Department of Economic Security
Special Instructions to Offerors
WORK ADJUSTMENT TRAINING

1.0 PROPOSAL SUBMITTAL

1.1 One electronic copy of each proposal shall be submitted in the SPIRIT e-procurement system on the forms and in the acceptable format specified in the RFP. Acceptable formats include .doc (Microsoft Word document), .xls (Microsoft Excel spreadsheet), and .pdf (Adobe Acrobat portable document format). Offerors shall save files so they are adaptable to Office 2000.

1.2 **In addition to any submission requirements of the SPIRIT system, attachments for this proposal shall be submitted as specified below.** Failure to include the requested information may have a negative impact on the evaluation of the offer. For instructions on submitting proposals in SPIRIT see http://www.azeps.az.gov/spirittoc.htm , Supplier Solicitation Response.

1.3 Offerors shall copy SPRIT Attachments to their own computer, save the information entered, and submit the completed information as a new, appropriately re-named Attachment in SPIRIT. SPIRIT will not save information entered directly on the Attachments.

1.4 On each document, insert a Footer that specifies: Name of the Offeror, Name of the Attachment, the Solicitation Number (Amendment Number is not necessary), and Page Number.

1.5 SPIRIT accepts attached files of up to 15 megabytes; however, the network you are using may impose other limitations. If you still having an issue with a file of this size, you may want to reduce the size further. Allow enough time when submitting your proposal for the uploading of the documents in to your proposal.

1.6 Many email systems block unwanted or unsolicited email; therefore, Offerors may wish to add "Notes_Administrator@az.gov" to their email contact list so emailed notifications from the SPIRIT system are not blocked.

1.7 Confidential Information: If the Offeror believes a portion of the proposal contains information that should be withheld from public review, the Offeror shall identify the confidential information in SPIRIT and place the document(s) in the Confidential Section of the submittal form. The information identified as confidential shall not be disclosed until the DES Chief Procurement Officer makes a written determination. Historically, only information which is patented, copyright protected, or proprietary has been deemed as confidential.

1.7.1 The Management Letter will not be considered as confidential.

1.8 Pandemic Planning Checklist: In the event of a pandemic, as declared by the Governor of Arizona, U.S. Government or the World Health Organization, which makes performance of any term under this contract impossible or impracticable, the State shall require a written plan that illustrates how the Contractor shall perform up to contractual standards. The attached Exhibit G, *Contractor Pandemic Planning Checklist*, is an example to be used by the Contractor in identifying key succession and performance planning components, alternative methods to ensure that services or products are in the supply chain, and an up to date list of company contacts or organizational chart should a pandemic be declared.

2.0 INITIAL OFFER SUBMITTAL REQUIREMENTS

2.1 SERVICE METHODOLOGY

2.1.1 Submit a completed **Service Implementation Questionnaire** as an attached file named **"Offer Attachment 01 Service Implementation Questionnaire".**

2.2 EXPERIENCE AND EXPERTISE

2.2.1 Submit a **brief summary** of the Offeror's experience providing the required services. Name the attached file **"Offer Attachment 02 Brief Summary".** At a minimum, the following elements shall be included:

a. Pertaining to the organization:
   1. The number of years providing the offered service; and
   2. The experience serving the target group.

b. Pertaining to the staff that will be performing the service:
   1. Their experience;
   2. Their expertise; and
   3. Their education as it relates to providing the service.
c. Describe knowledge and competency (by evidence of training and/or work experience) of the key personnel who will provide services under this contract in the following areas: Work Behavior-Support Training; Development and use of "Natural Supports" in the Workplace; Job Analysis, Job Development and Marketing to Employers of RSA clients' abilities; Ethics and Boundaries; Disability Awareness.
d. If the organization is new or if the proposed service is new to the organization, include any related experience.
e. If the Offeror is proposing to provide the service (or any portion of the service) through subcontracts, also include subcontractors' experience and expertise.

