

Missouri Department of Corrections



VENDOR MANUAL

A Vendor's Guide on How to do Business with the Missouri Department of Corrections

May 2011

Missouri Department of Corrections
Purchasing Section
2729 Plaza Drive
Jefferson City MO 65109

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Introduction

This manual is designed to acquaint prospective vendors with how to do business with the Missouri Department of Corrections (referred to throughout this manual as the “Department”) and provides notice of the statutes and regulations governing the procurement laws of the State of Missouri. The information contained in this manual is based on these statutes, regulations, and the Department’s policies and procedures in effect at the time of the latest revision and is subject to change without notice. The information contained in this manual is for reference only and cannot be construed as binding nor inferred into any solicitation or contract.

Procurement Authority/Delegations:

Purchasing authority for appropriated funds is granted by section 34.030 RSMo which reads: “*The commissioner of administration shall purchase all supplies for all departments of the state . . .*” The Office of Administration, in turn, issues the Department a Department Procurement Delegation of Authority, granting the Department procurement authority of appropriated funds valued up to \$24,999.99. All purchases at \$25,000 and more, unless other Special Delegation of Authorities have been requested and approved, are bid out by the Office of Administration on behalf of the Department.

The Department’s Central Purchasing Office establishes department-wide contracts, provides assistance with complicated purchases, and bids all contracts delegated to the department valued over \$25,000 through Special Delegations of Authority. Through decentralization, and with Central Purchasing oversight, each Division and institution purchases needed items valued up to the \$24,999.99 delegated threshold.

The Department must follow specific purchasing procedures that are based on chapter 34 RSMo and the Missouri Code of State Regulations 1 CSR 40-1. The Department’s Delegation of Authority allows the Department to establish and follow more restrictive purchasing guidelines. These are written into the Department’s Policy and Procedure Manual and the Internal Control Plan.

Offender Canteens:

Section 217.195 RSMo gives the Department the authority to operate offender canteens within the correctional institutions and to use the funds generated to meet canteen operating expenses and provide for offender educational, recreational and religious programs. Expenditures of canteen funds are governed by Department Policy and Procedure. Contracts for the purchase of canteen items for resale are established by the Department’s central purchasing office. Bids for one time purchases of canteen funded items are issued by individual institutions and by the central purchasing office, depending upon the dollar value of the purchase.

Missouri Vocational Enterprises:

Missouri Vocational Enterprises (referred to throughout this manual as “MVE”) is a program within the Department established by sections 217.550 - 217.575 RSMo with the desired outcome of creating meaningful job training for incarcerated offenders. MVE operates off of a working capital revolving fund. Many purchases are made at the factory level with oversight and monitoring performed by the MVE Central Office.

Section 1

General Information

1.0 Overview

The Missouri Department of Corrections (“Department”) is dedicated to public safety through the successful management and supervision of offenders in prison, on probation and on parole. The Department’s responsibility is to administer the sentence set by the court in ways that promote public safety at the lowest cost to taxpayers. The Department has a legislative and judicial responsibility to provide food, clothing and medical care to incarcerated offenders, and provides educational and rehabilitative services to incarcerated offenders and those on supervised release.

1.1 Mission Statement

The Missouri Department of Corrections supervises and provides rehabilitative services to adult offenders in correctional institutions and Missouri communities to enhance public safety.

1.2 Central Purchasing Office

The Department’s central purchasing office is located at 2729 Plaza Drive in Jefferson City. Consisting of a staff of ten (10), this section is tasked with oversight of the Department’s procurement function. Purchasing staff provide guidance to institutions and division personnel; monitor purchases; develop and bid department-wide, professional service and canteen resale contracts; and is the Department’s liaison with the Office of Administration, Division of Purchasing and Materials Management.

1.3 Offender Canteens

The Department operates canteens within the correctional institutions for offenders to purchase food, clothing, appliances and other approved items. By departmental policy, the selection of items available for purchase is decided upon by departmental committee. The committee is tasked with standardizing an approved list to provide uniformity in product and pricing in the canteens. These items are competitively bid to obtain the best possible pricing. Once on contract, only those items are allowed to be sold in the canteens.

The central purchasing office is the liaison between vendors and members of the committee. If a vendor has an item they would like considered for addition to the approved list, they may send information regarding the item to the attention of the Department’s central purchasing office. Requests are presented to the committee at the next regularly scheduled meeting.

Purchasing procedures for the procurement of canteen resale items and canteen funded educational, recreational and religious supplies and programs are established by Departmental policy and procedure and mirror the requirements established in chapter 34 RSMo.

1.4 Missouri Vocational Enterprises (MVE)

Mission Statement

Missouri Vocational Enterprises (MVE) is committed to developing personal responsibility in offenders through the development of diverse training programs that enhance offender employability and the opportunity for success while incarcerated and upon release.

Funding

It is often a misconception that MVE is funded by tax payers. This is not the case. MVE operates off of funds generated from the sales of products and services. These funds pay for all operating expenses, including the salaries and benefits for over two hundred MVE employees and offenders who are enrolled in the program.

Economic Growth and Benefits to the State of Missouri

MVE enhances Missouri's business economy by purchasing over \$15,000,000 in raw materials and services annually. More than \$10,000,000 of those purchases are made from Missouri based companies. MVE provides quality products at a competitive cost to state agencies, public schools and not-for-profit entities in accordance with chapter 217 RSMo.

Wages paid to offenders allow them to pay child support for their families, to make restitution payments to the Victims of Crime Fund, to pay court ordered costs, and to purchase items from the institutions' canteens. In turn, canteen profits pay for education, recreation and religious programs, further reducing the reliance on General Revenue funds.

Studies have shown that offenders who participate in prison-based work programs have a lower rate of recidivism. This contributes to a safer Missouri and also to savings for the taxpayer.

MVE Programs

More than 1,500 incarcerated offenders are employed daily in MVE factories and in other work settings. MVE funds the training of offenders who receive workplace essentials skills, computer literacy, and on the job training. Many offender positions qualify for the US Department of Labor's apprenticeship program.

MVE work programs teach offenders good work ethics and transferable job skills, preparing them for a successful transition into society. Offenders build a sense of self-worth and are less likely to engage in violence or other forms of misconduct while incarcerated, contributing to a safer prison environment.

Section 2

Requirements of Vendors

2.0 Registering as a Vendor with the State of Missouri, Division of Purchasing and Materials Management

Vendors are encouraged to register as a vendor with the Office of Administration, Division of Purchasing and Materials Management (OA/DPMM) prior to receiving an award of contract from the Department for two reasons: a vendor number issued by OA/DPMM is required before an award of contract can be entered into the State of Missouri's Statewide Accounting for Missouri system (SAM II); and, an OA/DPMM vendor number is required in order for payment to be made by Electronic Funds Transfer (EFT). NOTE: Registration with OA/DPMM is not a requirement for an award of a canteen contract as this type of contract is not entered into the SAM II system.

