

02024 – Document Accessibility & PDF Remediation

Frequently Asked Questions (FAQ)

Purchaser Related Questions

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

This contract was awarded through a competitive solicitation process in accordance with [RCW 39.26](#). The award structure determines how you select contractors:

- **Multiple statewide awards:**

Multiple-award contractors were selected as the highest-scoring bidder. Washington State agencies can select any of the awarded contractors without further competition. Other Customers should follow their own specific rules/policies when choosing a contractor.

2. What is the difference between main awards and reserved awards and how does this affect my contractor choice?

All awards resulted from a competitive solicitation with specified best value evaluation criteria, as required by [RCW 39.26](#) and state procurement policies.

- **Main Awards:** Contractors selected as the highest-scoring bidders without consideration or preference for Washington Small and/or Veteran-owned businesses status.
- **Reserved Awards:** Contractors selected through set-aside opportunities for Washington Small Businesses or Veteran-owned businesses as defined in [RCW 39.26.010](#)

Both award types meet the same quality and capability standards. Choose the contractor from the main/reserved awards who best meets your purchasing needs.

3. How does a Statewide Contract differ from a Cooperative Contract?

Statewide Contracts are created by the Department of Enterprise Services (DES) for eligible buyers in Washington.

A Cooperative Contract is set up by a lead state/entity, like the National Association of State Procurement Officials (NASPO), Sourcewell and/or Minnesota Multistate Contracting Alliance for Pharmacy (MMCAP), allowing its use across the nation.

02024 is a **Washington-led Cooperative Contract**. If an organization outside Washington State wants to use a Cooperative Contract, it signs a Participating Addendum (PA) with each contractor.

4. (For Washington Cooperative Contract Usage Agreement (WCCUA) Parties) What is a Participating Addendum? How is it different than a Cooperative Contract? Which agreement should I use?

First, any agency or entity outside Washington State must enter into a [WCCUA](#). Please refer to the list of eligible organizations in question #6.

A Participating Addendum (PA) is an agreement between the Purchaser and a contractor who has a Master Agreement (MA) with a cooperative lead state/entity in place (in this case, Washington State). The PA outlines the terms that apply to both the contractor and Washington while adding specific terms to meet the Purchaser's needs.

5. How do I choose a contractor?

First, check the contract summary page. On this page, you will find key information about the awarded contractors, including their contracts, bid tab results, prices, and special terms.

Purchasers may review the “Contractor and contract performance feedback” provided by other purchasers to DES. To access this, simply email the Contract Administrator with your request. Note that the survey information reflects feedback from other purchasers and does not represent DES's views.

Once you have narrowed your choice, purchasers are encouraged to contact the awarded contractor(s) to ask for quotes from those that best meet your business needs. Keep in mind that the prices shown in these contracts or listed in the contract summary are the maximum amounts contractors can charge, so don't hesitate to negotiate for a better rate, especially if you are ordering in bulk or for large projects.

If you have questions or need help, reach out to the Contract Administrator listed on the contract summary page.

6. 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 of 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.
- **Contract Usage Agreement (CUA) Parties:** Any of the following types of entities that have executed a [Contract Usage Agreement](#) with Enterprise Services: political subdivisions (i.e., counties, cities, school districts, public utility districts, ports) in the State of Washington; federal governmental agencies or entities; 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.

- **Washington Cooperative Contract Usage Agreement (WCCUA) Parties:** Any agency or entity must be one of the following to enter into a [WCCUA](#):
 - Another State;
 - State agency in another state;
 - Local governmental agency or entity (e.g., counties, cities, school districts, public utility districts, etc.) in another state; and
 - Qualifying Public Benefit Nonprofit corporation located outside of the State of Washington.

7. What is the pricing model?

Rates are dollars-per-page. These rates are impacted by the following:

- Simple vs. Complex documents
- Project Size (Total number of pages)
- Turn-around Time
- Category

These rates can be found in *Exhibit B, Prices for Goods/Services* as well as a linked Price Sheet on the Contract Summary Page.

