



County of Henrico, Virginia

SUPPLIER RELATIONS GUIDE

PATHWAY TO PARTNERSHIP

DEPARTMENT OF GENERAL SERVICES
DIVISION OF PURCHASING & SUPPORT SERVICES

1590 E. PARHAM ROAD
HENRICO, VIRGINIA 23228
804.501.5660
804.501.5691

SUPPLIER RELATIONS GUIDE

COUNTY OF HENRICO

The County of Henrico envisions itself as a community that welcomes, supports and embraces inclusiveness, we are committed to the principles of diversity and equal opportunity. It is the County's policy to develop and maintain goodwill between the County and the supplier community. To maintain effective partnerships, the County will be responsible for:

- Providing technical advice, program guidance and policy interpretation on Supplier Relations issues.
- Acting as a liaison with industry and trade associations, other governmental entities, and special emphasis groups to develop and maintain a communication and information system on Small, Women-owned, and Minority-Owned (SWAM) business issues.
- Participating in activities that promote supplier development and diversity. Activities include: business forums, workshops, seminars, symposiums, business opportunity fairs and tradeshow.
- Assisting with strategic sourcing, identifying supply networks and providing useful sourcing tools.
- Collecting, analyzing and reporting SWAM business spend yearly.
- Publishing materials that support supplier diversity. Examples: "Supplier Relations Guide" "Supplier Orientation"
- Coordination of program-related communication, publicity, and maintenance of supplier diversity information on the County's intranet and internet sites.



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Mission Statement

The mission of the Department of General Services Division of Purchasing and Support Services (DGS DPSS) is to provide efficient and timely procurement services that maximize the County's resources and promote its programs.

Vision Statement

The DGS DPSS is committed to ensure the integrity and efficiency of the procurement process in an environment that is fair to all qualified suppliers.

Guiding Values

The DGS DPSS is guided in procurement procedures by several established values. These guiding values include but are not limited to:

- Conducting all procurement in accordance with the Virginia Public Procurement Act (VPPA) and the Henrico County Purchasing Manual policies and procedures.
- Maximizing and encouraging fair competition, and providing interested and qualified suppliers with an opportunity to offer their products and/or services to the County.
- Obtaining the highest quality goods and services for all of our customers through the practice of innovative purchasing techniques, constant market research, and diligent contract negotiations.
- Performing with the highest degree of ethics and integrity.

Location and Business Hours

Henrico County
Division of Purchasing & Support Services
1590 E. Parham Road
North Run Office Complex
Henrico, VA 23228
Telephone: (804) 501-5660
Fax: (804) 501-5693
Website: <http://www.co.henrico.va.us/departments/genserv/purchasing/>

Monday - Friday
8:00 a.m. – 4:30 p.m.

Mailing Address:
Henrico County
Division of Purchasing & Support Services
PO Box 90775
Henrico, VA 23273-0775

Supplier Relations

It is the County's policy to develop and maintain goodwill between the County and suppliers. The effectiveness of the County's purchasing function is promoted by:

- Giving each supplier a fair, prompt and courteous consultation.
- Freely exchanging information.
- Keeping competition open and fair.
- Preparing specifications that will reflect the needs of the County and encourage competition.
- Having consistent buying policies and principles.
- Observing strict truthfulness in all transactions and in all correspondence.
- Respecting the confidence of the supplier as to confidential information.
- Keeping free from obligation to any supplier.
- Having communication with the suppliers concerning feedback from the users (using agency) about complaints regarding delivery, failure to meet specifications or modification of terms of the contract.

Staff

The Division of Purchasing and Support Services (DPSS) assigns buying responsibilities according to commodities.

A complete listing of assignments and a listing of the purchasing staff is available on the DPSS website at

<http://www.co.henrico.va.us/departments/genserv/purchasing/contact-us/>.

Supplier Registration

Suppliers interested in doing business with the County should register with eVA, the Commonwealth of Virginia's electronic procurement system. Suppliers who wish to register must go to the following website: <http://www.eva.virginia.gov> .