When vendors register and obtain a vendor number with OA/DPMM, they automatically obtain a standard registration for bidding. Standard registration includes:

- View open bids on line
- Enter/update vendor profile information

Information to register and receive a vendor number may be obtained from OA/DPMM's website at <http://www.oa.mo.gov/purch/>

2.1 Premium Registration as a Vendor with the Office of Administration, Division of Purchasing and Materials Management

OA/DPMM has implemented a Vendor Registration Fee for Premium Services. An annual non-refundable fee of \$50 plus a convenience fee of \$1.50 is assessed to access these services. Payment of this fee is accepted by credit card only through a secured site. Premium Registration includes:

- Enter/update vendor profile information
- Receive e-mail notifications of bidding opportunities/modifications/cancellations
- Register for commodity codes
- Conduct commodity history searches
- Respond electronically to bids
- View open bids
- View closed bids
- View your submitted open or closed bids
- Obtain award status information
- Access public bid opening details

Complete information may be found on OA/DPPM's website at <http://oa.mo.gov/purch/>.

2.2 Registering as a Vendor with the Department

The Department's central purchasing office maintains a current vendor database. The vendor registration application form can be downloaded at <http://doc.mo.gov/contracts.php> and submitted with

a bid response, mailed/faxed to the address/fax number on the form or emailed directly to doc.vendorinfo@doc.mo.gov . Vendors may also request an application by calling 573-526-6406.

Vendors do not have to be officially registered with the Department in order to respond to a department-issued solicitation. Please note that the vendor database is for the main use of the central purchasing office. Institutions and divisions have access to the database but typically maintain and use their own vendor files.

2.3 Doing Business with MVE

Vendors must contact the MVE central purchasing office by calling (573) 751-6663 to be placed on their bidding list.

2.4 Tax Compliance

Per section 34.040.6 RSMo, the Department is prohibited from contracting for goods or services with a vendor if the vendor or an affiliate of the vendor makes sales at retail of tangible personal property and fails to collect and properly pay the tax as provided in chapter 144 RSMo. As part of the bid evaluation process, the Department requires vendors to provide a copy of a Vendor No Tax Due certificate issued by the Missouri Department of Revenue, if not already available or on file. Vendors failing to obtain a Vendor No Tax Due certificate in the requested time frame are not considered for award of a contract.

How to Obtain a Certificate of Vendor No Tax Due

A Certificate of Vendor No Tax Due may be obtained from the Missouri Department of Revenue when a business pays all of its sales/use tax in full, does not have a sales tax delinquency, or does not sell tangible personal property at retail in Missouri. If taxes are due, and depending on the payment history of the business, a cashiers check or money order may be required for payment before a Certificate of Vendor No Tax due can be issued.

A Certificate of Vendor No Tax Due can be obtained by contacting the Missouri Department of Revenue, Division of Taxation & Collection, PO Box 3666, Jefferson City, MO 65105-3666. Vendors may also call (573) 751-9268, fax (573) 522-1265, email taxclearance@dor.mo.gov, or complete and fax the Request for Tax Clearance, Form 943, located at <http://dor.mo.gov/tax/misc/forms/943f.pdf>. If a vendor elects to complete the Request for Tax Clearance, Form 943, **item 4 in the “Reason for Request” section must be checked.**

For walk-in assistance, visit one of the local Tax Assistance Centers listed below:

Jefferson City
301 West High Street, Room 330

St. Louis
3256 Laclede Station Rd, Ste 101

Kansas City
615 E 13th St., Room 127

St. Joseph
525 Jules, Room 314

Cape Girardeau
3102 Blattner Dr., Suite 102

Joplin
1110 East 7th St., Suite 400

Springfield
149 Park Central Square,
Room 313

2.5 E-Verify

Pursuant to section 285.530 RSMo, if the vendor meets the definition of section 285.525 RSMo of a “business entity”, the vendor **must** affirm its enrollment and participation in the E-Verify federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services the Department is bidding/contracting. Award of a contract in excess of \$5,000.00 can not be made until this condition is met.

Information regarding E-Verify is available at:

http://www.dhs.gov/files/programs/gc_1185221678150.shtm

The definition of a “business entity” may be found at:

<http://www.moga.mo.gov/statutes/C200-299/2850000525.HTM> .

2.6 Missouri Uniform Law Enforcement (MULES) Background Checks

A Missouri Uniform Law Enforcement System (MULES) background check may be required on a vendor or a vendor’s employees (including any subcontractors) prior to entry into a Department’s correctional institution. The Department has the right to deny access into an institution of any vendor/vendor’s employees for any reason and at any time.

MULES checks are required for the following:

- Prebid conferences, site visits and walk-throughs during the bidding process
- Delivery of items by a contractor/delivery personnel
- Contractor and employees/subcontractors performing any type of service work in an institution
- Any meetings held inside an institution for any reason

2.7 Visits by Vendors

Visits by vendors and their representatives to the central purchasing office are welcomed by appointment only. Please call (573) 526-6424 to schedule an appointment.

2.8 Samples

Samples of items are requested in many bid solicitations for commodities. Instructions for the submission of samples are detailed in each solicitation document and are located in the bidder’s instruction section. At a minimum, samples must be identified with the bid number and vendor’s name. Many samples are destroyed during testing (for example, food). Samples of other items are returned only upon written request and at the bidder’s expense.

Unsolicited samples are discouraged due to space constraints. Vendors with new products are encouraged to make an appointment with procurement staff.

Section 3 Methods of Procurement

3.0 Overview

Pursuant to section 34.100 RSMo, the Commissioner of Administration grants local procurement authority to the Department for all single purchases valued up to but not including \$25,000. All purchases valued at \$25,000 and more are procured by the Office of Administration/Division of Purchasing and Materials Management (OA/DPMM) on behalf of the Department.

The Department's purchasing structure is a mix of centralized/decentralized purchasing. The Central Purchasing Office is tasked with overseeing the purchasing function for the department. Some bids are issued and awarded through this office. Most day to day purchasing is performed by the institutions, divisions and MVE.

3.1 Local Purchases

Purchases valued at \$3,000.00 and below (small purchases) are made at the local level by institutions, divisions and MVE factory staff. Quotes are solicited by phone or fax and purchases are made with a purchase order or a Department issued Procurement Card (Visa).

Institution, division and MVE factory staff may purchase commodities with a value under \$25,000 using the RFQ (informal bid) format. Bids are solicited by fax or mail and purchases are made with a purchase order or a Department issued Procurement Card (Visa).

3.2 Contract Purchases

Institutions, divisions and MVE factory staff purchase items from established statewide or department contracts as needed. Purchases are made with the issuance of a purchase order or a Department issued Procurement Card (Visa).

3.3 Single Feasible Source Purchases

A purchase qualifying as a single feasible source (sole source) must meet the requirements as defined in section 34.044 RSMo. The Department has the delegated authority to make the determination for purchases at \$5,000 or less. Any purchase valued over \$5,000 requires advertising by OA/DPMM and their approval.

