

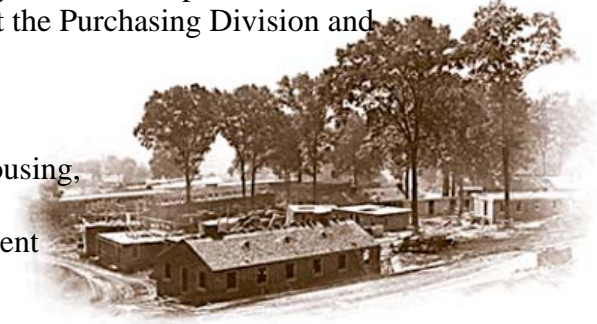
General Information about Doing Business with KCDC

INTRODUCTION

The information provided here is to assist vendors in doing business with Knoxville's Community Development Corporation (KCDC). It is not intended to be all inclusive. KCDC Procurement Policy and the United States Department of Housing & Urban Development (HUD)'s Procurement Handbook detail how the procurement function at KCDC operates. Additionally, KCDC complies with State of Tennessee requirements. For detailed information, vendors should contact the Purchasing Division and review other documents on KCDC's web page.

KCDC History

To fulfill the promise to provide safe, decent and affordable housing, the City of Knoxville established the Knoxville Housing Authority, known today as Knoxville's Community Development Corporation in 1934. At that time there were two housing properties.



KCDC has grown from managing those two housing properties to managing seventeen housing properties. In 2009, KCDC became the public housing & redevelopment authority for Knox County. The agency has also expanded the role of a public housing agency to include resident and development services. For details on the sites owned by KCDC, go to www.kcdc.org and click on "Housing Opportunities."



KCDC's Mission

KCDC's mission is to improve neighborhoods and communities by:

- Providing Quality Affordable Housing
- Advancing Development Initiatives
- Fostering Self-Sufficiency

All vendors are encouraged to review the following information explaining how to conduct business with KCDC.

It is the policy of KCDC to ensure that all qualified vendors regardless of race, color, national origin, or gender shall have the maximum opportunity to participate in projects.

Please feel free visit our website (www.kcdc.org and click on "Doing Business with KCDC") or contact the Purchasing Division for further information.

KCDC'S PURCHASING DIVISION MISSION

To be proactive in meeting our customers needs by providing quality procurement services in an efficient, economical and professional manner. To achieve these goals requires continuous improvement of the procurement function. This is achieved through creativity, teamwork and a commitment to the success of our customers

KCDC'S PURCHASING DIVISION GENERAL INFORMATION

The Purchasing Division is the central procurement organization for all departments under the jurisdiction of the KCDC Board of Commissioners. Its responsibilities include:

- Buying all supplies, materials and equipment necessary for the delivery of KCDC services.
- Coordinating the selection of professional services for planning, design and special consultation work for KCDC.
- Issuing bid invitations, Request for Proposals, Request for Qualifications and all other procurement activities of KCDC.
- Administering the P-Card program.
- Sale of surplus items.
- Overseeing warehouses and inventory.

The mission statement of the Purchasing Division is to be proactive in meeting our customer's needs by providing quality procurement services in an efficient, economical and professional manner. To achieve these goals requires continuous improvement of the procurement function. This is achieved through creativity, teamwork and a commitment to the success of our customers.

BID AWARD CRITERIA

The basis for selection of a vendor for an award is generally the lowest most responsible, responsive bid. The lowest responsible bidder is defined as the company or individual whose product best meets the bid specifications at the lowest price. Professional services (architects, engineers, et cetera) are selected on the basis of qualitative factors and price is not a factor in the initial evaluation. Qualitative factors considered in the evaluation process are typically: Staffing, Performance, Experience and Expertise, Availability and Financial Stability.

KCDC reserves the right to reject any and all bids or any portion thereof.

BONDS

KCDC normally requires bid, payment and performance bonds on any project exceeding \$99,999 in value. Details will be in the bid document,

COMMUNICATION

The Purchasing Division communicates extensively by email. In order to successfully conduct work with KCDC, vendors need to routinely use email to conduct business.

