



Bath Tissue & Paper Towels - QVL CC242191001-016

Issuance Date: 4/22/2022
Revised Date: March 12, 2025

CONTRACT PERIOD/RENEWAL OPTIONS
Current Contract Period: August 28, 2024 through August 27,2025
Original Contract Period: August 28, 2024 through August 27,2025
Available Renewal Period Options: 2
Potential Final Expiration Date: August 27, 2027

ALL PURCHASES MADE UNDER THESE CONTRACTS MUST BE FOR PUBLIC (STATE AGENCY) USE ONLY. PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

A state agency shall be defined as a division, section, bureau, office, program, board, regional/district office, etc., that exists within a department of the Missouri State Government. For the purposes of this document, this shall also include the Judicial and Legislative branches of the State of Missouri.

BUYER CONTACT INFORMATION
Name: Dawn Jackson
Email: dawn.k.jackson@oa.mo.gov
Phone Number: (573) 751-4148



ORGANIZATION OF STATEWIDE NOTICE

Statewide Contract History
Contract Information
Instructions and Information
Appendix A – Satisfactory Survey

STATEWIDE CONTRACT HISTORY

The following table summarizes actions related to this Notification of Statewide Contract:

ACTION ISSUE DATE	SUMMARY OF CHANGES
3/12/25	Updated buyer information.
10/25/2024	Updated United Sale USA Corp's and Veritiv's MB number
9/24/2024	Updated Imperial Dade's contact information
9/11/2024	Updated buyer phone number, updated bid number within 5. Complete Copy of the Contract section, and updated Notes to include that Lighthouse Groups LLC qualifies as an SDVE.
9/6/2024	Updated buyer information.
08/28/2024	Contract numbers CC242191001-0016 Established



CONTRACTORS' INFORMATION

CC242191001			
MissouriBUYS SYSTEM ID::		MB00196928	
Contractor Name:		ARG Reliable Inc	
Contractor Address:		15 Soren St Staten Island, NY, 10314	
Contact Information:		Aron Gluck Phone: 347-581-8775 Email: argbids@gmail.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No

CC242191002			
MissouriBUYS SYSTEM ID::		MB00205524	
Contractor Name:		Brady Companies	
Contractor Address:		7055 Lindell Rd Las Vegas, NV, 89118	
Contact Information:		Brady Industries Customer Service Phone: 816-472-8899 Email: customersvc_kc@bradyindustries.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No



CC242191003			
MissouriBUYS SYSTEM ID::		MB00178085	
Contractor Name:		H2 Prints LLC	
Contractor Address:		338 Broadway STE 600 Cape Girardeau, MO, 63701	
Contact Information:		Eli Harris Phone: 573-340-8375 Email: eharris@h2prints.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No

CC242191004			
MissouriBUYS SYSTEM ID::		MB00104462	
Contractor Name:		Hillyard Inc	
Contractor Address:		1611 Burlington Ste C Columbia, MO, 65202	
Contact Information:		Randy Timmerman Phone: 573-474-8856 Fax: 573-474-1904 Email: rtimmerman@hillyard.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No



CC242191005			
MissouriBUYS SYSTEM ID::		MB00196039	
Contractor Name:		Imperial Bag & Paper Co. LLC dba Imperial Dade	
Contractor Address:		1555 Tradeport Drive – Ste 100 Hazelwood, MO 63042	
Contact Information:		Ron Morrison Phone: 314-687-1244 extension 5438 Fax: 314-533-5556 Email: iscadmin@imperialdade.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No

CC242191006			
MissouriBUYS SYSTEM ID::		MB00095226	
Contractor Name:		Lighthouse Groups LLC	
Contractor Address:		11581 West Florissant, Suite-1 Florissant, MO, 63033	
Contact Information:		Leon T Harris Phone: 314-629-2766 Fax: 801-780-1839 Email: lharris@lighthousegroups.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: Yes	Blind/Sheltered Workshop: No



CC242191007			
MissouriBUYS SYSTEM ID::		MB00090047	
Contractor Name:		Midland Paper Packaging + Supplies	
Contractor Address:		29 Cedar View Cv Reeds Spring, MO, 65737	
Contact Information:		Kevin Meyer Phone: 847-777-2416 Email: kevin.meyer@midlandpaper.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No