3.4 Emergency Procurements

An emergency procurement is defined in accordance with section 34.045 RSMo. The statute allows for the waiving of competitive bids in the following situation: *“there exists a threat to life, property, public health or public safety or when immediate expenditure is necessary for repairs to state property in order to protect against further loss of, or damage to, state property, to prevent or minimize serious disruption in state services or to ensure the integrity of state records.”* Emergency procurements must be made with as much competition as is practicable under the circumstances.

When possible, any emergency procurement valued at \$25,000.00 or more must be approved by the Assistant Director of OA/DPMM before obtaining any services or supplies.

3.5 Exemptions from the Competitive Bid Process

The following purchases are exempt from chapter 34 RSMo competitive bid requirements:

- Travel - commercial transportation, mileage, meals and lodging
- Utilities
- Postage
- Organizational memberships and other professional development
- Convention, conference and training fees (if not a Department sponsored event)

The Department may contract with another governmental entity for goods and services without conducting a competitive bid process.

Section 4 Methods of Solicitation

4.0 Overview

Bid solicitations are issued by either OA/DPMM on behalf of the Department, by the Department's central purchasing office, by the MVE purchasing office, or locally by staff at each correctional institution, division office, or MVE factory, depending on the type of solicitation, dollar value, and funding source. The type of document issued is dependent upon whether it is a commodity or service, whether it is to establish a contract or for a one time purchase and the complexity of the commodity/service being bid.

4.1 Request for Proposal (RFP)

An RFP is a competitive method of procuring goods and services whereby offerors are asked to submit proposals for the supply of goods and/or services in a format that allows for the consideration of factors other than price in the evaluation and award process. Competitive negotiations are allowed to obtain the "best value" and the cost of the project is not the single determining factor. RFPs are only issued by OA/DPMM as the Department is not delegated the authority to conduct negotiations.

4.2 Invitation for Bid (IFB)

An IFB is a formal request for sealed bids. The evaluation may be cost only or may include weighted subjective criteria. Bids submitted in response to an IFB must be written, sealed, and delivered by the date and time specified in the IFB. An IFB may be issued by OA/DPMM, by the Department's central purchasing office, or by the MVE purchasing office.

4.3 Request for Quotation (RFQ)

A RFQ is an informal request for written bids. Bids submitted in response to an RFQ may be mailed or faxed and is requested to be received prior to the target date and time specified in the RFQ. At the option of the buyer of record, an evaluation and award may be performed immediately upon the expiration of the target date/time or the buyer of record may continue soliciting and receiving quotations for a reasonable time thereafter. RFQs may be issued by the Department's Central Office Purchasing Section, by the MVE Purchasing Office, or locally by staff at each correctional institution, division office or MVE factory.

- RFQs for bulk fuel purchases are the exception and are solicited via telephone due to market volatility.

4.4 Request for Information (RFI)

An RFI is a method for soliciting information from vendors who have knowledge or information about an industry, product or service. The RFI is not intended to result in a contract award but is designed for the collection of industry information that may be used to determine if a product or service is feasible and to develop specifications for formal solicitation.

4.5 Qualified Products List (QPL)

The Department's central purchasing office establishes a Qualified Products List (QPL) for items placed on contract for resale in canteens in each institution. Items are tested, evaluated and approved in advance for:

- quality
- size
- packaging
- taste (if applicable)
- safety and security

New items or those not yet on a pre-qualified list are tested during the bidding process. Only items that pass the test and are approved may be considered for award. Once a QPL is established, vendors may only submit bids for those items on the list, eliminating the need for additional samples to be submitted, evaluated and tested during the bidding process.

Vendors wishing to have their products tested for potential placement on an established Qualified Products List are requested to contact (573) 526-6424 to make arrangements. Vendors are discouraged from simply sending in samples.

4.6 Request for Supplier Qualification (RFSQ) and Qualified Vendor List (QVL)

From time to time, the Department may establish a contract through a Request for Supplier Qualification (RFSQ) solicitation. Vendors will be prequalified, along with their product, for supplying items or services based upon specifications set forth in the bid document. Other criteria such as past performance, expertise of personnel, product warranty and vendor's return policies may be subjectively evaluated. Multiple contracts are awarded. No prices are requested at the time of bid submission.

MVE establishes a similar type of contract – a Qualified Vendor List (QVL) for commodities that are typically volatile in the marketplace such as toilet paper, aluminum, steel and chemicals.

Once contracts are in place and the Department/MVE has a need to purchase, prices are solicited from each contracted vendor for the item(s) needed. The contracted vendor with the lowest price is issued an order for the needed item(s) – as the item and contractor have previously been “qualified”. This method provides for a way to purchase items that have volatile pricing and/or are difficult to place under a term contract.

4.7 Request for Application (RFA)

The Department has been granted a Special Delegation of Authority (SDA) to solicit applications for Community Reentry Funding. This contracting process is different than most professional service bids and multiple contracts are awarded in each of the six (6) Probation and Parole regions, statewide. Vendors submit a detailed application, including a budget sheet, detailing how the funding will be spent. If awarded a contract, contracted vendors are required to submit extensive reporting on how funds are spent and any funds not expended by the end of the contract year are returned to the department.

Section 5 Posting of Bids

5.0 Electronic Posting of Bids

As technology advances, the State of Missouri is moving away from mailing hard copies of bid solicitations and towards electronic posting of bids via the internet.

5.1 Bids Posted by OA/DPMM

Bids solicited by OA/DPMM are posted on their website. Vendors may view bids on their website at the following web address: <https://www.moolb.mo.gov/Glue/default.asp>. Vendors should review the information on this website regarding registering and responding to solicitations.

5.2 Bids Posted by the Department's Central Purchasing Offices

The Department posts bids issued by the Department in several locations:

Commodity and general services bids are posted at http://doc.mo.gov/contracts_general_bid.php

Professional services bids are posted at http://doc.mo.gov/contracts_ps_bid.php

MVE bids are posted at http://doc.mo.gov/contracts_mve_bid.php.

Department procured single feasible source procurements and bids with an estimated value of \$25,000 or greater (those delegated to the Department through Special Delegations of Authority or canteen-funded items) are posted in the lobby at 2729 Plaza Dr., Jefferson City, MO 65109.

5.3 Bids Solicited By Institutions / Divisions and MVE Factories

Bids solicited locally by individual correctional institutions, divisions of the Department and MVE factories are not posted on the internet. The requesting location sends notice of the bids directly to known vendors.

5.4 Department Contact List

A contact list is included as Attachment 1.

Section 6 Communication

6.0 Vendor Responsibility

It is the vendor's responsibility to ask questions, request changes or clarification, or otherwise advise the Department if any language, specifications or requirements of a solicitation appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated to a single source. Such communication should be received at least ten calendar days prior to the official bid opening date.

6.1 Communication with Department Staff

Any and all communication from vendors regarding specifications, requirements, competitive bid process, etc., must be directed to the buyer of record identified on the first page of the solicitation document. Inappropriate contacts with other staff may compromise the bid process and are grounds for exclusion of the vendor from future bidding opportunities.

