

STATE OF MISSOURI OFFICE OF ADMINISTRATION DIVISION OF PURCHASING AND MATERIALS MANAGEMENT

## NOTIFICATION OF STATEWIDE CONTRACT

05/31/12

# CONTRACT TITLE:Equipment: Phones and Phone SuppliesCURRENT CONTRACT PERIOD:October 1, 2011 through September 30, 2012

**BUYER INFORMATION:** 

Liz Palazzolo (573) 751-4885 Liz.Palazzolo@oa.mo.gov

| RENEWAL INFORMATION | <b>Original Contract Period</b>            | Potential Final Expiration |
|---------------------|--------------------------------------------|----------------------------|
|                     | October 1, 2009 through September 30, 2010 | 9/30/2012                  |

#### ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY.** PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

#### THE USE OF THIS CONTRACT IS **PREFERRED**.

This contract has been established for the convenience of state agencies. Local Purchase Authority may be used to purchase supplies/services included in this contract from an alternative source at the discretion of the agency.

~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~.

| CONTRACT<br>NUMBER | VENDOR<br>NUMBER            | VENDOR INFORMATION                                                                                                                                                                                                                                                                     | MBE/<br>WBE | COOP<br>PROCURE-<br>MENT |
|--------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------------------|
| C109302001         | For Orders:<br>4804901980 L | Embarq Corporation<br>3546 N. Ten Mile Drive<br>Jefferson City, MO 65109<br>Contacts:<br>877-595-2503<br><b>Option 1: Carol Smith</b><br><b>Option 2: Melissa Fouch</b><br><b>Option 3: Teresa Braswell</b><br>Fax for PO's: 1-866-559-4612.<br>Email: <u>CareStMO@centurylink.com</u> | NO          | YES                      |

#### STATEWIDE CONTRACT HISTORY

Page 1 of 14

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

| Contract          | Issue    | Summary of Changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Period            | Date     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 10/01/11-09/30/12 | 05/31/12 | E-mail address has been updated on Page 1 of this Notice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10/01/11-09/30/12 | 05/30/12 | Phone contact information has been updated on Page 1 of this Notice.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10/01/11-09/30/12 | 01/25/12 | Note added to line item 125 regarding speakers being an "add-on" feature.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10/01/11-09/30/12 | 10/06/11 | Renewal of Contract.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10/01/10-09/30/11 | 07/07/11 | Correction to price for line item 029 (should be \$72.69).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 10/01/10-09/30/11 | 09/30/10 | Renewal of Contract.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 10/01/09-09/30/09 | 07/23/10 | Change to model number for line item 081 to M9216.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 10/01/09-09/30/09 | 06/24/10 | Clarification about ordering headsets: the amplifier is a separate unit and in most cases also needs to be ordered along with the headset (see items $011 - 020$ ).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 10/01/09-09/30/09 | 05/12/10 | Line item 081's description has been corrected; it is not a speakerphone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 10/01/09-09/30/09 | 12/08/09 | Line items 001, 041, 062, and 120 are deleted. Substitutions for line items 027-029 have been approved and new product codes are noted. Also, pictures of most items are now available as a separate pdf file.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 10/01/09-09/30/09 | 11/05/09 | Updates to the Statewide contract notice include the following: The contract period<br>has been revised to be October 1, 2009- through September 30, 2010. Also several<br>items that were listed in the original statewide notice as "not available" have been<br>deleted from the notice and SAM2. A listing of pictures is also being added with this<br>modification to the statewide contract notice to aid the contract user in making an<br>informed choice about the item they wish to purchase. NOTE: Embarq may invoice<br>using the name Centurylink. Please check on SAM2 for the vendor number that<br>matches the remit-to address on the Centurylink invoice. ADDITIONAL NOTE:<br>Pictures of available items are on their way –in another update to this notice. Also,<br>there will be revisions to line items 027-029 as products are already being substituted!!<br>Agencies are advised for the time being to hold-off ordering items 027-029. |
| 09/21/09-09/19/09 | 09/25/09 | Initial issuance of new statewide contract-Replaces Contact C10700001                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

**Purpose:** Contract C109302001 has been established for state agencies to purchase phones (Meridian and CLASS type) and related phone accessories.

