

State of New York Executive Department
Office Of General Services
Procurement Services Group
Corning Tower Building - 38th Floor
Empire State Plaza
Albany, New York 12242
<http://www.ogs.state.ny.us>

CONTRACT AWARD NOTIFICATION

Title	:	Group 60010 – FORM MV-639PS (DMV)
		Classification Code: 82
Award Number	:	<u>19246</u> (Replaces Award 02811)
Contract Period	:	December 15, 2004 to December 14, 2006
Bid Opening Date	:	November 17, 2004
Date of Issue	:	December 20, 2004
Specification Reference	:	As Incorporated In The Invitation for Bids
Contractor Information	:	Appears on Page 2 of this Award

Address Inquiries To:

State Agencies & Vendors

Name : Jamie Nusbaum
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E-mail : jamie.nusbaum@ogs.state.ny.us

**The Procurement Services Group values your input.
Complete and return "Contract Performance Report" at end of document.**

Description

This contract award is for Form MV-639PS.

PR # 19246

(continued)

<u>CONTRACT #</u>	<u>CONTRACTOR & ADDRESS</u>	<u>TELEPHONE #</u>	<u>FED.IDENT.#</u>
PC61504	MOORE WALLACE 120 Industrial Park Rd. Albany, NY 12206	800/488-8351 518/435-2105 Stephen Chesley Fax No.: 518/489-7080 E-mail: stephen.chesley@rrd.com Website: www.rrd.com	160331690

Cash Discount, If Shown, Should be Given Special Attention.
INVOICES MUST BE SENT DIRECTLY TO THE ORDERING AGENCY FOR PAYMENT.
 (See "Contract Payments" and "Electronic Payments" in this document.)

AGENCIES SHOULD NOTIFY THE PROCUREMENT SERVICES GROUP PROMPTLY IF THE CONTRACTOR FAILS TO MEET DELIVERY OR OTHER TERMS OF THIS CONTRACT. PRODUCTS OR SERVICES WHICH DO NOT COMPLY WITH THE SPECIFICATIONS OR ARE OTHERWISE UNSATISFACTORY TO THE AGENCY SHOULD ALSO BE REPORTED TO THE PROCUREMENT SERVICES GROUP.

SMALL, MINORITY AND WOMEN-OWNED BUSINESSES:

The letters SB listed under the Contract Number indicate the contractor is a NYS small business. Additionally, the letters MBE and WBE indicate the contractor is a Minority-owned Business Enterprise and/or Woman-owned Business Enterprise.

RECYCLED, REMANUFACTURED AND ENERGY EFFICIENT PRODUCTS:

The Procurement Services Group supports and encourages the purchase of recycled, remanufactured, energy efficient and "energy star" products. If one of the following codes appears as a suffix in the Award Number or is noted under the individual Contract Number(s) in this Contract Award Notification, please look at the individual awarded items for more information on products meeting the suffix description.

RS,RP,RA	Recycled
RM	Remanufactured
SW	Solid Waste Impact
EE	Energy Efficient
E*	EPA Energy Star
ES	Environmentally Sensitive

NOTE TO AUTHORIZED USERS:

When placing purchase orders under the contract(s), the authorized user should be familiar with and follow the terms and conditions governing its use which usually appears at the end of this document. The authorized user is accountable and responsible for compliance with the requirements of public procurement processes. The authorized user must periodically sample the results of its procurements to determine its compliance. In sampling its procurements, an authorized user should test for reasonableness of results to ensure that such results can withstand public scrutiny.

The authorized user, when purchasing from OGS contracts, should hold the contractor accountable for contract compliance and meeting the contract terms, conditions, specifications, and other requirements. Also, in recognition of market fluctuations over time, authorized users are encouraged to seek improved pricing whenever possible.

Authorized users have the responsibility to document purchases, particularly when using OGS multiple award contracts for the same or similar product(s)/service(s), which should include:

- a statement of need and associated requirements,
- a summary of the contract alternatives considered for the purchase,
- the reason(s) supporting the resulting purchase (e.g., show the basis for the selection among multiple contracts at the time of purchase was the most practical and economical alternative and was in the best interests of the State).

