

# CHAPTER 13

## DGS/DPS SUPPORT AND ASSISTANCE

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13. **General.** DGS/DPS is committed to providing superior value-added service to our customers, consistent with the public's charge, professional standards, ethical principles, and legal requirements essential to their expectations of quality, delivery, and cost. To this end, we have established procurement teams, service groups, and training personnel to assist agencies. This chapter details the support and assistance provided by DGS/DPS.

DGS/DPS is the central purchasing office for goods and printing. It formulates procurement policies and procedures for goods, printing, and nonprofessional services. It is, therefore, essential that communications be maintained between state agencies and DGS/DPS. Comments or suggestions on ways to improve procurement are always welcomed. Appendix C contains a "Suggested Changes" form that can be completed and returned to DGS/DPS with comments or recommended changes. DGS/DPS can assist agencies in the procurement process and will do so within its resources.

- 13.1 **Contacts with DGS/DPS Personnel.** Agency purchasing office personnel are encouraged to contact DGS/DPS for advice and assistance as appropriate. If calling regarding a specific requisition, please have the requisition number, so the DGS/DPS buyer may help. Organizational charts showing areas of responsibility are located in Annex 13-B. If a problem cannot be resolved by the purchasing or contract officer, contact should be made with the appropriate supervisor (see Annex 13-C).
- 13.2 **DGS/DPS Home Page.** DGS/DPS has a home page on the Internet. Included on the home page are the *VPPA*, *Vendors Manual*, this manual, staff telephone directory, organizational chart, Procurement Information Memoranda (PIMs), DGS/DPS purchase requisition, master contract list, state contracts, Hotel/Motel Guide, list of mandatory sources, information about the VCO program and other training opportunities, *VBO* information, contract compliance information, vendor registration information, alphabetical list of all state purchasing offices, list of agencies with increased delegated purchasing authority, and information regarding the VDC and surplus property. It also includes hot links to other web sites that have useful information for purchasing professionals. New information is added regularly. The web site address is [www.dgs.state.va.us/dps/](http://www.dgs.state.va.us/dps/).

- 13.3 **Vendor Source Assistance.** A central vendor register is maintained by DGS/DPS by class and commodity number for goods and services. A copy of this register is available, at cost, and agencies are encouraged to obtain a current listing to supplement their source files and to obtain a broader range of competition. For information call 804-786-3842.
- 13.4 **Specifications/Purchase Descriptions.** The DGS/DPS Specifications Section maintains a library of reference specifications, Virginia standard specifications, and model specifications. Within its resources and available time, this section will provide assistance in developing goods and installation specifications for state agencies. Assistance is available by calling 804-371-8354. For assistance in developing specifications, scope of work, and model solicitations for services, contact the DGS/DPS Service Contracts Section at 804-786-1601.
- 13.5 **Pricing Assistance.** Assistance in establishing budget projections or assistance in establishing price reasonableness for those items being purchased and for which adequate competition could not be obtained is available from the appropriate DGS/DPS buyer (see Annex 13-C).
- 13.6 **Contract Compliance Assistance.** Assistance is available from DGS/DPS to ensure timely delivery of goods, services, and printing to state agencies. This includes primary responsibility for processing vendor complaints pertaining to over/under shipments, delinquent deliveries, nondelivery, improper billing, receipt of nonconforming material or services, and initiation of default action. This assistance is available by calling 804-225-4045.
- 13.7 **State Contracts.** DGS/DPS has responsibility for oversight of statewide mandatory and optional use term contracts for non-technology goods and non-professional services.
- a. **Use of State Term Contracts.** DGS/DPS provides support to state agencies through the establishment of both mandatory and optional use term contracts. The contracts may be executed for a single agency, selected agencies, or for the use of all state agencies and political subdivisions. Contracts are entered into in accordance with law and applicable procurement regulations. Agencies are advised of the existence of such contracts by means of written notices from DGS/DPS and are posted under “State Contracts” on [www.eva.virginia.gov](http://www.eva.virginia.gov). These notices identify the contract vendor, prices, and the terms and conditions of the contract. The prices and terms obtained under mandatory use contracts are offered by bidders with the understanding that if the requirements are to be obtained from a nongovernmental source, they will be ordered from the contractor. The use of these contracts is mandatory for all state agencies and institutions for the purchase of items listed and available under the terms of the contract. Orders are placed against a state contract by preparing a purchase order in eVA. An agency or institution may not use its local purchase authority to purchase items from another source which are available under the terms of a mandatory use contract. If the goods or services available under the terms of a mandatory use contract cannot be used by an agency or institution, a request to purchase other goods or services of similar nature shall be submitted to the appropriate DGS/DPS contract/purchase officer for approval (see also 2.1). The Exemption Request form located in Annex 13-D should be used to request an exception from purchasing from a mandatory state contract.
  - b. **Considerations in the Establishment of Term Contracts.** Before a term contract is established the following factors are considered:
    - (1) Is there a sustained and recurring need for the product or service?
    - (2) What quality level is required? Are standard specifications for product quality or service performance available, and can product or service be measured against them?
    - (3) Do market experience and forecasts show stable pricing?
    - (4) Is there an adequate qualified vendor base to ensure competition?
    - (5) Will a term contract result in lower overall unit costs and be in the best interest of the Commonwealth?
    - (6) Will administrative effort and procurement lead-time be reduced?
  - c. **Contract Information.** For contract information, contact the contract officer.
  - d. **Agency or Institution Statewide Term Contracts.** Agencies and institutions desiring to establish statewide term contracts, within their delegated authority, should consider the factors in 13.7 b. and whether the entity has the appropriate number and experience level of contract officers to handle the management of the term contract. A written

