

1. Inquiries

- 1.1. All questions related to this solicitation must be submitted through the State's e-Procurement system, Arizona Procurement Portal (APP) (<https://app.az.gov/>) using the Discussion Forum tab. All inquiries must be marked as Q&A and addressed to the Procurement Officer identified as the solicitation's owner. Any other contact shall be directed to the Procurement Officer as listed in APP. Questions should reference the applicable page and paragraph number.

2. Submitting Offers in APP

- 2.1. APP Support: To assist in the submission of an offer, Offerors are encouraged to attend the courses offered by the State Procurement Office and utilize the Quick Reference Guides available. This information can be found at <https://spo.az.gov/app/supplier/training>. Additional assistance is available through the APP Help Desk. The Help Desk can be contacted via email at appsuppliers@azdoa.gov or via telephone support at (602) 542-7600. Offerors are encouraged to submit any requests for assistance in a timely manner in order to meet the bid due date and time identified in APP.
- 2.2. Downloading and Uploading Attachments: APP will not save information entered directly on an Attachment. For all attachments found in the Questionnaire, offerors must download, save, complete and re-attach the modified Attachments to APP.
- 2.3. Solicitation Amendments: Solicitation amendments will be issued via APP as a new round. Offerors must acknowledge receipt of the amendment. If an offer was submitted prior to the issuance of the amendment, offeror must re-submit their offer in APP. Any offer submitted in a previous round, prior to the amendment being issued, shall not be accepted.
- 2.4. APP Questionnaire and Item Tab: All required information found in the Questionnaire and Item tabs must be completed before an offer can be submitted.

3. Evaluation Process

- 3.1. Responsibility and Responsiveness: In accordance with A.R.S. 41-2533, and A.A.C. R2-7-B312, A.A.C. R2-7-B313, the State shall consider at a minimum, the following factors in determining Offerors' responsibility and responsiveness for Contract award.
 - 3.1.1. Whether the Offeror has had a contract within the last five (5) years that was terminated for cause due to breach or similar failure to comply with the terms of the contract;
 - 3.1.2. Whether the Offeror's record of performance includes factual evidence of failure to satisfy the terms of the Offeror's agreements with any party to a contract. Factual evidence may consist of documented vendor performance reports, customer complaints and/or negative references;
 - 3.1.3. Whether the Offeror is legally qualified to contract with the State and the Offeror's financial, business, personnel, or other resources, including subcontractors;

- 3.1.3.1. Legally qualified includes if the vendor or if key personnel have been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity, including but not limited to, being disapproved as a subcontractor of any public procurement unit or other governmental body;
 - 3.1.4. Whether the Offeror promptly supplied all requested information concerning its responsibility;
 - 3.1.5. Whether the Offer conforms with the requirements contained in the Specifications, Terms and Conditions, and Instructions for the Solicitation including its Amendments and all documents incorporated by reference. Failure to conform in any material respect may result in Offer being determined nonresponsive;
 - 3.1.6. Whether the Offer limits the rights of the State;
 - 3.1.7. Whether the Offer includes or is subject to unreasonable conditions, to include conditions upon the State necessary for successful Contract performance. The State shall be the sole determiner as to the reasonableness of a condition;
 - 3.1.8. Whether the Offer materially changes the contents set forth in the Solicitation, which includes the Specifications, Terms and Conditions, or Instructions; and,
 - 3.1.9. Whether the Offeror provides misleading or inaccurate information.
- 3.2. Contract Award: In accordance with the A.R.S. §41-2533, Competitive Sealed Bids, award(s) shall be made to the lowest responsible and responsive offeror(s) whose offer conforms in all material respects to the requirements set forth in this solicitation.

4. Definition of Key Words

- 4.1. Shall, Must: Indicates a mandatory requirement. Failure to meet these mandatory requirements may result in the rejection of a proposal as non-responsive.
- 4.2. 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.
- 4.3. May: Indicates something that is not mandatory but permissible