**Preferred Use:** The contract shall be considered a preferred-use contract which means all state agencies should use the contract for the supplies on contract if needed. Even though the contract is considered a preferred-use contract, there will be rare situations where an agency may waive itself from using the contract **so long as such determination is supportable and in the best interest of the State.** Reasons for not using the contract shall include but shall not necessarily be limited to the following: offered packaging is not usable by the state agency; order delivery time is not meeting state agency's needs; specific item is out-of-stock for an unreasonable amount of time (to be determined by the state agency) without an acceptable substitute; specific item on contract is not what the state agency legitimately needs to meets its agency's public responsibilities; cost of the item exceeds historical and/or current market pricing and it would be unduly burdensome for the agency to pay the contract price.

**Delivery:** Not to exceed 30 days ARO

Warranty: Manufacturer's standard warranty on parts only; there is no warranty on labor

**Renewal Options:** Two one-year renewal options are available. Embarq can take a 2% prince increase the first option and a 4% increase the second option.

**SAM 2 Use:** A line item in SAM2 has been established to correspond to each line item on the Pricing Page for the contract.

**Pricing:** Specific line items are set up for each phone and phone accessory available under the contract. Pricing is available on the next page of this notice. All pricing is quoted FOB Destination, Freight Prepaid and Allowed, which means state agencies shall **not** pay extra for freight and handling.

**Pictures:** Pictures and product information are now incorporated into this notice. It is hoped that the pictures and information help the contract-user choose the right product for their need. Feedback is always welcomed.

**State technical contact available:** If you have any questions about the suitability of equipment for your use or other technical questions, please contact Chris Wilson of ITSD at 573-526-3831.

#### PRICING PAGE REQUIRED ITEMS PRICING:

#### C/S Code: 72555 TELEPHONE EQUIPMENT AND PIECE PARTS CATEGORY 1: CLASS FEATURE TELEPHONE

002 CLASS Single Line Custom Display Speaker Telephone Brand and Model: Aastra 9116 Color Codes: Charcoal: (Mat Code: 1065730) Each \$45.60

003 CLASS Two Line Customer Display Speaker Telephone Brand and Model: Aastra 9120 Color: Charcoal-(Mat Code: 1065734) Each \$89.36

#### **CATEGORY 2: DIGITAL CENTREX BUSINESS SETS**

004

Meridian 5008 Telephone – Without Display Brand and Model: Aastra 5008 Color Codes: Black: B0240401-Black (Mat. Code 1013590) Ash: B0240399-Ash-(MatCode 476695) Each \$123.33

005

Meridian 5208 Telephone – With Display Brand and Model: Aastra 5208 Color Codes: Black: B0240404-Black-(Mat. Code 1126020) Ash: B0240402-Ash-(Mat. Code 1013585) Each \$210.39

006

Meridian 5216 Telephone – With Display and Headset Capability Brand and Model: Aastra 5216 Color Codes: Black: B0240413-Black-(Mat Code 1013582) Ash: B0240411-Ash-(Mat. Code 1013581) Each \$319.22

007 Meridian 5316 Telephone – With Display and Hands Free Capability Brand and Model: Aastra 5316 Color Codes: Black: B0240407-Black-(Mat Code 1126026) Ash: B0240405-Ash-(Mat.Code 1013587) Each \$319.22

008 Meridian M522 Telephone Expansion Module Brand and Model: Aastra M522 Color Codes: Black: B0240410-Black-(Mat. Code 1013584) Ash: B0240408-Ash-(Mat.Code 1126367) Each \$92.86 Single Stand – Meridian M522 Brand and Model: Aastra M522 Color Codes: Black: P0780103-Black-(Mat. Code 1013594) Ash: P0780135-Ash-(Mat. Code 1013595) Each \$7.18

