Selling to the State

Government Support Services

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OFFICE OF
management
+ budget

Overview

This overview document will:

- o Explain how the State buys
- o Identify business opportunities
- o Identify business intelligence
- o Provide tips on responding to a formal solicitation process
- o Provide other helpful information

How the State buys

Procurement thresholds

While the Purchasing and Contracting Advisory Council is authorized to establish thresholds that trigger formal bidding procedures in the areas of Materiel and Non-Professional Services, Public Works, and Professional Services the Delaware Legislature has recently identified the following procurement thresholds in the epilogue language of the Bond and Capital Improvements Budget Bill.

	Materiel & Non-Professional Services	Public Works	Professional Services
Open Market Purchase	Less than $50,000	Less than $150,000	Less than $150,000
3 Written Quotes	$50,000 - $99,999.99	$150,000 - $249,999.99	N/A
Formal Bid	$100,000 and over	$250,000 and over	$150,000 and over

Covered agencies shall exclusively use central contracts as defined by Delaware Code, Title 29 Section 6911(d), when Government Support Services' contracts are available. Thus, open market purchases are only permitted for those items not already under contract.

Decision hierarchy

Delaware Code requires…
- o Some goods/services be provided through a State agency. (i.e. Fleet Services, Messenger Services)
- o Financial services may only be procured through Division of Finance or Treasurer's Office.
- o Use of federal contracts, where permissible, and cooperative contracts must follow established processes from Government Support Services.
- o Set Aside contracts pursuant to 16 Del. C., Chapter 96.
- o State Agency can sell to another State Agency. (i.e. Correctional Industries)
- o Statewide, Central Mandatory Use Contracts.
- o Small Purchase Thresholds & Procedures

Central contracts

Government Support Services (GSS) acts "*as the exclusive contracting agent for all purchases of materiel and nonprofessional services not subject to the small purchasing procedures made by contracting agencies and as outlined in this subchapter and made by 2 or more covered agencies*."

"*Covered agencies **shall exclusively use** central contracts.*"

Covered Agency is defined as "*any agency except school districts, Delaware Technical & Community College, the Delaware State University and the Legislative Branch of State government*."

Central contracts

While not required to use central contracts, the following organizations are eligible and authorized to use central contracts.

- School Districts;
- Higher Education;
- Municipalities, Towns, Fire Departments, etc. (Delaware and non-Delaware);
- Grant-in-aid (Del C. §6910 (b)); and
- Nonprofit organizations (Del C. §6910(c))

Business opportunities

Open market purchases

Purchases of goods/services not covered under an existing contract, that fall in the open market purchase threshold can be made through any available vendor. Vendors may be identified through existing business relationship, Google search, Office of Supplier Diversity database search, SBA vendor database, GSA schedule, email marketing, etc.

REMINDER: Vendors supplying goods or services through contract and/or the open market purchase processes are subject to minimum mandatory insurance requirements. Vendors may also require a Delaware Business License as identified by the Division of Revenue.

Three written quotes

When seeking three quotes or letter bids, agencies will take into consideration their Agency's Supplier Diversity Plan.

Formal bid process

All needs that trigger a formal bid process will be advertised on mymarketplace.Delaware.gov > Open Bids.

Each solicitation will identify what the need and requirements are, the contract period, terms and conditions, bid/proposal submission requirements and key dates associated with the solicitation.

Each solicitation is posted under at least one United Nations Standard Products and Services Code, or UNSPSC.

Business intelligence

UNSPSC

UNSPSC, acronym for United Nations Standard Products and Services Code, is used for bid notification purposes.

Companies should review UNSPSC & NAICS to determine what code(s) are applicable to their business capabilities. Your business model may span more than one code. For UNSPSC and to make registration easier, businesses should look to the 4-digit code level, or first four digits of a UNSPSC.

For example, legal services are 80120000. Delaware allows vendors to register under the 80120000 category. If a bid is posted for legal services, it will be advertised under the 8012 code. But, this general classification will also capture all other codes under the 8012 family, including but not limited to, 80121500 (criminal law services), 80121501 (juvenile justice law services), etc.

This more generic registration and advertising seeks to minimize the chances that vendors might 'miss' an opportunity.

Blackboard

A free Vendor Subscription service which allows vendors to receive email notification when solicitations in specific areas of interest are available. https://denotificationservices.bbcportal.com/

Please note that this Subscription Service also covers: Cyber Security News, Alerts, and Advisories; Delaware Code; Education – News and Announcements; Education – Specific School Announcements; Public Announcements; Public Archives; Public Health and Safety ; and Regulatory Information. Should you wish to **NOT** receive notices covering these areas you will want to uncheck the box next to the services you **DO NOT** want to receive the notifications for.

HELPFUL TIPS REGARDING REGISTERING:
- When you are selecting your "subscriptions" it's easier to select "Collapse All" then Expand only those services you wish to receive notices for.
- For "solicitation" notifications you want the section labeled "Government Support Services"

Bid solicitation directory

This webpage (https://mmp.delaware.gov/Bids/) shows a list of all open solicitations, those recently closed (not yet awarded), and those closed but not awarded.

The email you receive from blackboard will not list the specific contract number or title. It will say a bid has posted under XXXX UNSPSC.

You can sort by any of the column headers or filter using the text box below any of the columns.

