



HUB PROGRAM TIP GUIDE FOR DOING BUSINESS WITH THE GLO

TEXAS GENERAL LAND OFFICE
GEORGE P. BUSH, COMMISSIONER

THE GOAL OF THE TEXAS GENERAL LAND OFFICE'S HUB PROGRAM IS TO INCREASE PROCUREMENT OPPORTUNITIES FOR MINORITY, WOMEN-OWNED AND SERVICE DISABLED VETERAN BUSINESSES.

THE GLO IS COMMITTED TO DEVELOPING ITS HUB PROGRAM BY ACTIVELY WORKING WITH BOTH AGENCY STAFF AND THE VENDOR COMMUNITY.

VIEW HUB PROGRAM INFORMATION ON THE GLO WEBSITE AT
GLO.TEXAS.GOV

STATE OF TEXAS HELPFUL RESOURCES

TEXAS ONLINE PORTAL

Access Texas government services online at www.texas.gov

ELECTRONIC STATE BUSINESS DAILY (ESBD)

View state agency procurement opportunities of more than \$25,000.00 at the Electronic State Business Daily (ESBD) website maintained by the Comptroller's Office at <http://esbd.cpa.state.tx.us/>. You may sort the ESBD by the NIGP codes you selected in your CMBL vendor profile in order to identify bid opportunities appropriate to your business or by agency name/number.

STATE AGENCY LISTINGS

Many state agencies post bid opportunities or purchasing information on their own websites. To access most state agency websites:

TRAIL (TEXAS RECORDS AND INFORMATION LOCATOR)

<https://www.tsl.state.tx.us/apps/lrs/agencies/index.html>

CAPITOL COMPLEX PHONE DIRECTORY FOR STATE AGENCIES

<http://dirpub.dir.texas.gov/>

TXDOT DISTRICT MAP

<https://www.comptroller.texas.gov/purchasing/contracts/regions.php>

STATE AGENCY HUB REPORTS

<https://www.comptroller.texas.gov/purchasing/vendor/hub/reporting.php>

ECONOMIC OPPORTUNITY FORUM CALENDAR

<http://www.txsmartbuy.com/eof/index.html>

NATIONAL INSTITUTE OF GOVERNMENT PURCHASING (NIGP) COMMODITY CODE BOOK

By class and item or alphabetical listing <http://www.comptroller.texas.gov/purchasing/nigp/>

FEDERAL MINORITY AND SMALL BUSINESS DEVELOPMENT CENTERS

These centers, located in many major Texas cities, offer various types of assistance to minority and small businesses. Minority Business Development Centers can be accessed at <http://www.mbdba.gov>

U.S. GENERAL SERVICES ADMINISTRATION GREATER SOUTHWEST REGION OFFICE OF ENTERPRISE DEVELOPMENT

<http://www.gsa.gov>

THE U.S. SMALL BUSINESS ADMINISTRATION

www.sba.gov

HOW TO DO BUSINESS WITH THE GLO

GLO PURCHASING METHODS

Although the regulations of the CPA govern all state procurement, the CPA delegates authority to state agencies for the purchase of some goods and services. The GLO uses the methods described below to acquire goods and services, depending on the total anticipated cost of an order and the type of items being requested.

COMPTROLLER OF PUBLIC ACCOUNTS (CPA) TERM CONTRACTS

The CPA establishes term contracts for specific goods and services based on the overall needs of the state. Agencies must purchase these goods and services from term contracts whenever the items meet their functional requirements. The GLO uses term contracts to make routine purchases of items such as office furniture, equipment and supplies.

DELEGATED PURCHASES

The methods outlined below apply to purchases that the CPA has delegated to state agencies.

