# 16322 – IT Development

Frequently Asked Questions (FAQ)

Contract FAQs

**Purchaser Related**

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

This contract has multiple contractors awarded by category and subcategory.

**16322 IT Development Services:**

**Web Developer**

* Journey
* Senior
* Expert

**Software Tester**

* Journey
* Senior
* Expert

**Applications Developer**

* Journey
* Senior
* Expert

**IT Architect**

* Journey
* Senior
* Expert

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 IT Development services from a category 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/16322) for information about the winning bids, including contractual information, pricing, and any special provisions. In addition, the bid tabulation summarizing Enterprise Services’ evaluation and scores for each contractor. 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. Some vendors have additionally provided a link to their website, which can be found on the Excel awarded category document. These links direct you to their website, which contains additional information on their services and capabilities.

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 orders or large projects.

1. **What does it mean if the contractor is the main award vs reserved award?**

The contractors designated as main awards are businesses that participated in the competitive solicitation and were determined to be the highest scored, responsive, responsible bidders with no preference.

Reserved awards are set aside contracts awarded only to the next highest scored, responsive, responsible bidders certified as Washington Small and/or Veteran-owned businesses that participated in the competitive solicitation but did not achieve the highest overall scores to be designated as main awards.

All contract awards are the result of the competitive solicitation with the specified best value evaluation criteria in compliance with RCW 39.26 and state procurement policies. Per the guidance DES received from the Attorney General’s Office, since the competitive solicitation separated main and reserved award structures, purchasers that utilize federal funds can utilize main awards that achieved highest overall scores without preferences but might not be able to utilize contractors that were awarded only as reserved awards, since these awards are based on a preference. For questions related to a specific federal grant or funding source and how it might impact the purchasers’ ability to utilize the awards on this contract, please check with your Legal and/or Attorney General’s Office.

1. **Are there any standard templates that purchasers can use to engage awarded contractors?**

Enterprise Services has provided a template Statement of Work (SOW) as a resource for purchasers to use, if needed, when sharing project information with potential contractors. The SOW template is available in the resources drop-down menu on the [contract summary page](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/16322). DES requests purchasers reach out to a minimum of three awarded contractors for quotes, at least one of which should be Veteran Owned or a Washington Small Business.

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)

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

Pricing is on a per hour basis and can be found on the [contract summary page](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/16322), listed on the Excel awarded contractor document, columns D-I. Per the terms of the contract, rates will automatically increase 5 percent on November 1st of each year. Rates shown on the awarded contractor document are current and the maximum that contractors may charge purchasers.

1. **What are key performance commitments from contractors?**

| Performance Metric | Performance Requirement for Annual Contract Renewal |
| --- | --- |
| Contractor Representations and Warranties: | Maintain 100% compliance with all representations and warranties as listed in Section 4 of this Contract. |
| Insurance Endorsements: | Timely provide to Enterprise Services at the designated address, without exception, annual insurance endorsements for the insurance coverages required by this Contract. *See* *Exhibit C – Insurance Requirements.* |
| Vendor Management Fee: | Timely remit to Enterprise Service, with no less than a 75% on time rate over the contract term, the applicable Vendor Management Fee (VMF). *See § 12.2 Vendor Management Fee.*  *Note*: Contractor must pay the VMF within thirty (30) days of invoice from Enterprise Services. If Contractor is delinquent in timely paying the VMF for two (2) or more quarters within the first six (6) quarters of the Contract term, Contractor will not be eligible for a performance-based extension. |
| Contract Sales Reports: | Timely provide to Enterprise Services, with no less than a 75% on time rate over the contract term, the required Contract quarterly sales reports. *See Section 12.1, Contractor Sales Reporting.*  *Note*: Contractor must provide the quarterly sales reports to Enterprise Services within thirty (30) days of the quarter’s end. If Contractor is delinquent in providing the quarterly sales reports for two (2) or more quarters within the first six (6) quarters of the Contract term, Contractor will not be eligible for a performance-based extension. |
| Contract Sales: | In order to be granted an annual contract renewal, Contractor must have sales reported in at least 1 of the first 3 quarters of the prior year. Enterprise Services will also accept evidence of customer leads, quotes and demonstrated proof of an ongoing effort to obtain contractual work. |

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 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.

1. **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. 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.

**Contractor Related**

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

Contracts can only be awarded to contractors that submit a bid on the opportunity when it is posted to WEBS.   
  
Contracts for the state 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 email the [ITPS](mailto:desitps@des.wa.gov) box or 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?**

For questions or updates, please email the [ITPS](mailto:desitps@des.wa.gov) box.

1. **Is the use of subcontractors permitted?**

We do allow awarded contractors the ability to use subcontractors if they submitted an Exhibit E - Diverse Business Inclusion Plan with their bid. The plan is for contractors to list their intentions in utilizing subcontractors, and how they will include small, diverse and veteran owned firms.

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.