



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

NOTIFICATION OF STATEWIDE CONTRACT

January 20, 2010

CONTRACT TITLE: NETWORKING PRODUCTS: CISCO PRODUCTS

CURRENT CONTRACT PERIOD: JANUARY 1, 2010 THROUGH MARCH 30, 2010

BUYER INFORMATION: Name BRENT DIXON
Phone (573) 751-4903
Email address brent.dixon@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Total Renewal Options Available	Potential Final Expiration
	11/28/2007 though 12/31/2008	4	12/31/2012

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 **MANDATORY** FOR ALL STATE AGENCIES.
Local Purchase Authority shall not be used to purchase supplies/services included
in this contract unless specifically allowed by the contract terms.

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

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C207031001	3632643670 5	<p>Primary Contractor: AT&T Global Services, Inc. 13075 Manchester Rd, Room 2-WF-8 Saint Louis, MO 63131</p> <p>Contact: Dennis Pashia, Account Manager Email: Dennis.Pashia@att.com Phone: 573-635-3442 Fax: 573-636-3522</p> <p>Scott Shipley, Application Specialist for complex quotes and on-site presales support Email: scott.shipley@att.com Phone 314-505-3630 Fax 314-505-0535</p>	YES	YES

C207031002	4319128950 2	<p>Debra Cooper, Inside Sales Representative Email: debbie.cooper@att.com Phone: 314-835-4534 Fax: 314-335-5738</p> <p>Secondary Contractor: World Wide Technology, Inc. 58 Weldon Parkway St. Louis, MO 63043-3101 Phone: (888) 234-8898 Fax: (800) 775-5475 Web Address: http://www.wwt.com/missouri</p> <p>Matt McAvin, Contract Manager 314-919-1682 Matt.mcavin@wwt.com</p> <p>Molly Jones, Cisco Account Manager (Jeff City) - Hardware, Software and Maintenance 573-636-3731 molly.jones@wwt.com</p> <p>Carl Medley, Cisco Account Manager (Jeff. City) - 573-680-1760</p> <p>Bryan Williams, Pre Sales Engineer 913-231-4378 Bryan.williams@wwt.com</p> <p>Carrie Catalano, Sales Operations Manager 314-919-1527 Carrie.catalano@wwt.com</p> <p>Tony Campana, Primary Inside Sales Rep - State 913-626-2449 SOM@wwt.com</p> <p>Pam Schwieder, Secondary Inside Sales Rep - State 888-234-8898 state@wwt.com</p>	YES	YES
C207031003	5417158600 0	<p>Tertiary Contractor: Digital Intelligence Systems Corp. (DISYS) 4151 Lafayette Center Drive, Suite 600 Chantilly, VA 20151</p> <p>Toll Free Phone - 888-286-3896; Phone 703-802-0500; Fax 703-802-0798 or 703-802-0799; or online @ www.disys.com</p> <p>Pankaj Sharma - Team Leader Email: pankaj.sharma@disys.com</p>	YES	YES

		Phone extension 703-234-6276 Vinant Prahlad - Inside Sales vinant.prahlad@disys.com Phone extension 703-234-6275 Vijay Soni – Sales Director vijay.soni@disys.com Phone extension 703-234-6270		
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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
01/01/10 through 03/30/10	01/20/10	◆ Contract extension of contract C207031001, C207031002, and C207031003 through March 30, 2010
01/01/09 through 12/31/09	08/14/09	◆ Corrected the number of renewals associated with the contract to align it with the requirements of the contract.
01/01/09 through 12/31/09	03/25/09	◆ Updated vendor contact information for each of the contractors on pages 1-3 of the NOA
01/01/09 through 12/31/09	03/19/09	◆ Updated pricing based upon renewal pricing submitted for C207031002 and C207031003
01/01/09 through 12/31/09	01/26/09	◆ Contract renewal of C207031002 and C207031003
01/01/09 through 12/31/09	01/07/09	◆ Contract renewal of C207031001
11/28/07 through 12/31/08	10/17/08	◆ Revised AT&T contact information
11/28/07 through 12/31/08	10/14/08	◆ Revised AT&T's preference to allow cooperative procurement entities to use the contract
11/28/07 through 12/31/08	06/25/08	◆ Clearly identified that AT&T is primary contractor, WWT is secondary contractor, and DISYS is tertiary contractor.
11/28/07 through 12/31/08	12/18/07	◆ Added additional contact information for DISYS
11/28/07 through 12/31/08	12/10/07	◆ Revised AT&T's vendor number and add additional contact information. ◆ Added additional contact information for WWT. ◆ Paragraph 1.9 has been added. ◆ Paragraph 1.10 has been added.
11/28/07 through 12/31/08	12/06/07	◆ Issuance of contract C207031001-003.

1. General Information:

The contractor shall provide the full line of Cisco networking products and services, including pre-sales support, installation, engineering, help-desk/telephone/electronic support, Cisco Smartnet branded maintenance, training, and professional services for any agency of the State of Missouri (hereinafter referred to as the “state agency”) in accordance with the terms and conditions defined herein.

- 1.2 The contractor shall provide new and unused equipment and accessories (equipment/accessories only certified as new shall not be acceptable) made of first class materials. Used, remanufactured, or refurbished equipment shall not be acceptable.
- 1.3 The contractor must provide all Cisco promotional and trade-in pricing to the state.
- 1.4 The contractor must provide equipment that is equipped with Cisco’s latest software release version, unless a state agency requests an alternative software version be installed on the equipment.
- 1.5 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.
- 1.6 When the state agency places an order for products, installation, training, and maintenance with the contractor they shall pay the price that is indicated on Cisco’s global list price less the discount to the State of Missouri the day of the purchase order is mailed or faxed to the contractor.
- 1.7 The State of Missouri may make advance deposits/payment for hardware maintenance and software maintenance (upgrades/new releases/technical support-type agreements) only.
- 1.8 The contractor must supply the user documentation/operating manuals necessary to install, operate and maintain the products provided.
- 1.9 The Office of Administration, Information Technology Services Division (ITSD), may restrict usage of the contract for various technologies by state agencies. Agencies within the consolidated ITSD structure will require permission from the state CIO or designated personnel in order to make product purchases from the contract that vary from architectural standards and/or enterprise initiatives.
- 1.10 Cisco has been established as the statewide standard manufacturer for networking products by the State of Missouri. Expansion of all existing networks shall utilize Cisco products. State agencies utilizing other manufacturer’s products may be maintained or replaced. However, expansion of such networks shall utilize Cisco products.

