# Contract 10421 Small Package Delivery Services

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**Customer Related**

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

**Included.**

1. *Shipping supplies and services.*
2. *No minimum number of packages per day, week or month.*
3. *Money Back Guarantee. One hundred percent (100%) money back guarantee for packages not deliver or picked up in accordance with the guaranteed delivery service for each Contractor.*

**Excluded.**

1. *Leasing or alternative financing methods are excluded.*
2. Can I choose any awarded vendor to purchase from this contract?

*Eligible purchasers may choose which Contractor to use. An account must be established prior to purchases being made in order to receive contracted supplies and service rates.*

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

*The contract term is five (5) years expiring 11/27/2026.*

1. How was this contract established?  (i.e. competitive procurement that meets WA RCW)

*This contract was competively bid by the state of Utah on behalf of NASPO ValuePoint. The competition led by Utah meets Washington’s competitive procurement requirements. Washingtion negotiated Participating Addendums with all awarded Contractors.*

1. Who can (or cannot) use this contract?  Oregon, Tribes, Higher Ed, etc?

*All eligible entities in the State of Washington that have executed a Contracts Usage Agreement*.

1. What is the pricing model?

*Pricing was evaluated as firm & fixed pricing. It was evaluated and scored, as part of the competitive procurement process, by the state of Utah. Any requests for changes to supplies or pricing/rates are the responsibility of Utah. All current pricing is posted on the NASPO ValuePoint website and linked from the DES Contract Summary page.*

*Overnight service rates by “Zone”.*

*Multiple service options available.*

*Domestic and International service options available.*

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

Delivery. *Contractor delivery requirements are specific to services offered and be found in each contract.*

Invoicing. *Information on the invoice must include enough detail that the customer understand what the invoice applies to. As well, payment remittance information must provide enough detail for Contractor to properly apply payment. Customer should work with Contractor to understand what detail is required for both invoicing and payment.*

1. How do I get involved with or participate in the rebid?

*As a NASPO ValuePoint Agreement, participation in the rebid process is not available. However, if there are issues Washington customers are experiencing, they should be sent to the Contract Administrator at* [*DESContractsTeamFir@des.wa.gov*](mailto:DESContractsTeamFir@des.wa.gov) *so performance issues can be addressed, as necessary, with Utah. Please include the contact number, 10421 in the subject line to properly address the issue.*

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 contractor?

*Customer should initially reach out to the contractor in an effort to resolve any issue. Issues that are not resolved to the Customers satisfaction may be forwarded to the Contract Administrator at* [*DESContractsTeamFir@des.wa.gov*](mailto:DESContractsTeamFir@des.wa.gov)*. Please include the contact number, 10421 in the subject line to properly address the issue.*

**Vendor Related**

1. When can I get added to the contract?

*The rebid of Small Package Deliver Supplies and Services will be led by the state of Utah. When Utah posts the next solicitation, Enterprise Services will post a “courtesy notification” in Washington Electronic Business Solutions (WEBS) to ensure businesses registered in WEBS are aware of the opportunity to bid.*

1. Who do I contact if I have invoice or VM fee questions?

*Invoicing questions for agency purchases are the responsibility of each agency. Invoicing issues may be escalated as needed to the Contract Administrator at* [*DESContractsTeamFir@des.wa.gov*](mailto:DESContractsTeamFir@des.wa.gov)*. Please include the contract number in the subject line.*

*Vendor Management Fee question should be directed to the Contract Administrator at* [*DESContractsTeamFir@des.wa.gov*](mailto:DESContractsTeamFir@des.wa.gov)*. Please include the contract number in the subject line to properly address the question.*

1. When are quarterly sales reporting due?

*Quarterly sales reports are due thirty (30) days following the end of each quarter.*

1. When are invoices due?

*Vendor Management Fee invoices are due thirty (30) days following the date of the invoice.*

1. Who do I call for contact updates?

*All contact updates must be sent to the Contract Administrator at* [*DESContractsTeamFir@des.wa.gov*](mailto:DESContractsTeamFir@des.wa.gov)*.*

1. How do I check for authorized purchasers?

*All authorized purchsers are required to sign a* [*Contracts Usage Agreement*](https://apps.des.wa.gov/DESContracts/Home/MCUAListing) *(CUA). It is a living list that is updated frequently and should be checked often.*

**Updates**

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| --- | --- | --- |
| **Date** | **Change** | **Completed by** |
| 04/01/2023 | Initial FAQ Created | Neva Peckham |
|  |  |  |

**DES Contract Specialist:** Neva Peckham

**Phone:** (360) 628-0067 or (360) 407-2213

**E-mail:** [DESContractsTeamFir@des.wa.gov](mailto:DESContractsTeamFir@des.wa.gov)