

TOWN OF MANCHESTER
PURCHASING GUIDELINES

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1.0 GENERAL PROVISIONS

Introduction

The intent of this purchasing manual is to provide departments with an understanding of the Town's procurement procedures and policies and provide guidance on how to proceed with purchases. It does not set procedures for each and every purchase. Regardless of how well a system is established in terms of rules, regulations and procedures, the key ingredient to a successful operation is the cooperation of the people involved. Cooperation and teamwork are needed on the part of all using departments and General Services to make the system work. This manual facilitates the required teamwork by outlining and clarifying the Town's purchasing policies and procedures. With this understanding, an efficient and effective purchasing function will assist departments in meeting their operational goals and can result in substantial savings to the Town and the taxpayer.

Objectives

The primary objective of the purchasing function is to provide operating departments with the supplies, materials, equipment and services needed of the appropriate quality on a timely basis at the lowest overall cost. The General Services Department establishes practical, efficient and effective purchasing procedures which will meet this objective. It must do this while maintaining fair and open competition among vendors competing for Town business, meeting all legal requirements, and insuring a proper commitment and expenditure of Town funds.

Ethics

The Town's procurement function has a major impact on how town government is perceived by its' taxpaying citizens. Purchasing activity, due to its nature is subject to public scrutiny. The importance of public purchasing can not be understated because the public must be confident that public funds are spent prudently on their behalf. The perceptions of fraud or misuse can lead to an erosion of this public trust. It is of paramount importance that dealings of a compromising nature or even the appearance of such must be avoided.

2. LEGAL PROVISIONS

Authority

Purchasing activities result in legal binding contracts on behalf of the Town. Because these activities may have significant legal consequences, these activities are governed by the Town Charter, Town Code of Ordinance, State Laws, Case Law and the Uniform Commercial Code (UCC).

The formal basis of authority for central purchasing is established in the Town Charter under Sections 5-17 and 5-22 cited below. The policies and procedures outlined in this manual are based upon these documents and in addition, directives from Board of Directors, Town Attorney's opinions, General Manager's directives and generally accepted purchasing principles.

Town Charter Section 5-17: Purchasing and Contracts

“With the exception of the Board of Education, no officer or employee of the Town shall make any purchase or any contract, including contracts for service, or any commitment for any purchase or contract, including contracts for service, until the Director of Finance shall have certified that there is a sufficient unexpended and unencumbered balance of the appropriation and appropriation item against which the expense is to be charged. Whenever any such requisition has been so certified the Director of Finance shall record the amount of the requisition as an encumbrance against such appropriation and appropriation item. Except as otherwise provided in this Charter, the Board of Directors shall have power to make such other rules and regulations concerning purchases and contracts including contracts for service as it may deem to be in the best interest of the Town. There shall be a Purchasing Agent for the Town who shall be the General Manager or someone appointed by him. All purchases, except those for the Board of Education, shall be made by him in accordance with the rules and regulations adopted by the Board of Directors.”

Town Charter Section 5-22: Competitive Bidding

“Before any department, commission, officer or employee of the Town or Board of Education shall make any purchase of or contract for any construction, supplies, materials, equipment or service, except personal services, provided by Town employees and officers and professional services, involving an expenditure of more than 0.000003* of the current General Fund Taxable Grand List, opportunity shall be given for competitive bidding in writing by at least three (3) bona fide bidders under such rules and regulations as the Board of Directors or the Board of Education, as the case may be, may establish. Before any department, commission, board, officer or employee of the Town shall sell any real or personal property of the Town, opportunity shall be given for competitive bidding in writing by at least three (3) bona fide bidders under such rules and regulations as the Board of Directors or the Board of Education, as the case may be, may establish; and all moneys received from such sales shall be paid to the Collector of Revenue. Either of said Boards may waive the requirement for competitive bidding when the circumstances of a particular case do not permit a sufficient amount of time to fulfill the rules and regulations of that Board concerning competitive bids; or when a competitive bid is

inappropriate; or when a competitive bid is impractical in that the Boards are unable to obtain competitive bids within the rules and regulations adopted by said Boards, which may provide for a limitation on the number of waivers in favor of any one (1) firm, person or corporation. Any such waiver shall be in writing, certified by the appropriate Board, and shall set forth a specific substantial reason for such a waiver and shall be filed in the Town Clerk's office as a public record."