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PSG's DISPUTE RESOLUTION POLICY:

It is the policy of the Office of General Services' Procurement Services Group (PSG) to provide vendors with an opportunity to administratively resolve disputes, complaints or inquiries related to PSG bid solicitations or contract awards. PSG encourages vendors to seek resolution of disputes through consultation with PSG staff. All such matters will be accorded impartial and timely consideration. Interested parties may also file formal written disputes. A copy of PSG's Dispute Resolution Procedures for Vendors may be obtained by contacting the person shown on the front of this document or through the OGS website (www.ogs.state.ny.us). Click on "For Government - Contracts and Purchasing," then "Seller Information," then "Dispute Resolution Procedures for Vendors."

PRICE:

Prices include all costs necessary or incidental to proper execution of job including net F.O.B. dock delivery to NYS Dept. of Motor Vehicles, Northeast Industrial Park - Building 6, Route 146, Guilderland Center, NY 12085, and include all customs duties and charges.

	<u>Price</u> <u>Per M</u>
ITEM: Form MV-639PS (Two Orders – 375,000 each)	\$90.00
Reprints (Minimum of 50,000)	\$162.40

Guaranteed Delivery: As Specified

Brand Name of Film for Sticker: 3M Reflective

Manufacturer of Film: 3M

Weight and Brand Name of Stock for Continuous Form: 24# MOCR Bond

Manufacturer of Stock: Boise Cascade

Address where work will be done: Moore Wallace

611 W. Mill St.

Angola, IN 46703

Mode of Transportation: Sealed trailer

Electronic Access Ordering (EDI) is available. Contact contractor for details.

Contractor will accept the New York State Procurement Card for orders not to exceed \$10,000.00.

REQUEST FOR CHANGE:

Any request by the agency or contractor regarding changes in any part of the contract must be made in writing to the Office of General Services, Procurement Services Group, prior to effectuation.

CONTRACT PAYMENTS:

Payments cannot be processed by State facilities until the contract products have been delivered in satisfactory condition or services have been satisfactorily performed. Payment will be based on any invoice used in the supplier's normal course of business. However, such invoice must contain sufficient data including but not limited to contract number, description of product or service, quantity, unit and price per unit as well as federal identification number.

State facilities are required to forward properly completed vouchers to the Office of the State Comptroller for audit and payment. All facilities are urged to process every completed voucher expeditiously giving particular attention to those involving cash discounts for prompt payment.

If the contract terms indicate political subdivisions and others authorized by law are allowed to participate, those entities are required to make payments directly to the contractor. Prior to processing such payment, the contractor may be required to complete the ordering non-State agency's own voucher form.

See "Contract Billings" in Appendix B, OGS General Specifications.

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ELECTRONIC PAYMENTS:

The Office of the State Comptroller (OSC) offers an "electronic payment" option in lieu of issuing checks. To obtain an electronic payment authorization form visit the OSC website at www.osc.state.ny.us or contact them by e-mail at epunit@osc.state.ny.us or by phone at 518-474-4032.

NOTE TO CONTRACTOR:

This Contract Award Notification is not an order. Do not take any action under this contract except on the basis of a purchase order from the agency.

If a purchase order is not received from the agency listed within two weeks after receipt of this award, the contractor should contact the agency directly requesting the submission of a purchase order. The Agency contact person is Bill Rider, who can be reached at 518/474-0767.

NOTE TO AGENCY:

Orders under this contract are to be submitted directly to the contractor.

CONTRACT PERIOD AND RENEWALS:

Prices are to be firm for the entire period of the contract. Price escalation will not be allowed and is specifically excluded from the terms and conditions of the contract award. Price decreases are permitted at any time.