6.2 Pre-Bid / Pre-Proposal Conferences

A pre-bid / pre-proposal conference is a way for interested vendors to ask questions and to gain information about a bid solicitation. Attendance may or may not be mandatory, depending upon the solicitation, but is highly recommended. If mandatory, bids will only be accepted from vendors who are in attendance. When possible, the Department will conduct conferences telephonically. If during the conference it is determined that specifications or the scope of work needs revision or the solicitation document otherwise requires modification, an official amendment to the solicitation document will be issued.

Discussions during a pre-bid / pre-proposal conference are not considered official responses or changes to the bid solicitation document until placed in writing and are issued in a written amendment to the bid solicitation. The only official position of the Department is that which is in writing.

6.3 Tour of a Facility

Bids may allow for or mandate a tour of a facility. The purpose of a tour is to allow potential bidders an opportunity to inspect a facility before submitting a bid. If a service requires detailed knowledge of a facility, then the tour will be mandatory and bids will only be accepted from vendors attending the tour. Each vendor is solely responsible for a prudent and complete personal inspection, examination and assessment of the work site condition, facilities, and/or any other existing condition, factor or item that may affect or influence the performance of service described and required by the scope of work. Vendors are not relieved of the responsibility for performance under the contract for failure to observe existing conditions, etc.

In most instances, a facility tour will be set for a specific date and time. Vendors will not be permitted to schedule a tour at a different time or date. For mandatory tours, two tour times are typically

available and vendors may choose the time most convenient for them. Security requirements apply to all persons attending the tour at a correctional facility. This includes, but may not be limited to:

- Requiring pre-registration of all persons attending the tour
- A limit to the number of persons each vendor may include in the tour
- Missouri Unified Law Enforcement System (MULES) background check on all persons attending
- Possession of a valid government issued ID
- No cell phones, cameras or purses permitted inside a correctional facility

Technical questions raised during the tour may necessitate an amendment to the solicitation document. It is important to remember that the only official position of the Department is that which is stated in writing.

Section 7 Bid Amendments

7.0 Written Amendments to Bid Solicitations

The only official position of the Department is that which is in writing. Therefore, any change to a solicitation document must be accomplished by a formal bid amendment issued by the Department. No other document, including correspondence, acts and oral communications by or from any person shall be used or construed as an amendment.

7.1 Posting of Amendments

Amendments to solicitations are posted on the same website as the original solicitation. Notice is not sent regarding the posting of bid amendments unless the bidder originally received an e-mail notification of the original bid posting. A courtesy e-mail is sent of the posting of the bid amendment, time permitting. However, it is ultimately the vendor's responsibility to monitor the website for the posting of bid amendments.

7.2 Cancellation of Bids

If during the course of the solicitation funding is no longer available, the needs of the Department change or significant changes need to be made to the solicitation document, the bid may be cancelled.

Section 8

Receipt and Opening of Bids

8.0 Bid Submission Information

Submission information for each bid solicitation is included within the solicitation document and vendors should read each document carefully as the requirements differ with each solicitation. All applicable pages containing signature lines to include pricing pages and exhibits should be completed, signed and returned with the bid. In addition, any other requested information, including a thorough description of the items/services proposed, should be submitted with the vendor's bid. Failure to provide sufficient information for the Department to conduct a thorough evaluation may impact the outcome of the bid.

8.1 Terms and Conditions

Included with each solicitation are standard contractual terms and conditions. Each type of solicitation (RFQ, IFB, RFQ) has slightly different terms and conditions. Vendors are encouraged to read them thoroughly. Exceptions to these terms and conditions are not allowed. They become part of the contract when awarded.

Vendors are discouraged from including their standard terms and conditions with their bids as the language may conflict with the terms and conditions in the solicitation document and may result in the bid being determined as non-responsive.

8.2 On-Line or Electronic Bidding

The Department does not have on-line or electronic bidding. Only OA/DPMM has this capability.

8.3 Receipt of Informal Bids - Department

Bids submitted in response to a RFQ may be submitted by fax or hard copy and is requested to be received prior to the target date and time stated on the first page of the RFQ document. **The Department does not accept e-mail bids unless specifically allowed for in the solicitation document.**

8.4 Receipt of Formal Bids - Department

Bids submitted in response to an IFB, RFA, QPL, QVL and RFSQ must be submitted by hard copy in a sealed container and must be received prior to the official bid closing date and time as stated on the first page of the bid document. Faxed bids will not be accepted. The sealed container containing a bid should be clearly marked on the outside with (1) the official bid number and (2) the official opening date and time.

8.5 Unmarked Bids

Each formal bid submitted must be clearly marked on the outside of the sealed container as indicated above. Failure to do so results in the bid packet being opened to determine the contents. If this should

occur, the bid number and closing date/time is indicated on the outside of the package and the package is resealed and marked “unmarked bid, opened to identify the contents”, initialed and dated.

It is important that each bid is clearly marked on the outside of each submission, in the lower left, with the bid number and the bid opening date and time.

8.6 Unsealed Formal Bids

Formal bids must be submitted in a sealed container of the vendor’s choice. Unsealed bids will not be accepted. This rule applies to all formal bids including those that are hand delivered.

8.7 Late Bids

Bids submitted in response to an informal solicitation received after the target bid due date and time but before the award of a contract may be considered and included in the evaluation at the discretion of the Department.

Formal bids received after the time set for the opening of bids shall be considered late and will not be opened.

8.8 Alternate Bids

Unless prohibited by the bid solicitation, vendors may submit a bid for multiple brands or models for a commodity. If bidding multiple brands or models, vendors are requested to make a copy of the Pricing Page and clearly mark the pages “alternate bid #1, alternate bid #2,” etc.

8.9 Modification of a Bid Prior to Bid Opening

A bid delivered to the Department may be modified by a signed, written notice received by the Department prior to the official bid opening date and time. A bid may also be modified in person by the vendor or its authorized representative, provided proper identification is presented before the official opening date and time. Telephone or telegraphic requests to modify a bid will not be honored.

8.10 Withdrawal of a Bid

A bid delivered to the Department may only be withdrawn by a signed, written notice or facsimile received by the Department prior to the official bid opening date and time. A bid may also be withdrawn in person by the vendor or its authorized representative, provided proper identification is presented before the official opening date and time. Telephone, e-mail or telegraphic requests to withdraw a bid shall not be honored.

After the bid opening, a vendor may be permitted to withdraw a bid prior to award at the sole discretion of the Department if there is a verifiable error in the bid and enforcement of the bid would impose an unconscionable hardship on the vendor. This withdrawal will be considered only after receipt of a written request and supporting documentation from the vendor. Withdrawal shall be the vendor’s sole remedy for an error other than an obvious clerical error. Withdrawal of a bid/proposal may result in forfeiture of the bid/proposal security deposit.

Section 9 Evaluation of Bids

9.0 General

Bid evaluations are completed by using different methods and are described in detail in the solicitation document.

9.1 Evaluation Process

The most straight forward evaluation method is based on cost. If the award of a bid is based solely on cost, then an evaluation team is not needed and the buyer of record simply calculates the “lowest and best bid meeting specifications”.

