# 24623 – Tires, Tubes, and Services

Frequently Asked Questions (FAQ)

Contract FAQs

**Purchaser Related**

1. **Can I choose any awarded Contractor to purchase from this Contract?**

This cooperative Contract has multiple awarded Contractors to provide Tires, Tubes, and Services. The scope of this Contract includes specific full lines of tires, tubes, and related services in the subcategories listed below:

1. **Tires and Tubes– Subcategories:** 1. Pursuit and Performance Tires; 2. Automobile/Passenger Vehicles; 3. Light Duty Trucks: Redial and Bias; 4. Medium Commercial/Heavy Duty Trucks/Buses; 5. Off-the-Road OTR: Radial and Bias; 6. Agriculture/Farm; 7. Industrial; 8. Specialty Tires; 9. EV Tires; and 10. Retread.
2. **Tubes:** All inner tubes shall be standard production first line, heavy-duty butyl tubes or natural rubber of fresh stock. All tubes shall be of quality not less than the tubes normally furnished in representative quantities by OEM as original equipment for automobiles, trucks, tractors, buses, backhoes, loaders, motor graders, and other heavy equipment. Tubes shall conform to all applicable federal specifications. All tubes shall be new and shall have been produced or manufactured within the last one (1) year prior to installation or delivery to the purchasing Entity.
3. **Service – Subcategories:** Product installation and repairs, such as mounting, rotation, and balancing, shall be in accordance with manufacturer’s recommended procedures of warranted new virgin-product tires for each product subcategory: 1. Tire installation with purchase in store includes dismount of used tires and tubes ; 2. Change Tires: dismount and mount; 3. Flat repair: remove, repair, and mount; 4. Flat repair: off vehicle; 5. Tire rotation: rotate mounted tires; 6. New valve stem: rubber or metal; 7. Wheel balance: computer spin balance; 8. Wheel balance: computer spin balance and valve stem combination; 9. Foam filling; 10. Alignment services; 11. Studding: installing metal implants; 12. Siping: installing slots to enhance tire tread; 13. Used tire recycle and disposal; 14. Bulk disposal; and 15. Tire pressure monitoring system (TPMS).

All Contractors went through the competitive solicitation process and were selected to be awarded on this Contract as the highest scoring bidders. State of Washington Agency customers are not required to conduct further competition to choose an awarded Contractor. Other customers should follow their applicable rules regarding Contractor selection.

1. **How can I determine the best awarded Contractor to use?**

Enterprise Services recommends reviewing the Contract summary page for information about the winning bids, including Contractual information, pricing, discounts, Authorized Dealers List/Approved Distributors List/ Affiliated Dealers List and any special provisions. In addition, winning bids are available, along with the bid tabulation summarizing Lead State/NASPO’s evaluation and scores for each Contractor. Purchasers can also review the “vendor and Contract performance feedback” submitted by other purchasers to Enterprise Services. Purchasers should email the Contract Administrator with the request to view the feedback. Please note that this survey information does not represent the opinion of Enterprise Services, simply feedback from purchasers.

Purchasers are encouraged to engage the awarded Contractor(s) who best meet their requirements to obtain and review specific quotation(s) for their business need. Note that the pricing stated in these Contracts is the **maximum** that Contractors may charge purchasers.

1. **What does it mean if the Contractor is the main award vs reserved award?**

The Contractors designated as main awards are businesses that participated in the competitive solicitation and were determined to be the highest scored, responsive, responsible bidders with no preference.

Reserved awards are set aside Contracts awarded only to the next highest scored, responsive, responsible bidders certified as Washington Small and/or Veteran-owned businesses that participated in the competitive solicitation but did not achieve the highest overall scores to be designated as main awards.

All Contract awards are the result of the competitive solicitation with the specified best value evaluation criteria in compliance with RCW 39.26 and state procurement policies. Per the guidance DES received from the Attorney General’s Office, since the competitive solicitation separated main and reserved award structures, purchasers that utilize federal funds can utilize main awards that achieved highest overall scores without preferences but might not be able to utilize Contractors that were awarded only as reserved awards, since these awards are based on a preference. For questions related to a specific federal grant or funding source and how it might impact the purchasers’ ability to utilize the awards on this Contract, please check with your Legal and/or Attorney General’s Office.

All Contractors on this Contract were awarded as the main award.

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.

**CUA Parties**. Any of the following types of entities that have executed a [Contract Usage Agreement](https://apps.des.wa.gov/DESContracts/Home/MCUAListing) with Enterprise Services: Political subdivisions (e.g., counties, cities, school districts, public utility districts, ports) in the State of Washington; Federal governmental agencies or entities; Public-benefit nonprofit corporations (i.e., public benefit nonprofit corporations as defined in RCW 24.03A.245 who receive federal, state, or local funding); and Federally-recognized Indian Tribes located in the State of Washington.

Enterprise Services maintains a list of eligible Contract Usage Agreement parties on the [CUA Listing website.](https://apps.des.wa.gov/DESContracts/Home/MCUAListing)

1. **What is the pricing model?**

The pricing model for this cooperative Contract is based on a discount off the Contractor’s listed price. More information on pricing is available on the Contract summary page.

1. **Can new dealers be added to** **Contractors’ Authorized Dealers List/Approved Distributors List/ Affiliated Dealers List?**
2. Yes. New dealers can be added to the Contractors' Authorized Dealers List/ Approved Distributors List/ Affiliated Dealers List. To request the addition of new dealers, purchasers should submit a request to the Contract Administrator, including the name and contact information of the dealers they wish to add
3. **What are key performance commitments from Contractors?**

Some key performance commitments are as follows:

1. Vendor Management Fee.
2. Contract Sales Reports.
3. Insurance Endorsements: Timely provide to Enterprise Services at the designated address, without exception, annual insurance endorsements for the insurance coverages required by this Contract. See Exhibit C – Insurance Requirements at § 4.
4. Pricing and payment.
5. Order Form Requirement.
6. Shipping and Delivery requirements.
7. Customer Services.
8. Service Level Requirements and Expectations.
9. Response Time
10. Contract Price for Tires, Tubes and Services.
11. Warranties.
12. **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 purchaser do if a Contractor is not performing?  Who should a purchaser contact at Enterprise Services or how to escalate a performance issue with the Contractor?**

If there is a Contractor that is not preforming, the purchaser should first seek to resolve the issue directly with the Contractor. If the performance issue is unresolved, reoccurring, or in need of escalation, please contact the Enterprise Services Contract Administrator listed on the Contract page. Enterprise Services relies on purchasers that are working with the Contractors to notify us of any issues. Enterprise Services 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 Enterprise Services staff can assist.

1. **How can I purchase greener products? How do I know a product is toxics free? Where did the environmental certifications/factors come from?**

Response

Please refer to the Enterprise Services [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/) Enterprise Services 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 contact [WEBS customer service](mailto:WEBSCustomerService@des.wa.gov), (360) 902-7400.

Enterprise Services 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 Enterprise Services, though all official opportunities are posted through WEBS.

1. **Who 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](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 vendor management fee invoices due?**

After sales have been reported, Contractors will receive an invoice to remit to Enterprise Services the vendor management fee payment. Please wait to receive an invoice from Enterprise Services before sending payment. This is to ensure your payment can be identified, accepted, and applied correctly. Contractor must pay the vendor management fee invoice within thirty (30) calendar days.

1. **Who do I contact 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 Enterprise Services Contracts. The [[Washington State website](https://wa.gov/)](https://wa.gov/) can help navigate to the governmental entities on the list.

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

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