# #05116 – Cloud Solutions

Frequently Asked Questions (FAQ)

[Microsoft Shared Tenant Q&A](https://apps.des.wa.gov/contracting/MSFTsharedtenantQA.docx)

**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. The publisher of the software I have been utilizing was acquired by a parent corporation and the price has now increased. Are there any contractual protections against this price increase?

*Unfortunately, no. The contract controls the minimum discount off the commercially published price of software, but has no bearing on the commercially published price set by the publisher.*

1. Where can I find catalogs for products and services offered under this contract?

*Catalogs are hosted on the* [*NASPO ValuePoint summary page*](https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/) *for this contract. You can select the desired contractor and find their catalog under “documents and details”.*

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

*Rebid information will be announced in the Contracts Connections newsletter.*

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/05116)*.*

1. A vendor has contacted me / I have been put in touch with a vendor who claims that they are a fulfillment partner for an awarded contractor under this contract. May I purchase from this vendor, may the vendor invoice me, and may I pay this vendor directly?

*Fulfilment Partners must be identified on the* [*NASPO ValuePoint summary page*](https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/) *for this contract. A list of fulfillment partners can generally be found on the awarded contractor’s page under “documents and details”. Fulfillment Partners may, to the extent authorized by Contractor, fulfill any of the requirements of this Master Agreement including but not limited to providing Services under this Master Agreement and billing Customers directly for such Services. Fulfillment Partner[s] [have] no authority to amend this Master Agreement or to bind Contractor to any additional terms and conditions.*

1. If the service provider will hold, store, or process Non-Public Data, the SLA or SOW must describe the following:
   1. *The purpose of and Purchasing Entity’s specific authority for sharing the Non-Public Data;*
   2. *The Non-Public Data, including the Data’s classification;*
   3. *How the Non-Public Data may be used, including prohibited uses;*
   4. *The specific individuals or classes of individuals who are authorized to access the Non-Public Data;*
   5. *If the Services involve the transmission of Non-Public Data, how the Data will be sent and how it will be protected in transit;*
   6. *The storage and handling requirements for Non-Public Data, including applicable encryption at rest or other security requirements;*
   7. *When and how the Data will be destroyed or returned, including a mechanism to verify disposal is completed;*
   8. *The service provider’s required response to a Data Breach, including, without limitation, notification, timing, and roles and responsibilities;*
   9. *Measures to monitor and enforce these terms of the SLA or SOW, including remedies for violations; and*
   10. *Any other legal requirements that apply to the confidentiality of the Non-Public Data.*

**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)*)*