

# HOW TO DO BUSINESS

WITH



**FAYETTEVILLE PUBLIC WORKS COMMISSION**

Fayetteville Public Works Commission  
Procurement Department  
955 Old Wilmington Road  
Fayetteville, North Carolina 28301

# Getting Started

Your business is important to us! We are providing this information booklet to assist your business in promoting and marketing products and services to the Fayetteville Public Works Commission.

Included in this booklet is information to assist you in locating commodity, service and construction opportunities and an overview of the contracting and purchasing process. We hope this booklet is helpful. If you have any questions or comments, please contact us by calling (910) 223-4337.

|                                                                               |    |
|-------------------------------------------------------------------------------|----|
| Key Departments .....                                                         | 3  |
| What PWC Procures .....                                                       | 4  |
| How PWC Procures .....                                                        | 5  |
| Notification of Bid Opportunities .....                                       | 6  |
| Bids and Proposals .....                                                      | 7  |
| Awarded Contracts.....                                                        | 8  |
| Bonding.....                                                                  | 9  |
| Responsive Bids/Proposals and Responsible Vendors .....                       | 10 |
| Supplies, Equipment & Services.....                                           | 11 |
| Construction, Repair & Maintenance / Operations & Professional Services ..... | 12 |
| • Construction: Procurement Department .....                                  | 12 |
| • Utilities.....                                                              | 13 |
| Qualifications for Services.....                                              | 14 |
| Qualifications for Architectural, Engineering or Surveying Services .....     | 15 |
| Marketing Your Firm.....                                                      | 16 |

# Key Departments

Fayetteville PWC provides electric, water and sanitary sewer services to the City of Fayetteville as well as the surrounding county. PWC is divided into six key divisions. Listed below are our those divisions and associated departments.

## PWC Divisions & Departments

### **1. Management Division**

- Human Resources
- Communications/Community Relations
- Executive Support

### **2. Financial Division**

- Accounting
- Customer Service
- Legal Services/Risk Management & Procurement Services
- Financial Planning
- Internal Audit

### **3. Water Resources Division**

- Engineering
- Construction & Maintenance
- Water Treatment
- Wastewater Treatment
- Environmental & Compliance

### **4. Electric Systems Division**

- Engineering
- Construction & Maintenance
- Generation
- E/S Support Services
- Power Contracts & Compliance

### **5. Corporate Services**

- Warehouse
- Facilities Construction & Maintenance
- Information Systems
- Corporate Development
- Fleet Maintenance

### **6. Customer Programs**

- Programs Call Center
- Development & Marketing Department
- Utility Field Service/Meter Shop
- Utility Field Service/Loss Control

# What PWC Procures

A complete list of PWC purchases would be too lengthy to include here; however, following are some examples of products and services commonly purchased by PWC.

## Supplies, Equipment and Services

- Chemicals
- Printing & Publishing
- Uniforms
- Oils & Lubricants
- Office Supplies, Furniture, Equipment
- Motor Vehicles & Vehicle Parts
- Hand & Power Tools
- Technological Equipment
- Temporary Personnel Services
- Lighting Fixtures
- Transformers, Poles, & Cable
- Meter Supplies
- Underground & Overhead Hardware

## Construction, Repair and Maintenance

- Building, Road Work & Utility Construction
- Paving & Concrete Work
- Related Trade Industries (HVAC Repair & Maintenance, Plumbing, Electrical Services, Demolition, Hauling, Sound Insulation)
- Curb, Gutter, Sidewalk

## Operational and Professional Services

- Architectural
- Engineering
- Surveying
- Landscape & Mowing
- Janitorial
- Grounds Keeping
- Pest Control

## **How PWC Procures**

The Procurement Department of PWC is the central office responsible for making general purchases of products and services. The Procurement Department is also responsible for establishing contracts through which all departments are able to buy commonly used products or services. In addition to the purchases made by the Procurement Department, products and services are also purchased directly from vendors by each of the departments.

