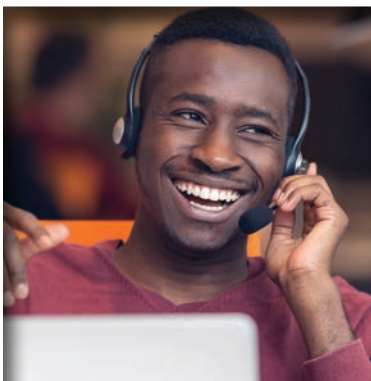


JUNE 2019



# Doing Business with TRS

HUB VENDOR GUIDE



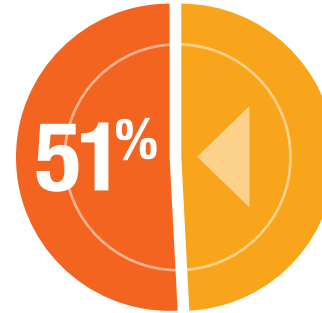


## TRS PROCUREMENT & CONTRACTS TEAM'S MISSION

is to serve, support  
and collaborate with  
our customers so we  
can deliver innovative,  
timely and accurate  
procurement solutions.

We are focused on  
maintaining our  
fiduciary trust and  
committed to effective  
procurement services  
and contract oversight  
to maximize best value.

## HUB PROGRAM INFORMATION



### WHAT IS A HUB?

A HUB is defined as a corporation, sole proprietorship, partnership, or joint venture formed for the purpose of making a profit whose principal place of business is in the State of Texas and is at least 51 percent owned, operated, and actively controlled and managed by one or more of the following:

- Black American
- Hispanic American
- Native American
- American Women
- Asian Pacific American
- Service Disabled Veteran

### HUB CERTIFICATION

A vendor must complete a HUB Certification Application and submit it to the Comptroller of Public Accounts (CPA) to become a certified HUB vendor with the State of Texas. Certified HUBs are included in the HUB directory that is maintained by CPA which is accessed daily by state agencies searching for certified HUBs. HUB certification remains effective for four years and is free of charge.

For information regarding the HUB program, go to <https://comptroller.texas.gov/purchasing/vendor/hub/> or contact CPA at (512) 463-7964 or (888) 863-5881. E-mail: [statewidehubprogram@cpa.texas.gov](mailto:statewidehubprogram@cpa.texas.gov)



## HUB PROGRAM INFORMATION



### CENTRALIZED MASTER BIDDERS LIST (CMBL)

Vendors may also submit an application to be placed on the Centralized Master Bidders List that is maintained by CPA.

The CMBL is a comprehensive listing of vendors that includes HUBs and non-HUBs who are actively competing for state business opportunities. This list is also an effective tool for businesses to market their products and services to state agencies and institutions of higher education.

A business may register for the CMBL by completing the on-line registration process and paying a \$70 annual registration fee. State agencies are required to utilize vendors from the CMBL for all purchases exceeding \$5,000.

**For more information regarding the CMBL**, go to <https://comptroller.texas.gov/purchasing/vendor/cmb/> or you may contact CPA by phone (512)-463-3459, (888) 863-5881 or by e-mail, [e.cmb@cpa.texas.gov](mailto:e.cmb@cpa.texas.gov).

*State agencies are required to utilize vendors from the CMBL for all purchases exceeding \$5,000.*

### TRS' PROCUREMENT & CONTRACTS (P&C) TEAM

TRS' P&C Team is comprised of dedicated professionals who specialize in competitively procuring the best quality goods and services at the best value. It is through partnering with our vendors that we are able to achieve this.

**For more information regarding the TRS P&C Team**, as well as contact information, go the Procurement and Contracts link in the About TRS section of the TRS website at [www.TRS.Texas.Gov](http://www.TRS.Texas.Gov), or you may contact the P&C Team by e-mail at [purchasingteam@trs.texas.gov](mailto:purchasingteam@trs.texas.gov).



## GOODS & SERVICES PURCHASED BY TRS

The goods and services purchased by TRS through our HUB program are:

Actuarial Services

Audit Services

Computer Accessories and Supplies

Computer Software and Hardware  
Equipment and Maintenance

Election Management Services

Electrical Services

Elevator Services

Extermination Services

Fire Alarm System Services &  
Maintenance

HVAC Services

Investment/Legal Counsel Services

Janitorial Services

Landscaping Services

Legal Services

Meeting Recording Services

Minor Construction Services

Office Equipment, Supplies and  
Furniture

Plumbing Services

Printing and Mailing Equipment  
and Services

Service Recognition Awards

Telecommunication Equipment  
and Services

Telephone Maintenance Services

Trash Removal Services

Video Production Services

Window Cleaning Services



### TRS' PURCHASING POLICY

TRS executes purchases in accordance with applicable laws, rules and regulations of the State of Texas. TRS' Procurement and Contracts staff is committed to active participation in the TRS Historically Underutilized Business (HUB) Program and operating under the highest ethical standards. We are also committed to spending budgeted funds wisely and supplying our staff with the best products and services available.

