

# IOWA STATE UNIVERSITY

## Procurement Services

# Supplier Handbook

# Table of Contents

Introduction and General Information .....	3
Location and Contact Information .....	5
Hours .....	5
Parking at ASB .....	5
Map of ASB and Parking Lots .....	6
Purchasing Authority .....	7
University Non-discrimination Statement .....	7
Code of Ethics .....	7
Supplier Code of Conduct .....	8
Marketing Your Products and Services .....	8
Supplier Orientation .....	8
Procurement Registration .....	9
Supplier Record Information Request .....	9
Small Business Program .....	9
What We Buy .....	10
How We Buy .....	10
cyBUY .....	10
ISU Purchasing Card .....	10
Purchase Order .....	10
Professional Services Contractual Agreement (PSCA) .....	10
How to Participate in the Bidding Process .....	11
Competitive Bidding .....	11
Request for Information (RFI) .....	11
Request for Quotation (RFQ) .....	11
Request for Proposal (RFP) .....	11
Online Bidding System .....	11
Bid Opportunity Notifications .....	11
Terms and Conditions .....	12
PO Terms & Conditions .....	12
Bid Terms & Conditions .....	12
Supplier Appeal/Complaint Process .....	12
Informal Complaint .....	12
Formal Complaint .....	12
Construction .....	13

Bonding..... 13

Insurance Requirements ..... 13

Shipping and Delivery ..... 13

Invoicing and Payment..... 13

Tax Exempt Status ..... 14

Gifts and Gratuities..... 14

Conflict of Interest..... 14

Public Records Requests..... 14

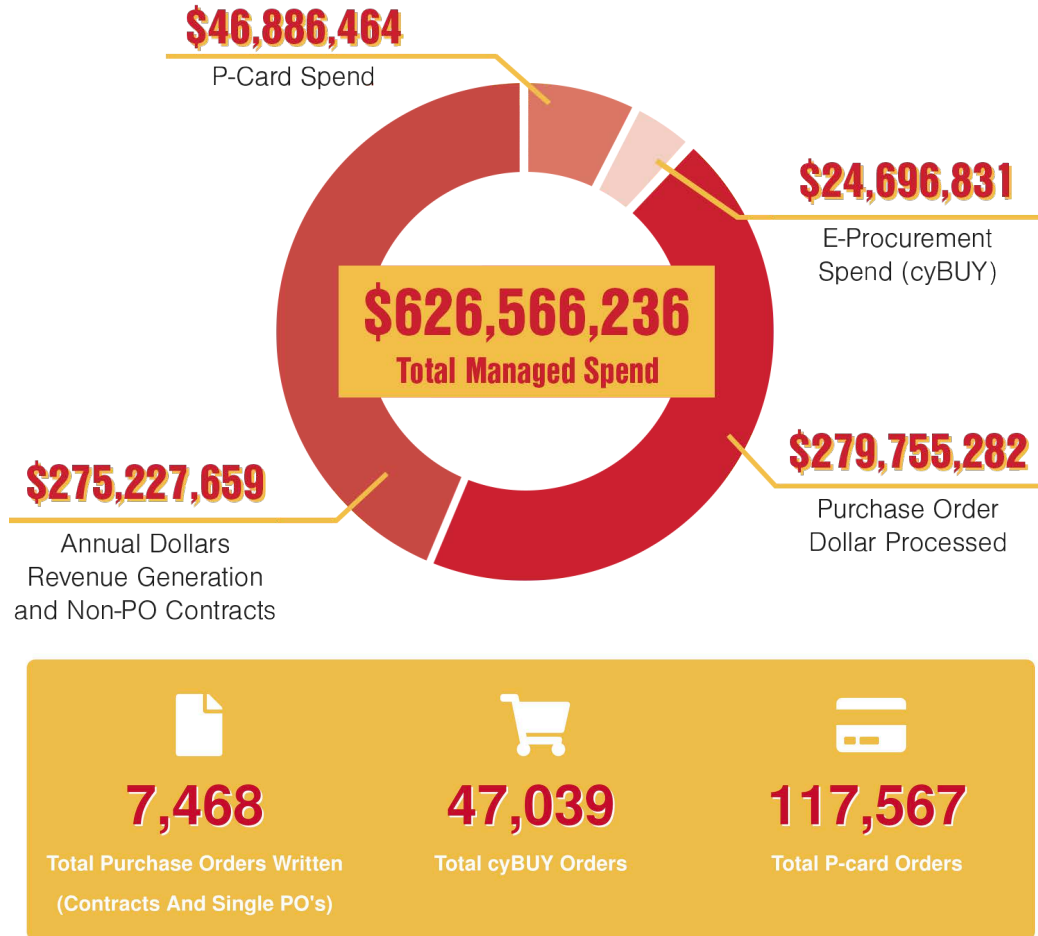
Trademark Licensing..... 15

# Supplier Handbook

Doing Business with  
Iowa State University

## Introduction and General Information

Welcome to Iowa State University Procurement Services. We are responsible for managing the procurement and contracting of all materials, supplies, equipment and services for the University, averaging more than \$500 million in spend annually.