If the evaluation method includes a subjective evaluation, typically a team of three to five knowledgeable individuals meet to consider the merits of each bid. The areas of a subjective evaluation typically include experience and reliability, expertise of personnel and method of performance (for services) and quality of product and warranty (for commodities), although each solicitation may warrant other categories. The evaluation team members review each bid and discuss their findings. Each member has one vote. Each bid is compared against the requirements of the IFB and points are assigned as described in the solicitation document. Customarily, the group is able to come to a consensus; however, if they are unable to agree, each member of the team completes an individual evaluation. An average of the points from each evaluator is calculated and the winning bidder is the bidder who receives the most points.

9.2 Clarification of Bids

During the bid evaluation process, a vendor may be contacted to clarify an ambiguity in the bid submitted in response to a solicitation. Vendors are not allowed to change their bid but may simply clarify information presented in the bid. No new information may be presented. Clarification may be done by e-mail, fax or telephone. All clarifications are requested in writing and become a part of the bid file and a part of the contract if an award is made.

Under no circumstances will a vendor be allowed to change or alter a bid after the bid opening.

9.3 Mistakes in Bids

Any clerical error, apparent on its face, may be corrected by the buyer before contract award. Upon discovering an apparent clerical error, the buyer will contact the vendor and request clarification of the intended bid. The correction is incorporated in the notice of award. Examples of apparent clerical errors are misplacement of a decimal point, and obvious mistake in designation of unit.

9.4 Preferences

In the evaluation of bids, preferences are applied in accordance with chapter 34 RSMo. Vendors should apply the same preferences in selecting subcontractors.

Buy American Preference

In accordance with the Domestic Product Procurement Act (Buy American Act), sections 34-350-34.359 RSMo, bidders who can certify that goods or commodities to be provided in accordance with the contract are manufactured or produced in the United States or imported in accordance with a qualifying treaty, law, agreement or regulation shall be entitled to a 10% preference over bidders whose products do not qualify.

In order to apply the preference the evaluated price of qualifying items is calculated 10% below the bid price of that item (bid price x .90).

The Buy American preference does not apply to any procurement estimated to be less than \$25,000. The Buy American preference does not apply to services or software regardless of the dollar value.

Missouri Service Disabled Veteran Business Preference

Pursuant to section 34.074 RSMo, a three point bonus preference is given to service-disabled veteran businesses doing business as Missouri firms, corporations or individuals, or which maintain Missouri offices or places of business.

Service-Disabled Veteran is defined as any individual who is disabled as certified by the appropriate federal agency responsible for the administration of veterans' affairs.

Service-Disabled Veteran Business is defined as a business concern:

- a. not less than fifty-one (51) percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than fifty-one (51) percent of the stock of which is owned by one or more service-disabled veterans; and
- b. the management and daily business operations of which are controlled by one or more service-disabled veterans.

If a bidder meets the definitions of a service-disabled veteran and a service-disabled veteran business as defined in section 34.074, RSMo, and is either doing business as a Missouri firm, corporation, or individual; or maintains a Missouri office or place of business, the bidder **must** provide the following with the bid in order to receive the Missouri service-disabled veteran business preference of a **three-point bonus** over a non-Missouri service-disabled veteran business:

- a. a copy of an award letter from the Department of Veterans Affairs (VA), or a copy of the bidder's discharge paper (DD Form 214, Certificate of Release or Discharge from Active Duty) from the branch of service the bidder was in; and
- b. a completed copy of an exhibit provided in the bid solicitation document

Buy Missouri Preference

Pursuant to sections 34.070 and 34.073 RSMo, preference is given to all firms, corporations, or individuals doing business as Missouri firms, corporations, or individuals or which maintain Missouri offices when the quality is equal to or better and the price is the same or less.

9.5 Tie Bids

If bids are equal in all respects after all preferences are applied, the contract is awarded by a formal drawing of lot. Whenever practical, the drawing is held in the presence of the vendors who are considered equal. If this is not practical, the drawing is witnessed by a disinterested person.

9.6 Non-Responsive Bids

When a bid response does not meet the mandatory requirements of a bid, or if a vendor takes exception to mandatory requirements, terms or conditions, the bid is determined to be non-responsive and is not considered for award. Depending upon the solicitation and the number of items in the bid, the bidder may be non-responsive on one, some, or all items.

In the event all bidders fail to meet the same mandatory requirement in a bid, the Department reserves the right, at its sole discretion, to waive that requirement for all bidders and to proceed with the evaluation.

Section 10 Contract Awards

10.0 General

Contract awards are made based on the type of solicitation and method of evaluation as indicated in the bid solicitation document.

10.1 Contract Award Notification

Successful vendors are notified by a notice of award letter or by purchase order. If notified by a notice of award letter, the letter is not a directive to proceed. Successful vendors must receive a purchase order or a purchasing card authorization before proceeding with providing any services or shipping any goods.

10.2 Multiple Awards

If it is in the best interest of the Department, multiple contracts may be awarded to allow for:

- The service or product in different areas of the state
- Multiple awards in one area to meet specific Department needs
- A primary, secondary and tertiary contractor to ensure that a service is available when needed

10.3 Protests

Any vendor submitting a response to a bid solicitation may protest the award of a contract as a result of a solicitation by submitting such protest in writing to the buyer of record no later than ten (10) calendar days after announcement of award. The written protest must be received in the purchasing office no later than 5:00 p.m. Central Time on the tenth day. If the tenth (10th) day falls on a weekend or an official holiday, the ten (10) day period expires at 5:00 p.m. Central Time the next regular workday. A protest submitted after the ten (10) day period will not be considered.

The written protest should include the following information:

- Name, address and phone number of the protestor
- Solicitation number
- Detailed statement describing the grounds for the protest
- Supporting exhibits, evidence, or documents to substantiate the claim
- Signature of the protestor or the protestor's representative

10.4 Contract Assignments

A vendor shall not transfer any interest in an awarded contract, whether by assignment or otherwise, without the prior written consent of the Department.

10.5 Open Records

Pursuant to section 610.021 RSMo, a response to a bid solicitation is considered an open record after bids are opened. Upon award or when all bids are rejected, all bid responses are scanned into the Department's imaging system. Vendors should not include any information with their bid response that they do not want to be viewed by the public. This includes personal identifying information such as social security numbers.

If a vendor believes that any information submitted with its bid is proprietary or exempt from open records, the vendor must request that information be purged from public record and must identify which section of chapter 610 RSMo exempts that information from public record. Only the exempted information will be purged; all other information will become open record.

Section 11

Special Contractual Requirements

11.0 General

If a solicitation or resulting contract has special contractual requirements, those requirements will be detailed in the solicitation document.

11.1 Performance Bonds

A vendor awarded a contract may be required to furnish a performance security deposit (performance bond) in the form of an original bond issued by a surety company authorized to do business in the State of Missouri (no copy or facsimile is acceptable), bank draft or irrevocable letter of credit prior to fully implementing services. If required, this information is published in the solicitation document.