**Dollar value is defined using this calculation on Page 8 of these guidelines.*

3.0 PLANNING AND PREPARATION

Planning and Scheduling

It is essential that the user departments, in conjunction with General Services, plan and schedule the acquisition of goods and services to avoid last minute emergencies and unnecessary shortages. Failure to plan properly places unjustified burdens on the user department and General Services. It may cause operational difficulties for the user department and, in most cases, will result in additional costs to the Town.

We have endeavored to assist all departments in the scheduling of their respective purchases by maintaining a calendar of annual bids for a wide variety of items. This type of scheduling allows the Town greater operational efficiencies and economies of scale which usually generate lower pricing.

Specifications

Prior to the solicitation of bids or quotes, a specification must be developed for the item or service to be purchased. The length and detail of a specification is generally directly related to the complexity or dollar amount of the item or service being purchased. Specifications are important because they serve as the basis to determine whether the item received or service performed meets with your requirements.

The first step in developing specifications is a cooperative effort between General Services and the ordering department. Specifications can be design or performance based. The ordering department is responsible for preparing and formulating technical specifications. When properly put together, a specification should:

- 1) Be clear and concise;
- 2) Be competitive and non-restrictive and still meet the Town's needs;
- 3) Insure product or service will perform it's designed function at the lowest cost;
- 4) Maximize the number of bids received from qualified bidders.

Poorly written specifications decrease competition, cause bidder protests, delays and can lead to legal action. General Services is available to assist departments with specification development and will review all specifications to try and meet the above criteria. General Services maintains bid files of previously used specifications and has access to a number of professional associations who maintain specification libraries for a wide range of items.

When an item lends itself to standardization, General Services will work with the user department(s) to review standards and develop specifications for that item. Standardization of particular items used by one or more departments benefits the town by consolidating orders, reducing inventory levels and allowing for volume discounts. It is a common misconception that limiting purchases to only one brand is standardization. This will only result in restricted sources of supply and competition and is not true standardization.

Insurance and Bonds

Depending on the type of purchase or contract involved, the Town may require the successful contractor to submit a certificate of insurance. This certificate of insurance must name the Town as additional insured and provide coverage for any legal liability which may arise during the contractor's execution of his contract. Insurance certificates are generally requested for construction and service related projects. General Services maintains a file of insurance certificates for contractors doing work for the Town.

Bid, performance and payment bonds are generally required on any contract for which a lack of performance would result in financial loss to the Town. The need for bonding, its form and required amounts vary and are determined as circumstances warrant. Contracts which most frequently require bonds are construction and service contracts. General Services will decide when it is appropriate to include insurance and bonding requirements in the specifications.

Equal Opportunity

The Town of Manchester is an equal opportunity employer, and requires an affirmative action policy for all of its contractors and vendors as a condition of doing business with the Town, as per Federal Order 11246. All vendors and contractors must agree to this condition of doing business with the Town and should the Town choose to audit their compliance, the vendor agrees to cooperate fully.

Equipment Demonstrations

In the course of developing specifications, it is sometimes helpful to invite a vendor to demonstrate or test the equipment to be purchased. To avoid misunderstanding, maintain objectivity and good vendor relations, the General Services Department should be notified and invited to such demonstrations.

4. PURCHASING THRESHOLDS AND SOURCE SELECTION

The process by which vendors and contractors are chosen to provide goods and services for the Town is by competitive source selection. Inviting qualified bidders to compete for the Town's business will result in high quality and lower price of purchase. With that goal in mind, the Town's procurement procedures are described below, broken down according to specific dollar thresholds. These guidelines apply regardless of the funding source including grants.

Small Purchases under \$1,000

Authority to make small purchases under \$1,000 is granted to all town departments for immediate need, non-recurring items not covered by a bid or contract. It will be at the discretion of the Department head to determine which individual(s) in his or her department will be so authorized. It is the responsibility of each authorized individual to make every effort to purchase goods and services from the appropriate vendor and to obtain competitive pricing before a purchase is made.

For items covered by an existing bid or contract, departments are required to use these contracts. The most efficient means to utilize the contracts are by issuance of a blanket purchase order which will encumber funds and make the vendor aware of the contract number which references prices, terms, and conditions. At the end of this manual is a partial list of Town and State contracts frequently used by the Town. If you are not sure whether an item is available on an existing contract, please contact General Services.

