



A Guide for Doing Business with the City

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Guide Provided By: City of Fayetteville, Purchasing Division,
433 Hay Street, 2nd Floor, Fayetteville, NC 28301

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Purchasing Department
City of Fayetteville
433 Hay Street
Fayetteville, North Carolina 28301

Future Business Partners,

The purpose of this guide is to assist potential vendors with basic information for Doing Business with the City. Your business is important to us and we welcome all potential vendors to seek opportunities with the City.

This guide will also assist your business in promoting and marketing products and services to the City of Fayetteville. Included in this guide is information to assist you in locating commodities, services and construction opportunities along with an overview of the contracting and purchasing process.

We hope this guide is helpful. If you have any questions or comments feel free to visit us at 433 Hay Street, 2nd Floor, Fayetteville, NC 28301, call us (910) 433-1942 or email us at CityPurchasingDept@fayettevillenc.gov. One of our staff members will be happy to assist you. We look forward to hearing from your business.

Sincerely,

Purchasing Team
City of Fayetteville

Phone: 910-433-1942
Fax: 910-433-1680
Email:
citypurchasingdept@fayettevillenc.gov

Key Departments

The City of Fayetteville provides services to its citizens through the following key departments:

- Budget and Evaluation
- City Attorney's Office
- City Manager's Office
- Construction Management
- Development Services
- Economic and Community Development
- Fayetteville Area System of Transit
- Fayetteville Regional Airport
- Finance
- Fire/Emergency Management
- Human Relations
- Human Resource Development
- Information Technology
- Internal Audit
- Marketing & Communications
- Mayor and City Council
- Parks and Recreation
- Police
- Public Services
- Strategic Performance Analytics

What the City Procures

A complete listing of City purchases would be too lengthy to include here, however, the following are some examples of products and services commonly purchased by the City.

Supplies, Equipment and Services

- Chemicals
- Hand and Power Tools
- Lighting Fixtures
- Meter Supplies
- Motor Vehicles and Vehicle Parts
- Office Supplies, Furniture and Equipment
- Oils and Lubricants
- Printing and Publishing
- Technological Equipment
- Temporary Personnel Services
- Transformers, Poles and Cable
- Underground and Overhead Hardware
- Uniforms

Construction, Repair and Maintenance

- Building, Road Work and Utility Construction
- Curb, Gutter and Sidewalk
- Paving and Concrete Work

- Related Trade Industries (HVAC repair and Maintenance, Plumbing, Electrical Services, Demolition, Hauling and Sound Insulation)

Operational and Professional Services

- Architectural
- Engineering
- Grounds Keeping
- Janitorial
- Landscape and Mowing
- Pest Control
- Surveying

How the City Buys

Purchasing, a division of the Finance Department is the central buying office responsible for making general purchases of products and services. The Purchasing Division is also responsible for establishing contracts through which all Departments are able to buy commonly used products or services. In addition to the purchases made by Purchasing, products and services are also purchased directly from vendors by all City Departments.

The City starts the process of purchasing a product or service by soliciting offers from prospective vendors. Solicitation for offers is the City's way of formally announcing to the public the method it plans to use to purchase a certain product or service.

A purchase is initiated by one of the following types of solicitations:

- RFQ- Request for Quote
- RFP- Request for Proposal

The type of product or service being solicited determines the method used and the solicitation determines the type of response a vendor should submit.

Notification of Bid Opportunities

Sign Up to Receive Notification

There is an option on the City's website to sign up to receive free email notification of bids that will be opening soon. This is the best way to ensure you are notified of all bids that may interest you.

Public Advertisement

Construction contracts over \$500,000 and purchases of apparatus, supplies, materials and equipment over \$90,000.00 are advertised on the City of Fayetteville Purchasing Division website at: <http://fayettevillenc.gov/government/city-departments/finance/purchasing-department>

Advertisements are not required by State Statute for purchases whose value is less than \$90,000.00 or any service contracts; however, many of these bids will be advertised publicly on the City's website.

The City's Vendor List for Commodities and Services

The City maintains a list of potential vendors grouped by products and services. Vendors included on the City's vendor list *may* receive solicitations for oral quotes or written responses on a needed product or service. **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.** A vendor does not have to be on the City's vendor list to receive a solicitation or contract. Solicitations are sent to businesses that have worked with the City in the past and also to vendors who express an interest in doing business with the City. To be included on the City's vendor list a vendor must complete and submit a Vendor Application. Vendors should describe all of their products and services on the application to ensure they are placed on the appropriate bidders list. A Vendor Application can be found on the City's website at: <http://fayettevillenc.gov/home/showdocument?id=5336>.