2. Contract Usage:

2.1 The state agency must follow the following guidelines when placing an order:

Items	Threshold	Mechanism	Selection Method
Hardware, software, maintenance (no services)	Up to \$250,000	Price Quote to All Contractors or Purchase Order to AT&T (Primary Contractor)	When using price quote must purchase from lowest cost
Hardware, software, maintenance (no services)	Over \$250,000	Price Quote to All Contractors	lowest cost
Services	100 hours or less	PAQ to All Contractors or Purchase Order to AT&T (Primary Contractor)	When using PAQ must purchase from lowest/best

Services	Over 100 hours	PAQ to All Contractors	lowest / best
Bundle (Hardware, software, maintenance, services)	None	PAQ to All Contractors	lowest / best

A “Price Quote” shall refer to a quotation for hardware, software and/or maintenance when only hardware, software and/or maintenance are required by the agency. A “Project Assessment Quotation” or “PAQ” shall refer to the process referenced in Paragraph 10 herein when services are required by the agency, possibly in addition to hardware and/or software and/or maintenance which shall also be included in the PAQ.

For Price Quotes, agencies may elect to purchase from a higher quotation if one or more of the following conditions are applicable:

- a. If the contractor providing the lowest price quote cannot provide the hardware, software and/or maintenance in the time frame requested by the state agency then the agency shall utilize the second lowest price quote contractor unless the second lowest price quote contractor cannot provide the services in the time frame requested by the state agency in which case the agency shall utilize the third lowest price quote contractor.
- b. If the state agency has documented to the Division of Purchasing and Materials Management in writing receiving unsatisfactory hardware, software, and/or maintenance applicable to the lowest price quote contractor’s work performance then the agency shall utilize the second lowest price quote contractor unless the state agency has also documented receiving unsatisfactory services applicable to the second lowest price quote contractor’s work performance in which case the agency shall utilize the third lowest contractor;
- c. If the lowest price quote contractor is otherwise unacceptable then the agency shall utilize the second lowest price quote contractor unless the second lowest price quote contractor is otherwise unacceptable in which case the agency shall utilize the third lowest price quote contractor; or
- d. If in the opinion of the State there exists a potential conflict of interest with the lowest price quote contractor on a given project then the agency shall utilize the second lowest price quote contractor unless a potential conflict of interest also exists with the second lowest price quote contractor in which case the agency shall utilize the third lowest price quote contractor.

For PAQs, agencies may include subjective evaluation criteria to determine the lowest/best proposed solution. PAQ submissions by contractor(s) may be excluded from consideration in the event one or more of the above conditions are applicable.

- 2.2 The contractor must notify both the requesting state agency and the Division of Purchasing and Materials Management in writing when they are unable to offer products and professional services when a specific request for service is submitted to the contractor.
- 2.3 The primary contractor shall be responsible for providing maintenance options for all currently owned equipment, as desired by the state.
- 2.4 The state agency desires for the primary (AT&T), secondary (WWT) and tertiary (DISYS) contractors to all submit a draft Project Assessment Quotation for the agency’s review and selection. In such instances, the agency will advise the contractors when sending out their PAQ request, what evaluation criteria will be utilized to evaluate the PAQ responses. However, state agencies will attempt to insure such evaluation criteria do not unduly restrict or hinder the contractor’s ability to utilize their proposed M/WBE subcontractors. In such event, before providing work on the project, the selected contractor must receive a properly authorized Purchase Order except the state agency may authorize an obligation of less than \$3,000.00 pursuant to the terms of the contract without the official encumbrance of funds (i.e. without the issuance of a properly authorized Purchase Order).

2.5 The State of Missouri shall sign the contract, purchase order, and PAQ document only. The state shall not sign any additional documents such as a contractor's statement of work.

3. Single Point of Contact:

3.1 The contractor must function as the single point of contact for the state, regardless of any subcontract arrangements for all products and services. This shall include assuming responsibility and liabilities for all problems relating to all hardware, software and services provided.

4. Pre-Sales Support Requirements:

4.1 The contractor's account management team shall provide pre-sales support at no additional charge to the state agency, including, but not limited to, current and new product information, configuration assistance, and product pricing.

4.2 Everything ordered by and delivered to the state must be compatible with the environment for which it is ordered.

5. Installation Requirements:

5.1 The contractor must provide installation services for new systems upon request by the state agency. If the equipment is considered to be user-installable, the contractor must provide installation assistance (e.g. telephone support), if requested.

6. Training Requirements:

6.1 The contractor must assist in providing available Cisco certified training, as requested by the state.

7. Warranty Requirements:

7.1 The contractor must provide the available warranties from Cisco. Warranties shall commence upon delivery and acceptance at the state agency facility. The contractor must provide Cisco's warranty and maintenance programs.

8. Maintenance Requirements:

8.1 The contractor must provide direct access to Cisco's various levels of service provided directly by Cisco's maintenance technicians. The contractor should have a comprehensive service organization capable of providing the various service levels below.

8.2 The contractor must provide on-site hardware and software maintenance services in accordance with Cisco's coverage areas within the State of Missouri (both during and after the warranty). The contractor shall provide advanced parts replacement not involving on-site personnel. The contractor's software maintenance must include software fixes, patches, upgrades, and new releases as available in the Cisco software maintenance offerings. Each state agency shall choose which, if any, maintenance coverage best meets their needs.

8.3 The contractor must provide notification to the state agency of any expiring maintenance at least 30 days in advance of the actual expiration date.

8.4 The contractor should guarantee a call-back response to maintenance calls within thirty (30) minutes of receiving the call.

- 8.5 The contractor shall agree and understand that the State of Missouri reserves the right to cancel maintenance on any or all of the item(s) with 30 days prior written notice to the contractor.
- 8.6 Any warranty period maintenance, including parts and labor, must be performed by Cisco authorized service organizations. The contractor shall be responsible for notifying the Cisco authorized service organization in the event maintenance is required during the warranty period.
- 8.7 The contractor shall maintain a single toll-free number to report problems and initiate contractor response.