If the Printing Law permits, and if mutually agreed between the Procurement Services Group and the contractor, the contract may be renewed under the same terms and conditions for additional period(s) not to exceed a total contract term of five (5) years.

CANCELLATION FOR CONVENIENCE:

The State of New York retains the right to cancel this contract, in whole or in part without reason provided that the Contractor is given at least sixty (60) days notice of its intent to cancel. This provision should not be understood as waiving the State's right to terminate the contract for cause or stop work immediately for unsatisfactory work, but is supplementary to that provision. Any such cancellation shall have no effect on existing Agency agreements, which are subject to the same 60 day discretionary cancellation or cancellation for cause by the respective user Agencies.

SHORT TERM EXTENSION:

If the Printing Law permits, in the event the replacement contract has not been issued, any contract let and awarded hereunder by the State, may be extended unilaterally by the State for an additional period of up to one month upon notice to the contractor with the same terms and conditions as the original contract including, but not limited to, quantities (prorated for such one month extension), prices, and delivery requirements. With the concurrence of the contractor, the extension may be for a period of up to three months in lieu of one month. However, this extension terminates should the replacement contract be issued in the interim.

ESTIMATED QUANTITIES:

The quantities or dollar values listed are estimated only. See "Estimated/Specific Quantity Contracts" in Appendix B, OGS General Specifications.

REPLACEMENT OR CREDIT FOR MISSING AND DEFECTIVE FORMS:

New York State shall be compensated for each form missing from the order, or found to be defective due to contractor error or inattention. Some examples of defective forms are those that are:

- Not the correct size.
- Printed on the wrong type of stock.
- Printed incorrectly (including errors in the background, text, graphics, barcodes, or layout).
- Numbered incorrectly (including no numbering, wrong numbers, skips, or repeats).
- Missing security features.
- Perforated, scored or folded imperfectly.
- Collated or assembled incorrectly.
- Torn, mutilated, wrinkled, or otherwise physically altered.

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REPLACEMENT OR CREDIT FOR MISSING AND DEFECTIVE FORMS: (Cont'd)

In addition, New York State shall be compensated for forms voided during DMV's preparation process due to problems resulting from the defects referred to in the previous paragraph.

Compensation for forms specified above must consist of:

- Replacement of missing/defective forms with perfect forms at no additional charge, at the rate of one (1) perfect form for each form requiring replacement, or
- Agreement by the vendor to credit the State for such forms.

METHOD OF SHIPMENT:

Advance notice of shipment, in duplicate, including carton numbers and contents shall be sent to:

Bill Rider
Publications Production Section - Rm. 138
Department of Motor Vehicles
6 Empire State Plaza
Swan Street Building
Albany, NY 12228
518/474-0767

Stickers/documents shall be shipped in locked and sealed vans to destination. Vans may be "for hire" carrier or contractor's truck.

PRODUCTION CONTROL AND SECURITY:

SECURITY INSPECTION AND FACILITY CLEARANCE:

The State of New York reserves the right to enter the contractor's premises at any time during business hours prior to production, and at any time during production to evaluate plant security and storage facilities and inspect methods of production for full compliance with all specifications herein.

The NYS DMV, Division of Field Investigation (DFI) must inspect the specific plant(s) where work is being done, prior to the start of the manufacturing process, to grant security clearance. The contractor must notify NYS DMV, DFI, 6 Empire State Plaza, South Swan Street, Room 431, Albany, NY 12228, of any change of manufacturing location, or if some part of the work is to be done at another location, and receive security clearance for each location from DFI before work may begin.

DEPARTMENT SECURITY POLICY:

The building in which the agency's business is conducted and those buildings used for the manufacture or storage of security items are basic to the overall security of the agency's business. If the contractor produces documents for customers other than NYS DMV, all NYS DMV documents must be physically segregated from all other documents in a separate locked room or fenced area, and will be secured and accounted for while in the contractor's hands until securely delivered to the control of NYS DMV. The security restrictions must apply only to those areas designated and used for the production of NYS DMV items.