request to establish a statewide term contract shall be sent to the DGS/DPS Director for approval, using the Procurement Exemption Request form (Annex 13-D). Upon the approval of the DGS/DPS Director, agencies and institutions may award a statewide term contract in accordance with the approval granted. Contract Management for any agency or institution-established contract shall be the responsibility of the entity establishing the contract.

**Important:** Purchasing offices are encouraged to establish an internal procedure for distribution of state contract documents to authorized users. The agency's point of contact should be publicized and be the first point of contact for agency personnel.

13.8 **Submission of DGS/DPS Purchase Requisition.** The DGS/DPS requisition is the document that initiates the procurement action for goods and printing, whose value exceeds an agency's or institution's delegated authority. It is also used to initiate procurement action for services contracted by DGS/DPS on behalf of an agency. It should contain all the essential information a DGS/DPS buyer needs to blend the appropriate contract terms and conditions with a full, clear and concise description of the requirement into a solicitation which can be issued to qualified bidders or offerors. Any approvals required or exceptions granted regarding the procurement should also be furnished. Should an agency require special exemption from purchasing through DGS/DPS, the Procurement Exemption Request Form in Annex 13-D must be submitted (facsimile or by mail) to DGS/DPS for prior approval. The following paragraphs highlight essential elements which should be included in every requisition. Requisitions without complete information may be returned causing delay.

