# 07521 – Street Lights & Poles

Frequently Asked Questions (FAQ)

Customer FAQs

**Customer Related**

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

Multiple awards in category or region:

This contract has multiple awarded contractors to provide street lights and poles in each of the 6 (six) categories. Purchasers can select any of the awarded contractors for the relevant category from this contract to provide the street lights and poles. Purchasers may not use a Contractor to obtain street lights and poles from a category that was not awarded to that Contractor. All Contractors went through the competitive solicitation process and were selected to be awarded on this contract as the highest scoring bidders.

Items in Category 4 are excluded from Category 5. HPS lamps must have low mercury content and markings denoting they have passed the U.S. EPA Toxicity Characteristic Leaching Procedure (TCLP Compliant).

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.

Also available to Oregon Cooperative Purchasing Program (ORCPP).

1. What is the pricing model?

Prices are itemized and identified for both non-Buy America and Federal (Buy America) criteria. Prices are eligible for price adjustments after 12 (twelve) months after the effective date of the contract and at every annual anniversary thereafter.

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

| Performance Metric | Performance Requirement for Contract Extension |
| --- | --- |
| On time Order Delivery for Categories 1, and 2 : | Timely deliver products purchased pursuant to this Cooperative Master Contract within the following timeframes:   * At least 50% of Purchases, by product volume, are delivered to Purchasers with **90** calendars days of Contractor’s receipt of Purchase Order * At least 75% of Purchases, by product volume, are delivered to Purchasers with **120** calendars days of Contractor’s receipt of Purchase Order. |
| On time Order Delivery for Categories 3, 4, 5 and 6: | Timely deliver products purchased pursuant to this Cooperative Master Contract within the following timeframes:   * At least 50% of Purchases, by product volume, are delivered to Purchasers with **30** calendars days of Contractor’s receipt of Purchase Order * At least 75% of Purchases, by product volume, are delivered to Purchasers with **45** calendars days of Contractor’s receipt of Purchase Order * At least 90% of Purchases, by product volume, are delivered to Purchasers with **60** calendars days of Contractor’s receipt of Purchase Order |
| Product Defects: | Less than 10% of Contractor’s products purchased by Purchasers, quarterly, have product defects or missing parts requiring the return of such products by Purchasers. |
| Shipping Damage: | Less than 5% of Contractor’s products purchased by Purchasers, quarterly, arrive at Purchaser’s destination with shipping damage that requires product replacement or repair. |
| Warranty Product Replacement: | Contractor achieves the following warranty metrics for eligible products purchased by Purchasers that are covered as warranty replacements:   * 75% or higher warranty product replacements occur within 50 days of receipt by Contractor product requiring warranty replacement; and * 90% or higher warranty product replacements occur within 75 days of receipt by Contractor of product requiring warranty replacement. |
| Warranty Product Repair: | Contractor achieves the following warranty metrics for eligible products purchased by Purchasers that are covered as warranty repairs:   * 75% or higher warranty product replacements occur within 60 days of receipt by Contractor product requiring warranty repair; and * 90% or higher warranty product replacements occur within 90 days of receipt by Contractor of product requiring warranty repairs. |

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.

1. Customer Related: How can I purchase greener products? How do I know a product is toxics free? Where did the environmental certifications/factors come from?

Please refer to the DES [environmentally preferred purchasing page](https://des.wa.gov/services/contracting-purchasing/policies-training/resources/environmentally-preferred-purchasing) for more information.

**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.

1. How do I report EPP purchases? How do I submit products with green certifications?

Please refer to the DES [environmentally preferred purchasing page](https://des.wa.gov/services/contracting-purchasing/policies-training/resources/environmentally-preferred-purchasing) for more information.