

**VIRGINIA HIGHLANDS COMMUNITY COLLEGE  
PURCHASING MANUAL  
JULY 2009**

**PREFACE**  
**VIRGINIA HIGHLANDS COMMUNITY COLLEGE**  
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**July 2009**

The VIRGINIA HIGHLANDS Community College Purchasing Manual is published under the authority of Section 1.2 of the Commonwealth of Virginia Agency Procurement and Surplus Property Manual. This Manual sets forth the policies and procedures to be followed by Virginia Highlands Community College personnel in fulfilling their procurement responsibilities within delegated limits. This edition of the Virginia Highlands Community College Purchasing Manual is effective July 2009. It supersedes all previous editions.

Please address comments, suggestions, or questions of interpretation to the Purchasing Office.

Roger W Spencer, Fiscal Officer / Business Manager

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## CHAPTER 1: PROCUREMENT AUTHORITY AND RESPONSIBILITY

1. **General.** Public purchasing embraces a fundamental obligation to the general public to ensure that procurements are accomplished in accordance with the intent of the laws enacted by the Virginia General Assembly as set forth in the Virginia Public Procurement Act:

To the end that public bodies in the Commonwealth obtain high quality goods and services at reasonable cost, that all procurement procedures be conducted in a fair and impartial manner with avoidance of any impropriety or appearance of impropriety, that all qualified vendors have access to public business and that no offeror be arbitrarily or capriciously excluded, it is the intent of the General Assembly that competition be sought to the maximum feasible degree, that procurement procedures involve openness and administrative efficiency, that individual public bodies enjoy broad flexibility in fashioning details of such competition, that the rules governing contract awards be made clear in advance of the competition, that specifications reflect the procurement needs of the purchasing body rather than being drawn to favor a particular vendor, and that the purchaser and vendor freely exchange information concerning what is sought to be procured and what is offered. Public bodies may consider best value concepts when procuring goods and nonprofessional services, but not construction or professional services. The criteria, factors, and basis for consideration of best value and the process for the consideration of best value shall be as stated in the procurement solicitation. (*Code of Virginia*, § 2.2-4300).

To ensure the highest ethical behavior and avoid any appearance of impropriety, purchases must be governed in accordance with the National Institute of Governmental Purchasing, Inc. (NIGP) Code of Ethics and the State and Local Government Conflict of Interests Act.

### NIGP Code of Ethics

The Institute believes that the following ethical principles should govern the conduct of every person employed by a public sector procurement or materials management organization.

- Seeks or accepts a position as head or employee only when fully in accord with the professional principles applicable thereto and when confident of possessing the qualifications to serve under those principles to the advantage of the employing organization.
- Believes in the dignity and worth of the service rendered by the organization and the societal responsibilities assumed as a trusted public servant.
- Is governed by the highest ideals of honor and integrity in all public and personal relationships in order to merit the respect and inspire the confidence of the organization and the public being served.
- Believes that person aggrandizement or personal profit obtained through misuse of public or personal relationships is dishonest and not tolerable.
- Identifies and eliminates participation of any individual in operational situations where a conflict of interest may be involved.
- Believes that members of the Institute and its staff should at no time or under any circumstances accept directly or indirectly, gifts, gratuities, or other things of value from suppliers, which might influence or appear to influence purchasing decisions.
- Keeps the governmental organization informed, through appropriate channels, on problems and progress of applicable operations by emphasizing the importance of the facts.
- Resists encroachment on control of personnel in order to preserve integrity as a professional

manager. Handles all personnel matters on a merit basis. Politics, religion, ethnicity, gender and age carry no weight in personnel administration in the agency being directed or served.

- Seeks or dispenses no personal favors. Handles each administrative problem objectively and empathetically without discrimination.
- Subscribes to and supports the professional aims and objectives of the National Institute of Governmental Purchasing, Inc.

In any contract between a state agency and a vendor, the Virginia Public Procurement Act, the regulations set forth in the Department of General Services Agency Procurement and Surplus Property Manual (APSPM), this manual, and the Vendor's Manual apply regardless of the source of funds by which the contract is to be paid. These manuals may be accessed online at <http://dps.dgs.virginia.gov/dps/>

### 1.1 **Authority and Responsibility:**

- a. The Department of General Services, Division of Purchases and Supply (DGS/DPS) is the centralized purchasing agency for materials, supplies, equipment, printing, and nonprofessional services required by any state agency or institution. DGS/DPS has the authority to make, alter, amend, or repeal regulations relating to the purchase of materials, supplies, equipment, nonprofessional services, and printing.
- b. The President of Virginia Highlands Community College has overall responsibility to ensure that the acquisition of goods and services does not violate nor circumvent state law, executive orders, appropriation, regulations, or the provisions of this manual. The authority to sign all purchase documents has been delegated to the Vice President of Financial and Administrative Services. In addition the Purchasing Officer has been designated the Chief Procurement Officer for the college. As such, the Purchasing Officer has authority to approve purchases and contracts within the college's delegated authority.
- c. The Vice President of Financial and Administrative Services of Virginia Highlands Community College is responsible to the President for purchase of all supplies, materials, equipment, services, and other items required by the College and is further responsible for ensuring that all purchases are made in accordance with state law and DGS/DPS regulations and the provisions of this manual.
- d. All College employees are accountable for equipment, materials and supplies ordered and/or received by them, and for the proper utilization of those items.

### 1.2 **Administrative Exceptions:** DGS/DPS has delegated purchasing authority to Virginia Highlands Community College for materials, equipment, supplies, and printing at a level of \$100,000.00

- a. Virginia Highlands Community College may purchase goods within the dollar limits delegated by DGS/DPS without requisitioning through DGS/DPS. The authority to purchase nonprofessional services without dollar limit is delegated to all state agencies. Agencies must comply with the Virginia Public Procurement Act and the DGS/DPS Agency Procurement and Surplus Property Manual.
- b. DGS/DPS has delegated authority for rental of equipment up to \$50,000 to all agencies.
- c. Purchase of goods (except printing) from the Federal Government, other state agencies or institutions, are not required to be requisitioned through DGS/DPS.
- d. Purchase of copyrighted material such as books, written publications, standardized tests, answer sheets, and copyrighted audio-visual film and tapes are not required to be requisitioned through DGS/DPS.