- a. **Requirement Description.** An adequate description of what and how much is to be procured is one of the most important elements in the procurement process as it establishes the method of procurement, the degree of competition, sources, price and degree of difficulty in administering the contract. Without a full description, considerable time can be lost in the buying cycle when it becomes necessary to return requisitions for clarification and more information. Improper or incomplete descriptions can lead to the wrong vendors being solicited or the wrong items being purchased. Conditions may arise when goods are only available from one manufacturer or supplier and are needed by an agency to meet its specific requirements. In such cases, requisitions shall clearly state the sole source or proprietary nature of the requirement with supporting justification (see 4.4c). Without such information, buyers must obtain maximum competition through use of a "generic" or "Brand Name or Equivalent" level of quality. If the agency is aware of an equivalent product manufactured in Virginia, it should name such product first in the specification.
- b. **Review Requested by Agency Prior to Award.** Upon the written request from the agency, solicitation responses will be forwarded to an agency for review prior to an award. If alternate bids or offers are received, which in the opinion of the purchase officer merit consideration, agencies will be afforded an opportunity to review them. If the agency would prefer the alternate, the requirement will be rebid citing the features of the alternate product (see 3.1j). Responses normally are valid for only thirty (30) days after the time set for receipt; therefore, agencies must review and return the bids within ten (10) calendar days, and if the agency review period exceeds ten (10) calendar days, then a proportionate time will be added to the requested delivery date. The agency's recommendation for award must be supported by fact and relate to the evaluation criteria stated in the solicitation. Contents of bids or proposals shall not be discussed with or divulged to other bidders or offerors until evaluation has been completed and an award decision made.
- c. **Suggested Vendors.** If the vendor is not suspended or debarred, the buying office will normally honor an agency's request that a vendor receive a solicitation.
- d. **Requisition Year End Cutoff Date.** Requisitions for purchases to be charged to each fiscal year must be received by DGS/DPS early enough to allow for processing and delivery prior to June 30. Exceptions may be made for emergencies, in which case the requisition must be accompanied by a letter of justification. Time must be allowed to complete the delivery, submit the invoice, and process payment by June 30. Vendor delivery on requisitions received late may not be made until the new fiscal year, which would then require payment from the new fiscal year funds. A longer lead time is required for procurements made by competitive sealed bidding or competitive negotiation.
- e. **Federal Grants.** Restrictions on the use of funds are frequently imposed by the granting federal agency. Agencies shall notify DGS/DPS of any conditions or restrictions applicable to a purchase which will be funded with federal grant or contract funds (see 3.9).
- f. **Estimated Funds.** Requisitions must indicate an estimated dollar amount for a proposed purchase. This assists the purchasing office in determining the method of procurement and protects the agency against over-expenditure. If bid responses exceed the estimated amount, the agency will be contacted for approval to proceed. Estimates should be provided for each item, not just a total.
- g. **Commodity Codes.** Five-digit codes shall be indicated on all requisitions submitted to DGS/DPS (see 4.9).



**Annex 13-A**

DGS-41-001

**COMMONWEALTH OF VIRGINIA  
DEPARTMENT OF GENERAL SERVICES  
DIVISION OF PURCHASES AND SUPPLY  
PURCHASE REQUISITION**

**FILE**

REQUISITION NO.	3
DATE	4
INTRA-DEPARTMENT REQ. NO.	5
SIGNATURES:	6
DATE	7
<input type="checkbox"/> CHECK HERE IF ITEM IS TO BE FURNISHED AND INSTALLED	8
DATE WANTED--SHIP VIA	9
DELIVERY HOURS	10

PROCURE FOR AND INVOICE TO:

1

DELIVER TO:

2

PLEASE DOUBLE SPACE TYPE AND SKIP FULL LINE BETWEEN ITEMS:

PURCHASES AND SUPPLY USE ONLY

LINE	COMMODITY NO.	CLASS TITLE: <small>Use Separate Requisition for each Class</small>	QUANTITY	UNIT	UNIT BID	PURCHASE ORDER NUMBERS
1	11	12	13	14		
2						
3						
4						
5						
6						
7						
8						

INTRA-INST. Code:

CHECK HERE IF THIS PROCUREMENT IS TO BE TREASURY FINANCED

TRANS	AGENCY	GLA	FUND		FFY	PROGRAM			OBJECT	REVENUE SOURCE	AMOUNT			PROJECT		
			FUND	DET		PROG	SUB	ELE			PROJECT	TK	PH			
15																
COST CODE	FIPS	PSD	AGENCY REFERENCE			INVOICE			DUE DATE			REFERENCE DOC				
			DATE	NUMBER	MM	DD	YY	NUMBER	SX	Y						
DESCRIPTION						CURRENT DOCUMENT		SUBSIDIARY ACCOUNT	MULTI-PURPOSE	CHECK IF EXPENDITURE DISTRIBUTION CONTINUATION						
						NUMBER	SX					SHEETS ARE ATTACHED				

Procurement of items listed, as a charge against the accounts indicated, hereby is authorized.

DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

16

TITLE \_\_\_\_\_

PRINT NAME \_\_\_\_\_

PHONE NO. \_\_\_\_\_

PURCHASES & SUPPLY

## PURCHASE REQUISITION FORM DGS-41-001

### How to Prepare This Form

1. Insert the full name, address, and zip code of the agency to be invoiced. Expenditure code numbers and authorization must match this designation.
2. Insert the full name, address, and zip code of the agency to whom delivery is to be made. When delivery inside the building is required, so state and designate the room number or area; otherwise, sidewalk delivery will be in order. Public carriers and some vendors hesitate to deliver on private property because of ICC Regulations and insurance risks. If the exact spot of delivery is not stated, controversy may arise. Installation is not a part of delivery specifications. This, where required, should be stated in the article description space of the requisition form.
3. Insert the agency requisition number. Beginning with the first requisition coded for expenditure from an allotment for the first calendar quarter of a fiscal year, each agency should begin a new agency requisition series, starting with the number 1. Duplication of numbers within the same agency is to be avoided. If duplication takes place, DGS/DPS will call the agency for a new number. In addition to the requisition number, each agency should show a prefix digit to conform to the last digit of the fiscal year affected. Thus, each requisition issued during the fiscal year beginning July 2002 shows a prefix digit of "3," which will identify the fiscal year and furnish DGS/DPS with a "cut-off" date for filing.
4. Insert the date the requisition is prepared.
- 5., 6., and 7. These are for agency use and are not required by DGS/DPS.
8. Check here if item is to be furnished and installed.
9. Insert shipping instructions, if applicable. The majority of purchases for agencies are bought F.O.B. Destination. In such instances the cost of shipping is borne by the shipper. Since the agency is invoiced for shipping costs on F.O.B. shipping point purchases, it is desirable that the agency indicate preference as to method of shipment, considering such factors as the nature of commodity, its weight, time allowed for delivery, etc. Avoid phrases such as "Best Way," "Quickest Way," or "Cheapest Way." Specify "Railroad Freight," "Express," "Motor Freight," "Parcel Post," or "Vendor Truck," and explain any unusual transportation conditions.  
  
Insert the date wanted. An agency has the right to specify when the requisitioned articles should be delivered for use, but only a reasonable delivery requirement may be stipulated. Calling for delivery within a week for items that will require two weeks to fabricate, of course, cannot be regarded by DGS/DPS as reasonable. The specific date or dates on which goods will be required at destination, or the period of time during which goods will be ordered out, should be stated. Avoid the use of "As soon as possible," "Rush," "Urgent," or "Immediate." When the exact date is not important, the phrase "On or before" is appropriate. When the delivery of all items on the requisition is required on the same date, one date only is necessary preceded by the word "All," or otherwise, specify a separate date for each group of items. The information furnished under this heading is important and should be stated with care and discretion because usually it affects both the invoice and transportation costs.
10. Insert the agency delivery hours.
11. Insert the commodity code as shown in the *Commodity Class and Item Book*. In preparing requisitions, classes should not be mixed, and a separate requisition should be furnished for each class. A mixed requisition will delay processing.
12. Give a description of the item or items you desire purchased. Name and Description of Items - In this column directly opposite and in line with the identifying commodity code number, the generic or standard name of the article required should be listed first, followed by a complete description of same. The generic or standard name first is important for information compilation purposes. At least one horizontal block on the requisition form should be used for each item. Two or more items should not be listed in one block. If a specific brand or model number is listed, the article should be named and described first and followed, in parentheses, with the name of the manufacturer, model or brand desired. If the specifications were prepared with assistance or technical information furnished by a vendor, this must be stated on the face of the requisition.
13. Insert the quantity desired.
14. Insert the unit: each, dozen, lbs., bd. ft., etc.
15. Insert Agency 3-digit code and estimated amount in appropriate columns; however at the agency's option, all CARS II coding may be inserted.