8. What are key performance commitments from contractors?

Performance Requirements for Contract Extension (Contract Section 1):

- **Allowable Margin of Error:** Contractor must produce work that meets WCAG 2.2 AA technical standards, or for PDF format, the document should meet PDF UA ISO 14289-1 or 14289-2 technical standards. If these standards are updated in the lifetime of the contract, the documents may meet the most current standard adopted by WaTech policy (for the State of Washington), or the most current standard at the time. Contractor must not produce work with errors that deem it non-compliant to these technical standards. As reported by Purchaser complaints, if Contractor fails to meet these requirements for 50% or greater of projects delivered, within the Contract term, Contractor may not be eligible for a performance-based extension.
- **Work Timeliness:** Contractor must produce work that meets required technical standards, and the Purchase Order's specifications, to be delivered no later than the agreed upon deadline, including lateness caused by corrections. As reported by Purchaser complaints, if Contractor fails to meet these requirements for 50% or greater of projects delivered, within the Contract term, Contractor may not be eligible for a performance-based extension.
- **Insurance Endorsements:** Contractor timely provides 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 at § 4.
- **Vendor Management Fee:** Contractor timely remits to Enterprise Service, with no less than a 75% on time rate over the contract term, the applicable Vendor Management Fee (VMF). Note: Contractor must pay the VMF within thirty (30) calendar days of invoice from Enterprise Services. If Contractor is delinquent in timely paying the VMF for three (3) or more quarters within the first nine (9) quarters of the Contract term, Contractor shall not be eligible for a performance-based extension.
- **Contract Sales Reports:** Contractor timely provides to Enterprise Services, with no less than a 75% on time rate over the contract term, the required Contract quarterly sales reports. Note: Contractor must provide the quarterly sales reports to Enterprise Services within thirty (30) calendar days of the quarter's end. If Contractor is delinquent in providing the quarterly sales

reports for three (3) or more quarters within the first nine (9) quarters of the Contract term, Contractor shall not be eligible for a performance-based extension.

9. What can I do if this contract does NOT meet my agency's needs and what documentation is required?

If the goods or services are not included in the current contract, contact the Contract Administrator. Depending on the contract's scope, goods or services can be added to an existing contract through an amendment.

Washington state agencies are required to use statewide contracts or a DES-approved Cooperative contract unless those contracts do not meet the agency's needs.

For Example:

- Contract products/services don't meet your performance specifications
- Contractor delivery timelines don't align with your agency's needs; and/or
- Technical requirements exceed contract capabilities

If a statewide contract cannot fulfill a state agency's needs, the agency may purchase from a vendor that is not on contract and document the reason. These decisions are reviewed during the DES Procurement Policy [delegation of authority](#) process.

For additional Resources:

- [Washington Procurement Manual](#) – This includes sections detailing all the competitive and non-competitive options available to an agency.

Contact the Department of Enterprise Services Policy at DESmiEnterpriseProcurementPolicy@des.wa.gov for policy guidance.

Non-state agencies should contact their purchasing office, contracting, or legal teams for any relevant policies and procedures related to making non-contract purchases.

10. How do I get involved in developing the solicitation that will replace this contract?

If you are interested in participating, reach out to the Contract Administrator listed in the Contract Summary page. The process to determine the new contract begins approximately one year before the current contract expires. You can find information about when new solicitations will start, as well as opportunities for subject matter experts or evaluators in the Enterprise Services Contracts Connection newsletter ([Make sure to subscribe here](#)). If you are interested in reviewing solicitations that are already in development, visit the [Planned Procurement](#) page.

11. What should I do if a contractor is not meeting performance expectations?

Follow this escalation process:

- **Direct Resolution:** Address issues directly with the contractor's project manager
- **Document Issues:** Maintain records of performance problems and resolution attempts
- **Escalate When Necessary:** Contact the contract administrator if issues are:
 - Unresolved after direct contractor engagement
 - Recurring despite previous resolution attempts
 - Serious enough to require immediate intervention

- Related to contract compliance or safety concerns

DES relies on the purchasers to notify us to ensure contract quality and may take corrective action, including contractor counseling, performance improvement plans, or contract termination for serious violations. If the performance issue is unresolved, recurring, or requires escalation, contact the contract administrator listed on the contract summary page.