PWC begins the process of purchasing a product or service by soliciting bids from prospective vendors. Solicitation of bids is PWC's way of formally announcing to the public the method it plans to use to purchase a certain product or service.

A purchase is initiated by one of the following types of solicitations:

- RFP – Request for Proposal
- RFQ – Request for Qualifications
- ITB – Invitation to Bid

The type of product or service being solicited determines the method we use and the method of solicitation determines what type of response a vendor should submit.

Procurement staff utilizes a variety of methods when soliciting and receiving quotes, proposals and bids. For smaller purchases, staff may utilize email or phone solicitations. For more complex purchases, staff may require proposals to be submitted within a sealed package by a certain date and time.

## Notification of Bid Opportunities

### Public Advertisement

Construction and repair contracts and purchases of apparatus, supplies, materials and equipment costing \$30,000 or more are advertised on the PWC website at: [faypwc.com/purchasing](http://faypwc.com/purchasing). Construction and repair projects costing \$300,000 or more are also advertised in *Greater Diversity News*, a minority publication out of Wilmington, N.C. Bid announcements are also sent to various minority and business organizations and are posted on the web at [www.isqft.com](http://www.isqft.com). Generally, advertisements are posted a minimum of 10 days prior to the bid opening date.

### PWC's Vendor List for Commodities and Services

PWC maintains a list of potential vendors grouped by products and services. Vendors included on PWC's vendor list may receive solicitations for oral quotes or written responses on a needed product or service. **Please be advised that this does not automatically guarantee you will be informed or included in all bid requests. It is your responsibility to learn of upcoming opportunities.** A vendor does not have to be on PWC's vendor list to receive a solicitation or contract. Solicitations are sent to businesses that have worked with PWC in the past and also to vendors who express an interest in doing business with PWC. To be included on PWC's vendor list, a vendor must complete and submit a Vendor Application. Vendors should describe all of their products and services on the application to ensure they are placed on the appropriate bidders list. Vendors can register and update their information by going to [www.faypwc.com/purchasing](http://www.faypwc.com/purchasing) and filling out the online application.

### Small Disadvantaged Business Enterprise (SDBE) Program

A Small Disadvantaged Business Enterprise (SDBE) interested in doing business with PWC is encouraged to apply for certification through the North Carolina Department of Transportation (NCDOT) Unified Certification Program and the North Carolina Office of Historically Underutilized Business (NCHUB) Unified Certification Program. Information regarding certification, including the certification qualifications and application, may be found on the NCDOT website at <https://apps.dot.state.nc.us/vendor/directory/>, and the NCHUB website at <http://doa.state.nc.us/HUB/>. Certification is **not** required to participate in bidding or to be awarded a contract, but is required for the participation to count toward NCDOT or NCHUB goals on certain projects. The certification process verifies that your company meets the compliance standards established by these two entities. PWC is committed to promoting equal opportunity for all and to eliminating prohibited discrimination in all forms. Prohibited discrimination means discrimination against any person, business or other entity in contracting or purchasing practices on the basis of race, color, sex, or national origin. Certified firms may receive solicitations from prime contractors/service providers to bid on subcontracts/sub consulting opportunities to count towards any applicable NCDOT or NCHUB goals on certain projects.

## Bids and Proposals

Prospective vendors submit bids (competitively priced offers) in response to different types of solicitations from PWC, such as Invitations to Bid, Requests for Proposal, etc.

When putting together a bid or proposal a vendor should:

- Make time to review and carefully study all of the written specifications
- ***Attend the pre-bid meeting*** to ask questions or request clarification on any proposed specifications or requirements
- Have the ability to meet all of the contract requirements
- Adhere to all written instructions, including any requirements for submitting properly sealed and labeled packages, providing supplemental information, and meeting due dates and times
- Review all *official* written addenda or requirement changes resulting from the pre-bid conference
- Account for all conditions of purchase, delivery and payment
- Include accurate costs and estimates of material, labor, overhead packaging and transportation
- Consider market conditions, i.e., price changes in raw materials, labor, whether a price adjustment clause is needed in the contract, etc.
- Include insurance certificates (when specified in the solicitation)
- Include bid security (when specified in the solicitation)

**Note:** Completed bids must be submitted and received by the Procurement Department on, or before the date and time specified in the solicitation. **Vendor responses that are received after the specified date and time will be rejected and returned to the vendor unopened.**

## Bid/Contract Process

PWC issues purchase orders and/or contracts either through informal or formal procurement processes. Once a purchase order or contract has been issued, changes to the terms and conditions of the accepted proposal are not allowed except by written, formal action.

