



NOTIFICATION OF STATEWIDE CONTRACT

Project-Based Information Technology Consulting Services – Qualified Vendor List (QVL)

DOCUMENT OVERVIEW: This document provides a summary of the available products/services under this statewide contract. End users are encouraged to review the actual contracts which include the state's solicitation and the awarded vendor's response, including subsequently issued contract amendments. Those documents are available on the Division of Purchasing's Awarded Bid and Contract Document Search at <https://purch.oa.mo.gov/bidding-and-contracts-contracts/awarded-bid-contract-document-search> (Click this link for [Search & Retrieval Instructions](#)). Use Bid # RFPT30034902402213 and the Contract Numbers identified in the Awarded Contracts tables beginning on page 2 of this document when searching.

- All purchases made under these contracts must be for public (state agency or cooperative procurement program member) use only. Purchases for personal use by public employees or officials are prohibited.
- The CT242213 series of Project-Based Information Technology Services contracts identified in this notification were established by the OA Division of Purchasing based on a procurement effort under RFPT30034902402213 to create a Qualified Vendor List for use by state agencies and cooperative procurement program members.
- The contracts are for Project-Based IT consulting services only, including the following categories:
 - (1) Project Management/Project Oversight;
 - (2) Architecture;
 - (3) Infrastructure;
 - (4) Business Analysis;
 - (5) Custom Development Solutions;
 - (6) ServiceNow Development Solutions;
 - (7) Salesforce Development Solutions;
 - (8) PowerApps Development Solutions;
 - (9) Data Management;
 - (10) Security Privacy and Accessibility;
 - (11) System Integration;
 - (12) Organizational Change Management;
 - (13) Business Process Engineering;
 - (14) Independent Validation and Verification Services;
 - (15) Cloud (AWS, Azure, GCP, OCI); and
 - (16) Business Continuity.
- The following products and services are not available for purchase through this contract:



- Hardware/software products,
- Staff Augmentation services, or
- Cloud services, unless specifically identified in the Statement of Work (SOW) developed by the contract user.

USAGE INSTRUCTIONS: Step-by-Step Usage Instructions for contract users can be found in Section 2 herein.

Contract Title:	Project-Based Information Technology Consulting Services – Qualified Vendor List (QVL)		
Contract Spend Category:	IT Services		
Contract Number(s):	See List Below	Bid Number:	RFPT30034902402213
Current Contract Period:	May 1, 2025 through April 30, 2028		
Original Contract Period:	May 1, 2025 through April 30, 2028	Total Number of Renewals:	2*
*Renewals would only be used to complete existing SOWs awarded during the original contract period. If the Division of Purchasing exercises the right to renew, the renewal will only be exercised with contract(s) with active SOWs in process to allow completion of the SOW.			
Potential Final Expiration:	April 30, 2028		
Buyer:	Name: Kelly Miller, email: Kelly.Miller@oa.mo.gov , Phone: 573-751-4885		

Awarded Contracts List		
Contractor Name	Vendor Number	Contract Number
22nd Century Technologies	MB00087873	CT242213001
Abacus Service Corporation	MB00181608	CT242213002
Accenture LLP	MB00103870	CT242213003
ACS Consultancy Inc	MB00207810	CT242213004
Advanced Analytical Systems Inc	MB00202811	CT242213006
AgreeYa Solutions Inc	MB00155567	CT242213007
American Unit, Inc	MB00107034	CT242213009
Andrew Reise Services LLC	MB00134793	CT242213010
Apex Systems, LLC	MB00099628	CT242213011
Applications Engineering Group Inc.	MB00089927	CT242213012
Ark Infotech LLC	MB00207844	CT242213013
ARNAK Consulting LLC	MB00208353	CT242213014
Avaap USA LLC	MB00177993	CT242213015
Avant Marketing Group LLC	MB00090531	CT242213016
Berry, Dunn, McNeil & Parker, LLC	MB00023900	CT242213017
BES Technology & Training Services LLC	MB00182170	CT242213018



