

The background of the slide features a large, stylized, light blue Phoenix logo. The logo is composed of several curved, overlapping shapes that form the bird's head and tail, set against a darker blue background. The text is centered in the upper half of the slide.

# RFQu 24-0393 Mediator Pool

January 17, 2025 – 11:00 a.m.  
Via WebEx

**City of Phoenix**  
Finance Department



# Housekeeping

- Please mute your microphones, unless you are speaking, to mitigate background noise and potential electronic feedback for the other participants.
- We will be touching on each major section of the solicitation, please try and limit your questions to the section being discussed.
- Please email your company name, first and last name, telephone number, and email address to the procurement officer: [larry.jue@phoenix.gov](mailto:larry.jue@phoenix.gov).



# Legal Notice

The purpose of the Pre-Offer Conference is to provide a casual atmosphere to discuss the City's intent and to determine whether the City's requirements are clearly stated.

Although an exchange of information may take place, the official position of the City is that which is delivered in the solicitation document and in the form of a written Solicitation Addendum. Therefore, nothing said here today should be construed as a change to the written requirements in the solicitation document.

Any changes will be in the form of a solicitation addendum. Vendors must acknowledge receipt of any/all addenda by signing and returning the document with their submittal, or the response may be considered non-responsive.

Please note that it is the responsibility of the Offeror to read the entire solicitation document. Offerors must contact the Procurement Officer if they have any questions – **no other City employees per the Transparency Policy.**



# Key Dates

Pre-Offer Conference

January 17, 2025  
at 11:00 a.m.

Written Inquiries Due

January 24, 2025  
at 12:00 p.m.

Offer Due Date

February 7, 2025  
at 2:00 p.m.



# Agenda

1. Solicitation Instructions Overview
2. Terms and Conditions Overview
3. Indemnification and Insurance Requirements
4. Scope of Work Overview
5. Review Submittal Requirements
6. Closing



# Solicitation Instructions

- Vendor Registration
  - All vendors must register at:  
<https://www.phoenix.gov/procure>
- The City will not be responsible for oral instructions made by employees or officers, any changes will be in the form of an addendum.
- Authority to conduct business in the state of Arizona by the Arizona Corporation Commission.



# Solicitation Instructions

- Qualification Criteria
  - Qualifications...350 points
  - Experience...350 points
  - Capability...300 points
  
- Transparency Policy starts at solicitation opening and ends at Council Award.
  - All communication through the Procurement Officer.
  - Offerors that violate the policy shall be disqualified.
  - Offerors may continue to conduct business unrelated to the solicitation.



# Solicitation Instructions

- Evaluation
  - An evaluation panel will review the Offers and reach a consensus score.
  - The total score will determine the Offerors' rankings, and which are in the competitive range.
  - Offerors in the competitive range may be interviewed by the evaluation panel.





# Terms & Conditions

- Standard Ts and Cs (Section 5) are the same for all City solicitations.
  - Contract amendments are issued to document changes.
- Special Ts and Cs (Section 6) are specific to this solicitation.
  - Term of the contract is five years.
  - Update vendor profile when changes occur to avoid payment issues.
  - Public Records provision.
  - Background screening of all contract employees is required, and the City has set this contract at the maximum risk level.



# Indemnification & Insurance

- Please note the indemnification provisions within the solicitation (Sections 7)
- Insurance requirements (Section 8) cover:
  - General liability
  - Automobile liability
  - Worker's compensation
  - Professional liability
- **Upon award**, certificates of insurance (ACORD form or equivalent) must be provided to the City within 10-days



# Scope of Work

- Section 3 of the solicitation document
- The City of Phoenix Office of Accountability and Transparency (OAT) desires professional services to assist with facilitating the mediation of complaints received by OAT.
- The Mediation Director will discuss the following:
  - Deliverables of the Mediator
  - OAT Responsibilities



# Submittals

- Email the proposal to [procurement@phoenix.gov](mailto:procurement@phoenix.gov)
- Review and follow the instructions from the Evaluation Process (Section 4)
  - Your Offer should follow the format outlined on pages 15 and 16
    1. Qualifications
    2. Experience
    3. Capability



# Submittals

- Be sure to complete and include the required submittal forms:
  - 24-Hour Emergency Contact
  - Certification Regarding Debarment, Suspension, and Other Ineligibility and Voluntary Exclusion
  - Years in Business and References
  - Costs and Payments
  - Offer page must be completed and signed (page 57)
  - Conflict of Interest and Transparency Form
- Please do not submit links or password protected documents
- Late Offers will be rejected



# Key Dates

**IMPORTANT  
INFORMATION**

Written Inquiries Due **January 24, 2025, 12:00 p.m.**  
(Email to the Procurement Officer, [larry.jue@phoenix.gov](mailto:larry.jue@phoenix.gov))

Offers Due **February 7, 2025, 2:00 p.m.**  
(Email to [procurement@phoenix.gov](mailto:procurement@phoenix.gov))



# Questions