### INFORMAL

### FORMAL

|                                                                                                                                                      |                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Purchase of apparatus, supplies, materials or equipment costing less than \$90,000, and construction and repair projects costing less than \$500,000 | Purchase of apparatus, supplies, materials or equipment costing \$90,000 or more, and construction and repair projects costing \$500,000 or more  |
| Requires competitive pricing by phone, mail or fax<br><br>(advertisement of contract opportunities <b>IS NOT</b> required)                           | Requires sealed bid competitive pricing (advertisement of contract opportunities <b>IS</b> required)                                              |
| Vendors submit oral, written or faxed quotes by specified date and time. Bids are not open to public inspection until a contract is awarded.         | Vendors attend pre-bid conference (questions-answer session)                                                                                      |
| PWC awards contract to selected vendor                                                                                                               | Vendors submit completed, sealed bid by the specified date and time. Bids are opened in public. Bids become a public record once they are opened. |
| Purchase Order (or contract) is issued to vendor                                                                                                     | Commission/City Council awards contract                                                                                                           |

## Bonding

Bonding is generally required only when mandated by statute or policy. The types of bonds that we may require include:

|             | <b>Bid Bond</b>                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Performance Bond</b>                                                                                                                                        | <b>Payment Bond</b>                                                                                                                                               |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Who</b>  | A prospective vendor                                                                                                                                                                                                                                                                                                                                                                                                                | A successful vendor                                                                                                                                            | A successful vendor                                                                                                                                               |
| <b>Why</b>  | <ul style="list-style-type: none"> <li>● Assures that a vendor will not withdraw the bid within the period specified for acceptance</li> <li>● Assures that a vendor will execute a written contract (or honor the written acceptance of the bid/proposal by PWC.)</li> <li>● Assures that a vendor will furnish such performance and payment bonds, insurance certification, etc., which may be required by the project</li> </ul> | <ul style="list-style-type: none"> <li>● Ensures that a vendor will complete the project or deliver goods/services within the terms of the contract</li> </ul> | <ul style="list-style-type: none"> <li>● Ensures that a prime vendor/contractor will pay all suppliers and subcontractors used on a particular project</li> </ul> |
| <b>When</b> | Is submitted with a bid unless a cash deposit, cashier's check or a certified check is received                                                                                                                                                                                                                                                                                                                                     | Is submitted when the contract is awarded and returned when the contract is executed                                                                           | Is submitted when the contract is awarded and returned when the contract is executed                                                                              |

## Responsive Bids/Proposals and Responsible Vendors

PWC contracts are awarded to *responsible* vendors who have submitted *responsive* bids or proposals. Guidelines to determine the responsibility of vendors are established by North Carolina General Statutes to ensure a vendor's ability to fulfill all contract requirements.

To ensure a vendor's *responsibility*, we may request evidence of:

- A vendor's financial resources
- A vendor's performance record on previous contracts
- A vendor's plant and testing facilities
- A vendor's production capability
- A vendor's ability to comply with delivery or performance schedule

To ensure a *responsive* bid or proposal, we may evaluate and or ensure:

