# 29723 – Doors, Frames, & Hardware

Frequently Asked Questions (FAQ)

**Contract FAQs**

## Purchaser Related

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

***Multiple awards in category and regions:***

This contract has multiple awarded contractors to provide Doors, Frames, & Hardware. Purchasers can select any of the awarded contractors from this contract to provide Doors, Frames, & Hardware. Purchasers may not use a Contractor to obtain Doors, Frames, & Hardware 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. State of Washington Agency purchasers are not required to conduct further competition to choose an awarded contractor. Other purchasers should follow their applicable rules regarding contractor selection.

#### 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, and any special provisions. In addition, the top winning bids are available, along with the bid tabulation summarizing Enterprise Services’ 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. Purchasers are able to request and possibly negotiate deeper discounts, such as for bulk orders or large projects.

#### 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.

#### 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)

#### What is the pricing model?

Products are priced by category and region

***3.3. PRICE CEILING.*** *Although Contractor may offer lower prices to Purchasers, during the term of this Contract, Contractor guarantees to provide the Goods and/or Services at no greater than the prices set forth in* ***Exhibit A – Included Goods and Discounts****.*

***3.4. PRICE CHANGES.*** *Product Pricing is list price at the time of order. Contractor may not change the percent discount. Prices must be based on the current Manufacturer’s Suggested Retail Price (MSRP) list.*

***3.5. PRICE GUARANTEE.*** *Contractor represents and warrants that the published price lists are within industry standards and no special pricing is created for the sole purpose of this contract. Contractor must make available their catalog prices upon Purchasers request.*

#### What are the key delivery terms?

See the executed contracts for the complete requirement; provision **8*.3 Delivery Requirements***:

* 1. ***Delivery Requirements section:***

***(d)******In stock items****: The Contractor shall ensure the delivery of in-stock items within a maximum of three (3) business days from the date of order confirmation.*

***(e)******Out of stock items****: The contractor shall make every effort to restock and deliver within a reasonable timeframe. Unless otherwise communicated, maximum allowable delivery period for out-of-stock items is fourteen (14) business days from the date of order confirmation. If the Contractor anticipates any delays beyond this period, they must promptly notify the buyer with an estimated delivery date.*

#### What are key performance commitments from contractors?

Regular communication with customers concerning orders, invoices, payments, and credits.

* ***8.5.Minimum Order Requirements.***

Contractor may not require minimum orders or charge a fee for orders that do not meet a minimum requirement.

* ***8.6. Return Policy.*** *Purchasers must be able to return products in the original packaging up to thirty (30) days from the date the product(s) was delivered. Contractor shall not charge any fees and shall provide a full refund within thirty (30) days of the receipt of the return. To initiate a return, purchasers must notify Contractor in writing, specifying the reason for the return.*
* ***8.7 Order Cancellation.*** *At a minimum, with no penalties or charges applied, purchasers must be able to cancel their order within twenty-four (24) hours of order placement. Purchaser may cancel an order if original product is unavailable and a substitution acceptable to purchaser is not available. Purchaser may cancel an order if expected delivery extends beyond the original scheduled delivery date by thirty (30) days or more. Contractor shall not charge any fees and shall provide a full refund within thirty (30) days of the cancellation request. Purchaser may cancel orders, due to their error, and return goods in the original packaging up to thirty (30) days from the date the product(s) were delivered. Any expenses that may occur due to purchasers’ error shall be negotiated between purchaser and contractor. Contractor shall provide a full refund, if invoiced, within thirty (30) days of the receipt of the return.*

#### What if an Agency wants to make a payment using a credit card (P-card)?

Contractors/Vendors total price for the goods and/or services shall be the same regardless of whether the Purchaser makes a payment by cash, credit card, or electronic payment. Some Contractors/Vendors prefer payments electronic payment; not all Contractors/Vendors accept credit card payments.

#### 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.

#### 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, 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.

#### 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](https://des.wa.gov/services/contracting-purchasing/policies-training/resources/environmentally-preferred-purchasing) for more information.

## Contractor Related

#### 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 contract WEBS customer service, (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.

#### Who do I contact if I have invoice or vendor management fee questions?

Please contact the contract administrator listed on the contract summary page.

#### When are quarterly sales reporting due?

Quarterly sales reports are due and past due based on the following timeframes:

| Quarter | For Sales Made In Calendar Quarter | Contract Sales Report |
| --- | --- | --- |
| Due By | Past Due |
| 1 | January 1 – March 31 | April 30 | May 1 |
| 2 | April 1 – June 30 | July 31 | August 1 |
| 3 | July 1 – September 30 | October 31 | November 1 |
| 4 | October 1 – December 31 | January 31 | February 1 |

Contractor shall pay to Enterprise Services a Vendor Management Fee (“VMF”) of 1.25% percent on the purchase price for all Contract sales (the purchase price is the total invoice price less applicable sales tax).

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).

#### When are Vendor Management Fee (VMF) 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.

#### When is the Annual Contract Sales Report due to the DES Contract Specialist?

**Section *11.3 Annual Contract Sales Report*** the minimum list of information that must be included in the report. This report is due within 30 calendar days of the annual anniversary date of December 1 for each year.

This Report must be provided in an electronic format that can be read by Microsoft (MS) Excel. Such Report is due within thirty (30) calendar days of the annual anniversary of the effective date of this Contract.

* DES Contract #29723
* The Goods/Services sold (as applicable, item number or other identifier)
* Per Unit quantities sold
* Items and Volumes purchased by Purchaser
* Shipment/Delivery location by Purchaser
* Contract price
* Annual total volume sales

#### Who do I contact for contact updates?

Please contact the contract administrator listed on the contract summary page.

#### 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.

#### 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.