The standard detailed below must be utilized to evaluate security measures for all manufacturing plants of security items:

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PRODUCTION CONTROL AND SECURITY: (Cont'd)

I. PLANT SECURITY:

Construction of the plant must be of a permanent nature with adequate content protection against fire and water damage, both during and after production hours. The production and administrative areas must also be physically separated from one another. The physical plant must be constructed so that the ingress and egress of both its employees and the public are restricted, controlled, and recorded. The public and unauthorized employees must not be allowed in areas where security items are maintained or manufactured, without the written approval of the NYS DMV. The contractor's cleaning staff, and other non-production/storage employees, must not have entry to the secure area unescorted. Inspection of the premises must indicate that required security measures are fully utilized, and not just available for use.

a. DURING WORKING HOURS:

During working hours, those areas in which security items are maintained or manufactured must be controlled access areas, limited only to employees who have been expressly authorized by the contractor to enter there. The contractor will log or record the entry and departure of each person for each controlled access area, including name, date, time, and purpose, recording any documents that are removed from the secure area. Said employees must be identified as having authority to enter the document production and storage areas by biometric photo ID cards, scan cards with PIN, or comparable security measures.

b. AFTER WORKING HOURS:

After working hours, the premises must be secured with a UL approved intrusion and fire alarm system, with battery back-up, integrated either with an enforcement agency, or a duly recognized security company. The secure storage area must be on a separate alarm zone of its own. In lieu of an alarm system, security guards from a recognized security agency, or private security personnel meeting the standards of a recognized security agency, must be staffed sufficiently to patrol the area. If there is an electrical outage or telephone line failure, which would make the alarm system inoperative, the contractor must provide security guards, at no additional cost to NYS DMV, at the facility until the alarms become operative.

II. PRODUCTION CONTROL & SECURITY OF MATERIAL:

a. STOCK:

If unique stock is used in the production of a security item, the stock must be secured and accounted for during shipment to the plant, and while stored at the plant.

b. PRODUCTION EQUIPMENT:

Engraving plates or numbering heads, etc., used in the production of the security item must be secured in controlled access areas as described above, both during and after working hours.

c. FINISHED FORMS:

The contractor must provide secure storage of and accountability for the finished forms while in the contractor's possession and/or control. Secure storage is defined, for the purposes of this IFB, as a closed and locked area where only the contractor's staff directly involved in the production or storage of the forms or NYS DMV authorized staff may enter. All finished forms are strict security items and the contractor must guarantee that only one copy of each numbered form had been produced; and CERTIFY that all duplicates, waste sheets or overruns are destroyed and/or accounted for.

III. SECURITY DURING DELIVERY:

Forms shall be shipped direct in locked and sealed vehicles to the destination. Vehicles may be "for hire" carriers or contractor's trucks, but must not be unlocked at any time while enroute to the destination.

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PRODUCTION CONTROL AND SECURITY (Cont'd)

IV. BACKGROUND INVESTIGATION:

Contractor's employees, suppliers, transporters, and sub-contractors, working in any phase of this process, may be subject to necessary security clearances according to standards established by NYS DMV.

ITEM:

Form MV-639PS License Plate Validation Sticker/Registration Document. This item is a one part continuous pinfeed form with a pressure sensitive sticker tipped or blown-on to the front.

ESTIMATED QUANTITY:

750,000 total. One order will be placed annually for 375,000 forms, which will consist of 325,000 of one expiration year and 50,000 of the following expiration year. Reprints if required will be ordered in minimum quantities of 50,000.

SIZE:

Continuous form - 9" x 3-1/2" overall.
Pressure Sensitive Sticker - 1-1/2" - 1/16" x 1" - 1/16", round corners.

STOCK:

Continuous form - 24# white ledger. NOTE WELL: In the area of the registration receipt, paper stock must have an overall safety feature on both sides of the stock, which will render evident any attempts at alteration.

Pressure sensitive sticker - see sticker specifications.

