
VENDOR'S GUIDE

DIVERSITY BUSINESS ENTERPRISES PROGRAM



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AT CHATTANOOGA

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TABLE OF CONTENTS

PART I

Acknowledgments.....	4
Introduction.....	5
Policy Statement.....	5
Definitions.....	6
Certification.....	6
Purchasing Objectives.....	7
Supplier Obligations.....	7
Procurement Organization.....	8
How to Get Started.....	8
Parking.....	10
Sales Representatives Hours.....	10
Ethics.....	10
Award Information.....	10
Equipment on Demo or Trial.....	10
Shipments.....	10
Invoices.....	10
Business Hours.....	11
UTC's Commitments.....	11
Products & Services Purchased.....	11
R.F.Q./R.F.P. Bid Solicitations' Postings.....	11
Non-Discrimination Policy.....	12
Rights Under Title VI.....	12

PART II

Local Alteration/Construction Projects.....	13
---------------------------------------------	----

PART III

Capital Projects.....	15
-----------------------	----

PART IV

NAEB Code of Ethics.....	19
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ACKNOWLEDGMENTS

THE UNIVERSITY OF TENNESSEE AT CHATTANOOGA

**IS INDEBTED TO, AND THANKS THE UNIVERSITY OF
TENNESSEE'S DIVISION OF FACILITIES PLANNING AND THE
UNIVERSITY OF TENNESSEE SYSTEM PURCHASING
DEPARTMENT FOR THEIR INVALUABLE ASSISTANCE, AND
PROCEDURAL INFORMATION/POLICY STATEMENTS THAT
ARE PRESENTED IN THIS VENDOR'S GUIDE.**

PART I

INTRODUCTION:

The Chattanooga campus of the University of Tennessee welcomes you as a potential supplier of goods and services. We appreciate your interest in the University's educational and research programs, and the time you take to call on us and keep us informed of the products and services you offer. Although UTC purchases a wide range of goods and services from private businesses of all kinds and sizes, the information contained in this pamphlet is prepared primarily for the convenience and guidance of small and minority entrepreneurs. This brochure is designed to recognize the many difficulties commonly experienced by small and minority-owned businesses, in competing with their larger counterparts. Its goal is to familiarize you with University policies and purchasing objectives, and to provide you with information on this organization, buyer assignments, policies, interview procedures and parking arrangements. We hope this information will be helpful. For further information, please contact:

Charles Scott, Director
Room 103 Administrative Services Bld.
Chattanooga, Tennessee 37403
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Charles-scott@utc.edu

POLICY STATEMENT:

The University of Tennessee at Chattanooga, consistent with state and federal law, seeks to optimize opportunities for business contracting with small and minority-owned businesses. UTC has an inherent interest in the expansion of the competitive market in which the institution purchases goods and services. The purchase of goods and services that further the goals of cost-effective value oriented buying, in an expanded competitive market, is the key objective of a UTC Diversity Business Enterprises Program. The UTC Diversity Business Enterprises Program, in the areas of purchasing, construction, design and other professional services, seeks to promote participation by such enterprises in UTC's procurement process.

Federal regulations specifically require institutions receiving grant and contract funds to support a small business program which will enable small business enterprises to be considered fairly as subcontractors and suppliers.

UTC is fully committed to the idea of encouraging the development of small and minority-owned businesses and their participation in UTC's procurement process. To strengthen and expand the University's supplier base, while still providing equal opportunities for all vendors, UTC believes that it is essential to develop successful long-term relationships with small and minority-owned businesses.

Working with vendors that are already capable of meeting UTC's standards of performance, and assisting potential vendors to develop their capabilities whenever possible so they can become viable suppliers, are key components of UTC's intent. UTC will make every effort to carry through on its commitment to promote a positive Diversity Business Enterprises Program.

DEFINITIONS:

Minority-owned business – A continuing, independent, for profit business which performs a commercially useful function and is at least 51% owned and controlled by one or more minority individuals who are impeded from normal entry into the economic mainstream because of past practices of discrimination based on race or ethnic background in accordance with the provisions of T.C.A § 12-3-802.