Placement on the supplier list does not guarantee receipt of a request for fax quote, Invitation for Bid, or Request for Proposal. It is the supplier's responsibility to check the public bid notices posted by the Division of Purchasing & Support Services. You can submit bids or proposals to the County even if you are not a registered supplier.

Posting Bid Notices

The Division of Purchasing & Support Services seeks to obtain the maximum degree of competition. All Invitations for Bids and Requests for Proposals are posted at the following locations:

Division of Purchasing & Support Services	
Henrico County Government Center	
North Run Office Complex	Administration Building, 2 nd Floor
1590 E. Parham Road	4301 E. Parham Road
Henrico, VA 23228	Henrico, VA 23228

Henrico County Eastern Government Center
3820 Nine Mile Road
Henrico, VA 23223

Division of Purchasing & Support Services Website:

<http://www.co.henrico.va.us/departments/genserv/purchasing/bids-and-proposals/>

Requests for Proposals and Invitation for Bids - Construction are also listed in the Sunday edition of The Richmond Times-Dispatch legal section.

To receive a printed copy of an Invitation for Bid or Request for Proposal, call (804) 501-5691.

Procurement Procedures

Small Purchase Procedures - Up To \$5,000 – County Agencies have been granted the authority to make purchases up to \$5,000. County Agencies may directly contact the supplier to request pricing and have items delivered.

Small Purchase Procedures - \$5,001 Up to \$30,000 - The Division of Purchasing & Support Services staff will seek competition to the maximum feasible degree for the purchase or lease of goods, or for the purchase of non-professional services, insurance, or construction estimated to cost \$5,001 to \$30,000 and professional services estimated to cost \$5,001 to \$20,000.

Purchase Procedures – Greater than \$30,000 – Unless otherwise approved in writing by the Purchasing Manager or Director of General Services, competitive sealed bidding (IFB) or competitive negotiations (RFP) will be required for single or term contracts for the purchase or lease of goods, or the purchase of non-professional services, insurance, or construction, if the aggregate or the sum of all phases of the single or term contract is estimated to cost greater than \$30,000, or for the purchase of professional services if the aggregate or the sum of all phases of the single or term contract is estimated to cost greater than \$20,000.

Procurement Procedures (continued)

Sole-Source Purchases – Upon determination in writing that there is only one source practicably available for that which is to be procured, a contract may be negotiated and awarded to that source without competitive sealed bidding or competitive negotiation by the Division of Purchasing & Support Services.

Emergency Purchases - An emergency shall exist when a breakdown in an essential service occurs or under any other circumstances when supplies are needed for immediate use in work which may vitally affect the safety, health or welfare of the public. In case of an emergency, a contract may be awarded without competitive sealed bidding or competitive negotiation; however, such procurement shall be made with such competition as is practicable under the circumstances.

Types of Solicitations

There are several types of documents used by the Division of Purchasing & Support Services to obtain bids/ proposals from suppliers.

Fax Quote – a form document is faxed to suppliers requesting pricing for a particular item or service. Response to the fax quote must be received by the date and time designated to be considered.

Telephone Quote – buyers or departments may telephone a supplier to request a guaranteed price.

Invitation for Bid (IFB) – a formal solicitation issued for a minimum of 10 days, and publicly posted on the County's bulletin boards and Website. Specifications are well defined for the item or service. Bid is awarded to the lowest responsive, responsible bidder that meets all the requirements of the IFB.

Request for Proposals (RFP) – a formal solicitation used to procure goods or services of a highly complex and technical nature. This type of solicitation is used when definitive specifications cannot be described. RFP is publicly posted on the County's bulletin boards and Website, and is also advertised in the Sunday edition of The Richmond Times-Dispatch legal section. Offerors may be asked to present oral presentations to a selection committee, and negotiations may be conducted with the offeror that the committee feels meets all the requirements of the RFP. Price is not the sole determining factor in the award.

Addenda

Any changes to the Invitation for Bid or Request for Proposal shall be in the form of written addenda from the Division of Purchasing & Support Services and it shall be signed by the Director of General Services or a duly authorized representative.

An addendum shall be issued at least six (6) calendar days prior to the date set for the receipt of bids/proposals. An addendum extending the date for the receipt of an IFB or RFP, or an addendum withdrawing the IFB or RFP may be issued anytime prior to the date set for the receipt of bids.