### 1.3 Purchases from State Contracts - (Mandatory Source)

Agencies and institutions shall place all orders through eVA on mandatory use contract. See Chapter 6

- a. **Term Contracts** are established by DGS/DPS to obtain more favorable prices through volume purchasing and to reduce procurement lead-time and administrative effort. A state agency may issue purchase orders in any amount for any goods or service on a term contract. If an item is available on state contract, an agency cannot use its local purchasing authority to purchase from another source unless the purchase is exempt by contract terms. Current contracts are on file in the Purchasing Office along with a master list of all contract items.
- b. **State Contracts** for goods are for the sole benefit of the Commonwealth of Virginia, its agencies and institutions. The contracts do not apply to state employees or other individuals, and purchasing of goods from state contract by individuals is prohibited. These contracts can be accessed on DGS/DPS home page. <http://dps.dgs.virginia.gov/dps/>

### 1.4 Purchases From Other State Agencies:

- a. Purchases from the Department of Corrections (Mandatory Source). Articles and services produced or manufactured by state correctional facilities must be purchased by all institutions and agencies of the state supported in whole or in part with state funds. Information on goods or services available from Corrections is contained in the Virginia Correctional Enterprises catalog.
- b. Purchases from the Department of Blind and Visually Impaired (Mandatory Source). Articles performed or produced by persons, or in schools or workshops under the supervision of the Virginia Department of Blind and Visually Impaired, must be purchased by any person authorized to make purchases in behalf of the Commonwealth, and their departments, agencies, and institutions.
- c. Purchases of Motor Vehicles and Related Supplies. The Department of Transportation has been given the authority to purchase motor vehicles and related supplies. Agencies may purchase these items directly from the Department of Transportation.
- d. Virginia Distribution Center (Mandatory Source). The VDC purchases, stores, and distributes staple foods, food products, frozen foods, janitorial supplies, paper products, and other selected items to state agencies. An agency may not use its local purchasing authority to purchase from another source an item which is available from the Central Warehouse unless that item is out of stock and the agency's need is critical.
- e. DGS/DPS Office of Graphic Communications (OCG). OCG is a full service creative group that offers: concepts and marketing strategies; creative writing and design; desktop publishing; photography direction; illustration; project management; and printing management. Typical projects produced consist of promotional, informational and public educational campaigns; college recruitment packages; press its; logos and identity systems; annual reports; economic development and travel publications; magazines; calendars and poster; museum catalogs and brochures, etc.

**1.5 Delegation of Purchasing Authority**

<b>Individual and Position</b>	<b>Goods</b>	<b>Services</b>
Purchasing Officer	Limit of College Delegated Authority	Unlimited
Vice President of Financial and Administrative Services	Limit of College Delegated Authority	Unlimited
Business Manager	Limit of College Delegated Authority	Unlimited
SPCC Holders	Limit of Departmental Budget Up to 5,000.00	Limit of Departmental Budget Up to 5,000.00

The following lists current procurement delegations within the college:

## CHAPTER 2: GENERAL PROCUREMENT POLICIES

2. **General.** This chapter discusses procedures for the purchase of goods and nonprofessional services within delegated authority. The purchase, lease purchase or rental of goods shall be accomplished after competitive bidding unless authorized by law. Competition shall be obtained to maximum feasible degree. Competitive bidding which results in a firm fixed price award is the preferred method of contracting.
- 2.1 **Exceptions to Competitive Bidding.** Procurement by competitive bidding is considered impractical under the following circumstances:
- a. Purchases under \$5,000
  - b. Sole source procurements
  - c. Purchases of used equipment under \$50,000
  - d. Purchases under \$50,000 for testing or evaluation (limited purchases of quantities considered necessary for complete and adequate testing).
  - e. Surplus Property
  - f. Emergency Procurement. An emergency is an occurrence of a serious and urgent nature that demands immediate action. Emergency procedures may be utilized only to purchase that which is necessary to cover the emergency. Subsequent requirements shall be obtained using normal purchasing procedures. The potential loss of funds at the end of a fiscal year is **not** considered to be an emergency.
- 2.2 **Small Purchase Procedures.** Single Quotation (up to \$5,000).
- a. Where the agency's estimated cost of goods or nonprofessional services is \$5,000 or less unless exempted (see 3.10g APSPM), purchases may be made upon receipt of a **minimum of one (1) written or telephone (oral) quotation from a DMBE-certified small business, if available.** Additional DMBE-certified small business sources may also be solicited. Other quotes received from DMBE-certified small businesses that were not solicited shall be considered. If more than one quote is received, the award shall be made to the lowest responsive and responsible DMBE-certified small business bidder. A record of the quotation must be kept with the file. If a telephone quote is solicited, a record shall be kept of the name and address of the vendor(s) contacted, the item description or service offered, price quoted, delivery dates and F.O.B. point, names of persons giving and receiving the prices and the date the information was obtained. Notation on the requisition form is considered to be an adequate record or see Annex 5-G, and 5-H of the APSPM, for copies of sample forms to use in recording information. When using a charge card as the payment method, solicit a minimum of one (1) DMBE-certified small business, if available. Quick Quote can be used for purchases under \$5,000 if it is not known if a DMBE-certified vendor can supply good/nonprofessional service.
  - b. Agencies should seek additional competition whenever there is reason to believe a quotation is not a fair and reasonable price.

**2.3 Unsealed Bidding.** (Over \$5,000 to \$50,000)

- a. Quick Quote shall be used to solicit bids or quotes for goods and nonprofessional services from \$5,000 to \$50,000. Any appropriate special conditions must be stated in or attached to the Quick Quote.
- b. Set-aside for DMBE-certified small businesses unless exempted. The procurement file shall be documented if the procurement does not qualify for a set-aside. If set-aside for small businesses, solicit a minimum of four (4) DMBE-certified small business sources, if available. If not set-aside for small businesses, solicit a minimum of four (4) sources, if available. **Include a minimum of two (2) DMBE-certified small business sources, if available.** If fewer than the required number of sources are solicited, the reasons shall be documented.
- c. VBO advertising is not required under \$50,000.

**2.4 Sole Source Procurement.** Sole source procurements may be authorized within delegated limits upon written determination by the Purchasing Office. These must be supported with factual data, that there is only one source practicably available for the required goods and identifying that which is to be procured, the contractor selected, shall be a part of the purchase file. This applies to any sole source purchase over \$5,000. Caution must be exercised to be certain that the price being paid is fair and reasonable. These purchases must be approved by the Agency Head or designee. Sole source purchases over \$50,000 must be submitted to DPS for approval.

**2.5 Emergency Procurement of Goods.** In case of emergency, goods may be procured without competitive bidding or competitive negotiation; however, procurement must be made with such competition as may be feasible under the circumstances. A written determination giving the basis for the emergency and for the selection of the particular contractor or vendor, signed by the Purchasing Office shall be included in the purchase file. If an emergency purchase is needed to protect life or property, an employee of Virginia Highlands Community College may procure directly without securing prior approval from the Purchasing Office. For other emergencies not involving personal safety or protection of property, prior approval must be obtained from the Purchasing Office.