NOTE: The Department does not accept checks or cash as performance security deposits.

11.2 Insurance Requirements

The Department cannot save and hold harmless and/or indemnify any vendor or its employees against any liability incurred or arising as a result of any activity of a vendor or any activity of the vendor's employees related to the vendor's performance under an awarded contract. Any vendor awarded a contract must acquire and maintain adequate liability insurance in the form(s) and amount(s) sufficient to protect the Department, its agencies, its employees, its clients and the general public against any such loss, damage and/or expense related to his/her performance under the contract.

Specific insurance requirements may be required for service contracts. Vendors should read solicitation documents carefully to understand the requirements for each contract.

11.3 Prevailing Wage Requirements

For qualifying projects, the vendor must comply with section 290.250 RSMo by paying to all personnel employed for applicable services actually provided under the contract not less than the prevailing hourly rate of wages as determined by the Department of Labor and Industrial Relations, Division of Labor Standards, specified in the current wage order for the county in which the project is taking place. If a project qualifies for prevailing wage, pertinent information will be in the solicitation document.

In addition, in accordance with chapter 292 RSMO, vendors must provide a ten (10) hour Occupational Safety and Health Administration (OSHA) construction safety program for their on-site employees which includes a course in construction safety and health approved by OSHA or a similar program approved by the department which is at least as stringent as an approved OSHA program, unless employees have previously completed the required program. All employees who have not previously completed the program are required to complete the program within sixty days of beginning work on such construction project.

Any employee found on the work site without the successful completion of the required course will be afforded twenty days to produce such documentation before being subject to the removal from the project.

The contracted vendor shall forfeit two thousand five hundred (\$2,500) dollars plus one hundred (\$100) dollars for each employee employed by the contractor or subcontractor, for each calendar day, or portion thereof, such employee is employed without the required training. The penalty shall not begin to accrue until the time periods stated above have elapsed. The Department will withhold and retain all amounts owed as a result of any violation when making payments to the contracted vendor under the contract.

Section 12 Delivery and Receipt

12.0 General

Each solicitation document details specific delivery and receipt requirements including delivery time, location and minimum orders.

12.1 Minimum Orders

If a vendor has minimum order requirements, those requirements must be stated in the bid response and must not conflict with the requirements as stated in the bid solicitation document. Each solicitation document describes the minimum order requirements that the Department is willing to accept, based on size and usage. If a vendor sets a minimum order requirement in excess of what the Department is willing to accept, the bid may be determined to be non-responsive.

12.2 FOB / Loss or Damage in Transit

The standard shipping terms for the Department are *FOB Destination, Freight Prepaid and Allowed*. The shipper is responsible for any claims to the carrier for loss or damage in transit.

12.3 Delivery Time

Deliveries of equipment and supplies must be made no later than the time stated in the solicitation document and resulting contract.

12.4 Substitution

A vendor awarded a contract shall not substitute any awarded item(s) without the prior written approval of the Department. The Department reserves the right to allow the vendor to substitute any new item offered by the vendor on all unshipped and future orders if the quality is equal to or greater than the item under contract and if price is equal to or less than contract price. The Department shall be the final authority as to acceptability of the proposed substitution.

12.5 Condition of Items Offered

Unless otherwise allowed for in the solicitation document, all items offered must be new and of the current production model. Used, reconditioned, discontinued or factory seconds will not be accepted.

12.6 Delivery Security Requirements

All vehicles and persons entering Department institutions are subject to search.

A Missouri Uniformed Law Enforcement System (MULES) background check may be required on delivery drivers prior to allowing a delivery vehicle entrance to certain institutions. The driver's social security number and date of birth are required to perform the MULES background check. If a driver or carrier refuses to provide the appropriate information to conduct a MULES background check, or if

information received from the background check prohibits the driver or carrier from entering the institution, the delivery will be refused.

Vendors must coordinate delivery schedules with the ordering institution. Institutions may have specific times that deliveries can be accepted based on security procedures. (For example, no vehicles are permitted to enter or exit an institution while count is in progress.) A delivery arriving during a time the institution does not accept deliveries may be delayed or refused.

Any cost of redelivery is the responsibility of the vendor.

12.7 Receipt, Inspection and Acceptance

No equipment and supplies received by the Department pursuant to a contract shall be deemed accepted until the agency has had reasonable opportunity to inspect said equipment, supplies, and/or services. All equipment and supplies which do not comply with the specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment and supplies discovered to be defective or do not conform to any warranty of the contractor upon inspection (or at any later time if the defects contained are not reasonably ascertainable upon the initial inspection) may be rejected.

12.8 Copyrights and Patents

A vendor awarded a contract shall defend, protect, and hold harmless the Department, its officers, agents, and employees against all suits of law or in equity resulting from patent and copyright infringement concerning the vendor's performance or products produced under the terms of the contract.

Section 13

Delivery of Professional Services, Contract Monitoring and Auditing

13.0 Delivery of Professional Services

Each solicitation document for professional services details specific requirements regarding the delivery of services and required implementation. Unlike commodities, a contracted vendor must provide an implementation plan for services. Two important things to remember when it comes to professional services: a contracted vendor cannot begin the implementation of services without the written approval of the Department; and, the contracted vendor will not be paid for any service (unless specifically agreed to in the IFB / RFP / RFA) until after the service has been provided.

13.1 Contract Monitoring

Each professional service contract has specific requirements that the contracted vendor is required to follow. Generally, these include:

- General contract requirements
- Specific program requirements
- General operational requirements
- Reporting requirements
- Invoicing and payment requirements

Throughout the contract period, the performance of the contract is monitored by Department staff to ensure that the contracted vendor is meeting the requirements of the contract. In instances where requirements have not been met, the Department may elect to withhold payment to the contracted vendor until requirements are met. However, the Department will work closely with the contracted vendor to resolve any issues as quickly as possible.

13.2 Contract Audits

Some programs have specific audit requirements. The number of audits is set by the Department and the audits are conducted by Department staff. This assists the State with ensuring tax dollars are spent appropriately. In addition, this is an opportunity for the Department and the contractor to discuss issues during the site visit.

Contracted vendors are required to retain all books, records, and other documents relevant to the contract for a period of five (5) years after final payment or the completion of a State of Missouri audit. In addition, contracted vendors must provide the Department and any designees, including other state and federal representatives, access to the contracted vendor, the contracted vendor's facilities, any personnel providing services pursuant to the contract, or any other activities of the contracted vendor pursuant to the contract for purposes of audit and evaluation of the services performed.

Section 14

Default / Cancellation of Contract

14.0 Breach of Contract

The Department considers the failure of a vendor to perform in compliance with the terms of the contract (breach of contract) to be a very serious matter.

14.1 Cure Period

At its sole discretion, the Department may give the contracted vendor an opportunity to cure a breach of contract or to explain how the breach will be cured. The actual cure must be completed within ten working days from notification, or at a minimum, the contracted vendor must provide the Department with a written plan detailing how the contractor intends to cure the breach must be provided within ten working days of notification.

