# #03418 – Audio Visual Solutions

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**Customer Related**

1. What is within scope of this contract?

*Pursuant to this Master Contract, Contractor is authorized to sell Audio- Visual hardware, accessories or required peripherals (“Equipment”) and services, including maintenance, installation, audio-visual system management, and design for the prices set forth in Exhibit B – Price and Qualifications. Contractor shall not represent to any Purchaser under this Master Contract that Contractor has contractual authority to sell any goods or services beyond those set forth in this Master Contract.*

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

*Yes, it is a master contract. Vendors on this contract were awarded through the competitive solicitation process therefore; agencies can work directly with any vendor. The contract was awarded by region to the lowest responsive responsible Bidder. It was an unrestricted regional award, which means, that for a Vidder to receive an award in a region, required them to have a physical location in that region, but did not restrict them from offering products or services across the state.*

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

*The term of this Master Contract is six (6) years. The six (6) year term shall commence April 1, 2019 and end on March 31, 2025.*

1. How was this contract established?

*As a result, from conducting Listening to Understand (LTU) sessions over the past two years with various State Agencies, county and state governments, and others participating in the MCUA created the need for a Master Contract in Audio Visual Solutions.*

1. Who can (or cannot) use this contract?

*Organizations with Master Contract Usage Agreements (*[*MCUA*](https://des.wa.gov/services/contracting-purchasing/purchasing/master-contracts-usage-agreement)*), federal agencies, and members of ORCPP (Oregon Cooperative Purchasing Program).*

1. What is the pricing model?

*Percentage off commercially published price list.*

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

*Rebid information will be announce in the IT Contracts Focus. You may register to receive this publication* [*here*](https://public.govdelivery.com/accounts/WADES/subscriber/new?topic_id=WADES_4)*.*

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/03418https:/apps.des.wa.gov/DESContracts/Home/ContractSummary/03418)*.*

**Vendor Related**

1. When can I be added to the contract?

*Notice for renewal will be posted on* [*WEBS*](https://fortress.wa.gov/ga/webs/)*.*

1. I have a question about Intents and Affidavits – where do I go?

*[Washington State Department of Labor & Industries Intents and Affidavits](https://www.lni.wa.gov/TradesLicensing/PrevWage/IntentAffidavits/default.asp)*

1. Prevailing Wage discussed in Part 6, where can I go for more clarification?

*[L & I Prevailing Wage: What You Need to Know](https://www.lni.wa.gov/TradesLicensing/PrevWage/basics/)*

1. Whom do I contact if I have invoice or Vendor Management Fee questions?

Please contact Customer Service at (360) 407-2210 or [contractingandpurchasing@des.wa.gov](mailto:contractingandpurchasing@des.wa.gov)

1. When are quarterly sales reporting due?

| **For Calendar Quarter Ending** | **Contract Sales Report Due** |
| --- | --- |
| March 31 | April 30 |
| June 30 | July 31 |
| September 30 | October 31 |
| December 31 | January 31 |

1. When are invoices due?

*Invoices are due 30 days after reporting.*

1. Whom do I call for contact or contract updates?

*Contact the contract administrator listed on the contract summary page* [*here.*](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/03418)

1. How do I check for authorized purchasers?

*Authorized purchasers must have a Master Contract Usage Agreements (*[*MCUA*](https://des.wa.gov/services/contracting-purchasing/purchasing/master-contracts-usage-agreement)*)*