Small Disadvantaged Business Enterprise (SDBE) Program

A Small Disadvantaged Business Enterprise (SDBE) interested in doing business with the City is encouraged to apply for their certification through the North Carolina Department of Transportation (NCDOT) Unified Certification Program and the North Carolina Office of Historically Underutilized Business (NCHUB) Unified Certification Program. Information regarding certification, including the certification qualifications and application, may be found on the NCDOT website at <https://apps.dot.state.nc.us/vendor/directory/>, and the NCHUB website at <http://ncadmin.nc.gov/businesses/hub>. Certification is **not** required for bid activity or contract awards but is required for participation toward NCDOT or NCHUB goals on certain projects. The certification process verifies that your company meets the compliance standards established by these two entities. The City is committed to promoting equal opportunity for all and to eliminate prohibited discrimination in all forms. Prohibited discrimination means discrimination against any person, business or other entity in contracting or purchasing practices on the basis of race, color, sex, or national origin. Certified firms may receive solicitations from prime contractors/service providers to bid on subcontracts/sub consulting opportunities to count towards any applicable NCDOT or NCHUB goals on certain projects.

Bids and Proposals

Bids and Proposals are submitted by vendors in response to solicitations from the City. Prospective vendors submit bids (competitively priced offers) in response to request for bids.

When putting together a bid or proposal a vendor should:

- Make time to review and carefully study all of the written specifications
- **Attend pre-bid conferences** to ask questions, make suggestions and request clarification on any proposed specifications or requirements
- Have the ability to meet all of the contract requirements
- Adhere to all written instructions, including any requirements for submitting properly sealed and labeled packages, providing supplemental information, and meeting due dates and times
- Review all *official* written addenda of requirement changes resulting from the pre-bid conference
- Account for all conditions of purchase, delivery and payment
- Include accurate costs and estimates of material, labor, overhead packaging and transportation
- Consider market conditions, i.e., price changes in raw materials, labor, whether a price adjustment clause is needed in the contract
- Include insurance certificates (when specified in the solicitation)
- Include bid security (when specified in the solicitation)
- Ask for clarification

Note: Completed responses must be submitted and received by the Purchasing office before the date and time specified in the solicitation. **Vendor responses that are received after the specified date and time will be rejected and returned to the vendor unopened.**

Awarded Contracts

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 by the City for breach of contract. Once a purchase order or contract has been issued, *changes to the terms and conditions of the accepted proposal are not allowed except by written, formal action.*

The City issues purchase orders and/or contracts either through informal or formal procurement processes.

<p align="center">Informal (some but not all bids under \$90,000) Purchase Process and Contract Award</p>	<p align="center">Formal (over \$90,000 and many under \$90, 000 as determined by City Staff) Purchase Process and Contract Award</p>
<ol style="list-style-type: none"> 1. City solicits at least 3 quotes by phone, mail or fax (advertisement of contract opportunities <u>IS NOT</u> required) 2. Vendors submit written, emailed or faxed quotes by specified date and time 3. City awards contract to selected vendor 4. Purchase order (or contract) is issued to vendor 	<ol style="list-style-type: none"> 1. City solicits at least 3 written responses to RFP's through advertisement or vendor notification (advertisement of contract opportunities IS required) 2. Vendors attend pre-bid conference (question and answer session), if determined to be mandatory by City Staff. If Pre-bid conference is determined to be mandatory, it will be stated in the Request for Proposal (RFP). 3. Vendors submit completed, sealed response packages by the specified date and time 4. City Council awards contract

Bonding

Bonding is generally required only when mandated by statute or policy. The types of bonds that the City may require include:

	Bid Bond	Performance Bond	Payment Bond
Who	A perspective vendor	A successful vendor	A successful vendor
Why	<ul style="list-style-type: none"> • Assures that a vendor will not withdraw the bid within the period specified for acceptance • Assures that a vendor will execute a written contract (or honor the written acceptance of the bid/proposal as executed by the purchasing agency) • Assures that a vendor will furnish such performance and payment bonds, insurance certification, etc., which may be required by the project 	<ul style="list-style-type: none"> • Assures that a vendor will complete the project or deliver goods/services within the terms of the contract 	<ul style="list-style-type: none"> • Assures that a prime vendor/contractor will pay all suppliers and subcontractors used on a particular project
When	Is submitted with a bid unless a cash deposit, cashier's check or a certified check is received	Is submitted when the contract is awarded and returned when the contract is executed	Is submitted when the contract is awarded and returned when the contract is executed

