

#04417 – Parking Hardware, Software and Maintenance

Frequently Asked Questions (FAQ)

Customer FAQs

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Customer Related

1. What is within scope of this contract? What are exclusions?
Contractors are authorized to sell Parking Hardware, Software, & Maintenance products and services along with any relevant accessories for the prices set forth in Exhibit A.
2. Can I choose any awarded vendor to purchase from this contract?
Yes, it is a master contract.
3. What is the term and renewal options for this contract?
The current term is until May 8, 2024, with no extensions.
4. How was this contract established?
It was established through competitive solicitation (RFP) posted publicly to [Washington Electronic Business Solutions](#) per [RCW 39.26](#)
5. Who can (or cannot) use this contract?
Organizations with Master Contract Usage Agreements ([MCUA](#))
6. What is the pricing model?
Firm fixed price for some parking machines, % off list for remainder of product catalogue.

7. How do I get involved with or participate in the rebid?
Rebid information will be announce in the IT Contracts Focus closer to the end of the contract.
8. 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](#).

Vendor Related

9. When can I get added to the contract?
Notice for renewal will be posted on [WEBS](#).
10. Who do I contact if I have invoice or VM fee questions?
Contact the contract administrator listed on the contract summary page [here](#). You may also e-mail contractingandpurchasing@des.wa.gov.
11. 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

12. When are invoices due?
Invoices are due 30 days after reporting.
13. Who do I call for contact updates?
Contact the contract administrator listed on the contract summary page [here](#).
14. How do I check for authorized purchasers?
Authorized purchasers must have a Master Contract Usage Agreements ([MCUA](#))

Updates

Date	Change	Completed by

DES Contract Specialist: Marci Disken
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