

Arizona Department of Administration-SPO State Procurement Office (ADOA-SPO)

#	Cooperative Organization Questions	Response
1	Are your organization's cooperative contracts available for use by Arizona public entities? If so, do you have any local representation?	Yes, Arizona Cooperative Contracts are available to Political Subdivisions including Cities, Towns, Counties, Tribal Entities, Fire Districts, Utility providers, etc. as well as Federal Agencies. A local entity may participate in focus groups and/or the solicitation process as appropriate.
2	What is the legal formation of your cooperative organization (public, non-profit, for profit, etc.)? How long have you been established?	The Arizona Cooperative Program is administered by the Arizona Department of Administration, State Procurement Office as authorized under Chapter 23, Article 10 of the Arizona Revised Statutes. The Arizona Cooperative Program has been running for 37 years, since 1984.
3	Does your organization conduct its own procurements with in-house personnel or does it enlist a public agency to conduct the procurement? If a public agency is utilized, please identify that agency or agencies and briefly explain how those agencies are selected.	The Arizona State Procurement office solicits and awards a majority of Arizona Statewide Cooperative Contracts, though other Arizona State Agencies such as the Department of Transportation and the Department of Economic Security also occasionally solicit and award Statewide Cooperative Contracts. Additionally, the State Procurement Office does participate in several NASPO contracts via Participating Addendum, and offers those to Arizona Cooperative Members as well.
4	If your organization handles all of the contracting functions in-house please explain if you periodically have a 3rd party audit firm review your internal contracting procedures.	The Arizona Cooperative Program receives periodic audit reports from the Arizona Auditor General, as required by Statute.
5	What governing procurement laws does your organization follow in the soliciting, evaluating and awarding of cooperative contracts? (Please be specific.) Also, what state is noted as the legal venue within your contracts for dispute resolution?	The State Procurement Office abides by both Arizona Revised Statutes and the Arizona Procurement Code in all sourcing events. The Arizona Procurement code describes the State's dispute resolution procedures.
6	Does an agency need to register or sign an agreement with your organization in order to purchase from your contracts? If so, please attach the registration form or agreement. Also, is the agency charged a fee to join your cooperative organization?	Yes, in order to participate in the Arizona Cooperative Program organizations must sign and submit a Cooperative Agreement, which must then be signed by the State and returned prior to utilizing any Contracts. There is no fee for eligible organizations to join the Arizona Cooperative Program. A copy of the Agreement can be seen here: https://azadoagov.na1.echosign.com/public/esignWidget?wid=CBFCIBAA3AAABlqZhBiC7p3mAN7-HczqL7P3r3nw0dimIpjgZTmzXOUIE_TpqE6EV6ciVi0XcRve2BXEsM%2A
7	Where can your organization's cooperative solicitations and resultant contracts be viewed? Describe what documentation is available at this site.	Arizona Cooperative Contracts and Solicitations are available within the Arizona Procurement Portal (APP) at app.az.gov . All non-confidential documents including RFP documents, pricing, insurance, etc. are available for download in APP. Additionally, all Cooperative Contracts are posted in a searchable format at spo.az.gov/cooperativecontracts

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8	Do you periodically perform audits to ensure your contractors are fulfilling the contracts to include charging the correct price? If so, please briefly describe your internal audit program and explain if that program includes any benchmarking to ensure pricing stays competitive over the term of agreement.	We do not currently perform audits on Cooperative Contracts. Although, at solicitation or resolicitation, benchmarking is performed prior to contract award to ensure contract competitiveness and best value for the State.
9	What is the total employee count for your cooperative organization? How many employees perform specific contracting functions (solicitation development, bidding, evaluation and awarding of contracts)?	There are 13 Procurement Officers who perform direct Contract functions, as well as 2 full time employees focusing on the Arizona Cooperative Program.
10	Describe your approach to customer service and include any response time commitments.	Part of the State Procurement Office's vision is to have "customer service second to none". The Arizona Cooperative Program has an email inbox established solely for customer service to Cooperative Members. Response time is typically same day, but inquiry volume is low and easily managed. We also extensively support our Cooperative Suppliers via the APP Help Desk team, whose aim it is to resolve issues within 72 hours via a ticketing system. The program also meets with various customers regularly to provide contract updates and hear from customers directly. This can take place in person or virtual due today's various work environments.
11	How do you generate your bidders' list for any particular solicitation and what steps do you take to ensure Arizona companies are included in your notice?	Arizona Solicitations are administered through APP. During the process of creating a solicitation, commodity codes are selected for the product/service being solicited. When a solicitation is released all Suppliers registered in the system with relevant commodity codes linked to their profile, they are notified of the solicitation. All solicitations are also posted publicly at app.az.gov, and advertised locally as required by Statute.
12	How do you evaluate contractor performance? Do you have a process that allows agencies to report vendor deficiencies?	We do not currently have a process to collect Cooperative Member feedback on Supplier performance. The State Procurement Office is currently working to implement a Supplier Performance Management program for Statewide Contracts, however Cooperative Members are currently outside of the scope of this project. Although, if a Cooperative Member does have a vendor deficiency to report, it is highly encouraged they either speak with the Contract Manager or the Cooperative Program to report the deficiency.
13	Indicate any national cooperative coalitions/associations to which your organization is a member.	The State of Arizona participates in NASPO Contracts via PA, as well as several GSA Contracts and Omnia Partners.
14	How do you track the usage of contracts to ensure you are accurately conveying order volume within your solicitations?	The State Procurement Office collects quarterly Contract usage reports from all Suppliers with a Statewide Cooperative Contract, however, Arizona solicitations do not convey a forecasted order volume.