Each bidder shall be responsible for determining that all addenda issued by the Division of Purchasing & Support Services for the Invitation for Bid or Request for Proposal have been received before submitting a bid/proposal for the work. Addenda shall be posted on the three public bulletin boards listed in "Posting Bid Notices" section as well as on the Division of Purchasing & Support Services Website:

<http://www.co.henrico.va.us/departments/genserv/purchasing/bids-and-proposals/>.

Receipt of Solicitations

All Invitations for Bid are received and opened in public at the time, date, and place stated in the solicitation and the bid prices are read aloud. Requests for Proposal are received at the time, date and place as stated in the solicitation, but no public opening is conducted, nor are they open to inspection until after a decision to award has been made.

Responses to Invitations for Bid and Requests for Proposal may not be submitted by facsimile or other electronic methods.

Late Bids/Proposals

It is the responsibility of the bidder/offeror to insure that their bid/proposal is physically delivered to the correct location whether by mail or otherwise, prior to the time and date specified in the solicitation. Late bids/proposals will not be opened, regardless of the degree of lateness or the reason related to the lateness, including causes beyond the control of the bidder/offeror. The Division of Purchasing & Support Services will make a photocopy of the unopened bid/proposal envelope and will promptly return the document to the bidder/offeror.

The official time used to determine the receipt of the bid/proposal will be the time stamp machine located in the Division of Purchasing & Support Services at 1590 E. Parham Road, Henrico, VA.

Bid Tabulation

A bid tabulation sheet which shows the names of the bidders who submitted bids, the quantity, unit cost, and extended cost for each item bid, and the total bid price quoted is typically posted within 48 hours of the bid opening on the Division of Purchasing & Support Services Website: <http://www.co.henrico.va.us/genserv/purchasing/bidtabs/>.

Award Notice

After the evaluation of all eligible bids, the award is made to the lowest responsive and responsible bidder who meets the requirements set forth in the Invitation for Bid. When the terms and conditions of multiple awards are so provided in the Invitation for Bid, awards may be made to more than one bidder. Notice of Award for the Invitation for Bid and Request for Proposal will be posted on the Division of Purchasing & Support Services Website: <http://www.co.henrico.va.us/genserv/purchasing/awards>.

County License Requirement

If a business is located in the County of Henrico, VA, it shall be unlawful for any person conducting or engaged in any such business, trade or occupation in the County, who is required to obtain a license therefore, to conduct or engage in such business, trade or occupation without having first obtained the proper license in the County. Contact the Business Section, Department of Finance, County of Henrico - Business License Division, telephone (804) 501-4310.

When a contractor or speculative builder shall have paid a local license tax to any city, town or county in which his principle office or branch office may be located, he shall be exempt from the payment of additional license tax to the County for conducting any such business within the confines of the County, except where the amount of business done by any such person in the County exceeds the sum of \$25,000(gross receipts) in any year, he shall be required to file an application and pay a license tax as provided in section 20-592 and shall be subject to all other provisions of this division. (Code 1980, 12-95; Ord. No. 909, 10-25-95; Ord No. 935, 25, 10-9-96).

Contractor Registration (License)

State statutes and regulatory agencies require that some contractors be properly registered and licensed, or hold a permit, prior to performing specific types of service. It is the contractor's responsibility to comply with the rules and regulations issued by state regulatory agencies. If an unlicensed supplier submits a bid or offer when a license is required, that supplier will be considered non-responsive.

Failure to comply with any of the states codes listed below is a violation of state law. A supplier bidding on construction, demolition, repair, or improvements to facilities must be registered contractors with the Department of Professional and Occupational Regulation in accordance with Code of Virginia, Title 54.1, Chapter 11, as follows:

If a procurement of \$1,000 or more involves construction, removal, repair, or improvement of any building or structure permanently annexed to real property or any other improvement to such real property, the contractor must possess one of the following licenses issued by the State Board for Contractors for the type of work involved prior to submitting a bid or proposal (Code of Virginia, §§ 54.1 – 1103 and 54.1-1115):

- **Contractor License A** – If the contract is \$120,000 or more or if the contractor does \$750,000 or more business within a 12-month period; or
- **Contractor License B** - \$7,500 - \$120,000 (\$1,000 for electrical, plumbing, and HVAC work) or if the contractor does between \$150,000 and \$750,000 in business within a 12-month period; or
- **Contractor License C** - \$ \$7,500 or if the contractor does no more than \$150,000 in business within a 12-month period. NOTE: Class C contractors shall not include electrical, plumbing, and heating, ventilation, and air conditioning (HVAC) contractors.

