



STANDARD PROCEDURE

DESCRIPTION

Title: Contacting the ProcureAZ Help Desk for Information to Respond to a Vendor Protest

Effective: August 15, 2012

No. SP 029

Revision: 0

The following is the Standard Procedure to be followed when responding to a vendor protest that requires information from the ProcureAZ Help Desk.

STANDARD PROCEDURE

1. Request for Information

- 1.1. Identify Need. Identify the information required from the ProcureAZ Help Desk to respond to the vendor protest.
- 1.2. Complete Form. Complete the Protest Information Request Form (Microsoft Word Template) and submit as soon as possible in order to meet protest deadlines. All information in sections I and II of the form must be complete before the ProcureAZ Help Desk will confirm receipt of the request.

See: SPO website: ProcureAZ Administration and Management
http://www.spo.az.gov/ProcureAZ/Administration_Management/default.asp
- 1.3. Submit Completed Form. Submit completed form to the ProcureAZ Help Desk via email to procure@azdoa.gov.
 - 1.3.1 Copy the State Procurement Administrator when submitting the completed form to the ProcureAZ Help Desk.

2. ProcureAZ Help Desk Response

- 2.1 Confirm Receipt of Form. The ProcureAZ Help Desk will send a confirmation email to the Purchasing Officer requesting information when the Protest Information Request Form is received.
 - 2.1.1 The confirmation email will include a BuySpeed Information Tracking System (BITS) ticket number specific to the information request to be used in all future correspondence regarding the request.
 - 2.1.2 The State Procurement Administrator will be copied on the confirmation email.
- 2.2 Response Time. The ProcureAZ Help Desk requires up to five (5) business days to complete the information request.
 - 2.2.1 The response time clock begins on the date the email was received by procure@azdoa.gov.

- 2.3 Help Desk Response. The ProcureAZ Help Desk will provide answers and documentation within the form submitted by the Purchasing Officer.
- 2.3.1 The ProcureAZ Help Desk will notify Periscope Support if information is required from them to answer the Purchasing Officer's questions.
- 2.3.2 The ProcureAZ Help Desk will integrate information from Periscope Support into the form submitted by the Purchasing Officer.
- 2.4 Return Completed Form. The ProcureAZ Help Desk will return the submitted form to the Purchasing Officer who sent it via email.
- 2.4.1 The State Procurement Administrator will be copied on the return email.
- 3. Follow-Up Questions**
- 3.1 Submitting Follow-Up Questions. Follow-up questions must be submitted within the original Protest Information Request Form (with the completed responses returned above) to the ProcureAZ Help Desk at procure@azdoa.gov.
- 3.1.1 Copy the State Procurement Administrator when submitting the follow-up questions to the ProcureAZ Help Desk.
- 3.2 Response Time. The ProcureAZ Help Desk will respond within two (2) business days to the follow-up information request.
- 3.2.1 The response time clock begins on the date the email was received by procure@azdoa.gov.
- 3.3 Help Desk Response. The ProcureAZ Help Desk will provide answers and documentation within the original Protest Information Request Form (with the completed responses returned above) submitted by the Purchasing Officer.
- 3.4 Return Completed Form. The ProcureAZ Help Desk will return the submitted form to the Purchasing Officer who sent it via email.
- 3.4.1 The State Procurement Administrator will be copied on the return email.

4. EFFECTIVE

This Standard Procedure is hereby authorized and effective this 15th day of August 2012, unless otherwise revised or repealed.



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