

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.ny.gov>

CONTRACT AWARD NOTIFICATION

Title	:	Group 26002 – MICROFILM EQUIPMENT (Statewide)
		Classification Code: 45
Award Number	:	21866 (Replaces Award 19357)
Contract Period	:	August 27, 2010 to August 26, 2015
Bid Opening Date	:	December 29, 2009
Date of Issue	:	August 30, 2010 (Revised March 13, 2013)
Specification Reference	:	As Incorporated In The Invitation for Bids
Contractor Information	:	Appears on Page 2 of this Award

Address Inquiries To:

State Agencies & Vendors	Political Subdivisions & Others
Name : Cynthia A. Miner Title : Contract Management Specialist Phone : 518-474-5535 Fax : 518-474-1160 E-mail : cindy.miner@ogs.ny.gov	Procurement Services Group Customer Services Phone : 518-474-6717 Fax : 518-474-2437 E-mail : customer.services@ogs.ny.gov

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

Description

This award is for Microfilm Equipment, which includes microfilm accessories, system configurations and packages, maintenance and software.

PR # 21866-T

(continued)

NOTE: See individual contract items to determine actual awardees.

<u>CONTRACT #</u>	<u>CONTRACTOR & ADDRESS</u>	<u>TELEPHONE #</u>	<u>FED.IDENT.#</u>
PC65037	CANON U.S.A., INC. One Canon Park Melville, NY 11747	631-330-4144 Edward Friel Fax No.: 631-330-5459 E-mail.: isgbidadmin@cusa.canon.com Website: www.usa.canon.com	132561772

Purchase Orders must be issued to:

CANON, U.S.A, INC.
c/o Canon's Authorized Dealer
Attn: Order Management Department - Processing
2110 Washington Blvd., Ste. 300
Arlington, VA 22204

Invoicing:

All invoices will be issued by CANON U.S.A., INC.

Payments:

Payments only are to be mailed to Canon U.S.A. Inc. at:
CANON U.S.A., INC
P O Box 841023
Dallas, TX 75284-1023

Inquiries:

All inquiries regarding status of order, invoices or payments should be directed to:
Customer Support
Canon U.S.A., Inc.
1-800-323-9170 or 703/807-3500
E-mail: gmd_government_orders@cusa.canon.com

All other inquiries should be directed to:

Canon U.S.A., Inc.
Jerold M. Flynn
978-771-8830
E-mail: jeflynn@cusa.canon.com

PC65038 SB	DOCUMENT IMAGING SPECIALISTS, LLC, D/B/A INFORMATION MANAGEMENT SERVICES 81 Country Downs Cir. Fairport, NY 14450	800/765-0084 585/388-6975 Michael Iadarola Fax No.: 614/868-9069 E-mail: miadarola@infomgtserv.com	260792061
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REMIT TO:

Information Management Services
5047 Transamerica Dr.
Columbus, OH 43228

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PC65039	FUJIFILM ELECTRONIC MATERIALS USA, INC. 80 Circuit Dr. North Kingston, RI 02852	800/755-3853 Ext. 5531 401/522-9472 Randy Petree Fax No.: 914/789-8530 E-mail: Randy_Petree@fujifilm-ffem.com	201834379
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AUTHORIZED DEALERS AND SERVICE CENTERS FOR CANON, USA, INC.

Canon will deliver and install the proposed equipment through the following Canon Authorized Micrographics Dealers within the State of New York.

