# #05116 – Cloud Solutions

Frequently Asked Questions (FAQ)

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**Customer Related**

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

*The Cloud Contract covers all software as a service (SaaS), platform as a service (PaaS) and infrastructure as a service (IaaS) models as defined by the National Institute of Standards and Technology. It includes a very broad range of services from cloud based phone systems, unified communications, enterprise resource planning modules, desktop as a service, programs to combat fraud, waste and abuse, data analytics and security as a service to application development in PaaS and cloud hosting services, combining IaaS with a range of managed services and system integration.*

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.*

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

*The initial term is for 10 years until September 16 2026.*

1. How was this contract established?

*This is a NASPO ValuePoint Contract.*

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)*)*

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.*

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://fortress.wa.gov/es/apps/ContractSearch/ContractSummary.aspx?c=06016)*.*

**Vendor Related**

1. When can I get added to the contract?

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

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

*Contact the contract administrator listed on the contract summary page* [*here*](https://fortress.wa.gov/es/apps/ContractSearch/ContractSummary.aspx?c=05116)*.*

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. Who do I call for contact updates?

*Contact the contract administrator listed on the contract summary page* [*here*](https://fortress.wa.gov/es/apps/ContractSearch/ContractSummary.aspx?c=05116)*.*

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)*)*

**Updates**

|  |  |  |
| --- | --- | --- |
| **Date** | **Change** | **Completed by** |
|  |  |  |
|  |  |  |

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