CONTACT POINTS

KCDC prefers that vendors first make contact with the Purchasing Division and not with our sites and employees. The Purchasing Division will refer vendors to employees as needed.

The KCDC Purchasing Division is located at 901 Broadway NE. Normal office hours are 7:30 a.m. to 4:00 p.m. While drop in visitors will be accommodated whenever possible, it is suggested that you contact the staff for an appointment.

Phone: 865.403.1107

Email: purchasing@kcdc.org

COOPERATIVE PURCHASING

KCDC uses cooperatively bid contracts from other governmental agencies when it is in KCDC's best interest. Examples include contracts issued by:

National Joint Powers Association (NJPA)

State of Tennessee

The United States General Services Administration (GSA) (Selected contracts)

U.S. Communities

WSCA

DAVIS BACON REQUIREMENTS

Generally any construction work for KCDC requires that the vendor adhere to the federal Davis Bacon requirements. These are detailed in the solicitation document.

ETHICAL STANDARDS

Employees in the Purchasing Division do not accept entertainment or gifts offered by or on behalf of vendors, suppliers, contractors, businesses, or citizens currently or potentially serving KCDC. All employees will keep themselves free of obligation. Nominal "gifts" from vendors, such as those routinely and openly given away at conferences and open houses, are acceptable provided they fall within the guidelines of KCDC's overall ethical standards.

GENERAL INSTRUCTIONS TO VENDORS

In order to reduce the amount of paper in solicitation documents, KCDC removed many standard legal items from its terms and conditions and placed them on the internet in a document entitled "General Instructions to Vendors." By submitting a response to any KCDC solicitation, the vendor is certifying that they have read and will abide by these requirements. Note that not all of these requirements apply to every solicitation.

INSURANCE

Vendors are required to have insurance when they provide any service to KCDC. The specific requirements are detailed in the solicitation document.

INVOICING

All vendors are required to submit invoices for both commodities and/or services. Invoices must be sent as indicated on the purchase order or by other instruction. Cash discount terms must be specified on your invoice. The name of the department where delivery of goods and/or services is to be made should also be included. The purchase order number must be indicated as well. Back orders must also be indicated on invoices. Indication of items that will not be delivered must be clearly stated.

Vendor's invoices must describe the article and/or services exactly as shown on this order. **The purchase order number must appear on invoices and delivery tickets related to this order.** Prices shown on this order include all delivery costs to the delivery point shown on the order.

Invoices are not paid until items on the purchase order have been received, checked, and approved.

KCDC is exempt from Tennessee State Sales Tax and Federal Excise taxes. Exemption certificates will be issued upon request.

KCDC pays net 30 days on the 15th or the 30th provided that:

1. The goods and/services services are delivered in accordance with the bid or contract.
2. The invoice (and backup materials) is properly completed.

Contracts are generally paid net 10 days.

Some expenses are paid on P-Card.

PROCUREMENT PROCESS

Requisitions for all goods and services are received in the Purchasing Division from all departments of KCDC. Once requisitions are received, purchasing personnel will generate either Quotations or Formal Sealed Bids or Request for Proposals.

SEALED BID PROCESS

Commodities or services valued at \$100,000.00 or more as well as the establishment of Term Bids require formal sealed bids or proposals. KCDC uses its web page as its official advertising medium. Additionally, KCDC places an advertisement in the Knoxville News Sentinel each month directing readers to KCDC's web page for all solicitation opportunities. Copies of the solicitation are emailed to various distribution groups including:

- Associated Construction Women
- Bidnet
- Black Contractor's Association
- Datafax
- Hispanic Chamber of Commerce
- Knoxville Builders Exchange
- Knoxville Chamber Partnership
- Knoxville's EBOP Office
- Knoxville Area Urban League
- Knox County's Supplier Diversity Office
- McGraw Hill Construction Room
- Reed Business Information
- Tennessee Minority Supplier Development Council

Solicitations are posted on KCDC's web page at www.kcdc.org . Vendors may read, download and/or print the solicitations as desired.