CC242191008			
MissouriBUYS SYSTEM ID::		MB00185866	
Contractor Name:		ODP Business Solutions LLC	
Contractor Address:		261 E Ellen Ln North Salt Lake, UT, 84054	
Contact Information:		Joe Taylor Phone: 417-379-9542 Email: joseph.taylor@odpbusiness.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No



CC242191009			
MissouriBUYS SYSTEM ID::		MB00105915	
Contractor Name:		Office Essentials, LLC	
Contractor Address:		1834 Walton Road St. Louis, MO, 63114	
Contact Information:		Hayley C Batterson Phone: 573-397-5671 Fax: 866-740-4958 Email: hbatterson@offess.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No

CC242191010			
MissouriBUYS SYSTEM ID::		MB00089763	
Contractor Name:		RJ Kool Company of Missouri	
Contractor Address:		234 W 12th Avenue N Kansas City, MO, 64116	
Contact Information:		Bill Kimmel Phone: 816-474-9274 Fax: 816-474-2141 Email: bkimmel@rjkool.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No



CC242191011			
MissouriBUYS SYSTEM ID::		MB00091881	
Contractor Name:		Royal Papers Inc.	
Contractor Address:		2701 Hereford St Saint Louis, MO, 63139	
Contact Information:		Eli Domina Phone: 314-664-3900 Email: elidomina@royalab.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No

CC242191012			
MissouriBUYS SYSTEM ID::		MB00104804	
Contractor Name:		Smith Paper & Janitor Supply Co	
Contractor Address:		PO Box 144 Hwy. 54 South Eldon, MO 65026	
Contact Information:		Kim Smith Phone: 573-392-3358 Email: kim@smithpaper.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No



CC242191013			
MissouriBUYS SYSTEM ID::		MB00147681	
Contractor Name:		United Sale USA Corp.	
Contractor Address:		5902 14th Ave. Unit 107 Brooklyn, NY, 11219	
Contact Information:		Sol Endzweig Phone: 718-709-5900 Email: bids@unitedsalesusa.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No

CC242191014			
MissouriBUYS SYSTEM ID::		MB00104059	
Contractor Name:		V & J Services	
Contractor Address:		5757 Tilton Ave #3034 Riverside, CA, 92509	
Contact Information:		Vicky Caprisecca Phone: 951-213-1899 Email: vcaprisecca@gmail.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No



CC242191015			
MissouriBUYS SYSTEM ID::		MB00149327	
Contractor Name:		Veritiv Operating Company	
Contractor Address:		1000 Abernathy Road Atlanta, GA, 30328	
Contact Information:		Laurie Braun Phone: 717-610-9156 Email: laurie.braun@veritivcorp.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No
CC242191016			
MissouriBUYS SYSTEM ID::		MB00205506	
Contractor Name:		Your Freedom Strategies LLC	
Contractor Address:		725 Kingsland Ave. Suite 100 Saint Louis, MO, 63130	
Contact Information:		Leonette White-Hilliard Phone: 314-720-2855 Email: lhilliard@getyfs.com	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No



INSTRUCTIONS AND INFORMATION



1. **PREFERRED USE:** The State of Missouri intends to establish contracts with multiple vendors which shall be referred to collectively as a Qualified Vendor List (QVL) for use on an as needed, if needed basis. Contract awards will be made based upon the vendor's reliability and compliance with the requirements specified herein. The awarded contracts shall not be viewed as exclusive contracts. The state reserves the right to issue subsequent solicitations for the same or similar supplies.
2. **PRICE QUOTE(S):** The state agency must obtain price quotes from all the contractors awarded the specific line item(s) the agency needs to determine each contractor's firm, fixed maximum price for the state agency's specific purchase. **The contractor shall be obligated to quote a price at the time the state agency contacts the contractor for a quote.** The firm, fixed maximum price quoted for the specific purchase shall be contractually binding on the contractor for that specific order and shall remain firm, fixed for the timeframe in which the price quoted was obtained.
3. **PRICE:** Contractors shall price the specific product(s) based on the estimated quantity, unit of measure, and the mandatory specifications stated by the agency at the time of quote request. The state shall not pay nor be liable for any other additional costs including but not limited to taxes, shipping charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, etc.
 - All pricing shall include all packing, handling, shipping, and freight charges **FOB Destination, Freight Prepaid and Allowed**. The State of Missouri shall not make additional payments or pay add-on charges for freight or shipping.
4. **DETERMINATION OF LOWEST PRICED CONTRACTOR:** For each quote response, the state agency shall confirm the quote response meets the minimum requirements as stated in the quote request. For those responses which meet the state agency's minimum requirements, the state agency shall consider (1) price (2) how well the proposed product meets their needs, and (3) any preference considerations identified in the contract award for the