PLEASE NOTE:

When printing is provided on recycled stock, contractor must include a printed statement or symbol on the printed material which indicates that the document is printed on recycled stock. Position of the emblem or statement to be specified by the ordering agency.

COMPOSITION:

Continuous form and sticker - contractor to set all composition and create background tints, including pantograph from sample copy provided by the agency. Text revisions may be required between orders and contractor shall make any necessary revisions at no additional cost to the State. To guard against counterfeiting, a secret mark and /or indicator shall be incorporated into the design, the composition of which shall be known only to the contractor and authorized employees of New York State, Dept. of Motor Vehicles. The mark and/or chemical indicator must be approved by the Dept. of Motor Vehicles.

PROOFS:

Two constructed proofs made to specifications shall be submitted within 2 weeks (14 calendar days) from receipt of purchase order. Proofs shall be submitted to Bill Rider, Publication Production Section, Dept. of Motor Vehicles, 6 Empire State Plaza, Albany, NY 12228, Phone 518-474-0767.

PRESSWORK:

Continuous form - Prints 2 colors front 2 colors back.
Front: Pantograph printed in a screen of a PMS color. PMS color is different for each year of expiration. Text prints in permanent black ink.
Back: The New York State Coat of Arms prints in ultra violet ink in a continuous pattern over the back of the receipt portion of the document. All text prints 80% screened black.
Pressure sensitive sticker - See Sticker Specifications.

NOTE WELL:

Position of printed material is critical to use of document on IBM 6262 high speed impact printer.

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INK: Continuous form - Front - permanent black and 1 PMS color. Back - black and ultraviolet ink.
Pressure Sensitive Sticker - See Sticker Specifications.
Ink colors will be specified with each purchase order.

NOTE: All lithographic inks used in the production of New York State printing requirements must contain the following minimum percentages of vegetable oil: News Inks - 40%; Sheet Fed Inks - 20%; Forms Inks - 20%; Heat Set Inks - 10%.

PINFEED HOLES:
Standard marginal punching along both edges of continuous form.

PERFORATIONS:
Vertical - standard marginal perfs along both edges and one perf 5-1/8" from left edge.
Horizontal - one full perf every 3-1/2" between forms and one partial perf 2-3/8" from top edge starting 5-1/8" from left edge at vertical perf and going to right edge of form. The position of perforations must be exact. No deviations will be allowed. Unless revised by the agency, position of perforations will be as noted above.

NUMBERING:
Continuous form to be consecutively numbered in black with eight numerics in one position - see attached diagram. Height of numbering head must be 3/32" high. Type style is optional but width must not exceed 5/8". Numbering must correspond with numbering on attached sticker, and contractor will be required to guarantee a continuous sequence of legible numbers. There shall be no skipping or duplication of numbers or blotting of numbers making them illegible. The numbering sequence will be provided with each purchase order. See sticker specifications for numbering on stickers.

CONSTRUCTION:
Sticker to be "tipped-on" or "blown-on" directly on the continuous form. Stickers should be applied as thin as possible. Glue adhering the sticker to the document **MUST** extend to all edges of the sticker, so that the edges of the sticker stay flush to the document, preventing the edges and/or corners of the sticker from "catching" or "jamming" in the processing equipment.

PRE-PRODUCTION SAMPLES:
The contractor must provide 1,000 pre-production samples for testing purposes before the production run is started. No production run is to be made until the pre-production samples have been approved in writing by the Department of Motor Vehicles. The pre-production samples shall be delivered to the Department of Motor Vehicles within 2 weeks (14 calendar days) from date of receipt of written approval of the constructed proofs.
Pre-production samples will be required for the first order of the contract period, and any time there are changes made to the document (other than minor text changes).

PERFORMANCE STANDARDS:
Inks on the continuous form must be sensitive to erasure or attempted alteration, yet must not fade for a period of 24 months under normal use. Normal use entails being in a wallet, purse or glove compartment, and occasional exposure to artificial light and sunlight. The contractor guarantees forms to provide trouble-free operation on the following equipment:

1. IBM 6262 High Speed Printer
2. Pitney-Bowes Series 8 or Series 9 Inserting Machines

The forms must not prematurely burst during the printing and/or inserting process.