9. Help-Desk/Telephone/Electronic Support:

- 9.1 The contractor shall provide toll-free telephone and on-line technical support including contacts with Cisco. The contractor's technical staff should be able to assist state agencies at the user level and above, to resolve basic and advanced questions about installation, configuration, and functionality for any product purchased from the contract.
- 9.2 The contractor shall provide telephone support on a 24-hour per day, seven-days per week, basis.
- 9.3 The contractor shall provide additional support services such as 24-hour per day, seven-days per week E-mail and Internet access.

- 10. Project Assessment Quotation (PAQ) Requirements** - Since the contract involves complex services, the contractor shall agree and understand that the state shall employ the Project Assessment Quotation (PAQ) when obtaining products and professional services through the contract as a means (1) to identify the specific tasks to be performed and (2) to mutually agree upon the total price (based upon the firm fixed contract price(s) for services and for networking products specified on the pricing pages) to be paid to the contractor upon completion of the specified tasks. The pricing the contractor shall use in preparing their response to the state's PAQ request must be based upon the product pricing and personnel hourly rate pricing stated in the Pricing Pages for all products and services established hereunder. The PAQ process shall occur in a controlled sequence of proposals and approvals by the state agency's designated Project Director as outlined below. Therefore, the contractor shall understand and agree that the general protocol for this workflow shall be as described below.

STEP 1: PAQ REQUEST

The state's designated Project Director will present a written request for each PAQ to the contractor, in a standard format similar to **Attachment 1**, Request for Project Assessment Quotation. The state's request must explain in detail the scope of the project and the tasks the state desires the contractor to perform, including applicable business and technical specifications.

STEP 2: DRAFT PAQ

The contractor must respond to each such PAQ request from the state agency's designated Project Director with a draft PAQ which provides a statement of cost (based upon the product pricing and personnel hourly rate pricing for the services requested in the PAQ request), materials required, technical and strategic alternatives, and solution recommendations.

STEP 3: APPROVAL OF DRAFT PAQ

If the draft PAQ is approved by the state agency's designated Project Director, the contractor must then prepare a final PAQ for resubmission to the state's designated Project Director for final approval.

STEP 4: FINAL PAQ

1. The contractor's final PAQ must include:
2. Contract number;

3. State agency name/address
4. State agency's designated project director name and phone number
5. Contractor contact name and phone number
6. Brief title of specific PAQ
7. Final PAQ issue date
8. Detailed itemization and description of all of the project tasks which shall be completed by the contractor;
9. Firm, fixed price(s) for products and services based upon the Base Pricing stated in the Pricing Pages.
10. Detailed completion schedule for each task/component of the project work;
11. Mutually agreed upon turnaround times for the state's designated Project Director to review, approve and formally accept or reject the components of the contractor's project work in accordance with the approved final PAQ;
12. Mutually agreed upon milestones for compensation of project costs for the contractor's project work;
13. Identification of the specific tasks within each component of the PAQ which must be completed by state agency personnel;
14. Signature and date lines for both the contractor's and state's designated Project Director to signify approval.

STEP 5: APPROVAL OF FINAL PAQ

The contractor and the state's designated Project Director must indicate mutual acceptance of the final PAQ by signing and dating the final PAQ. The state agency's designated Project Director (1) must retain one signed copy; (2) must forward the original to the Division of Purchasing and Materials Management for inclusion in the contract file, and (3) must send one copy to the contractor.

STEP 6: AUTHORIZATION TO PROCEED/ PAQ PROJECT WORK

An approved final PAQ alone does not constitute an authorization to proceed with project work. Before proceeding with project work, the contractor must receive a properly authorized Purchase Order except the state may authorize an obligation of less than \$3,000 pursuant to the terms of the contract without the official encumbrance of funds. Project work shall include the contractor's completion of the final PAQ request.

STEP 7: FORMAL ACCEPTANCE

Upon the completion of all components that comprise the final PAQ, the contractor must notify the state's designated Project Director in writing and shall submit an invoice in accordance with the final PAQ approved by the state's designated Project Director. The state's designated Project Director shall review, approve and formally accept or reject the components of the final PAQ project work in accordance with the turnaround time outlined in the final PAQ. Formal acceptance shall not be unreasonably delayed or withheld by the state.

STEP 8: COST RECOVERY FOR CONTRACTOR

Project costs for the PAQ project work shall be reimbursable upon completion and formal acceptance of the milestones for compensation outlined in the final PAQ by the state's designated Project Director. Said reimbursements must in accordance with the firm, fixed pricing stated in the PAQ for products and services which must be based upon the product pricing and personnel hourly rate pricing stated in the Pricing Pages.

PAQ GENERAL REQUIREMENTS

1. The contractor shall submit draft and final PAQs in a timely manner.
2. The state's designated Project Director reserves the right to reject any contractor-submitted PAQ, and request the contractor to submit a revised PAQ with adjustments (revised cost, length of time, solution recommendation, etc.).
3. The contractor shall **not** be paid for the preparation of the PAQ.
4. A PAQ request, the draft and final PAQs, and the contractor's project work shall be within the scope of the performance requirements identified in the contract. Any changes to the PAQ must be formalized in writing as an official revision to the final PAQ. The format of PAQ revisions shall be consistent with the format of the final PAQ as outlined above, including the distribution of the original to the Division of Purchasing and Materials Management, a copy to the contractor and retaining a copy for the state's designated Project Director.

The state's designated Project Director shall have the right to terminate the PAQ at any time, for the convenience of the state, without penalty or recourse, by giving five (5) working days' prior written notice to the contractor. The contractor shall be entitled to receive just and equitable compensation for that work completed pursuant to the contract prior to the effective date of termination. In the event (1) the PAQ required the contractor to provide equipment under the contractor-owned, usage based pricing mechanism, and (2) the state is terminating services under the PAQ for convenience and not due to contractor non-performance issues, the state will continue usage of the equipment through the remainder of the equipment usage period originally specified in the PAQ or the end of the then-current fiscal year, whichever is the shorter timeframe. If the termination is due to documented contractor non-performance issues which the contractor has not cured in a timely manner, the state shall have the right to terminate the entire PAQ, including any equipment being utilized under the contractor-owned, usage based pricing mechanism within the 5 working day timeframe specified above.