14.2 Cancellation of Contract for Breach

If the contracted vendor fails to cure a breach, or if circumstances demand immediate action, the Department will issue a notice of cancellation terminating the contract. If the Department cancels a contract for breach, the Department reserves the right to obtain equipment, supplies and/or services to be provided pursuant to the contract from other sources and upon such terms and in such manner as the Department deems appropriate and charge the contracted vendor for any additional costs incurred thereby.

Section 15 Invoicing and Payment

15.1 Sales and Use Tax Exempt

Pursuant to section 144.030.1 RSMo, the Department is granted sales and use tax exempt status by the Missouri Department of Revenue and purchases made by the Department are exempt from Missouri state sales and use tax. A copy of the tax exempt certificate is available upon request.

Vendors may not claim or benefit from the Department's exempt status. Vendors paying for construction materials to fulfill a contract with the Department must pay sales tax on all such materials.

15.2 Payment in Arrears

Payment for all equipment, supplies, and services is made in arrears unless otherwise indicated in the solicitation document. Exceptions may include maintenance contracts, licensing, and specialized contracts.

15.3 Addresses for Billing - Physical and E-mail

Payment of invoices is governed by section 34.055 RSMo. Invoices are sent directly to the Department's accounts payable section. Each invoice should be uniquely numbered and contain the appropriate purchase order number. To expedite payment, invoices may be e-mailed. E-mailed invoices should contain the purchase order number in the subject line. Payment of invoices not containing this information may be delayed.

Appropriated Funds – Invoices for items and services purchased with appropriated funds are mailed or e-mailed directly to the following address:

Missouri Department of Corrections
Attn: Accounts Payable
P.O. Box 236
Jefferson City MO 65102
doc.payables@doc.mo.gov.

Canteen Funds - Invoices for items purchased with canteen funds are mailed or e-mailed directly to the following address:

Missouri Department of Corrections
Attn: Offender Financial Services
P.O. Box 1609
Jefferson City MO 65102
doc.canteenpayables@doc.mo.gov

Vendors should review the solicitation document and resulting contract for the correct invoicing address.

15.4 Prompt Payment Discounts

The Department encourages vendors to offer discounts for prompt payment. Every solicitation issued will allow the vendor to indicate a discount for payment within a certain time period after an approved invoice is received.

15.5 Electronic Funds Transfer (EFT)

The Department prefers to make payments through electronic funds transfer (EFT). Vendors should return a completed Vendor ACH/EFT Application, which is downloadable from the Vendor Services Portal at: <https://www.vendorservices.mo.gov/vendorservices/Portal/Default.aspx>.

Each vendor invoice must be on the vendor's original descriptive business invoice form and must contain a unique invoice number. The invoice number will be listed on the state's EFT addendum record to enable the contractor to properly apply state payments to invoices. The contractor must comply with all other invoicing requirements stated in the solicitation document.

15.6 Department Issued Purchasing Card (Visa)

The Department encourages the use of Department issued purchasing cards (Visa), for commodity purchases and travel. The Department uses purchasing cards for both appropriated funds (Pcards) and canteen funds (Ccards). Vendors who accept purchasing cards receive payment within three days of the card transaction. When a purchase is made using a purchasing card, vendors must send an itemized paid receipt to the ordering institution, division or MVE factory.

Section 16

Contract Amendments

16.0 General

A contract amendment is a formal written change to a contract. Any change that is discussed verbally is not a legally binding part of the contract. The only official position of the Department is that which is in writing.

16.1 Modifications to Contracts

As needs change, the Department may discuss modifying provisions of the contract. Any modification requires the mutual agreement of the contracted vendor and the Department and must be accomplished through a formal amendment document.

16.2 Contract Extensions

A contract extension may be required in certain instances when no renewal options remain and a new contract is not yet awarded. This is generally a short term extension, requires the mutual agreement of the contracted vendor and the Department, and is done through a formal contract amendment.

16.3 Contract Renewals

Most contracts are written with renewal options. If funding is available beyond the initial contract period, and the needs of the Department have not changed, the contract may be renewed for up to the number of additional periods indicated in the solicitation document. Generally, the Department writes contracts with two, three or four renewal options.

Section 17

Ethics

17.0 Code of Ethics

The Department appreciates and welcomes a healthy and professional working relationship with our vendor partners. In order to maintain this relationship, a high degree of ethics must be adhered to by both the Department and the vendor. Neither Department staff nor vendors may engage in any activity which may give the appearance of favoritism.

The Department subscribes to the National Institute of Governmental Purchasing Code of Ethics.

17.1 Gifts, Gratuities and Favors

No vendor shall offer any gift, gratuity, favor, or advantage to any Department employee who exercises official procurement responsibility, develops procurement requirements or otherwise influences procurement decisions.

17.2 Integrity of the Bid Process

Department staff will not prematurely reveal any bid responses and at all times shall maintain the integrity of the bid process. Release of bid information shall be in compliance with section 610.021 RSMo. In addition, Department staff will not reveal bid specifications during the development of the bid solicitation document.

17.3 Restraint of Competition/Collusion/Price-fixing

The Department monitors all procurement activities to detect any possibility of deliberate restraint of competition, collusion among bidders, price-fixing by bidders, or any other anticompetitive conduct by bidders which appears to violate state and federal antitrust laws. Any suspected violation shall be referred to the Missouri Attorney General's Office for appropriate action.

17.4 Place of Meetings

All meetings between vendors and Department purchasing staff shall take place at Department offices or institutions during regular business hours, or at an event open to all vendors such as a vendor fair or trade show. Meetings will not take place after hours or at other locations.

On occasion, Department staff may have a need to tour a vendor's facility for such reasons as to evaluate a vendor's capabilities to perform a service or provide a commodity, or to gain general industry knowledge of a service or a product. Activities on such visits are limited to the purpose of the visit.

Attachment #1 Department Contact List

INSTITUTIONS

ALGOA CORRECTIONAL CENTER (ACC)

8501 No More Victims Road
Jefferson City, MO 65101-4567
Phone (573) 751-3911
Business Office (573) 751-2779

BOONVILLE CORRECTIONAL CENTER (BCC)

1216 East Morgan Street
Boonville, MO 65233
Phone (660) 882-6521
Business Office ext. 218

CENTRAL MISSOURI CORRECTIONAL CENTER (CMCC)

Temporarily Closed
PO Box 539; 2600 Highway 179
Jefferson City, MO 65102

CHILLICOTHE CORRECTIONAL CENTER (CCC)

3151 Litton Road
Chillicothe, MO 64601
Phone (660) 646-4032
Business Office ext. 218

CREMER THERAPEUTIC COMMUNITY CENTER (CTCC)

PO Box 70; Route O
Fulton, MO 65251
Phone (573) 592-4013
Business Office (573) 592-4130

CROSSROADS CORRECTIONAL CENTER (CRCC)