### CHAPTER 3: Small Purchase Charge Card Policies and Procedures

3. **General.** The small purchase charge card (SPCC) program provides alternate means for procurement of goods and services in order to streamline procedures for procuring and paying for small dollar goods and services. Maximum use of the SPCC program in conjunction with other electronic commerce initiatives is a best practice essential to the statewide effort to reduce the costs associated with paying for goods and services for the Commonwealth. Agencies and institutions that are not maximizing charge card use and the associated cost savings are identified quarterly in the Comptroller's *Report on Statewide Financial Management and Compliance*. (CAPP 20355). The Department of Accounts (DOA) requires charge card usage for selected vendors and encourages utilization for small purchases up to \$5,000. The program reduces the number of individual payment vouchers by consolidating multiple vendor invoices into a single monthly invoice from the credit card vendor. While the use of a purchasing card leads to accounting efficiencies, agencies must maintain strict internal control over the use of the cards and ensure that relevant procurement guidelines are observed, especially those detailing the use of State contracts and eVA (CAPP 20355).

The small purchase charge card program delegates purchasing authority and responsibility to cardholders for purchases of goods and services not to exceed \$5,000 per transaction. Policies and procedures surrounding implementation and usage of the small purchase charge cards at VHCC have been designed to reduce administrative paperwork, reduce acquisition time and increase the autonomy of budgetary managers to control their budgets. **A cardholder may not, under any circumstances, authorize any charge in excess of the transaction limit set by the Program Administrator (CAPP 20355).**

- 3.1 **Policy.** Small purchase charge cards shall be used only to purchase goods and services for Virginia Highlands Community College operations, maintenance and repairs from state funds not to exceed \$5,000 per transaction. Charge card purchases are also limited by the available budget within the cardholder's area(s) of responsibility. This card is not related with the travel charge card; therefore, personal charge, cash advance, business travel, lodging, car rental and entertainment expense charges are not permitted. Cardholders are encouraged to maximize utilization of this privilege to reduce administrative costs for both VHCC and the Commonwealth.

#### 3.2 **Procedures.**

a. Obtaining a Small Purchase Charge Card

Budget managers must designate a cardholder to obtain a card to be used for their departments. Contact the VHCC SPCC Program Administrator to complete the necessary Small Purchase Charge Card Request form to obtain a card. When requesting a card for an employee, the applicant's supervisor must provide the Program Administrator with documentation supporting the issuance of the card, including an analysis of the potential type and level of activity and justification per transaction and monthly limits (CAPP 20355). Cardholders must sign a Small Purchase Charge Card Employee Agreement to formalize their acknowledgement of responsibilities, terms and conditions of card use. A copy of the employee agreement will be placed in the cardholder's personnel file to ensure notification of employment and timely cancellation of the SPCC. Each budget manager must designate a primary account from which card charges will be applied. To ensure timely payment of the SPCC master bill, all charges are paid from a designated primary department upon availability of monthly statement after close of cycle. Cardholders are responsible for reconciling the charges in AIS after notification by VCCS that charges are available after close of cycle to distribute to the charge department via ATV and credit the designated primary department used to pay the master invoice before month end. Supervisors must review card limits annually and document the analysis, in writing, for the Program Administrator (CAPP 20355). Cardholders must also complete online training annually provided by the Department of Accounts and provide proof to the Program Administrator that he/she has completed the training before the card will be issued.

b. Using the Card

Small purchase charge cards obligate VHCC for payment at the time of purchase. As with any credit card, care should be taken to avoid theft or misuse by an unauthorized person. **Authorized use of the purchasing card is limited to the person whose name appears on the face of the card. The purchasing card must not be loaned to another person.** If the cardholder knowingly allows another person to use the card, the named cardholder's privileges will be revoked for a minimum of *three months*. This does not prevent the cardholder from placing an order with a vendor by telephone or electronically and then sending a representative to claim the items ordered. The account number **must not** be faxed to vendors. (CAPP 20355). Use of the SPCC is restricted to the cardholder. **The cardholder may not delegate authority to allow anyone else to use the SPCC. This agreement is documented in the employee agreement.**

The purchasing card should be kept in an accessible but secure location. A vendor may be allowed to keep the card number on file under the following limited conditions (CAPP 20355):

- The cardholder must make initial contact with the vendor to provide the card number
- The vendor must keep the card number in a secure, preferable electronic, file
- The vendor must assign a separate store account number for use by representatives of the cardholder so that the card number is not shared
- The vendor must contact the cardholder for final authorization to process the charge.

**Cardholders must notify the card vendor and the VHCC Accounts Payable Office within 24 hours if the card is lost or stolen for the college to avoid liability for unauthorized charges.**

Upon termination of employment, the cardholder's supervisor is responsible for disposing of the card according to agency policy. Cardholders or their supervisor must inform the VHCC Accounts Payable Office and request card cancellation. Only the Program Administrator has authority to cancel a card.

Purchases must comply with DPS purchasing guidelines including use of state contract vendors if applicable. State contracts may be reviewed on the DPS web site at <http://www.dgs.state.va.us/dps/agcyinfo/docs/contrfrm.htm>

Web-based purchases, particularly through eVA, are encouraged provided the requirements of the Department of General Services' (DGS) Electronic Commerce policy are followed in all cases. This policy is available on the DGS website at <http://dps.dgs.virginia.gov/dps>. Online training may be used to supplement, not substitute agency-specific training of cardholders conducted by the Program Administrator.

An agency can set up purchasing card holders in eVA as users in order to maximize the benefits provided by using the purchasing card on eVA orders. All cardholders are prohibited from faxing card information or sharing card information with anyone to make a purchase. eVA encrypts all purchasing card information. Vendors equipped for electronic transmission will receive card information in a secure format. eVA enables orders to be prepared "On Behalf Of" purchasing card holders where an employee can place an order to a cardholder's purchasing card. However, the cardholder is required to be included in the eVA workflow for approval and notification.

Establishing the expenditure limit within eVA for the purchasing card at \$0.00 can accommodate this requirement. This configuration will systematically require approval by the purchasing card holder for all requisitions prior to the creation of a Purchase Order in eVA. Additional workflow options are available in eVA and the Procurement Officer can further assist in configuring agency workflow to meet this mandatory requirement. (CAPP20355).

Professional development seminars and registration fees for conferences may be prepaid with the card. The cardholder must take necessary actions to ensure that the card number is not included on an application or registration form that will be faxed. A properly completed Travel Estimate Worksheet must be pre-approved prior to paying for the course. (The Travel Estimate Worksheet documents the planning and approval process and is used by Human Resources to monitor professional development.)

The card may only be used to make charges against accounts within the cardholder's department or authority.

Questions about procurement guidelines should be addressed to the VHCC Purchasing Officer.