Contractor Related Questions

1. How can my company get awarded on this contract?

DES statewide contracts are for goods and services only and are established based on competitive solicitations in accordance with [RCW 39.26](#), which excludes [RCW 39.04](#) for Public Works, [RCW 39.80](#) for Architecture and Engineering Services, and [RCW 18.43](#) for Engineers and Land Surveyors.

Contracts can only be awarded to companies that submit a bid on a solicitation when it is posted in WEBS. Here's is how to be ready to submit a bid:

- **Register in Washington's Electronic Business Solution (WEBS):** Complete registration in [WEBS](#) with current business information. WEBS will notify you of any relevant future solicitation opportunities based on your selected commodity codes. Please ensure your WEBS account is up to date.
- **Select Commodity Codes:** Choose relevant NIGP codes to receive solicitation notifications
- **Monitor Opportunities:** Review the [Planned Procurements](#) page.
- **Submit Competitive Bids:** Respond to solicitations during the open bidding period
- **Meet Requirements:** Demonstrate responsiveness, responsibility, and competitive scoring

Resources for Washington Small Businesses:

- [Washington APEX Accelerator \(APEX\)](#)
- [Tabor 100](#)
- Small Business Liaison: [contact information](#)

Additional Resources: [How to Work with the State](#)

2. What steps should I take to become a subcontractor for an awarded contractor?

- **Check the Contract:** Look at the contracts to see if subcontracting is allowed.
- **Get Approval:** Work with the awarded contractor(s) to get their approval and make sure they are open to including you as a subcontractor.
- **Know the Rules:** Review the contract to understand the requirements.
- **Ask Questions:** If you have any questions about this agreement, reach out to the Contract Administrator.

3. When are quarterly sales reporting due?

(Required for all awarded contractors):

- Q1 (Jan-Mar): Due April 30, Past due May 1
- Q2 (Apr-Jun): Due July 31, Past due August 1
- Q3 (Jul-Sep): Due October 31, Past due November 1

- Q4 (Oct-Dec): Due January 31, Past due February 1

Check the [Contract Sales Reporting System](#), for general [Reporting Instructions](#), including a short how-to [video](#).

4. When is the Vendor Management Fee (VMF) due?

- Due within 30 calendar days of invoice receipt
- Invoice generated 24 hours after sales report submission
- Payment accepted Tuesdays and Thursdays, 8:00 AM - 4:30 PM
- Payment methods:
 - *Mail a Check:* Send to Washington State Department of Enterprise Services, PO Box 84857, Seattle, WA 98124-6157.
 - *Electronic Funds Transfer:* Use the US Bank ACH and wire transfer information provided.
 - *Pay Over the Phone:* Call DES Financial Office (360) 725-5700 on Tuesdays and Thursdays from 8:00 am to 4:30 pm PST with the invoice number and debit/credit card ready.

For any VMF questions, refer to section 12 of the contract or contact the contract administrator listed on the contract summary page.

If you didn't receive your invoice, start by checking your junk email folder-sometimes emails end up there. If you are still unable to find it, no problem. You can easily get your invoice from the [Contract Sales Reporting System](#) you use to report your sales. Just click the "View Management Fee Invoices" button to see and print all your invoices.

5. As a contractor, how do I get paid?

All payments are the sole responsibility of the Purchasers; however, Contractors must be registered with Washington's Statewide Payee Desk in order to receive payment. If you need to register, update your payee registration, or change your bank account information, you can find everything on the [Washington State Office of Financial Management - Statewide Registration Services](#) website.

6. Who do I contact about business and personnel updates?

If you have business or personal updates, reach out to the Contract Administrator listed on the Contract Summary page.

7. How do I check for authorized purchasers?

Check the list of authorized purchasers for this contract in the [Contracts Usage Agreement \(CUA\) signed agreement list](#). If you need help, the [Washington State website](#) provides information about the governmental entities in Washington State.