



Janet Napolitano  
Governor

Jerry A. Oliver, Sr.  
Interim Director

**ARIZONA DEPARTMENT OF ADMINISTRATION**

**OFFICE OF THE DIRECTOR**

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September 21, 2005

Debbie Davenport  
Auditor General  
2910 North 44<sup>th</sup> Street, Suite 410  
Phoenix, Arizona 85018

Dear Ms. Davenport:

On behalf of the entire department, I wish to thank you for your staff's hard work and dedication during the sunset audit of the Department of Administration. These audits were an excellent opportunity for this department to receive objective, in-depth scrutiny of our performance. Your extensive efforts will yield valuable improvements in our operations as we implement your recommendations.

Sincerely,

Jerry A. Oliver  
Interim Director

## **ADOA Agency Response, by Section and Finding**

***Sunset Factor #6: The extent to which the Department has been able to investigate and resolve complaints that are within its jurisdiction.***

### **Recommendations:**

Recommendation – EPS (page 16): *The Department should specify the steps a procurement specialist should take to investigate a complaint, as well as the criteria and factors that should be considered when determining an appropriate action to resolve the complaint.*

Agency Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Recommendation – EPS (page 16): *The Department should also create a log to record the receipt of vendor performance reports and to assist in tracking the progress of the complaint investigation.*

Agency Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.