Call and Order Goods & Services	Informal Competitive Bid Goods & Services	Formal Competitive (Sealed) Bid or Proposal Services
\$0.01 – \$5,000.00	\$5,000.01 – \$25,000.00	\$25,000 – \$100,000
For small purchases that do not require competitive bidding, an authorized individual within the Procurement Division may issue a purchase order after obtaining pricing from a single vendor.	GLO purchasers solicit a minimum of three informal bids from prospective vendors by telephone or with an informal written pricing request. Two of the three bids must be sought from HUBs. The purchaser tabulates responses and makes an award to the vendor that offers the best value to the agency.	For services estimated to exceed \$25,000, the GLO issues detailed written specifications known as an Invitation For Bid (IFB), Request for Proposal (RFP) or Request for Qualifications (RFQ). Vendors must prepare and return bid responses to the Procurement Division by a specified day and time. IFBs are non-negotiable. Bid openings are available to the public and bid responses may be read aloud, if requested. After evaluating the bids received, the purchaser will make an award to the bidder whose response represents the best value to the GLO. All IFB responses become public record following award. Requests for Proposals (RFP) use a "best value" evaluation.

Since RFP responses are negotiable, awards are not made public until a contract is executed with the vendor that provides the "best value."

TEXAS MULTIPLE AWARD SCHEDULES (TXMAS)

The use of Texas Multiple Award Schedule (TXMAS) contracts has been developed from contracts competitively awarded by the federal government or any other governmental entity of any state. The responsible federal entity, the General Services Administration's (GSA) Federal Supply Service, awards Federal Supply Schedule contracts by competitive procurement procedures for many goods and services. The prices reflected on GSA schedule contracts are the most favored customer (MFC) prices and the maximum price allowable. TXMAS contracts take advantage of the MFC pricing and, under certain circumstances, an agency or local government entity may negotiate a lower price for the goods or services offered. A "best value" purchase can be made by following the TXMAS purchasing procedures. Contact Information: For more information on the TXMAS program, please send an email to txmas@cpa.state.tx.us or call (512) 463-3421

OPEN MARKET PURCHASES

For commodity purchases greater than \$25,000 and service purchases greater than \$100,000, the agency prepares and sends specifications to the Office of the Texas Comptroller of Public Accounts. The Comptroller is responsible for advertising, evaluating, and awarding all Open Market purchases, since authority at this dollar level has not been delegated to agencies. However, upon review of specifications, the Comptroller has the option to grant authority to an agency on a case-by-case basis.

The GLO will advertise, evaluate and award purchases in this category when the Comptroller delegates purchasing authority.

DEPARTMENT OF INFORMATION RESOURCES (DIR) I.T. GOODS AND SERVICES PURCHASING FOR STATE AGENCIES

State law requires that state agencies buy through DIR I.T contracts unless a formal exemption is obtained. The intention is to provide additional savings to governmental entities in Texas.

SB 20 requirements are for state agencies only. Threshold and **Statement of Work (SOW)** review and signature processes do not apply to Institutions of higher education, K-12, local governments, assistance organizations, or out-of-state customers.

SERVICES

- Deliverables Bases Information Technology Services (DBITS)
- Managed Services for Information Technology
- IT Security Services

THRESHOLD REQUIREMENTS

The CPA establishes term contracts for specific goods and services based on the overall needs of the state. Agencies must purchase these goods and services from term contracts whenever the items meet their functional requirements. The GLO uses term contracts to make routine purchases of items such as office furniture, equipment and supplies.

DIR CUSTOMER SERVICE: 855-275-3471

For service procurements with an estimated value more than \$50,000 but less than \$1,000,000, DIR contracts requiring SOWs include, but are not limited to:

- Cloud Services (when an SOW is executed)
- Comprehensive Web Development

VENDOR SELECTION THROUGH THE CENTRALIZED MASTER BIDDERS LIST (CMBL)

The GLO obtains the names of prospective vendors from the CMBL and HUB Directory maintained by the Texas Comptroller. The CMBL is a database of vendors who are registered to receive solicitation notices from Texas state agencies. Texas law requires state agencies to use the CMBL for all purchases that require competitive bidding or competitive sealed proposals. The CMBL registration is available on the Internet at: www.comptroller.texas.gov/purchasing/vendor/registration/3

HUB CERTIFICATION

<https://www.comptroller.texas.gov/purchasing/vendor/registration/>

The Comptroller's HUB Certification and Compliance team can be reached at (888) 863-5881

- Maintain your HUB certification as "A" Active. Make it one person's job to track the HUB certification expiration date on their electronic calendar. Gather the proper documentation and submit it to the Comptroller's HUB Certification and Compliance Team at least 2 months prior to expiration date.