Biel's Information Technology Systems 1201 Indian Church Road Buffalo, NY 14224 (716) 675-2121 EIN: 16-1454659	Biel's Information Technology Systems 302 Upton Street East Syracuse, NY 10357 (800) 836-1009 EIN: 16-1454659	Biel's Information Technology Systems 1210 Jefferson Road Rochester, NY 14607 (716) 424-1670 EIN: 16-1454659
DRS Imaging Group 75 Maiden Lane New York, NY 10038 (212) 924-8680 EIN: 13-3113971	Leslie Digital Imaging LLC 50 Jericho Quadrangle, 1 st Flr. Jericho, NY 11753 (516) 348-2230 EIN: 11-3523525 SB	Leslie Digital Imaging LLC 1500 Broadway, 10th Floor New York, NY 10036 (516) 348-2230 EIN: 11-3523525 SB
Leslie Digital Imaging LLC 242 West 36th St., 5th Floor New York, NY 10018 (516) 348-2230 EIN: 11-3523525 SB	Photo Micrographics, Inc. 709 Erie Boulevard West Syracuse, NY 13204 (315) 471-0667 EIN: 13-2798671	Photo Micrographics, Inc. 2330 Watt St., Suite 18 Schenectady, NY 12304 (518) 688-1155 EIN: 13-2798671
Photo Micrographics, Inc. 150 Ackley Avenue Johnson City, NY 13790 (607) 798-7115 EIN: 13-2798671		

AUTHORIZED DEALERS FOR FUJIFILM ELECTRONIC MATERIALS USA, INC.

Biel's Information Technology Systems 1201 Indian Church Road Buffalo, NY 14224 (716) 675-2121 Fax: (716) 675-8627	Biel's Information Technology Systems 290 Elwood Davis Rd. Ste. 290 Liverpool, NY 13088 (315) 432-0099 Fax: (716) 675-8627	Biel's Information Technology Systems 160 Linden Oaks Drive Rochester, NY 14625 (585) 227-3069 Fax: (716) 675-8627
Imaging & Microfilm Access 150-E Knickerbocker Ave. Bohemia, NY 11716 (631) 589-8100 Fax: (631) 589-8119	Photo & Micrographics, Inc. 150 Ackley Avenue Johnson City, NY 13790 (607) 798-7115 Fax: (607) 797-4840	Photo & Micrographics, Inc. 2330 Watt St., Suite 18 Schenectady, NY 12304 (518) 688-1155
Photo & Micrographics, Inc. 709 Erie Boulevard West Syracuse, NY 13204 (315) 471-0667		

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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).

PRICE:

Prices include all customs duties and charges and are net, F.O.B. destination any point in New York State as designated by the ordering agency including tailgate delivery.

In addition, upon mutual agreement, delivery locations may be expanded per the "Extension of Use" clause.

A single percentage discount shall apply for each Item category.

The contractor may update the contract price list every 6 months, beginning with the contract start date to reflect new products, manufacturer's price changes, deletion of discontinued products, etc. However, all percentage discounts shall remain firm (unchanged) or they may increase for the duration of the contract.

(continued)

PRICE: (Cont'd)

Contractors shall submit three (3) copies of their additions or updates to the Price List to the Office of General Services for review and approval prior to issuing to agencies. Contractor shall provide requesting agencies with copies of approved price list(s).

ITEM 1 – PRICE LIST FOR KONICA MINOLTA

NO AWARD

ITEM 2 – PRICE LIST FOR CANON U.S.A., INC.

<u>Item Category</u>	<u>Discount</u>
a. Microfilm Equipment	25.50%
b. Microfilm Equipment Maintenance/Repairs	N/A
c. Microfilm Equipment Supplies	25.50%
d. Microfilm Equipment Accessories	25.50%
e. Software & Software Upgrades	25.50%

Manufacturer: Canon U.S.A., Inc.

Title and Date of Applicable Price List: Canon DR Scanner Retail Price List dated **January 2013**

Applicable Pages of Catalog: Canon IFS MSRP: Pages 2, 5-9 and Canon DR-S MSRP: Pages 2-12

Guaranteed Delivery: 40 Days A/R/O

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

Contractor will accept the New York State Procurement Card for orders not to exceed \$15,000.00.

Contractor will honor orders for less than the minimum order of \$50.00 at no additional cost.

CONTRACTOR, ITEM NO. 2: CANON, U.S.A, INC.

ITEM 3 - PRICE LIST FOR EASTMAN KODAK

<u>Item Category</u>	<u>Discount</u>
a. Microfilm Equipment	20%
b. Microfilm Equipment Maintenance/Repairs	5%
c. Microfilm Equipment Supplies	10%
d. Microfilm Equipment Accessories	25%
e. Software & Software Upgrades	20%

Manufacturer: Eastman Kodak Co.