16. Signature, date, title, and telephone number of an authorized person at the agency.

When requesting the purchase of used equipment, the following information must be provided on the DPS Form 2:

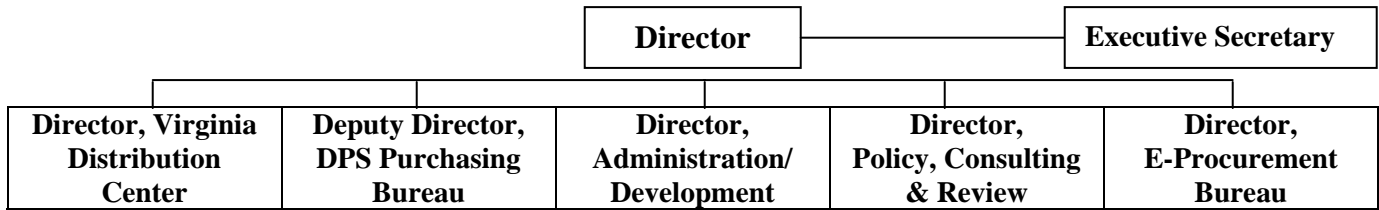
- a. Complete description of item(s) requested including the manufacturer's name, model number, serial number, original purchase date and original purchase price.
- b. Give the price per item being offered for purchase to the Commonwealth.
- c. Include a statement from a knowledgeable person on the equipment that it has been examined and found to be in excellent, good, new, etc., condition and a written recommendation that it would be in the best interest of the Commonwealth to purchase the equipment.

DISTRIBUTION - (FORM DGS-41-001)

The agency must mail copies 1 and 2 (blue and canary) to DGS/DPS. Retain copies 3, 4, and 5.



**Department of General Services  
Division of Purchases and Supply**



Director, Virginia Distribution Center	Deputy Director, DPS Purchasing Bureau	Director, Administration/Development	Director, Policy, Consulting & Review	Director, E-Procurement Bureau
Develop Specifications for Distributed Commodities	Perform Supplier & Market Research	Provide Administrative Support for Procurement Activities	Monitor All Agencies for Compliance & Performance Analysis	Facilitate Reassessment of DPS Business Processes & Systems for Effectiveness & Efficiency Research, Design & Implement Automation Technologies in Support of DPS Business Initiatives
Procure Agency Required Commodities	Assist With Specifications Preparation	Provide Daily Support for Automated Systems	Address Matters of Delegation	Manage Electronic Commerce Development & Implementation
Maintain Advisory Committees Which Will Advise VDC on Quality Requirements Monitor/Manage Costs to Ensure Superior Competitive Posture	Execute Procurements	Manage Budget Development & Execution	Facilitate Code, Policy, Procedure Review & Upgrade	Provide Inter-Agency Guidance in Pursuit of Consistency
Optimize Inventory to Ensure Quality Service	Collaborate with Agencies on Current, Future "Unique" Needs	Identify & Deliver Technical Training for Suppliers	Advise Agency on Procurement Issues	eVA Functional Project Management
Conduct a Marketing Program for Distributed Commodities	Monitor Supplier Compliance	Manage Certification of Virginia Contracting Officer	Analyze Expenditure Data & Recommend Action Plans	Monitor, Analyze, & Develop Legislation
Provide Quality Assurance Program Through VDC Laboratory		Promote Supplier Participation in State Bid Programs		



**Annex 13-C**

July 9, 2009      Directory of Procurement Assistance  
<http://www.eva.virginia.gov/dps/Buyers/docs/asstlist.htm>

