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ARIZONA DEPARTMENT OF ECONOMIC SECURITY
SPECIAL INSTRUCTIONS TO OFFERORS
SUPPORTED EMPLOYMENT-EXTENDED

1.0 PROPOSAL SUBMITTAL

1.1 OFFER SUBMISSION, DUE DATE AND TIME: With regards to Uniform Instructions, Section D "Submission of Offer", Item 1 "Sealed Envelope or Package"; offers in response to this solicitation shall be submitted within the State's e-Procurement system, ProcureAZ (https://procure.az.gov). Offers shall be received before the date/time listed in the solicitation's 'Bid Opening Date' field. Offers submitted outside ProcureAZ, or those that are received on or after the date/time stated in the 'Bid Opening Date' field, shall be rejected

1.2 RESPONSIBILITY, RESPONSIVENESS AND ACCEPTABILITY: In accordance with A.R.S. 41-2534(G), A.A.C. R2-7-330 and R2-7-354, State shall consider the following in determining Offerors' responsibility as well as the responsiveness and acceptability of their proposals. Offerors may not be considered responsible if they have been debarred from the practice of their profession that would otherwise be necessary in the provision of goods and services under any resulting contract. Offerors may not be considered responsible if they have had a contract with the State, within the last three-years, that was terminated for cause, due to breach or similar failure to comply with the terms of any such contract. Offerors may also not be considered responsible if there is factual evidence of their frequent and reoccurring failure to satisfy the terms of their agreements and contractual relationships, both with the State or other government entities. Factual evidence shall consist of any documented vendor performance reports, customer complaints and/or negative references.

1.3 **Update ProcureAZ registration ensuring that the ProcureAZ registration matches the legal name on the Arizona Substitute W9 and that name matches the name you are registered with at the Internal Revenue Service (http://spo.az.gov/ProcureAZ/default.asp)**

1.4 One electronic copy of the proposal shall be submitted in the ProcureAZ e-procurement system on the forms and in the acceptable format specified in the RFP. Acceptable Attachment formats include .doc document (Microsoft Word 2000, XP or 2003), xls spreadsheet (Microsoft Excel 2000, XP or 2003) and .pdf (Adobe Acrobat portable documents format).

1.5 **In addition to any submission requirements of the ProcureAZ system, attachments for this proposal shall be submitted as stated in these Special Instructions.** Failure to include the requested information may have a negative impact on the evaluation of the offer. For instructions on submitting proposals in ProcureAZ see: **http://spo.az.gov/ProcureAZ/default.asp**, ProcureAZ Reference Guides, Vendors, Quick Reference Guide - Responding to a Solicitation.

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

Write in PDFs

1.7 On each document, insert a Footer that specifies: Name of the Offeror, Name of the Attachment, the Solicitation Number, and Page Number.

1.7.1 Chart widths may be adjusted to a maximum page width to 11x 8 ½ (no legal size document). Use additional pages if needed. There is no mandatory font size however; the minimum font size is 10

1.7.2 Where page limits are identified for a given response, Offerors should not exceed the limit. That portion of a response which exceeds the limit will not be evaluated and will have a negative impact on the evaluation.

1.8 Attempts to reiterate the Offeror's qualifications/experience, responding "we will comply" or providing vague responses will have a negative impact on the evaluation.

1.9 CONFIDENTIAL INFORMATION: If the Offeror believes a portion of the proposal contains information that should be withheld from public review, the Offeror shall identify **in ProcureAZ the document as confidential by clicking on the Confidential Box after the document is added as an Attachment.** 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. The following will not be considered as confidential:

1.9.1 The Management Letter and Auditor's Opinion
1.9.2 Cost
1.9.3 Any portion of the Methodology

1.10 PANDEMIC PLANNING CHECKLIST: In accordance with the DES Special Terms and Conditions, Contractors are required to have a written plan that illustrates how the Contractor shall perform up to the contractual standards in case of a pandemic. The attached **Exhibit G, *Contractor Pandemic Planning Checklist*,** is an example that may 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.

1.11 PERSONS WITH DISABILITIES: Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the Solicitation contact person. Requests shall be made as early as possible to allow time to arrange the accommodation.

1.12 Definition of Key Words Used in the RFP
Shall, Must: Indicates a mandatory requirement. Failure to meet these mandatory requirements may result in the rejection of a proposal as non-responsive.

Should: Indicates something that is recommended but not mandatory. If the Offeror fails to provide recommended information, the State may, at its sole option, ask the Offeror to provide the information or evaluate the proposal without the information.

