# #06016 – Software VAR

Frequently Asked Questions (FAQ)

Customer FAQs

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**Customer Related**

1. What is within scope of this contract? What are exclusions?  
   *This contract includes all major software publishers and other miscellaneous commercial off the shelf (COTS) software. SAS software is excluded.*
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 initial term is for 2 years until April 8 2018, with extensions not to exceed 5 years.*

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?

*Cost plus.*

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)*.*

1. Are vendors allowed to submit the Vendor Management Fee as a separate line item?

*No, the Vendor Management fee must be included in the pricing of the contract.*

1. Can Appliances be purchased using this contract?

*Yes, for the purposes of this solicitation only an “Appliance” which is the sole means of obtaining the Software product is allowable.*

1. Is Java available on this contract?

*Yes, it is available from InSight.*

**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=06016)*.*

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=06016)*.*

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)*)*

1. Can I submit the Vendor Management fee as a separate line item?

*No, the Vendor Management fee must be included in the pricing of the contract.*

**Updates**

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

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