# 00318 – Public Safety Communications Products, Services, and Solutions.

# Frequently Asked Questions (FAQ)

Contract FAQs

**Purchaser Related**

1. **Can I choose any awarded contractor to purchase from this contract?**

Washington State is the lead for this NASPO ValuePoint Cooperative Agreement and has Participating Addendums signed with the following awarded vendors:

American Power Systems

Aviat Networks

Avtec

BK Technologies

Ceragon Networks

Daniels Electronics, Inc. dba: Codan Communications

E.F. Johnson

ErgoFlex dba:xybix

Freedom Communication Technologies

Icom America

JV Kenwood USA

L3Harris Technologies

Microwave Networks

Minomax Wireless

Motorola Solutions

Mutualink

Nokia of America

Power Products Unlimited

Pyramid Communications

Russ Bassett

Sabre Communications

Tait North America

Valmont Telecommunications

Viavi Solutions

Watson Furniture Group

Zetron

This contract was awarded by category and subcategory, please view the complete

[Awarded Executive Summary](https://apps.des.wa.gov/contracting/00318%20Award%20Summary.docx) to view the full list of awarded vendors.

This contract has 12 categories with multiple subcategories to provide goods, services, and complete solutions in Washington State and nationally. All contractors went through the competitive solicitation process and were selected to be awarded on this contract as the highest scoring bidders for the specified category and subcategory. Purchasers may not use a contractor to obtain goods, services or full solutions from a category or subcategory that was not awarded to that contractor.

State of Washington Agency customers are not required to conduct further competition to choose an awarded contractor. Other customers should follow their applicable rules regarding contractor selection.

1. **How can I determine the best awarded contractor to use?** Enterprise Services recommends reviewing the [contract summary page](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/00318) as well as the [NASPO ValuePoint page](https://www.naspovaluepoint.org/portfolio/public-safety-communications-products-services-and-solutions/) for information about the winning bids, including contractual information, pricing, and any special provisions. Purchasers can also review the “vendor and contract performance feedback” submitted by other purchasers to Enterprise Services. Purchasers should email the Contract Administrator with the request to view the feedback. Please note that this survey information does not represent the opinion of Enterprise Services, simply feedback from purchasers.

Purchasers are encouraged to engage the awarded contractor(s) who best meet their requirements to obtain and review specific quotation(s) for their business need. Note that the pricing stated in these contracts is the **maximum** that contractors may charge purchasers. Purchasers are able to request and possibly negotiate deeper discounts, such as for bulk.

1. **Who can (or cannot) use this contract?**

Eligible purchasers include:

**Washington State Agencies**. All Washington state agencies, departments, offices, divisions, boards, and commissions.

**Washington State Institutions of Higher Education (Colleges).** Any the following institutions of higher education in Washington: State universities – i.e., University of Washington & Washington State University; Regional universities – i.e., Central Washington University, Eastern Washington University, & Western Washington University; Evergreen State College; Community colleges; and Technical colleges.

**CUA Parties**. Any of the following types of entities that have executed a [Contract Usage Agreement](https://apps.des.wa.gov/DESContracts/Home/MCUAListing) with Enterprise Services: Political subdivisions (e.g., counties, cities, school districts, public utility districts, ports) in the State of Washington; Federal governmental agencies or entities; Public-benefit nonprofit corporations (i.e., public benefit nonprofit corporations as defined in RCW 24.03A.245 who receive federal, state, or local funding); and Federally-recognized Indian Tribes located in the State of Washington.

Enterprise Services maintains a list of eligible Contract Usage Agreement parties on the [CUA Listing website.](https://apps.des.wa.gov/DESContracts/Home/MCUAListing)

**All other locations.** Please follow the state’s rules and regulations for participation. You can contact the [NASPO Resource contact](https://www.naspovaluepoint.org/portfolio/public-safety-communications-products-services-and-solutions/) for more information.

1. **What is the pricing model?**

Discount off list or MSRP. From the [NASPO ValuePoint page](https://www.naspovaluepoint.org/portfolio/public-safety-communications-products-services-and-solutions/), select the contractor tab at the top, then pick an individual contractor by hitting “view details” link beside each name. Once on the individual contractor page, choose the pricing tab to view the most recent price and product list.