A group of related items from one vendor can be considered as one purchase. Authorized individuals making such purchases may contact General Services for a list of appropriate vendors to call for quotations. At least two phone quotes, web quotes, or fax quotes are recommended for each small non-contract purchase. When calling for quotes, departments shall instruct vendors to include freight, handling fees, deposits and any other charges that might apply to the purchase and affect the total cost. A purchase order is not required and purchases may be paid for directly by VRR. It is the responsibility of the department to keep records of quotes obtained in order to insure that the department is billed the quoted price. In some instances, a vendor may require a purchase order. In this case a requisition shall be required by the department so that a purchase order can be issued.

Although departments are given the flexibility to purchase items under \$1,000 without a purchase order, the department is responsible for ensuring that these purchases represent an efficient and effective use of Town funds. Departments are still required to show due diligence in this process. General Services may assign lower limits to those departments which do not use due diligence in this area.

The General Services Department maintains a small supply of commonly used items such as leather palm work gloves, disposable latex gloves, batteries, flashlights, band aids, Town flags, coffee cups and car wash coupons. These items are always available and departments are encouraged to purchase them as needed. General Services will charge departments internally for any items purchased from the supply room.

Purchases between \$1,000 and \$5,000

Two or three competitive quotes are desired for purchases above the small purchase threshold of \$1,000 and below \$5,000. Town departments or the General Services staff will verbally request telephone quotes, or written (faxed) quotes from three or more qualified vendors. Written quotes are preferred. The advantage of a written quote is that it gives the department proof of the quoted price in case of a discrepancy between the quote and the invoice, and will make it easier for the department to settle disputes resulting from such discrepancies. Quotes obtained by town departments will be forwarded to General Services with the purchase requisition. In some instances, General Services may choose to seek additional quotes for the requested item or service. When requesting written quotes, departments shall instruct vendors to include freight, handling fees, deposits, and any other charges that might apply to the purchase and affect the total cost. If the purchase necessitates the preparation of a specification or a written request for quote by the Town, that request shall be forwarded to General Services and that quote shall be solicited by General Services, not the requesting department. This allows the Town to prevent situations which create confusion to the vendors and avoid any legal entanglements.

General Services will make an award by purchase order, to the vendor who provides the lowest quote for the specified item or service meeting the town's needs. Under certain circumstances, such as sole source of supply or emergency situation, it may be more appropriate to proceed with a purchase without seeking more than one quote. This will occur only when General Services determines it is in the best interest of the Town to do so.

Purchases between \$5,000 and \$12,500

General Service's staff will administer and solicit quotes for purchases in this price range using the Request for Quotation (RFQ) format. In some cases, General Services may make an exception to this requirement after discussion with the requesting department. The RFQ is a written solicitation stating the Town's general conditions, requirements, specifications and due date for quotes to be received by the Town. Opportunity shall be given for competitive bidding from at least two or three qualified bidders. Award will be by purchase order to the lowest responsible responsive bidder. The Request for Quotation format is faster and less formal than the process for formal sealed bids which applies to the next dollar threshold. Under certain circumstances, such as sole source of supply or emergency situation, it may be more appropriate to proceed with a purchase without seeking more than one quote. This will occur only when General Services determines it is in the best interest of the Town to do so.

Formal Sealed Bids for Purchases of \$12,500 and above

In November 2008, the Town Charter was amended to change the formal sealed bid limit from \$10,000 to a limit defined as an expenditure of more than .000003 of the current General Fund Taxable Grand List. As of April 2009, that calculation equals \$12,797.00. Purchases, leases or services in excess of that amount require formal sealed bids in accordance with the rules and regulations established by the Board of Directors. Because this is a threshold that may increase or decrease each fiscal year, General Services will review the calculation on an annual basis. In these guidelines, we have used a limit below the threshold with administrative flexibility to adjust purchasing procedures as the limit changes.

Specifications are prepared by the user department and General Services. The bid document is assembled by the General Service staff and contains the rules and regulations for competitive bidding, general conditions, technical specifications and any other requirements that might apply. Formal bids are assigned a time and date for public bid opening. Bids received after the time and date specified are not accepted by the Town.

