

08425 – Flooring and Installation Services

Frequently Asked Questions (FAQ)

Contract Specific FAQs

1. What are key performance commitments from contractors?

- a. Submission of required reporting and vendor management fees accurately and on time.
- b. Must not exceed 3 unresolved warranty claims within a rolling 12-month period.
- c. Must maintain an average installation defect rate or punch list rate of less than 3%
 - i. If a purchaser experiences defects or punch list errors, please reach out to the contract administrator so we are aware of the issue.
- d. Complete no less than 90% of projects on or before agreed upon completion date.
 - i. If a purchaser experiences late completion times, please reach out to the contract administrator so we are aware of the issue.
- e. Must maintain accurate insurance through the life of the contract

2. When can I use this contract for installation vs. Public Works?

- a. This section is currently under revision and is coming soon. Please reach out to the contract administrator while we work to complete this section.

3. Can you tell me more about the green requirements?

- a. **Where are green requirements located?**
Green requirements were part of the bid process. You can find how vendors responded for each line item in the Bid Pricing Sheets under Historical Documents.
- b. **Why are vinyl flooring products available in Categories 3 and 4?**
Vinyl flooring products listed in Categories 3 and 4 are provided to support *repair, maintenance, or replacement* of existing vinyl flooring installations. These categories help ensure that facilities can safely maintain flooring that is already in place.
- c. **Can I purchase vinyl flooring for new flooring project?**
Vinyl flooring purchases are *not recommended* for new flooring projects.
- d. **Why are alternatives to vinyl recommended for new flooring?**
Vinyl flooring products have numerous detrimental health and environmental impacts in every stage of its lifecycle (manufacture, transportation, use, and disposal). There are several alternative materials on the market that perform just as well as vinyl, but are much more sustainable and non-toxic.
- e. **What recycled-tire concerns**
Vinyl flooring purchases are *not recommended* for new flooring projects.
- f. **Can I purchase vinyl flooring for new flooring project?**
Vinyl flooring purchases are *not recommended* for new flooring projects.

Generic Contracting FAQs

Purchaser Related Questions

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

This contract was awarded through a competitive solicitation process in accordance with [RCW 39.26](#). The award structure determines how you select contractors:

- **Multiple statewide awards:** Multiple-award contractors were selected as the highest-scoring bidder. Washington State agencies can select any of the awarded contractors without further competition. Other Customers should follow their own specific rules/policies when choosing a contractor.
- **Regional Awards by Region:** Contractors were awarded for specific geographic regions were selected as the highest-scoring bidders. Washington State agencies can select any of the awarded contractors without further competition. Other Customers should follow their own specific rules/policies when choosing a contractor. You must use the designated contractors only for the regions for which they were awarded.

2. What is the difference between main awards and reserved awards and how does this affect my contractor choice?

All awards resulted from a competitive solicitation with specified best value evaluation criteria, as required by [RCW 39.26](#) and state procurement policies.

- **Main Awards:** Contractors selected as the highest-scoring bidders without consideration or preference for Washington Small and/or Veteran-owned businesses status.
- **Reserved Awards:** Contractors selected through set-aside opportunities for Washington Small Businesses or Veteran-owned businesses as defined in [RCW 39.26.010](#)

Both award types meet the same quality and capability standards. Choose the contractor from the main/reserved awards who best meets your purchasing needs.

3. How do I choose a contractor?

First, check the contract summary page. On this page, you will find key information about the awarded contractors, including their contracts, bid tab results, prices, and special terms.

Purchasers may review the “Contractor and contract performance feedback” provided by other purchasers to DES. To access this, simply email the Contract Administrator with your request. Note that the survey information reflects feedback from other purchasers and does not represent DES's views.

Once you have narrowed your choice, purchasers are encouraged to contact the awarded contractor(s) to ask for quotes from those that best meet your business needs. Keep in mind that the prices shown in these contracts or listed in the contract summary are the maximum amounts contractors can charge, so don't hesitate to negotiate for a better rate, especially if you are ordering in bulk or for large projects.

If you have questions or need help, reach out to the Contract Administrator listed on the contract summary page.

4. Who can or cannot use this contract?

Eligible purchasers include:

- **Washington State Agencies:** All Washington state agencies, departments, offices, divisions, boards, and commissions.
- **Washington State Institutions of Higher Education (Colleges):** Any of 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.
- **Contract Usage Agreement (CUA) Parties:** Any of the following types of entities that have executed a [Contract Usage Agreement](#) with Enterprise Services: political subdivisions (i.e., counties, cities, school districts, public utility districts, ports) in the State of Washington; federal governmental agencies or entities; public benefit nonprofit corporations as defined in RCW 24.03A.245 who receive federal, state, or local funding; and federally-recognized Indian tribes located in the State of Washington.

5. What can I do if this contract does NOT meet my agency's needs and what documentation is required?

If the goods or services are not included in the current contract, contact the Contract Administrator. Depending on the contract's scope, goods or services can be added to an existing contract through an amendment.

Washington state agencies are required to use statewide contracts or a DES-approved Cooperative contract unless those contracts do not meet the agency's needs.

For Example:

- Contract products/services don't meet your performance specifications
- Contractor delivery timelines don't align with your agency's needs; and/or
- Technical requirements exceed contract capabilities

If a statewide contract cannot fulfill a state agency's needs, the agency may purchase from a vendor that is not on contract and document the reason. These decisions are reviewed during the DES Procurement Policy [delegation of authority](#) process.