- That the solicitation requirements are met
- That the offer is advantageous to PWC with respect to the quality, performance and time criteria specified in the solicitation

| <b>Examples of a responsive bid/proposal:</b>                                                                                                                                                                          | <b>Examples of non-responsive bid/proposal:</b>                                                                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>● Is submitted by the deadline</li> <li>● Is prepared according to specifications and instructions</li> <li>● Is submitted with a bid/security deposit (if required)</li> </ul> | <ul style="list-style-type: none"> <li>● Bids submitted after deadline</li> <li>● Includes substitutions that are not allowed</li> <li>● Includes a notice that a product is subject to prior sale or that prices are subject to change</li> <li>● Does not meet the specifications nor delivery schedule</li> </ul> |

## Supplies, Equipment & Services

### Steps to doing Business:

1. Complete Vendor Application.
2. Include on the Vendor Application an accurate description of your products and services.
3. Submit the completed application and attach any brochures or other information that may further describe your business.
4. Make an appointment to meet with a Buyer to explore potential business opportunities with PWC.
  - Market your business to your Buyer or department contact listed at the end of this booklet.
  - Ask about upcoming purchasing opportunities.
5. Maintain ongoing, periodic contact with your Procurement contact.

### Public Works Commission Contacts

|                                                                                                                          |                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <b>Gloria B. Wrench</b><br>Procurement Manager<br>gloria.wrench@faypwc.com<br>(910) 223-4333                             | Contact for:<br>Overall management of procurement services                                                  |
| <b>Mark Cannady</b><br>Procurement Supervisor<br>mark.cannady@faypwc.com<br>(910) 223-4366                               | Contact for:<br>PWC SDBE Program Management, Contract Administrator                                         |
| <b>Laura Hairston</b><br>Buyer<br>laura.hairston@faypwc.com<br>(910) 223-4335                                            | Contact for:<br>PWC requisitioned products and services and general service agreements                      |
| <b>Retha Morris</b><br>Buyer<br>retha.morris@faypwc.com<br>(910) 223-4334                                                | Contact for:<br>PWC inventory purchases, requisitioned products and services and general service agreements |
| <b>Gwendolyn Baker</b><br>Office Assistant<br><a href="mailto:gwendolyn.baker@faypwc.com">gwendolyn.baker@faypwc.com</a> | Contact for:<br>General procurement inquiries                                                               |

## **PWC Facilities Construction/Maintenance:**

PWC's Procurement Department awards contracts related to the improvement, maintenance and construction of the Commission buildings, facilities and properties.

### **Opportunities may include:**

- Painting
- Tiling
- Plumbing
- Electrical and Wiring
- HVAC
- Sheetrock Installation
- Drywall and Ceilings
- Flooring
- Hauling
- Landscaping
- Paving
- Boring, Drilling, Tunneling
- Concrete Work
- Grading, Clearing, Excavating

### ***Point of contact:***

*Mark Cannady, Procurement Supervisor*

*Procurement Department*

*Fayetteville PWC*

*PO Box 1089*

*Fayetteville, NC 28302*

*Phone: (910) 223-4332*

*E-mail: mark.cannady@faypwc.com*

**Note: Contractors, Subcontractors or Suppliers interested in bidding may obtain/purchase a set of plans and drawings from the PWC Procurement Department or the applicable design engineer. Typically, there is no cost for plans and specifications; however, the cost of plans is project-based.**

## PWC Construction and Repair

PWC awards contracts related to improvement, maintenance and construction of the utility's electric, water and sanitary sewer systems and facilities.

### **Opportunities may include:**

- Water/Sewer Utility Installation
- Water/Sewer Rehabilitation Projects
- Installation and Maintenance of Electric Facilities
- Plumbing
- Electrical and Wiring
- Landscaping
- Hauling
- Paving
- Boring, Drilling, Tunneling
- Concrete Work
- Grading, Clearing, Excavating

### ***Point of contact:***

*Mark Cannady, Procurement Supervisor*

*Procurement Department*

*Fayetteville PWC*

*PO Box 1089*

*Fayetteville, NC 28302*

*Phone: (910) 223-4332*

*E-mail: mark.cannady@faypwc.com*

**Note: Contractors, Subcontractors or Suppliers interested in bidding may obtain/purchase a set of plans and drawings from the PWC Procurement Department or Design Engineer. Typically, there is no cost for plans and specifications; however, the cost of plans is project-based.**

