



## Questionnaire – Qualifications

### STATE OF ARIZONA

Agency: **Arizona Dept. of Administration  
State Procurement Office (ADOA/SPO)**  
Customer: **WSCA participating states; AZ Statewide  
(state agencies & cooperative partners)**

Description: **WSCA Software Value-Added Reseller**

**Instructions:** Complete each item, using attachments where necessary. Attachments shall indicate the item number and heading being referenced as it appears below. *Please note: Please respond to all questions, even if your answer may be 'Not Applicable'.* Label your response "Offeror's Questionnaire-Qualifications-companyname" and indicate the question number that is being addressed. Your narrative response is limited to 15 pages. All attachments under this header should be labeled, "Offeror's Questionnaire-Qualifications-companyname-Attachments". Attachments are not included as part of the page total. Responses should be comprehensive but concise, addressing specifics with minimal extraneous information. Charts and graphs may be utilized to outline specific information, such as an organization chart or current client list, where appropriate. All materials must be in electronic format that can be received in ProcureAZ, the State of Arizona's electronic procurement system (See Special Instructions). **ANY NARRATIVE LANGUAGE RECEIVED IN EXCESS OF THE PAGE QUANTITY INDICATED WILL NOT BE CONSIDERED AS PART OF THE PROPOSAL.**

#### QUALIFICATIONS:

1. Provide an overview of the organization, including its structure, number and location of offices. Include an organizational chart to show the lines of responsibility at the highest levels. Provide a short history of your organization. Include number of years in business, industry awards, and corporate trade affiliations (publisher certifications are addressed in #2). This solicitation is for the products and services offered by a Software Value-Added Reseller (SVAR (Yes/No)). Is your organization a SVAR? If not, please describe the nature of your business (e.g., LAR)
2. Using Excel file 'Questionnaire-Qualifications, RepPublishers', please advise of the publisher accounts for which you are an authorized reseller. Using this same Attachment, advise of those publishers for which you are not an authorized reseller, and briefly explain why you are not a reseller for those publishers. A contract requirement states that the Contractor must agree that there are no software publishers with whom they would refuse to do business if the Software Publisher is willing to do business with them. Please affirm that you agree with this requirement or state your objection and provide an explanation for requesting a modification of this requirement, providing names of publishers your organization would not represent and the reasons why. Provide written proof of your reseller status (certifications) with individual publishers as attachments to your response.
3. Describe the company's experience and expertise providing the following services.
  - a. License Management
  - b. Account Management (assume 'accounts' as equivalent to a state contract, and to a using municipality)
  - c. Training
  - d. Software Consultation
  - e. Other (Specify)
7. Clients
  - a. Provide information on your current government client list. In addition, explain the services you provide to each client and how long you have been working with each one.
  - b. List government contracts you have gained over the past three years and provide an explanation of why your company was chosen.
  - c. List government contracts you have lost or resigned over the past three years and provide an explanation of why your company lost or resigned these accounts.
  - d. If you have no government clients, note this in your response and answer questions A, B, and C based on non-government clients.
  - e. Provide the agency/company name, contact name, email address and telephone number for three client references. Providing this information shall constitute your permission for the Procurement Officer to contact the clients to discuss your work and your working relationship with them.



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5. Accuracy in Quotes and Billings; Audits. Pricing for software in this contract is largely based on pre-order, firm quotes, which in turn are based on a contract rate multiplied by your cost from publishers. Such quotes may be automatically provided online, or may – as a result of SVAR's negotiation with the publisher for reduced cost – be less than a price that would be automatically calculated.
  - a. Describe your system and controls to ensure your actual costs to obtain the product are used as a basis for the quotes and resultant invoices.
  - b. Provide a sample invoice (of a product sold under a similar pricing model).
  - c. Describe your cost accounting system for tracking employee hours on an hourly service rate invoice, and provide a sample hourly-rate invoice.
  - d. Describe how you audit your billings for accuracy. Explain how you would work with a PE who is conducting an audit of their purchases through you. e cost Provide information on your current government client list. In addition, explain the services you provide to each client and how long you have been working with each one.
6. Provide Key Personnel Information for this contract as a whole, and, as feasible, for any States who indicated their Intent to Participate, including brief biographies. Explain how the redundancy of account management will cover vacations, illness or resignations.
7. Provide information which demonstrates your organization's financial stability, such as independent audited financial statements from the last three (3) years. The State may request additional information pertaining to your financial stability as deemed necessary. Proposals which do not include sufficient information regarding the organization's financial stability may be negatively impacted.
8. Provide information on any subcontractors you propose to use on this contract, including approximate percentage of work directed to subcontractor, proposed work that subcontractor will perform, subcontractors' Minority or Woman-Owned Business status, resumes of their key personnel, etc.