Woman-owned business – A women owned business that is a continuing, independent, for profit business which performs a commercially useful function, and is at least 51% owned and controlled by one or more women; or, in the case of any publicly owned business, at least 51% of the stock of which is owned and controlled by one or more women and whose management and daily business operations are under the control of one or more women in accordance with the provisions of T.C.A § 12-3-802.

Service-Disabled Veteran Business Enterprise - "Tennessee service disabled veteran owned business" means a service-disabled veteran owned business that is a continuing, independent, for profit business located in the state of Tennessee that performs a commercially useful function and is at least fifty-one percent (51%) owned and controlled by one (1) or more service-disabled owned veterans, in the case of a business solely owned by (1) service-disabled veteran and such person's spouse, is at least fifty percent (50) owned and controlled by the service-disabled veteran, or in the case of any publicly owned business, at least fifty-one percent (51%) of the stock of which is owned and controlled by one (1) or more service-disabled veteran and whose management and daily business operations are under the control of one (1) or more service-disabled veteran".

Small business – A business which is independently owned and operated, in accordance with the provisions of T.C.A § 12-3-802, and is not dominant in its field of operation.

Service Disabled Veteran: Tennessee Service Disabled Veteran means any person who served honorably on active duty in the armed forces of the United States with at least a twenty percent (20%) disability that is service-connected, meaning that such disability was incurred or aggravated in the line of duty in the active military, naval or air service.

Certification:

Participants in the Diversity Business Enterprises Program are required to be certified by the UTC Purchasing Department as being eligible under the Tennessee Diversity Business Enterprise Program.

http://www.tennessee.gov/businessopp/cert_overview.html

Purchasing Objectives

The University's goal is to acquire the goods and services that UTC's departments need, at the most reasonable price consistent with value, quality and time consideration. In buying goods and services, UTC seeks to strike an appropriate balance between purchase price, value, quality, delivery and service. UTC also attempts to achieve an appropriate balance between competition and negotiation as permitted by the University's Procurement Policy. To best serve the interest of the University, the Purchasing Department:

- Strives to obtain the maximum value for each dollar of expenditure.
- Considers quality, price and ability to deliver on schedule.
- Expects honesty in sales representation whether offered through the medium of an oral or written statement, an advertisement, or a sample of the product.
- Declines personal gifts or gratuities.
- Regards each transaction on its own merits.
- Grants all competitive suppliers equal consideration.

Supplier Obligations

Receiving a Purchase Order from UTC is an opportunity to perform a valuable service for the people of the State of Tennessee, specifically, to assist the University to meet its goals of teaching, research, and public service. Receiving an order carries with it the obligation to supply the ordered goods or services at the agreed-upon price, at the promised time, and with a minimum need for the buyer's intervention, renegotiation, or continued expediting. Here is what UTC expects:

- **Communication:** The University expects responsive communication from its suppliers in an effort to maintain a strong business relationship.
- **Compliance:** All suppliers must comply with applicable laws and regulations, as well as comply with all contract or purchase order terms and conditions between the supplier and the University.
- **Competitive Pricing:** The University seeks suppliers who continually offer ways to help the University lower its costs through product/service savings, assistance in standardization or utilization of items, or identifying operational or process improvement opportunities to drive efficiencies.
- **Customer Service and Reliability:** The University expects:
Clear and easy-to-understand return policies
Dependable products and services
Dependable delivery and warranty
Friendly and responsive representatives
- **Ethical Conduct:** The University expects its suppliers to be honest in transactions with the University, and to comply with all relevant laws.
- **Quality:** The University places high standards of performance for itself and the products and services we procure. We expect the same levels of performance from our suppliers in relation to quality of goods or services, responsiveness to requests, and service level standard commitment.

