



FAQ

25423 – Graffiti Removal Services

Frequently Asked Questions (FAQ)

Customer FAQs

Customer Related

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

Multiple awards in category, county or region:

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

2. 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 regional 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 regional preferences but might not be able to utilize contractors that were awarded only as reserved awards, since these awards are based on a regional 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.

3. 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.

4. What is the pricing model?

Prevailing Wage rate for that designated labor classification by county plus percent markup for each category.

Prevailing Wage rates are adjusted twice a year by Labor and Industries. These adjustments typically take effect March and September each year and can be found [here](#).

5. 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](#) page. If you are interested in participating, please contact the contract administrator listed on that page.

6. 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 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.

7. 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

8. 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. If you have questions on the registration process, please contact [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.

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

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

10. 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](#).

11. 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.

12. Who do I call for contact updates?

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

13. How do I check for authorized purchasers?

Please check the [Contracts Usage Agreement \(CUA\) signed agreement list](#) to see the list of authorized purchasers for DES contracts. [Access Washington](#) can help navigate to government entities on the list.

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

Please refer to the DES [environmentally preferred purchasing page](#) for more information.