



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

NOTIFICATION OF STATEWIDE CONTRACT

May 6, 2014

CONTRACT TITLE: Neopost/Hasler Mail Equipment Maintenance Service

CURRENT CONTRACT PERIOD: May 23, 2014 through May 22, 2015

BUYER INFORMATION: Nicolle Skaggs
573-751-5341
Nicolle.skaggs@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	May 23, 2011 Through May 22, 2012	May 22, 2016

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** FOR ALL STATE AGENCIES.
Local Purchase Authority should not be used to purchase supplies/services included
in this contract. See text herein for further details.

The entire contract document may be viewed and printed from the Division of Purchasing & Materials Management's
Awarded Bid & Contract Document Search located on the Internet at <http://www.oa.mo.gov/purch>.

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

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C111117001	9423888820 5	Neopost USA Inc. 478 Wheelers Farms Rd. Milford, CT 06461 Contact: David Nagel Phone: 573-489-8860 Fax: 203-876-5459 Government@neopost.com	No	No
C111117002	3711619130 1	Mailing Methods, Inc. 8850 Sterling Place Caseyville, IL 62232 Contact: Casey Knight Phone: 314-241-4090 Fax: 618-397-1016 cknight@mailingmethods.com	No	No

STATEWIDE CONTRACT HISTORY

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 Period	Issue Date	Summary of Changes
05/23/14 - 05/22/15	05/06/14	Renewal of Contract
05/23/13–05/22/14	05/30/13	Renewal of Contract
05/23/12 - 05/22/13	06/19/12	Deleted line item 002 and 023.
05/23/12 - 05/22/13	06/11/12	Renewal of Contract
05/23/11 - 05/22/12	2/16/12	Corrected Buyer Information
05/23/11 - 05/22/12	12/07/11	Line items 038, 039, and 040 were added for on-going maintenance for mail equipment located at Missouri Department of Social Services, East Prairie, Springfield and Kansas City Missouri Offices.
05/23/11 - 05/22/12	10/13/11	Corrected Neopost Vendor Number
05/23/11 – 5/22/12	9/19/11	Line item 037 was added for on-going maintenance for mail equipment located at Department of Mental Health Joplin Regional Office.
05/23/11 – 5/22/12	5/23/11	Initial issuance of new statewide contract

**Neopost/Hasler Mail Equipment Maintenance Service
(Statewide)**

Purpose:

This contract is for maintenance on state owned Neopost/Hasler mail equipment maintenance service.

Ordering:

Each using agency shall issue its own contract release using Commodity Service Code Number 93699 for all items. In the text you must list machine model, serial number, price and billing period (monthly).

Replacement of Damaged Product:

The state agency is advised that the contractor shall be responsible for replacing any item received in damaged condition at no cost to the State of Missouri. This includes all shipping costs for returning non-functional items to the contractor for replacement.

General Maintenance Requirements Applicable for Both Service Agreement Maintenance Plan, and Time and Materials Coverage:

The state agency is advised that the contractor has agreed that services performed for a state agency under a monthly service agreement maintenance plan or for services performed on a time and materials basis, the contractor shall perform professional, reliable and timely maintenance on all mail equipment at various locations throughout the State of Missouri in compliance with manufacturer recommendations and requirements to the sole satisfaction of the state agency. Service and monthly invoicing will commence upon the state agencies request.

Service will be continual, and the contractor will always be available to serve the state agencies as necessary throughout the duration of the contract. The state agency may contact the contractor's 24-hour a day, 7-days a week at the following emergency numbers:

Neopost USA, Inc.: 800-636-7678

Mailing Methods, Inc.: 314-241-4090

As a backup telephone number state agencies may also contact David Nagel of Neopost USA at 573-489-8860.

The state agency is advised that the contractor has agreed that all service shall be in compliance with the manufacturer standards for maintaining the equipment, including standards for service agreement maintenance which includes, but not necessarily limited to machine adjustments, cleaning, lubrication, calibration, and parts replacement.