#### 010

Double Stand – Meridian M522 Brand and Model: Aastra M522 Color Codes: Black: P0780203-Black-Mat. Code 1013593 Ash: P0780235-Ash-Mat.Code 1011854 Each \$13.33

#### **CATEGORY 3: HEADSETS**

#### 011

Telephone Headset – Amplifier Brand and Model: Plantronics M22 (Mat Code 1106090) Each \$79.94

#### 012

Telephone Headset - Multimedia Amplifier Brand and Model: Plantronics MX10 (Mat. Code 1109542) Each \$99.92

#### 013

Telephone Headset – Rest Behind The Ear – Voice Tube Brand and Model: Plantronics H81 (Mat. Code 1028498) Each \$84.66

#### 014

Telephone Headset – Rest Behind The Ear – Noise Canceling Brand and Model: Plantronics H81N (Mat. Code 1070915) Each \$97.57

#### 015

Telephone Headset – Headband Style – Voice Tube Brand and Model: Plantronics H91 (Mat. Code 1044347) Each \$78.91

#### 016

Telephone Headset – Headband Style – Noise Canceling Brand and Model: Plantronics H91N (Mat. Code 1057731) Each \$85.26

#### 017

Telephone Headset – In the Ear Style with Ear Tip – Voice Tube Brand and Model: Plantronics H31 (Mat. Code 1010865) Each \$71.04

#### 019

Telephone Headset – Behind the Head Style – Voice Tube Brand and Model Plantronics H171 (Mat Code: 1086213) Each \$77.49

020 Telephone Headset – Behind the Head Style – Noise Canceling Brand and Model Plantronics H171N (Mat Code: 1114713) Each \$86.60

#### CATEGORY 4: SINGLE, TWO LINE, AND THREE LINE TELEPHONES

021 Single Line Touchtone Desk Telephone Brand and Model: Premier 7010 (Mat Code: 1110235) Each \$24.18

022

Single Line Touchtone Desk Telephone With Speed Dial Brand and Model: Premier 7030 (Mat Code: 1110237) Each \$30.36

#### <mark>023</mark>

Single Line Touchtone Desk Telephone With Speed Dial and Display Brand and Model: Aastra M9116 (A1259-0000-10-05) Black (Mat Code: 1065730) Each \$45.60 Ash (Mat Code: No Code – just ask for "Ash")

024

Single Line Touchtone Desk Telephone 20 Station Brand and Model: Cortelco (219300-VOE-27S Black) (Mat Code: 1114867) Each \$47.14

025

Single Line Touchtone Desk Telephone With Speakerphone Brand and Model: Aastra (A1264-0000-10-05) Charcoal M9110 (Mat Code: 1092679) Each \$33.16

026

Two Line Touchtone Desk Telephone With Speakerphone Brand and Model: Premier 7270 (Mat Code: 1110238) Each \$51.06

027 Three Line Touchtone Desk Telephone With Speakerphone Brand and Model: RCA 25423 RE1 – 3 Line+ Speakerphone Code: 1117456 Each \$100.81

#### **CATEGORY 5: CORDLESS TELEPHONES**

028 CLASS Cordless 1.9 GHz DECT Telephone Brand and Model: Uniden DECT 1580-2, 6.0 Expandable Cordless w/digital answering system, CW, CID, extra handset, 10 hours of talk time & illuminating display, (Mat Code: 1114012) Each \$81.22 Single handset digital answering machine CWCID with 30 name & number, 70-number phonebook. Handset speakerphone, high contrast orange backlit LCD voice mail waiting light on handset. Brand and Model: DECT 6.0, D1680 Each \$73.40

030 Single Line Touchtone Cordless Telephone With Headset Brand and Model: Plantronics CT14 Code: 1113988 Each \$106.58

#### CATEGORY 6: CONFERENCE TELEPHONES

031

Single Line Conference Speakerphone Brand and Model: Polycom Voicestation 300 (Mat Code: 1083224) Each \$294.07