General Services maintains vendor lists for different categories of commodities and services, and bid documents are mailed to qualified vendors or contractors on the appropriate list. The Invitation to Bid is advertised in a local newspaper and bids for construction projects are sent to several bid clearinghouses for notification to contractors. Certain bids are listed on the Town's website where interested vendors are invited to call and request a bid package or download the document. Departments are encouraged to suggest vendors for bid solicitation as well.

At the specified date and time, bids are publicly opened and read aloud. Bid results are tabulated for distribution to the user department, to all bidders and other interested parties. The Director of General Services and the requesting department evaluate bids to determine the successful bidder. Any communication or meetings with bidders after bids are opened but prior to an award, are to be held only with a representative from General Services present. General Services will arrange such meetings. Bids are evaluated by price, compliance to the specifications, ability of vendor or contractor to provide goods or perform service, prior performance and ability to deliver or complete the contract in a timely manner. Upon recommendation from the requesting department, and concurrence by the Director of General Services, the bid will be awarded by the Director of General Services, to the lowest responsible, responsive vendor. Appropriate funds will be encumbered by purchase order, and award will be made by purchase order, award letter or by signed contract.

Request for Proposals (RFPs)

Requests for Proposals are solicited for purchases where a desired outcome is sought, but the method to achieve that outcome is not defined in a detailed specification. It is frequently used for professional services, technology purchases, and for procurements where the desired outcome may be achieved in a variety of methods which may have various advantages and costs. This process allows bidders to bring their experience and expertise to the process.

An RFP document is prepared by the user department and General Services to solicit proposals. An RFP document generally contains the following:

- Project title and intent
- Scope of services or work
- Minimum technical requirements & criteria
- Minimum qualifications of contractor/vendor
- Submission requirements and deadline
- Evaluation or selection criteria
- Fee proposal

The RFP is then advertised and posted to the web site. Proposals are received until a specified date and time. After the receipt of the proposals by General Services, the responses are distributed to the department for evaluation by a selection committee. The selection committee usually consist of department representatives and other Town officials as required to create a sufficient depth and breath of review. The committee will review, evaluate and rank the proposals based on the criteria in the RFP. Following that step, a short list of the most qualified firms is developed and if necessary, the selection committee will then schedule interviews with the short listed firms.

After the interviews, the committee recommends a firm for selection. The department head shall forward their recommendation to the Director of General Services and in some cases the General Manager. The final scope of work, fee and contract is negotiated with the selected firms and sent to the Town Attorney's office for review and approval. One copy of the contract shall be kept by the department, one copy sent to the selected firm and one copy to General Services. Once a contract is signed, the department shall enter a purchase requisition in the Munis system so that a purchase order can be created to encumber the funds.

State Contracts and Cooperative Bids

The Town participates in cooperative contracts established by competitive bid through the State of Connecticut and through its membership in the Capitol Region Purchasing Council, U.S. Communities, Western States Contracting Alliance (WSCA), CT Consortium and other such groups which the Town is eligible to participate in. On these contracts, commodities and contract services are awarded to specific vendors who successfully meet all bid requirements. Participation saves General Services the time of bidding for the same items, and allows the Town to take advantage of the discounts offered to the State and cooperatives due to their large buying power.

General Services will notify user departments of the availability of cooperative contracts that might be of interest to them. Copies of many of these contracts are on file in the General Services Department. State Contracts can be found either in General Services or online at the State of Connecticut Department of Administrative Services website (www.das.state.ct.us). Examples of cooperative contract purchases are office supplies, tires, uniform rental, light bulbs, Microsoft software, bituminous concrete and portable toilet rental. A more complete list can be found at the end of this manual.

Reverse Auction

In 2008, the State legislature passed a bill which authorizes the use of a reverse auction process for State and municipal governments. The process allows vendors to bid on items in a live real time format similar to eBay. In this reverse auction, the price decreases as the auction progresses. Vendors only see the current low bid and may bid a lower price. Bidder's identities are not revealed until the auction ends. Items that are easy to define and are competitively available from multiple sources are best suited for reverse auction. To conduct reverse auctions, General Services utilizes an online e-procurement site contracted through either Capital Region Purchasing Council or Connecticut Conference of Municipalities (CCM).

Purchasing Card

The Town is making available to designated employees specific authority to make small purchases directly through a Purchasing Card Program. This will allow departments flexibility to purchase small routine materials and supplies. Certain controls have been developed for the Purchasing Card that do not exist in a traditional credit card. These controls ensure that the card is used only for specific purchases, within specific dollar and transaction limits. For complete information please refer to the separate document entitled Purchasing Card Program Guidelines. This document is available in the General Services Department.

