

Q&A: State Use Call

January 21, 2025

Q: Can we change the term “Suitable To Procure?” It's an old term that we no longer use. We call it “Open Market.”

A: Yes, OMES has plans to change that term in the future on the OMES statewide site.

Q: Can you help the Suppliers, from whom we purchase items via WorkQuest Oklahoma, be trained to send purchased items in a timely manner?

A: WorkQuest Oklahoma will continue to work with QNA Suppliers to improve delivery times. We are actively adding lead time information to product descriptions so that customers will have additional information regarding delivery timeline expectations. If you experience an extended delivery time, please contact WorkQuest Oklahoma customer service via email at wqokcustomerservice@okstateuse.com or phone at 405-693-0655.

Q: How do we know if we need to pay an invoice? We have several POs and P-Card holders that purchase State Use products and services through WorkQuest Oklahoma. I want to make sure no payments have been missed.

A: Customers will be invoiced once WorkQuest Oklahoma has been invoiced by the QNA Supplier. In addition, each agency’s billing contact will receive monthly past-due statements for any outstanding invoices.

Q: How do we request an exception? Is there a specific form for state use exceptions?

A. Soon, OMES will send CPOs an exception form specifically for State Use, which is different from CP109 that you received last week. Until the new form is issued, customers can continue to use CP109 form. All exception requests must include quotes and supporting documentation.

Q: Regarding exceptions, we have a janitorial contract for areas that State Use cannot provide. Do we still need to get the exception through WorkQuest Oklahoma?

A. If you have documentation from OMES stating that the State Use program is unable to provide services for the areas in which you need services, please email it to nicole.dansereau@okstateuse.com.

Q: Is there a dollar threshold for exceptions?

A: No, there is no minimum threshold.

Q&A: State Use Call, *continued*

Q: Do we need to get an exception for a similar product, even if we contacted the supplier and they confirmed that they do not carry that item? Example: Our team specifically needs ultra fine point Sharpies. Sunshine does not carry them (only fine point) but Staples does and they are a SW Contract. So we need to get an exception for a product that the state use supplier does not carry to order it from a SW contract supplier?

A. Further discussion between WorkQuest Oklahoma and OMES after Tuesday's phone call resulted in an agreement that there is a need for guidance from OMES to clarify how exceptions are to be handled in situations such as in this example.

In addition to providing a new form for State Use exception requests, OMES will provide guidance on when State Use exception requests are required (coming soon). In the meantime, submit exception requests to wqokcustomerservice@okstateuse.com using the CP109 form.

Q: Should laundry services be requested through WorkQuest Oklahoma?

A. Yes, contact Nicole Dansereau with details at nicole.dansereau@okstateuse.com.

Q: Is there a phone number we can call for real-time questions?

A: The WorkQuest Oklahoma customer service contact information is:
Email: wqokcustomerservice@okstateuse.com / Phone: 405-693-0655

Q: Did you say you were going to add a function on the website to pay invoices and see which invoices have been paid?

A: No, invoices will continue to come from WorkQuest Oklahoma. Product invoices come from wqokproductorders@okstateuse.com, and service invoices are sent from wqokserviceinvoices@okstateuse.com.

Q: On janitorial exceptions, can we provide you with locations that have been granted exceptions previously, for you to verify and approve?

A. Yes, send all previous janitorial services exceptions to nicole.dansereau@okstateuse.com.

Q: Are we still allowed to contact any of the vendors who supply items for State Use?

A. Customers may reach out to QNA Suppliers with product-related questions at any time. All State Use product and service orders must be processed through WorkQuest Oklahoma.

Q: Can you send an agency's Primary CPO overdue invoices?

A. Each agency's billing contact will receive monthly past-due statements for outstanding invoices.

Q&A: State Use Call, *continued*

Q: When do we use WorkQuest Oklahoma, and when do we use Staples?

A.: Customers must purchase State Use set-aside items from WorkQuest Oklahoma – these items have a fair market value approved by OMES and are listed on okstateuse.com. The purchase of other office supply items that are not set aside under the State Use Program should follow method of acquisition preferences as defined by the Central Purchasing Act and OMES Rules. The order of preference is:

1. State Use Program
2. OCI
3. Mandatory SW contract
4. Non mandatory SW contract, Suitable to Procure or Open Market

Q: How does the “Wishlist” work?

A. When you identify an item that you’d like to add to your Wishlist, click on the “Add To Wishlist” link under the product listing. To review your Wishlist, click on the “Wishlist” link next to the search field. A Wishlist can be populated with as many items as needed, and will remain in your Wishlist until you delete them. You can add a Wishlist item directly to your shopping cart from the Wishlist page.

Q: Can invoice number tie to WorkQuest Oklahoma approvals and documents to an order?

A. All correspondence and documents that a Customer receives from WorkQuest Oklahoma during the order process will include the five-digit WorkQuest Oklahoma order number.

The following questions do not fall under State Use / WorkQuest Oklahoma’s area of responsibility. OMES provided responses to the questions below.

Q. We have used Clampitt Paper for copy paper under SW0017 as a Mandatory Statewide resource. Are we required to switch to South Central now?

A. No, as there are multiple vendors awarded on SW0017, including South Central Industries, Clampitt Paper, and Veritiv.

Q: The contract SW0017 for copy paper ended 11/16/2024. The agreement term is through 11/16/2027, but there is no contract right now. Do we order like there is no contract, and not a SW release (PO)?

A. The SW0017 contract is good through 11/16/2027, and OMES will update it this week.