# contracts#07814 – Enterprise Content Management

Frequently Asked Questions (FAQ)

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**Customer Related**

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

*To provide Purchasers with multiple options for ECM products and services based on the complexity of the Purchaser’s needs and budget. The variety of products and services offered by the Contractors’ Awarded a Master Contract for ECM solutions shall be the Core Offering of the ECM products and services which shall be purchased directly through the Contractor.*

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

*Yes, it is a master contract.*

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

*The initial term is for 5 years until September 31, 2020, with 3 optional 2-year extensions.*

1. How was this contract established?

*The contract was competitively solicited via RFP.*

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?

*Base price.*

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/ga/apps/ContractSearch/ContractSummary.aspx?c=07814)

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. Are there Subject Matter Experts who can provide consultation to an Agency as needed to provide more information on ECM solutions?

*The contract* [*Information Technology Professional Services, (ITPS) Contract #: 08215*](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/08215) *has consultants that would be able to provide more information on ECM solutions.  There are two categories of IT Professionals that customers can send a solicitation out to, to help understand what types of ECM products would work best for your organization.  Category (2), IT Business Analysis, and category (4), IT Project Management – could be a resource for agencies to gather details for a “requirements document” for an ECM project.  ITPS is a two-tier contract, which means that DES gathered a prequalified pool of vendors that you can send out your specific solicitation out to, in order to get high quality responses to your solicitation.*

*The best way for your organization/agency to get the consultant they need would be to create a solicitation using both categories listed above and writing a thorough and detailed Scope of Work. For specific questions on how to use the ITPS two tier contract, visit the* [*ITPS Contract Webpage.*](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/08215)

**Vendor Related**

1. When can I get added to the contract?

*Notice for rebid activities will be posted through* [*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/ga/apps/ContractSearch/ContractSummary.aspx?c=07814)*.*

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/ga/apps/ContractSearch/ContractSummary.aspx?c=07814)*.*

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.*

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