Procurement Organization

For the purpose of efficiency in administration and management, the responsibilities for the purchasing of supplies, materials, and equipment from outside vendors for all University departments (including research projects) have been centralized in separate Purchasing Departments at the various campuses/units. The operation of these Purchasing Departments is designed to relieve the faculty and other staff of most of the details connected with procurement with the exception of building repair/modifications. In accordance with policies and procedures of the University of Tennessee, the Facilities Department and the Department of Safety and Risk Management must each approve/coordinate any building modification, alteration or repair.

The University gains distinct advantages by utilizing the Purchasing Department to the fullest extent.

The Director of Business Services and the purchasing staff provide expertise and assistance for contract negotiations, bidding, current price information, expediting and other general requirements.

UTC understands that many small firms may not possess the necessary expertise in purchasing techniques and contracting procedures employed by large government organizations. To help alleviate this void, UTC's Purchasing Department will support the herein stated Diversity Business Enterprises Program. A primary responsibility of the Purchasing Department procurement staff will be to act as liaison between the using departments and the small and minority business community. However, under existing policy, the University's users and requisitioners have been delegated procurement authority to contact and to make commitments to suppliers for goods and services less than \$10,000 per transaction. The University's Purchasing Department does not exercise control over nor monitor these procurement endeavors in that the policy provides these users/requisitioners with this authority. The University of Tennessee Procurement Cards are utilized to the greatest degree feasible by departmental users/requisitioners in the acquisition process for these small miscellaneous procurements of goods and services.

The Director of Business Services (Purchasing) or designee(s) will assist potential small and minority suppliers in reaching the appropriate using departments' personnel so that these suppliers can participate in the University's procurement activities. As a consequence of this involvement, the University will strive to provide and develop a healthy business relationship between its buyers, all designees and vendors, and the Director or designee(s) will strive to increase vendor participation in UTC's purchasing operations.

Additional procurement authority may be delegated to University users/requisitioners in the future; however, such empowerment is not intended to infer, nor mean, nor to be interpreted that there shall be a lessening of small business or minority vendor participation with the University.

How To Get Started

If you are new to the University, your initial contact should be with the Director of Business Services (Purchasing) or designee, who will provide you with an overview of

the University's procurement system. You will then be referred to the appropriate buyer and/or campus departments that would have an interest in your particular product or service.

Once the vendor has determined that there is a potential demand for its product or service, the vendor should do three things:

- 1) **E-procurement registration**: All vendors who wish to conduct business with the University are required to register with ESM Solutions (ESM). Registration is free, and takes only a few minutes. Please register for the University's e-procurement system, ESM, by visiting this website:
<http://www.esmsolutions.com/suppliers/supplier-portal/>

Be sure to keep your information current in ESM. The University sends bid notices through ESM's system. The notices will be sent to the email address you use in ESM.

- 2) **Documentation for payment**: The University must obtain the following before it can pay your company (this is often referred to as "registering your company as a 'vendor' with the university"):
 - a. Your completed and signed IRS W-9;
 - b. A completed Vendor Payment Selection Form; and
 - c. A completed business classification form

These three documents are necessary because the University must have a business listed in our accounting system before we can pay that business.

- 3) **Registering with the state**: We encourage all DBEs to register with the State of Tennessee's Governor's Office of Diversity Business:
<http://tn.gov/generalservices/article/registration-for-certification1>

Registering with the state is very important because we use the state's database of DBEs when we search for potential suppliers. If your company qualifies as a DBE, you must register with the state.

You may wish to arrange a meeting with the Purchasing Department buyer of your product or service to review existing contracts and opportunities so the buyer may assist you in evaluating your ability to meet the University's needs. Contact the Purchasing Department at (423) 425-4461 or utcpurch@utc.edu to arrange a meeting.

Parking

Regular parking on all University lots, streets, parking structures or leased lots will be by parking permits only.

Maps of campus and visitor parking permits are available from:

The University of Tennessee at Chattanooga
Parking Services
Room 274 (Bursar Office) University Center
651 Vine Street
Chattanooga, Tennessee 37403

Parking Services will provide you with a permit, at a small nominal charge, and direct you to a parking structure or lot as near as possible to the location you are visiting.

