# 01324 – Formula Rebates for Women, Infants, and Children (WIC)

Frequently Asked Questions (FAQ)

Contract FAQs

**Purchaser Related**

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

This contract has a single awarded contractor to provide Formula Rebates for WIC. Contractor went through the competitive solicitation process and was selected to be awarded on this contract as the highest scoring bidder. 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. **Who can (or cannot) use this contract?**

Eligible purchasers include:

**The Washington State Women, Infants, and Children (WIC) Program administered through the Washington State Department of Health.**

If you otherwise would like to participate with this agreement, please consult with the WIC Program on eligibility and participation.

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

This is for providing WIC with rebates on formula purchases made by WIC participants when purchasing Contractor’s listed product options. Formula cannot be purchased using this contract, it is only for providing rebates purchased through the WIC program.

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.

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

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?**

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, (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 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.