The state agency is advised that emergency service shall only be billed as emergency service if the service is performed upon the agency's authorized request after 5:00 P.M. weekdays, and on Saturdays, Sundays, or state-recognized holidays. The state agency will identify the call for service as an emergency to the contractor if asked to perform at the times stated. The contractor has agreed to try and resolve the emergency remotely using whatever electronic means are available to the contractor and the state agency and if necessary, the contractor will perform emergency service on-site. The state agency will pay for all emergency service at the contractor's current emergency hourly price. Emergency service provided by Neopost USA will be prorated based on their actual service. Mailing Methods will charge a 1-hour minimum for work performed after 5PM and before 8am on weekdays, Saturday, Sunday and holidays. After the initial hour has been met, Mailing Methods will bill on a quarterly basis for any additional time. The contractor has agreed that travel time spent going to and from the state agency site will be built into the emergency hourly rate. The contractor understands and agrees that service that starts as routine service will not become classified as emergency service in the event the contractor has to stay past 5:00 PM on a weekday to complete the service call unless the state agency approves the contractor staying past 5:00 PM. Upon the state agency approval to the contractor to stay past 5:00 PM, the contractor may bill the state agency at the contractor's current emergency hourly price. The contractor has agreed to advise the agency of the length of the anticipated service visit and will comply with the state agency's judgement if the work should proceed or be rescheduled for the following work-day. The contractor has agreed that all parts necessary to remedy the emergency will be billed separately. Mailing Methods will include a 5% discount off their current list price for parts.

Routine Regular Maintenance Service Plan

The contractor has agreed that if providing the state agency with a monthly service agreement maintenance plan, the plan will include routine regular maintenance which is defined as both service agreement maintenance and machine repair, and includes telephone service and provides on-site service calls as requested by the state agency.

Service Agreement Maintenance: The agency is advised that the contractor has agreed to schedule and coordinate maintenance with the state agency and the decision of the state agency will be considered final. The service agreement maintenance will occur automatically at regularly scheduled intervals every six-months throughout the duration of the contract, and will not require a special request from the state agency. Service agreement maintenance will include at a minimum, cleaning, vacuuming-out dust, lubricating, calibrating, and replacing components as necessary and appropriate to prevent machine breakdown and repair.

Machine Repair: The state agency is advised that routine regular machine repair shall be included if the state agency is included in the service agreement maintenance plan. Routine regular machine repair shall be performed within four (4) business hours of the service request if service is to be performed within a 40-mile radius of Jefferson City, Columbia, St. Louis, Kansas City, Cape Girardeau, Poplar Bluff, Rolla, or Springfield. Repair service in all other locations of the state will be performed within eight (8) business hours of request. Routine regular machine repair will consist of at minimum determining the problem the agency is experiencing with their machine(s), fixing the identified problem, and providing all parts necessary including replacement of worn parts. This type of routine regular machine repair will be conducted during agency normal work hours 8:00 A.M. through 5:00 P.M., Monday through Friday and provided at no additional cost to the monthly service agreement maintenance price. In addition, the monthly service agreement maintenance price shall include replacement of parts for routine machine repair. The contractor understands and agrees that service that starts as routine regular machine repair shall not become classified as “emergency” service in the event the contractor has to stay past 5:00 P.M. on a weekday to complete the routine regular machine repair call unless the state agency has approved the contractor staying past 5:00 P.M.

If the state agency’s routine regular machine repair request is made after 12:00 P.M., then the response time can be counted into the next work-day starting at 8:00 A.M. Some circumstances (e.g., parts availability as determined by troubleshooting over the phone) may result in extensions of these response times as mutually agreed to by the contractor and the state agency on a case-by-case basis.

Survey:

A survey form is attached for the state agency user to give feedback on the contract.

Renewal Information:

The initial contract period runs 05/23/11 – 05/22/12. The contract has four (4) renewal options. This contract is renewable through 05/22/16.