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PACKAGING:

Continuous forms are to be fanfolded every 7” and packed 2,500 forms per carton. Forms shall be packed in numeric order with the lowest number on top. Boxes must be new single-wall corrugated boxes of uniform size, not to exceed 40 lbs. gross, and suitable for reshipping. Boxes shall be closed without force and without damaging the contents. Boxes shall have a minimum bursting strength of 200 lbs. or equivalent edge crush test rating, and be suitable for deck storage without damage to carton or contents. Seal boxes with reinforced security tape with some type of void feature that will show evidence of tampering when broken.

Label two opposite ends of each box with the box count, e.g. Box #1 of 500, Box #2 of 500, etc. starting with Box #1. Also include the Form Number, Print Date, P.O. Number, quantity, and numeric sequence enclosed (beginning and ending number combinations). Box #1 shall contain the lowest numeric sequence numbers. Place the label information at the uppermost section of the end of the box. Individual boxes shall NOT contain DMV’s address; however, each pallet shall be labeled with DMV’s address.

Boxes should be shrink wrapped and banded to 40” wide x 48” long disposable pallets that can be handled with a 2-prong forklift. Arrange boxes on pallets in numeric order with the lowest sequence number on top and the highest number on bottom. The labeled ends should face out so they may be read without having to unpack the pallets. Boxes shall be stacked no higher than 5 rows high. Number each pallet including both the pallet number and the total number of pallets, e.g. 1 of 10, 2 of 10 etc. Label both ends of each pallet with the range of document numbers packed on the pallet and DMV’s address. Do not mix items on pallets. Pallets must not exceed 1,900 pounds gross, must not be double stacked on the truck, and must not exceed 4’ in height.

DELIVERY SCHEDULE:

Delivery is required no later than 8 weeks (56 calendar days) after return of approved proofs. If there are no revisions, delivery is required no later than 6 weeks (42 calendar days) after receipt of order. If the requested delivery cannot be met, state your best delivery.

PREPARATORY MATERIALS:

All mechanicals and negatives are or will become the property of New York State and are to be returned to the using agency upon completion of the contract.

PLASTIC VALIDATION STICKERS, REFLECTORIZED

I. GENERAL REQUIREMENTS:

The stickers shall be made of reflex-reflective sheeting having a smooth, flat outer surface as exposed in use and pressure sensitive adhesive on the back side for convenient and durable attachment to the flat, smooth back-ground surfaces of license plates in both warm and cold weather.

II. SECURITY FEATURES:

Reflex-reflective sheeting shall consist of spherical lens elements embedded under or within a flexible transparent plastic having a smooth flat outer surface. The sheeting shall be distinguished by a counterfeit proof mark. Said mark shall be under or in the flexible transparent plastic and shall not be removable or attached to physical or chemical methods, without destroying the transparent plastic or reflective sheeting. Counterfeit proof mark shall read, “OFFICIAL USE ONLY”. The sheeting shall be weather resistant and have a pre-coated adhesive backing.

The stickers shall be manufactured in such a manner that the adhesive quality will also make it extremely difficult to remove intact after application is made. This distinctive feature shall apply to the entire surface of the sticker. Attempts to remove the sticker will result in tearing or some other feature which will void the sticker. Acceptability of adhesive quality and void feature will be determined by the State and their decision will be final.