032

Single Line Conference Speakerphone With Extension Microphone Capability Brand and Model: Polycom Soundstation 2 (P/N 2200-16200-001) (Mat Code: 1072344) Each \$484.37

036

Extension Microphones Brand and Model: Polycom 2200-16155-001 (Tech data) (Mat Code: 1072411) Each \$138.86

# CATEGORY 7: ENHANCED TELEPHONES AND TELEPHONE AMPLIFIER PRICE

037

High Frequency Enhanced Telephone Brand and Model: W-1000 Clarity (Mat. Code 1113042) Each \$39.46

038 TTY Telephone With Built in Printer (8 ½ inch Wide Paper) Brand and Model: P/N 750-000202 Ultratech (Mat Code: 1120202) Each \$521.80

039

TTY Telephone With Built in Printer (2 ¼ inch Wide Paper) and Printer Port Brand and Model: SuperPrint 4425a Ultratech (Mat Code: 1094328) (PID 0187964062) Each \$458.08

040 In-Line Telephone Amplifier Brand and Model: Clarity (W10-00 Black- Mat Code: 1110344) (W10-44 Ash- Mat Code: 1010821) Each \$24.61

### CATEGORY 8: REQUIRED CLASS/ BUSINESS SET TELEPHONE ACCESSORIES

#### 042

12-foot Coiled Cord Brand and Model: Premier 12-foot Color Codes: Black (Mat Code: 1110206), Ash (Mat Code: 1110209), and Grey (Mat Code: 1026982) Each \$1.12

#### 043

25-foot Coiled Cord Brand and Model: Premier 25-foot Color Codes: Black (Mat Code: 1110211), Ash (1097864), and Grey (1028186) Each \$1.82

#### 044

8-Foot Line Cord – CLASS Telephone Brand and Model: 14-foot Premier Silver Satin (Mat Code: 1110199) Each \$1.11 (NOTE: 7' Line Cord available under Optional Equipment, Line Item 137)

#### 045

12-Foot Line Cord – CLASS Telephone Brand and Model: 14 foot Premier Silver Satin (Mat Code: 1110199) Each \$1.11

#### 046

25-Foot Line Cord – CLASS Telephone Brand and Model: Premier Silver Satin (Mat Code: 1041382) Each \$1.78

#### 047

8-Foot Line Cord – Business Set Telephone Brand and Model: 14 foot Premier Silver Satin (Mat Code: 1110216) Each \$1.44 (NOTE: 7' Line cord available under Optional Equipment, Line Item 138)

#### 048

12- Foot Line Cord – Business Set Telephone Brand and Model: 14 foot Premier Silver Satin (Mat Code: 1110216) Each \$1.44

049 25 Foot Line Cord – Business Set Telephone Brand and Model: Premier Silver Satin (Mat Code: 1110217) Each \$2.09

#### 050

CLASS Telephone Receiver Brand and Model: Callisto Color Codes: Black: A0758634 (Mat Code: 1091266) Ash: A0329173 (Mat Code: 1011015) Each \$9.49

#### 051

Digital Telephone Receiver Brand and Model: Aastra Color Codes: Black: A0338908 Black (Mat Code: 1049686), Ash: A0329173 Ash (Mat Code: 1011015) And Grey: A0329174 Grey (Mat Code: 1010936) Each \$15.22 Brand and Model: M8000/M9000 Power Supply Code: 1065398 Each \$23.71

053

Business Set Telephone Power Adapter Brand and Model: Aastra M518 Modular Power Supply (Mat Code: 1074048) Each \$37.19

054

Short Cable (Unit to host) – Meridian M522 or equivalent Brand and Model: Aastra P0830327 Each \$1.78

055

Long Cable (Unit to host) – Meridian M522 or equivalent Brand and Model: Aastra P0830326 Each \$1.78