2.2.2 Submit a current **staff organization chart** setting forth lines of authority, responsibility and communication in accordance with policies established by the governing body or management. Name the attached file **"Offer Attachment 03 Staff Organization Chart"**. This chart should accurately reflect the number of existing positions performing the proposed service and any new positions required to perform the service. If applicable, submit a current organization chart depicting the Offeror's relationship to the organization of which the Offeror is a subsidiary or an affiliate.

2.2.3 Submit a current **job description** for each staff that will be performing the service, including any subcontractors. Name the attached files **"Offer 04 Attachment Job Description (Position Name)"**. Each description should include the job title, duties and responsibilities, and minimum qualifications for education, training and experience.

2.2.4 Submit a complete **Facility Location and Staffing Chart** for the county in which the Offeror proposes to provide services. Name the attached files **"Offer 05 Attachment Facility Location and Staffing Chart (County Name)"**. Complete the chart(s) as follows:
1. Name *of Facility, Physical Address, Mailing Address, Phone and Fax Numbers where the Service Will Be Provided:* List the name, physical address, mailing address if it is different than the physical address, phone and fax number of each facility at which the service will be provided. The name and address of any subcontractor facility where services will be provided must also be included in this listing.
2. *Sub:* Designate any subcontractor facility by placing a check mark in the "SUB" Column across from the facility name and address.
3. *Position Title*: List the Position Title for each staff position providing the proposed service.
4. *No. FTE's*: List the number of Full Time Employees for each corresponding position title and the ratio of direct care staff to clients. EX: 1 Staff to 14 Clients: 1:14 Ratio
5. *Days and Hours of Operation:* List the days and hours during which each service is available.
6. *Geographic Area*: Specify the geographic area where the service will be provided.
7. *Holidays:* List each holiday on which the administrative offices will be closed.

2.2.5 Submit a copy of the **Management Letter and Auditor's Opinion** from external auditors that was prepared in conjunction with the most recent annual audit (See Exhibit H Management Letter & Auditor's Opinion Sample). Name the attached file **"Offer 06 Attachment Management Letter and Auditor's Opinion".**
a. If it identifies any findings or concerns, include a brief description of any corrective action(s) taken to resolve them.
b. If no audit has been performed, provide an explanation and submit a copy of the most recent annual financial statements or an explanation of why the financial statements cannot be provided.
c. The "Management Letter and Auditor's Opinion" is **not** the auditor's cover letter; it is the auditor's letter to the agency management that describes any audit findings and recommendations.

2.2.6 Submit **written assurance** that, if awarded a contract, the Offeror has sufficient funds to meet obligations on time while awaiting payment from the Department. Name the attached file **"Offer 07 Attachment Written Assurance".**

2.2.7 **Insurance Requirements:**

2.2.7.1 **Offeror Insurance:** Submit a letter from the Offeror's insurer indicating the Offeror's capability to provide adequate coverage in the minimum amounts stated in the DES Special Terms and Conditions. If the Offeror has current insurance with the required coverage, submit a copy of a current Certificate of Insurance. Name the attached files **"Offer Attachment 08 Insurance Capability Letter"**, <u>or</u> **"Offer Attachment 08a Insurance General Liability"** and **"Offer Attachment 08b Insurance Workers' Compensation".**

2.2.7.2 **Subcontractor Insurance:** In accordance with DES Special Terms and Conditions, all subcontractors are required to provide adequate coverage in the minimum amounts stated.

2.2.8 **Sole Proprietor Waiver:** If the Offeror is a Sole Proprietor and requesting waiver of the Worker's Compensation coverage and benefits, complete and submit **Sole Proprietor Waiver** form. Name the attached file **"Offer Attachment 09 Sole Proprietor Waiver".**

2.2.9 Complete and submit **Certification of Lobbying.** Name the attached file **"Offer Attachment 10 Certification of Lobbying".**

2.2.10 Complete and submit **Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transitions.** Name the attached file **"Offer 11 Attachment Certification Regarding Debarment".**

2.2.11 Submit a completed **Arizona Substitute W-9.** Name the attached file **"Offer Attachment 12 Arizona Substitute W-9". Attachment 12** contains the Arizona Substitute W-9 Instructions.

