# 02415 – Sign Support Materials

Frequently Asked Questions (FAQ)

Customer FAQs

**Customer Related**

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

Multiple statewide awards:  
This contract has multiple awarded contractors to provide [goods/services]. Purchasers can select any of the awarded contractors from this contract to provide goods. All Contractors went through the competitive solicitation process and were selected to be awarded on this contract as the highest scoring bidders.

1. Who can (or cannot) use this contract?  Oregon, Tribes, Higher Ed, etc? 02417

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.

**MCUA Parties**. Any of the following types of entities that have executed a Master Contract Usage Agreement with Enterprise Services: Political subdivisions (e.g., counties, cities, school districts, public utility districts) in the State of Washington; Federal governmental agencies or entities; Public-benefit nonprofit corporations (i.e., § 501(c)(3) nonprofit corporations that receive federal, state, or local funding); and Federally-recognized Indian Tribes located in the State of Washington.

**ORCPP Members**. The contract is available for use by the Oregon Cooperative Purchasing Program (ORCPP) based on the contractor’s acceptance.

1. What is the pricing model?

Sign Support Materials are listed and priced to include freight and delivery. They are subject to annual price adjustments that must be requested by the contractor and will be effective upon the the completion of an executed amendment.

1. What are key performance commitments from Contractors? (e.g. quote timeliness, delivery, invoicing)

Deliveries must be made within 21 calendar days after receipt of order unless a later date isd noted on the order document.

The contractor must submit an acknowledgment of the order within three business days from the time of their receipt of the order.

Deliveries must be made during the purchaer’s normal work hours, per purchaser’s security and access processes, por as otherwise mutually agreed in writing between the purchaser and contractor at the time of order placement.

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 customer do if a vendor is not performing?  Who should a customer contact at DES or how to escalate a performance issue with the vendor?

If there is a Contractor that is not preforming please contact the DES contract administrator listed on the contract page. The DES staff relies on purchasers that are working with the Contractors to notify us of any issues. DES 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 DES staff can assist.

1. Customer Related: 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 DES [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/) Our website has a [registration page](https://des.wa.gov/services/contracting-purchasing/doing-business-state/webs-registration-search-tips) that explains the registration process along with a [frequently asked questions page](https://des.wa.gov/services/contracting-purchasing/doing-business-state/webs-vendor-faq). If you have questions on the registration process please contract [WEBS customer service](mailto:WEBSCustomerService@des.wa.gov), (360) 902-7400.

Our website also has information on [doing business with the state](https://des.wa.gov/services/contracting-purchasing/doing-business-state/webs-vendor-faq) for you to review. There is also a page on [bid opportunities](https://des.wa.gov/services/contracting-purchasing/doing-business-state/bid-opportunities) with DES, though all official opportunities are posted through WEBS.

1. Who do I contact if I have invoice or VM 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) with an [video](http://des.wa.gov/SiteCollectionDocuments/About/Procurement_reform/training/508/QtrlySalesRpting/story.html) of the reporting process.

1. When are management fee invoices due?

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

1. Who do I call 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 [Master Contracts Usage Agreement (MCUA) signed agreement list](https://www.des.wa.gov/services/contracting-purchasing/purchasing/master-contracts-usage-agreement) to see the list of authorized purchasers for DES contracts. [Access Washington](http://access.wa.gov/) can help navigate to government entities on the list.

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

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