For additional Resources:

- [Washington Procurement Manual](#) – This includes sections detailing all the competitive and non-competitive options available to an agency.

Contact the Department of Enterprise Services Policy at DESmiEnterpriseProcurementPolicy@des.wa.gov for policy guidance.

Non-state agencies should contact their purchasing office, contracting, or legal teams for any relevant policies and procedures related to making non-contract purchases.

6. How do I get involved in developing the solicitation that will replace this contract?

If you are interested in participating, reach out to the Contract Administrator listed in the Contract Summary page. The process to determine the new contract begins approximately one year before the current contract expires. You can find information about when new solicitations

will start, as well as opportunities for subject matter experts or evaluators in the Enterprise Services Contracts Connection newsletter ([Make sure to subscribe here](#)). If you are interested in reviewing solicitations that are already in development, visit the [Planned Procurement](#) page.

7. What should I do if a contractor is not meeting performance expectations?

Follow this escalation process:

- **Direct Resolution:** Address issues directly with the contractor's project manager
- **Document Issues:** Maintain records of performance problems and resolution attempts
- **Escalate When Necessary:** Contact the contract administrator if issues are:
 - Unresolved after direct contractor engagement
 - Recurring despite previous resolution attempts
 - Serious enough to require immediate intervention
 - Related to contract compliance or safety concerns

DES relies on the purchasers to notify us to ensure contract quality and may take corrective action, including contractor counseling, performance improvement plans, or contract termination for serious violations. If the performance issue is unresolved, recurring, or requires escalation, contact the contract administrator listed on the contract summary page.

Contractor Related Questions

1. How can my company get awarded on this contract?

DES statewide contracts are for goods and services only and are established based on competitive solicitations in accordance with [RCW 39.26](#), which excludes [RCW 39.04](#) for Public Works.

Contracts can only be awarded to companies that submit a bid on a solicitation when it is posted in WEBS. Here's is how to be ready to submit a bid:

- **Register in Washington's Electronic Business Solution (WEBS):** Complete registration in [WEBS](#) with current business information. WEBS will notify you of any relevant future solicitation opportunities based on your selected commodity codes. Please ensure your WEBS account is up to date.
- **Select Commodity Codes:** Choose relevant NIGP codes to receive solicitation notifications
- **Monitor Opportunities:** Review the [Planned Procurements](#) page.
- **Submit Competitive Bids:** Respond to solicitations during the open bidding period
- **Meet Requirements:** Demonstrate responsiveness, responsibility, and competitive scoring

Resources for Washington Small Businesses:

- [Washington APEX Accelerator \(APEX\)](#)
- [Tabor 100](#)
- Small Business Liaison: [contact information](#)

Additional Resources: [How to Work with the State](#)

2. What steps should I take to become a [subcontractor, reseller or authorized distributor] for an awarded contractor?

- **Check the Contract:** Look at the statewide contract to see if subcontracting, reselling, or distributing is allowed.
- **Get Approval:** Work with the awarded contractor(s) to get their approval and make sure they are open to including you as a subcontractor, reseller, or distributor.
- **Know the Rules:** Review the contract to understand the requirements.
- **Ask Questions:** If you have any questions about this agreement, reach out to the Contract Administrator.

3. When are quarterly sales reporting due?

(Required for all awarded contractors):

- Q1 (Jan-Mar): Due April 30, Past due May 1
- Q2 (Apr-Jun): Due July 31, Past due August 1
- Q3 (Jul-Sep): Due October 31, Past due November 1
- Q4 (Oct-Dec): Due January 31, Past due February 1

Check the [Contract Sales Reporting System](#), for general [Reporting Instructions](#), including a short how-to [video](#).

4. When is the Vendor Management Fee (VMF) due?

- Due within 30 calendar days of invoice receipt
- Invoice generated 24 hours after sales report submission
- Payment accepted Tuesdays and Thursdays, 8:00 AM - 4:30 PM
- Payment methods:
 - *Mail a Check:* Send to Washington State Department of Enterprise Services, PO Box 84857, Seattle, WA 98124-6157.
 - *Electronic Funds Transfer:* Use the US Bank ACH and wire transfer information provided.
 - *Pay Over the Phone:* Call DES Financial Office (360) 725-5700 on Tuesdays and Thursdays from 8:00 am to 4:30 pm PST with the invoice number and debit/credit card ready.

For any VMF questions, refer to section 11.2 of the contract or contact the contract administrator listed on the contract summary page.

If you didn't receive your invoice, start by checking your junk email folder-sometimes emails end up there. If you are still unable to find it, no problem. You can easily get your invoice from the [Contract Sales Reporting System](#) you use to report your sales. Just click the "View Management Fee Invoices" button to see and print all your invoices.

5. As a contractor, how do I get paid?

All payments are the sole responsibility of the Purchasers; however, Contractors must be registered with Washington's Statewide Payee Desk in order to receive payment. If you need to register, update your payee registration, or change your bank account information, you can find everything on the [Washington State Office of Financial Management - Statewide Registration Services](#) website.

6. Who do I contact about business and personnel updates?

If you have business or personal updates, reach out to the Contract Administrator listed on the Contract Summary page.

7. How do I check for authorized purchasers?

Check the list of authorized purchasers for this contract in the [Contracts Usage Agreement \(CUA\) signed agreement list](#). If you need help, the [Washington State website](#) provides information about the governmental entities in Washington State.