



25523 – Toll-Free Calling and Support Services

Frequently Asked Questions (FAQ)

Contract FAQs

Purchaser Related

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

This contract has multiple awarded contractors to provide toll-free calling and support services. Purchasers can select any of the awarded contractors from this contract to provide the services. All Contractors went through the competitive solicitation process and were selected to be awarded on this contract as the highest scoring bidders.

2. 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.

3. What is the pricing model?

The pricing model is a combination of one-time setup prices, ongoing monthly prices, and usage-based fees in the form of a per minute or per call price. The pricing is separated by the type of service: Model A – Dedicated Access 1 (SIP Single Access), Model B – Switched Access 1, and Model C – Dedicated Access 2 (SIP Cloud).

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

- Service Performance – Contractor's Toll-Free Services maintain uptime 99.99 percent of the time during the calendar month.
- Continuous Operations – Contractor provides continuous Toll-Free Calling during a commercial power outage.

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 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 performing please contact the Enterprise Services contract administrator listed on the contract page. The Enterprise Service staff relies on purchasers that are working with the Contractors to notify us of any issues. Enterprise Service 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.
7. 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 Enterprise Services [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 Enterprise Services, 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 Enterprise Services the 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 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 Enterprise Services 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 Enterprise Services [environmentally preferred purchasing page](#) for more information.