# 03115 – Fire Detection & Suppression System Svcs.

Frequently Asked Questions (FAQ)

Customer FAQs

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**Customer Related**

1. What is within scope of this contract? What are exclusions?

* To provide fire detection and suppression system services, including: Inspections, Testing services, Maintenance and Repair.

1. Does this contract include monitoring?
   * No
2. Can I choose any awarded vendor to purchase from this contract?

* Yes, it is a statewide contract.

1. What is the term and renewal options for this contract?

* The current term is until 7-30-23, the final term is 2-14-26.

1. How was this contract established?

* Competitive solicitation (RFP) that meets WA RCW.

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

* Organizations with Contract Usage Agreements ([CUA](https://apps.des.wa.gov/DESContracts/Home/MCUAListing))

1. What is the pricing model?

* Percentage off list or MSRP.

1. How do I get involved with or participate in the rebid?

* Rebid information will be announced in WEBS, Contracts Connection, and in the IT Contracts Focus.

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?

* Contact the contract administrator listed on the contract summary page [here](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/03115).

**Vendor Related**

1. When can I get added to the contract?

* Notice for renewal will be posted through [WEBS](https://pr-webs-vendor.des.wa.gov/).

1. Who do I contact if I have invoice or VM fee questions?

* Contact the contract administrator listed on the contract summary page here.

1. When are quarterly sales reporting due?

| Quarter | For Sales Made In Calendar Quarter Ending | Contract Sales Report | |
| --- | --- | --- | --- |
| Due By | Past Due |
| 1 | January 1 – March 31 | April 30 | May 1 |
| 2 | April 1 – June 30 | July 31 | August 1 |
| 3 | July 1 – September 30 | October 31 | November 1 |
| 4 | October 1 – December 31 | January 31 | February 1 |

1. When are invoices due?

* Invoices are due 30 days after reporting.

1. Who do I call for contact updates?

* Contact the contract administrator listed on the contract summary page [here](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/03115).

1. How do I check for authorized purchasers?

* Authorized purchasers must have a Contract Usage Agreement ([CUA](https://apps.des.wa.gov/DESContracts/Home/MCUAListing))

**Updates**

|  |  |  |
| --- | --- | --- |
| **Date** | **Change** | **Completed by** |
| 2-18-22 | Transitioned Contract Specialist from Jaime Bacon to Stacia Wasmundt | Stacia |
|  |  |  |

**DES Contract Specialist:** Stacia Wasmundt

**Phone:** 360-280-3672

**E-mail:** [stacia.wasmundt@des.wa.gov](mailto:stacia.wasmundt@des.wa.gov)