Optional controls apply for certain industry restrictions. The restrictions are Accommodations, Car Rental, Oil/Gas, Restaurant/Food and Travel. These industry restrictions are based on merchant category codes (MCC's). **Travel charges, other than airline tickets and mass transit tickets, must be on the Travel Card.**

Program Administrators are allowed to remove, for valid reasons only, accommodations and restaurant restrictions on all their SPCC cards. It is the responsibility of the Agency Program Administrator to review the cardholders' accounts periodically to assess if the permanent restriction removal is still needed. If the restriction is no longer necessary, the Program Administrator must turn the restriction back on immediately. This assessment can be made to coincide with the required annual analysis of each cardholder's usage and limits. (CAPP 20355).

The card may **not** be used for:

- Travel expenses including lodging and car rental
- Personal expenses
- Entertainment expenses

**3.3 Charge Card Purchase Log.** An Excel spreadsheet has been developed to maintain a log of all acquisitions made using the Small Purchase Charge Card. The log must be maintained from the beginning cycle to the ending cycle for the month, usually the 15<sup>th</sup> or 16<sup>th</sup> of the month.. A new log sheet must be started on the beginning of the month cycle. All cardholders must use [www.payment2.works.com](http://www.payment2.works.com) to access their charges and statement at any time during the month. This facilitates the cardholder contacting the vendors when charges have not been processed even though goods and/or services have been received.

Before making the decision to place an order, the cardholder must determine the available budget balance for the account to be charged. This is accomplished by a review of AIS accounting system using Commitment Control. Contact the business manager if you do not have access to this system. Use the available balance for "Other Direct Costs". Consideration must be given for other outstanding purchases that may not be encumbered such as travel or petty cash purchases.

The SPCC purchasing log sheet must be maintained in order on a current basis as each purchase occurs and include an order number, detailed descriptions of item(s), six digit department number, and amounts. **Space is provided for a four digit object code, but completion is optional at this time.** Log entries for orders placed but not received or recorded on the monthly statement must not be deleted from the log. These entries should be copied and recorded at the beginning of the next month's log.

Separate entries must be made for different types of items ordered within a single charge. For instance, supplies, equipment, and shipping must be itemized.

An advance cut off is required for charge card purchases in December and June due to the Christmas holiday break and fiscal year end close. No charges should be made after the 15<sup>th</sup> of the month in December and as directed for year end close (a directive is issued in late March for fiscal year-end close).

**3.4 Placing Orders.** Cardholders have sole responsibility for placing orders with vendors and recording the order on the log sheet. Some helpful tips for placing orders are:

- Identify a vendor that sells the goods and services needed and accepts the purchasing card. Preference should be given to State contract vendors whenever possible.
- Go on-line (must comply with DPS's E-Commerce Policy), or go to the vendor's place of business and place the order. Call-in orders are only allowed if the purchase is exempt from eVA.

- Give the vendor the account number and expiration date on the purchasing card. The vendor will verify the account number with Bank of America (BOA) VISA. The spending limits will be checked electronically for compliance with applicable limits. **If, for any reason, BOA Visa fails to authorize the transaction, do not allow the vendor to circumvent BOA's denial. Contact the agency Program Administrator, who will then contact the appropriate BOA representative.**
- Ask the vendor to provide an invoice. The invoice provides an itemized accounting of your order. All orders must have an invoice upon completion of the reconciliation log
- Give the vendor your name or department and request it be included on the shipping label. This will ensure that UPS shipments are delivered directly to you.
- Make a note of the person the order was placed with to provide a contact in the event a dispute arises.

**3.5 On-Line Buying.** Agencies and institutions may purchase goods and services through the Internet by using the SPCC and transmitting the card number or by Electronic Purchase Order up to \$5,000.00.

In order to procure goods or services through the Internet, the vendor **must** have a Secure Socket Layer (SSL) Version 2.0 or greater. It is the cardholder's responsibility to ensure the vendor meets the SSL 2.0 requirement before placing an order and using the SPCC as a method of payment. To ensure the vendor has a SSL, the Address Window must start with https://. This may not occur until the payment information is requested. Print one page from the secure site where the order was placed to maintain with supporting documentation as documentation of the required level of security.

**3.6 Electronic Commerce.** DGS/DPS has established and Electronic Mall (e-Mall) to facilitate the ordering of goods and services by agencies. The e-Mall is located on the DGS/DPS website, <http://dps.dgs.virginia.gov/dps/> It includes but is not limited to, state contracts, electronic catalogs, SPCC vendors, mandatory sources, and surplus property. **SEE CHAPTER 6**

- a. **SPCC cardholders may purchase goods or services through the e-Mall**, up to \$5000 if purchased from state contracts or from another source. Contract terms and conditions govern purchases made from state contracts.
- b. **Electronic Purchase Orders** - Departments may purchase goods or services in unlimited amounts, unless dollar amounts are specified in the contract, when placing an electronic purchase order from state contracts or mandatory sources. For all other purchases, departments may purchase up their delegated authority after complying with the competitive requirements and file documentation requirements of this manual.

**3.7 Account Credits and Resolving Disputes.** All charge card balances must be paid in full even though orders may not be received or credits may be due. Account credits will be refunded when the credit received on the Bank of America Visa statement. Disputed payments and credits due should be noted on the log and on the reverse side of the individual charge stub that accompanies the monthly statement (see section 2.6 for further description). Card holders are responsible for resolving disputes and obtaining credits when applicable. If disputes are not satisfactorily resolved with the vendor, the second step is to contact our Dedicated Program Administrator's COV Customer Service number 1-888-449-2273 (the number on the back of the card).

**3.8 Reconciling Monthly Statement to Purchase Log.** Cardholders are responsible for reconciling the monthly statement to the purchase log. Statement cut off at the close of business on the 15<sup>th</sup> of each month and should be received by the cardholder online two (2) days after cycle close. Statements must be reconciled to purchase log and forwarded to Accounts Payable in the Business Office as directed by the Program Administrator, but generally no later than 10 days after the statement becomes available in Works. The reconciliation package for the December statement is due to Accounts Payable no later than three (3) business days after the college reopens from the Christmas holiday. Log entries for orders

placed or credits due but not received or recorded on the monthly statement must not be deleted from the log. Instead, the entry must be marked to reflect that the item is a reconciling item. The purchase log should be reconciled to the SPCC statement in a manner similar to bank reconciliation. For example:

$$\begin{array}{r} \text{Total Purchases} \\ \text{Per Log} \end{array} \quad - \quad \begin{array}{r} \text{Log Entries} \\ \text{Not Billed} \end{array} \quad + \quad \begin{array}{r} \text{Credits Requested} \\ \text{But Not Reflected} \end{array} \quad = \quad \begin{array}{r} \text{Total Charges Per} \\ \text{Statement} \end{array}$$

Log entries not reflected on the statement should be copied and recorded at the beginning of the next month's log. Entries not reflected on the statement should be copied and recorded at the beginning of the next month's log.