Liquidated Damages:

With prior written approval of the Division of Purchasing and Materials Management, the state agency may include liquidated damages provisions in a given PAQ Request for projects over \$100,000 with critical deadlines for deliverables and/or where timely reporting is essential to a given project's success. If approval is given to include liquidated damages, the state agency must identify such provisions in their Request for PAQ so that the contractor(s) is notified in advance of submitting their draft PAQ. In the event liquidated damages are stipulated, the contractor shall understand and agree to the following provisions:

In order to satisfactorily adjust the damages which the State of Missouri may suffer on account of the contractor's failure to provide the specified deliverables or services according to the dates and timetable specified in the agency's PAQ and the contract (the parties hereto realizing that it might be impossible to compute accurately or estimate the amount of such loss or damages which the State of Missouri would sustain by reason of any such failure), the contractor hereby covenants and agrees to pay the State of Missouri, as and for liquidated damages, without proof of actual or specified loss, the dollar amount per day specified in the final PAQ, not to exceed 0.1% per day for each and every working day, during which the work required to be completed is incomplete for a maximum of 100

days, unless other maximum dollar amounts and time periods are approved in writing by the Division of Purchasing and Materials Management. Any sum which may be due to the State of Missouri for such damages shall be deducted and retained by the State of Missouri from any balance which may otherwise be due the contractor.

If the contractor has met all of its responsibilities and the deliverable is not delivered and accepted and/or the specified service is incomplete because of problems outside of the contractor's responsibilities as determined by the State of Missouri, the contractor will not be subject to these liquidated damages.

The contractor shall provide all services on an as needed, if needed basis. The State of Missouri shall not guarantee any minimum or maximum amount of the contractor's services that may be required under the contract.

When the contractor is requested to perform services on-site at the state agency facility, the work performed must occur during the normal business hours, unless the agency has otherwise authorized after-hours access for the contractor. It shall be at the agency's sole discretion as to allow the contractor's staff any after-hours access to the agency facility.

No overtime payment shall be allowed. Compensation for the contractor shall only be made pursuant to the hourly rates specified in the personnel hourly rate pricing in accordance with the total PAQ price.

Upon request from the state agency for a particular personnel classification, the contractor shall provide resume(s) of available consultants. The contractor shall understand and agree that the state agency shall reserve the right to accept or reject any of the contractor's consultant(s).

It is highly desirable that all consultants possess adequate levels of education and have an acceptable amount of experience in their proposed areas of expertise. As a minimum, for associate-level positions, all consultants and consultant positions should have at least 6 months of experience in their proposed area of expertise and be past any personnel probationary period in their organization. The contractor's professional-level and expert-level consultant positions should have progressively higher amounts of education and expertise.

The contractor shall only utilize personnel in the performance of the services under the contract who are authorized to work in the United States in accordance with applicable federal and state laws and regulations.

The state agency shall reserve the right to request and the contractor shall provide immediate replacement of any of the contractor's consultant(s) providing services under the contract if deemed to be in the best interests of the state agency.

The contractor's professional services must be available to be provided both on-site at the state agency's location and off-site at the contractor's facility. The state agency shall specify whether requested services must be provided on-site, off-site, or a combination thereof.

On-site services shall be defined as a project engagement where the contractor's staff is performing work in a state agency provided facility. If the contractor's services are requested to be provided on-site at the agency's facility, the state agency will provide adequate workspace (as determined by the State of Missouri) for the contractor's staff and the state agency shall be responsible for providing necessary office equipment, access to a telephone, necessary computer/communications access, and project-specific software and desktop suite software if specified by the agency as a project requirement. (Note: The contractor shall be responsible for costs associated with licensing software tools that may be necessary to perform a particular consulting service – e.g. project management software tools needed when performing project management consulting services. However, any software used should be the same as or compatible with the software used by the agency for which the work is being performed.) If available and necessary,

the state agency may provide limited clerical support and supplies and printing facilities. No separate or additional travel expense payments and/or reimbursements shall be made to the contractor for providing any on-site services, since the contractor's travel expenses are required to be reflected/incorporated into the per hour rates specified in the personnel hourly rate pricing table in Exhibit A.

Off-site services shall be defined as a project engagement where the contractor's staff is performing work in the contractor's own facilities. If the contractor's services are requested to be provided off-site, the contractor shall be responsible for all office space, all computer/communications equipment and computer/communications equipment access costs (both within the contractor's organization and to the state agency), all software licensing costs unless otherwise agreed to by the state agency, and all equipment costs. The contractor's off-site facility(ies) available under the contract must be located within the United States. No travel expenses shall be charged or assessed to the state agency for any off-site consulting services. It is desirable the contractor have an off-site facility specifically available in Jefferson City, Missouri.

The contractor's consultants must adhere to the contracting state agency's policies pertaining to acceptable use (Internet and electronic mail), facility and data security, press releases, and public relations. Upon initiation of engagement, the contractor should review the individual agency's policies pertaining to acceptable use (Internet and email), facility and data security, press releases, and public relations with the state agency.

It is highly desirable the contractor ensure all consultants provided under the contract receive ongoing training in the applicable disciplines and areas of expertise. The contractor must not rely upon or expect the State of Missouri to provide such for the contractor's consultants.

In accordance with RFP paragraph 2.14.1, the contractor must represent himself or herself to be an independent contractor offering such services to the general public and shall not represent himself/herself or his/her employees to be an employee of the State of Missouri. Consequently, the contractor shall understand and agree the individual consultants provided by the contractor shall not be utilized on any project in such a manner that conflicts with U.S. Internal Revenue Service and/or U.S. Department of Labor laws and regulations pertaining to distinctions between employees and contractors.

The contractor's consultants shall work under the direction of the contractor's management.

The contractor shall understand and agree the individual consultants provided by the contractor shall only be utilized for project-specific work. They must not be used for staff augmentation purposes. State agency needs for temporary staff augmentation shall be handled through a separate procurement effort.

11. **Delivery** - The contractor must deliver the item(s) ordered from the resulting contract, FOB Destination, freight charges prepaid by the contractor, to the agency location specified on the purchase order issued by the state agency.
 - 11.1 Expedited Shipping: Normal and reasonable freight charges must be included in the cost of all products purchased, unless the freight charges are a result of the state agency requesting expedited shipping (e.g. overnight, 2nd day service, etc.). Any such requests shall be in writing from the state agency.
 - 11.2 Delivery Timeframes: The contractor must deliver all products within thirty (30) calendar days after the contractor's receipt of a properly authorized purchase order unless the timeframe specified on the website or as quoted to the state agency by the account management team at the time of order indicates otherwise.
 - a. The contractor must notify the agency of a later delivery date should the actual delivery days exceed that which was previously specified. The state agency must authorize the late delivery, cancel the order, or modify the order to reflect an acceptable product substitution. Any such authorizations shall be in writing.

