# #06614 – Toll Free Telephone Service

Frequently Asked Questions (FAQ)

Customer FAQs

1. [What is within scope of this contract? What are exclusions?](#FAQ_1)

2. [Can I choose any awarded vendor to purchase from this contract?](#FAQ_2)

3. [What is the term and renewal options for this contract?](#FAQ_3)

4. [How was this contract established?](#FAQ_4)  (i.e. competitive procurement that meets WA RCW)

5. [Who can (or cannot) use this contract?](#FAQ_5)  Oregon, Tribes, Higher Ed, etc?

6. [What is the pricing model?](#FAQ_6)

7. [What are key performance commitments from vendors?](#FAQ_7) (e.g. quote timeliness, delivery, invoicing)

8. [How do I get involved with or participate in the rebid?](#FAQ_8)

9. [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?](#FAQ_9)

10. [Are vendors allowed to submit the Vendor Management Fee as a separate line item?](#FAQ_9)

**Vendor FAQs**

11. [When can I get added to the contract?](#FAQ_10)

12. [Who do I contact if I have invoice or VM fee questions?](#FAQ_11)

13. [When are quarterly sales reporting due?](#FAQ_12)

14. [When are invoices due?](#FAQ_13)

15. [Who do I call for contact updates?](#FAQ_14)

16. [How do I check for authorized purchasers?](#FAQ_15)

17. [Can I submit the Vendor Management fee as a separate line item?](#FAQ_15)

**Customer Related**

1. What is within scope of this contract? What are exclusions?

*This Contract is for Toll Free Telephone Service which is designed to help with the following:   
Creation of dedicated access toll free service lines routed to voice telephone number(s), routing features for guiding phone traffic to the right place, troubleshooting of contracted carrier's systems and other technical services, routing features for traffic on contracted carrier's network.*

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

*Only one vendor was awarded the contract which is Magna5, LLC.*

1. What is the term and renewal options for this contract?

*The current term is through April 30, 2021 with extension options.*

1. How was this contract established?  (i.e. competitive procurement that meets WA RCW)

*This was a competitive procurement that meets WA RCW 39.26.*

1. Who can use this contract?

*All Washington State agencies, departments, offices, divisions, boards, and commission; and any the following institutions of higher education in Washington: state universities, regional universities, state college, community colleges, technical colleges, and authorized parties to the Master Contract Usage agreement (MCUA) including, cities and counties, other political subdivisions or special districts, and nonprofit corporations.*

1. What is the pricing model?

*Discounted price list.*

1. What are key performance commitments from vendors?

*See section 4 of the contract for Technical and Service Requirements.*

1. How do I get involved with or participate in the rebid?

*Please either contact the contract administrator Marci Disken at (360) 407-9405,* [marci.disken@des.wa.gov](mailto:marci.disken@des.wa.gov) *or email the IT Contracting team at* [DESCPRMITContracts@des.wa.gov](mailto:DESCPRMITContracts@des.wa.gov)

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?

*Please either contact the contract administrator Marci Disken at (360) 407-9405,* [marci.disken@des.wa.gov](mailto:marci.disken@des.wa.gov) *or email the IT Contracting team at* [DESCPRMITContracts@des.wa.gov](mailto:DESCPRMITContracts@des.wa.gov)

1. Are vendors allowed to submit the Vendor Management Fee as a separate line item?

*No, the Vendor Management fee must be included in the pricing of the contract.*

**Vendor Related**

1. When can I get added to the contract?

Vendors cannot be added to this contract. Vendors are encouraged to register in the [Washington Electronic Business Solution System (WEBS)](https://des.wa.gov/services/contracting-purchasing/doing-business-state) for any new bidding opportunities if its decided to rebid the contract.

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

*Marci Disken at (360) 407-9405,* [marci.disken@des.wa.gov](mailto:marci.disken@des.wa.gov) *or email the IT Contracting team at* [DESCPRMITContracts@des.wa.gov](mailto:DESCPRMITContracts@des.wa.gov)

1. When are quarterly sales reporting due?

|  |  |
| --- | --- |
| **For sales invoiced during the month** | **Sales report is Due** |
| January, February, March | April 30 |
| April, May, June | July 31 |
| July, August, September | October 31 |
| October, November, December | January 31 |

1. When are invoices due?

*Payment is due within 30 days of the invoice date.*

1. Who do I call for contact updates?

*Marci Disken at (360) 407-9405,* [marci.disken@des.wa.gov](mailto:marci.disken@des.wa.gov) *or email the IT Contracting team at* [DESCPRMITContracts@des.wa.gov](mailto:DESCPRMITContracts@des.wa.gov)

1. How do I check for authorized purchasers?

*First check the original solicitation document which will identify those who are authorized to purchase under this contract. Next, verify authorized entities who are* [*authorized to sign a Master Contracts Usage Agreement (MCUA).*](https://des.wa.gov/services/contracting-purchasing/purchasing/purchasing-washington-state-contracts) *Customers who wish to make purchases off of Washington State Contracts need to have signed an MCUA. Lastly, confirm the customer that wants to make a purchase, is on the* [*MCUA List*](https://fortress.wa.gov/es/apps/ContractSearch/MCUAListing.aspx)*.*

1. Can I submit the Vendor Management fee as a separate line item?

*No, the Vendor Management fee must be included in the pricing of the contract.*

**DES Contract Specialist:** *Marci Disken*

**Phone:** 360 407-9405

**E-mail:** [marci.disken@des.wa.gov](mailto:marci.disken@des.wa.gov)