May: Indicates something that is not mandatory but permissible

2.0 EVALUATION

2.1 In accordance with the Arizona Procurement Code A.R.S. §41-2535, awards shall be made to the responsible Offeror(s) whose proposal is determined in writing to be the most advantageous to the State based upon the evaluation criteria listed below. The evaluation factors are listed in their relative order of importance.

2.1.1 Methodology
2.1.2 Experience/Expertise
2.1.3 Cost

3.0 PRE-OFFER CONFERENCE

3.1 A Pre-Offer Conference will be held at the time and place indicated in the solicitation's 'Pre-Bid Conference' field as found within the State's e-Procurement system, ProcureAZ (https://procure.az.gov); attendance is not required. The purpose of the conference will be to clarify the contents of the solicitation in order to prevent any misunderstanding of the State of Arizona's position. Any doubt as to the requirements of the solicitation or any apparent omission or discrepancy should be presented to the State at the conference. The State of Arizona will then determine the appropriate action necessary, if any, and issue a written amendment to the solicitation if required. Oral statements or instructions will not constitute an amendment to the solicitation.

4.0 SUBMITTAL REQUIREMENTS

4.1 The required documents to be submitted with the proposal are specified in the following **Sections 5.0 through Section 6.0**

5.0 INITIAL OFFER SUBMITTAL REQUIREMENTS

5.1 METHODOLOGY

5.1.1 Submit a completed Service Implementation Questionnaire. Restate each item on the Questionnaire and directly beneath it submit the written narrative.
5.1.2 Name the attached file in ProcureAZ: **Offer Attachment 01 Service Implementation Questionnaire.**

5.2 EXPERIENCE/EXPERTISE

5.2.1 Submit a **Brief Summary** of the Offeror's experience providing the solicitation services. At a minimum, the following elements shall be included:

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

2. 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.
3. If the organization is new or if the proposed service is new to the organization, include any related experience.
4. If the Offeror is proposing to provide the service (or any portion of the service) through subcontracts, also include subcontractors' experience and expertise.

5.2.1.5 Name the attached file in ProcureAZ: **Offer Attachment 02 Brief Summary**

5.2.2 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. 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.

5.2.2.1 Name the attached file in ProcureAZ: **Offer Attachment 03 Staff Organization Chart**.

5.2.3 Reserved

5.2.4 Submit a current **Job Description** for each **Key** staff that will be performing the service, including any subcontractors. Each description should include the job title, duties and responsibilities, and minimum qualifications for education, training and experience. *No more than three (3) pages per job description.*

5.2.4.1 Name the attached files in ProcureAZ: **Offer Attachment 04 Job Description (Position Name)**.

5.2.5 Submit a complete **Facility Location and Staffing Chart** indicating each location within the County where the Offeror proposes to administer services. Name the attached file **"Offer Attachment 05 Facility Location and Staffing Chart"**.

5.2.6 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 and Auditor's Opinion Sample).

1. If it identifies any findings or concerns, include a brief description of any corrective action(s) taken to resolve them.
2. 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.
3. 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.

5.2.6.4 Name the attached file in ProcureAZ: **Offer Attachment 06 Management Letter and Auditor's Opinion.**

5.2.7 **Contractor Performance Evaluation:** The Offeror shall send **Attachment 16 Contractor Performance Evaluation** to at least three (3) verifiable references for completion.

1. References should be verifiable and should be able to comment on the Offeror's experience related to the services of this solicitation.
2. DES employees should not be used as references.
3. A sample cover letter for sending the evaluation to agencies/organizations is included.
4. **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.**
5. 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.
6. Failure to have three (3) performance evaluations submitted will have an unfavorable effect upon the evaluation of the Offeror.
7. The first three (3) performance evaluations received by the solicitation contact person are those that will be used for evaluation.

5.3 COSTS

5.3.1 ITEMS TAB in ProcureAZ (Price Sheet)

5.3.1.1 The Offeror is to complete the Items tab in ProcureAZ as follows:

1. Enter a "Unit Cost" for <u>each</u> line item(s) for the service the Offeror is proposing to provide. The rate is inclusive of all costs associated with the delivery of the service and includes staff time, mileage, insurance and administrative cost.