In addition, all nonresident contractors and subcontractors submitting bids on the above work who are not registered with the Department of Professional and Occupational Regulation shall register with the Department of Labor and Industry under the provisions of Code of Virginia, § 40.1-30.

Virginia State Corporation Commission Identification Number Requirement

1. A contractor organized as a stock or non-stock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law.
2. A bidder or offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 of the Code of Virginia must include in its bid or proposal the identification number issued to it by the State Corporation Commission. Any bidder or offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law shall include in its bid or proposal a statement describing why the bidder or offeror is not required to be so authorized.
3. A bidder or offeror described in subsection 2 that fails to provide the required information shall not receive an award unless a waiver is granted by the Director of General Services, his designee, or the County Manager.
4. Any falsification or misrepresentation contained in the statement submitted by the bidder/offeror pursuant to Title 13.1 or Title 50 of the Code of Virginia may be cause for debarment.
5. Any business entity described in subsection 1 that enters into a contract with a public body shall not allow its existence to lapse or allow its certificate of authority or registration to transact business in the Commonwealth if so required by Title 13.1 or Title 50 of the Code of Virginia to be revoked or cancelled at any time during the term of the contract. For additional information regarding the Virginia State Corporation Commission, please visit <http://www.scc.virginia.gov/clk/faq.aspx>.

Public Inspection of Records

Any bidder, upon request, may inspect bid records within a reasonable time after the opening of all bids but prior to award, except in the event that the County decides not to accept any of the bids and to rebid the requirements. Otherwise, bid records shall be open to public inspection only after award of the contract (Code of Virginia, Section 2.2-4342C).

Any offeror, upon request, shall be afforded the opportunity to inspect proposal records within a reasonable time after the evaluation and negotiations of proposals are completed but prior to award, except in the event that the public body decides not to accept any of the proposals and to rebid the requirements. Otherwise, proposal records shall be open to public inspection only after award of the contract.

Any inspection of procurement transaction records shall be subject to reasonable restrictions to ensure the security and integrity of the records (Code of Virginia, Section 2.2-4342).

Protests

Any bidder or offeror, who desires to protest the award or decision to award a contract, shall submit the protest in writing to the public body, or an official designated by the public body, no later than ten days after the award or the announcement of the decision to award, whichever occurs first. No protest shall lie for a claim that the selected bidder or offeror is not a responsible bidder or offeror. The written protest shall include the basis for the protest and the relief sought. The public body or designated official shall issue a decision in writing within ten days stating the reasons for the action taken (Section 2.2-4360A Code of Virginia). The decision of the Director of General Services shall be final unless the prospective contractor appeals by instituting legal action as provided in the Public Procurement Act. (Section 16-35(d)(4) County Code).

No party who has unsuccessfully protested a decision to award may protest the subsequent award of the same contract. (Section 16-37(a) County Code). No protest shall lie to a decision to award or an award made by the Board of Supervisors or the School Board or a recommendation made by a person, selection committee or other entity to the Board of Supervisors or the School Board concerning the award of a contract.

Taxes

The County of Henrico is exempt from the payment of federal excise or state sales taxes on all tangible, personal property for its use or consumption except taxes paid on materials that will be installed by the bidder and become a part of real property. The Division of Purchasing & Support Services will furnish a Tax Exemption Certificate (Form ST-12) upon request. To request a certificate call (804) 501-5691.

