



## National Purchasing Partners (NPPGov)

#	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. We do not have paid employees residing in Arizona. We have employees that travel to Arizona and represent NPPGov throughout the year.
2	What is the legal formation of your cooperative organization (public, non-profit, for profit, etc.)? How long have you been established?	NPPGov is for profit owned entirely by nonprofit medical centers. NPPGov's lead public agencies for public procurement purposes are public agencies. Our organization has been in business since 2001.
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.	Public agency. Agencies vary depending on the needs and desires of the agency. League of Oregon Cities (LOC) and Public Procurement Authority (PPA) represent the majority of contracts issued and awarded. PPA is a member of NIGP.
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.	N/A. Lead public agency model.
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?	Procurement laws of the lead agency are followed. In the vast majority of cases this is the State of Oregon, which has some of the most strict procurement regulations in the nation. Dispute resolution is in the state of the lead agency. Piggy-backing agencies may request an alternative venue.
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?	This is entirely up to the piggy backing agency and its laws and regulations. We ask that those actually using our contracts become member which is a simple online process ( <a href="http://www.nppgov.com">www.nppgov.com</a> ). Many jurisdictions require that an Intergovernmental Agreement be signed, which we provide. There is no fee; the service is free to all public entities.
7	Where can your organization's cooperative solicitations and resultant contracts be viewed? Describe what documentation is available at this site.	General contract information is available on our website ( <a href="http://www.nppgov.com">www.nppgov.com</a> ) and once registered more in-depth contract information is available. Documentation available includes: RFP, All Notices, Synopsis of Award, MPA, IGA and related documentation.

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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.	Constant internal audits with contractors to ensure competitive pricing. No external audit.
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)?	Being a privately held limited liability company our ability to share specific corporate information is limited. In an effort to provide the requested information we offer the following: We have over 80 employees with approximately 10 providing some form of contracting development. Lead agencies conduct solicitations, evaluations and awarding.
10	Describe your approach to customer service and include any response time commitments.	We strive to educate local public agencies. We employ an in-house attorney as well as several knowledgeable staff members who can guide local agencies through the piggy backing process. We staff a toll free customer service line 6am-5pm Pacific time with staff knowledgeable on most common questions along with a customer service email option. Escalated questions are usually addressed within the same or next business day.
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?	We solicit both public agencies and the vendor community for vendors with strong recommendations. We also conduct research in the applicable industry to ensure all the top tier vendors are notified. In addition, Arizona companies would receive legal notice through our national notice of solicitation published in USA Today.
12	How do you evaluate contractor performance? Do you have a process that allows agencies to report vendor deficiencies?	We have found that individual agencies are best able to monitor vendor performance since there is often no way for NPPGov or the lead agency to have knowledge of the deficiency. However, we are quite active in resolving what amounts to the rare dispute between our vendor community and our member public entities and encourage member public agencies to contact us immediately with respect to vendor deficiencies.
13	Indicate any national cooperative coalitions/associations to which your organization is a member.	National Coalition for Public Procurement (NCPPI)
14	How do you track the usage of contracts to ensure you are accurately conveying order volume within your solicitations?	Potential usage for an RFP is difficult to assess, and would provide misleading information to interested vendors and have no value to our member public agencies. We provide our vendors with the spending potential of our membership and vendors respond with pricing that they determine meets the potential of our contract vehicle. Each vendor's proposed pricing is either sufficient for member public agencies or it is not and this is reflected in the award and the contract utilization. It is a true free market system and not based on potential usage that is not guaranteed and/or irrelevant to the future value of the contract to our member public agencies.