



## Guide for Doing Business with the Arizona Department of Emergency and Military

### Affairs

Updated 02/22/10

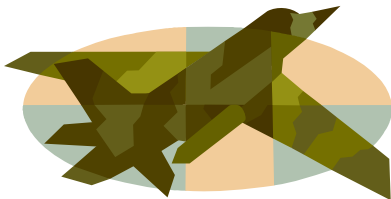


### MISSION STATEMENT

The mission of the Procurement Office of the Arizona Department of Emergency and Military Affairs (DEMA) is to manage the procurement process in order to ensure the acquisition of quality goods, services and construction projects for the Department within a framework of fiscal responsibility and fairness. Procurement services will be provided by highly trained staff through the most “user friendly” system while ensuring strict adherence to applicable laws.

### ABOUT THIS GUIDE

The information contained in this guide will provide you general information on how to do business with DEMA and its Procurement Office. The Procurement Office has the responsibility for acquiring goods, services and construction for the Department’s programs and support divisions. The information contained here may not answer all of your questions; therefore, we encourage you to contact us at:



Arizona Department of Emergency and Military Affairs  
Joint Programs Office  
Purchasing and Contracting  
5636 E. McDowell Rd., Building M5330  
Phoenix, AZ 85008-3495  
602-267-2699

<http://www.azdema.gov/sa/pc/index.html>

### HOW DO I BECOME A STATE SUPPLIER?

- First, register as a State business partner. You may register on-line at <https://procure.az.gov/bsa/> (Click on “register” link). Make sure you declare your firm’s status as a small business and/or a minority or woman-owned business when you register.
- Second, visit the <http://www.az.gov> web portal and scan the agency directory for potential customers. You can learn about DEMA and other State of Arizona business opportunities by visiting this web site.
- Third, contact DEMA and discuss possible business opportunities or products and services your firm offers.
- **PROVIDE PRODUCT OR SERVICE INFORMATION** – Send your business card, line cards and product literature.

- ASK QUESTIONS – Ask about DEMA’s agency challenges, product and service needs.

The DEMA Procurement Office posts all of its current solicitations in the lobby of it’s Purchasing Office. You may also visit the Purchasing and Contracting Office’s web page and download solicitations that are currently open.

<http://www.azdema.gov/sa/pc/solicitations.html>

We will be happy to provide a copy of a solicitation to any vendor requesting one.

## INTRODUCING YOUR PRODUCT TO DEMA



If you believe the Department may have a need for your product or service, a representative of the Purchasing and Contracting Office of DEMA can review with you the Department’s current or anticipated needs and how the Department solicits competition for the desired product or service. The DEMA Procurement Office’s hours are 7:00 a.m. to 4:00 p.m., Monday through Friday, except recognized State holidays. You may visit any time during business hours, however we recommend you make an appointment to ensure the appropriate staff member is

prepared for your visit. Additionally, because security restrictions are in place, we suggest you call our office prior to your anticipated arrival so you can be admitted without unnecessary delay at the main gate.

## TYPES OF CONTRACTS

The DEMA Procurement Office normally contracts on a term basis, when possible. Due to the wide diversity of DEMA, it purchases a variety of goods and services. The Department’s contracts range from large construction projects to smaller quotes for other goods and/or services.

## ProcureAZ

ProcureAZ, the State Procurement Office’s Automated E-Procurement System is designed to provide up-to-date information regarding bid opportunities and activities with



State agencies and is used for competitive solicitations on commodities and services. ProcureAZ can provide you bidding opportunities 24 hours a day, 7 days a week.

Access to ProcureAZ can be obtained via the following web page:

<http://spo.az.gov/ProcureAZ/default.asp>

## PROCUREMENT METHODS

The Department purchases goods and services from businesses through verbal and written quotations, Invitations for Bids, and Requests for Proposals. The actual procurement process used will be based on the amount of the purchase. Additionally, the Department is mandated by Arizona state law to adhere to the Arizona Procurement Code for all its purchasing activities.

Pursuant to guidelines set forth by the Arizona Procurement Code, informal procedures may be used to purchase goods and services estimated to cost \$50,000 or less. For procurements less than \$50,000, the Department will utilize small businesses, when practical and possible, in accordance with the Governor's Executive Order.

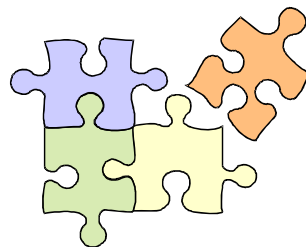
Following are general procurement requirements for purchasing goods and services:

A. Purchases less than \$5,000 -- Buyers will use their best judgment to select the most appropriate product and source. Although not required, buyers may request price quotations from potential vendors when they feel it is in the best interest of the State.

