

**TO: ALL COUNTY PERSONNEL**

**FROM: VERDENIA C. BAKER  
COUNTY ADMINISTRATOR**

**PREPARED BY: OFFICE OF FINANCIAL MANAGEMENT & BUDGET (OFMB)**

**SUBJECT: THRIFT STORE OPERATION**

**PPM #: CW-O-068**

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**ISSUE DATE**

**November 13, 2019**

**EFFECTIVE DATE**

**November 13, 2019**

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**PURPOSE:**

To establish guidelines for the operation of the Palm Beach County Thrift Store (the Store), including standard practices, sources and types of saleable items (the Store will not accept items designated as non-saleable or unsuitable for sale as defined below and later provided for in the Policy Section), pricing, sales methods, and rules of conduct for employees, volunteers, and other service providers including, but not limited to, contractual resources such as temporary and day laborers, and security.

**UPDATES:**

Future updates to this PPM are the responsibility of the Director of the OFMB.

**AUTHORITY:**

- Florida Statutes, Chapters 163, 273, 274, and 705, as may be amended
- PPMs Numbered CW-O-026, Physical Identification and Management of County-Owned Fixed Assets, CW-O-027, Custody and Disposal of Surplus Assets, CW-O-039, Disposal of Scrap Metal, and CW-O-067, Donation of County-Owned Surplus Tangible Personal Property, as may be amended
- Executed Interlocal and/or Memoranda of Agreements with Partner Agencies, as may be amended

## **DEFINITIONS:**

Non-Saleable or Unsuitable Items - Items designated as non-saleable or unsuitable for sale, not in conformity with applicable laws or rules, which County department/agencies and partners are prohibited from transferring to the Store include, but are not limited to, the following: automotive tires; hazardous chemicals or equipment containing hazardous materials; bio-hazardous waste; batteries including inoperable uninterruptible power supply (UPS) units; mercury and mercury switches; equipment used to irradiate; counterfeit branded items; cannibalized computers and electronics; and, pharmaceutical substances. The Store will not sell any weapons and if such items are received, they will be turned over to the Palm Beach Sheriff's Office (PBSO) for proper disposal.

## **POLICY:**

The Store, a point-of-sale outlet, is organized within the County's Fixed Assets Management Office (FAMO) to operate at minimal cost and optimum revenue generation for budget replenishment and/or cost avoidance to the County and to its public agency partners with whom it has co-utilization agreements for the disposal of surplus government assets.

The Store will dispose of usable government surplus property items in what is deemed by Store management an efficient and economical manner, while affording the public the opportunity to purchase usable surplus property.

The Store will dispose of surplus assets on behalf of the County's departments and agencies. A public agency may become a partner and dispose of surplus assets through the Store, subject to the terms and conditions of a valid interlocal agreement with the County for the co-utilization of the Palm Beach County Surplus Property Thrift Store in accordance with Florida Statute, Chapter 163, known as the "Florida Interlocal Cooperation Act of 1969." While reasonable care will be exercised by the staff, the Store assumes no responsibility or liability for any surplus tangible property assets lost, stolen, damaged, or destroyed while under the control of the Store.

Partner agencies are eligible to participate in all special programs and promotions offered by the Store (e.g., sales/donations to private non-profit organizations or governmental agencies), provided they provide the Store written authorization of their intent to participate.

County departments/agencies and Store partners are responsible for the transportation and delivery of all surplus tangible property assets to the Store on dates and at times established for that purpose and to provide accurate and comprehensive documentation about each asset brought to the Store. (Note: Store management will endeavor to work with County construction Project Management and/or Operating Department staff when exceptions to the standard delivery schedule arise.)

The Store will not accept items deemed to be non-saleable or unsuitable for sale, not in conformity with applicable laws or rules. Refer to PPM No. CW-O-027, Custody and Disposal of Surplus Assets, for guidance. Please contact the Store management with any questions.

The Store's financial operations will be measured by a monthly financial statement of operations which includes the proceeds and relevant costs.

Store sales are to be monitored by hours of operation, staffing levels, and other operational considerations to determine the sales times, days, and seasons; and other practices, including marketing by means of general and legal publication in print and electronic media, merchandising, promotions, pricing, inventory management, methods of disposal, etc.

Qualified Palm Beach County-based private non-profit organizations are eligible for reduced prices on selected items offered for retail sale, as described later in this PPM.

## **RESPONSIBILITIES AND GUIDELINES:**

### **General Pricing Guidelines**

1. Common and/or small items are priced according to market conditions. Each of the following considerations may also be used in setting prices:
  - a. Sales history and/or comparative pricing from sources such as the Internet, professional and industrial publications, etc.;
  - b. Functionality of items;
  - c. Physical condition of items (including appearance and age);
  - d. Quality or consumer popularity of items (particularly brand name or model number);
  - e. Formal appraisals, for jewelry, antiques and other collectibles (a written appraisal is required for each piece appraised with a value of \$500 or more whether it is marketed for retail or bid lot sale separately or included with other pieces in a retail or bid lot). In the event jewelry, antiques or other collectibles are determined to be counterfeit, the Partner Agency should be notified in writing that the item must be disposed. Should the Partner Agency request the item be returned, then the Store staff will process a return to custodian in accordance with standard operating practice. However, when the Partner Agency approves, in writing, that the Store staff can dispose of the item it must be disposed in accordance with FAMO's instructions for completing Form #3 – Request for Authority to Dispose of County Owned Assets as found on the County's Intranet Website <http://pbcportal.pbcgov.org> and approved by the Fixed Assets Manager or the most senior Financial Analyst. In the event a refund is necessary, it must be done in accordance with FAMO's Internal PPMs and Desk Procedures.; and
  - f. Input from owning agencies, as appropriate.
  
