

#	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, NCPA awarded contracts are available for use in Arizona. Contact info: Mike Muscara, (480) 241-4404, mmuscara@ncpa.us and Madison Huemmer, (619) 707-1264, mhuemmer@ncpa.us.
2	What is the legal formation of your cooperative organization (public, non-profit, for profit, etc.)? How long have you been established?	NCPA is partnered with the governmental agency Region 14 Education Service Center (ESC). Region 14 ESC is a state agency and NCPA is a corporation.
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.	Region 14 ESC is the lead agency who competitively solicits and awards all contracts.
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.	NCPA currently has over 24,000 agencies using the contracts. Many of these agencies are reviewing and auditing the NCPA awarded contracts at all times.
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>Since NCPA is being used in all 50 states the process is done to meet multiple state procurement laws. For example NCPA works with Region 14 ESC, who competitively solicits master contracts. Contracts are based on quality, performance, and most importantly pricing. These contracts are established using the following process:</p> <ul style="list-style-type: none"> • Region 14 ESC issues a competitive solicitation for a product or service on behalf of NCPA and all public agencies. • The solicitation is advertised nationally (USA Today, ONVIA, etc.) for a minimum of 30 days. You can view our current solicitations on our website. • The solicitation contains language that allows the contract to be accessible nationally to public agencies in states whose laws allow for intergovernmental contract use (also known as "piggybacking" or "adopting") • Vendors respond to the solicitation with sealed responses that are recorded and publicly opened. • The Lead Agency evaluates the responses based on "Identified Evaluation Criteria" and awards contracts.
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?	Agencies can register to use NCPA contracts at http://ncpa.us/Register . Registration is free.

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7	Where can your organization's cooperative solicitations and resultant contracts be viewed? Describe what documentation is available at this site.	Our website www.ncpa.us provides a lot of great information. One of the best resources on the website is the NCPA vendor page section at www.ncpa.us/Vendors . At each awarded vendors webpage you can see an overview of what they do, contract information, due diligence on the process and vendor contact information. All our contracts go through a full RFP or bid process. A paper trail of this process can be found under the Due Diligence tab.
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.	Yes NCPA performs audits periodically. Audits through NCPA are random and also frequently requested by participating agencies. NCPA also performs annual reviews for each awarded vendor. In addition to that NCPA has an advanced reporting system (see number 12) that identifies spend and pricing trends.
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)?	20+ NCPA employees plus 5 support staff from Region 14 Education Service Center
10	Describe your approach to customer service and include any response time commitments.	NCPA takes a lot of pride in customer service. If it's a public agency or awarded vendor we will respond in 24 hours or less.
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?	When a NCPA solicitation goes out on the street it is immediately posted on our website at http://ncpa.us/Solicitations . At this time NCPA also posts notices through all its social media outlets (Facebook, Twitter, LinkedIn) of the solicitations available. NCPA also does many newspaper advertisements for each solicitation including USA Today. All solicitations are also posted on Onvia's Demandstar. And finally word of mouth.
12	How do you evaluate contractor performance? Do you have a process that allows agencies to report vendor deficiencies?	NCPA has a very advanced custom web-based reporting system. This system provides NCPA many filters to evaluate each vendors performance. Each contract is evaluated on an annual basis looking at these reports for volume and feedback from NCPA account managers who work with these vendors continuously. NCPA encourages all our participating agencies to report not only deficiencies but any issues they are having with a vendor.
13	Indicate any national cooperative coalitions/associations to which your organization is a member.	ASBO (nation & multiple local), NIGP (nation & multiple local), NPI, NAEP, etc.
14	How do you track the usage of contracts to ensure you are accurately conveying order volume within your solicitations?	As stated in answer 12, NCPA has a very advanced custom web-based reporting system. This system provides NCPA many filters to break down collected information. These tools allow for a view of current and future volume trends.