# 02520 – Manlifts

Frequently Asked Questions (FAQ)

**Purchaser Related**

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

This contract has multiple awarded contractors to provide goods or services in each category and region. 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 region. Purchasers may not use a contractor to obtain goods or services from a category or region that was not awarded to that contractor. All contractors went through the competitive solicitation process and were selected to be awarded on this contract as the highest scoring bidders. 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 for information about the winning bids, including contractual information, pricing, and any special provisions. In addition, all bids in each category are available, along with 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.

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. **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
  + 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)
* **ORCPP Members**. All Oregon Cooperative Purchasing Program (ORCPP) Members. Note that ORCPP Members do not include Oregon state agencies subject to the Oregon Department of Administrative Services’ procurement authority.

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

Pricing structure for manlifts (category 2) is a set percentage off MSRP.

Pricing structure for maintenance services (category 3) is a not-to-exceed hourly rate.

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

* Price Ceiling: although contractors may offer greater discounts to purchasers, during the term of this contract, contractors guarantee to provide manlifts and/or maintenance services at the percentage discount and/or hourly rate set forth in *Exhibit A – Pricing*.
* Representations and Warranties: as listed in section 4 of the contract.
* Quality, Warranty and Remedy: all goods and services conform to the requirements in *Exhibit B – Performance Requirements*. Other requirements are listed in section 5 of the contract.
* Safety and Security: contractors will adhere to the requirements as listed in section 6 of the contract.
* Insurance: Contractor shall maintain the minimum acceptable limits indicated in *Exhibit C - Insurance Requirements* of the contract and provide an annual certificate of insurance to show required coverage.

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 performing, 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 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.