Emergency Purchases

Purchasing procedures must be flexible enough to deal with true emergency situations. An emergency purchase is defined as any purchase necessitated by uncontrollable circumstances during a time when the normal purchasing cycle is impractical or when the failure to make the purchase is potentially hazardous to the life, health or convenience of the Town's citizens or employees. Where possible, competitive pricing should be obtained for purchases made. Failure to properly plan for routine purchases, routine maintenance or running out of stock items is not considered a basis for emergency purchases. Due to the unusual nature of equipment repairs and the necessity to prevent delays and maintain operations, unforeseen repairs or equipment breakdowns will be considered emergencies for the purpose of this section.

Emergency purchases under \$1,000 may be handled directly by the department as outlined under Small Purchases. In case of a true emergency purchase between \$1,000 and \$12,500, during working hours, departments will contact General Services. General Services will verbally assign a purchase order number which the department will give to the vendor when placing the order. General Services will initiate the confirming purchase order based on the verbal request from the department. When this process is followed, it will not be necessary for the requesting department to prepare a purchase requisition.

If a department needs to make an emergency purchase after work hours, nights or weekends, the user department may make the purchase without a purchase order number. If the purchase is below the Charter threshold for a formal sealed bid, the department will contact General Services on the next working day and verbally give all pertinent information so that a confirming purchase order can be processed to cover the emergency purchase. Emergency purchases exceeding the Charter threshold for formal sealed bids require permission from the General Manager.

Unauthorized Purchases

Except for emergencies as defined above or other authorized exemptions, including authorized use of a Purchasing Card, stated in these guidelines, no purchase of supplies, services, or equipment shall be made without an authorized purchase order. In the event of unauthorized purchases, the following may occur:

- Such purchases are void and not considered an obligation by the Town.
- Invoices without an authorized purchase order may be returned to the vendor unpaid.
- The person ordering the unauthorized purchase may be held personally liable for the costs of the purchase or contract.

Purchase orders shall be issued prior to ordering supplies, equipment and services and not after the fact for work already done or materials already ordered.

Vendor Disputes

Prompt, fair, and courteous treatment should be given to vendors at all times. Business relations should be maintained only on a basis of honesty and impartiality. Vendor disputes are inevitable, but should be settled promptly, fairly and only on the basis of facts. If a department is dissatisfied with a particular purchase, General Services should be notified so that corrective action can be taken.

Bid Waivers

If the amount of a purchase exceeds the Charter threshold requirement for competitive bidding, the Board of Directors may waive the requirement when the circumstances of a particular case do not permit sufficient time to fulfill the rules and regulations concerning competitive bids or when a competitive bid is inappropriate or impractical.

The Board of Directors carefully reviews all bid waiver requests to ensure that they meet the requirements of the Town Charter. Before the General Manager will recommend to the Board that a bid waiver be accepted, the following procedure is required:

1. The bid waiver will be submitted to a bid waiver committee consisting of the Director of Finance, the Director of General Services and the Assistant Town Attorney. That committee will meet with the department or division head requesting the bid waiver and determine whether the request meets the requirements of the Town Charter Section 5-22.
2. Should the committee approve the bid waiver request, the Assistant Town Attorney will prepare a bid waiver request and the Director of General Services and the Assistant Town Attorney will sign the bid waiver in the appropriate place.
3. The bid waiver request will then be forwarded to the General Manager for final review and a decision will be made as to whether it shall be forwarded to the Board of Directors for approval.
4. Should the bid waiver be placed on the Agenda, the division or department head requesting the bid waiver will be required to attend the Board meeting and provide the Board of Directors with the justification for the bid waiver. All bid waivers approved by the Board of Directors are filed as a permanent record with the Town Clerk.
5. In the event of a compelling emergency that cannot wait until the next Board of Directors' meeting, the General Manger may contact board members to sign a waiver in the General Manager's office or authorize a department head to hand carry the waiver to the Board members to obtain necessary. When bid waivers are circulated to the Board of Directors in an emergency or an expedited manner other than at Board of Directors' meetings, the department head shall include the bid waiver as a correspondence to the Board of Directors with the next agenda.