FY19 Spend Data

This guide is designed to be a general overview of how to do business with Iowa State University. Please visit our website for additional information:

<https://supplier.procurement.iastate.edu/>



## Location and Contact Information

Procurement Services is located in the Administrative Services Building (ASB) on the north edge of campus.

Our Address:

Procurement Services  
1340 Administrative Services Building  
2221 Wanda Daley Drive  
Ames, IA 50011-1004

Our Contact Information:

Phone: 515-294-4860  
Fax: 515-294-9606  
Email: [procurement@iastate.edu](mailto:procurement@iastate.edu)  
Website: [supplier.procurement.iastate.edu](http://supplier.procurement.iastate.edu)



Administrative Services Building

## Hours

Regular Hours: 7:30 AM to 5:00 PM, Monday – Friday

Summer/Break/Holiday Hours: 7:30 AM to 4:00 PM, Monday – Friday

## Parking at ASB

Visitors must pay for parking.

Ten (10) metered visitor parking stalls are available in Lot 121 which is directly outside the main entrance of ASB. There are three (3) metered visitor parking stalls available in Lot 124 which is the parking lot directly to the west of ASB. (See map of ASB and parking lots on following page.)

Permit parking is permissible in General Staff parking lots 120 and 124. Lot 120 is south of the main entrance and across the street from ASB. Lot 124 is located to the west of ASB. Visitors must apply for a visitor parking permit, **prior to your visit**, from ISU's Parking Division to avoid getting a ticket. Visitor parking permits can be obtained at the following website:

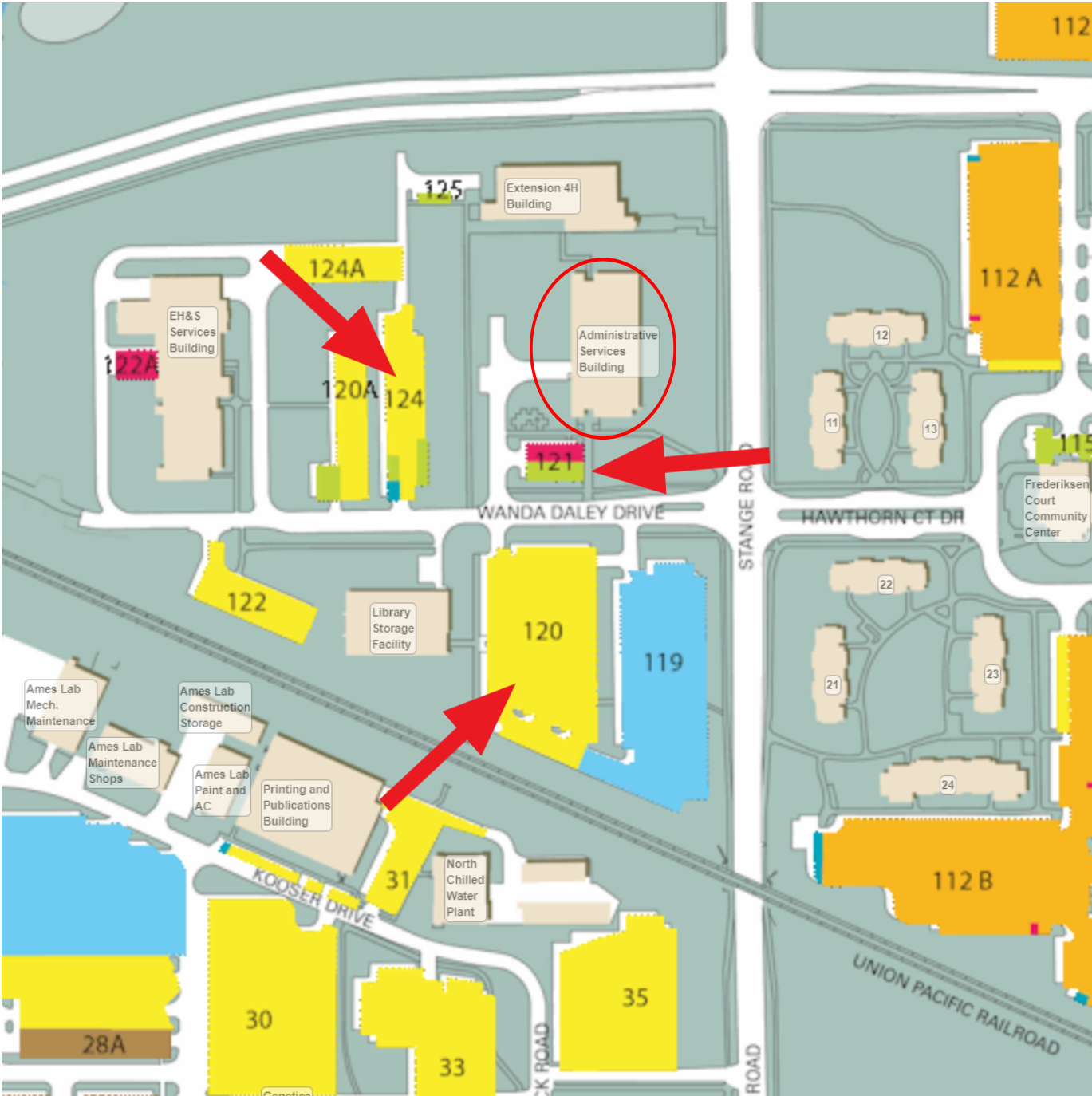
<https://apps.parking.iastate.edu/visitor-permits>