B. Purchases greater than \$5,000 but less than \$50,000 -- The buyers will release a request for quotation (RFQ) which is posted on DEMA's or the Arizona State Procurement Office website at: <http://www.azdema.gov/sa/pc/solicitations.html> or <http://spo.az.gov/Notices/default.asp> under 'Agency Solicitations'. The solicitation will be posted (or "open") for a reasonable amount of time determined by the buyer or set by procurement rule. Alternatively, the RFQ must be distributed by the buyer to at least three small businesses of which at least one small minority-owned or small woman-owned business must be included. All potential bidders are responsible for downloading solicitation document(s) via the SPO website and responding to the Department within the stated time frames. The RFQ will remain "open" on the websites for a reasonable amount of time based on the needs of the Department and/or required by the Arizona Procurement Code.

C. Purchases over \$50,000 (Formal Procurements) -- This procurement process will utilize an Invitation for Bids (IFB) or Request for Proposal (RFP) to purchase the goods and services. When either of these procedures is used, all registered vendors on the State of Arizona's Automated E-Procurement System (ProcureAZ) who have indicated they can provide this commodity or service will be notified by mail of the solicitation. The ProcureAZ system may also notify you via email whether an agency is posting their IFBs or RFPs on ProcureAZ using an electronic (paperless) bidding process.

*By Executive Order (currently Executive Order 2007-21), state agencies must request at least one quote from a minority-owned or woman-owned business for purchases ranging from \$5,000 to \$50,000.*



## MASTER BIDDERS LIST

DEMA does not maintain a bidders list. This Department, like all other state agencies, is required by law to utilize the master bidders list compiled and maintained by the Arizona Department of Administration's State Procurement Office (SPO) office. SPO maintains a computerized list of prospective bidders who are interested in doing business with the State of Arizona and the list is compiled from companies that have previously registered through ProcureAZ.

To obtain a vendor registration packet or for more information, please call (602) 542-5511, or visit the SPO website at <https://procure.az.gov/bsa/> The State Procurement Office is located at: 100 North 15th Ave, Suite 104, Phoenix, AZ 85007, Phone (602) 542-5511, Fax (602) 542-5508.

By registering as a supplier, you will be notified of bid/proposal opportunities for State contracts. Keep in mind the State's vendor list is not a contract and will not automatically result in the award of a contract for the purchase of your products or services. Successful businesses must still market their products and services to the State just as they would to any large commercial customer.

## SUBMITTING A BID OR PROPOSAL

Each bidder is responsible for making sure the DEMA Procurement Office receives the bid or proposal at the stated location before the time and date specified in the solicitation. Bids or proposals may be withdrawn or modified before the date and time of the opening. Late bids or proposals will not be accepted after the due date (Arizona Time).



**Late submittals will be rejected without regard for the degree of lateness or reason, unless acceptance of the late offer is permitted under the Arizona Procurement Code or Arizona Revised Statutes.**



Potential bidders are ultimately responsible for keeping themselves informed of the status of any addenda issued for a solicitation, RFP or request for quote. The DEMA Procurement Office will make every effort to ensure the bidders it knows about will receive any addenda issued in a timely manner. However, the final responsibility remains with the bidders to ensure they are responding to the latest specifications released. Call the responsible buyer to assist you in determining if any addenda have been released to ensure your bid will be considered responsive according to the requirements of State law.

## BID/PROPOSAL OPENING AND CONTRACT AWARD PROCESS

A. Invitation for Bids (IFB) -- At bid openings, only the offeror's name and the bid line

item prices/amounts are read aloud and recorded on a bid abstract/tabulation. Under the IFB procurement process, DEMA must award the contract to the lowest responsible and responsive bidder whose bid meets the requirements and evaluation criteria set forth in the IFB. The bid abstract will be made available for public inspection after the bid opening date and a subsequent contract award will be made pending further evaluation by the responsible buyer.

B. Request for Proposals (RFP) – Shortly after the request for proposal is due, only the names of the firms who submit a proposal are read aloud. The contract award will be based on the final proposal scoring and the determination of an evaluation committee as to which proposal is the most advantageous to the State. The proposal scoring process will only take into consideration the evaluation criteria stated or listed in the Request for Proposal.

After a bid or proposal opening has been held, the solicitation is considered to be “under evaluation”. Until the contract has been awarded, the solicitation file is not open to the public for review.

## INVOICES AND PAYMENTS



In order to ensure prompt payment to you, all invoices must be sent to the “bill to” address on the purchase order with the correct purchase order number referenced on the invoice. Any discrepancies between your invoice and the purchase order may cause your payment to be delayed. If the invoice you submit is complete and provides the information that the contract requires, the invoice will be paid in thirty (30) days or less.