Responsive Bids/Proposals and Responsible Vendors

Responsive bids/proposals and responsible vendors are what the City looks for when making a decision to purchase a product or service. City contracts are awarded to *responsible* vendors who have submitted *responsive* bids or proposals. Guidelines to determine the responsibility of vendors are established by State procurement regulations (North Carolina General Statutes) to ensure a vendor’s ability to fulfill all contract requirements.

To ensure a vendor’s *responsibility*, we may request evidence of:

- A vendor’s financial resources
- A vendor’s performance record on previous contracts
- A vendor’s plant and testing facilities
- A vendor’s production capability
- A vendor’s ability to comply with delivery or performance schedule

To ensure a *responsive* bid or proposal, the City may evaluate and or ensure:

- That the solicitation requirements are met
- That the offer is advantageous to the City with respect to the quality, performance and time criteria specified in the solicitation

A responsive bid/proposal:	A non-responsive bid/proposal:
<ul style="list-style-type: none"> • Is submitted by the deadline • Is prepared according to specifications and instructions • Is submitted with a bid/security deposit (if required) 	<ul style="list-style-type: none"> • Bids submitted after deadline • Includes substitutions that are not allowed • Includes a notice that a product is subject to prior sale or that prices are subject to change • Does not meet the specifications nor delivery schedule

Note: To withdraw a submitted bid (or proposal), a vendor must send written notification to the Purchasing Office before the scheduled opening. If a response that has already been submitted is found to include an honest mistake, the vendor must contact the contract administrator listed in the instructions before it is opened so that written corrections can be submitted. Any corrections must clearly be stated as “a modification to the bid/proposal” and must be received no later than the exact specified due date and time.

Supplies, Equipment and Services

Steps to doing Business:

1. Complete the City's Vendor Application
2. Include on the Vendor Application an accurate description of your products and services
3. Submit the completed application and attach any brochures or other information that may further describe your business

Purchasing Team Contact Information	
Kimberly Toon, CLGPO Purchasing Manager kimberlytoon@fayettevillenc.gov (910) 433-1942	Amberly Ives Purchasing Agent amberlyives@fayettevillenc.gov (910) 433-1358

Parks and Recreation: Purchasing

The Purchasing Division purchases large quantities of supplies and materials for Parks and Recreation operations and programming.

Examples of these may include:

- Arts and Craft Supplies
- Athletic/Sports Equipment
- Chain Link and Other Fence Materials
- Fertilizer/Agricultural Lime, Etc.
- Fitness Equipment
- Herbicides
- House Paint
- Marking Chalk/Paint
- Playground Equipment
- Small Gas Powered Equipment, (i.e. Chain Saws, Grass Trimmers, Etc.)
- Staff Shirts, Uniforms
- Tables and Chairs
- Tractors, Riding Mowers, 3-Wheel Trap Rakes, Etc.

Construction, Repair and Maintenance

The City administers contracts for construction and repair services including the Fayetteville Regional Airport, Economic & Community Development, Fayetteville Area System of Transit (FAST), streets, sidewalks, buildings, storm water facilities, etc. Construction contracts are bid and awarded in accordance with NC State statutes that regulate the letting of public contracts. Prime bidders are subject to licensing and bonding as required by NC State statute. All formal bids and many informal bids will be handled by the Purchasing Division. In compliance with federal regulations, the City maximizes participation of Disadvantaged Business Enterprises (DBE's) in its administration of contracts for professional services, construction, equipment and supplies. Included among disadvantaged business enterprises are firms owned by women and minorities.

Point of contact for ALL construction projects:

Kimberly Toon, CLGPO
Purchasing Manager
Purchasing Division
Phone: (910) 433-1942
E-mail: kimberlytoon@fayettevillenc.gov

Plan Location:

To Purchase or Review Plans:
Design Engineer
City of Fayetteville
Purchasing Department

Opportunities may include:

- Boring, Drilling, Tunneling
- Concrete Work
- Drywall and Ceilings
- Electrical and Wiring
- Flooring
- Grading, Clearing, Excavating
- Hauling
- HVAC
- Landscaping
- Painting
- Paving
- Plumbing
- Sheetrock Installation
- Tiling

All Vendors are required to provide a copy of their Certificate of Liability Insurance for **ALL** construction, repair or maintenance contracts with their quote.