Kodak Document Imaging, VAR Imagelink Products dated December 1, 2009

Inclusions: Capture; Capture Pro; Imagelink Restricted; Imagelink Non-Restricted

Exclusions: Capture Federal Government Sales; Check Scanners; Support Services

Kodak Service Products dated December 1, 2009

Inclusions: EK Reference Archive; EK Micrographics Capture and EK Micrographics Retrieval

Exclusions: EK Scanners; OEM Scanners; OEM II; OEM Micrographics Capture; OEM Micrographics Retrieval and OEM Storage

Guaranteed Delivery: 10 Days A/R/O

Contractor will accept the New York State Procurement Card for orders not to exceed \$15,000.00.

Contractor will honor orders for less than the minimum order of \$50.00 at no additional cost.

CONTRACTOR, ITEM NO.3: DOCUMENT IMAGING SPECIALISTS, LLC d/b/a INFORMATION MANAGEMENT SERVICES

(continued)

ITEM 4 - PRICE LIST FOR FUJIFILM MICROFILM EQUIPMENT

<u>Item Category</u>	<u>Discount</u>
a. Microfilm Equipment	21.50%
b. Microfilm Equipment Maintenance/Repairs	5.50%
c. Microfilm Equipment Supplies	13.50%
d. Microfilm Equipment Accessories	18.50%
e. Software & Software Upgrades	10.50%

Manufacturer: FUJIFILM Corporation

Title and Date of Applicable Price List: FUJIFILM AR-1000 Document Archive System Price List dated **January 15, 2013**.

Applicable Pages of Catalog: 1

Inclusions: Equipment serviced onsite

Guaranteed Delivery: 20 Days A/R/O

Contractor will honor orders for less than the minimum order of \$50.00; shipping costs will be added in accordance with the "Minimum Order" clause.

CONTRACTOR, ITEM NO. 4: FUJIFILM ELECTRONIC MATERIALS USA, INC.

CONTRACT PERIOD:

It is the intention of the State to enter into a contract for a term of five (5) years.

Discounts quoted are to be firm for the entire period of the contract. Discount reduction will not be allowed and is specifically excluded from the terms and conditions of the Invitation for Bid, its specifications and subsequent contract award. Price decreases or discount increases are permitted at any time.

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.

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 purchase order(s) from the agency or agencies.

DEBRIEFING:

Contractors and bidders are accorded fair and equal treatment with respect to the opportunity for debriefing. OGS shall, upon request, provide a debriefing to any bidder or awarded contractor that responded to the IFB or RFP regarding the reason that the proposal or bid submitted by the unsuccessful bidder was not selected for a contract award. The post award debriefing should be requested by the bidder or awarded contractor within thirty days of posting of the contract award on the OGS website.

NOTE TO AGENCY:

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

SHORT TERM EXTENSION:

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.

PERIODIC RECRUITMENT:

The State reserves the right to add contractors for award under Item 4 - Pricelist for Other Manufacturer during the term of the contract if it is determined by the State to be in its best interest and will formally announce when the bid is reissued for this purpose at the discretion of the State.

Vendors shall be required to submit this original bid document which may include additional applicable statutory requirements currently in effect at the time of the new bid solicitation.

Bidders are advised to review the "Qualification of Bidders" clause before submitting a bid under periodic recruitment to ensure they can meet all bid requirements. Under periodic recruitment, the bidder must have achieved a minimum of \$100,000.00 in verifiable microfilm equipment sales to any national public type entities for the 12 month period preceding the submission of this Invitation for Bids. Required proof of sales will be in the form of a summary of the total sales reported, which shall include the names of the purchasers and the total amount of sales by purchaser. Required proof of sales must be submitted at the time of bid submission. Failure to submit proof of sales at the time of bid submission will result in rejection of bid. The Procurement Services Group reserves the right to request copies of purchase orders and/or invoices for verification or clarification.