- 11.3 **Damaged Product:** 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.
- 12. Account Management** - The contractor must provide current product and pricing information to state agencies through an account management team. The contractor shall assign an account management team to the State of Missouri to ensure adequate oversight and ample support in assisting the state agency's needs.
- 12.1 **Product/Pricing Assistance:** The account management team must be able to assist state agencies in obtaining product information, availability, pricing, and answering general questions about product compatibility, usability, etc.
- a. In assisting with the research of a product to determine availability, the team shall respond to the state agency with a reasonable product solution within five (5) working days or issue a waiver to the agency making the request.
- 12.2 **Team Accessibility:** The account management team must be accessible by both telephone and email between the hours of 8 a.m. and 5 p.m. Central Time, Monday through Friday, excluding state holidays.
- 13. Pricing** - The contractor must provide pricing to the state agencies in accordance with the following requirements:
- 13.1 **Product and Maintenance Pricing:** The contractor shall invoice the state agency for all products provided under the contract based upon a firm, fixed discount off of the Cisco Global List Price. Upon request from the state agencies, the contractor must provide price quotation(s) within two working days from request, which state agencies can use to obtain internal approval and prepare authorized purchase orders. Each quotation must include, at a minimum, the following information:
- a. Date the quote is generated;
- b. Appropriate state agency information (i.e. state agency number/identifier, address, etc.);
- c. Product part number;
- d. Product description;
- e. Requested product quantity;
- f. Product unit cost; and
- g. Quotation total cost.
- 13.2 **Professional Services Pricing:** The contractor shall invoice the state agency for all services provided under the contract in accordance with the pricing stated in the contract.
- 13.3 **Maintenance Pricing:** The contractor shall apply the same firm, fixed discount off the Cisco Global List Price for products currently owned by the state as well as new purchases from the contract.
- 14. Order Processing** - The contractor must process orders in accordance with the following requirements:
- 14.1 **Order Information:** The state agency shall generate a purchase order based on product quotes obtained from the account management team or through product/pricing information obtained via the contractor's website. The state agency shall specify, at a minimum, the following information:

- a. Contract number;
- b. Order number;
- c. State agency number/identifier (if applicable);
- d. State agency contact (agency's name, contact person [two (2) individuals if possible] and phone numbers);
- e. Contract line item number;
- f. Quantity;
- g. Unit price; and
- h. Any pertinent information relating to the product(s) and/or services requested (including brand/model, options, and any required services).

14.2 Submittal of Order: The contractor must accept orders in hard copy form via mail or fax.

14.3 Acknowledgement of Receipt of Order: The contractor must provide written acknowledgement (email or fax) to the state agency within twenty-four (24) hours of the receipt of authorized purchase order.

15. Order Substitutions: The contractor shall not substitute any item(s)/component(s) ordered by a state agency until the contractor: 1) notifies the agency in writing (email is acceptable if the designated contact has an email address, and 2) receives written approval from the state agency to proceed with the substitution.

15.1 Substitution Authorization: The State of Missouri reserves the right to accept any proposed substitution offered by the contractor on the order; however, the state agency shall be final authority as to the acceptability of substitutions and reserves the right to accept or reject any substitution.

15.2 Substitution Approval Form: The contractor must provide a form for state agencies to use to indicate their approval of a product substitution prior to the contractor's shipment of the substituted goods. This approval may be executed via email, fax, or hardcopy mail/delivery.

16. Packing Slips and Shipping Labels: The contract must provide packing slips and shipping labels in accordance with the following requirements:

16.1 Generation of Packing Slips and Shipping Labels: The contractor shall generate a packing slip and shipping label to the ordering agency with, at a minimum, the following information:

- a. Contract number;
- b. State's purchase order number;
- c. State agency's ship to information from the state's purchase order;
- d. State agency's name and contact information;
- e. Open and shipped quantities;
- f. Quantity ordered;
- h. Product serial number; and

- g. Any pertinent information relating to the product(s) and/or service(s) requested along with any warranty information (including brand/model, options, and any required services).

17. Product and Maintenance Invoicing and Payment: The contractor must invoice in accordance with the following requirements:

17.1 Generation of Invoice: The contractor shall generate an invoice to the ordering agency which shall be itemized in accordance with the items listed on the purchase order. The invoice must include, at a minimum, the following information:

- a. Contract number;
- b. State's Purchase order number;
- c. State agency's name;
- d. Contract line item number(s);
- e. Quantity;
- f. Unit price;
- g. Product serial number; and
- h. Any pertinent information relating to the product(s) and/or service(s) requested along with any warranty information (including brand/model, options, and any required services).

17.2 Payment in Advance: The State of Missouri may make advance deposits/payment for software maintenance (upgrades/new releases/technical support-type agreements) and manufacturers' or third party hardware maintenance only. All other payments, including payments for time and materials maintenance shall be made in arrears.

17.3 Submittal of Invoice: The contractor must submit invoices to the ordering agency in hard copy form.

17.4 Electronic Invoice Processing: The state currently does not have an environment allowing electronic invoicing. However, the contractor must have the ability for invoices to be submitted electronically or via the website, with appropriate controls for departmental purchasing and approval should the state have the resources available in the future to accommodate electronic invoice processing.

- a. Electronic invoice processing must be available within sixty (60) days of the State of Missouri's notification to the contractor that the state has an environment which allows electronic invoicing.
- b. Should the state agency have the ability to process invoices electronically, the contractor must have a mechanism available to accept electronic payment.
- c. Electronic invoicing may currently be utilized by cooperative procurement entities. Authorization to utilize electronic invoicing must be given by the individual cooperative procurement entity.

18. Professional Services Invoicing and Payment:

18.1 Project Assessment Quotation Invoicing: The contractor shall submit an itemized invoice to the specific state agency requesting services under the contract for the provision of services within approximately 30 days after completion of and in accordance with the mutually agreed upon milestones for compensation of project costs for the contractor's project work (as specified in applicable Project Assessment Quotation).

The contractor shall submit invoices to the address as designated by each applicable requesting state agency.