BPM Advisors LLC	MB00151628	CT242213019
BuzzClan LLC	MB00141758	CT242213020
California Creative Solutions Inc	MB00131372	CT242213021
Canopy Management Consulting Group	MB00207852	CT242213022
Carahosoft Technology Corporation	MB00046064	CT242213023
CEdge Inc	MB00091703	CT242213025
CGI Technology and Solutions Inc	MB00103953	CT242213026
Clarity Partners LLC	MB00146333	CT242213027
Cloudwick Technologies Inc	MB00208106	CT242213030
Coastal Cloud LLC	MB00174167	CT242213031
COGENT Infotech Corporation	MB00063078	CT242213032
Compunnel Software Group Inc	MB00182160	CT242213033
Computer Aid Inc	MB00090713	CT242213034
Compu-Vision Consulting Inc	MB00160062	CT242213035
Comtech Global inc	MB00144567	CT242213036
CoreSphere LLC	MB00153478	CT242213037
CSG Governmental Solutions	MB00085079	CT242213038
Dechen Consulting Group Inc	MB00201669	CT242213039
Deloitte Consulting LLP	MB00103499	CT242213040
DevCare Solutions	MB00052232	CT242213041
Digital Intelligence Systems Inc	MB00207242	CT242213042
Elentic LLC	MB00202733	CT242213044
Eliassen Group LLC	MB00197160	CT242213045
Envision LLC	MB00091582	CT242213046
ESYSTEMS Inc	MB00101515	CT242213047
FedTec LLC	MB00200107	CT242213048
Forrester Research Inc	MB00103128	CT242213049
Gartner Inc	MB00079770	CT242213051
HealthTech Solutions LLC	MB00084017	CT242213052
Huber and Associates Inc	MB00093431	CT242213054
Infocrossing LLC	MB00090251	CT242213055
Infojini Inc	MB00042307	CT242213056
InfoPeople Corporation	MB00208282	CT242213057
Informaserv Inc	MB00207867	CT242213058
Information Resource Group Inc	MB00091202	CT242213059
Insight Global LLC	MB00200709	CT242213060
InstantServe LLC	MB00187403	CT242213061
International Consulting Acquisition Corp. dba ISG Public Sector	MB00046147	CT242213062
Invoti LLC	MB00181084	CT242213063
Kastech Solutions LLC	MB00149648	CT242213064



Kyra Solutions Inc	MB00184192	CT242213065
Mainline Information Systems LLC	MB00210021	CT242213066
ManpowerGroup Public Sector Inc	MB00208269	CT242213067
Martinez IT Consulting Services LLC	MB00208838	CT242213069
Mathtech	MB00123446	CT242213070
Maximus US Services Inc	MB00120433	CT242213071
MettaHealth Partners Inc	MB00207937	CT242213072
Mission Critical Partners LLC	MB00051895	CT242213073
MSys Inc	MB00127822	CT242213074
MTX Group Inc	MB00134688	CT242213075
My3Tech Inc	MB00117476	CT242213076
Netlogx LLC	MB00095872	CT242213077
NvisionKC LLC	MB00186023	CT242213078
OMNISKOPE Inc	MB00208392	CT242213079
Optiv Security Inc	MB00176253	CT242213080
Outlook Insight LLC	MB00182522	CT242213081
Patient Centric Solutions Inc	MB00200654	CT242213083
Portland Webworks Inc	MB00062238	CT242213084
Prospect Infosystems	MB00101613	CT242213085
Public Consulting Group LLC	MB00080342	CT242213086
Pulselight LLC	MB00105726	CT242213087
Red Sun Technology	MB00207796	CT242213088
RedMane Technology LLC	MB00008156	CT242213089
RefineM LLC	MB00188588	CT242213090
Resultant LLC	MB00174350	CT242213091
RICEFW Technologies Inc	MB00205983	CT242213092
Rose International	MB00081760	CT242213094
RubinBrown LLP	MB00093148	CT242213095
Sabot Technologies Inc	MB00123850	CT242213096
Securance LLC	MB00092631	CT242213097
Servos LLC	MB00184193	CT242213099
Seven Seas Technology Inc	MB00100166	CT242213100
Slalom Inc	MB00202553	CT242213101
Smarter Consulting	MB00157208	CT242213102
SoftSages LLC	MB00206384	CT242213103
Spruce Technology Inc.	MB00165306	CT242213105
Stellar IT Solutions Inc	MB00207931	CT242213106
Stratice	MB00146532	CT242213107
Synkriom Inc	MB00207767	CT242213109
Systems Service Enterprise	MB00208817	CT242213110