Once awarded a contract, a vendor may not resubmit a bid for future consideration. In addition, if a bid is rejected under periodic recruitment, a bidder cannot reapply for a future contract until the next periodic recruitment period. For bids that are awarded under periodic recruitment, the contract term will commence upon award and terminate on the current end date of the contract or at the end of any extension period approved by OGS and the Office of the State Comptroller.

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NON-STATE AGENCIES PARTICIPATION IN CENTRALIZED CONTRACTS:

New York State political subdivisions and others authorized by New York State law may participate in contracts. These include, but are not limited to local governments, public authorities, public school and fire districts, public and nonprofit libraries, and certain other nonpublic/nonprofit organizations. See "Participation in Centralized Contracts" in Appendix B, OGS General Specifications. For purchase orders issued by the Port Authority of New York and New Jersey (or any other authorized entity that may have delivery locations adjacent to New York State), the terms of the "Price" clause shall be modified to include delivery to locations adjacent to New York State.

Upon request, all eligible non-State agencies must furnish contractors with the proper tax exemption certificates and documentation certifying eligibility to use State contracts. A list of categories of eligible entities is available on the OGS web site (www.ogs.ny.gov). Click on "For Government-Contracts and Purchasing," then "About Procurement," then "Non-State Agency Legal References." Questions regarding an organization's eligibility to purchase from New York State Contracts may also be directed to OGS Procurement Services Group's Customer Services at 518-474-6717.

EXTENSION OF USE:

Any contract resulting from this bid solicitation may be extended to additional States or governmental jurisdictions upon mutual written agreement between New York State (the lead contracting State) and the contractor. Political subdivisions and other authorized entities within each participating State or governmental jurisdiction may also participate in any resultant contract if such State normally allows participation by such entities. New York State reserves the right to negotiate additional discounts based on any increased volume generated by such extensions.

MINIMUM ORDER:

Minimum order is \$50.00.

Contractor may elect to honor orders for less than the minimum order. For such orders, at the contractor's option, shipping costs from the contractor's address (as stated in bid) may be added to invoice with a copy of the freight bill. Shipping costs are to be prepaid by contractor and such orders are to be shipped on an F.O.B. destination basis. All such orders must be shipped by the most economical method for the proper delivery of the product unless special instructions are stated on the order by the authorized user.

DELIVERY:

Delivery is expressed in number of calendar days required to make delivery after receipt of a purchase order. Delivery shall be made in accordance with instructions on Purchase Order from each authorized user. If there is a discrepancy between the purchase order and what is listed on the contract, it is the contractor's obligation to seek clarification from the ordering authorized user and, if applicable, from the Office of General Services, Procurement Services Group.

WARRANTIES:

See "Product Warranty" in Appendix B, OGS General Specifications.

Normal wear and tear items shall be warranted in accordance with manufacturer's standard warranty.

Where accessories are to be supplied, they must be compatible with the rest of the product.

SERVICE CENTERS:

A list of authorized service centers (names, addresses and telephone numbers) which will service the equipment throughout the state is included herein.

(continued)

AUTHORIZED DEALERS:

A list of Authorized Dealers to receive orders and remit invoices is included herein.

PRICE LISTS AND CATALOGS:

Contractor shall be required to furnish, without charge, price lists and catalogs identical to those accepted with their bid, including any changes (additions, deletions, etc.) pursuant to the contract, to authorized users which request them. Price lists and catalogs provided must reflect all products excluded from the resultant contract either through the omission of those portions or by obvious indications within the price lists and catalogs.

Price lists and catalogs may be furnished in either hard-copy or electronic format. If available in both formats, they shall be furnished in the format preferred by the requesting authorized user. Upon request the contractor shall assist authorized users in the use of price lists and catalogs.

INSTRUCTION MANUALS:

Simultaneous with delivery, the contractor(s) shall furnish to the authorized user a complete instruction manual for the product and for each component supplied if commercially available. The manual should include complete instructions for unpacking, inspecting, installing, adjusting, aligning, and operating the product, together with layout and interconnection diagrams, schematic and wiring diagrams, preventive and corrective maintenance procedures, and complete parts lists, manufacturer's catalog numbers, and ordering information, if applicable.