18.2 Non Project Assessment Quotation Project Invoicing: If a Project Assessment Quotation is not utilized pursuant to paragraph 4.10, the contractor shall invoice the applicable state agency within approximately 30 days after completion of and in accordance with the mutually agreed upon milestones for compensation of project costs based upon firm, fixed hourly price(s) stated on the Pricing Pages of this document. The contractor's invoice shall specify each individual's actual hours spent working on the assigned project tasks and the appropriate firm, fixed hourly price for the personnel classification as indicated on the Pricing Pages. The contractor shall only invoice for services listed on the Pricing Pages that have been provided by the consultants.

18.3 There shall be two pricing mechanisms for professional services:

- a. The first pricing mechanism shall be for non-local professional services on-site whereby travel expenses are included in the awarded per hour rates. Non-local professional services shall be defined as an individual whose primary office work location and/or home residence is more than sixty-five miles from the agency's location where services are to be performed.
- b. The second pricing mechanism shall be for all other professional services regardless of whether the work is performed on-site by a local consultant or off-site at the contractor's facility. No travel expenses shall be charged or assessed to the state agency for any on-site local professional services or any off-site professional services. A local individual shall be defined as a individual whose primary office work location and/or home residence is within sixty-five (65) miles from the agency's location where the services are to be performed.

18.4 For those state agencies whose IT units have been consolidated and are under the direction of ITSD-Central, the contractor shall understand and agree that all PAQ work must be reviewed and approved by the ITSD prior to the agency's issuance of a Purchase Order (PO) to the contractor authorizing the start and provision of services. The ITSD reserves the right to request modifications to a PAQ or terminate a PAQ that does not meet State of Missouri Architectural Standards.

18.5 Travel Expense: No travel expense payments and/or reimbursements shall be made to the contractor for providing any of the services described herein, since the contractor's travel expenses were required to be reflected/incorporated into the per hour rates specified in Exhibit A.

18.6 When an agency specifically mandates the utilization a particular professional service provider(s) for a project in which that individual will be required to travel more than sixty-five miles to be at the location of the agency but will be performing work at the local contractor's facility and such project requires the individual to perform work for more than eight (8) hours under these circumstances, then based on this type of scenario such individual(s) per hour rates shall be charged pursuant to the rates that include travel expenses. This shall only be applicable when the agency mandates the use of a non-local individual to perform work at the contractor's local facility.

19. Reports:

19.1 Periodic Activity Reports: The contractor must be able to provide, upon written request from a state agency or the Division of Purchasing and Materials Management, periodic activity reports of a state agency's specific purchasing activity.

- a. The purchasing activity reports must be available by state agency, product category (i.e. hardware, software, etc.), manufacturer, part number, purchase order number, date of purchase, number of units purchased, other available descriptors, etc.

19.2 Maintenance Agreement Expiration Notifications: In conjunction with the periodic activity reports described above, the contractor must provide the state agency with a written or electronic notification of equipment whose manufacturer's or contractor's maintenance agreements are due to expire during the following quarter. This notification applies only to equipment sold to the State of Missouri by the contractor under the contract resulting from this RFP. The notification must include, at a minimum:

- a. Purchase order number from original equipment order;
- b. Date of purchase order;
- c. Name and address of state agency taken from original equipment order;
- d. Date of warranty and maintenance agreement expiration; and
- e. Equipment make, model and serial number.

CONTRACT PRICING PAGES

Firm, fixed percentage discount from the Cisco Global Price List for the acquisition of all Cisco hardware and software products.			
	AT&T	World Wide Technology	DISYS
001	40.5%	40.75%	40.75%

Firm, fixed percentage discount from the Cisco Global Price List for hardware and software maintenance, and help desk/telephone/electronic support services provided on an annual basis, and paid annually.			
	AT&T	World Wide Technology	DISYS
002	20.0%	20%	18.5%

Firm, fixed percentage discount from the Cisco Global Price List for hardware and software maintenance, and help desk/telephone/electronic support services provided on an annual basis, and paid monthly.			
	AT&T	World Wide Technology	DISYS
003	20.0%	15%	18.5%

Educational Discounts: Firm, fixed percentage discount from the Cisco Global Price List for the acquisition of all Cisco hardware and software products.			
	AT&T	World Wide Technology	DISYS
006	40.5%	40.75%	40.75%

Educational Discounts: Firm, fixed percentage discount from the Cisco Global Price List for hardware and software maintenance, help desk/telephone/electronic support services provided on an annual basis, and paid annually.			
	AT&T	World Wide Technology	DISYS
007	30.0%	31%	33%

Educational Discounts: Firm, fixed percentage discount from the Cisco Global Price List for hardware and software maintenance, help desk/telephone/electronic support services provided on an annual basis, and paid monthly.			
	AT&T	World Wide Technology	DISYS
008	30.0%	26%	33%

PROJECT ASSESSMENT QUOTATION (PAQ) PRICING

PERSONNEL CLASSIFICATION TITLE	FIRM, FIXED HOURLY PRICING					
	(1) On-Site Non-Local Consultant with All Travel Expenses Included in Hourly Rate.	(2) On-Site Local Consultant and/or Off-Site at Contractor's Facility. No Travel Expenses.	(1) On-Site Non-Local Consultant with All Travel Expenses Included in Hourly Rate.	(2) On-Site Local Consultant and/or Off-Site at Contractor's Facility. No Travel Expenses.	(1) On-Site Non-Local Consultant with All Travel Expenses Included in Hourly Rate.	(2) On-Site Local Consultant and/or Off-Site at Contractor's Facility. No Travel Expenses.
	AT&T – C207031001		WWT – C207031002		DISYS – C207031003	
EXPERT-LEVEL POSITIONS:						
Routing and Switching – CCIE	\$178.00	\$167.00	\$172.00	\$142.00	\$169.95	\$154.50
Design	\$206.00	\$189.00	\$172.00	\$142.00	\$180.25	\$164.80
Network Security – CCIE	\$194.00	\$167.00	\$180.00	\$150.00	\$190.55	\$175.10
Storage Networking - CCIE	\$133.00	\$111.00	\$180.00	\$150.00	\$190.55	\$175.10
Voice – CCIE	\$167.00	\$144.00	\$180.00	\$150.00	\$190.55	\$175.10
PROFESSIONAL-LEVEL POSITIONS:						
Routing and Switching – CCNP	\$122.00	\$111.00	\$135.00	\$105.00	\$118.45	\$103.00
Design – CCDP	\$111.00	\$100.00	\$135.00	\$105.00	\$128.75	\$113.30
Network Security – CCSP	\$111.00	\$100.00	\$140.00	\$110.00	\$139.05	\$123.60
Storage Networking	\$111.00	\$100.00	\$140.00	\$110.00	\$139.05	\$123.60
Voice – CCVP	\$122.00	\$111.00	\$140.00	\$110.00	\$139.05	\$123.60
ASSOCIATE-LEVEL POSITIONS:						
Routing and Switching - CCNA	\$100.00	\$92.00	\$115.00	\$85.00	\$92.75	\$77.25
Design – CCNA & CCDA	\$91.00	\$83.00	\$115.00	\$85.00	\$103.00	\$87.55
Network Security – CCNA	\$88.00	\$81.00	\$120.00	\$90.00	\$113.30	\$97.85
Storage Networking – CCNA	\$88.00	\$83.00	\$120.00	\$90.00	\$113.30	\$97.85
Voice – CCNA	\$99.00	\$91.00	\$120.00	\$90.00	\$113.30	\$97.85