Visitor permits can also be purchased in person at the ISU Parking division located at:

ISU Parking Division  
2519 Osborn Dr  
27 Armory Building  
Ames, IA 50011

Please contact Iowa State University's Parking Division with any questions concerning parking:

Email: [parking@iastate.edu](mailto:parking@iastate.edu)  
Phone: 515-294-3388



Map of ASB and Parking Lots

## Purchasing Authority

Procurement Services has the sole authority to procure all goods and services for the University. The University does not assume obligation or liability for goods or services ordered or furnished to departments or individuals without a properly executed purchase order (PO), professional services contractual agreement (PSCA), or ISU Purchasing Card (P-Card).

## University Non-discrimination Statement

Iowa State University does not discriminate on the basis of race, color, age, ethnicity, religion, national origin, pregnancy, sexual orientation, gender identity, genetic information, sex, marital status, disability, or status as a U.S. Veteran. Inquiries regarding non-discrimination policies may be directed to Office of Equal Opportunity, 3410 Beardshear Hall, 515 Morrill Road, Ames, Iowa 50011, Tel. 515 294-7612, Hotline 515-294-1222, email: [eooffice@iastate.edu](mailto:eooffice@iastate.edu)

## Code of Ethics

Procurement Services subscribes to the National Association of Educational Procurement (NAEP) Code of Ethics.

1. Give first consideration to the objectives and policies of my institution.
2. Strive to obtain the maximum value for each dollar of expenditure.
3. Decline personal gifts or gratuities.
4. Grant all competitive suppliers equal consideration insofar as state or federal statute and institutional policy permit.
5. Conduct business with potential and current suppliers in an atmosphere of good faith, devoid of intentional misrepresentation.
6. Demand honesty in sales representation whether offered through the medium of a verbal or written statement, an advertisement, or a sample of the product.
7. Receive consent of originator of proprietary ideas and designs before using them for competitive purchasing purposes.
8. Make every reasonable effort to negotiate an equitable and mutually agreeable settlement of any controversy with a supplier; and/or be willing to submit any major controversies to arbitration or other third party review, insofar as the established policies of my institution permit.
9. Accord a prompt and courteous reception insofar as conditions permit to all who call on legitimate business missions.
10. Cooperate with trade, industrial and professional associations, and with governmental and private agencies for the purposes of promoting and developing sound business methods.
11. Foster fair, ethical and legal trade practices.
12. Counsel and cooperate with NAEP Members and promote a spirit of unity and a keen interest in professional growth among them.



## Supplier Code of Conduct

The University strives to manage its business in a sustainable and responsible way. We seek to do business with Suppliers who share our concerns for and commitment to sustainable business practices. Suppliers shall meet all applicable environmental rules, regulations and laws in the countries where they do business and shall consistently look for new and better ways to conserve resources, reduce pollution and waste, and enhance the communities in which they operate.