REPORT OF CONTRACT PURCHASES:

Contractor shall furnish quarterly reports containing total sales for both state agency and authorized non-state agency contract purchases no later than forty-five (45) days after the close of each calendar quarter. The Grand Total Sales Reports for State and Non-State Agencies are due at the same time the procurement fee is payable to the Department of Taxation and Finance, where applicable.

In addition to contractor direct sales, contractor shall submit sales information for all resellers, dealers, distributors or other authorized distribution channels, where such contract sales are provided by other than the contractor. Contractors shall verify if each alternate vendor is a NYS Certified Minority (MBE) or Women (WBE) Owned Businesses. Contractors shall verify such status through the Empire State Development Minority and Women Owned Businesses Database web site at: <http://www.nylovesmwbe.ny.gov/cf/search.cfm>.

A separate report shall be provided in the following format for each authorized distribution channel. The sales report form is forwarded to each contractor at time of award for completion in accordance with the contract terms and conditions:

<u>Item/ SubItem Number</u>	<u>Product or Catalog Number</u>	<u>Product/ Service Description</u>	<u>Total Quantity Shipped to State Agencies</u>	<u>Total Quantity Shipped to Authorized Non-State Agencies</u>	<u>Total Sales \$ State Agencies</u>	<u>Total Sales \$ Authorized Non-State Agencies</u>
						\$
				Grand Total Sales State and Non-State Agencies		\$

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REPORT OF CONTRACT PURCHASES: (Cont'd)

The report is to be submitted electronically in Microsoft Excel 2007 or lower format to the Office of General Services, Procurement Services Group, Tower Bldg., Empire State Plaza, Albany, NY 12242, to the attention of the individual shown on the front page of the Contract Award Notification and shall reference the Group Number, the Award Number, Contract Number, sales period, and contractor's (or other authorized agent) name.

The outlined sales report is the minimum information required. Additional related sales information, such as monthly reports, and/or detailed user purchases may be required and must be supplied upon request.

"OGS OR LESS" GUIDELINES APPLY TO THIS CONTRACT:

Purchases of the products included in the Invitation For Bids and related Contract Award Notification are subject to the "OGS or Less" provisions of Section 163.3.a.v., Article XI, of the New York State Finance Law. This means that State agencies can purchase products from sources other than the contractor provided that such products are substantially similar in form, function or utility to the products herein and are:

1. lower in price
-and/or-
2. available under terms which are more economically efficient to the State agency (e.g. delivery terms, warranty terms, etc.).

Agencies are reminded that they must provide the State contractor an opportunity to match the non-contract savings at least two business days prior to purchase. In addition, purchases made under "OGS or Less" flexibility must meet all requirements of law including, but not limited to, advertising in the New York State Contract Reporter, prior approval of the Comptroller's Office and competitive bidding of requirements exceeding the discretionary bid limit. State agencies should refer to Procurement Council Bulletin "OGS or Less Purchases" for complete procedural and reporting requirements.

PREFERRED SOURCE PRODUCTS AND SERVICES:

Some products/services in this contract may be available from one or more preferred source suppliers such as Correctional Industries (Corcraft), Industries for the Blind of NYS, and NYS Industries for the Disabled. Agencies are reminded to comply with the statutory requirements under Section 162 of the State Finance Law and the guidelines issued by the State Procurement Council to afford first priority to products and services available from preferred sources which meet your form, function and utility.

Contractors are required to include this notice in all price lists and contract updates.

OVERLAPPING CONTRACT ITEMS:

Products/services available in this contract may also be available from other New York State contracts. Agencies should select the most cost effective procurement alternative that meets their program requirements and maintain a procurement record documenting the basis for the selection.

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.ny.gov).

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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, 37th Floor
Corning 2nd Tower - Empire State Plaza
Albany, New York 12242
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