PERSONNEL CLASSIFICATION TITLE		FIRM, FIXED HOURLY PRICING					
		(1) On-Site Non-Local Consultant with All Travel Expenses Included in Hourly Rate.	(2) On-Site Local Consultant and/or Off-Site at Contractor's Facility. No Travel Expenses.	(1) On-Site Non-Local Consultant with All Travel Expenses Included in Hourly Rate.	(2) On-Site Local Consultant and/or Off-Site at Contractor's Facility. No Travel Expenses.	(1) On-Site Non-Local Consultant with All Travel Expenses Included in Hourly Rate.	(2) On-Site Local Consultant and/or Off-Site at Contractor's Facility. No Travel Expenses.
Specialist Certifications		AT&T – C207031001		WWT – C207031002		DISYS – C207031003	
Advanced Routing and Switching	Cisco Routing and Switching Field Specialist	\$100.00	\$94.00	\$135.00	\$105.00	\$118.45	\$103.00
	Cisco Routing and Switching Solutions Specialist	\$100.00	\$94.00	\$135.00	\$105.00	\$118.45	\$103.00
Foundation for Channel Partners	Cisco Foundation Express Design Specialist	\$186.00	\$156.00	\$140.00	\$110.00	\$128.75	\$113.30
	Cisco Foundation Express Field Specialist	\$155.00	\$125.00	\$140.00	\$110.00	\$128.75	\$113.30
IP Communications Certifications	Cisco IP Communications Express Specialist	\$9.00	\$93.00	\$140.00	\$110.00	\$139.05	\$123.60
	Cisco IP Contact Center Express Specialist	\$99.00	\$93.00	\$140.00	\$110.00	\$139.05	\$123.60
	Cisco IP Telephony Design Specialist	\$101.00	\$96.00	\$140.00	\$110.00	\$139.05	\$123.60
	Cisco IP Communications Support Specialist	\$93.00	\$88.00	\$140.00	\$110.00	\$139.05	\$123.60
	Cisco Rich Media Communications Specialist	\$90.00	\$84.00	\$140.00	\$110.00	\$139.05	\$123.60
	Cisco Unity Design Specialist	\$92.00	\$87.00	\$140.00	\$110.00	\$139.05	\$123.60
Storage Networking Certifications	Cisco Unity Support Specialist	\$90.00	\$84.00	\$140.00	\$110.00	\$139.05	\$123.60
	Cisco Storage Networking Solutions Design Specialist	\$96.00	\$90.00	\$140.00	\$110.00	\$139.05	\$123.60
VPN and Security Certifications	Cisco Storage Networking Solutions Support Specialist	\$83.00	\$78.00	\$140.00	\$110.00	\$139.05	\$123.60
	Cisco Advanced Security Field Specialist	\$88.00	\$83.00	\$140.00	\$110.00	\$139.05	\$123.60
	Cisco Firewall Specialist	\$93.00	\$88.00	\$140.00	\$110.00	\$139.05	\$123.60
	Cisco IPS Specialist	\$97.00	\$91.00	\$140.00	\$110.00	\$139.05	\$123.60
	Cisco Information Security Specialist	\$107.00	\$101.00	\$140.00	\$110.00	\$139.05	\$123.60
	Cisco Security Solutions and Design Specialist	\$83.00	\$72.00	\$140.00	\$110.00	\$139.05	\$123.60
Wireless LAN Certifications	Cisco VPN Specialist	\$99.00	\$88.00	\$140.00	\$110.00	\$139.05	\$123.60
	Cisco Advanced Wireless LAN Design Specialist	\$102.00	\$91.00	\$140.00	\$110.00	\$118.45	\$103.00
	Cisco Advanced Wireless LAN Field Specialist	\$86.00	\$74.00	\$140.00	\$110.00	\$118.45	\$103.00

C207031001 - AT&T Additional Personnel Classifications	
Project Manager - PMP Certified	\$104.50
Project Manager - Non-PMP Certified	\$93.50
Implementation Coordinator	\$70.00
Technical Writer	\$49.50
Business Analyst	\$71.50
Intranet/ Web/ e-Government Analyst	\$68.20
Computer Specialist	\$74.80
Network Administrator	\$66.00
Security Administrator	\$69.30
Programmer Analyst	\$64.90
Web Master	\$68.20
Team Lead	\$77.00
Computer Operator/Helpdesk	\$51.70
Video Field Engineer	\$115.00
Voice/ Data Field Engineer	\$155.00

C207031002 - WWT Additional Personnel Classifications	
Project Manager	\$75.00 (No Travel)
Program Manager	\$150.00 (No Travel)
IPCC Enterprise Specialist	\$200.00 (No Travel)
Project Manager	\$105.00 (With Travel)
Program Manager	\$180.00 (With Travel)
IPCC Enterprise Specialist	\$230.00 (With Travel)

C207031003 - DISYS Additional Personnel Classifications		C207031003 - DISYS Additional Personnel Classifications	
Program Manager	\$103.87	INFOSEC Engineer	\$87.46
Project Manager	\$120.25	Sr. Information Engineer	\$81.73
Senior Subject Matter Expert	\$125.72	Information Engineer	\$76.53
Subject Matter Expert	\$98.39	Senior IT Professional	\$87.46
Sr. Comp Software Integration Analyst	\$87.46	Database Manager	\$98.39
Sr. Computer Specialist	\$82.00	Systems Security Research Analyst	\$71.06
Computer Specialist	\$76.53	Research Analyst	\$71.06
Senior Computer Systems Analyst	\$82.00	Internet/Intranet Site Developer Senior	\$98.39
Junior Computer Systems Analyst	\$71.06	Internet/Intranet Site Developer Junior	\$71.06
Applications Programmer	\$87.46	Internet/Web Architect	\$87.46
Applications Development Expert	\$84.18	Computer Graphic Illustrator	\$76.53
Senior Computer Systems Programmer	\$84.18	Senior Systems Architect	\$92.92
Computer Systems Programmer	\$82.00	Systems Design Architect	\$89.65