Sales Representatives' Hours

Normal Purchasing Department interviewing hours are from 9:00 a.m. to 3:30 p.m., Monday through Friday. To ensure that the person you want to see is available, you are encouraged to arrange appointments beforehand.

Ethics

In its relation with suppliers, the University subscribes to the principles and standards of purchasing practices of the National Association of Purchasing Management and the Code of Ethics of the National Association of Educational Buyers. The latter code is printed in its entirety on the inside back cover of this booklet.

Award Information

Awards resulting from the RFQ/RFP process are posted on the UTC Purchasing Web Site (<http://www.utc.edu/Administration/Purchasing/>) Requests for information regarding the award of an order can be directed to the Purchasing Department at (423) 425-4461 or utcpurch@utc.edu.

Equipment on Demonstration or Trial

The placement of equipment on UTC's premises for trial or evaluation by UTC departments must be coordinated with and approved by Purchasing. A "Release and Assumption of Risk" form must be signed by the vendor.

Shipments

It is important that your shipments be addressed exactly as shown on the purchase order. Each shipment must have a packing slip affixed to the outside of the package showing the purchase order number and contents of the shipment.

Invoices

Prompt and accurate invoicing will assure that payments are made by the University in accordance with the terms of the purchase order. Invoices should be sent directly to the "Invoice To" address as cited on the purchase order and the invoice should cite the complete purchase order number. Inaccurate invoices or invoices that differ from the terms of the purchase order may delay payment.

Business Hours

The Purchasing Department is open for business from 7:30 a.m. to 4:30 p.m., Monday through Friday, with the exception of legal holidays and official University “closing days”.

UTC’s Commitments

The University is committed to providing all qualified potential vendors with an equal opportunity to compete for UTC’s business. We invite your participation and hope you will be doing business with UTC in the future.

PRODUCTS/SERVICES PURCHASED

Typical Products/Services Purchased

- | | |
|------------------------------------|-------------------------------|
| Alteration/Minor Construction | Group Travel (Buses & Vans) |
| Athletic Equipment/Supplies | Group Air Travel |
| Audio Visual Equipment/Supplies | Hazardous Waste Removal |
| Broadcast Equipment | Janitorial Equipment/Supplies |
| Carpet/Installation | Lamps |
| Computer Items (Hardware/Software) | Mechanical Equipment |
| Contracting (all types) | Medical Equipment/Supplies |
| Demolition | Office Supplies |
| Electrical/Electronic | Paper |
| Equipment/Supplies | Paint |
| Engineering Equipment | Rental/Equipment |
| Food Services Equipment/Supplies | Scientific Equipment/Supplies |
| Fuel | Office Equipment |
| Furniture | Uniforms |

RFQ/RFP Postings

Bid Requests For Quotations (formal sealed bids) and Requests For Proposals are posted on <http://www.utc.edu/Administration/Purchasing/> and ESM Solutions Bid Board for The University of Tennessee: <https://www.mercurycommerce.com/secure/SourcingEventPostingBoard/default.asp?sID=%7B15ED695C6-D9EE-455A-9826-049C52D8BDD7%7D&PagingID=&RefreshOption=3>

Non-Discrimination Policy

The University of Tennessee does not discriminate on the basis of race, sex, color, religion, national origin, age, disability, or veteran status in provision of educational programs and services or employment opportunities and benefits. This policy extends to both employment by and admission to the University.

The University does not discriminate on the basis of race, sex or disability in the education programs and activities pursuant to the requirements of **Title VI of the Civil Rights Act of 1964. Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, and the American with Disabilities Act (ADAAA) of 1990 as Amended (2008).**

Inquiries and charges of violation concerning Title VI, Title IX, Section 504, the ADAAA, the Age Discrimination in Employment Act (ADEA) or any of the other above referenced policies should be directed to the Equity and Diversity Officer/Title VI Coordinator of the appropriate campus/unit. At this campus, Dr. Bryan Samuel (423) 425-5670 is the Director of Equity and Diversity.

