

#	Cooperative Organization Questions	Response
1	<p>Are your organization's cooperative contracts available for use by Arizona public entities? If so, do you have any local representation?</p>	<p>Yes, Sourcewell's competitively solicited contracts are available to all public entities in Arizona that are or become an Sourcewell member (at no cost). Sourcewell does not have a representative physically stationed in Arizona, however our Member Services department serves Sourcewell members nationwide from our office location in Staples, MN. References from Sourcewell members in AZ are available on request.</p>
2	<p>What is the legal formation of your cooperative organization (public, non-profit, for profit, etc.)? How long have you been established?</p>	<p>Sourcewell is a public agency, statutorily created in 1978 to provide services (including cooperative purchasing), for government and education agencies. Sourcewell is in its 38th year of existence.</p>
3	<p>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>	<p>All Sourcewell awarded contracts are competitively solicited, evaluated and awarded under the direction of Sourcewell employees on behalf of Sourcewell and its current and potential member agencies. Sourcewell is itself a public agency and does not enlist other public agencies, except when a co-solicitation makes business sense for our members.</p>
4	<p>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>	<p>Sourcewell does not currently engage a 3rd party to audit our contracting procedures. Compliance and audit functions are handled in-house by Sourcewell's Contracts &amp; Compliance Department.</p>
5	<p>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>	<p>As a political subdivision of the State of Minnesota, Sourcewell follows the Minnesota Uniform Municipal Contracting Law (UMCL) for solicitation, evaluation and award of its contracts (Minn. Stat. §471.345). The legal venue for dispute resolution is identified as a court of competent jurisdiction with respect to the Sourcewell Member, unless otherwise agreed.</p>
6	<p>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>	<p>Yes, each agency must become a member of Sourcewell prior to accessing an Sourcewell contract. Nearly 90% of Sourcewell members join utilizing an online application process at: <a href="https://www.sourcewell-mn.gov/register">https://www.sourcewell-mn.gov/register</a>. Becoming an Sourcewell Member is at no-cost, and the agency has no-obligation or liability to join or participate in the Sourcewell contract purchasing program. There are no minimum contract purchasing requirements or commitments for member use of Sourcewell contracts.</p>

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7	<p>Where can your organization's cooperative solicitations and resultant contracts be viewed? Describe what documentation is available at this site.</p>	<p>Sourcewell contract and competitive solicitation process documentation is available on the Sourcewell website. A separate web page is maintained for each awarded contract. On the contract page, a copy of the RFP, advertisement documentation, evaluation committee materials, and related items can be found. Due to pricing complexity, most pricing is not currently located on the website but pricing is available upon request.</p>
8	<p>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>	<p>Yes, Sourcewell has several audit procedures in place to ensure effective contract administration and supplier performance. In the Contracts &amp; Compliance department, contract price monitoring is conducted by: 1) maintaining a historical and current pricing database; 2) random sampling of completed sales; 3) auditing purchase orders through an independent third-party public procurement database system; and, 4) ensuring that all necessary vendor documentation is on file and up to date. Sourcewell members also play an active role in monitoring the accuracy and validity of supplier contract quoting. Members communicate with Sourcewell on a regular basis to validate quotes received from vendors. Contract Units within the Sourcewell Contract Administration team utilize an annual planning tool to outline specific goals and performance measures with each supplier, communicate at least quarterly with each supplier in evaluating progress toward achievement of the plan, and conduct a formal annual review at the end of each year to ensure that procurement performance and service excellence measures have been maintained/achieved.</p>
9	<p>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>	<p>Sourcewell has 106 total employees as of October 3, 2016. There are 26 employees within the Sourcewell departments that develop solicitations, evaluate and award contracts (Contracts &amp; Compliance and Contract Administration).</p>
10	<p>Describe your approach to customer service and include any response time commitments.</p>	<p>Customer service is provided to Sourcewell Members in a collaborative style by the following departments: Member Services; Contract Administration and Contracts &amp; Compliance. Questions or concerns related to becoming a member or identifying available member services are handled by Membership; contract-specific issues (products or services) are handled by Sourcewell's Contract Administrators; and procedure, process, and compliance topics are responded to by Contracts &amp; Compliance. As a general rule, inquiries received from a Member receive an initial response within one business day.</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>Before each solicitation, Sourcewell staff undertake a review of previous contract awards in the applicable category, present and future member needs, market factors, and industry trends to identify prospective vendors. Sourcewell's Business Development and Contract Administration Departments then actively promote the upcoming solicitations to industry leaders and regional suppliers. To ensure that Arizona companies are aware of the solicitation, Sourcewell advertises each solicitation in the hard copy print and online editions of the USA Today, as well as several regional newspapers. Notice of each RFP is also published on Sourcewell's website and on other third-party websites like Onvia, PublicPurchase.com, MERX, and Biddingo. In addition, a notice of each solicitation is sent to the Arizona State Procurement Office for further publication as desired by the AZ SPO.</p>
12	How do you evaluate contractor performance? Do you have a process that allows agencies to report vendor deficiencies?	<p>Contract Units within the Sourcewell Contract Administration team utilize an annual planning tool to outline specific goals and performance measures with each supplier, communicate at least quarterly with each supplier in evaluating progress toward achievement of the plan, and conduct a formal annual review at the end of each year to ensure that procurement performance and service excellence measures have been maintained/achieved. In addition, Sourcewell Members are encouraged to provide feedback on their experience with vendors, and any report of deficiency is immediately submitted for resolution with assistance from Sourcewell.</p>
13	Indicate any national cooperative coalitions/associations to which your organization is a member.	<p>Sourcewell is a founding member of the National Coalition for Public Procurement ("NCPP"), an organization formed to promote the highest level of business ethics, best practices, and standards for cooperative/contract purchasing organizations. Sourcewell has three representatives on the NCPP Board of Directors. In addition, Sourcewell and its staff members are active participants in and supporters of NIGP and NPI, including Board representation on the MN Chapter of NIGP and receipt of the NPI Achievement of Excellence in Procurement Award in 2016.</p>
14	How do you track the usage of contracts to ensure you are accurately conveying order volume within your solicitations?	<p>Sourcewell Vendors provide quarterly reports of purchasing activity through Sourcewell contracts to track historical usage. In addition, Sourcewell staff members study market trends and reported member needs in calculating anticipated volume for each RFP competitive solicitation.</p>