A detailed description of credits pending and disputes must be provided and a notation added to the purchase log. Organize charge invoiced and supporting documentation in the order listed on the purchase log.

Both the cardholder and the department head must sign and date the reconciliation certification indicating that the statement has been reconciled to the purchase log and supporting documentation. Assemble the SPCC monthly statement from Works or paper statement, Excel purchase log and invoices with supporting documentation and forward to Accounts Payable.

Questions about maintaining the purchase log and reconciling the statement should be addressed to Accounts Payable.

**3.9 Procurement Review.** The Purchasing Officer will review SPCC purchase logs to determine if:

- Appropriate procurement procedures were followed
- Sufficient budget is available to cover the total charges
- The SPCC card number was not included on a faxed document
- Orders placed over the Internet used only properly secured sites
- Evidence indicating card use by someone other than the cardholder

Cardholders will be provided written notification of procurement violations, security issues or abusive use. The notification will suggest corrective action or other resolution.

**3.10 Card Revocation.** Small purchase charge cards may be immediately revoked or suspended under the following conditions:

- Use of card for personal benefit
- Over-expended budget by the lesser of 5% or \$5,000
- Use of card by someone other than the cardholder (This will result in the card being suspended by the program administrator)
- Issuance of five written notices Cardholders must wait a period of 6 months before requesting authorization to have privileges reinstated. Reinstatement request must include their supervisor's endorsement.

## CHAPTER 4: GENERAL PROCUREMENT POLICIES NONPROFESSIONAL SERVICES

4. **General.** This chapter covers contracting for nonprofessional services from nongovernmental sources. The term nonprofessional services, as used in this section, means all services not within the scope of the practice of accounting, architecture, land surveying, landscape architecture, law, medicine, optometry, pharmacy, or professional engineering and dentistry.
- 4.1 **Individual Services.** Contracting for the services of individuals as contractors shall be treated the same as any procurement transaction. Problems have arisen with the federal Internal Revenue Service concerning withholding and Social Security taxes in situations where the individual contractor performs under the supervision and control of the agency. It may be necessary to consult the Personnel Office, as well as the Business Office, before entering into such a contract. **All individuals who are employed by the college at any level (full or part time) must be paid through payroll for any services they provide the college outside of their employment arrangement.**
- 4.2 **Construction.** Specific regulations pertaining to construction are on file in the Purchasing Office.
- 4.3 **Consultant Services:**
- a. By definition, consultants provide information, assistance, and guidance of a purely advisory nature, usually in the form of a report or other deliverable, setting forth alternative courses of action and recommendations based on the expertise possessed by the outside individual firm, or organization. Such advice or assistance does not relieve management of responsibility for its final decision.
  - b. The proper use of consultants is a legitimate means to improve government services and operations. In recognition of this need, the state has developed the capability for providing certain technical and managerial assistance through selected central agencies. State agencies are strongly encouraged to make maximum use of the consultant services available from the Commonwealth's institutions of higher education before seeking such services from the private sector. Agencies shall not engage outside firms to perform the following service offered by other state agencies without first examining their possible use, as follows:
    - Department of Personnel and Training - personnel management, employee relations, training programs, job evaluations, compensation studies, and workload evaluations.
    - Department of Accounts - financial controls and internal audit programs.
    - Department of Planning and Budget - analysis of alternatives, program review and evaluation, cost reduction programs, and productivity improvement.
  - c. The process of selecting an outside consultant, individual, firm, or organization, shall be objective, unbiased, and should encourage those qualified to offer their services. The following methods may be used in developing the pricing schedule and for payment for consultants:
    - A lump sum or fixed price for the total project.
    - Hourly rate plus cost reimbursement, with a ceiling on the total contract. Payment will be made only for hours used at the agreed rate and cost incurred. Items for which cost reimbursement will be made must be specifically indicated in the solicitation and resulting contract.
    - Daily or hourly compensation for work "when requested" during the period of the contract at agreed rates, with a ceiling on the total, including any other costs which have been determined to be allowable.
- 4.4 **Maintenance/Repair of Equipment.**
- a. General. Equipment is generally covered by warranty provisions for various periods of time. Care should be taken to assure that full advantage is taken of warranty provisions prior to contracting for maintenance or repair service. Where equipment is covered by insurance, i.e., boiler or

machinery, the insurance carrier shall be advised, in accordance with the provisions of the policy, prior to contracting for repair.

b. Contracting for Equipment Maintenance.

- (1) Full service maintenance normally requires the contractor to provide scheduled service, preventive maintenance, necessary repair parts, and additional service calls as required under annual contract at a firm fixed price. Full service maintenance contracts should be used only on an exceptional basis or when experience indicates that maintenance/repair on an as needed basis is not practical. In bidding on full service maintenance, contractors include in their bids the cost of all contingencies that might occur during the contract period; normally this results in higher agency costs.
- (2) Maintenance/repair in an as needed basis is normally provided on a time and material cost basis. Materials and parts must be bid either at contractor's invoiced cost or on a bid percentage discount from manufacturer's published list or catalog prices. Cost plus percentage of cost (markup) is prohibited. Time and materials contracts demand more effort by receiving agency in monitoring actual hours expended, prompt identification, and solution of problems, and cost control to assure the contractor's performance is not inefficient or wasteful.

**4.5 Conference Planning.** Acquisition of the use of meeting rooms and lodging rooms in hotels or motels is considered to be short term rentals or portions of real property--real estate transactions. So long as the procurement involves only the use of the facilities, the competitive requirements of the Virginia Public Procurement Act do not apply. However, if the procurement includes the provision of catered meals, audio visual equipment, etc., and the value of these other included service exceeds the \$5,000 level for which competition is required, the entire procurement, including the use of the space shall be competed as a package using competitive procedures based on the anticipated value of the package.

## CHAPTER 5: GENERAL PROCUREMENT POLICIES PROFESSIONAL SERVICES

5. **General.** The term professional services, as used in this section, mean all services within the scope of accounting, architecture, land surveying, landscape architecture, law, medicine, optometry, pharmacy, professional engineering and dentistry. The procurement of professional service from non-governmental sources shall be in accordance with the applicable provisions of the Virginia Public Procurement Act. All required justifications and approvals should be obtained and made a part of the procurement file. Other state agency concurrence and /or approval for selected services may be required by reason of law, regulations, directive, or appropriation.

For further information regarding the purchase of professional service, contact the Business Office.