Tata Consultancy Services Limited	MB00123202	CT242213111
Tech Smart Solutions LLC	MB00199914	CT242213112
TECHNOLOGY GROUP SOLUTIONS	MB00079585	CT242213113
Technology Partners Inc	MB00092967	CT242213114
TEKsystems	MB00140492	CT242213115
The Boston Consulting Group	MB00130452	CT242213116
The Evolvers Group LP	MB00158364	CT242213117
Timmons Group Inc	MB00024830	CT242213120
Treinen Associates Inc	MB00102269	CT242213121
Triskelle Software Solutions LLC	MB00208097	CT242213122
Tryfacta Inc	MB00156049	CT242213123
Tshibanda & Associates	MB00053843	CT242213124
Unified Development Inc	MB00091647	CT242213125
Unitech Consulting LLC	MB00103863	CT242213126
US Tech Solutions Inc	MB00041991	CT242213127
Veracity Consulting Inc	MB00181630	CT242213130
Veteran Enhanced Inc	MB00207701	CT242213131
Vimo Inc	MB00083390	CT242213132
Vitagee LLC	MB00181179	CT242213133
vTech Solution Inc	MB00099649	CT242213134
WBlue LLC	MB00207670	CT242213136
World Wide Technology LLC	MB00091890	CT242213137
Zencon Group Inc	MB00161630	CT242213138
Zion Cloud Solutions LLC	MB00113453	CT242213139
Zirous Inc	MB00089819	CT242213140



DOCUMENT CONTENTS: This document includes the following sections:

Section 1: History of Notification of Statewide Contract Document Changes

Section 2: Usage Instructions and Restrictions

Section 3: Contract Management

Attachments (All Attachments can be found at the same location as the Statewide Notice):

- Awarded Service Categories and Price Range Attachment
- Awarded Service Categories Tool Attachment
- SOW Form Attachment
- Subcontracting Participation Attachment



SECTION 1-HISTORY OF NOTIFICATION OF STATEWIDE CONTRACT DOCUMENT CHANGES

Issue Date	Summary of Changes
06/11/2025	Removal of contingencies to the following contracts: CT242213062, CT242213102, CT242213105. Updated email contact for CT242213065.
05/27/2025	Removal of contingencies to the following contracts: CT242213004, CT242213012, and CT242213080
05/15/2025	Initial Issuance of contracts (For contingent awards, this notification will be updated once contract is amended to indicate the removal of contingencies.)



SECTION 2-USAGE INSTRUCTIONS AND RESTRICTIONS

THE USAGE INSTRUCTIONS IDENTIFIED HEREIN MUST BE FOLLOWED FOR VALID USE OF THE CONTRACTS.

2.1 – USAGE OVERVIEW INSTRUCTIONS:

Any state agency needing project-based IT consulting services shall be required to use the contract unless an exemption is granted by the Office of Administration, Information Technology Services Division's (ITSD) Enterprise Project Management Oversight (EPMO) Office for consolidated state agencies and the Division of Purchasing for non-consolidated state agencies (RFP paragraph 2.1.1.a).

Eligible Users:

- Missouri state agencies and the judicial and Legislative branches of the State of Missouri
- Approve State of Missouri Cooperative Procurement program members

Approvals Required:

- If the end user works for an IT consolidated agency as defined by Missouri Executive Order 06-34, please contact the state agency's OA-ITSD Business Relationship Manager (BRM). In addition, OA-ITSD's web site identifies the IT-consolidated Departments.
- If the end user works for an entity that is outside the IT consolidation, but the system or solution will interact or connect in any manner to the state's network, please contact OA-ITSD prior to using the contracts.

Appropriate use of the contracts by Missouri state agencies subject to Chapter 34 procurement laws, requires ALL contractors awarded for a service category to be notified of a SOW.