## Marketing Your Products and Services

As long as it is done in a reasonable way, Iowa State University has an open campus and suppliers are welcome to market products and/or services to the Procurement Services department and directly to departments. Every effort should be made to schedule an appointment with the appropriate department personnel prior to your visit. A listing of Procurement Services staff and their areas of responsibility are available on the Procurement Services website.

## Supplier Orientation

Procurement Services, in conjunction with the Iowa State University Center for Industrial Research and Service (CIRAS), offers supplier orientation sessions monthly. These sessions are free of charge and open to all interested suppliers. Pre-registration is required.

Topics covered by ISU Procurement Services in the orientation include:

- How to do business with Iowa State University
- What we buy and how we buy
- The bid process, including our online bidding system
- Our registration process
- The invoicing and payment process
- Information available to suppliers on our website

Topics covered by CIRAS:

- Information on the services they offer to help Iowa businesses throughout the state in obtaining government contracts at the federal, state and local level
- Information on the Iowa Procurement Technical Assistance Center (PTAC)

In-person sessions conclude with an informal meet n' greet with ISU's available procurement agents as well as the representatives CIRAS.

## Procurement Registration

Suppliers **must complete a procurement registration** to do business with the University!

ISU's procurement systems rely heavily on the information gathered from suppliers via our online procurement registration. This information allows us to provide University personnel with current information about your company and the products and services you offer. The procurement registration can be accessed at:

<https://www.procurement.iastate.edu/Registration>

Questions regarding the procurement registration process can be directed to our Supplier Desk at:

Email: [quotedsk@iastate.edu](mailto:quotedsk@iastate.edu)

Phone: 515-294-8201

## Supplier Record Information Request

To find out if a supplier record exists for your company you can submit a Supplier Record Information Request by entering your FEIN (Tax ID) number and your email address to receive the information that is currently on file for your company. The request form is found at:

<https://www.procurement.iastate.edu/Registration>

You will receive an email for each supplier record that we have for that FEIN number (there may be multiple records for multiple locations). No proprietary information will be disclosed in this online request. "Reply" to the email to make changes. If no record exists you will receive an email indicating that no active record was found.

Questions regarding your supplier record can be directed to our Supplier Desk at:

Email: [quotedsk@iastate.edu](mailto:quotedsk@iastate.edu)

Phone: 515-294-8201

## Small Business Program

The University is committed to fostering greater participation of small businesses in its procurement activity.

It is the goal of the Iowa State University Procurement Services Department to encourage utilization of Certified Iowa Targeted Small Businesses (TSB's), Federal Small Disadvantaged Businesses (SDB's), Women-Owned Small Business (WOSB's), Veteran-Owned Small Business (VOSB's), Service Disabled Veteran-Owned Business (SDVOSB's) and Federal Disadvantaged Businesses to include Minority-Owned Business Enterprises (MBE's) and Women-Owned Business Enterprises (WBE's), whenever practicable and reasonable.

More information, including available resources, may be found on our website.

## What We Buy

Iowa State University procures equipment, materials, supplies and services to support all academic and research programs, as well as all University support operations. These support operations include Utilities Generation, Facilities Planning and Management, Information Technology, Farm Operations, Dining, Department of Residence, Transportation, and many others.

## How We Buy

We have several mechanisms to procure both goods and services, including eProcurement (cyBUY), the ISU Purchasing Card, and Purchase Orders.

### cyBUY

cyBUY is our eProcurement marketplace available to all ISU employees for the procurement of supplies and equipment from a diverse group of competitively bid supplier catalogs. Higher limits (up to \$50,000), less paperwork, and faster receipt of orders are the main benefits.



### ISU Purchasing Card

Procurement Services delegates the authority to departments to purchase low-dollar supplies via the ISU Purchasing Card. This is a VISA credit card, commonly referred to as a "P-Card", and is intended to speed procurement and reduce paperwork for suppliers as well as the University. P-Card limits are determined by the cardholder's department with transaction limits of \$4,900 or less.



### Purchase Order

Purchase orders are issued by Procurement Services to procure both goods and services that are not able to be purchased through cyBUY or the ISU Purchasing card.