2.2.12 **Contractor Performance Evaluation:** The Offeror shall send **Attachment 13 CONTRACTOR PERFORMANCE EVALUATION** to at least three (3) verifiable references for completion.

a. References should be verifiable and should be able to comment on the Offeror's experience related to the services of this solicitation.
b. DES employees should not be used as references.
c. A sample cover letter for sending the evaluation to agencies/organizations is included.
d. **References should be informed that their response should be submitted to the solicitation contact person identified at the bottom of the form on or before the solicitation due date.**
e. It is the Offeror's responsibility to assure receipt of the references prior to the proposal due date and time. The Department will not respond to inquires to verify receipt of references.
f. Failure to have three (3) performance evaluations submitted will have an unfavorable effect upon the evaluation of the Offeror.
g. The first three (3) performance evaluations received by the solicitation contact person are those that will be used for evaluation.

2.3 **PRICE SHEET**

2.3.1 SPIRIT Payment Terms: Complete the Price Sheet Payment Terms by entering <u>NET 30</u> in the Contract Payment field and <u>1 day</u> in the A.R.O. (After Receipt of Order) field.

2.3.2 See RFP Price Sheet Information section for further instruction on completion of the Price Sheet.

3.0 <u>PROPOSAL OPENING</u>

3.1 Proposals shall be opened at the due date and time in accordance with the SPIRIT electronic system.

4.0 <u>DISCUSSIONS/NEGOTIATIONS</u>

4.1 In accordance with A.R.S. § 41-2534, during the offer evaluations, discussions may be conducted with an Offeror(s) who submit an offer(s) determined to be reasonably susceptible of being selected for award. A request to participate in discussions does not assure a contract award.

5.0 <u>BEST AND FINAL OFFER</u>

5.1 Upon completion of discussions, the DES will notify each Offeror who participated in discussions, of the date, time and place for receipt of the Best and Final Offers.

5.2 If the Best and Final Offer is not received, or if it is withdrawn prior to the Best and Final Offer deadline, the immediately previous offer will be construed as the Best and Final Offer.

5.3 All of the issues identified in the DES request for Best and Final Offer should be addressed within the Best and Final Offer and all revisions shall be italicized.

5.4 Offerors submitting a Best and Final Offer shall remove their Initial Offer files from SPIRIT and attach Best and Final Offer files in SPIRIT. The Best and Final Offer files shall be named as follows:
BAFO Attachment 01 Service Implementation Questionnaire
BAFO Attachment 02 Brief Summary
BAFO Attachment 03 Staff Organization Chart
BAFO Attachment 04 Job Description (Position Name)
BAFO Attachment 05 Facility Location and Staffing Chart (County Name)
BAFO Attachment 06 Management Letter and Auditor's Opinion
BAFO Attachment 07 Written Assurance
BAFO Attachment 08 Insurance Capability Letter
or
BAFO Attachment 08a Insurance General Liability
BAFO Attachment 08b Insurance Workers' Compensation
BAFO Attachment 09 Sole Proprietor Waiver
BAFO Attachment 10 Certificate of Lobbying
BAFO Attachment 11 Certificate Regarding Debarment
BAFO Attachment 12 Arizona Substitute W-9

6.0 DEBRIEFING

6.1 After contract award the Offeror is encouraged to ask questions in order to clarify or resolve any concern arising from this solicitation or contract award. The primary goal is to answer the Offeror's questions and concerns at the lowest administrative level. Experience has demonstrated that most issue may be successfully resolved at this level and it is therefore preferable to more formal procedures. Questions should be directed to the DES solicitation contact person.

7.0 PROTESTS

7.1 In addition to the Uniform Instructions to Offerors "Protests" section, the following is added: Any protests must be filed with the Chief Procurement Officer, Department of Economic Security, Office of Procurement -805Z, 1789 W. Jefferson, Phoenix, Arizona 85007. If the protest is being hand delivered, the physical location is in the South Central area of the 4th Floor.