2.2 - IMPORTANT USAGE REMINDERS:

- QUOTING PROCESS LIMITED TO TRAINED PROCUREMENT STAFF: The quoting process should be performed by individuals who have been trained in proper public procurement practices such as department procurement officers.
- FAIRNESS IN PROCESS, NO REAL OR EVEN PERCEIVED CONFLICT OF INTEREST: Fairness and equity for all contractors is paramount. There is no room for even the appearance of bias in the quoting process. Anyone with any real or even perceived conflict of interest with any of the contractors must not participate in the quoting process (from development of the scope of work through award). In addition, such staff must not have access to the quotes until after award.
- USE GENERIC, NOT BRAND-SPECIFIC QUOTING REQUIREMENTS: Quote requests should identify the department's business/functional needs for the given product or service and be



generically described rather than specifying a particular brand/model. If restrictiveness is necessary, the quote needs to explain the reason for the restrictiveness for the QVL contractors to see.

- DON'T EXCEED SCOPE OF MASTER CONTRACT: While the quote request needs to explicitly identify the products the state agency is seeking; the quote request must not exceed the scope and intent of the master contract.
- EXPLICITLY IDENTIFY EVALUATION PLAN IN QUOTE REQUEST: Department quote requests under the QVL should explain whether the award will be made to the lowest, responsive vendor or whether the award will be based upon cost and other evaluation criteria. If the award decision will include evaluation criteria, the criteria must be identified and quantified in terms of weighting each stated criterion. Such evaluation criteria must be identified in the quote request sent to the contractors.
- DO NOT SHARE QUOTES PRIOR TO DEADLINE: No contractor's quote or any information contained in the quote may be shared with another contractor prior to the quoting deadline. After deadline, quotes are considered open records.
- NO NEGOTIATION: Negotiation is not allowed in the QVL quoting process unless handled by OA Purchasing. The awarded quote consists of the state's quote and the contractor's response. Departments cannot negotiate an agreement after contractor selection.

2.3 - STATEMENT OF WORK (SOW) USAGE PROCESS:

STEP 1 - SOW REQUEST: The state agency's designated Project Manager/EPMO Procurement Staff will present a written request for each SOW to all QVL contractors in the particular service category, in a standard format using the SOW Form Attachment.

The state agency shall utilize the Statement of Work (SOW) as a means to (1) competitively bid a specific information technology project, (2) to identify the specific tasks to be performed and (3) to establish the total firm, fixed price to be paid to the awarded contractor upon completion of the specified tasks. The SOW process shall occur in a controlled sequence of proposals and approvals by the state agency's trained procurement staff as outlined below.

- State agencies may decide to break up projects into multiple SOWs if the scope of work for the subsequent phase(s) of a project are dependent on the prior phase(s). In that event, subsequent SOWs may be issued to the contractor that was awarded the initial SOW without requesting competitive SOWs provided (1) the agency clearly indicates their intent to do so in the initial SOW request and (2) the scope of the entire project is considered in the evaluation of the initial SOW.
- The duration of any SOW must not exceed the effective contract period.



The agency's request must explain the scope of the project and the tasks the agency desires the contractor to perform, including applicable business and technical specifications, project deliverables, as well as any minimum experience requirements and personnel requirements. In addition, the agency shall specify the evaluation criteria that shall be utilized to determine the SOW award. The agency's SOW Request should include, at a minimum, the following information:

Introduction and Purpose Section: Brief description of the project. Information provided to acquaint the reader with the planned acquisition. In addition, the following information shall be provided:

- State agency name/address
- State agency designated name, email, and phone number
- Brief title of specific SOW project
- SOW issue date
- SOW response due date
- Project goals and objectives: A description of how the project came to be and why the project is being pursued, and how it relates to other projects. Summarization of any statutory authority or regulations affecting the overall requirement; and identify any background materials attached to the SOW. The agency will also provide any information pertaining to the agency's business environment such as identification of hours of operation, as well as, the agency's technical environment specific to the SOW project which describes the technological infrastructure, systems, and programs operant within the organization. The agency will identify specific objectives that the SOW project will achieve. This section should provide a concise overview of the contract effort goals and objectives; and how the results or end products will be used.