Solicitation openings are generally held at 11:00 a.m. on the date specified in the bid document. The location of each bid opening is identified in each solicitation. Openings are normally held in the Purchasing Division Office.

Solicitations will be received at the KCDC Purchasing Division until 11:00 a.m., local prevailing time, on the bid opening date. By law, bids received later than 11:00 a.m. will not be accepted for consideration.

KCDC may fax solicitation notices and/or email registered vendors when opportunities arise. However, vendors are encouraged to monitor KCDC's website for solicitations as this is the official way that KCDC advertises bids and communicates. No other method (faxes, emails, et cetera) are guaranteed.

All bid openings are public and vendors are encouraged to attend. Bids are available for review by appointment after the bid opening. Apparent low bidders and bid recommendations are available after the initial bid opening or immediately following publication of the award recommendation if the solicitation is a RFP. In either case, the results will be posted to KCDC's web page.

Bid documents can be quite lengthy if the goods or services desired are complex. Accordingly bidders should carefully read the instruction and follow the directions. If you have questions, please contact the Purchasing Division prior to submitting your bid.

SURPLUS SALES

KCDC uses an on-line auction service to sell its surplus items. To view KCDC surplus, go to www.govdeals.com.

TERM BIDS

KCDC has many Term Bids in place. These agreements are contracts initiated by the Purchasing Division for commonly used supplies or services at fixed unit prices for a specified term, typically one year. Typically, a term bid has four, one year renewal periods that can be exercised upon the concurrence of both parties. Thus a term bid may last up to five years. However KCDC does not guarantee any purchase amount. Nor does KCDC guarantee a vendor 100% of all purchases for that commodity.

Individual orders against master agreements are placed directly by employees of KCDC departments and each order will have a unique order number. This order number must appear on your invoice to ensure prompt payment. A listing of master agreements will be provided upon request.

Award of Term Bids may be made to multiple suppliers on the basis of successful quotes for individual items within the bid request. When submitting a bid for a Term Bids, prices quoted shall be firm for a period of one year unless otherwise stated within the specification. When an award is made on a Term Bid the vendor will be notified with a "Letter of Acceptance" and purchases against this agreement or contract will be confirmed by issuing a blanket purchase order number.

VENDOR PERFORMANCE

The Purchasing Division establishes vendor performance and information files for all vendors doing business with KCDC. Two areas are of particular importance:

1. **Delivery Dates:** Failure to meet a specified delivery date reflects on performance and could be a factor in subsequent award determinations. It is the vendor's responsibility to notify the Purchasing Division and the appropriate department when a delay in the delivery schedule is anticipated or occurs. At that time, the vendors are to indicate the new anticipated delivery date and the reason for delay. Failure to deliver within contractual delivery schedules may result in the vendor being declared in default and cancellation of the purchase order.
2. **Quality of Service:** Unsatisfactory product quality or service performance also reflects on a vendor and could be a factor in subsequent award determinations as well as removal from the active vendor list. Such performance can increase KCDC's operating costs and must be considered when complying with the policy of awarding to the "lowest responsible bidder".

One technique that KCDC uses to evaluate vendor performance is through User Surveys. Once a vendor provides goods or services to KCDC, Purchasing surveys our employees about the vendor's performance. The results are shared with the vendor and retained by the Purchasing Division.

VENDOR REGISTRATION

KCDC procures goods and services from qualified and registered vendors. Interested vendors are encouraged to complete the brief on-line vendor application. This provides KCDC with a database of vendors to consult as needs dictate. To complete the registration, go to www.kcdc.org. Click on "Doing Business with KCDC." Then click on "Vendor Registration." Follow the instructions and you will be

registered within a few minutes. Once registered, you will have a password so that you can edit your information and keep it current.

Registration also enables our software to send you an email whenever a solicitation is posted for goods or services that you have indicated you wish to supply to KCDC. While this is a service to our registered vendors, ultimately KCDC's notification to the vendor community is the posting of the solicitation to the web page.