individual QVL contractors by the Division of Purchasing in determining the “lowest and best” quote received.

- More specifically, for those responses which meet the requesting entity’s minimum requirements, the evaluation shall be based upon (1) cost and (2) any bonus points from the original RFP evaluation for Organizations for the Blind and Sheltered Workshop Participation and Missouri Service-Disabled Veteran Business Enterprise Participation. The contractor with the lowest cost that meets the state agency’s needs shall be considered the “lowest and best” quote response and awarded the specific purchase, unless a vendor qualifies for SDVE or Organization for the Blind/Sheltered Workshop bonus points in which case, cost and bonus points will determine the “lowest and best” quote response. The state agency shall have the right to reject all responses and not make an award.

Notes:

Bonus Points for Organizations for the Blind and Sheltered Workshop Participation were not awarded to any of the contractors.

Only Lighthouse Groups LLC was granted a three (3) bonus point preference as a qualifying Missouri Service-Disabled Veteran Business Enterprise.

- Upon determination of each QVL contractor’s total cost for the quote responses, cost points shall be computed from the results of the calculation stated below using a scale of 200 possible points:

$$\frac{\text{Lowest Responsive Contractor's Price}}{\text{Compared Contractor's Price}} \times \frac{\text{Maximum Cost Points}}{\text{Points}} = \text{Assigned Cost points}$$

- The state agency will document their evaluation justification regarding their award determination of the “lowest and best” quote at the time the quote is awarded.
- The state agency will inform all responding contractors of the outcome of the award. Acceptance of the quote, unless otherwise specified, is not authorization to proceed with shipment of products. The state agency must provide authorization to proceed through issuance of a purchase order or specific written authorization to proceed.

➤ Contractors or state agency personnel that would like to know the history of



the price quotes submitted, need to contact the state agency requesting the price quotes.

- In the event all quote responses fail to meet the state agency's needs, the state agency may reject all responses and cancel the quote request.
5. **COMPLETE COPY OF THE CONTRACT:** Due to the large amount of information included in the contracts, the information is not included in the Statewide Contract Notification. The information is available through the Awarded Bid & Contract Document Search at <https://oa.mo.gov/purchasing/bidding-contracts/awarded-bid-contract-document-search> or through MissouriBUYS at <https://missouribuy.mo.gov/>, by searching for RFPC30034902402191 or the contract numbers referenced above.
6. **LINE ITEMS:** See list of line items herein.
7. **PURCHASE ORDER REQUIREMENTS BY STATE AGENCY:** The state agency shall purchase bath tissue and paper towels from the lowest-priced contractor (as determined by step 4 herein) for each line item for the duration of the timeframe requested.
- If the lowest-priced contractor cannot provide bath tissue and paper towels in accordance with the mandatory requirements and terms stated herein for the duration of the timeframe requested for any reason and/or meet the state agency's needs, the contractor may be considered in breach of contract and subject to the remedies thereto.
 - The state agency shall document each instance of the contractor's inability to provide the bath tissue and paper towels as required. If the contractor continually or consistently is unable to provide the required bath tissue and paper towels, the Division of Purchasing may elect to cancel the contract.
 - If the lowest-priced contractor cannot provide bath tissue and paper towels in accordance with the mandatory requirements and terms stated herein or otherwise meet the needs of the state agency, then the state agency reserves the right to use the next lowest contractor's price (as determined in accordance with section 2.4). If the state agency determines they need to use the next lowest contractor's price, the state agency **must** contact the buyer of record.
8. **CONTRACT MANAGEMENT:**