REGISTERING ON THE CMBL

The CMBL is your business's "Yellow Pages ad" to state agency purchasers.

- **VERY IMPORTANT:** Make sure you maintain an updated email address on your profile as notices of bid solicitations are distributed electronically.
- **CAREFULLY SELECT** the most appropriate *NIGP code class* and *item numbers* for your profile so that the state agency solicitations you receive most closely match the goods and services that your business offers.

UNCOVERING HIDDEN OPPORTUNITIES REQUIRES RESEARCH

- The Secretary of State's Texas Register announces consulting services bids and other agency reports:
- www.sos.state.tx.us/texreg/index.shtml

The Comptroller of Public Accounts' state contracts: Find lists of state contracts that agencies and local governments can use while meeting their competitive bidding requirements. Follow up with the Comptroller's purchasing team to see when these contracts will come up for bid again. www.txsmartbuy.com/contracts

TIPS FOR RESPONDING TO BID OPPORTUNITIES

- Be certain you have provided all the required documentation including references, financial statements and insurance documentation. Sign your bid document or your bid could be considered non-responsive
- Your bid response must be received by the agency on time

TIPS FOR KEEPING THE CONTRACT

- Respond to phone calls from the agency in a timely manner
- If delivery deadlines cannot be met in the time line specified, let the project manager know as soon as possible
- Meet specifications as written on the RFP or contract. Do not provide a substitute or "like" product unless approved by the purchaser first

INVOICING THE AGENCY

Send invoices to Accounts Payable.
The email and address are on the Purchase Order.

Email: vendorinvoices@glo.texas.gov

Always reference the Purchase Order number on the invoice.

TARGETING YOUR BUSINESS TO STATE GOVERNMENT

Each agency must report their HUB expenditures twice per year to the Comptroller's Office. The results of those reports are listed on the Comptroller's website:
www.comptroller.texas.gov/purchasing/vendor/hub/reporting.php

HUB MENTOR / PROTÉGÉ PROGRAM

The State of Texas Mentor-Protege Program is designed to foster long-term relationships between prime contractors and a HUB. The GLO supports the Mentor-Protege Program. For further information: www.cpa.state.tx.us/procurement/prog/hub/mentorprotege/

There is no master list of potential Mentors. Visit a chamber of commerce, minority business council or industry related trade association in order to identify potential Mentors.

WHAT THE GLO LOOKS FOR IN A VENDOR

The GLO seeks quality vendors who can fulfill the agency's needs in a timely and efficient manner at a competitive price.

The agency's expectations for vendor performance are outlined below:

- Quote prices Free on Board destination and specify if there are shipping/handling charges
- Respond to requests for telephone quotes on the same or following day
- Comply with all terms and conditions set out in the Pricing Request, Invitation for Bid or solicitation document
- Provide product samples and literature upon request
- Acknowledge receipt of the purchase order and communicate an estimated delivery date
- Alert the Procurement Division of any price discrepancies or added charges prior to filling orders
- Meet or exceed expected delivery schedules
- Record the correct agency purchase order number on cartons, packing slips, invoices and other related documents to the order
- Communicate any delays in delivery with the purchaser
- Respond promptly to customer's requests
- Resolve order problems in a prompt, efficient manner

STRATEGIES FOR SUCCESS

Partner with a larger company that can act as the prime contractor and with whom you can perform part of the work of a state contract. Some agencies have field offices all around the state. These remote locations make servicing a contract problematic for a single vendor.

FOR MORE INFORMATION
512.936.1487 or 512.463.5194
hub@glo.texas.gov



TEXAS GENERAL LAND OFFICE
GEORGE P. BUSH, COMMISSIONER
1700 N. CONGRESS AVE.
AUSTIN, TEXAS 78701-1495

GLO.TEXAS.GOV ♦ **800.998.4GLO**

HOW TO CONTACT GLO PURCHASING

General Land Office
Procurement Division
1700 Congress
Austin, TX 78701
MAIN TELEPHONE:
(800) 998-4456
OFFICE HOURS:
Monday through Friday
8:00 a.m. to 5:00 p.m.

GLO HUB Coordinator
P.O. Box 12573
Austin, TX 78711-2873
(512) 936-1487
(512) 463-5194
hub@glo.texas.gov