Payment

It is recommended that suppliers submit one monthly department invoice in lieu of multiple invoices. A monthly invoice should show date of delivery, total number of items purchased, unit cost of item(s), and total cost of delivered items during the billing period. Daily delivery receipts/packing slips must be provided with each shipment and must reference the Purchase Order number and/or any internal ordering number. The invoice will be reconciled against the daily delivery receipts/packing slips. The monthly invoice must reference the Purchase Order number, and be sent to the individual department requesting the item.

Policy for Small, Minority, and Women-Owned Business in County Procurement
Adopted by the Board of Supervisors January 23, 2007

1. Definitions. The terms set forth below shall have the following meanings unless the context clearly requires otherwise.
 - a. “Small Business” means an independently owned and operated business which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years.
 - b. “Minority individual” means an individual who is a citizen of the United States or a non-citizen who is in full compliance with United States immigration law and one who is African-American, Hispanic-American, Asian American, Pacific Islander, American Indian, or Alaskan Native.
 - c. “Women-owned business” means a business that is at least 51 percent owned by one or more women who are citizens of the United States or non-citizens who are in full compliance with United States immigration law.
 - d. “Control” means exercising the power to make policy decisions.
 - e. “Operate” means being actively involved in the day-to-day management of the business.

2. It is the policy of the County of Henrico, acting through its officers, agents, and employees, in a manner that is consistent with the provisions of the Virginia Public procurement Act, to:
 - a. Actively promote the procurement or lease of goods, services, insurance, or construction, from small businesses or businesses owned by minorities and women in an equally competitive manner.
 - b. Include participation from qualified small, minority, and women-owned businesses on solicitation lists.
 - c. Assure that small, minority, and women-owned businesses are solicited whenever they are potential sources.
 - d. Utilize a list of small, minority and women-owned businesses published by the Department of Minority Business Enterprise.
 - e. Where procurement requirements permit, establish delivery schedules which will encourage participation by small, minority, and women-owned business.

- f. Cooperate with, and use the services and assistance of, the United States Small Business Administration, Department of Minority Business Enterprise, and other public or private agencies.
- g. Participate to the maximum extent possible in all local and regional small, minority, and women-owned purchasing fairs.

The Director of General Services is authorized and directed to develop and implement procedures in order to assure that small businesses and businesses owned by minorities and women shall have the maximum practicable opportunity to participate in County procurement transactions.

Small, Women-Owned and Minority-Owned (SWAM) Businesses

The County of Henrico shall not discriminate because of the race, religion, color, sex, national origin, age, disability of the bidder or offeror or any other basis prohibited by state law.

The County welcomes and encourages the participation of small businesses and businesses owned by women and minorities in procurement transactions made by the County. (Code of Virginia, Section 2.2-4310B)

When formal solicitations are issued, the Division of Purchasing & Support Services will use eVA for supplier notification. eVA incorporates businesses certified by the Department of Minority Business Enterprises, www.dmb.state.va.us (Code of Virginia, Section 2.2-4310A).

For all other methods of solicitation, the county encourages the use of eVA for supplier selections.

Personal Interest and Gifts

No supplier shall offer any gift, gratuity, favor, or advantage to any County employee who exercises official procurement responsibility, develops procurement requirements, or otherwise influences procurement decisions. County employees may attend supplier-sponsored seminars or trade shows where the buying staffs will benefit from receiving product information and learning of new techniques and trends. County employees attending may accept food, drinks, and give-away items offered to all participants at such functions.

Debarment

Prospective bidders may be debarred by the Director of General Services from contracting for particular types of supplies, services, insurance or construction, for specified periods of time. (Code of Virginia, Section 2.2-4321)

The Director of General Services may debar a prospective contractor for any of the following causes:

1. Conviction of or civil judgment for:
 - Commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public contract or subcontract;
 - Violation of federal or state antitrust statutes relating to the submission of offers;
 - Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property; or
 - Commission of any other offense indicating a lack of business integrity or business honesty that seriously and directly affects the present responsibility of a government contractor or subcontractor.
2. Violation of the terms of a government contract or subcontract so serious as to justify debarment, such as willful failure to perform in accordance with the terms of one or more contracts, or a history of failure to perform, or of unsatisfactory performance of one or more contracts.
3. Any other cause of so serious or compelling a nature that it affects the present responsibility of a government contractor or subcontractor.