Rights Under Title VI

The University of Tennessee at Chattanooga's publication entitled, "Your Rights Under Title VI of the Civil Rights Act of 1964" represents UTC's policy on this subject. Copies of this publication are available from the Office of Equity and Diversity, UTC 205 Race Hall, Chattanooga, Tennessee 37403. Contact Dr. Bryan Samuel (423) 425-5670 for copies.

PART II

LOCAL ALTERATION/CONSTRUCTION PROJECTS

The University of Tennessee at Chattanooga Facilities Management Department, located in the Administrative Services Building, 400 Palmetto Street, Chattanooga, Tennessee, often initiates minor construction/renovation projects under the direction of Janet Spraker, phone number (423) 425-4060. This office defines the scope of work, sets project starting date, oversees/coordinates project activity and accepts same on the part of the University. This office may prepare all specifications and all detailed drawings for the locally controlled projects unless such activities are assigned by the Facilities Management Office to architects/designers or to firms specifically designated by the state to perform said architectural and design functions for the University of Tennessee.

The Purchasing Department in conjunction with the University's Facilities Management Department will prepare a bid package, which will include drawings and specifications for each local project. These bid packages shall be in such quantities and detail as might be anticipated for distribution/release to potential bidders known by the University to have an interest in competing for the local project.

The bid package will contain an Invitation to Bidders, Instructions to Bidders, appropriate specifications and drawings for bidders' use in offering their bids to the University.

Bid Requests For Quotations for local projects both formal (sealed bids) and informal bid requests are posted on <http://www.utc.edu/Administration/Purchasing/>. with links to the ESM Posting Board. Copies of RFQ's shall be provided when requested.

Local project bidders must meet/conform to the following qualifications in order to be allowed to offer bids.

In accordance with the Tennessee Contractors Licensing Act, TCA Sections 62-6-101, et seq., if the total cost of this project will exceed \$25,000, the bidder, as prime contractor, and any electrical, mechanical, geothermal or plumbing subcontractor, whose portion exceeds \$25,000 must have a current Tennessee Contractors License appropriate for the work to be performed.

Suppliers and sub-contractors wishing to participate in a local project must submit their proposals to the general contractors. The general contractors will determine which suppliers' and sub-contractors' proposals are most advantageous for use by them in submitting their bids.

General contractors, submitting bids for projects must, when specified in the bid package, provide Bid Bonds (security) with their bids/offers in an amount which typically is 5% of the bid amount.

General contractor(s) hired, if specified in the bid documents, must provide a contract (Payment & Performance Bond) which will cover and include all labor and material in an amount of 100% of the bid amount if the bid is accepted for the University's award.

Contractor(s) hired by the University shall pay not less than the prevailing wage rates. Instructions to bidders must be followed by bidder(s) as required by the bid documents and bidder(s) must meet the requirements of the University's General Bid Conditions and Special Bid Conditions that are referenced in the bid documents. Failure to do so will render the bid being rejected or disqualified from further consideration.

Bids are to be submitted electronically (unless specified otherwise) on forms as indicated and set forth in the bid package.

Bidders (general contractors) may also be required to submit, after the bid closing date, pertinent information relative to his/her experience, financial statements, cost breakdowns, work intended to be performed by Contractor and names of Sub-Contractors and those portions of work to be sub-contracted to others.

PART III

CAPITAL PROJECTS

(The University of Tennessee at Chattanooga)

The University of Tennessee Division of Facilities Planning, located at The University of Tennessee, 119 Middlebrook Building, 5723 Middlebrook Pike, Knoxville, Tennessee, phone number (865) 974-2231, initiates all capital project intentions and actions for all approved University capital projects. This office establishes the priorities for all capital projects, defines the scope of work, sets project starting date, oversees/coordinates construction and accepts same on the part of the University. This office writes the project intent and may prepare all specifications and all detailed drawings for all capital projects unless such activities are assigned by the Facilities Management Office to architects/designers or to firms specifically designated by the state to perform said architectural and design functions for the University of Tennessee (hereinafter Owner) for specified projects. All approved capital projects are identified by a distinct SBC number which shall apply until project completion.