Scope of Work: A listing of specifications/performance requirements, standards, locations, tasks, deliverables, schedule, and the state's assumptions. This section defines the tasks that the contractor must complete for the SOW project. This section should provide a detailed itemization and description of all 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 must be clearly stated and must be quantifiable. The scope of work section should outline any applicable additional state data requirements (e.g. extraction).

- Minimum Experience Requirements;
- Personnel Qualifications;
- Performance Requirements;
- Deliverables;
- Reporting Requirements;
- Technical Environment;
- State's Obligations;
- State Data;
- Invoicing and Payment Requirements; and
- Payment Holdbacks.

SOW Submission and Evaluation: In this section, the state agency should clearly define the submission and evaluation criteria. The evaluation will include Minority Business Enterprise



(MBE)/Women Business Enterprise (WBE) Participation, Organizations for the Blind and Sheltered Workshop Preference, and Missouri Service-Disabled Veteran Business Enterprise Participation commitment made in the awarded QVL proposal for each SOW.

- Each competitive SOW shall be evaluated based on a 200-point evaluation point scale with cost being a minimum of 25% of the evaluation points, unless otherwise approved in writing by the ITSD for consolidated state agencies or by the Division of Purchasing for all other agencies.

STEP 2: SOW ISSUANCE

Notification of Contractors: For each SOW, the state agency **MUST** notify all contractors awarded to provide the service category(ies) that the SOW is for. To identify the vendors that the state agency will notify of the SOW, the state agency should follow the steps below:

- Step 1: The state agency will open the Awarded Service Categories and Price Range Attachment and identify the specific service category(ies) applicable to the SOW being issued based on the category descriptions. For informational purposes, all contractor's service categories and price ranges awarded are identified in the Awarded Service Categories and Price Range Attachment.
- Step 2: The state agency will open the Awarded Service Categories Tool to populate the list of contractors the state agency will notify for the SOW. On the tab titled "Tool," the state agency will filter by the Category of Service and the Price Range from the drop-down menus (screenshot below), and the list of contractors' emails applicable to the identified parameters will populate.

D	E
Your Category	Your Price Range
System Integration	▼ 50,001 - \$500,000

NOTE: Multiple categories cannot be populated at once. If the SOW is for multiple categories, the state agency will populate a separate list for each category.

- Step 3: The state agency will copy the emails populated for each applicable service category and price range and send the SOW to the contractors.

Pre-Bid Conference: The state agency is able hold a pre-bid conference in order to provide clarity regarding the SOW.

Contractor Questions: In the event a contractor asks questions, requests changes or clarifications, or otherwise advises the state agency if any language, specifications, or requirements of a SOW appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the SOW, the state agency should review the issue and respond as the situation requires.

- a. If no changes will be made to the SOW and no additional information will be provided, the state agency can reply to the contractor's inquiry by indicating no changes will be made to the SOW.



- b. If changes will be made to the SOW or additional information provided, in order to maintain a fair and equitable procurement process, all contractors will be advised, via the issuance of an addendum to the SOW, of any relevant or pertinent information related to the procurement.

STEP 3: EVALUATION OF SOW RESPONSES

For each SOW response, the state agency will follow the evaluation identified in the SOW. The state agency shall total (1) the cost points derived from the cost analysis, (2) the subjective evaluation score, (3) any Minority Business Enterprise (MBE)/Women Business Enterprise (WBE) Participation evaluation points for participation that aligns with the committed work as specified on Subcontracting Participation Attachment, and (4) any bonus points for Organizations for the Blind and Sheltered Workshop Participation and Missouri Service-Disabled Veteran Business Enterprise Participation for participation that aligns with the committed work as specified on the Subcontracting Participation Attachment. The contractor with the highest total combined points shall be considered the “lowest and best” SOW response and awarded the specific project; however, the state agency shall have the right to reject all responses and not make an award.

