



# Maricopa County Vendor Manual

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*Participating in County Procurement*

## GENERAL INFORMATION

Thank you for your interest in doing business with Maricopa County. The following information has been developed to acquaint you with Maricopa County and assist you in becoming a County vendor. This information is intended to be used solely as a general guide and does not supersede the requirements contained in documents from the Department of Finance, solicitation documents or the Maricopa County Procurement Code. If you have any questions that are not answered after reviewing this information, please call, write, or visit:

**Maricopa County**  
**Office of Procurement Services**  
**320 West Lincoln Street**  
**Phoenix, AZ 85003**  
**Telephone: (602) 506-3967**  
**Fax: (602) 258-1573**

Government procurement is not a task that can be taken lightly; it is simply one of the most important responsibilities in any country's leadership. Maricopa County agencies procure about \$750 million in non-payroll related goods and services each year. These goods and services are used to provide asphalt for paving county roads, immunizations for school age children, vaccinations for pets, incarceration of detainees and convicted individuals, burial for indigent county residents and much, much more.

In 1987 the Board of Supervisors adopted a modified version of the State of Arizona Procurement Code (ARS Title 41). The code is patterned after the American Bar Association's Model Procurement Code. Originally developed in 1979, the ABA Code helped create transparent, competitive, and reliable processes by which billions of dollars in public funds are expended. The Board has delegated its authority to the Chief Procurement Officer through the Office of Procurement Services, which is responsible for making sure county agencies have the goods and services they need, when they need it, while achieving maximum value for each dollar spent.

The staff at OPS is well aware that our primary obligation is to be good stewards of public resources and guardians of the trust placed in local government leaders. We are committed to placing public interest above self interest and avoiding unethical conduct.

It is Maricopa County's policy to endeavor to provide access and accommodations to everyone upon request, regardless of disability. The Office of Procurement Services is open from 8:00 A.M. to 5:00P.M. Monday through Friday. Procurement Staff information can be found online at [www.maricopa.gov](http://www.maricopa.gov).

## POLICY

All procurement activity conducted by Maricopa County is in accordance with the requirements of the Maricopa County Procurement Code. Vendors agree to be bound by the Maricopa County Procurement Code as part of their solicitation response. The Procurement Code is available online at <http://www.maricopa.gov/materials/p-code/policies.asp>.

## VENDOR INFORMATION

Maricopa County procurement is managed through a hosted e-procurement application. Businesses interested in participating in County procurement must register at <http://www.bidsync.com/>. After a vendor's name and commodity code information are added to BidSync you will receive notification of solicitation opportunities each time a formal solicitation for the commodity codes you identified in your Vendor Registration Application is issued. A formal solicitation is defined as a bid or proposal with an estimated value greater than \$100,000. The Vendor List is also used to identify supplies for informal solicitations. Informal solicitations are defined as quotations, and have a value of \$100,000 or less. It is your responsibility to be sure your vendor file is current and accurate.

Being added to the Vendor List does not constitute a contract between Maricopa County and your firm. You are not authorized to supply commodities or services to the County strictly by virtue of your name being on the Vendor List. Being added to the Vendor List only signifies your interest in doing business with Maricopa County.

## SOLICITATIONS

All County solicitations, for non-construction goods and services are conducted through BidSync.com.

**Informal Solicitations (Bids)** are conducted through either verbal or written quotations, and apply to purchases under \$100,000. Unless otherwise indicated, bids are awarded to the lowest responsive and responsible bidder.

**Formal Solicitations** – the primary methods used for most procurement conducted by Maricopa County with a value of \$100,000 or greater include Invitation for Bid(IFB) and Request for Proposals(RFP). Both solicitation methods have requirements with which all interested vendors must comply. Each solicitation has a specified closing date and time printed on the front page. All vendor responses must be received no later than that date and time to be considered for award. Vendor responses received after that date and time will not be accepted.

Maricopa County is authorized to use solicitation methods other than those listed above to acquire services classified as professional services.

