

## ADDENDUM ONE

(please sign and return with the submittal)

### QUESTIONS AND ANSWERS:

Note: Spelling, grammar, and punctuation of the questions are shown exactly as submitted by the potential respondents.

No.	Question	Answer
1.	<p>On page 5 under 2.8 Business in Arizona states <b><i>the city will not enter contracts with offerors (or any company(ies) not granted authority to transact business, or not in good standing, in the state of Arizona by the Arizona Corporation Commission, unless the offeror asserts a statutory exception prior to entering a contract with the City.</i></b></p> <p>Individual contractors can be considered sole proprietors unless they have formally established an LLC or corporation.</p> <p>Would designation as an individual contractor or sole proprietor be considered a statutory exception to the requirement outlined in 2.8?</p>	<p>Paragraph 2.8 refers to the various requirements in Arizona Revised Statutes, Title 10, regarding corporate registration, including, but not limited to, A.R.S. §§ 10-1501 through 1510. The City of Phoenix cannot advise vendors on whether any statutory exceptions apply to them.</p>
2.	<p>On page 15 under 4. Evaluation Process Qualifications it states <b><i>Provide a statement that applicant is not a current or former law enforcement officer which includes volunteer or paid work in a civilian or sworn capacity.</i></b></p> <p>Would attendance in a police academy be considered a disqualifier if the candidate did not successfully complete the training nor serve as a volunteer or sworn law enforcement officer?</p> <p>Alternatively, would previous professional or volunteer experience serving children, adult and/or elder victims disqualify a supplier from competing for this opportunity?</p>	<p>Attendance at a police academy would be a disqualifier as recruits are employees of a law enforcement agency.</p> <p>If the work with victims was as an employee or volunteer of a law enforcement agency, then yes, it would be a disqualifier.</p>
3.	<p>On Exhibit A under OAT Mediation Process: Complaint Review states <b><i>Refer to mediation within 24 hours of complaint review, Conduct Intake within 7 business days of mediation referral, etc.</i></b></p> <p>Can you provide a timeframe that OAT would like the mediation session to be conducted and/or concluded from the time a mediator receives the assignment?</p>	<p>OAT is required to complete mediations within 60-days of initial intake.</p>

No.	Question	Answer
4.	<p>On Exhibit B Consent to Participate in Mediation #7 states <b>that by participating in mediation this complaint will be considered resolved through mediation by OAT and no further action may be taken by either party.</b></p> <p>Are participants required to relinquish their right to due process to access mediation services?</p> <p>If so, does OAT offer any other option in lieu of mediation that does not require relinquishment of right to due process while trying to resolve complaints in a collaborative manner?</p> <p>If not, do you anticipate offering an option that would allow participants to retain their right to due process while trying to resolve complaints in a collaborative manner?</p>	<p>Mediation is a voluntary method to resolve complaints in lieu of investigation/discipline for certain community complaints. Because mediation is voluntary, the officer maintains the right to due process by choosing not to engage in mediation.</p> <p>OAT does not offer, nor intend to offer other resolutions as those are not contemplated under OAT's authority as dictated by the Phoenix City Code.</p>
5.	<p>On Exhibit B Consent to Participate in Mediation #9 states <b>survey responses may be shared with OAT Staff and other City of Phoenix officials for the same purpose of improving the quality of the program and will not be shared with any other party for any other purpose.</b></p> <p>On page 14 under 3.3 OAT Responsibilities Letter A. #4. states <b>Compile data from post-mediation evaluations and share with mediators.</b></p> <p>Will mediators be added to #9 on Exhibit B Consent to Participate to permit disclosure of survey responses since mediators will be serving as independent contractors and not considered OAT staff nor City of Phoenix officials?</p> <p>How often will survey responses be shared with mediators?</p>	<p>No, mediators will not be added to the Consent to Participate.</p> <p>The anonymous exit survey does not assess the individual mediators, it assesses the participants' perspectives and insights about their experience with the mediation process.</p> <p>Survey responses will be presented in publicly released OAT quarterly, annual, and special reports. Mediators will receive general feedback from the OAT Director of Mediation.</p>
6.	<p>I have a question about Insurance. I completely understand the need for insurance. I was wondering if you could suggest exactly what I need to ask my insurance agent so that I can get a reasonable bid.</p>	<p>Mediator liability insurance is available from Complete Equity Markets; information is available by visiting their website:  <a href="https://www.cemins.com/additional/mediators.php">https://www.cemins.com/additional/mediators.php</a></p>

No.	Question	Answer
7.	<p>Capabilities Section - Describe the technical assets you possess for virtual mediations, including, but not limited to: 1. Computer with a web camera; 2. Stable, high-speed internet connection; 3. Software such as Zoom, Microsoft Team, or Cisco Webex; 4. Ability to put parties in waiting rooms for caucusing; and 5. Quiet, discreet, and confidential setting for all participants.</p> <p>I am wondering in particular about number 3, is the City of Phoenix only willing to accept us working with one of these three softwares listed (Zoom, Microsoft Team, or Cisco Webex) or could I submit a different software that I use for mediation and still be considered?</p>	<p>Due to proprietary agreements with certain software vendors, mediators will need to use the platform assigned by the City, and not their own software. Because City employees will use City technology for virtual mediations, only the listed software is approved for City purposes.</p>
8.	<p>On the page "Years in Business and References" it says the "Contractor shall furnish the names, addresses, and telephone numbers of a minimum of three firms or government organizations for which the Contractor is currently furnishing or has furnished, the goods or services."</p> <p>I have only furnished mediations with one organization for all of my years as a mediator, so I only have one name to submit. Will that be a problem or disqualify me from consideration?</p>	<p>These references may include clients served by the mediator or the mediator's organization.</p>
9.	<p>Is there a budget for mediations not to exceed per year or per mediation session?</p>	<p>There is no limit currently set for mediations conducted in a year. Number of mediations per complainant and complaint will be evaluated on a case-by-case basis by the Director of Mediation.</p>
10.	<p>Would the contractor need to provide additional support staff for scheduling mediations?</p>	<p>There is no expectation in this solicitation that the contractor provide support staff for scheduling mediations.</p>
11.	<p>Workload and Caseload Expectation: Can you provide an estimate of the expected number of cases to be mediated monthly or annually? This will help in planning for the appropriate number of mediators and support staff.</p> <ul style="list-style-type: none"> <li>Are there any peak periods of case volume that may require additional staffing or resources?</li> </ul>	<p>Because this is a new agency, there is no history from which to draw estimates or projections on caseload, volume or timing of mediations. Mediations will be assigned by the Director of Mediation to individual mediators, if the requested individual mediator is unavailable, the Director of Mediation will select another individual mediator. Accordingly, there is no appropriate number of mediators or support staff to plan for by applicants/contractors.</p>

No.	Question	Answer
12.	If we are submitting on behalf of a company, would you like for each individual mediator to submit since there is a 10 page limit, or would you prefer a condense overall information about the mediators from the company itself.	Mediators will be considered based on their individual qualifications and must submit as individual applicants. All contracts will be awarded to individual applicants and the awarded contracts are non-assignable per Section 5.8(B).

The balance of the specifications and instructions remain the same. Bidder must acknowledge receipt and acceptance of this addendum by signing below and returning the entire addendum with the bid or proposal submittal.

Name of Company: \_\_\_\_\_

Address: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Print Name and Title: \_\_\_\_\_