#### **MISCELLANEOUS ITEMS**

057

Ear Cushions (Plantronics 15729-05) (Mat. Code 1025396) Each \$1.45

058 Kits (Plantronics Ear cushion Kit 40709-01) (Mat Code: 1067848) Each \$2.53

059

Ear Tips (Plantronics 25640-01) (Mat Code: 1029138) Each \$2.80

060

Ear Pieces (Plantronics 06448-00) (Mat Code: 1066369) Each \$5.26

063 Wire Frame Eyeglass Adapter (Plantronics 40700-01) Each \$3.34

064 Modular to Plug Prong Adapter Quick Disconnect in Line Mute Switch (Plantronics P10) Each \$73.27

065 Y Connecter (Plantronics 27019-03) (Mat Code: 1010805) Each \$26.65

066 AC Adapter (Plantronics 26503-01) (Mat Code: 1044728) Each \$7.18 067

2.4 GHz Telephone Battery (Premier BP905) Each \$9.81

#### 071

Cordless Telephone Battery (Premier BP800), Mat. Code 1120777 Each \$10.69

#### CORRESPONDS TO CATEGORY 1: CLASS FEATURE TELEPHONE – OPTIONAL EQUIPMENT

080

CLASS Single Line Telephone Brand and Model: Aastra (M9216) Black: A0402091-Black- (Mat Code: 1012915) Each \$130.18

081

CLASS Single Line Telephone Brand and Model: Aastra (M9216) Ash: A0402092-Ash- (Mat Code: 1011586) Each \$120.88

082

CLASS Single Line Customer Display Speaker Telephone BRAND AND MODEL: AASTRA (M9316CW) BLACK: A0659641-BLACK- (Mat Code: 1012923) Each \$144.27

083 CLASS Single Line Customer Display Speaker Telephone BRAND AND MODEL: AASTRA (M9316CW) ASH: (A0674338-ASH- Mat Code: 1012925) Each \$144.27

084 CLASS Two Line Customer Display Speaker Telephone BRAND AND MODEL: AASTRA (M9417CW) BLACK: (A0652243-BLACK- Mat Code: 1012982) Each \$180.75

085 CLASS Two Line Customer Display Speaker Telephone BRAND AND MODEL: AASTRA (M9417CW) ASH: (A0674967-ASH- Mat Code: 1012981) Each \$180.75

#### **CATEGORY 3: HEADSETS – OPTIONAL EQUIPMENT**

101

Telephone Headset Top – Headband Style Headset Supra Headband Style Headset with Clear, adjustable voice tube Monaural Supra Plus H251, (Mat Code: 1122518) Each \$52.63

102 Telephone Headset Top – Headband Style Headset – Noise Canceling Microphone Monaural Supra Plus Noise Canceling H251N, (Mat Code: 1084333)

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Each \$66.62

#### 103

Telephone Headset Top – Headband Style Headset – Noise Canceling Microphone, Binaural Supra Plus H261N, (Mat Code: 1084332) Each \$79.94

#### 104

Telephone Headset Top – Behind the Ear Style Headset Mirage Earloop with Swivel Receiver with clear, adjustable voice tube, Product code: H41, (Mat Code: 1010845) Each \$60.63

#### 105

Telephone Headset Top – Behind the Ear Style Headset – Noise Canceling. Mirage Earloop with swivel receiver and clear, adjustable voice tube. Product code: H41N, (Mat Code: 1010810) Each \$74.61

#### 106

Plantronics Cordless Headset Wireless 1.9 Ghz (CS55) (Mat Code: 1088087) Each \$206.52

#### 107

Handset Lifter For one-Touch Remote Call-Answering. For use with CS50. Plantronics (HL10) 5383381328 (Mat Code: 1061151) Each \$53.29

108

Mirage Value Pack (H41, H41N) Code: 1104477 Each \$6.60

109

Tristar Value Pack (H81, H81N) (Mat Code: 1109547) Each \$6.66

110 Supra Value Pack (H51, H51N, H61, H61N) (Mat Code: 1104475) Each \$6.66

111 Duopro Value Pack (H181, H181N) Code: 1104476 Each \$14.35

#### **CORRESPONDS TO CATEGORY 4: SINGLE, TWO LINE, AND THREE LINE TELEPHONES** 115 Polycom Soundpoint Pro SE-220 – 2-line Desktop Conference Phone (P/n 2200-06315-001)

Each \$186.18

4-Line AT&T 1040 Speakerphone Each \$141.12

#### **CORRESPONDS TO CATEGORY 6: CONFERENCE TELEPHONES**

125 Polycom SoundStation VTX 1000, Fully Auto Conference Phone Code: 1072717 Each \$934.49

NOTE: The "speakers" referred to in the Polycom brochure are not actually included. Speakers are add-on and will be charged extra.