PURCHASE ORDER NO. 19 34223 00 <small>This Purchase Order number MUST appear on all correspondence and invoices.</small>		IOWA STATE UNIVERSITY Requestor: JEFF CRATO Department: FACILITIES PLANNING AND MANAGEMENT	
SHIP TO: IOWA STATE UNIVERSITY MATERIAL STORES AMES, IA 50011		BILL TO: IOWA STATE UNIVERSITY ACCOUNTS PAYABLE - 1327 ADMIN SERVICES BLDG. 201 MANSUR DALEY DRIVE AMES, IOWA 50011-0008 Invoice@iastate.edu	
CITYLINE POWER DEPOT INC 511 1ST STREET SW SOUTH, CO 80401		PAY TO: 4275-0000V Bank To: 4275-0000V DU: 4275-0000V	
ITEMS:		DATE: 11-01-2018 10:21:2012	
ITEM	QUANTITY	UNIT	PRICE
001	1	Each	2,100.00
002	1	Each	9,146.00
TOTAL		11,246.00	

### Professional Services Contractual Agreement (PSCA)

Professional services are defined as unique, technical, and/or infrequent functions performed by an independent contractor qualified by education, experience, and/or technical ability to provide services. Procurement Services will review, approve and sign the agreement and also issue a purchase order to accompany the PSCA.



## How to Participate in the Bidding Process

### Competitive Bidding

Formal competitive bids are solicited for goods and services over \$50,000 – as a single purchase or over the life of the contract. There are other situations when competitive bidding is warranted such as use of federal funds, participation by a conflict-of-interest supplier, and at procurement agent discretion.

All bidding opportunities are posted on the ISU Procurement Services website:

<https://supplier.procurement.iastate.edu/isubid/isubid>

Procurement Services issues the following types of solicitations:

#### **Request for Information (RFI)**

A formal process issued solely for information and planning purposes. Pricing may be requested for budgetary purposes.

#### **Request for Quotation (RFQ)**

A formal process for direct bidding based on known specifications and performance for goods and/or services. Award is determined by lowest price that meets the specifications.

#### **Request for Proposal (RFP)**

A formal process that states performance criteria and invites suppliers to propose equipment, systems or services to achieve the desired level of performance. Evaluation criteria used for award will be stated in the proposal.

### Online Bidding System

All bids are posted on the Procurement Services website. Suppliers must register in ISUBid, our online bidding system portal, to respond to a bid. ISUBid eliminates traditional paper bids and replaces them with a streamlined online process.

Each bid solicitation provides all the necessary instructions and a complete description of the requirement(s), including the specifications or scope of work, and the terms and conditions. Be sure to allow adequate time to complete and submit your response, including all required attachments, before the bid deadline. **All bid responses must be submitted through ISUBid.** Incomplete responses will be rejected.



### Bid Opportunity Notifications

Once registered in ISUBid, suppliers will begin receiving bid opportunity notifications via email for bids that match the commodities (product and service categories) selected during registration.

Current bid opportunities along with recently awarded bid solicitations can be viewed from our website, without logging into ISUBid.

## Terms and Conditions

### PO Terms & Conditions

Standard terms and conditions for purchase orders are available on our website at <https://supplier.procurement.iastate.edu/doing-business/terms-and-conditions>. Suppliers should read the terms and conditions before accepting a purchase order.

### Bid Terms & Conditions

The standard terms and conditions are applicable to any purchase order or contract resulting from the award of a RFQ/RFP. By responding to an RFQ/RFP the supplier acknowledges and confirms that it has reviewed and agrees to these terms. The standard terms and conditions along with any terms and conditions contained in associated RFQ/RFP documents constitute the terms and conditions for the awarded bid. In the event that the PO terms and conditions are in conflict with any of the terms and conditions of the RFQ/RFP, the terms of the RFQ/RFP will govern.

## Supplier Appeal/Complaint Process

### Informal Complaint

A Supplier who has a concern with a decision made by a Procurement Agent shall contact the Procurement Agent within five (5) working days of when the Supplier became aware, or reasonably should have become aware, of the decision or action which forms the basis of the concern. The Procurement Agent shall discuss the issue(s) with the Supplier in an attempt to resolve the dispute.

### Formal Complaint

If resolution is not reached after discussion with the Procurement Agent, suppliers can initiate a formal complaint within five (5) working days to the Procurement Services Director. Formal complaints must be in writing and include the following:

- Name, address, and contact information of the Complainant
- Identification of the purchasing action forming the basis of the complaint, including the RFQ/RFP number if available
- A detailed statement of the legal and factual grounds of the complaint, including copies of relevant documents
- The specific relief requested
- Signature of the Complainant

Additional information on the appeal/complaint process is available in the Procurement Services Policy and Procedure Manual, Section 10.5, available on the Procurement Services website.



