

# Mohave Educational Services Cooperative (Mohave)

#	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?	Our contracts are available for use by Arizona public school districts, cities, counties, community colleges, universities, state agencies, tribal government, special assessment districts and fire districts. We are based in Arizona to serve our statewide membership.
2	What is the legal formation of your cooperative organization (public, non-profit, for profit, etc.)? How long have you been established?	Mohave is a non-profit corporation providing public procurement services pursuant to A.R.S. § 11-952 and A.R.S. § 41.2632, and is governed under Title 10 of the Arizona Revised Statutes. Mohave was established in 1971.
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.	Mohave conducts all procurements with in-house personnel.
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.	An independent CPA firm reviews Mohave's procurement practices annually using the Arizona Auditor General's Cooperative Procurement Compliance Questionnaire. The last 10 years of compliance audits are found on our website and the previous audits are available upon a Request for Public Information. ( <a href="https://mesc.org/due-diligence-2/">https://mesc.org/due-diligence-2/</a> )
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?	Mohave is governed under Title 10 of the Arizona Revised Statutes. Formal contract claims and controversies are resolved under the requirements of the Arizona procurement rules and code. The State of Arizona is the legal venue for dispute resolution.
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?	Prospective members (agencies) are required to fill out a Cooperative Purchasing Agreement. The agreement is available on Mohave's website ( <a href="https://mesc.org/Mohave-sign-up/">https://mesc.org/Mohave-sign-up/</a> ). There is no membership fee to join Mohave. Mohave members pay an administration fee equal to 1% of the contract price of goods and services purchased from Mohave contracts. The contract vendor includes the administration in all pricing (except for E-Rate, and transaction fee [administrative fee] for lease contracts). The contract vendor submits the administration fee to Mohave for all invoiced products and services. ASPIN/Mohave's members (our foodservice cooperative) pay an annual membership maintenance fee.
7	Where can your organization's cooperative solicitations and resultant contracts be viewed? Describe what documentation is available at this site.	Members can download complete due diligence packages from our website. The due diligence package contains the following documents: USFR compliance questionnaire help document; bidders list; bid opening documents; solicitation; request for best and final offer documents (if applicable); award documents; contract extensions; contract modifications; pricing summary; due diligence tutorial.

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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.	Regular audits are performed on all contracts. Part of Mohave's Compliance Specialist's standards are to perform 10 invoice audits per month. These audits include verification of: contractual requirements; contract pricing versus quoted pricing; proper application of promotional pricing; correct shipping methodology; bond rates; labor rates; travel rates; mobilization or other contract pricing being used and review of any customer agreements. Regular reviews of contract pricing are conducted. This ensures that pricing remains compliant and competitive during the term of the contract. Comparison of any requested price increases are compared to CPI, PPI, other governmental/industry sources, and similar cooperative pricing for like products and services.
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)?	Mohave employs 21 personnel. Mohave has a contracts team of one manager and three contract specialists, who perform the specific contracting functions. However, everyone in the Mohave organization participates in at least one evaluation annually, excluding the Executive Director, who has the final authority of awarding the cooperative's contracts. All other departments, including our food cooperative, ASPIN, provide support for the contract management/administration of our contracts.
10	Describe your approach to customer service and include any response time commitments.	Mohave's <a href="#">guiding principles</a> highlight the importance of customer service. These principles include "Providing the best value and services through quality cooperative contracts", "Maintaining respectful and effective communication with each other, our members, our vendors and our community", "Establishing and cultivating good working relationships with members and vendors." Customer service is what drives Mohave staff in everything they do. The response time is determined by the complexity of the services necessary to ensure customer satisfaction.
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?	Mohave maintains an external prospective bidders list through our 3rd party e-procurement portal. Prospective bidders can link to the portal from our website. We encourage all vendors, including disadvantaged, small businesses, woman and minority owned, as well as firms located in or outside Arizona to sign up.
12	How do you evaluate contractor performance? Do you have a process that allows agencies to report vendor deficiencies?	Mohave's Contracts Team continually monitors vendor performance throughout the term of their contract. We utilize a variety of tools, including an annual performance report, which includes a variety of data points. Mohave prides itself on having an open-door policy and members can contact us with any vendor deficiency issues. Staff members assigned to the contract in question will make every effort to assist members in resolving any issues.
13	Indicate any national cooperative coalitions/associations to which your organization is a member.	Arizona Association of School Business Officials (AASBO), National Institute of Government Purchasing Inc. (NIGP), Institute for Supply Management, School Nutrition Association of Arizona (SNAAZ), School Nutrition Association (SNA), American Commodity Distribution Association (ACDA), Association of Nutrition & Foodservice Professionals (ANFP)
14	How do you track the usage of contracts to ensure you are accurately conveying order volume within your solicitations?	All purchases made through Mohave contracts are reported back to Mohave through the use of reconciliation reports. Contract volume is reviewed during the contract renewal period, as well as provided as a statement of contract usage in replacement solicitations. For new solicitations, Mohave issues a survey to our members to gather anticipated usage.