**Bidder qualifications**

A determination of a bidder's responsiveness and responsibility are made for each vendor submitting a response to a solicitation on or before the opening date and time. Responsiveness is defined as delivering the solicitation response to the location designated in the document by the date and time required. Late bids cannot be accepted and will be returned to vendors unopened. This requirement also includes such things as providing required signatures, bonds or surety. This list is not all inclusive and each solicitation must be carefully read to determine the specific requirements. Responsibility is defined as the ability of a vendor to successfully fulfill the requirements of the contract. Factors considered in determining responsibility are experience, financial condition, managerial expertise, past performance history, and other factors contained in the solicitation document. Again, this list is not all inclusive and will change depending upon the magnitude, complexity, and dollar value of the contract.

**Terms and Conditions**

Vendors are encouraged to carefully read all solicitations because they will be held responsible for understanding the contents and performing accordingly. Each solicitation contains the specifications for the procurement, terms and conditions governing the contract to be awarded, and other information important to document. Vendors should carefully review their response prior to submission to ensure it meets the exact requirements of the solicitation. Vendors should also refer to our web page for standard terms and conditions which are incorporated by reference into each solicitation. In addition to solicitation specific requirements vendors will be held to these terms and conditions.

**Product specifications**

Each solicitation contains specifications that define the commodity or service being purchased. To maximize competition, the County attempts to use generic specifications which define the minimum acceptable requirements. At times a specification may include the manufacturer, trade name, model number or other information for informational purposes. In these instances a bidder may offer a commodity or service that is equal in quality, performance and other essential characteristics. OPS will make the final determination on whether the offer is acceptable.

**Pre-Solicitation Conferences**

Solicitations will occasionally include a pre-solicitation conference. In some instances these conferences are mandatory, and require your attendance if you wish to participate in the solicitation. If a pre-solicitation conference is mandatory, it will be clearly identified as mandatory in the solicitation document. The purpose of these conferences is to provide interested vendors an opportunity to discuss the specifications, terms and conditions, and other information pertinent to the solicitation. It also provides vendors an opportunity to meet the procurement staff responsible for the procurement.

**Addendums and Changes to Solicitations**

When a change is required on a solicitation for the purpose of providing additional information or clarification, a written addendum will be issued to all vendors who received a copy of the solicitation document or who attended a mandatory pre-solicitation conference. It is the vendors responsibility to be aware of an addendums specific to solicitation of interest to them. The addendum becomes part of

the solicitation document and by submitting a response to a solicitation vendors acknowledge the contents of the addendum and agree to be contractually bound by any requirements it may contain. Please check periodically to assure that an addendum has not been issued on a solicitation if you intend to respond. All addenda and other information will be posted at BidSync.com or on the OPS web site.

### **Surety requirements**

Solicitations may require vendors to submit bid or performance surety. Bid surety is to assure that response are presented in good faith and may not be unilaterally withdrawn. Performance surety assures that a contract will be faithfully performed to the level required. If surety is required, the specific conditions contained in the solicitation document will indicate the kind and amount of security. Bid surety must be submitted with the solicitation document and will not be accepted after the opening date and time.

Maricopa County accepts the following types of surety: bonds issued by a surety company licensed to do business in the State of Arizona, certified check, cashier's check, or irrevocable letter of credit. Personal checks or company checks will not be accepted as surety.

### **Meeting insurance requirements?**

Whenever a solicitation requires that the vendor provide insurance coverage, the successful vendor must furnish a certificate of insurance evidencing the applicable coverage. The time allowed for providing this information will be specified in the solicitation document.

### **Solicitation validity**

Unless otherwise stated in the solicitation document, all vendor responses once opened are considered to be valid for a minimum of 90 days or the time specified in the solicitation document. If the vendor is not notified of an award prior to the expiration of that time, the vendor is not obligated to honor the response submitted and, may unilaterally withdraw from consideration.