## TRS HUB TIPS

### 1 TIPS FOR REGISTERING ON THE CMBL

The CMBL is your contact list to state agency purchasers.

- **Keep the information on your profile current.** If your contact person, address, phone or fax numbers change, update your profile:  
[http://www.window.state.tx.us/procurement/registration/modify\\_interim.html](http://www.window.state.tx.us/procurement/registration/modify_interim.html)
- **Very Important:** Make sure you have an updated email address on your profile as most notices of bid solicitations are distributed electronically.
- **Carefully choose** which commodity code class and item numbers you select for your profile so that the state agency solicitations you receive most closely match the goods and services that your business offers.

### 2 TIPS ON WHAT TRS LOOKS FOR IN A VENDOR

TRS seeks quality vendors who can fulfill the agency's needs in a timely and efficient manner at a competitive price. Some of 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 the following day.
- **Return** bids or quotes by the scheduled deadline. **TRS cannot accept late responses for any reason.**
- **Comply** with all terms and conditions set out in the solicitation document.
- **Provide** product samples and literature upon request.
- **Acknowledge** receipt of the purchase order and communicate an estimated delivery date.
- **Alert** TRS Purchaser of any price discrepancies or added charges prior to filling orders.
- **Meet or exceed** expected delivery schedules.
- **Record** the correct TRS purchase order number on cartons, packing slips, invoices and other documents connected with the order.
- **Communicate** delays in established delivery time to TRS as soon as possible.
- **Respond** promptly to customer service requests and telephone messages.

## TRS HUB TIPS

### TIPS ON WHAT TRS LOOKS FOR IN A VENDOR *(continued)*

- **Resolve** problems with orders and invoices in a prompt, efficient and professional manner.
- **Submit** accurate invoices to TRS Accounts Payable Section.
- **Reference** TRS purchase order numbers and your taxpayer identification numbers on all invoices.

### 3 TIPS FOR RESPONDING TO BUSINESS OPPORTUNITIES

- **Be certain** you have provided all the required documentation.
- **Make certain** to sign your bid or proposal or it could be considered non-responsive.
- Your response **must be received by** TRS on time – **no exceptions.**

### 4 TIPS FOR KEEPING THE CONTRACT

- **Respond** to phone calls from TRS in a timely manner.
- **Keep** lines of communication open with TRS staff.
- If delivery deadlines cannot be met in the timeline specified, **let TRS staff know** as soon as possible.
- **Meet specifications** or statement of work as written in the Contract or Purchase Order. **Do not** provide a substitute or "like" product or service without written authorization from TRS.

### 5 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.mbda.gov>

- View the U.S. General Services Administration Greater Southwest Region Office of Enterprise Development website at: <http://www.gsa.gov>
- The U.S. Small Business Administration website at: [www.sba.gov](http://www.sba.gov)

# ABOUT TRS

Teacher Retirement System of Texas (TRS) was established by amendment to the Texas Constitution in 1936 and enactment of statutes in 1937 to provide a retirement program for public education employees serving in professional and business administrative, supervision, and instruction capacities.

Benefits were later expanded to include disability, death, and survivor benefits. In 1949, membership was further expanded to include other employees in public education.

The Texas Public School Retired Employees Group Insurance Program was established in 1985 to provide health care benefits for retirees.

TRS-ActiveCare, a statewide public school employee health care program, was established in 2001. This program is available to Texas school districts, charter schools, regional education service centers, and other educational districts whose employees are members of TRS.

TRS has approximately 1,323 reporting employers with a total membership exceeding 1.5 million members. Total membership includes approximately 1,171,4497 active members and 420,458 retirement recipients.

TRS is one of the largest public retirement systems consistently ranking in the top ten in net asset value among public pension funds. TRS is located in Austin, Texas and employs approximately 703 staff members dedicated to serving Texas educators.

## TRS ACTIVELY SUPPORTS THE STATE OF TEXAS HUB PROGRAM

TRS seeks to maximize procurement opportunities for HUB vendors.

For additional information regarding TRS' HUB Program, contact:

**HUB@trs.texas.gov**



1000 Red River Street  
Austin, Texas 78701-2698  
[www.trs.texas.gov](http://www.trs.texas.gov)  
800.223.8778