

Invoices/Payments

All invoices should be mailed to:
Town of Collierville
Accounts Payable
500 Poplar View Parkway
Collierville, TN 38017

- Vendors should provide the purchase order number on all correspondence including but not limited to invoices.
- Contact the Accounts Payable Division of the Finance Department to resolve any payment problems between the Town and its vendors. For assistance with invoice questions, please call (901) 457-2230.

Additional Information

Additional information regarding Town of Collierville Purchasing and Contract Administration is available at www.collierville.com on the General Services Department's web pages or by contacting us at tocpurchasing@ci.collierville.tn.us.

The Town of Collierville does not discriminate on the basis of race, color, national origin, age, sex, or disability in its hiring and employment practices, or in admission to, access to, or operation of its programs, services, and activities pursuant to Title VI or the Civil Rights Act of 1964 (42 U.S.C. 200d) and the Americans with Disabilities Act of 1990, Pub. L.101-336.



Collierville Business Manual

General Services Department
Purchasing Division
500 Poplar View Parkway
Collierville, TN 38017
Phone: 901-457-2250
Fax: 901-457-2258
E-mail: tocpurchasing@ci.collierville.tn.us

Collierville Business Manual

HOW TO DO BUSINESS WITH THE TOWN OF COLLIERVILLE



Your Community for Family Living

TOWN BUSINESS

The Town of Collierville General Services Department consists of four divisions; Purchasing, Contract Administration, Facilities Maintenance and Risk Management. This information has been prepared to acquaint you with the Purchasing Division's policies and procedures. We hope that you find it helpful when conducting business with the Town.

The Purchasing Division

If you offer supplies or services, they may be saleable to the Town of Collierville.

The primary objective of the Purchasing Division is to acquire supplies and services at the lowest cost without sacrificing quality. We are constantly seeking new sources of supply and not only welcome but also encourage your participation.

You will find doing business with the Town easy. Most purchases are made through a comprehensive system of specifications, quotes and competitive bidding. The process ensures that contracts are awarded to the lowest and best bidder who complies with specifications, terms and conditions and who also has the capacity to deliver the service or product on time.

Business Relations

We realize it is essential to develop good relationships with our suppliers. It is, therefore, our policy to give all company representatives fair and courteous hearings. However, our operating agencies and the purchasing staff are quite busy. Therefore, it would be appreciated if you make the Purchasing Division your first point of contact. This division will then arrange, if necessary, contacts with our operating agencies. Please call and make an appointment prior to visiting the Purchasing Division.

Location

The General Services Department, Purchasing Division is located at 500 Poplar View Parkway, Collierville, Tennessee 38017. Office hours are 8:00 a.m. to 5:00 p.m. CST, Monday through Friday. For appointments, please call (901) 457-2250.

Vendors / Bidders List

We ask that all vendors interested in doing business with the Town of Collierville become a registered vendor. The Purchasing Division utilizes a web-based Vendor Management System for vendor/bidder registration. Visit <http://tocpurchasing.collierville.com> and click register to begin the registration process.

At registration, each vendor will be asked to enter their Federal Tax ID and Company Name and all of the business information the Town requires. All mandatory information fields are marked with an asterisk (*). Before registration is completed, vendors will be asked to select commodity codes for the products and services they provide. The commodity codes classify the products and services and are critical to the procurement process. Searches for vendors are based on those codes.

Additional information regarding vendor registration is available at www.collierville.com on the General Services Department's web pages.

Request for Quotation (under \$10,000)

The Town's Purchasing Regulations require purchases up to \$10,000 be made by information requests for quotations. The procedure follows:

1. A written Request for Quotations (RFQ) will be requested for purchases from \$4,000-\$9,999.99. Three written quotes are required. (Telephone quotations will be utilized for purchases less than \$4,000.)
2. Quotes are received and are tabulated and evaluated.
3. Lowest and best quote is selected and award is made.
4. A formal purchase order or contract is prepared and issued.

Competitive Sealed Bids (\$10,000 and over)

It is the policy of the Town to solicit competitive sealed bids for purchases \$10,000 or more. The procedure follows:

1. A public notice to bidders is issued in the local newspaper and on the Town's website.
2. Invitations to Bid are distributed to prospective vendors, including vendors registered in our web-based Vendor Management System.
3. Bids are received, opened at a specified time, tabulated and evaluated.
4. Awards are made to the lowest and best bidders.
5. Awards are approved by Board of Mayor and Aldermen.
6. A formal purchase order or contract is prepared and issued to the successful bidder.

Please Note: As a part of doing business with the Town of Collierville, Tennessee, each individual, company, or organization is required to obtain a Vendor Number to reference when submitting a Bid Response Form. Failure to do so will result in the disqualification of the bid. The Vendor Number issued and emailed upon vendor registration.

Town Policies and Procedures

The Town of Collierville's Policy and Procedure Handbook for Purchasing and Materials Management is available at www.collierville.com on the General Services Department's web pages.

Samples

When samples are requested, they will be held until the award is made. Samples for trial should be at no cost to the Town. Samples should be clearly identified.

Taxes

The Town of Collierville is exempt from all Federal excise and State sales taxes. An exemption certificate will be executed by the Purchasing Agent upon request, when supported by an authorized purchase order or executed contract.

Purchase Orders

All purchases, whether for single or multiple items or services, must be supported by an **authorized** purchase order and/or executed contract. Town of Collierville standard terms and conditions apply to all Town purchase orders and a copy of the standard terms and conditions may be acquired from the Purchasing Division's web-page or by contacting the Purchasing Division at (901) 457-2250.

Complaints or Grievances

All vendor complaints or grievances should first be submitted in writing to the Purchasing Agent, who will take prompt remedial action. The Purchasing Agent will investigate the validity of the vendor's complaint and/or grievance. If the vendor is dissatisfied with the Purchasing Agent's remedies, he/she may then make an appeal to the Director of General Services. This policy does not preclude consideration of legal questions in connection with any decisions made by the Town.