Debarment Procedures

The following procedures govern the debarment decision-making process:

1. Notice to contractor - Debarment shall be initiated by advising the prospective contractor and any specifically named affiliate, by certified mail, return receipt requested, that debarment is being considered. Such notice shall include the reasons for the proposed debarment in terms sufficient to put the contractor on notice of the conduct or transaction upon which it is based.
2. Period of debarment - Debarment shall be for a period commensurate with the seriousness of the cause, as determined by the Director of General Services in his sole discretion.
3. Submission of statements by contractor; hearing - the prospective contractor may submit to the Director of General Services, within 30 days after receipt of notice, in person, in writing or through a representative, information and argument to the proposed debarment, including any additional specific information that raise a genuine dispute over the material fact. If the proposed debarment is based upon a cause other than those specified above, an informal hearing allowing the examination and cross examination of witnesses shall be provided if so requested by the prospective contractor. In such cases, the Director of General Services shall conduct the hearing and shall render his decision with 15 days thereafter or within 15 days after receipt of written information and argument if no hearing is requested or required to be held.

Surplus Property

The Division of Purchasing & Support Services has been delegated the responsibility to sell, transfer, trade, or otherwise dispose of all materials, supplies, equipment or other personal property of the County which has become obsolete or unusable. All sales of property shall be accomplished by the means of (1) competitive bids (2) public auction (3) firm price offered to all persons wishing to participate in the sale or (4) negotiated sale to other units of local governments.

Surplus Property Sales

The Division of Purchasing & Support Services is charged with the responsibility of conducting periodic surplus sales of equipment, which is no longer needed, by the County or the school system. The disposal of unclaimed personal property collected by the Division of Police will also be sold.

Surplus property sales are held the first Tuesday and Wednesday of every month (or in accordance with the published surplus calendar) from 8:30 a.m. until 1:00 p.m. at the Division of Purchasing & Support Services, North Run Office Complex, 1590 E. Parham Road, Richmond, VA. No one will be admitted prior to the start of the sale and items are not available for preview prior to the sale.

Surplus Property Sales (continued)

Henrico County Code states that all sales of surplus property shall be sold on the basis of (1) competitive bids or (2) public auction or (3) firm price offered to all persons wishing to participate in the sales. In cases where surplus property is offered for sale at a firm price, the property shall be offered first to taxpayers and residents of the county before it is offered to the general public. Sec. 16-12.b Sale of surplus property. Acceptable methods of such identification include:

- Driver's license (that include the word “Henrico” on the face of the license)
- Henrico real estate tax bill
- Henrico personal property tax bill
- Henrico Utilities bill
- Henrico voter registration card

Equipment for sales includes Computers, Computer Tables, Desks, Folding Tables and Chairs, Filing Cabinets, Typewriters, Woodworking and Sheet Metal Shop equipment and supplies.

All surplus items are sold "As is - No Warranty - Where is" and must be removed from the premises within 24 hours. All sales final, no refunds, no returns and no exchanges.

Information concerning current sales is available by calling the Surplus Hotline at (804) 501-5697.

Public Auctions – On-Line

The County of Henrico currently places excess surplus items on on-line auction sites as surplus becomes available. This listing is constantly updated with items available for bidding. Access is available @ www.govdeals.com

Public Auctions – On Site

The Division of Purchasing & Support Services schedules several heavy machinery and vehicle auctions each year. The auctions are held at the Central Automotive Maintenance Facility, 10301 Woodman Road, Glen Allen, VA, and are advertised in The Richmond Times-Dispatch, and on Henrico Cable Channel 17. Notice is also available on the County's Website: <http://www.co.henrico.va.us/genserv/purchasing/>. The Division of Purchasing & Support Services also maintains a bidder list of individuals and companies that have had the opportunity to bid on surplus heavy machinery and vehicles. Individual and company names are purged from the list if no participation in the previous three sales. You may request to be placed on the bidder list and to have a notice of public auction mailed to you by calling (804) 501-5692 or emailing boo11@co.henrico.va.us



Proud of Our Progress; Excited about Our Future.

**Produced by General Services
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