## Chapter 6: ELECTRONIC PROCUREMENT

- 6. General.** This chapter establishes policies and provides guidance on electronic procurement in Virginia hereinafter referred to as eVA. eVA encompasses vendor central registration and source selection, requisitioning, solicitation development, soliciting and receiving formal and informal bids and proposals, bid/proposal tabulation and evaluation, electronic ordering, public posting, electronic receiving, electronic invoicing, electronic data record keeping and various reporting capabilities. Additionally, eVA facilitates item searches through an Electronic Mall (e-Mall), in which Commonwealth entities can shop mandatory sources and mandatory use and optional use term contracts, surplus property and non-contract sources, all displayed as electronic catalogs. Policies in this chapter shall take precedence in the event of conflict with other sections of this manual. The *Virginia Public Procurement Act (VPPA)*, other applicable sections of the *Code of Virginia*, as well as other provisions of this manual and *Vendors Manual* will remain in full force and effect. All purchase transactions, regardless of funding source, governed by the *VPPA* shall be processed through eVA to eVA registered vendors except as otherwise provided herein. Any purchases processed outside eVA will continue to be governed by applicable law and by the non-eVA policies and procedures contained in this manual and *Vendors Manual* in effect at the time of the transaction.
- 6.1 Definitions.** Refer to the *eVA Implementation Guide's* Glossary of Terms for definitions as they apply to eVA.
- 6.2 Internet Access.** Authorized use of eVA requires access to the Internet with equipment possessing the minimum rating of 32 MB RAM (64 – 128 MB recommended) with a 100 – 250 MB hard drive needed for Internet browser. Refer to the *eVA Implementation Guide*, Section II, E, for additional technical requirements. The eVA portal located at [www.eva.virginia.gov](http://www.eva.virginia.gov) is the gateway to facilitate a single sign-on to access all services available to the user when processing a purchase requirement, obtaining data analysis and reporting or to reach the help desk. A help desk is also available by calling DGS/DPS at 804-786-3842 or FAX 804-786-5712.
- 6.3 Agency Responsibility.** Agencies and institutions should develop written internal policies, procedures and controls on the use of eVA. This should include re-delegation of purchasing authority, requisition approval process, how to incorporate terms and conditions, interface with finance and accounting, record keeping, encumbrance of funds, receiving (central and/or decentralized) and interface with internal automated systems. Additionally, guidelines should be included for conducting compliance audits/reviews of purchase transactions made by or on behalf of agency employees. Although *BuysenseOrg* functionality will provide that each organization can use its own accounting structure, business rules and workflow, only minimal levels of approval should be included in the process so as to maximize the benefits of eVA. Descriptions on each of the eVA core functions are contained in the *eVA Implementation Guide*.
- 6.4 e-Mall Shopping.** Any available mandatory source, mandatory use contract or optional use contract will appear in the response(s) received to an item search in the e-Mall. Unit prices shown in the electronic catalogs are inclusive of shipping charges; however, a minimum order requirement may apply, which can be determined by clicking on the item description to view further information. The extent to which agencies and institutions use eVA will be taken into consideration when evaluating requests for (and maintenance of) higher levels of delegated purchasing authority. The below procedures shall apply to purchases made via the e-Mall:
- a. **Mandatory Sources and Mandatory Use Contracts.** Agencies and institutions shall place all orders through eVA on mandatory use contracts. Purchases may be made up to any dollar amount unless otherwise limited by the specific mandatory source or contract. Exception to the use of a mandatory source or contract must be approved in advance, in writing, by an official of the mandatory source, or the contract officer in the case of a DGS/DPS contract, utilizing the Procurement Exemption Request form located at Annex 13-of the APSPM. Approved requests

must be attached to the purchase transaction file either electronically or by hard copy.

- b. **Optional Use Contracts and Pricing Agreements:** Purchases from optional use contracts may be made up to any dollar amount unless otherwise limited by the specific contract. Pricing Agreements allow for purchases from other sources; however, if it is to be made from another source and the total cost exceeds the single quote limit, the requirement must be competed.

**6.5 Small Purchase Competitive Requirements.** Small purchase solicitations are not required to be publicly advertised for 10 days, but the deadline set for a response should take into consideration the agency's needs and the time needed by potential bidders to review the requirement and to offer a quote.

- a. **Single Quotation (up to \$5,000):** An e-Mall catalog (non-contract) price is acceptable as a quote when the value of the purchase is \$5,000 or less. The lowest priced item received as a result of an e-Mall catalog search need not be chosen, but such selection should be based on the product that best meets the need and the required delivery date and when the price is considered fair and reasonable. Documentation that the one quote selected is from the eVA e-Mall is required; a notation on the electronic purchase requisition (comments section) is acceptable documentation. Although an e-Mall catalog price response is acceptable, competition may be solicited via Quick Quote whenever the requirement is for multiple quantities and/or when it can be expected that a lower price and/or savings in shipping costs may be realized.
- b. **Quick Quote (over \$5,000 to \$50,000):** Solicitation of bids or quotes via Quick Quote is mandatory for non-contract requirements between \$5,000 and \$50,000. Solicit a minimum of four (4) DMBE-certified small business sources, if available. Quick Quote may also be used to solicit a quote(s) for requirements under \$5,000. Quick Quote solicitations should be open for a minimum of one (1) day to allow vendors to return pricing by the closing date and time. However, a sufficient length of time should be given to all vendors to respond considering but not limited to solicitation requirements, complexity of the procurement, market trends, etc. Vendors must be registered in eVA in order to respond electronically to Quick Quotes in eVA. Electronic Quick Quote responses and other methods for vendors to respond to Quick Quotes may be used simultaneously. Provide the Standard eVA Term and Condition in Annex 14-A when providing Quick Quote information to an ad hoc vendor. The resulting order must be processed through eVA. Reference the Quick Quote number in the header cross-reference field of the eVA requisition. Quick Quote solicitations and award notices are not required to be posted on the eVA website.
- c. **Quick Quote (over \$50,000):** Quick Quote shall not be used to solicit competition for requirements over \$50,000; however, emergency purchase requirements meeting the criteria of paragraph 9.1 may be solicited via Quick Quote up to any dollar amount.

**6.6 Change Orders:** Change orders, regardless of dollar value, shall be processed whenever requested by a supplier to ensure the supplier's eVA transaction fee is accurate, as may be required by internal policy when the actual invoiced amount differs from the purchase order total, and in accordance with the requirements set forth in Sections 3.5 and 10.12 of the *Agency Procurement and Surplus Property Manual (APSPM)*. A Change Order Users Guide is available in eVA to assist in the preparation of change orders.

**6.7 Documentation of Purchase Transactions.**

- a. **Electronic Files:** Electronic files created in eVA and any attached from other sources are acceptable as documentation to support the why, who, what, when, where and how of purchase transactions and receiving reports. If the order is against a term contract then the contract number shall be included on the order. Paper documents need not be printed and maintained. Reports are available in eVA to provide sufficient detail to support the basis and history of each purchase. Any transaction that cannot be fully documented electronically should contain a cross-reference (what and where) to any other documents, such as large drawings or other files maintained as a hard copy.

