**24223 – Security and Fire Protection Services**

Frequently Asked Questions (FAQ)

Customer FAQs

**Customer Related**

1. Why are there multiple contracts and which should I use?

NASPO Contract 24223 assured continuance of services when old contract 03115 expired. Statewide Contract 27323 was solicited to meet further WA needs and goals, including supplier diversity. Customers are encouraged to look at [Statewide Contract 27323](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/27323) first, but are welcome to use either 27323 or [NASPO Contract 24223](https://apps.des.wa.gov/DESContracts/Home/ContractSummary/24223), according to which best meets their needs.

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

Multiple awards in category or region:

This contract has multiple awarded contractors to provide services in each category. Purchasers can select any of the awarded contractors for the relevant category from this contract to provide the services. Purchasers may not use a Contractor to obtain services from a category that was not awarded to that Contractor. All Contractors went through the competitive solicitation process with NASPO and were selected to be awarded on this contract as the highest scoring bidders.

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.

**CUA Parties**. Any of the following types of entities that have executed a 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. What is the pricing model?

All pricing is listed on each contractor’s NASPO page (click on the “contractors” tab and each individual contractor): [Portfolio Details - NASPO ValuePoint](https://www.naspovaluepoint.org/portfolio/security-fire-protection-services-2023-2028/)

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

Each WA Participating Addendum outlines performance metrics in section 3.9.

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 summary 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](https://des.wa.gov/services/contracting-purchasing/policies-training/resources/environmentally-preferred-purchasing) 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.](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.

Opportunities to bid on NASPO contracts may also be posted in WEBS through a courtesy posting, although all bids would be posted to the appropriate [NASPO](https://www.naspovaluepoint.org/) contact in those cases.

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. How do I report EPP purchases? How do I submit products with green certifications?

Please refer to the DES [environmentally preferred purchasing page](https://des.wa.gov/services/contracting-purchasing/policies-training/resources/environmentally-preferred-purchasing) for more information.