Based on this procedure, it is imperative that bid waivers be requested through the administrative structure in advance of Board meetings, so that the proper review can be made. Any deviation from this policy will have to be cleared by the General Manager in advance. Once the Board of Directors approves the Bid Waiver, a purchase requisition should be prepared to begin the purchasing process.

5.0 FINANCIAL MANAGEMENT SOFTWARE SYSTEM

Munis is a financial management software system used by the Town. The Munis purchasing module allows Town departments to electronically request goods and services, and track encumbrances and expenditures using the following procedures.

Purchase Requisition

The purchase requisition (PR) is the first step in the procurement process for any department needing goods or services costing \$1,000 or more. The electronic PR form is accessed by departments through the Munis system. The PR contains all pertinent information that is necessary for the order to be placed. When a requisition is entered by the department, Munis checks the budget line item for fund availability. Once the requisition is approved at all levels, it becomes available for buyer processing by General Services staff. The approved purchase requisition authorizes General Services to purchase the materials, equipment or services in accordance with established purchasing procedures, using funds from the requesting department's budget. General Service's staff reviews the approved requisition and verifies that the information it contains is accurate based on competitive source selection. When the review process is complete, the electronic requisition will be converted to a Purchase Order.

Purchase Order

The multipart purchase order (PO) serves two purposes. It authorizes a vendor or contractor to provide goods or services to the Town. Secondly, it creates an encumbrance against the appropriate budget line item for the amount of the purchase. An encumbrance is a portion of the budget allocation in the accounting system that is set aside for a particular item or service on the purchase order. Encumbrances are a way of keeping track of commitments related to open purchase orders and contracts. Issuing a purchase order commits all or a portion of the budget appropriation and reduces funds available for other spending.

Purchase orders are generated electronically from the information contained in the purchase requisition. The PO includes any additional information that General Services may add in order to clearly identify to the vendor the goods or services being ordered. Purchase orders are printed in the General Services office. Copies are distributed to the vendor, the ordering dept, and the Accounting Dept. A copy of each PO is kept on file in the General Services Dept.

Once a purchase order has been issued to a vendor, its terms and conditions form a contract between the Town and the vendor. General Service's staff can cancel or make changes to a purchase order at the request of the user department. General Services will coordinate any such changes with the user department, the vendor and the Accounting Department, and copies of the change order will be distributed to all.

Blanket Purchase Orders

When a department makes frequent small purchases of supply items from one supplier it would be costly and time consuming to issue separate purchase orders for each purchase. Instead, blanket purchase orders can be issued to cover all small purchases from a single vendor during the current fiscal year. Individual orders can then be placed as needed against the blanket PO.

Blanket orders may not exceed \$7,500 unless they refer to a specific bid or contract. For supply items or commodities for which the prices have been established by competitive bid such as office supplies, automotive parts, chemicals, bituminous concrete and stone, there is no dollar limit to the purchase order. Cancellations and change orders can be made to blanket orders as well by contacting General Services.

Receipt of Goods

Once an item or service has been ordered, the Town must ensure that it is received or performed exactly according to the required specifications. The responsibility for this task falls on the requesting department.

Supplies, materials and equipment, upon delivery, shall be examined by the ordering department to ensure that they are as ordered. Deliveries will be checked by the receiving departments for damage, shortages and conformity to specifications. If any are found, they will be noted and reported to the vendor and if necessary to General Services so that corrective action can be taken.

Payment of Goods

When a department is assured that materials received are in good order, and the invoice for those materials accurately matches the purchase order or quotation, the payment process begins. Any discrepancies between the invoice and the purchase order must be addressed and corrected in order for payment to be processed. Currently, an internal form called Voucher Receiving Report (VRR) is completed by the department, approved by the department head and forwarded to the Accounting Department along with a copy of the invoice. Payment is then processed electronically by the Accounting Department. Departments are encouraged to process invoices as quickly as possible in order to take advantage of early payment discounts that vendors might offer to the Town. Departments are responsible for monitoring all open purchase orders for their department and communicating to General Services when the purchase order can be closed. This is particularly important at year end.

Change Orders

Purchase orders represent a contract between the Town and Vendor. No changes may be made to the purchase order without approval from General Services. In the event that changes are necessary, General Services shall be notified so that a change order request can be evaluated and processed if required.