PRICING PAGE

<u>LINE ITEM</u>	<u>COMMODITY/SERVICE DESC</u>	<u>U/M</u>	<u>UNIT PRICE</u>	<u>CONTRACT NUMBER</u>
001	C/S Code: 93699 <i>MTC/Repair Services for General Equipment</i> Firm, fixed monthly price for maintenance support and service for the following state agency: Department of Natural Resources WPSCD 7545 S. Lindbergh Blvd, Ste. 210 St. Louis, MO 63125-4843	MO	\$87.10	C111117001
002	Cancelled			
003	C/S Code: 93699 <i>MTC/Repair Services for General Equipment</i> Firm, fixed monthly price for maintenance support and service for the following state agency: Department of Health and Senior Services Eastern Dist. Health Office 220 S. Jefferson Ave. St. Louis, MO 63103-2536	MO	\$37.63	C111117002
004	C/S Code: 93699 <i>MTC/Repair Services for General Equipment</i> Firm, fixed monthly price for maintenance support and service for the following state agency: Department of Social Services Family Support Division Division of Family Services 1715 S. Morely St. #B Moberly, MO 65270-3022	MO	\$100.10	C111117001
005	C/S Code: 93699 <i>MTC/Repair Services for General Equipment</i> Firm, fixed monthly price for maintenance support and service for the following state agency: Missouri Department of Conservation 1110 S. College Avenue Columbia, MO 65201-5204	MO	\$87.10	C111117001
006	C/S Code: 93699 <i>MTC/Repair Services for General Equipment</i> Firm, fixed monthly price for maintenance support and service for the following state agency: Missouri Department of Mental Health Southeast Missouri Mental Health 1010 W. Columbia St. Farmington, MO 63640-2902	MO	\$91.00	C111117001
007	C/S Code: 93699 <i>MTC/Repair Services for General Equipment</i> Firm, fixed monthly price for maintenance support	MO	\$54.17	C111117002

and service for the following state agency:

Missouri Court of Appeals
815 Olive Street
St. Louis, MO 63101-1531

008 C/S Code: 93699 MO \$100.10 C111117001

MTC/Repair Services for General Equipment

Firm, fixed monthly price for maintenance support
and service for the following state agency:

Missouri Department of Social Services
1419 E. Church St.
Aurora, MO 65605-2324

009 C/S Code: 93699 MO \$100.10 C111117001

MTC/Repair Services for General Equipment

Firm, fixed monthly price for maintenance support
and service for the following state agency:

Missouri Department of Social Services
1111 Kingshighway St., Ste A
Rolla, MO 65401-2987

010 C/S Code: 93699 MO \$100.10 C111117001

MTC/Repair Services for General Equipment

Firm, fixed monthly price for maintenance support
and service for the following state agency:

Missouri Department of Social Services
2500 E. Mechanic Street
Harrisonville, MO 64701-2049

011 C/S Code: 93699 MO \$100.10 C111117001

MTC/Repair Services for General Equipment

Firm, fixed monthly price for maintenance support
and service for the following state agency:

Missouri Department of Social Services
1100 South BYP Ste. 1
Kennett, MO 63857-3732

012 C/S Code: 93699 MO \$100.10 C111117001

MTC/Repair Services for General Equipment

Firm, fixed monthly price for maintenance support
and service for the following state agency:

Missouri Department of Social Services
210 N. Washington, St.
Neosho, MO 64850-1521

013 C/S Code: 93699 MO \$100.10 C111117001

MTC/Repair Services for General Equipment

Firm, fixed monthly price for maintenance support
and service for the following state agency:

Missouri Department of Social Services
220 N. Fountain St.
Cape Girardeau, MO 63701-7430

014	C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency: Missouri Department of Social Services 2720 Shepherd of Hills Expressway Branson, MO 65616-3380	MO	\$81.90	C111117001
015	C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency: Missouri Department of Social Services 30832 State Highway 413 Galena, MO 65656-8331	MO	\$81.90	C111117001
016	C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency: Missouri Department of Social Services 3055 Holman Dr. Hannibal, MO 63401-2276	MO	\$81.90	C111117001
017	C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency: Missouri Department of Social Services 929 N. Business Hwy 71 Anderson, MO 64831	MO	\$81.90	C111117001
018	C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency: Missouri Department of Social Services 16798 Oak Hill Drive Rd. Ste 600 Houston, MO 65483-1311	MO	\$81.90	C111117001
019	C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency: State Court Administrator 2112 Industrial Drive Jefferson City, MO 65109-0952	MO	\$183.30	C111117001
020	C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency: Missouri State Treasure's Office	MO	\$188.50	C111117001