# Construction, Repair, Maintenance & Operational Services

## **Qualifications for Prime Contractors in Construction and Repair**

*For projects where the cost is \$30,000 or more, firms submitting bids as a prime contractor must be licensed as a North Carolina General Contractor.*

Firms interested in becoming licensed should contact:

North Carolina Licensing Board for General Contractors  
Post Office Box 17187  
Raleigh, North Carolina 27619  
(919) 571-4183

*For projects requiring heating, ventilation, air conditioning, plumbing or electrical wiring services, contractors must be licensed in their respective trades.*

## **Operational Services**

Operational services contracts are administered by the PWC Procurement Department and respective departments. These services may include: mowing, landscape, janitorial, security services, pest control, computer and technology services, uniform rental, temporary personnel, financial and administrative services, and more.

Firms interested in providing operational services to PWC are encouraged to maintain periodic contact with each department and the PWC Procurement Department.

## **Qualifications for Landscaping Services**

A firm must be certified as a landscape/irrigation contractor. Firms interested in becoming certified should contact:

North Carolina Landscaper Registration Board  
Phone: (919) 266-8070  
Website: [www.nclcrb.state.nc.us](http://www.nclcrb.state.nc.us)

## **Architectural, Engineering or Surveying Services**

Major architectural, engineering and surveying services contracts are managed by the PWC Procurement Department. Selection of a firm to provide these services is based on the qualifications of the firm and individuals to perform the desired services in accordance with North Carolina General Statutes 143-64.1.

### **Qualifications for Architectural, Engineering or Surveying Services**

A firm must be registered to practice architecture, engineering or surveying as required by the State of North Carolina. Firms interested in becoming **licensed** should contact:

Business License Information Office  
North Carolina Department of the Secretary of State  
110 South Blount Street  
Raleigh, North Carolina 27601  
(919) 733-0641 or toll free (800) 228-8443

### **Architect, Engineer and Surveyor Notification List**

State licensed architects, engineers and surveyors interested in being considered for selection to provide professional services to PWC may request to be placed on PWC's list of professional service providers.

# Marketing Your Firm

**Know your customers** because generally, people do business with people they know. One way of “getting your foot in the door” is to establish and maintain contact with the PWC Procurement Department who can help you contact specific PWC departments who purchase your products and services. Be selective – market only to those who buy the product or service your company provides. In your marketing, emphasize what your business can do for PWC. Your objective is to find out if, when, where and to whom you should market your product or service.

## **As you market your firm:**

- Meet with the Procurement Department to determine which PWC department(s) has a need for the products/services you provide and the purchasing procedures they use.
- Leave a brochure or other information that describes your company, products/services, area served and any other helpful information about your business.
- Ask how often and in what quantity your product or service is used by a department.
- Ask how much a department spends each year for your product or service.

**Focus your marketing efforts** on those firms that frequently bid or submit proposals and have been awarded PWC contracts. Direct marketing is one way to let firms/potential partners know who you are and what products and services your business provides.

## **Building relationships involves:**

- Calling and sending information (pictures, brochures, references) about your business, what kind of work you can do and examples of previous work your company has done.
- Ask about upcoming contract opportunities and possible sub-contracting opportunities.
- Maintaining periodic follow-up contacts by phone, fax or letter once initial contact has been made.

**Bid as a subcontractor** if you are interested in working on part of a specific PWC project. The Procurement Department maintains the names of the prime contractors who are planning to submit a bid. You are encouraged to submit bids **directly** to those prime contractors/service providers. Attendance at pre-bid conferences is also a way to meet prime contractors/service providers and identify possible subcontracting/subconsulting opportunities.

**Competition among subcontractors/subconsultants** is common. Firms select subcontractors based on best price, **but also** on quality of work, past experience, readiness, willingness and ability to do the work.

**Keeping business options open** and developing a working relationship may lead to future subcontracting/subconsulting opportunities outside of PWC projects.