## Construction

Some construction projects under \$250,000 may be handled through Procurement Services. These opportunities are listed on the Procurement Services website and available in ISUBid. The remaining construction projects are handled by Facilities Planning and Management (FP&M). Information on these bid opportunities is available at:

[https://www.fpm.iastate.edu/construction\\_projects/bid\\_dates.asp](https://www.fpm.iastate.edu/construction_projects/bid_dates.asp)

## Bonding

The use of bid bonds will be at the procurement agent's discretion. The bid bond would be 5% of the estimated budgeted amount for the bid. A performance bond is required on public improvement (construction) contracts when the contract price equals \$25,000 or more. Performance bonds may also be required when the University is relying on the supplier to perform contractually and may potentially suffer losses, should the supplier fail to perform on a contract for goods or services.

## Insurance Requirements

Suppliers are to provide a certificate of insurance for any work they are performing that puts University personnel or property at risk. Suppliers that are on ISU property to construct or modify facilities, perform maintenance or repairs, install equipment or make frequent deliveries will be required to provide evidence of insurance. Some professional services, even if they are not performed on ISU property, may require evidence of insurance. The supplier will provide a certificate of insurance as proof that they have adequate coverage to meet our requirements. The State of Iowa; the Board of Regents, State of Iowa; and Iowa State University must be named as additional insureds. Insurance requirements will be referenced in the purchase order, contract or bid (RFP/RFQ). More information on policies, thresholds and endorsement requirements is available on the Procurement Services supplier website.

## Shipping and Delivery

Generally items are delivered/shipped directly to the department. Freight or large equipment should be directed to Central Receiving. The purchase order will specify the appropriate delivery address. Do not ship items to Procurement Services or to the billing address listed on the purchase order!

## Invoicing and Payment

Invoices must reference the assigned ISU Purchase Order (PO) number or supplier contract. We encourage suppliers to email invoices to [invoices@iastate.edu](mailto:invoices@iastate.edu). Use the "Bill To" address on the purchase order if mailing:

Iowa State University  
Accounts Payable  
1520 Administrative Services Building  
2221 Wanda Daley Drive  
Ames, IA 50011-1004

ISU payments are based on invoice terms and we encourage our suppliers to offer prompt payment discounts. Our payment terms are Net 30, unless the supplier specifies otherwise.

## **Tax Exempt Status**

Iowa State University, as a state educational institution, is exempt from paying state sales tax or local option sales tax on goods or services purchased in the state of Iowa. Payment of state excise tax and hotel/motel taxes are still required.

A sales tax exemption certificate can be obtained by emailing [procurement@iastate.edu](mailto:procurement@iastate.edu).

## **Gifts and Gratuities**

In accordance with conflict interest of public officers and employees from Chapter 68B, Code of Iowa, ISU Procurement Services is prohibited from accepting gifts or gratuities from suppliers.

## **Conflict of Interest**

Under the State Board of Regents policy and Iowa Administrative Code rules, a conflict of interest supplier exists when the company we are transacting business with is owned wholly or partially by a regent institution or an employee of a state agency. Conflict of interest suppliers wishing to do business with the University must request approval by the State Board of Regents through ISU Procurement Services. All purchases of goods or services from conflict of interest suppliers, regardless of dollar value, must be handled by Procurement Services.

State law requires any sale over \$2,000 involving a conflict of interest supplier to be competitively bid. Suppliers must indicate the conflict of interest on their Procurement Registration.

## **Public Records Requests**

The Iowa Fair Information Practices Act requires the contents of bids to be placed in the public domain immediately after the bids have been evaluated and an award has been made. This law applies to both formal and informal bids and provides for protection of confidential and proprietary information. Any person may ask to review bids and has the right to do so and to request photocopies. Charges for photocopies (25 cents per page, as well as time spent to redact proprietary information and postage) may be applied if significant copies and/or time are involved.

A person may request a copy of a record in person, in writing, by telephone or by electronic means. More information on public records requests can be found on the following website:

<https://www.ur.iastate.edu/records/>

## Trademark Licensing

Iowa State University was one of the first universities in the nation to establish a trademark licensing program in 1984. The program promotes and protects the use of the University's name and logos. We have approximately 650 licensed vendors that can produce our marks on almost any product. Procurement Services can help with the approval process to produce our marks. Please visit the Trademark Licensing Office's website for more information:

<https://www.trademark.iastate.edu/>

