



DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

GUIDANCE REGARDING ADDITIONAL INFORMATION REQUESTED AND APPLICATION DENIALS

Target Audience - Qualified Vendors and Providers

Transmittal Date - 01/12/2024

The Division has identified that most Qualified Vendors (QV) must provide corrected or missing information after initially submitting their application. The Division tells the QV what information must be resubmitted and provides a **timeline of 15 calendar days** to submit the information for consideration. Several QV have received a denial of their application because they have failed to respond to the request within 15 days. The Division is providing the following information and guidance to help QVs provide a complete application and avoid denials for this reason.

The Division has identified a trend of QVs “uploading” documents, but not:

- Clicking on the “Submit Documents” button (**Step 9**) and
- Clicking on the “Submit and Notify” button (**Step 10**).

See page 91 of the [FOCUS User Manual for Submitting RFQVA-2024](#). If Step 10 is not completed, the Contracts team is unaware that the QV has taken action. Once the 15 days have passed, the application may be denied for non-responsiveness.

Step 9: Once rejected or requested documents are uploaded, click the “Submit Documents” button to submit the application with the correct documents as shown below. The “Submit Documents” button will display even if only one rejected or requested document is uploaded, so the CMS can be notified.



Step 10: Once you click the “**Submit Documents**” button, you will see the below screen. Click on the “**Submit & Notify**” button as shown below



Additionally: Notices informing the QV that additional information is required will come from noreply@azdes.gov, and will be sent to the QV’s **Notice Contact** email address. Be sure that someone is monitoring this mailbox and checking spam and junk folders for this communication.