## **FAQ Template**

**15122– Parks and Recreation Equipment and Installation Services (NASPO)**

Frequently Asked Questions (FAQ)

Customer FAQs

**Customer Related**

1. How long will this contract be in effect?

The contract ends June 30, 2027. Washington and Enterprise Services has, to date, established the first participating agreement a total of ten agreements with awarded contractors on the new NASPO Contract. Additional contractors will be added to the Contract Summary Page as they are fully executed.

1. What products are available on this contract?

Available items may include: Athletic Equipment, Bleachers, Bundled Playgrounds, Commercial Play Equipment, Dog Parks, Outdoor Fitness Equipment, Independent Play, Recycled Material Equipment, Replacement Parts, Site Furnishings, Shade and Shelter, Surfacing, Swing Sets and Waterpark Equipment, and Barbecue Grills, Barbecue Smoker Grills, Banquet Tables, Benches, Bike Racks, Bleachers, Grandstands, Bus Stop Shelters, Canopy Tents, Cigarette Receptacles, Drinking Fountains, Exercise Equipment, Fire Rings, Floor Matting, Message Centers, Park Benches, Park Grills, Camp Stoves, Parking Lot Equipment, Patio and Café Furniture, Pet Products, Picnic Tables, Playground Equipment, Pool Furniture, Sanitation Equipment, Sports Equipment, Tables, Trash Receptacles, Umbrellas and Universal Access.

Product Categories:

|  |  |
| --- | --- |
| 1. Inside and Outside Fitness Equipment | 5. Track and Field |
| 1. Outdoor Furniture | 6. Floating Dock Products |
| 1. Park Site Furnishings | 7. Shelters and Shade |
| 1. Safety Surfacing | 8. Waterparks |
|  | 9. Electronic Play |

1. What products that are approved to purchase?

Exhibit 3 of the NASPO Agreement per Contractor specifies what products and pricing are approved.

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

This contract, a NASPO Cooperative contract, has multiple awarded contractors to provide products and services for Parks and Recreation use. Purchasers may select from any of the awarded contractors once each participating agreement is finalized.

All Contractors went through the competitive solicitation process and were selected to be awarded on this contract as the highest scoring bidders.

This contract is an authorized cooperative contract originally conducted by another state, (Oregon) for more information about the overarching contract, please see the following link: [91608377\_Parks and Rec Portfolio Map (2023-2028).pdf (s3.us-east-1.amazonaws.com)](https://s3.us-east-1.amazonaws.com/nvp/Portfolios/Parks%20and%20Recreation%20Equipment%20and%20Installation/91608377_Parks%20and%20Rec%20Portfolio%20Map%20%282023-2028%29.pdf)

1. 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 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.

Eligible purchasers do **NOT** include:

Oregon Cooperative Purchasing Program – ORCPP members are NOT eligible to use this contract through Washington’s Participating Agreement, but may be able to participate through the state of Oregon, lead agency for this NASPO contract.

1. What is the pricing model? Pricing varies between vendors. See price sheets for additional details.
2. What are key performance commitments from Contractors?

Written quotes, delivery, timely communications and invoicing.

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 performing, 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. Customer Related: How can I purchase greener products? How do I know a product is toxics free? Where did the environmental certifications/factors come from? Please refer to the DES environmentally preferred purchasing page for more information.

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. Our website has a registration page that explains the registration process along with a frequently asked questions page. If you have questions on the registration process please contract WEBS customer service, (360) 902-7400. Our website also has information on doing business with the state for you to review. There is also a page on bid opportunities with DES, though all official opportunities are posted through WEBS.

1. Whom do I contact if I have invoice or vendor management 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 which has the following general reporting instructions with an video of the reporting process.

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 management fee invoices within thirty (30) calendar days.

1. Whom do I call to update to contact names or other information?

Please contact the Contract Administrator listed on the contract summary page.

1. How do I check for authorized purchasers? Please check the Master Contracts Usage Agreement (MCUA) signed agreement list to see the list of authorized purchasers for DES contracts. Note exclusions listed above.

Washington State Agencies are listed at: <https://wa.gov/agency>

City, County, Tribal and Federal government agencies are listed at: <https://wa.gov/your-government>

1. How do I report EPP purchases? How do I submit products with green certifications? Please refer to the DES environmentally preferred purchasing page at <https://des.wa.gov/purchase/how-use-statewide-contracts/green-purchasing> for more information.