## HOW YOU CAN HELP US TO HELP YOU

- Always insist on receiving a purchase order number or a formal notice to proceed **prior to** providing any services to the state. Do not provide goods or services to DEMA offices without first receiving written notification from the Purchasing Office or being provided a credit card number from the employee ordering from you. Other than commodities ordered via the State of Arizona’s credit card, the purchase order or award notification is the only authorization from the Department to proceed, and the purchase order is the only document that encumbers funds to make payments.
- Familiarize yourself with DEMA’s processes and procedures. Make an appointment with the appropriate staff person who handles your product line or service -- the more they know about you, the better they will be able to offer guidance that will help you to develop a proposal meeting all the necessary requirements.
- Provide us with the latest changes of address, phone numbers, contacts, etc.
- Keep us informed of back orders, shortages, changes and/or improvements in technology and any other relevant information.

## HOW WE CAN HELP YOU

DEMA tries to maximize competition to the best of its ability. On smaller purchases, this

may mean contacting only a few vendors. Therefore, stay in contact with the appropriate buyers to express your continued interest.

The DEMA Procurement Office's responsibility is to explain the policies and procedures under which the Department operates. We can guide you through the Department's procurement process in order that you have a better understanding of what the State is doing and why.

## ASSISTANCE



Preparing bids or proposals can be challenging. If you have difficulty responding to a solicitation or you encounter other problems when marketing to the State, contact the DEMA Procurement Manager or the State of Arizona Procurement (SPO) Office.

Additionally, if you believe you are not being treated fairly, contact the DEMA Procurement Manager or the Arizona State Procurement Administrator.

The DEMA Procurement Office is continuously trying to improve how it serves our customers and business community. Your ideas, suggestions and recommendations are always welcome. Send your comments or suggestions to the Purchasing Manager at [corry.slama@fmo.azdema.gov](mailto:corry.slama@fmo.azdema.gov) or call 602-267-2765.

We look forward to receiving your quote, bid, or proposal and learning more about the products and services your firm can provide.

## PURCHASING AND CONTRACTING RESPONSIBILITIES

The Procurement Office of DEMA is responsible for purchasing all goods, services and construction projects for the Department. This includes processing purchase requisitions, bids, requests for proposal, quotes and administration of annual term contracts. This section of DEMA also provides technical assistance with respect to legal, contractual and procedural processes related to procurement. Furthermore, the Department will also assist field offices with on-line BuySpeed questions and problems, input and track requisitions and purchase orders, and monitor vendor deliveries and contract performance.



Generally, the DEMA Procurement Office is responsible for:

- Establishing standard purchasing procedures and practices for the procurement of all goods and services for DEMA.
- Ensuring all purchases comply with the rules and regulations covered under the Arizona Procurement Code and Revised Statutes.

- Ensuring applicable purchase transactions are made from contracted vendors
- Developing solicitations and contracts for goods, services and construction projects not already covered under existing contracts.
- Maintaining official purchase transaction records in order to provide adequate and auditable documentation.
- Coordinating all procurement activity between the State's Procurement Office (SPO) and DEMA.
- Providing technical procurement assistance and training.
- Developing, issuing and maintaining standardized contractual documents and forms.
- Providing technical assistance and training to appropriate Department personnel relative to contract management policies, procedures, standards and systems.
- Reviewing and approving all Department contracts, leases and related forms to ensure compliance with applicable laws, rules and regulations.
- Coordinating reviews by the Office of the Arizona Attorney General and the Secretary of State relative to intergovernmental agreements (IGAs) between the Department and public agencies, in accordance with A.R.S. § 11-952.
- Serving as a repository for DEMA contract files providing copies to the public.
- Researching and responding to procurement-related protests and any subsequent appeals.



## GRATUITIES/CONFLICTS OF INTEREST

The Procurement Office of DEMA, and the State in general, endorse and practice ethical procurement policies. It is the policy of the State to maintain the highest ethical standards consistent with professional public procurement, best practices and zero tolerance for unethical behavior. Additionally, ethical practices are paramount to fostering an environment of a fair, equitable, open and a completely transparent procurement process. The ultimate goal is to increase competition; thus insuring the "best value" procurement for the State.

Even though the intent may be honorable or a customary practice, State employees are prohibited from accepting gifts, meals, trips or anything of value from a vendor. All State employees and State vendors, including vendor's officers, employees and representatives, are subject to civil and criminal penalties related to conflict of interest, bribery, and similar offenses.

And finally.....

We want to encourage you to consider the opportunities available to your firm to have a worthwhile, productive relationship with our Department. While doing business with any branch of government requires a reasonable and expected amount of due diligence from both the vendor and the receiving agency, we have tried to make it as easy as possible for

you to accomplish the needed tasks. Should you need additional assistance after reading the available information above, please be sure to contact one of us via the means described. Thank you for considering doing business with DEMA and the State of Arizona.

