

## Educational and Institutional Cooperative Service (E&I Cooperative)

#	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, E&I Cooperative contracts are available for use by Arizona public entities. E&I has a Member Relations Executive dedicated to assisting the Members in the state of Arizona.
2	What is the legal formation of your cooperative organization (public, non-profit, for profit, etc.)? How long have you been established?	E&I is a member-owned, not-for-profit sourcing cooperative established in 1934.
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.	<p>E&amp;I's contract portfolio is primarily comprised of contracts developed by its own in-house personnel, but also contains adopted contracts which were previously developed by public agencies (examples include Texas A&amp;M University, University of Wisconsin, State of Kansas, University of Florida, Waco Independent School District, Arizona State University).</p> <p>E&amp;I only adopts contracts from public agencies after reviewing the documentation and evaluation criteria to assure that they are following the standards that E&amp;I utilizes and that are generally accepted by Higher Education. The review includes the scope of products and services including delivery, standard terms and conditions that are generally incorporated in a public agency RFP documents and the evaluation has to show due diligence. E&amp;I considers how the award was made and if the processes would have met the Member's requirements. If the award does not meet the standards E&amp;I normally incorporates into its solicitations, then E&amp;I will not move forward with the adoption.</p>
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.	<p>E&amp;I's sourcing process and contract management process was reviewed in 2015 by National Institute for Governmental Purchasing (NIGP) and determined as being in compliance with generally accepted public procurement standards used by most public agencies across the United States. The next review is anticipated in 2020.</p> <p>For more information please view the following:  <a href="http://www.eandi.org/wp-content/uploads/2016/06/NIGP-Flyer-6.16.pdf">http://www.eandi.org/wp-content/uploads/2016/06/NIGP-Flyer-6.16.pdf</a></p>
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?	<p>As a national cooperative, E&amp;I's sourcing process and contract management process was developed with input from, and designed to meet the public procurement requirements of, its Members. E&amp;I's process was determined by NIGP to be in substantial compliance with the ABA's 2000 Model Procurement Code and NIGP's Practices and Principles Statements on "Cooperatives".</p> <p>For disputes between the Member and Supplier, our Agreements are governed by, construed, interpreted, and enforced solely in accordance with the laws of the state in which the Member resides and the venue of any action shall lie in such state.</p> <p>For disputes between E&amp;I and Supplier, our Agreements are governed by, construed, interpreted, and enforced solely in accordance with the laws and within the Courts of the State of New York.</p>

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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?	<p>Agencies need to become a Member of E&amp;I Cooperative in order to purchase from our contracts. Agencies have two membership options: E&amp;I Contract Patron, which is a free option, or E&amp;I Voting Member, which costs a one-time, \$5 fee (covering one share of E&amp;I stock).</p> <p>For more information please visit the following:  <a href="http://www.eandi.org/member-center/membership-applications/">http://www.eandi.org/member-center/membership-applications/</a></p>
7	Where can your organization's cooperative solicitations and resultant contracts be viewed? Describe what documentation is available at this site.	<p>E&amp;I's scheduled and open solicitations can be viewed at the following link:  <a href="http://www.eandi.org/contract-finder/rfp-development/">http://www.eandi.org/contract-finder/rfp-development/</a></p> <p>Documentation includes all RFP documents, as well as a Public Notice, provided to assist our Members with meeting their institutional advertising requirements.</p> <p>E&amp;I provides the following documentation upon Member request:</p> <ul style="list-style-type: none"> <li>• RFP</li> <li>• Addenda</li> <li>• Final Evaluation Scores</li> <li>• Process Letter</li> <li>• Master Agreement</li> <li>• Pricing</li> <li>• Amendments</li> </ul> <p><i>Development is underway to make RFP and Contract documentation available to Members directly via Member website; Members must be logged in to retrieve documentation. Website availability of documents is expected for 1st quarter 2019.</i></p>
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.	<p>E&amp;I conducts random audits of supplier's reported purchases with Members, and includes price audits when possible.</p> <p>E&amp;I publishes price files for certain contracts within its consortium e-marketplace and audits the files against the contract pricing prior to publishing. Inaccurate price files are addressed with the supplier and corrected before being published in the e-marketplace.</p> <p>E&amp;I also conducts scheduled benchmarking of contract pricing and attributes, relative to the market, and uses the information to ensure the agreement stays competitive over the term of the agreement.</p>
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)?	<p>E&amp;I currently has 92 employees; 19 employees are involved in the sourcing and contract development process.</p>
10	Describe your approach to customer service and include any response time commitments.	<p>E&amp;I Members have a dedicated Member Relations Executive, designated as a primary point-of-contact in assisting Members with the contract options in the E&amp;I portfolio. Depending on the nature of the request and the level of support needed, additional resources are available through category-specific Portfolio Support Executives, Category Vice Presidents, and Contract Managers. E&amp;I is very responsive to its membership and continually receives high satisfaction scores in the annual Member survey.</p>

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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?	<p>E&amp;I conducts a market analysis of suppliers to determine the top suppliers within each opportunity. E&amp;I also has Member volunteers, operating in category-specific Strategy Teams and solicitation-specific RFP Teams, that contribute supplier lists for each initiative.</p> <p>Nonetheless, E&amp;I solicitations are open to all bidders. E&amp;I posts the RFP on its website on the issue date, with the closing time and date, along with a public notice that includes an electronic link to the solicitation. Members are requested to use the public notice to advertise by the prescribed methods within each state and by Member policy.</p> <p>E&amp;I Solicitation is advertised in a national publication, USA today.</p> <p>E&amp;I also sends an email to the Member Of Record with hyperlinks to the RFP and public notice documents for use in advertising, as well as dissemination directly to companies they would like to respond to the solicitation. There are presently 54 member institutions in the state of Arizona that receive this communication.</p>
12	How do you evaluate contractor performance? Do you have a process that allows agencies to report vendor deficiencies?	<p>E&amp;I conducts regularly scheduled reviews of the contracts in its portfolio. The Category Vice President, Contract Manager, and Portfolio Support Executive schedule meetings with the Supplier, either on-site or via Conference Call, to review the contract performance, potential contract enhancements, and new initiatives. E&amp;I also conducts an annual Member survey, which includes opportunities for feedback on supplier performance.</p> <p>Members can also report supplier performance issues to the Member Relations Executive. The dedicated Contract Manager will be notified and will address the performance deficiencies directly with the supplier.</p>
13	Indicate any national cooperative coalitions/associations to which your organization is a member.	<p>ACUHO-I (Association of College and University Housing Officers – International)  APPA  ASBO (Association of School Business Officers – K-12 – multiple state level memberships)  CABMA  NACAS (National Association of College Auxiliary Services)  NACUBO (National Association of College and University Business Officers)  NACUFS (National Association of College &amp; University Food Services)</p> <p>E&amp;I was also founded by members of the National Association of Educational Procurement and continues to work closely with them to this day.</p>
14	How do you track the usage of contracts to ensure you are accurately conveying order volume within your solicitations?	<p>E&amp;I monitors the Member utilization of its contracts, but does not guarantee order volumes as part of its solicitations. In the event E&amp;I conducts a solicitation in a commodity with historical purchase volume, E&amp;I will provide the volume estimates to the potential supply partners.</p>