2. If the Offeror is not proposing to deliver a line item, enter "No BID".

5.3.2 General Tab in ProcureAZ

5.3.2.1 The Offeror is to complete the General Tab information in ProcureAz as follows:

1. Shipping Terms: "FOB Destination"
2. Payment Terms: "NET 30"
3. Info Contact: Complete with contact person's name, address, phone number, fax number, email address.

6.0 ADDITIONAL REQUIRED DOCUMENTS

6.1 The following documents are required and shall be submitted in ProcureAZ. Failure to include the required documents may have a negative impact on the evaluation of the offer and could result in the offer being determined non-susceptible for award of a contract.

6.2 A completed and signed **Offer and Acceptance Form. If you are using your SSN, as your Federal Employer Identification Number, leave the Federal Employer Identification No. blank.** Name the attached file in Procure AZ: **Offer Attachment 07 Offer and Acceptance**

6.3 A signed **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 in ProcureAZ: **Offer Attachment 08 Written Assurance**

6.4 **Insurance Requirements:**

6.4.1 **Offeror Insurance:** Submit a letter from the Offeror's **Insurer or Producer** indicating the Insurers consent to provide coverage in the minimum amounts stated in the DES Special Terms and Conditions. Name the attached file ProcureAZ: **Offer Attachment 09 Insurance Ability Letter**

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

6.5 A **Certification Regarding Lobbying** Sign and Date the form, scan the form in pdf. format and attach the completed form in PROCUREAZ. Name the attached file in ProcureAZ: **Offer Attachment 10 Certification Regarding Lobbying**

6.6 A **Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transitions.** Sign and Date the form, scan the form in pdf. format and attach the completed form in ProcureAZ. Name the attached file in ProcureAZ: **Offer Attachment 11 Certification Regarding Debarment**

6.7 **Sole Proprietor Waiver:** If the Offeror is a Sole Proprietor and requesting waiver of the Worker's Compensation coverage and benefits, submit a completed **Sole Proprietor Waiver** form (Attachment 12). Sign and Date the form scan the form in pdf. format and attach it in ProcureAZ . If not requesting a Sole Proprietor Waiver, specify N/A on the form. Name the attached file in ProcureAZ: **Offer Attachment 12 Sole Proprietor Waiver**

N/P

6.8 The **Arizona Substitute W-9.** Sign and Date the form, scan the form in pdf. format and attach it in ProcureAZ. Name the attached file in ProcureAZ: **Offer Attachment 13 Arizona Substitute W-9**

6.8.1 THE FOLLOWING NAMES MUST BE IDENTICAL:

1. **NAME ON THE ARIZONA SUBSTITUTE W9;**
2. **THE NAME YOU REGISTERED IN PROCUREAZ; and**
3. **THE NAME USED FOR THE INTERNAL REVENUE SERVICE.**

FAILURE TO HAVE THE NAME AND THE IDENTIFICATION NUMBER IDENTICAL ON ALL THREE DOCUMENTS MAY RESULT IN THE OFFER BEING DETERMINED NON-SUSCEPTIBLE.

6.8.2 IF YOU ARE USING A SOCIAL SECURITY NUMBER, COMPLETE THE FORM EXCEPT FOR THE SOCIAL SECURITY NUMBER. IF YOU ARE AWARDED A CONTRACT, YOU WILL BE REQUESTED TO SUBMIT THE ARIZONA SUBSTITUTE W9 FORM WHICH INCLUDES YOUR SOCIAL SECURITY NUMBER VIA MAIL. DOCUMENTS IN ProcureAZ ARE ON THE WEB AND THEREFORE ARE VIEWABLE BY THE PUBLIC. DO NOT INCLUDE YOUR SOCIAL SECURITY NUMBER ON ANY DOCUMENT SUBMITTED THROUGH ProcureAZ.

6.8.2 Name the attached file: **Offer Attachment 13 Arizona Substitute W-9.**

6.9 A signed and dated **Statement Declaring all Anticipated Offshore Services** in the proposal.
Any services that are described in the specifications or scope of work that directly serve the State of Arizona or its clients and involve assess to secure or sensitive data or personal client data shall be performed within the defined territories of the United States. Unless specifically stated otherwise in the specifications, this paragraph does not apply to indirect or 'overhead services, redundant back-up services or services that are incidental to the performance of the contract. This provision applies to work performed by subcontractors at all tiers.