Awarded contract directory

Using the identified link (https://mmp.Delaware.gov/contracts) you can find details on contracts that were awarded through a formal bid solicitation process. Information includes:

- Who has been awarded
- What they have been awarded, and at what cost
- Contract period (initial term and extension options)
- What was asked for and how proposals were evaluated
- Who bid (not all who bid may be awarded)
- Link to Open Data for spend details. (Who is buying from the contract and what are they buying.)
- UNSPSC (s)
- Contact email for person currently managing the contract.

Procurement unit contact list

The Procurement Unit Contact list contains contact information of the person(s) responsible for procuring goods and services for their agency. Included in the list are contacts for Municipalities, Fire Companies, School Districts, and State Agencies.

You can use this list to market your business, either as:

An off contract, under threshold business opportunity;

An awarded vendor marketing your contract award;

A vendor not awarded looking to offer their goods/services to non "covered" agencies.

Office of Supplier Diversity (OSD)

OSD's mission is to expand economic opportunities for businesses owned by minorities, women, veterans, service-disabled veterans and individuals with disabilities, as well as businesses of a unique size, by supporting their efforts to compete for contracts with various state agencies.

Diverse Business	Small Business

• A for-profit business,
• Providing a useful business product or service,
• 51% or more: owned, controlled, and actively managed by one or more US Citizens or Permanent Residents who is a:
   • Woman (WBE)
   • Minority (MBE)
   • Veteran (VOBE)
   • Service-Disabled Veteran (SDVOBE)
   • Individual with a Disability (IWDBE)
 	
African American
Asian American
Hispanic American
Native American
Subcontinent Asian American
	A for-profit business in these sectors and at or smaller than these sizes…..

INDUSTRY	FTE (Full-time Equivalent)	GROSS SALES
Architecture & Engineering	none	<$3,500,000
Construction	<250	<$7,000,000
Manufacturing	<250	none
Retail	<25	<$3,500,000
Service	<50	<$3,500,000
Wholesale	<50	none

Open Data

https://data.delaware.gov/browse

Contract Related Reports, Include:

Open Data Reports

- How to use Delaware Open Datasets
- Current Contracts
- Aggregate Contract Usage
- Awarded Vendor Contact Info
- Central Contract Line Item Spend
- Cooperative Spend by Vendor
- Outreach by Contract
- Proposals Received by Contract

Responding to a formal solicitation

Identified opportunity

o Review all documents associated with the solicitation.

o Make note of key dates & times.
   o Pre-bid meeting
   o When questions are due
   o When Q&A summaries will be posted
   o Bids due date (and LOCATION)

o Get your questions in on time.

o Review website again after Q&A date to see new information.

Proposal submission

Submit a proposal assuming those who will be evaluating know nothing about your business.

- o Did you address everything in the scope of work?
- o Did you address everything in the scoring criteria?
- o Did you fill out completely all forms?
- o Did you properly notate any exceptions?
- o What are the submission instructions? (number of copies? Hard? Electronic?)
- o Double check paper submission for completeness.
- o Double check electronic submission to ensure files open.
- o Is your company name and the bid number on the secure package?
- o Make sure you get it in on-time.

Recently closed

Now that you have submitted your proposal, you must wait for the agency to conduct their review and evaluation. How soon is too soon to check on the status?

Solicitation type	Time to award
ITB	30-days from bid opening
RFP	90-days from bid opening
Public Works	30-days from bid opening
Professional Services	No Code identified timeline

You will receive notice; whether awarded or not.

If you are offered an award, you have 20-days to return the contract signed.

Other helpful information

Contract award

o Know your contract
- o Contract dates and extension options available
- o When price adjustments are permissible
- o Products/Services and expectations
  - o Including delivery turnaround times
- o Reporting timelines/frequency

o Keep your contact information current.
- o If your designated contact information changes, do not forget to update your company's Blackboard registration.

o Market your business, within the scope of your award

o Submit timely invoices

o When contract questions or issues arise, reach out to the contract manager.

Bid debrief

Whether awarded or not, you can request a bid debrief. During the debrief, you will learn things such as:

- o Total # of proposals received.
- o Your points compared to the average points.
- o How your pricing compared (ranking) to other responding vendors.
- o How your references responded.
- o Feedback for proposal improvements.

Vendor resources

Additional resources are available on mymarketplace.Delaware.gov

Vendor Resources

Vendor Resources provides information on how to do business with the State, Selling to the State, the Contracting and Procurement process, Frequently Asked Questions, Vendor Registration, and other procurement details.

Vendor Resources

- Bid Solicitation Directory
- Bid Thresholds
- Business Registration and Licensing
- Contact Information
- Contract Directory
- Contract Process Flowcharts
- Contracting Blog
- Delaware Code
- eSupplier Portal
- FAQs for Vendors and Suppliers

- Monthly Usage Report – Template
- Monthly Usage Report - Video Resource
- Procurement Unit Contact List (includes Schools, Fire Departments, State Agencies
- Request Contracting Help
- Results Delaware
- Selling to the State Guide
- Small Purchase Procedures
- Training Schedule
- Vendor Registration

Want to learn more?

Vendor Training Catalog

Intelligence on State Purchasing

Understand procurement hierarchy, find existing contracts, procurement thresholds & Procedures, OSD, formal solicitations.

Also explore what information can be found on the Contract Directory, Open Data, and other resources.

What to expect when…exploring a formal solicitation and after contract award

From the State perspective learn about initial considerations when determining if a bid is a right business fit, asking questions, picking business references, bid submission, next steps, bidder debrief, and contract management after award.

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