Truman Bldg., Room 156
301 West High Street
Jefferson City, MO 65101-1517

021	C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency: Missouri Department of Social Services 800 W. Scenic Rivers Blvd. Salem, MO 65560-2806	MO	\$81.90	C111117001
022	C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency: Missouri Department of Social Services 1716 Prospect Dr. Ste. B Macon, MO 63552-2616	MO	\$61.10	C111117001
023	Cancelled			
024	C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency: Missouri Department of Social Services 112 RB Road Stockton, MO 65785	MO	\$52.00	C111117001
025	C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency: Missouri Department of Social Services 621 E. Highland Ave., Ste. 1 Nevada, MO 64772	MO	\$52.00	C111117001
026	C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency: Missouri Department of Social Services 205 Highway 63 S. Vienna, MO 65582	MO	\$35.10	C111117001
027	C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency: Missouri Department of Social Services Division of Family Services 208 E. 8 th Street Cassville, MO 65625	MO	\$24.70	C111117001

028	<p>C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency:</p> <p>Missouri Department of Social Services Division of Family Services 603 NW 12th Ave. Ava, MO 65608</p>	MO	\$52.00	C111117001
029	<p>C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency:</p> <p>Missouri Department of Social Services Division of Family Services 1306 Broadway Van Buren, MO 63965</p>	MO	\$35.10	C111117001
030	<p>C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency:</p> <p>Missouri School for the Deaf 505 E. 5th Street Fulton, MO 65802</p>	MO	\$37.70	C111117001
031	<p>C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency:</p> <p>Missouri Department of Agriculture 701 North Miller Avenue Springfield, MO 65802</p>	MO	\$52.00	C111117001
032	<p>C/S Code: 93699 MTC/Repair Services for General Equipment Firm, fixed monthly price for maintenance support and service for the following state agency:</p> <p>Missouri Department of Natural Resources Rock Bridge Memorial State Park 5901 S. Highway 163 Columbia, MO 65203</p>	MO	\$24.70	C111117001
036	<p>C/S Code: 93699 MTC/Repair Services for General Equipment Firm Fixed Discount off current list pricing for replacement repair parts for equipment, including software that has been previously installed at each located stated herein.</p>	TOTL	0%	C111117001
036	<p>C/S Code: 93699 MTC/Repair Services for General Equipment Firm Fixed Discount off current list pricing for replacement repair parts for equipment, including</p>	TOTL	5%	C111117002

software that has been previously installed at each located stated herein.

037 C/S Code: 93699 MO \$57.20 C111117001
MTC/Repair Services for General Equipment
Firm, fixed monthly price for maintenance support and service for the following state agency:

Department of Mental Health
Joplin Regional Office
3600 E. Newman Road
P.O. Box 1209
Joplin, Missouri 64801-1209

038 C/S Code 93699 MO \$46.80 C111117001
MTC/Repair Services for General Equipment
Missouri Department of Social Services
Family Support Division/Children's Division
Mississippi County
718 North Martin
East Prairie, MO 63845

Mail Equipment Listing for Line Item 038

IJ50 Base
WP30 Scale

039 C/S Code 93699 MO \$39.00 C111117001
MTC/Repair Services for General Equipment
Missouri Department of Social Services
Children's Division Greene County
149 Park Central Square, Room 622
Springfield, MO 65806

Mail Equipment Listing for Line Item 039

IJ35 Base
ST-77 Scale

040 C/S Code 93699 MO \$39.00 C111117001
MTC/Repair Services for General Equipment
Missouri Department of Social Services
Family Support Division/Children's Division
Jackson County
4900 Swope Parkway
Kansas City, MO 64130

Mail Equipment Listing for Line Item 040

IJ50 Base
WP5 Scale

**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.: _____ **Contractor:** _____

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 1-5, 5 best
Product meets your needs	
Product meets contract specifications	
Pricing	

Contractor Rating	Rate 1-5, 5 best
Timeliness of delivery	
Responsiveness to inquiries	
Employee courtesy	
Problem resolution	
Recall notices handled effectively	

Comments: _____

Prepared by: _____ Title: _____ Agency: _____

Date: _____ Phone: _____ Email: _____

Address: _____

Please detach or photocopy this form & return by FAX to 573/526-9816, or mail to:

Office of Administration
Division of Purchasing and Materials Management
301 West High Street, RM 630
PO Box 809
Jefferson City, Missouri 65102
**You may also e-mail form to the buyer as an attachment at
Tammy.michel@oa.mo.gov**