# 05919– Janitorial Services

Frequently Asked Questions (FAQ)

Customer FAQs

**Customer Related**

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

Multiple statewide awards:

This contract has multiple awarded contractors to provide Janitorial Services.

Review the awarded vendors in your county, the awarded percent mark-up rates as well as which category of services each vendor offers. These descriptions are described in the vendor pricing worksheet located under “How to Use this Contract”.

If there are more than (3) awarded vendors in your county, purchasers must invite at least (3) of the vendors by phone or email to the work opportunity.

* Purchasers must invite the top ranked vendor of each category.
* Purchasers must also invite (1) small/diverse business to the work opportunity (if available in your county). Contractor Contacts section below will identify business that are “small/diverse business”.
* Contract pricing is determined by vendor’s “percentage mark-up rates”. Vendor’s “percentage mark-up rates” are based off WA L&I prevailing wage rates per county, and will be used to determine vendor’s hourly rate.

For example, if a vendor is performing work in a county that has a prevailing wage rate of $13.50 and has a “percentage markup rate” of 85%, the vendor’s maximum hourly rate will be $24.98 or [($13.50 × 0.85) + $13.50].

Vendors cannot exceed the rates displayed in the document. However, vendors may offer lower “percentage mark-up rates” than the rates displayed in the document.

Purchasers may utilize the Work Order Form, but do no have to use this form. The purpoase of this form is to help Purcahsers prepare their scope of janitorial work to be performed at their location(s).

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

Eligible purchasers include:

**Washington State Agencies**. All Washington state agencies, departments, offices, divisions, boards, and commissions.

**Washington State Institutions of Higher Education (Colleges).** Any the following institutions of higher education in Washington: State universities – i.e., University of Washington & Washington State University; Regional universities – i.e., Central Washington University, Eastern Washington University, & Western Washington University; Evergreen State College; Community colleges; and Technical colleges.

**MCUA Parties**. Any of the following types of entities that have executed a Master Contract Usage Agreement with Enterprise Services: Political subdivisions (e.g., counties, cities, school districts, public utility districts) in the State of Washington; Federal governmental agencies or entities; Public-benefit nonprofit corporations (i.e., § 501(c)(3) nonprofit corporations that receive federal, state, or local funding); and Federally-recognized Indian Tribes located in the State of Washington.

1. What is the pricing model?

Pricing is based on Previaling Wage Rates set by Labor and Industries plus a percent mark up rate. Each percent markup varies by vendor and county.

1. What are key performance commitments from Contractors? (e.g. quote timeliness, delivery, invoicing)

Per Section 5.7 of the executed Contract, Contractor shall meet the following Key Performance Indicators (KPI):

* Overall level of Purchaser’s satisfaction, including the level of compliance with contract service standards shall not be less than 97%
* Number of complaints recorded by Purchaser shall not be more than one (1) time
* Recorded number of unauthorized absebces from work location shall not be more than one (1) time
* Number of safety violations recorded, including number of Occupational Safety and Health Administration (OSHA) related incidents shall not be more than one (1) time
* Number of accidents recorded during work shifts shall not be more than one (1) time
* Speed of response to Purchaser communications and non-emergency shall be within twenty-four (24) hours
* Speed of response to Purchaser emergency calls shall be within one (1) hour

1. How do I get involved with or participate in developing the solicitation that will replace this contract?

Enterprise Services generally makes a determination on developing a new contract that replaces expiring contracts one year before the current contract expires. The solicitations that are currently in development appear on the [planned procurement](https://apps.des.wa.gov/DESContracts/Home/PlannedProcurement) page. If you are interested in participating please contact the contract administrator listed on that page.

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?

If there is a Contractor that is not preforming please contact the DES contract administrator listed on the contract page. The DES staff relies on purchasers that are working with the Contractors to notify us of any issues. DES staff can aggregate any contractor performance issues across purchasers to ensure good performance for all. Please send relevant information on the performance issue so that DES staff can assist.

**Contractor Related**

1. When can I get added to the contract?

Contracts can only be awarded to contractors that submit a bid on the opportunity when it is posted to WEBS.   
  
Contracts for the state are awarded through a competitive solicitation process via our [online solicitation system WEBS.](https://pr-webs-vendor.des.wa.gov/) Our website has a [registration page](https://des.wa.gov/services/contracting-purchasing/doing-business-state/webs-registration-search-tips) that explains the registration process along with a [frequently asked questions page](https://des.wa.gov/services/contracting-purchasing/doing-business-state/webs-vendor-faq). If you have questions on the registration process please contract [WEBS customer service](mailto:WEBSCustomerService@des.wa.gov), (360) 902-7400.

Our website also has information on [doing business with the state](https://des.wa.gov/services/contracting-purchasing/doing-business-state/webs-vendor-faq) for you to review. There is also a page on [bid opportunities](https://des.wa.gov/services/contracting-purchasing/doing-business-state/bid-opportunities) with DES, though all official opportunities are posted through WEBS.

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

Please contact the Contract Administrator listed on the contract summary page.

1. When are quarterly sales reporting due?

Quarterly sales reports are due and past due based on the following timeframes:

|  |  |  |
| --- | --- | --- |
| **Sales Made** | **Report Due By** | **Report Past Due** |
| 1 January – 31 March | April 30 | May 1 |
| 1 April – June 30 | July 31 | August 1 |
| 1 July – September 30 | October 31 | November 1 |
| 1 October – December 30 | January 31 | February 1 |

Please check the [sales reporting website](https://apps.des.wa.gov/CSR/login.aspx) which has the following general [reporting instructions](https://apps.des.wa.gov/CSR/Vendor_Qtrly_Sales_Rpt.pdf) with an [video](http://des.wa.gov/SiteCollectionDocuments/About/Procurement_reform/training/508/QtrlySalesRpting/story.html) of the reporting process.

1. When are management fee invoices due?

After sales have been reported, Contractors will receive an invoice to remit to DES the management fee payment. Please wait to receive an invoice from DES before sending payment. This is to ensure your payment can be identified, accepted, and applied correctly. Contractor must pay the management fee invoice within thirty (30) calendar days.

1. Who do I call for contact updates?

Please contact the Contract Administrator listed on the contract summary page.

1. How do I check for authorized purchasers?

Please check the [Master Contracts Usage Agreement (MCUA) signed agreement list](https://www.des.wa.gov/services/contracting-purchasing/purchasing/master-contracts-usage-agreement) to see the list of authorized purchasers for DES contracts. [Access Washington](http://access.wa.gov/) can help navigate to government entities on the list.