- b. Price Reasonableness: Purchasing officers shall ensure that the price offered is fair and reasonable.

**6.8 Approvals.** Prior approvals of specific procurement transactions, as required within other chapters of this manual, remain in full force and effect. Requests for approvals may be submitted electronically, via FAX or by mail. The following are examples of prior approvals that may be required:

- a. Non-Technology Sole Source Requirements Exceeding \$50,000
- b. Operational Emergencies Exceeding Delegated Purchasing Authority
- c. IT Equipment, Software and/or Computer Related Services: Refer to VITA Guidelines
- d. Telecommunications Equipment and/or Services: Refer to VITA Guidelines
- e. Facilities, Equipment and Services Requiring Federal Communications Commission (FCC) Licensing: Refer to VITA Guidelines
- f. Virginia Correctional Enterprises (VCE) and CORPRINT
- g. Virginia Department for the Blind and Vision Impaired (DBVI)
- h. Virginia Distribution Center (VDC)
- i. DGS/DPS Office of Graphic Communications (OGC)

**6.9 Use of eVA and Exclusions:**

a. **Use of eVA.**

- (1) All purchase transactions, regardless of funding source, governed by the *VPPA* without regard to agency-specific exemptions, shall be processed through eVA to eVA registered vendors except as otherwise provided herein. This includes orders imported to eVA from ERPs (enterprise resource planning systems).
- (2) Enterprise Resource Planning Orders. Any ERP order provided to vendors, in lieu of or in advance of a corresponding eVA order, shall include the standard eVA order term and condition.
- (3) eVA Fees. Agencies and vendors shall pay eVA fees as set forth on the eVA Fee Schedule published on the billing and payment portal. The eVA Fee Schedule is defined as a listing of eVA registration, transaction, and other fees (eVA fees) that are assessed to eVA users, including Vendors. The eVA Fee Schedule is published on the eVA website. Each fee set forth on the eVA Fee Schedule is effective dated so eVA users, including Vendors, can determine the appropriate fee by cross referencing a fee's effective date to the date of the activity for which the fee is assessed.
- (4) Modification of Existing Contracts. By August 1, 2006, agencies and institutions with existing contracts that will result in new purchase orders issued August 16, 2006, and after, shall modify those contracts to incorporate the new General Term and Condition X and Special Term and Condition 59, if the order transaction fee is affected by the provisions of the new General Term and Condition X and the new eVA Fee Schedule published on the billing and payment portal. When doing so, agencies and institutions shall give Contractors the opportunity to adjust contract prices based on any impact to the Contractor resulting from the new order transaction fee.

- b. **Exclusions.** Exclusions, regardless of dollar value, include the procurement types listed below. At the option of the agency or institution, these exempt transactions may be processed through eVA, but the agency or institution placing the order will be required to pay the eVA transaction fee specified in the eVA Fee Schedule published on the billing and payment portal. Agencies and institutions shall use the R02, S02, P02, E02, VR2, VS2, VP2, or VE2 eVA Purchase Order Category, as appropriate, to identify such purchases when processed through eVA. Purchase Order categories are defined on the Add Title screen in the PO Category field on the eVA requisition.
- (1) Real estate leases
  - (2) Advertisements such as in newspapers, magazines, journals, radio, television, etc.
  - (3) Professional organizational membership dues and training classes sponsored by the professional organization when payment is made directly to the professional organization sponsoring the training class.
  - (4) Conference registrations
  - (5) Petty cash purchases
  - (6) Honoraria
  - (7) Entertainment (speakers, lecturers, musicians, performing artists)
  - (8) Accreditation fees and academic testing services
  - (9) Exhibition rental fees for exhibitions of historical artifacts or original works of art. (The rental fee may include charges other than the rental of the exhibition, such as transportation costs.)
  - (10) Goods or personal services for direct use by the recipients of programs specified in the *Code of Virginia*, § 2.2-4345, if the procurement is made for an individual recipient. Contracts and/or spot purchases for the bulk procurement of goods or services for the use of recipients shall not be exempted.
  - (11) Award of grants by agencies and institutions to public bodies or tax exempt nonprofit charitable organizations. This exception does not apply to the expenditure of grant funds by agencies and institutions for the purchase of goods and/or services (see *APSPM* 13.8e).
  - (12) Medical (Health Care) Services when the service is provided by a hospital or an individual licensed and authorized by law to engage in the prevention, diagnosis, or treatment of human illness, injury, or physical disability, mental health, mental retardation, substance abuse, or emotional condition. Contracts and purchase orders between the agency or institution and temporary service providers or independent laboratory testing companies are not exempt from purchasing through eVA.
  - (13) Public Utilities (electric, natural gas, water, sewer)
  - (14) Purchases made via closed-loop systems or automated inventory control systems for items for resale, e.g., ABC, drugs (only POS drugs)
  - (15) Purchases made using the DPS-authorized multi-state drug contract
  - (16) Purchases made using DPS Contract #91026, Express Delivery Services
  - (17) Over the counter charge card purchases that are made at the site of the sale and picked up by the individual card holder (i.e., SPCC, Voyager).

- (18) Revenue contracts, e.g., scrap, recycling or contracts with \$0 payment made by the Commonwealth, e.g., contracted out Bookstore, Food service operations.
  - (19) Government-to-government purchases, other than purchases from mandatory sources
  - (20) Purchases from public auctions (non-electronic)
  - (21) Surplus property
  - (22) Contracts with commercial fisherman for replenishment, research and stock assessment activities
  - (23) Individual travel and lodging
  - (24) Financing when goods/services procured from one source are being financed by another (i.e., third party) source. The financing exclusion does not apply to lease purchases.
  - (25) Business and/or financial transactions to which public procurement regulations do not apply. Examples include debt service payments, Medicare and Medicaid payments, and child support payments.
  - (26) Contracts with public and private hospitals, as well as pharmacy chains and independent pharmacies, that are licensed and authorized by law to dispense controlled drugs and other medications based on prescriptions written by medical practitioners licensed to engage in the prevention, diagnosis, or treatment of human illness, injury, or physical disability, mental health, mental retardation, substance abuse, or emotional condition, when the purpose of the contract is to provide on-site mentoring and practical experience to pharmacy students enrolled in state institutions of higher education.
  - (27) Contracts with public and private hospitals, medical practices, and medical clinics that are licensed and authorized by law to engage in the prevention, diagnosis, or treatment of human illness, injury, or physical disability, mental health, mental retardation, substance abuse, or emotional condition, when the purpose of the contract is to provide on-site mentoring and practical experience to medical students enrolled in state institutions of higher education.
  - (28) Individuals providing instructional services in conjunction with a contract between an institution of higher education, including community colleges, and a local business or industry for non-credit workforce development classes to be provided by the institution of higher education.
- c. eVA Business-to-Government Vendor Registration. The eVA Business-to-Government Vendor Registration clause, General Term and Condition X and the Price Escalation/De-escalation clause, Special Term and Condition 43, in Appendix B, shall be used in all term contracts. Spot purchases shall include General Term and Condition X (Appendix B, Section I). Existing multi-year term contracts without General Term and Condition X or with an older version of General Term and Condition X shall be renewed modifying the existing multi-year contracts to include General Term and Condition X and the Escalation/De-Escalation Special Term & Condition, #43 (Appendix B, Section II).