III. ADHESIVE REQUIREMENTS:

The pre-coated pressure sensitive adhesive shall become adhered by pressing it in contact with a clean, dry surface. It shall form a durable bond to any well painted metal or to a sticker of identical material that may have been previously applied. It shall permit application to prescribed clean and dry surfaces at -10° F without necessity for heat or solvent activation. The pre-coated adhesive, after 48 hours of aging at 75°F from the time of application, shall be tough enough to resist scuffing and marring during normal handling, elastic enough at

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PLASTIC VALIDATION STICKERS, REFLECTORIZED: (Cont'd)

III ADHESIVE REQUIREMENTS: (Cont'd)

low temperatures to resist shocking off when struck at -10°F, and moisture resistant enough to withstand eight hours of soaking in water at 75°F without appreciable decrease in adhesion. The pre-coated adhesive shall have no staining effect on the reflective sheeting and must be mildew resistant. The pre-coated pressure sensitive adhesive shall be protected by a liner, which can be easily peeled off while dry.

IV. REFLECTIVE CHARACTERISTICS:

The reflex-reflective sheeting used for validation stickers shall have the following minimum candlepower per incident foot candle per square foot at 0.2° observation angle at 0° and 30° entrance angles:

<u>COLOR</u>	<u>ENTRANCE ANGLES</u>
White	45.0 20.0

The brightness of the reflective surface and of the light reflected shall not be less than 90% of the value specified above. Wet performance measurements shall be conducted in conformance with the Standard Rainfall Test specified in Military Specification MIL-R-13689A, or as amended. Brightness measurements shall be conducted in accordance with standard photometric testing procedures for reflex-reflectors of the Automotive Engineers.

V. COLOR:

The daytime color of the reflecting surface and of the light reflected shall conform to a standard color sample which will be acceptable to the user. The transparent or opaque inks used shall be those recommended by the reflective sheeting manufacturer to provide adequate weather and normal wear resistance. When properly covered with a quality coating or protective finishing clear provided by the reflective sheeting manufacturer, the color fastness of the Printing inks, shall be guaranteed for a period of 24 months.

VI. PROTECTIVE FINISHING CLEAR:

A protective, high gloss, transparent clear shall be provided by the reflective sheeting manufacturer. This clear shall be compatible with the reflective sheeting and the printing thereon.

After all designs and serial numbers including “make-up” numbers are printed, the entire surface area of the sticker shall be coated with the recommended clear. The dry thickness of this transparent clear coating shall be a minimum 1/2 mil (.0005”). The coating shall remain clear and provide good adherence and durability for the entire 24 months service period required.

VII. DESIGN:

The design of reflex-reflective validation stickers for the stickers shall be white material printed in a color to be specified with each purchase order with black numbering.

VIII. SIZE:

The cut dimensions of the validation sticker upon removal from the carrier shall not be more than 1-1/2" - 1/16" wide x 1" - 1/16" high.

IX SERIAL NUMBERS:

The stickers shall be marked with a 3/16” serial number on the reflective face. Sticker number must correspond with number on continuous form. Design and size of serial numbers to be approved by the user. The range of numbers will be sent with each purchase order. Contractor must guarantee consecutive numbering.

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**State of New York
Office of General Services
PROCUREMENT SERVICES GROUP
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 our contract award, where appropriate. **Comments should include those of the product’s end user.**

Contract No.: _____ **Contractor:** _____

Describe Product* Provided (Include Item No., if available): _____

***Note:** “**Product**” is defined as a deliverable under any Bid or Contract, which may include commodities (including printing), services and/or technology. The term “Product” includes Licensed Software.

	Excellent	Good	Acceptable	Unacceptable
• Product meets your needs				
• Product meets contract specifications				
• Pricing				

CONTRACTOR

	Excellent	Good	Acceptable	Unacceptable
• Timeliness of delivery				
• Completeness of order (fill rate)				
• Responsiveness to inquiries				
• Employee courtesy				
• Problem resolution				

Comments: _____

 _____ (over)

Agency: _____ Prepared by: _____

Address: _____ Title: _____

_____ Date: _____

_____ Phone: _____

_____ E-mail: _____

Please detach or photocopy this form & return by FAX to 518/474-2437 or mail to:

OGS PROCUREMENT SERVICES GROUP
 Customer Services, Room 3711
 Corning 2nd Tower - Empire State Plaza
 Albany, New York 12242
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