1115 East Pence Road
Cameron, MO 64429
Phone (816) 632-2727
Business Office ext 1235

EASTERN RECEPTION, DIAGNOSTIC & CORRECTIONAL CENTER (ERDCC)

2727 Highway K
Bonne Terre, MO 63628
Phone (573) 358-5516
Business Office ext 1803

FARMINGTON CORRECTIONAL CENTER (FCC)

1012 W Columbia Street
Farmington, MO 63640
Phone (573) 218-7100
Business Office ext 201

FULTON RECEPTION & DIAGNOSTIC CENTER (FRDC)

PO Box 190; 1393 Highway O
Fulton, MO 65251
Phone (573) 592-4040
Business Office (573) 592-4129

JEFFERSON CITY CORRECTIONAL CENTER (JCCC)

8200 No More Victims Road
Jefferson City, MO 65101
Phone (573) 751-3224
Business Office (573) 751-1269

MARYVILLE TREATMENT CENTER (MTC)

30227 US Highway 136
Maryville, MO 64468
Phone (660) 582-6542
Business Office ext 353

MISSOURI EASTERN CORRECTIONAL CENTER (MECC)

18701 Old Highway 66
Pacific, MO 63069
Phone (636) 257-3322
Business Office ext 1300

MOBERLY CORRECTIONAL CENTER (MCC)

PO Box 7
5201 S Morley
Moberly, MO 65270
Phone (660) 263-3778
Business Office ext 1206

NORTHEAST CORRECTIONAL CENTER (NECC)

13698 Airport Road
Bowling Green, MO 63334
Phone (573) 324-9975
Business Office (573) 324-2742

OZARK CORRECTIONAL CENTER (OCC)

929 Honor Camp Lane
Fordland, MO 65652
Phone (417) 767-4491
Business Office (417) 767-4503

POTOSI CORRECTIONAL CENTER (PCC)

11593 State Highway O,
Mineral Point, MO 63660
Phone (573) 438-6000
Business Office ext 1541

SOUTH CENTRAL CORRECTIONAL CENTER (SCCC)

255 Highway 32 West
Licking, MO 65542
Phone (573) 674-4470
Business Office (573) 674-4475

SOUTHEAST CORRECTIONAL CENTER (SECC)

300 E Pedro Simmons Drive
Charleston, MO 63834
Phone (573) 683-4409
Business Office (573) 683-3652

TIPTON CORRECTIONAL CENTER (TCC)

619 North Osage Avenue
Tipton, MO 65081
Phone (660) 433-2031
Business Office ext 2237

**WESTERN MISSOURI CORRECTIONAL CENTER
(WMCC)**

609 E Pence Road
Cameron, MO 64429
Phone (816) 632-1390
Business Office ext 2107

**WESTERN RECEPTION, DIAGNOSTIC &
CORRECTIONAL
CENTER (WRDCC)**

3401 Faraon
St. Joseph, MO 64506
Phone (816) 387-2158
Business Office (816) 387-2034

**WOMEN'S EASTERN RECEPTION, DIAGNOSTIC &
CORRECTIONAL CENTER (WERDCC)**

PO Box 300
1101 East Highway 54
Vandalia, MO 63382-0300
Phone (573) 594-6686
Business Office (573) 594-3661

DIVISIONAL BUSINESS OFFICES

**Division of Adult Institutions / Human Services
Central Office Business Office**

PO Box 236
2729 Plaza Drive
Jefferson City, MO 65102
Phone (573) 526-6400

**Division of Rehabilitative Services
Central Office**

Phone (573) 526-5038

CENTRAL OFFICE PURCHASING

PO Box 236
Jefferson City, MO 65109
Phone (573) 526-6424

CENTRAL OFFICE

3400 Knipp Drive
Jefferson City, MO 65109
Phone (573) 751-8488
Central Region Business Office (573) 526-6571

TRAINING CENTERS**CENTRAL REGION TRAINING CENTER (CRTC)**

1717 Industrial Drive, 1st Floor
Jefferson City, MO 65109
Phone (573) 751-4040
Business Office (573) 522-5964

EASTERN REGION TRAINING CENTER (ERTC)

901 Progress Drive, Suite 101
Farmington, MO 63640
Phone (573) 218-6171
Business Office (573) 218-6177

TRAINING ACADEMY

1717 Industrial Drive, 3rd Floor
Jefferson City, MO 65109
Phone (573) 522-5978

WESTERN REGION TRAINING CENTER (WRTC)

3401 Faraon
St. Joseph, MO 64506
Phone (816) 271-3115
Business Office (816) 271-3117

PROBATION AND PAROLE**KANSAS CITY COMMUNITY RELEASE CENTER**

651 Mulberry Street
Kansas City, MO 64106
Phone (816) 842-7467
Western Region Business Office
(816) 889-7600 ext 1808

ST LOUIS COMMUNITY RELEASE CENTER

1621 North First Street
St Louis, MO 63102
Phone (573) 674-4470
Eastern Region Business Office ext. 2402

MISSOURI VOCATIONAL ENTERPRISE

PO Box 1898
1717 Industrial Drive
Jefferson City, MO 65102
Phone (573) 751-6663
Purchasing (573) 522-2954
Sales (573) 522-2928

Accounts Payable (573) 526-4721

PO Box 1898
1709 Industrial Drive
Jefferson City, MO 65102

Distribution Center (573) 751-8832

1663 Industrial Drive
Jefferson City, MO 65109

Finished Goods Warehouse (573) 751-8410

1655 Industrial Drive
Jefferson City, MO 65109

Maintenance (573) 526-2893

1647 Industrial Drive
Jefferson City, MO 65109

Panel Installers (573) 522-1745

FACTORIES

ACC (573) 751-3911

Dry Cleaning Factory ext 723

CMCC

Quick Print Factory (573) 751-3888
Tire Recycling / Agribusiness (573) 522-1742

CCC (660) 646-4032

Clothing Factory ext 1251

CRCC (816) 632-2727

Consumable Products Factory ext 1392

ERDCC (573) 358-5516

Chemical Factory ext 1507

FCC

Clothing Factory (573) 218-7139
Laundry Factory (573) 218-6129

JCCC (573) 751-3224

Cartridge Recycling Factory ext 1260
Clothing Factory ext 1211 & 1212
Cloth Cutting Factory
Engraving Factory ext 1251 & 1252
Furniture Factory ext 1231 & 1232
Graphic Arts Factory ext 1241 & 1242
License Plate Factory ext 1221 & 1222

MCC (660) 263-3778

Laundry Factory ext 5440
Metal Plant Factory ext 5439
Print Shop Factory ext 5441 & 5436
Sign Shop Factory ext 5442

NECC (573) 324-9975

Office Systems Factory ext 3870

PCC (314) 877-0300

Tube Bending Factory ext. 1541

SCCC (573) 674-4470

Furniture Restoration Factory ext. 2402

SECC (573) 683-4409

Furniture Factory ext 1865

TCC

Component Chair Factory (660) 433-2780
Shoe Factory (660) 433-1467

WERDCC (573) 594-6686

Clothing Factory ext. 2719