- Subcontracting Participation Evaluation: The evaluation points for any Minority Business Enterprise (MBE)/Women Business Enterprise (WBE) Participation and the bonus points for Organizations for the Blind and Sheltered Workshop (B/SW) Participation and Missouri Service-Disabled Veteran Business Enterprise (SDVE) Participation shall be as specified in the Subcontracting Participation Attachment.
 - If the vendor does not propose MBE/WBE, B/SW, or SDVE participation in response to a SOW that is either the same or greater MBE/WBE, B/SW, or SDVE participation as identified in the Subcontracting Participation Attachment, the vendor will not receive MBE/WBE, B/SW, or SDVE point consideration for the SOW since the participation does not align with the MBE/WBE, B/SW, or SDVE participation awarded.
 - If the vendor proposes greater MBE/WBE, B/SW, or SDVE participation on a single SOW than originally proposed, the vendor will not receive more points than awarded.
- Offshore Work: If any of the contractor’s responses include Offshore Work, the state agency must reach out to the Division of Purchasing for review of the proposed Offshore Work.
- The state agency will document in writing their evaluation justification regarding their award determination of the “lowest and best” SOW at the time each SOW project is awarded. Such documentation shall be considered an open record.
- The state agency will indicate acceptance of the highest-scored SOW response by signing and dating the SOW response document.
- During the evaluation of the SOW responses, the state agency reserves the right to request



clarification of the contractor's intent regarding the contractor's SOW response. Any clerical error, apparent on its face, may be corrected before award of a SOW. Upon discovering an apparent clerical error, the state agency shall contact the contractor and request clarification of the intended SOW response. The correction shall be incorporated in the notice of award. Examples of apparent clerical errors are: 1) misplacement of a decimal point; and 2) obvious mistake in designation of unit.

- The state agency must not conduct competitive negotiations during the evaluation of the SOW responses or after award of the SOW (excluding the SOW Change Request process identified herein as deemed necessary by the state). In the event all SOW responses fail to meet the requirements of the SOW, the state agency shall cancel the SOW. If the state agency decides to proceed, a new SOW with revised specifications will be issued.
- The state agency reserves the right to contact the contractors after the SOW has been cancelled, but before the replacement SOW is issued, to discuss the specifications of the SOW.

STEP 4: APPROVAL AND AWARD OF SOW

- 1) The awarded contractor and the agency's designated personnel must indicate mutual acceptance of the SOW project by signing and dating the SOW Response document. The agency's designated personnel (1) must retain one signed copy; (2) must forward a copy of the awarded SOW and SOW Response Abstract (i.e., a written document that indicates whether or not a contractor submitted a SOW response) to the Division of Purchasing for inclusion in the contract file; (3) must send one copy of the signed and awarded SOW to the contractor awardee; and (4) must inform all responding contractors as to who received the award.

STEP 5: AUTHORIZATION TO PROCEED/ SOW PROJECT WORK

- 1) An approved awarded SOW alone does not constitute an authorization to proceed with project work. The contractor must receive a properly authorized purchase order or other form of authorization given to the contractor at the discretion of the state agency. Project work shall include the contractor's completion of the tasks identified in the awarded SOW.

STEP 6: FORMAL ACCEPTANCE

- 1) Upon the completion of all project work of a given SOW, the contractor must notify the agency's designated Project Manager in writing and shall submit an invoice in accordance with the SOW deliverable compensation requirements as described in the awarded SOW document. The agency's designated Project Manager shall review, approve, and formally accept or reject the components of the SOW project work in accordance with the turnaround time outlined in the SOW. Formal acceptance shall not be unreasonable delayed or withheld by the state. Once the SOW project work has been formally accepted by the state agency, the contractor shall deliver the source code and/or materials (if applicable) pertaining to the SOW project work to the state agency within five (5) business days.



STEP 7: COST RECOVERY FOR CONTRACTOR

- 1) SOW costs for the SOW project work shall be paid upon formal acceptance by the agency's designated Project Manager in accordance with the deliverables for compensation outlined in the SOW.

2.4 – AWARDED SOW CHANGES:

For consolidated agencies, the contractor must follow and comply with ITSD's Change Control Process included in Attachment 2 to the RFPT30034902402213. **Once a SOW is awarded, the expectation is the project will stay within the scope, cost and schedule originally identified.** A change to the contractual agreement (SOW) will not be made without good cause.



SECTION 4-CONTRACT MANAGEMENT

CONTRACTOR PERFORMANCE ISSUES: 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.

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, 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.



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?	

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

CONTRACTOR PERFORMANCE	
Do the services provided by the contractor meet the requirements of the contract and 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? 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:

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.