Qualifications for Prime Contractors in Construction

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.

Firms interested in becoming licensed should contact:

North Carolina Licensing Board for General Contractors
Post Office Box 17187
Raleigh, North Carolina 27619
(919) 571-4183
<http://www.nclbgc.org/>

Note: Contractors, Subcontractors or Suppliers interested in bidding may obtain /purchase a set of plans and drawings from the City of Fayetteville Purchasing Division or Design Engineer. If applicable, cost of plans is project-based.

Bid as a Subcontractor

If you are interested in working on part of a specific City project the City Purchasing office will have the names of the contractors who are planning to submit a response. You are encouraged to submit bids **directly** to those prime contractors/service providers. Attendance at pre-bid conferences is also a way to meet prime contractors/service providers and identify possible subcontracting/sub consulting opportunities.

Competition among subcontractors/sub consultants is common. Firms select subcontractors based on best price **but also** on quality of work and past experience.

Keeping business options open and developing a working relationship may lead to future subcontracting/sub consulting opportunities outside of City projects.

Construction: Community Development

The Community Development Department is committed to providing quality service and opportunities to citizens in need of decent, safe and affordable housing; creating positive economic development situations resulting in job opportunities for low to moderate income persons and expansion of the tax base.

Community Development administers contracts related to the construction and rehabilitation of houses.

Project Type:

Point of Contact:

Housing Construction

Kimberly Toon, CLGPO
Purchasing Manager
(910) 433-1942

Housing Rehabilitation

Kimberly Toon, CLGPO
Purchasing Manager
(910) 433-1942

Lead Based Paint
Abatement/Inspections,
Training and Certification

Kimberly Toon, CLGPO
Purchasing Manager
(910) 433-1942

Architectural, Engineering or Surveying Services

Major architectural, engineering and surveying services contracts are managed by the City Purchasing Division. Selection of a firm to provide these services is based on the qualifications of the firm and individuals to perform the desired services in accordance with North Carolina General Statutes 143-64.

Qualifications for Architectural, Engineering or Surveying Services

A firm must be registered to practice architecture, engineering or surveying as required by the State of North Carolina.

Firms interested in becoming licensed should contact:

Business Link North Carolina
15000 Weston Parkway
Cary, NC 27513
Toll-free: 1-800-228-8443
Local Number: 919-447-7828
<http://blnc.gov/start-your-business/business-licenses-permits>

Architect, Engineer and Surveyor Notification List

State licensed architects, engineers and surveyors interested in being considered for selection to provide professional services to the City may request to be placed on the City's bid list of qualified professional service providers.

Operational Services

Operational services contracts are administered by the City of Fayetteville Purchasing Division and respective departments. These services may include: mowing, landscape, janitorial, security services, pest control, computer and technology services, uniform rental, temporary personnel, financial and administrative services and more.

Firms interested in providing operational services may maintain periodic contact with the City Purchasing Division.

Point of Contact:
Kimberly Toon, CLGPO
Purchasing Manager
(910) 433-1942
kimberlytoon@fayettevillenc.gov

Qualifications for Landscaping Services

A firm must be certified as a landscape/irrigation contractor.

Firms interested in becoming certified should contact:

North Carolina Landscape Contractors' Licensing Board
3901 Barrett Drive
Suite 202
Raleigh, NC 27609
Phone: (919) 266-8070
Website: www.nclclb.com

How are Bids Awarded?

Bids are reviewed for responsive (see page 9), responsible bids (see page 9) and cost (total cost to the City including travel and other out-of-pocket costs).

Hire Fayetteville First

The City seeks to use the City's spending powers in a manner that promotes fiscal responsibility and maximizes the effectiveness of local tax dollars by ensuring that City spending for goods and services provides business opportunity to businesses having a principal place of business within Fayetteville and Cumberland County, and Historically Underutilized Businesses (HUBs) as defined in N.C. General Statutes 143-48.4, and 143-128.4 (a), and (b), as measures to support the local economy. Local vendors are encouraged to meet with a member of the Purchasing Team to discuss opportunities to do business with the City and to ensure you have a complete vendor registration form on file.