	<u>Phone Number</u>	
<b><u>ADMINISTRATION/DEVELOPMENT</u></b>		
Virginia Institute of Procurement, Administrative Support	804-225-4058	
FAX (Learning & Development)	804-371-8937	
FAX (Administration)	804-371-7877	
<b><u>BID RECEIPT AND ANALYSIS</u></b>		
	804-786-5415	
	804-786-8873	
<b><u>COMPETITIVE NEGOTIATION</u></b>		
Advice & assistance in proposal evaluations and negotiations	804-786-3862	
<b><u>CONTRACT COMPLIANCE</u></b>		
FAX	804-225-4045	
	804-786-0223	
<b><u>DIVISION MANAGEMENT</u></b>		
Administrative Support	804-786-3846	
FAX	804-371-7877	
<b><u>DIVISION RECEPTIONIST</u></b>		
FAX	804-786-3842	
	804-225-3707	
<b><u>E-PROCUREMENT</u></b>		
eVA Customer Care	<a href="http://www.eva.virginia.gov">http://www.eva.virginia.gov</a> 1-866-289-7367	
Administrative Support	804-371-8363	
FAX	804-371-7877	
FAX	804-786-5413	
<b><u>MANUALS</u></b>		
<i>Agency Procurement and Surplus Property Manual (APSPM)</i>	}	<a href="http://www.eva.virginia.gov">http://www.eva.virginia.gov</a> <a href="http://www.eva.dgs.virginia.gov">http://www.eva.dgs.virginia.gov</a>
<i>Vendors Manual</i>		
<i>Virginia Public Procurement Act</i>		
<b><u>POLICY, CONSULTING &amp; REVIEW</u></b>		
Administrative Support	804-371-8355	
FAX	804-786-5712	
<b><u>PURCHASE MANAGEMENT</u></b>		
<u>Statewide Contracts and Services</u> Administrative Support	804-786-3862	
FAX	804-786-5413	
<u>Commodity, Spot Purchases, Printing and Single Agency Contracts</u>		
Administrative Support	804-786-8996	
FAX	804-786-0223	
<b><u>VIRGINIA DISTRIBUTION CENTER</u></b>		
Accounting	<a href="mailto:VDCweb@dgs.virginia.gov">VDCweb@dgs.virginia.gov</a> 804-328-3232, x4	
Administrative Support	804-328-3232, x0	
FAX	804-328-3222	



Annex 13-D

FAX Request to: 804-371-7877

Exemption Number \_\_\_\_\_

EMAIL Request to: [linwood.spindle@dgs.virginia.gov](mailto:linwood.spindle@dgs.virginia.gov)

Department of General Services - Division of Purchases & Supply  
Procurement Exemption Request

(1) Requesting Agency: \_\_\_\_\_ Agency Code: \_\_\_\_\_

(2) Requestor's Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

(3) Date of Request: \_\_\_\_\_ FAX #: \_\_\_\_\_

(4) Description of Procurement: \_\_\_\_\_

Applicable Commodity Code: \_\_\_\_\_

(5) Proposed Method of Procurement:

- |   |   |
|---|---|
| <input type="checkbox"/> Telephonic Quotation | <input type="checkbox"/> Facsimile Solicitation |
| <input type="checkbox"/> Written Solicitation | <input type="checkbox"/> Quick Quote            |
| <input type="checkbox"/> Other: _____         |   |

(6) Is There a Recurring Demand for this Commodity?       Yes       No

(7) Will Competition Be Sought In Procuring This Requirement?       Yes       No

(8) If not seeking competition, provide reason: \_\_\_\_\_

(9) Justification for Request (Use attachments if necessary):

\*\*\*\*\* DPS Use Only \*\*\*\*\*

(10) Exemption Request is hereby:       Approved       Denied

If denied, reason for denial: \_\_\_\_\_

(12) Additional comments or requirements:

(13) Contract Officer Assigned Request: \_\_\_\_\_

(14) Director (or designee) for Procurement Sign Off: \_\_\_\_\_ Date: \_\_\_\_\_