#### 126

Polycom SoundStation2 Conference Phone, non-expandable with display (Mat Code: 1074166) Each \$494.84

136

6 foot Coiled Cord Brand and Model: Premier Black (Mat Code: 1110203) Each \$0.75

Ash (Mat Code: 1110205) Each \$0.71 - Not Available in Grey

137

7 Foot Line Cord – CLASS Telephone Brand and Model: Premier Silver Satin (Mat Code: 1110199) Each \$1.11

138 7 Foot Line Cord – Business Set Telephone Brand and Model: Premier Silver Satin (Mat Code: 1110215) Each \$0.85

#### DeskTop IP Phones

140
SoundPoint IP 331, 2-line SIP desktop phone with integrated
2-port 10/100 Ethernet switch and PoE support. Compatible Total Coverage
Platform: 20. Country group: 66 excluding Brazil. Does not include AC power supply.
Product Code: 2200-12365-025
\$149.00

141
SoundPoint IP 331, 2-line SIP desktop phone with integrated
2-port 10/100 Ethernet switch and PoE support. Compatible Partner Platform
Platform: 20. Country group: 1, 6. Includes universal power supply.
Product Code: 2200-12365-001
\$169.00

#### Additional Head Set Equipment:

142 DA40 USB TO HEADSET ADAPTER Code: 1119285 Each \$35.78 143 CONNECTOR M12 A20 QUICK DISCONNECT TO M22 Amp Code: 1046760 Each \$35.02

#### State of Missouri Office of Administration Division of Purchasing and Materials Management Contract Performance Report

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve products and services available to state agency users. **Comments should include those of the product's end user.** 

Contract No.: C109302001 Contractor: Embarg

Describe Product Purchased (include Item No's., if available):

**Rating Scale:** 5 = Excellent, 4 = Good, 3 = Average, 2 = Poor, 1 = Fails to meet expectations

| Product Rating                        | Rate<br>1-5, 5 best |
|---------------------------------------|---------------------|
| Product meets your needs              |                     |
| Product meets contract specifications |                     |
| Pricing                               |                     |

| Contract                      | or Kating                                                                                                                                                                      | 1-5, 5 best                                                                        |  |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|--|
| Timeliness of delivery        |                                                                                                                                                                                |                                                                                    |  |
| Responsiveness to inquiries   |                                                                                                                                                                                |                                                                                    |  |
| Employee courtesy             |                                                                                                                                                                                |                                                                                    |  |
| Problem resolution            |                                                                                                                                                                                |                                                                                    |  |
| Recall notices handled effect | ctively                                                                                                                                                                        |                                                                                    |  |
| Comments:                     |                                                                                                                                                                                |                                                                                    |  |
| Prepared by:                  | Title:                                                                                                                                                                         | Agency:                                                                            |  |
| Date:                         | Phone:                                                                                                                                                                         | Email:                                                                             |  |
| Address:                      |                                                                                                                                                                                |                                                                                    |  |
| Please detach or photocop     | y this form & return by FAX to 573-                                                                                                                                            | <u>-7526-9816, or mail to:</u>                                                     |  |
|                               | Office of Admini<br>Division of Purchasing and Ma<br>301 West High Stree<br>PO Box 80<br>Jefferson City, Misso<br>You may also e-mail form to the b<br><u>liz.palazzolo@oa</u> | aterials Management<br>et, RM 630<br>99<br>ouri 65102<br>ouyer as an attachment at |  |