Change order requests are more common in construction and service contracts due to concealed conditions or unforeseen circumstances beyond control of the Town and Contractor. For construction contracts and service contracts, a formal change order process exists which amends the contract itself, in addition to a purchase order change order.

Purchase Order Exceptions

Due to their nature, some goods or services are exceptions to the normal purchasing cycle and do not require a purchase requisition or purchase order. These include utility bills, dues, subscriptions, travel and training expenses, petty cash, legal fees, payments to other departments and governments and professional memberships. To pay for these items, departments prepare a VRR and enter the word DIRECT on the VRR form where the purchase order number would normally be entered.

Commodities for which yearly contracts have been established by competitive bid, such as gasoline, diesel fuel and fuel oil, do not require a purchase order. Orders may be placed directly by departments and invoices paid directly. General Services will advise departments of this procedure when it is appropriate.

6.0 SURPLUS PROPERTY

General Services is responsible for the disposition of Town surplus property. Surplus property is any Town owned property which is no longer needed or usable by the holding department. When a department has surplus property to dispose of, General Services needs to be notified. Annually, General Services requests departments to provide a list of surplus property they wish to dispose of. No disposition of property is allowed without first contacting General Services.

Depending on the type of item(s) involved, General Services uses the following methods to dispose of surplus property:

1. Transfer property to another department.
2. Trading in used equipment toward the purchase of new.
3. Request for Quote or Advertised Sealed Bid.
4. Advertised Auction, Tag Sale, eBay on line auction.
5. Dispose as scrap.
6. Disposal in landfill (only occurs if property is completely unusable or other methods of disposal have failed).

Each method has particular advantages depending on the type, size, condition, and quantity of surplus property to be sold. General Services will determine which method is best suited for the item(s) to be sold.

Town Owned Real Property

The Town may offer all real property for sale by auction, sealed bid, open real estate listing or in any other manner deemed beneficial to the Town. Whichever method is chosen to sell the property, the Town and the successful bidder shall enter into a purchase agreement. The transfer of title shall take place within ninety (90) days of the execution of such agreement, subject to necessary approval by ordinance.

7.0 OTHER SERVICES

General Services is also responsible for the Print Shop, Mailroom and telephone services.

Print Shop

The Print Shop is the Town's in-house printing operation which produces 95% of the Town's printing and duplicating needs. The two main processes for producing copies are digital photocopying and offset printing.

To request duplicating services, a department fills out a Print Shop Work Request form and sends it to the Print Shop along with the document to be copied. Indicate on the Print Shop Work Request your department name, account number to charge the job to, quantities and description of services needed (collated, punched or bound), the date copies are needed, and any other instructions that are necessary for the Print Shop to complete the job requested. All printing jobs must be processed through the Print Shop. For print jobs that are beyond our in-house capabilities, the printing supervisor will notify the General Services Director to request competitive quotations from commercial printers.

For large or time consuming jobs it is requested that departments plan ahead. Please consider that there may be other print jobs ahead of yours, or the paper you need might not be in stock at the print shop. It is suggested that departments contact the Print Shop Supervisor to discuss larger printing jobs.

Mail Room

The central mailroom, located in the basement of Town Hall, handles all incoming and outgoing mail. A courier picks up the mail daily at the Post Office and distributes it among departmental mail slots in the mailroom. Offices located in the Town Hall are required to pick up and drop off their mail from the mailroom. All other town offices have mail delivered and picked up by the courier. Some offices have this service twice per day, others only once. All outgoing mail picked up by the courier or dropped off in the mail room is stamped and brought to the Post Office by 3:00 pm each day. Mail received after 3:00 pm is deposited into the mail box in front of Town Hall at 4:30 pm.

United Parcel Service (UPS)

UPS will pick up outgoing packages from the mailroom once per day. You may bring your package to the mailroom properly wrapped and addressed. Attach a post-it note to your package indicating the account number to be charged for the shipping cost. The courier will keep track of this information and forward it to General Services. Each department will be billed monthly by General Services for their UPS charges. The courier will also pick up packages to be sent out by UPS from the departments on her mail delivery route.

Telephone Services

All CENTREX telephone service, cell phone service and pager services for the Town, with the exception of the Voice Over Internet Protocol (VOIP) systems, are managed by General Services. All system changes, new installations and repair calls must be coordinated through the General Services Department. The Information Systems Department is responsible for the VOIP Systems. General Services may be called first if there is uncertainty.