

CONTRACT 15622 MAILING EQUIPMENT, SUPPLIES, AND MAINTENANCE

FREQUENTLY ASKED QUESTIONS

| QUESTION | ANSWER |
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| <i>What is the purpose of reviewing my mail equipment purchase?</i> | <p>The Washington state legislature tasked the Department of Enterprise Services (DES) with this responsibility. Per RCW 43.19.720, we are directed to:</p> <p>“...review current and prospective needs of state agencies for any equipment to process mail throughout state government. ...”</p> <p>As subject matter experts, we have been charged to assess equipment purchases and ensure agency needs can be met in the most cost-effective manner with a statewide impact in mind.</p> |
| <i>What type of equipment requires a review?</i> | <p>A process study tapping the experience and input of our customer base led DES to identify three categories into which most purchases can be classified.</p> <p>Low-range – no review required Equipment low in cost and production capability that the potential savings involved in reviewing the purchase would be immaterial compared to the actual reduction in state expenditure. Desktop address printers, envelope openers, and other single-function equipment would fall into this category.</p> <p>Mid-range – subject to review Meters and similar production-level machinery are generally evaluated to assess whether the projected activity is properly matched to cost-optimal equipment or a potential enterprise solution.</p> <p>High-range – subject to review Inserters or other high-capacity mail preparation machines are evaluated for proper placement and capability, as well as to assess the feasibility of a partial or holistic enterprise option.</p> |

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| | <p>You can work with the contractor or the Contract Manager to determine whether or not the item requires a review.</p> |
| <p><i>How long will the review take?</i></p> | <p>Not Requiring a Review/Low-range – Five (5) business days</p> <p>Mid-range – Ten (10) Business days</p> <p>High-range – 20 business days</p> <p>It is possible that exceptionally complex analyses can require additional time or lead to requests for further data, but these circumstances will be promptly communicated to the customer.</p> <p>Contract 15622: link</p> |
| <p><i>How do I submit my information to begin the review?</i></p> | <p>After completing the Mail Equipment/Services Review Notification form, please email it, along with any pertinent vendor documentation to CMSmail@des.wa.gov.</p> |
| <p><i>What information do you need from me in order to complete a review?</i></p> | <p>The materials you are recommended to provide are identified in the Pricing and Ordering Information of Contract 15622: link</p> <p>Generally, you will want to send the completed Mail Equipment/Services Review Notification form and supporting materials which your vendor will provide.</p> |
| <p><i>What documentation is needed to make a purchase on restricted equipment?</i></p> | <p>Restricted items require written approval from DES Consolidated Mail Services before a purchase can be made. Vendors should be given a copy of the approval letter before finalizing the purchase.</p> |
| <p><i>What vendors are on contract?</i></p> | <p>The current Contractors on the Contract are Pitney-Bowes, Quadient (formerly Neopost), Francotyp-Postalia, Inc. (FP Mailing Solutions), and DMT Solutions Global Corporation (D/B/A Bluecrest).</p> |
| <p><i>What if someone contacts me claiming to be an authorized dealer?</i></p> | <p>Contract 15622 is only awarded to Quadient, Pitney Bowes, Francotyp-Postalia, Inc. (FP Mailing Solutions), and DMT Solutions Global Corporation (D/B/A Bluecrest). For questions please contact your primary contractor.</p> |

Who do I contact if I have questions?

For questions pertaining to the purchasing process, please contact Office Operations Team at DESContractsTeamCypress@des.wa.gov

For questions pertaining to mailing activity or equipment, please contact CMSmail@des.wa.gov.