### **Rules for a solicitation response**

All responses received from vendors must be submitted electronically through BidSync.com. or delivered in a sealed envelope bearing the solicitation number and respondents name, by the date and time contained in the solicitation document to 320 West Lincoln, Phoenix, AZ 85003 or to the location specified in the solicitation document. When submitting a response ensure that all required information has been provided such as surety, pricing sheets, signature page, applicable addendums, samples, and any additional information the vendor wishes to include. All responses received after the opening date and time, will be rejected. All solicitations received are opened and read aloud in an open meeting. Vendors are invited to attend the solicitation opening. **Responses submitted by email, fax or other electronic means, with the exception of BidSync, will not be accepted and will not be considered for award.**

## Samples

All samples required by a solicitation must be provided as instructed by the solicitation document. Failure to provide required samples or to not provide them in accordance with the solicitation requirements may result in the rejection of a vendor's solicitation response.

## Solicitation Awards

All Solicitation awards of greater than \$500,000 are approved by the Maricopa County Board of Supervisors at a public meeting through a formal agenda process; awards of \$500,000 and less are awarded by the Chief Procurement Officer.

## Solicitation Rejection/Cancellation

Maricopa County reserves the unilateral right to reject any and all responses received, and to cancel solicitations when it is in the best interest of the County.

## Contracts

There are several types of contracts that may result from the solicitation process. These are discussed below.

**Firm Fixed Price Contracts:** This type of contract is awarded for a specific quantity of goods or services at a specified price. According to the terms of the contract, delivery may be in one or several shipments.

**Term or Requirements Contracts:** This type of contract is awarded for anticipated amounts over a specified time period at a specified price. These contracts are binding for the duration specified but no purchases are guaranteed.

**Professional Services Contracts:** Maricopa County publicly advertises all requirements for professional services with an anticipated value of \$100,000 or more that are not related to construction activities that are covered under a separate section of our Procurement Code. Professional services are acquired using alternative competitive solicitation methods that assure demonstrated capability and qualifications at a fair and reasonable price. Professional services are specifically limited to those services approved by the Board of Supervisors. Following is a partial list of professional services recognized by Maricopa County. A comprehensive list of all professional services can be found in Article 2, MC1-205 of the Maricopa County Procurement Code.

Clergy	Inmate Programs	Psychiatrists
Dental	Legal	Psychologists
Education	Nursing	Veterinary
Health Practitioners	Physical Exams	

**Contractual Services Contracts:** The County contracts for other services that are not defined as professional services. These include; equipment maintenance, janitorial, computer programming, landscaping, and others. Invitations for Bids and Requests for Proposals are the solicitation methods used for these contracts.

### **Vendor Responsibilities in Contract Performance**

After a vendor has been awarded a contract, full compliance with the specifications, terms and conditions, delivery, and pricing is expected. To assure compliance, contracts will be randomly monitored to determine whether performance problems or issues exist. Contracts are viewed as a partnership between the contractor and Maricopa County. Each contractor is expected to bring problems and issues to the attention of Maricopa County at the earliest opportunity for resolution.

### **Non-Performing Contractor**

Contracts of non-performing contractors will be cancelled by Maricopa County if compliance with the contract cannot be achieved. In addition to cancellation, Maricopa County may hold the contractor liable for damages that result from non-performance, over-charges, and/or additional expense Maricopa County might incur to fulfill its requirements. Based on the magnitude of problems encountered, Maricopa County reserves the right to suspend or disbar vendors from participation in County contracting activities for specified lengths of time.

### **Changes or modifications in the contract?**

Occasionally, after a contract has been awarded, circumstances arise which require the contract to be changed or modified. If the contract provides for changes or modifications, this is accomplished by a written change order or contract amendment which is sent to the vendor. The County does not recognize or agree to be bound by changes or modifications which are not in writing and issued by OPS.

If you have any questions regarding request to perform services outside the scope to the original contract, contact the Procurement Officer identified in the contract document for clarification.

### **Non-Binding Nature of the Publication**

This publication is designed solely to provide a general summary of information to vendors wishing to participate in procurement opportunities with Maricopa County. As such, it is not binding in either a legal or regulatory sense. The procurement activity of Maricopa County is performed in accordance with the applicable laws, the Maricopa County Procurement Code, and other applicable rules and regulations which govern the information in this publication notwithstanding.