If so directed, the architect/designer (selected by the University), will prepare all drawings and write all specifications for any University capital project so authorized. Meetings and conferences as necessary will be conducted between the University's Facilities Management Department (Owner) and the architect/designer until both parties are in concurrence on project intent and the thoroughness of drawings and the adequacy of applicable specifications which will encompass and accomplish the expectations of both parties.

The architect/designer so chosen or delegated with project authority by the University's Division of Facilities Planning will prepare and distribute a bid package, which will include drawings and specifications for each capital project. These bid packages shall be in such quantities and detail as might be anticipated for distribution/release to potential bidders (i.e. general contractors) known by the architect/University to have an interest in competing for a capital project.

The bid package will contain an Invitation to Bidders, Instructions to Bidders, and relevant specifications and drawings for general contractor bidders' use in offering their bids to the University.

The "Invitation to Bidders" will cite the project intent; it will establish the bid time and set the bid closing time and date, and the location for the public bid opening.

The architect/designer, by law, for all authorized state funded (SBC designated) projects, solicits potential and viable general contractors/ bidders for bids and advertises all capital project construction intentions at least once in the local newspaper during the bid time provided. This legal notification represents the owner's only formal announcement/

solicitation to interested bidders to participate in the bid solicitation, and it invites them to visit the site of the architect/designer (or other bid package service centers/source locations named by the architect) to view plans and/or to obtain bid documents for use in their bid submissions.

Interested and potential bidders must review local newspapers daily to ensure that they are apprised of all state building capital projects. There is no other formal or informal capital project solicitation made/rendered by the architect/designer and no formal solicitation is made by the sources named. However, each service center/source office is apprised of all capital projects and via newsletter and other correspondence the source offices notify its membership of current capital projects on the street. Additionally, capital project notices are posted in the “plan sections” of each source office.

Bid package documents will be available to general contractors and to subcontractors (i.e. suppliers) for viewing at the following source locations (if they are members of the named source/service):

<u>Bid Package Source</u>	<u>Phone Number</u>
<u>Service Center/Source Location</u>	
1. Builders Exchange 2100 South Greenwood Avenue Chattanooga, TN	(423) 622-1114
2. Dodge Planning Room 5200 Building, Eastgate, Suite 900 Chattanooga, TN	(423) 892-1780
3. AGC Planning Room 101 West 21 st Street Chattanooga, TN	(423) 265-4000

To view plans and specifications and to participate at the above three (3) named service centers/sources, potential bidders (i.e. suppliers, sub-contractors, etc.) must become and remain active members of the named services. Membership fees and dues vary between \$350.00 to \$6,000.00 per service/source per year, depending upon the service center and the degree of sophistication of information sought and provided by the service/source to the bidder. Bidders whose status is that of a general contractor may obtain two (2) sets of bid packages from the architect for a fee which is stipulated in the “Invitation to Bidders”. This fee is refundable to bidders who are responsive to the bid solicitations and who return the bid package in good condition within ten (10) days after the bid openings.

Subcontractors or suppliers may obtain one (1) set of bid documents for a fee which is stipulated in the “Invitation to Bidders” under the same condition as indicated for General Contractors.

Capital project bidders must meet/conform to the following qualifications in order to be allowed to offer bids on state capital projects.

Capital project bidders must be general contractor(s) who are licensed in the State of Tennessee to perform the scope of work for which bidder(s) will be bidding per the Contractor's Licensing Act of 1978, as amended.