6.9.1 Name the attached file in ProcureAZ: **Offer Attachment 14 Statement Declaring all Anticipated Offshore Services.**

6.10 Reserved

6.11 **Request For Search Of Central Registry For Background Check:** As a susceptibility criteria for the solicitation, **prior to the due date and time of proposal submittal, the Offeror shall submit "Attachment 15 Request for Search of Central Registry for Background Check"** form(s) for each employee or subcontractor employee that is proposed to provide direct services to children or vulnerable adults. This form(s) shall be submitted to the designated ADES Staff specified below who will use the Central Registry to conduct background checks. Failure to submit these forms will have a negative impact on the evaluation of the offer and will result in the offer being determined non-susceptible for award of a contract.

6.11.1 The results of the Central Registry Background Check will be used as one factor to determine qualifications of the Offeror applying for contacts with the State. The list of disqualifying acts is contained in **Attachment 30 Request for Search of Central Registry for Background Check - Disqualification Acts.**

6.11.2 The Request for Search of Central Registry for Background Check form is to be submitted to:

DCYF Contracts Unit
Attention: Christina Voight, Central Registry Specialist
Arizona Department of Economic Security
1789 W. Jefferson St, SITE CODE 940A
Phoenix, AZ 85007

DO NOT SUBMIT THIS DOCUMENT IN ProcureAZ

6.12 The Department has determined that a Data Sharing Request/Agreement is required to be executed when a contract is awarded. **Exhibit I** is the **ADES Data Sharing Request Agreement**. No action on behalf of the Offeror is required at this time. If you are awarded a contract, you will be required to complete this form and submit it to the Designated DES Program staff prior to any work commencing or data shared.

7.0 PROPOSAL OPENING

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

8.0 DISCUSSIONS/NEGOTIATIONS

8.1 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.

9.0 BEST AND FINAL OFFER

9.1 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.

9.2 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.

9.3 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.

9.4 Offerors submitting a Best and Final Offer shall remove their Initial Offer files from ProcureAZ and attach Best and Final Offer files in ProcureAZ. Replace the footer with: BAFO, Name of the Offeror, Name of the Attachment, the Solicitation Number, and Page Number.

9.5 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
[]	BAFO Attachment 06	Management Letter and Auditor's Opinion
[]	BAFO Attachment 07	Offer and Acceptance Form
[]	BAFO Attachment 08	Written Assurance
[]	BAFO Attachment 09	Insurance Ability Letter
[]	BAFO Attachment 10	Certification Regarding Lobbying
[]	BAFO Attachment 11	Certification Regarding Debarment
[]	BAFO Attachment 12	Sole Proprietor Waiver
[]	BAFO Attachment 13	Arizona Substitute W9
[]	BAFO Attachment 14	Statement Declaring all Anticipated Offshore Services

DO NOT SUBMIT DOCUMENTS PERTAINING TO THE CENTRAL REGISTRY FOR BACKGROUND CHECK IN PROCUREAZ

10.0 DEBRIEFING

10.1 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.

11.0 PROTESTS

11.1 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.

Offer Submittal Checklist

The following items were Named and added as an Attachment in Procure**AZ**:

[ ]	Offer Attachment 01 ✓	Service Implementation Questionnaire
[ ]	Offer Attachment 02 ✓	Brief Summary
[ ]	Offer Attachment 03 ✓	Staff Organization Chart
[ ]	Offer Attachment 04 ✓	Job Description (Position Name)
[ ]	Offer Attachment 05 ✓	Facility Location and Staffing Chart
[ ]	Offer Attachment 06 ✓	Management Letter and Auditors Opinion
[ ]	Offer Attachment 07 ✓	Offer and Acceptance Form
[ ]	Offer Attachment 08 ✓	Written Assurance
[ ]	Offer Attachment 09 ✓	Insurance Ability Letter
[ ]	Offer Attachment 10 ✓	Certification Regarding Lobbying
[ ]	Offer Attachment 11 ✓	Certification Regarding Debarment
[ ]	Offer Attachment 12 ✓	Sole Proprietor Waiver N/A
[ ]	Offer Attachment 13 ✓	Arizona Substitute W9
[ ]	Offer Attachment 14 ✓	Statement Declaring all Anticipated Offshore Services

The following was completed and saved in ProcureAZ (Not added as an attachment)

[ ] Items Tab

The following was submitted to DES at the following address **AND NOT SUBMITTED IN ProcureAZ**

[ ] Request for Search of Central Registry for Background Check

Arizona Department of Economic Security
Division of Children Youth and Families – Contracts Unit
Attn: CPS Background Check
1789 West Jefferson, Site Code 940A
Phoenix, Arizona 85007