- The state agency should monitor, measure, and manage the contractor's performance of services and delivery of products according to the contractual requirements. Please refer to the Contract Management Guide: <https://oapurch.state.mo.us/procurementsources.shtm>.
 - In the event your state agency encounters any issues or has any concerns or questions regarding the contract, please contact the Division of Purchasing in writing to the attention of the buyer shown on the front page of this document.
 - To assist the Division of Purchasing in monitoring the performance of the contractors and ensuring quality services are provided to state agencies, state agencies are strongly encouraged to submit documentation regarding the contract and contractor performance to the Division of Purchasing to the attention of the buyer listed on the front page of this document.
9. **SATISFACTION SURVEY:** Customer service is a top priority. The Division of Purchasing desires to work with state agencies to identify solutions if there are any contract concerns. State agencies are encouraged to complete the Satisfaction Survey, Appendix A (below), regarding their experience with the contract. Please submit your completed survey to the Division of Purchasing to the attention of the buyer shown on the front page of this document.



Awarded Line Items		
Contract #	Vendor Name:	Line items Awarded
CC242191001	ARG Reliable Inc.	1-27
CC242191002	Brady Companies	1-27
CC242191003	H2 Prints LLC	1-27
CC242191004	Hillyard Inc.	1-27
CC242191005	Imperial Dade	1-27
CC242191006	Lighthouse Groups LLC	1-4, 9-12, 15-16, 18-27
CC242191007	Midland Paper Packaging + Supplies	1-27
CC242191008	ODP Business Solutions	1-27
CC242191009	Office Essentials, Inc.	1-27
CC242191010	RJ Kool Company of Missouri	1-27
CC242191011	Royal Papers Inc.	1-27
CC242191012	Smith Paper Janitor Supply Co	1-27
CC242191013	United Sales USA Corp	1-27
CC242191014	VJ Services	1-27
CC242191015	Veritiv Operating Company	1-27
CC242191016	Your Freedom Strategies	1-17 and 18-27



LINE ITEMS

LINE ITEM	MANDATORY REQUIREMENTS	EST QTY	UOM
PAPER TOWELS			
1	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>Single Fold</u>• <u>Unbleached</u>• <u>Color: Natural (e.g. brown, light brown)</u>	1,465	CS
2	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>Single Fold</u>• <u>Unbleached</u>• <u>Color: Natural (e.g. brown, light brown)</u>	15	PLLT
3	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>Single Fold</u>• <u>Color: White (Note: Natural White is not acceptable)</u>	7	CS
4	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>Single Fold</u>• <u>Color: White (Note: Natural White is not acceptable)</u>	1	PLLT
5	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>Multifold</u>• <u>Embossed</u>• <u>Unbleached</u>• <u>Color: Natural (e.g. brown, light brown)</u>	7,414	CS
6	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>Multifold</u>• <u>Embossed</u>• <u>Unbleached</u>• <u>Color: Natural (e.g. brown, light brown)</u>	24	PLLT
7	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>Multifold</u>• <u>Embossed</u>• <u>Color: White (Note: Natural White is not acceptable)</u>	3,734	CS



8	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>Multifold</u>• <u>Embossed</u>• <u>Color: White (Note: Natural White is not acceptable)</u>	12	PLLT
9	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>C-Fold</u>• <u>Unbleached</u>• <u>Color: Natural (e.g. brown, light brown)</u>	133	CS
10	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>C-Fold</u>• <u>Unbleached</u>• <u>Color: Natural (e.g. brown, light brown)</u>	3	PLLT
11	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>C-Fold</u>• <u>Color: White (Note: Natural White is not acceptable)</u>	165	CS
12	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>C-Fold</u>• <u>Color: White (Note: Natural White is not acceptable)</u>	2	PLLT



