



Doing Business with Human Services Frequently Asked Questions (FAQs)

General Procurement Questions

Q1: What types of services does the Human Services Department procure?

A: The department contracts **social service providers, educators, workforce trainers, therapists, case managers, community organizations, and vendors** to deliver services such as:

- ✓ Emergency assistance programs
- ✓ Senior center activities & meal programs
- ✓ Job training & employment services
- ✓ Homelessness support services
- ✓ Domestic violence & victim assistance
- ✓ Head Start programming

Q2: How do I qualify to provide services for the Human Services Department?

A: Vendors must meet **specific licensing, certification, and experience requirements** based on the type of service provided. Qualifications will be outlined in each **RFP, RFQ, or RFQu**.

Q3: How does the department evaluate proposals?

A: Evaluations are based on:

- ✓ Experience and qualifications in delivering social services
- ✓ Cost-effectiveness and budget alignment
- ✓ Impact on the target population
- ✓ Compliance with city policies and reporting requirements

Q4: Does the department support small or nonprofit organizations?

A: Yes! The Human Services Department encourages **local, nonprofit, minority, and women-owned organizations** to apply for contracts and participate in city programs.

Q5: Where do I find funding opportunities?

A: All open solicitations are listed on the **City of Phoenix Solicitations website** under Human Services.

Q6: How can I contact the Human Services Procurement Team?

A: For assistance, reach out via:

✉ **Email:** hsd.procurement@phoenix.gov



Q7: Is there a deadline to submit available applications?

A: Currently, applications are being accepted on a rolling basis. However, it's advisable to submit your application promptly, as opportunities may be limited.

Q8: How will I know if my application is approved?

A: After reviewing your application, we will contact you via email with the outcome and any further steps

Eligibility & Registration

Q9: Do I need to be registered as a vendor before submitting a proposal?

A: Yes, all vendors must be registered in the **City of Phoenix procurePHX system** before they can submit a bid or proposal.

Q10: How do I register as a vendor?

A: You can register online through the **City of Phoenix procurePHX Registration portal**. You will need to provide your business details, Tax ID, and other necessary documentation.

- **Gather** your business info
- **Scan** your signed W-9
- **Register** in the system
- **Set up** ID and Password

Proposal Submission & Evaluation Questions

Q11: Can I submit a proposal if I've never worked with the city before?

A: Yes! We encourage **new vendors, small businesses, nonprofits, and minority-owned organizations** to apply.

Q12: Can I apply for multiple solicitations at the same time?

A: Yes, vendors can submit proposals for multiple open solicitations as long as they meet the **requirements for each contract**.

Q13: What happens if I miss the deadline to submit a bid?

A: Unfortunately, **late submissions are not accepted**. It's important to review deadlines carefully and submit proposals ahead of time.

Q14: Can I make changes to my proposal after submission?

A: No, once a proposal is submitted, **changes cannot be made**. However, you may be able to submit a revised proposal if the city issues an amendment or extension.

Q15: How long does the evaluation process take?



A: The evaluation timeline varies per solicitation. Vendors will be notified once decisions are finalized.

Q16: Will I receive feedback if my proposal is not selected?

A: While specific feedback may not always be provided, vendors can request a **debriefing session** to understand how they can improve future submissions.

Contracting & Payment

Q17: How are contracts awarded?

A: Contracts are awarded based on a **competitive evaluation process** considering cost, qualifications, service impact, and compliance with city procurement policies.

Q18: What happens after my contract is awarded?

A: Awarded vendors must complete a **contract agreement, submit compliance documents, and attend an orientation** on service expectations.

Q19: How does the payment process work?

A: Vendors submit **monthly invoices** based on the agreed-upon payment schedule in their contract. Payments are processed **within 45 days** upon approval.

Compliance & Performance Monitoring

Q20: Are there reporting requirements for awarded contracts?

A: Yes, vendors must submit **regular reports** on service delivery, performance outcomes, and financial documentation as outlined in their contract.

Q21: What happens if a vendor fails to meet contract requirements?

A: If a vendor does not fulfill the contract terms, they may receive a **warning, corrective action plan, or contract termination**.

Q22: Can contracts be renewed?

A: Some contracts allow for **renewal options** if the vendor meets all performance standards. Renewal terms will be outlined in the initial contract.