1. **How do I get involved with or participate in developing the solicitation that will replace this contract?** Enterprise Services generally makes a determination on developing a new contract that replaces expiring contracts at least one year before the current contract expires. The solicitations that are currently in development appear on the [planned procurement](https://apps.des.wa.gov/DESContracts/Home/PlannedProcurement) page. If you are interested in participating, please contact the contract administrator listed on that page. Since this is a NASPO ValuePoint Cooperative Agreement, you can additionally contact the NASPO resource contact listed on [NASPO ValuePoint page](https://www.naspovaluepoint.org/portfolio/public-safety-communications-products-services-and-solutions/).
2. **What should a purchaser do if a contractor is not performing?  Who should a purchaser contact at Enterprise Services or how to escalate a performance issue with the contractor?**

If there is a contractor that is not preforming, the purchaser should first seek to resolve the issue directly with the contractor. If the performance issue is unresolved, reoccurring, or in need of escalation, please contact the Enterprise Services Contract Administrator listed on the [contract page](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/00318). Enterprise Services relies on purchasers that are working with the contractors to notify us of any issues. Enterprise Services staff can aggregate any contractor performance issues across purchasers to ensure good performance for all. Please send relevant information on the performance issue so that Enterprise Services staff can assist.

1. **How can I purchase greener products? How do I know a product is toxics free? Where did the environmental certifications/factors come from?**

Response

Please refer to the Enterprise Services [environmentally preferred purchasing page](https://des.wa.gov/services/contracting-purchasing/policies-training/resources/environmentally-preferred-purchasing) for more information.

**Contractor Related**

1. **When can I get added to the contract?**

Washington State leads this NASPO Cooperative Contract, so contracts can only be awarded to contractors that submit a bid on the opportunity when it is posted to the Washington Electronic Business Solutions System (WEBS).   
  
Contracts for the state and NASPO are awarded through a competitive solicitation process via our [online solicitation system WEBS.](https://pr-webs-vendor.des.wa.gov/) Enterprise Services has a [registration page](https://des.wa.gov/sell/how-work-state/register-bid-opportunities) that explains the registration process. If you have questions on the registration process, please contract [WEBS customer service](mailto:WEBSCustomerService@des.wa.gov), (360) 902-7400.

Enterprise Services also has information on [doing business with the state](https://des.wa.gov/sell/how-work-state) for you to review. There is also a page on [bid opportunities](https://des.wa.gov/sell/bid-opportunities) with Enterprise Services, though all official opportunities are posted through WEBS.

1. **Who do I contact if I have invoice or vendor management fee questions?**

Please contact the contract administrator listed on the contract summary page.

1. **When are quarterly sales reporting due?**

Quarterly sales reports are due and past due based on the following timeframes:

|  |  |  |
| --- | --- | --- |
| **Sales Made** | **Report Due By** | **Report Past Due** |
| 1 January – 31 March | April 30 | May 1 |
| 1 April – June 30 | July 31 | August 1 |
| 1 July – September 30 | October 31 | November 1 |
| 1 October – December 30 | January 31 | February 1 |

Please check the [sales reporting website](https://apps.des.wa.gov/CSR/login.aspx) which has the following general [reporting instructions](https://apps.des.wa.gov/CSR/Vendor_Qtrly_Sales_Rpt.pdf).

1. **When are vendor management fee invoices due?**

After sales have been reported, contractors will receive an invoice to remit to Enterprise Services the vendor management fee payment. Please wait to receive an invoice from Enterprise Services before sending payment. This is to ensure your payment can be identified, accepted, and applied correctly. Contractor must pay the vendor management fee invoice within thirty (30) calendar days.

1. **Who do I contact for contact updates?**

Please contact the contract administrator listed on the contract summary page.

1. **How do I check for authorized purchasers?**

Please check the [Contracts Usage Agreement (CUA) signed agreement list](https://apps.des.wa.gov/DESContracts/Home/MCUAListing) to see the list of authorized purchasers for Enterprise Services contracts. The [[Washington State website](https://wa.gov/)](https://wa.gov/) can help navigate to the governmental entities on the list.

1. **How do I report EPP purchases? How do I submit products with green certifications?**

Please refer to the Enterprise Services [environmentally preferred purchasing page](https://des.wa.gov/services/contracting-purchasing/policies-training/resources/environmentally-preferred-purchasing) for more information.