Senior Computer Programmer	\$87.46		Systems Design Engineer	\$83.08
Junior Computer Programmer	\$60.13		Senior IT Auditor	\$92.92
Advanced Tech Senior Applications Dev	\$84.18		Senior Telecommunications Engineer	\$97.31
Advanced Tech Applications Dev	\$84.18		Telecommunications Engineer	\$71.06
Sr. Information Engineer	\$84.18		Senior Telecommunications Consultant	\$82.00
Information Engineer	\$76.53		Telecommunications Systems Analyst	\$65.59
Senior IT Professional	\$87.46		Network Manager	\$82.00
Database Manager	\$98.39		Senior Network Engineer	\$82.00
Senior Database Management Specialist	\$109.32		Junior Network Engineer	\$65.59
Junior Database Management Specialist	\$76.53		Network Security Engineer	\$80.90
Training Specialist/Instructor	\$76.53		Geographic Information Systems Technician II	\$92.92
Senior Systems Engineer	\$76.53		Systems Security Research Analyst	\$71.06
Software Engineer	\$71.06		Research Analyst	\$71.06
Senior Interdisciplinary Engineer	\$87.46		Internet/Intranet Site Developer Senior	\$98.39
Interdisciplinary Engineer	\$76.53		Internet/Intranet Site Developer Junior	\$71.06
Computer Operations Center Specialist	\$60.13		Internet/Web Architect	\$87.46
Computer Operations Research Analyst	\$54.65		Computer Graphic Illustrator	\$76.53
Senior Application Architect	\$98.39		Senior Systems Architect	\$92.92
Senior Information Technology Architect	\$95.52		Systems Design Architect	\$89.65
Senior Computer Operator	\$49.21		Systems Design Engineer	\$83.08
Computer Operator	\$38.26		Senior IT Auditor	\$92.92
Office Automation Specialist	\$49.21		Senior Telecommunications Engineer	\$97.31
Help Desk Manager	\$60.13		Telecommunications Engineer	\$71.06
Senior Help Desk Specialist	\$60.13		Senior Telecommunications Consultant	\$82.00
Junior Help Desk Specialist	\$43.73		Geographic Information Systems Technician I	\$87.46
Systems Administrator	\$87.46		Geographic Information Systems Technician Trainee	\$49.21
Senior Comp Security Sys Specialist	\$87.46		Geographic Information Systems Analyst	\$60.13
Comp Security Sys Specialist	\$82.00		Geographic Information Systems Specialist	\$71.06
Data Security Specialist	\$82.00		Wireless Systems Analyst	\$82.00
Systems Security Specialist	\$82.00		Radio Frequency Engineer	\$82.00

ATTACHMENT 1

REQUEST FOR PROJECT ASSESSMENT QUOTATION (PAQ) FORM

Contract No:	PAQ No:
PAQ Title:	Final PAQ Sent to DPMM Date:
State Agency:	Final PAQ Issue Date:
Agency Address:	PAQ Request Date:
Agency Project Manager:	Phone: () - / Email:
Contractor Point of Contact:	Phone: () - / Email:
Contractor Name:	Phone: () - / FAX: () -
Contractor Address:	List / Description of Attachments:

PROJECT GOAL/OBJECTIVES:

(Describe or add attachments)

PROJECT APPROACH/SCOPE OF WORK:

A detailed itemization and description of all of the project tasks which shall be completed by the contractor (i.e. project work), including requirements for and specified frequency of any required status reports; the specified project tasks and deliverables must be clearly stated and must be quantifiable. List any Attachments.

ON-SITE WORK HOURS:

(Specify the work day start time and end time such as 8:00 a.m. to 5:00 p.m. Monday – Friday, excluding state holidays. Indicate any after-hours requirements and building access security measures)

PROJECT ASSUMPTIONS:

(Describe or add attachments)

LIST OF DELIVERABLES:

(Describe or add attachments)

(Describe any acceptance criteria for deliverables)

AGENCY TASKS/RESPONSIBILITIES:

(Describe or add attachments)

PROJECT TIME LINE/WORK PLAN:

(At a minimum must include information pertaining to: Actual Start Date/Actual End Date/Target Start Date/Target End Date/Task Description/ Task Duration/ Responsible Resource/Variance based on Actual & Target Dates with notes describing reasons for Variance/ Project Sign-Off Acceptance Criteria/ Project Acceptance Signatures). List any Attachments.

ATTACHMENT 1

PAQ Title:

PAQ #:

Project Budget Calculations:

Consultant Classification Title	On-Site Non-Local Per Hour Rates to Include Travel Expenses		On-Site Non-Local Consultant Total Project Hours		On-Site/Off-Site Consultant Per Hour Rates No Travel Expense Allowed.		On-Site/Off-Site Consultant (No Travel Expense) Total Project Hours		Total
	\$	x	Hours	+	\$	x	Hours	=	\$
	\$	x	Hours	+	\$	x	Hours	=	\$
	\$	x	Hours	+	\$	x	Hours	=	\$
	\$	x	Hours	+	\$	x	Hours	=	\$
	\$	x	Hours	+	\$	x	Hours	=	\$
	\$	x	Hours	+	\$	x	Hours	=	\$
	\$	x	Hours	+	\$	x	Hours	=	\$
	\$	x	Hours	+	\$	x	Hours	=	\$
Total:									\$

PAYMENT MILESTONES	
Description of Milestone	Dollar Portion of the Total Price (above) applicable to Stated Milestone
1.	\$
2.	\$
3.	\$
4.	\$
5.	\$
6.	\$
TOTAL:	

SIGNATURE REQUIRED

Agency Signature Authorization to Proceed: _____ DATE: _____

Contractor Signature Authorization to Provide Services: _____ DATE: _____

**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:** I _____

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 573/751-9377, 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
[**brent.dixon@oa.mo.gov**](mailto:brent.dixon@oa.mo.gov)