Suppliers and sub-contractors wishing to participate in a capital project must submit their proposals to the general contractors being solicited by the architect and/or any additional general contractors subsequently added to the architect's bidder's list. Names of general contractors being solicited are supplied to suppliers and sub-contractors upon their request from the architect's office and from the service centers/sources named provided the supplier or subcontractor is a member of the service. The general contractors will determine which suppliers' and sub-contractors' proposals are most advantageous for use by them in submitting their bids for capital project solicitations to the University.

General contractors, submitting bids for accepted projects must provide Bid Bonds (security) with their bids/offers in an amount which typically is 5% of the bid amount.

General contractor(s) hired must provide a contract (Payment & Performance Bond) which will cover and include all labor and material in an amount of 100% of the bid amount if the bid is accepted for the University's award.

General contractor(s) hired by the University shall pay not less than the prevailing wage rates. Instructions to bidders must be followed by bidder(s) as required by the bid documents and bidder(s) must meet the requirements of the University's General Bid Conditions and Special Bid Conditions that are referenced in the bid documents. Failure to do so will render the bid being rejected or disqualified from further consideration.

Bids are to be submitted on forms as indicated and set forth in the bid package.

Bidders (general contractors) may also be required to submit, after the bid closing date, pertinent information relative to his/her experience, financial statements, cost break-downs, work intended to be performed by Contractor and names of Sub-Contractors and those portions of work to be sub-contracted to others.

Bidders (both general contractors and subcontractors/suppliers) may be allowed to obtain copies of drawings and specifications from the sources named, if members of the service, at nominal costs, or they may obtain copies of bid documents from General Contractors solicited by the architect/designer. All subcontractors or suppliers must submit their bids/offers to the General Contractors solicited by the architect, prior to the architect's bid closing date and time set, the names of which can be acquired from the architect or from the bidder sources named herein.

After bid openings, the architect/designer in consultation with the Owner will recommend a responsible bidder's offer for award. The one chosen would be that deemed to be the lowest responsive bid.

Any resulting contract issued as a consequence of state funded capital project solicitations shall be executed on a Standard Form of Agreement Between Owner and Contractor (i.e. AIA Document, 1977 Ed. as issued by the American Institute of Architects).

The Bidder/Contractor chosen for the state award shall be required to sign the AIA contract form and return it to the architect/designer. The bidder shall also supply such additional documents as earlier specified including Contract Bonds, and Certificates of Insurance within 14 days of their receipt.

The Owner signs the contract on the part of the State/University.

Progress of the construction shall be under the guidance and coordination of the architect/designer who shall maintain direct and close contact with the Owner on contract performance and decisions.

The architect/designer shall accept the finished project on the part of the Owner.

After the architect/designer notifies the Owner that the project has been successfully completed, the Owner shall be responsible for all payments to the Contractor.

PART IV

NATIONAL ASSOCIATION OF EDUCATIONAL PROCUREMENT CODE OF ETHICS

1. Give first consideration to the objectives and policies of my institution.
2. Strive to obtain the maximum value for each dollar of expenditure.
3. Decline personal gifts or gratuities.
4. Grant all competitive suppliers equal consideration insofar as state or federal statute and institutional policy permit.
5. Conduct business with potential and current suppliers in an atmosphere of good faith, devoid of intentional misrepresentation.
6. Demand honesty in sales representation whether offered through the medium of a verbal or written statement, an advertisement, or a sample of the product.
7. Receive consent of originator of proprietary ideas and designs before using them for competitive purchasing purposes.
8. Make every reasonable effort to negotiate an equitable and mutually agreeable settlement of any controversy with a supplier; and/or be willing to submit any major controversies to arbitration or other third party review, insofar as the established policies of my institution permit.
9. Accord a prompt and courteous reception insofar as conditions permit to all who call on legitimate business missions.
10. Cooperate with trade, industrial and professional associations, and with governmental and private associations, and with governmental and private agencies for the purpose of promoting and developing sound business methods.
11. Foster fair, ethical and legal trade practices.
12. Counsel and cooperate with NAEP members and promote a spirit of unity and a keen interest in professional growth among them.