**6.10 Vendor Registration Requirement.** All vendors who accept purchase orders from Commonwealth agencies and institutions must register in eVA. All solicitations are subject to the General Terms and Conditions, which include General Term X. (eVA Business-to-Government Vendor Registration) requiring vendors to register to do business with the Commonwealth.

**6.11 Orders To Vendors Not Registered In eVA and Related Fees.** There may be times when an agency or institution is compelled to do business with a vendor that refuses to register in eVA (ad hoc vendor) and the specific purchase transaction is not included in the exemption list set forth in *APSPM* Section 14.9.b. In such cases, the agency or institution is required to process the order through eVA in accordance with one of the following processing options and order transaction fees will be assessed as specified in the eVA Fee Schedule:

- a. Vendors Accepting eVA Terms and Conditions. If the vendor agrees to accept the eVA terms and conditions regarding vendor payment of the eVA transaction fee, the agency or institution shall document the vendor's agreement in an eVA purchase order comment and process the order using the R01, S01, P01, E01, VR1, VS1, VP1 or VE1 Purchase Order Category, as appropriate.
- b. Vendors Refusing to Accept eVA Terms and Conditions. If the vendor refuses to accept the eVA terms and conditions regarding vendor payment of the eVA transaction fee, the agency or institution shall document the vendor's refusal in an eVA purchase order comment and process the order using the R02, S02, P02, E02, VR2, VS2, VP2 or VE2 Purchase Order Category, as appropriate.

**6.12 Self-Certification and Fees For Non-Compliant Purchase Transactions.** Monthly each agency and institution shall submit a self-certification that the agency has or has not complied with all requirements set forth herein. The self-certification shall be completed via a password protected electronic eVA Dashboard that can be accessed via a link on the eVA website. The self-certification shall be electronically signed by the agency or institution purchasing director, chief financial officer, or designee.

If the agency or institution certifies that it has not complied with the requirements set forth herein, the following shall also be submitted to the DPS eVA Business Manager, Patrick Henry Office Building 6<sup>th</sup> Floor, Room 6012, 1111 East Broad Street, (P.O. Box 1199), Richmond, VA 23218-1199:

- a. A detailed explanation for why the agency or institution failed to comply with the requirements;
- b. A corrective action plan for achieving timely compliance;
- c. An itemized list of all non-compliant purchase transactions (including purchase order number, date, vendor, amount, commodity code, CARS sub-object code, and method of procurement); and
- d. A check payable to the Treasurer of Virginia or an EDI directed to the Department of General Services in the amount of 2% of the total amount of all non-compliant purchase transactions.

Self-certifications and any required additional documentation/payment shall be submitted no later than the 15<sup>th</sup> day following the end of the monthly reporting period (e.g., August 15<sup>th</sup>, September 15<sup>th</sup>, October 15<sup>th</sup>, etc.).

Failure to submit the required monthly self-certification and associated documentation will result in the automatic assessment of a 2% fee based on the agency's or institution's total CARS expenditure less eVA spend for the reporting period.

**6.13 eVA Multiple Orders.** When issuing solicitations that will result in more than ONE eVA purchase order as a result of the award, either by the establishment of a term contract or multiple delivery orders, the agency should include an explanation of how resulting orders from the award will be issued through eVA. Include the approximate number of orders on a weekly, monthly, quarterly or annual basis. Example: 4 purchase orders, quarterly; 12 purchase orders, one per month; 9 purchase orders, one per month during the school term; one purchase order annually. See Appendix B., Section II, special term and condition #59 to include in solicitations for term contracts or multiple delivery orders.

- 6.14 Small Purchase Charge Card (SPCC):** Where a SPCC has previously been entered into the eVA system it should be used to affect payment of all purchase transactions up to \$5,000 processed through vendors accepting the card. Every effort must be made to ensure that whenever a card is issued or cancelled, when a restriction imposed on a card is changed, etc., that the eVA system is updated as soon as practicable. For information contact DOA at 804-371-4350, fax to 804-786-9201 or email to [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov). Charge card purchases shall be processed through eVA unless the purchase is exempt from processing through eVA (see 6.9b).
- 6.15 Set-aside Advertisements for eVA and VBO:** Quick Quotes and other procurements that are to be set-aside for small businesses shall be titled in the "Request Title" field using the following format (in all capital letters): SET-ASIDE FOR SMALL BUSINESSES, followed by the title of the commodity or service being procured (e.g., SET-ASIDE FOR SMALL BUSINESSES - Security Services).

## CHAPTER 7: PROCUREMENT SUPPORT AND ASSISTANCE

7. **General.** The Virginia Highlands Community College Business Office in conjunction with DGS/DPS will provide assistance to college divisions and departments in the procurement process. It is essential that communication be maintained between college divisions and the Business Office. Assistance is available in the following areas:
- a. Vendor Source Assistance. A central vendor register is maintained by DGS/DPS and is available at cost to the Purchasing Office. The Purchasing Office also has many vendor catalogs on file that can be used to locate sources.
  - b. Specifications/descriptions. DGS/DPS maintains a library of standard specifications and will develop specifications for goods. These services from DGS/DPS are available at the request of the Business Office.
  - c. Expediting Assistance. Expediting assistance is available from the Purchasing Office and DGS/DPS to ensure timely delivery of goods, services, and printing. This service includes processing of complaints pertaining to over/under shipments, delinquent deliveries, non-delivery, improper billing, and receipt of nonconforming material or services.
  - d. Use of State Contracts. The Purchasing Office will provide support to college divisions and departments in the use of state contracts.
  - e. Training. The Purchasing Office will conduct procurement training workshops for any division or department within the college or on an individual basis. College employees are encouraged to request workshops and to submit subjects to be presented in these workshops.
  - f. Updates. The Purchasing Office will issue changes to the manual as soon as they are informed of new regulations or changes to the policies and procedures.
  - g. Additional Manuals. Additional manuals are available from the Purchasing Office upon request.