LINE ITEM	MANDATORY REQUIREMENTS	EST QTY	UOM
13	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>Hard Wound Roll</u>• <u>Non-Perforated</u>• <u>Unbleached</u>• <u>1-Ply</u>• <u>Color: Natural (e.g. brown, light brown)</u>	345	CS
14	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>Hard Wound Roll</u>• <u>Non-Perforated</u>• <u>Unbleached</u>• <u>1-Ply</u>• <u>Color: Natural (e.g. brown, light brown)</u>	2	PLLT
15	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>Roll Perforated Sheet</u>• <u>Embossed</u>• <u>Color: White</u>• <u>2-Ply Sheets</u>	425	CS
16	C/S Code: 14111703 <i>Paper Towels</i> Paper Towels, Recycled Content: <ul style="list-style-type: none">• <u>Roll Perforated Sheet</u>• <u>Embossed</u>• <u>Color: White</u>• <u>2-Ply Sheets</u>	9	PLLT
17	C/S Code: 14111703 <i>Paper Towels</i> Roll Towels, Recycled Content: <ul style="list-style-type: none">• <u>Color: White</u>	121	CS
ROLL TISSUE			
18	C/S Code: 14111704 <i>Toilet Tissue</i> Roll Tissue, Bathroom, Recycled Content: <ul style="list-style-type: none">• <u>2-Ply</u>• <u>Facial Quality</u>• <u>Color: White</u>• <u>Roll Overall Wrapped</u>	434	CS



LINE ITEM	MANDATORY REQUIREMENTS	EST QTY	UOM
19	C/S Code: 14111704 <i>Toilet Tissue</i> Roll Tissue, Bathroom, Recycled Content: <ul style="list-style-type: none">• <u>2-Ply</u>• <u>Facial Quality</u>• <u>Color: White</u>• <u>Rolls Overall Wrapped</u>• 	1	CS
20	C/S Code: 14111704 <i>Toilet Tissue</i> Roll Tissue, Bathroom, Recycled Content: <ul style="list-style-type: none">• <u>2-Ply</u>• <u>Facial Quality</u>• <u>Color: White</u>• <u>Roll Overall Wrapped</u>• 	9	PLLT
21	C/S Code: 14111704 <i>Toilet Tissue</i> Roll Tissue, Recycled Content: <ul style="list-style-type: none">• <u>Non-Perforated</u>• <u>2-Ply</u>• <u>Color: White</u>• 	393	CS
FACIAL TISSUE			
22	C/S Code: 14111701 <i>Facial Tissue</i> Facial Tissue, Recycled Content: <ul style="list-style-type: none">• <u>2-Ply</u>• <u>Color: White</u>• 	719	CS
23	C/S Code: 14111701 <i>Facial Tissue</i> Facial Tissue, Recycled Content: <ul style="list-style-type: none">• <u>2-Ply</u>• <u>Color: White</u>• 	6	PLLT



WIPES			
24	C/S Code: 47131502 <i>Wipes</i> Wipes, Industrial, Virgin Content: • <u>1/4 Fold</u>	633	CS
25	C/S Code: 47131502 <i>Wipes</i> Wipes, Industrial, Virgin Content: • <u>1/4 Fold</u>	7	PLLT
26	C/S Code: 47131502 <i>Wipes</i> Wipes, Light Weight, Recycled Content: • <u>1/4 Fold</u>	1	PLLT
27	C/S Code: 24112701 <i>Wood Pallet</i> Pallet fee in the event a pallet is not exchangeable as described herein.	1	EA



Appendix A Satisfaction Survey



This satisfaction survey is provided for users to report good and/or poor contractor performance. Any contract user may complete the survey and return it to the buyer identified on page one of this notice.

Users are advised that serious contractor performance issues should be immediately reported to the buyer identified on page one of this notice.

GENERAL CONTRACT INFORMATION	
Contract Number and Contractor Name	Contract Number: Contractor Name:
Does the contract meet the needs of your state agency?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:
How could the contract be improved?	



Appendix A

Satisfaction Survey

Please complete the following form to document your agency's experience with the contractor.

CONTRACTOR PERFORMANCE	
Do the products provided by the contractor meet the requirements of the contract and/or as required by your agency?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:
Has your agency encountered any problems with the contractor(s)? If so, how would you rate their ability to resolve the problem?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> Please explain:
Describe the responsiveness of the contractor to inquiries.	Please explain:
Describe your overall experience with the contractor.	Please explain:
Other:	Please explain:



Appendix A
Satisfaction Survey

SURVEY COMPLETED BY:	
Name:	
State Agency:	
Email:	
Date:	

Please submit your completed survey to the Division of Purchasing to the attention of the buyer shown on the front page of this document.