awards are made. Informal quotes may be sought by telephone, by fax, by email or by written requests. Once an award is made vendors are encouraged to review other quotes received. Wise salespersons follow-up! Attempts are made to contact minority or female owned firms on every solicitation. Businesses interested in doing business with the City are encouraged to submit a Vendor Registration form (See link to left under "Online Services").

Section 7: POLICIES

- To conduct all purchasing in accordance with the applicable laws and policies.
- To promote the reputation of the City of Newport News for fair dealings, integrity, straightforwardness and progressiveness.
- To advance our common goals by avoiding any semblance of favoritism, patronage and personal preferences in the selection of our suppliers.
- To provide an equal competitive opportunity to all suppliers by promoting competitive bidding and by providing all interested suppliers with an opportunity to offer their products or services, and by assuring each supplier or prospective supplier a full, fair and open hearing.

- To establish and maintain courteous, cordial, friendly and businesslike relationships with our suppliers based on the principles of mutual trust, confidence, assistance and cooperation.

It is the policy of the City of Newport News not to discriminate on the basis of race, sex, age, ethnicity, religion, or handicap in the employment or in the provisions of services. The City affirms its commitment to providing equal opportunity to minorities in employment, procurement and economic development.