# 14922 – Software VAR

Frequently Asked Questions (FAQ)

[Microsoft Shared Tenant Q&A](https://apps.des.wa.gov/contracting/MSFTsharedtenantQA.docx)

**Customer Related FAQs**

1. **Can I choose any awarded contractor to purchase from this contract?**  
   This contract has multiple awarded contractors to provide Software and related services from Software Value-Added Resellers. Purchasers can select any of the awarded contractors from this contract to provide Software and related services from Software Value-Added Resellers.. All Contractors went through the competitive solicitation process and were selected to be awarded on this contract as the highest scoring bidders.
2. **What is not in scope for this contract?** Non-SaaS cloud computing products such as Infrastructure as a Service (“IaaS”), Platform as a Service (“PaaS”), and Software provided by a Managed Services Provider are generally out of scope of this Contract. IaaS shall be allowable only as an incidentalproduct when 1) SaaS is the primary and predominate title being purchased, and 2) the limited and incidental licensing of the publisher’s IaaS is essential to the successful and efficient implementation and ordeployment of the SaaS software. This determination should be made by the purchasing entity in advance of any IaaS purchase.

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.

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. **Can Appliances be purchased using this contract?**

Yes, for the purposes of this solicitation only an “Appliance” which is the sole means of obtaining the Software product is allowable.

1. **The publisher of the software I have been utilizing was aquired by a parent corporation and the price has now increased. Are there any contractual protections against this price increase?**

Unfortunately, no. The contract controls the markup or discount set by the reseller of the software, but has no bearing on the MSRP set by the publisher.

1. **When purchasing from this contract, does my organization need to complete a solicitation, or utilize an exemption such as sole source or direct buy?**

This contract has been competitively solicited and awarded in accordance with Washington State procurement guidelines. So long as the purchaser is a [MCUA authorized user](https://apps.des.wa.gov/DESContracts/Home/MCUAListing), they may purchase freely from this contract so long as they are in accordance with their organization’s specific procurement requirements.

1. **A company has provided my organization with a quote that references this contract, but I do not see that company listed on the contract summary page. Can make the purchase?**

All awarded vendors are listed on the [Contract Summary Page.](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/14922) No other contractors are authorized to issue quotes, accept purchase orders, or invoice under this contract. This contract does not utilize fulfillment partners.

1. **Where can I find the documents showing that a this award underwent a competitive solicitation?**

All documents relating to the solicitation of this contract can be found on the [NASPO ValuePoint summary page](https://www.naspovaluepoint.org/portfolio/software-value-added-reseller-svar-2022-2029/).

**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/sell/how-work-state/register-bid-opportunities) that explains the registration process. 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/sell/how-work-state) for you to review. There is also a page on [bid opportunities](https://des.wa.gov/sell/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).

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  [Contracts Usage Agreement (CUA) signed agreement list](https://apps.des.wa.gov/DESContracts/Home/MCUAListing) 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. **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.