2. Other participating governmental entities which utilize the Store for surplus asset disposal may establish prices for their own items, or rely on Store staff, at their option, subject to reasonable limitations established by Store management.

## **Sale Methods**

The Store will employ two methods of sale, at the discretion of Store management, except where state law requires a specified method:

1. **Retail Sales** -- items whose estimated commercial value is less than the threshold for competitive bid items (explained below). Retail sales items are priced as marked and sold without competitive action.
2. **Competitive Bidding** -- items with an estimated commercial value of Five Thousand Dollars (\$5,000) or more will be sold by means of competitive bidding, as required by Chapter 274, Florida Statutes, whether by sealed bid, public called auction, in-Store computerized bid, or Internet auction. Items whose estimated commercial value is under \$5,000 may also be, but are not required to be, sold by competitive bidding, if Store management finds that the best interests of the Store will be served thereby.

## **Price Markdowns and Incentives**

Store management is responsible for pricing merchandise, consistent with the guidelines set forth in this PPM and responsible contemporary practices for the sale of government surplus assets, including determining when adjustments such as markdowns, discounts, consolidating items into a retail or competitive bid lot, or otherwise repackaging merchandise by means of separating pieces or dividing lots are necessary or convenient for inventory turnover or promotional purposes.

## **Counter Offers**

The Store staff is not authorized to accept counter offers from customers for priced merchandise in the Store's inventory.

## **Sales and Donations to Qualified Private Non-Profit Organizations**

1. Qualified Palm Beach County-based private non-profit organizations as defined by Florida Statutes, Section 273.01(3), as may be amended, are eligible for a 50% price reduction on select items offered for retail sale, excluding advertised specials, computers and electronics, lost and found items, unclaimed law enforcement evidence, forfeiture property, common-pricing items known as R-number assets, or property owned by partner agencies which have elected not to participate in this special pricing program.
2. To qualify for special pricing under this program, an organization must register at the Store by providing State "Consumer Certificate of Tax Exemption" form DR-14 showing current registration as a Florida private non-profit organization, entitled to sales tax exemption.

3. Sales under this program require presentation, at the time of purchase, of suitable evidence that the purchaser is authorized by the private non-profit organization to make the purchase, i.e., a letter on organization letterhead, signed by an authorized officer of the private non-profit, identifying the individual authorized to make the purchase. The named individual must present photo identification. The authorization is valid on one sale date only, and should be dated not more than five days before the intended sale date. The Store may report to the Florida Department of Revenue any attempted use of a private non-profit organization's certificate for personal use purchases.
4. Private non-profit organizations may receive donations from the Store pursuant to the requirements set forth in PPM No. CW-O-067, Donation of County-Owned Surplus Tangible Personal Property.

### **Sales and Donations to Governmental Agencies**

1. Governmental units in Florida have priority purchase rights to items offered for sale at the Store, subject to reasonable rules of timely notice of intent established by Store management. Purchases made under this program are at prices as marked for retail items, and at Suggested Minimum Bid prices for items to be sold by competitive bidding.
2. Government checks and/or credit or debit cards are accepted as payment for purchases made under this program.
3. Government agencies may receive donations from the Store pursuant to the requirements set forth in PPM No. CW-O-067, Donation of County-Owned Surplus Tangible Personal Property.

### **Rules of Conduct by Employees, Volunteers, and Other Service Providers While On-Duty at the Store**

1. Each person who is employed by the County or by a partner agency or who performs duties at the Store as a volunteer or other service providers such as those who provide contractual labor or security is subject to appropriate standards of acceptable conduct in dealing with customers and co-workers. While on duty at the Store, each person is expected to provide knowledgeable and courteous service consistent with his/her assigned duties and shall not engage in any activity for personal gain. No oral statement or representation made about retail or competitively bid items is authorized and no employee, volunteer, or other service provider may take part as a bidder or perform any material part of the bidding process for a bidder while on duty with the Store, with the notable exception to assist bidders in the operation of the computers reserved for them to place their in-Store computerized bid.

2. To operate the Store in a manner in which order is preserved, when deemed necessary by Store management, contracted and County security personnel will be utilized to the full extent allowed by the budget, and contractually paid overtime PBSO Deputies, with vehicles, are to be requested to provide comprehensive coverage during operating hours.

### **Violations of the Rules of Conduct**

1. Employees who violate the rules of conduct (please refer to the County's Merit Rules for guidance) may subject themselves to disciplinary action. Volunteers and other service providers who violate the rules of conduct may forfeit their right to continued service at the Store and, in the case of a vendor under a contractual relationship with the County, a vendor complaint may be submitted to the Purchasing Department or other appropriate authority.



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**VERDENIA C. BAKER**  
**COUNTY ADMINISTRATOR**

### **Supersession History**

1. PPM# CW-O-068, effective 10/01/99
2. PPM# CW-O-068, effective 01/12/01
3. PPM# CW-O-068, effective 01/01/08
4. PPM# CW-O-068, effective 10/11/13
5. PPM# CW-O-068, effective 11/07/16