# #09712 – ESRI Software

Frequently Asked Questions (FAQ)

Customer FAQs

1. [What is within scope of this contract? What are exclusions?](#FAQ_1)

2. [Can I choose any awarded vendor to purchase from this contract?](#FAQ_2)

3. [What is the term and renewal options for this contract?](#FAQ_3)

4. [How was this contract established?](#FAQ_4)

5. [Who can (or cannot) use this contract?](#FAQ_5)

6. [What is the pricing model?](#FAQ_6)

7. [How do I get involved with or participate in the rebid?](#FAQ_8)

8. [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?](#FAQ_9)

9. [Are vendors allowed to submit the Vendor Management Fee as a separate line item?](#FAQ_9)

**Vendor FAQs**

10. [When can I get added to the contract?](#FAQ_10)

11. [Who do I contact if I have invoice or VM fee questions?](#FAQ_11)

12. [When are quarterly sales reporting due?](#FAQ_12)

13. [When are invoices due?](#FAQ_13)

14. [Who do I call for contact updates?](#FAQ_14)

15. [How do I check for authorized purchasers?](#FAQ_15)

16. [Can I submit the Vendor Management fee as a separate line item?](#FAQ_15)

**Customer Related**

1. What is within scope of this contract? What are exclusions?  
   [*Contract products*](https://fortress.wa.gov/ga/apps/contracting/SAS%20Information%20and%20Ordering.pdf)
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 September 30, 2019, with extensions upon mutual agreement.*

1. How was this contract established?

*It was transferred from DIS as an agreement between DIS and ESRI.*

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/es/apps/DESContracts/Home/ContractSummary/09712)*.*

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.*

**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/DESContracts/Home/ContractSummary/09712)*.*

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/DESContracts/Home/ContractSummary/09712)*.*

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** |
| 9/19/18 | Added questions 9 and 16. | Austin |
|  |  |  |

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