

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 50213 - XEROGRAPHIC COPY PAPER - WHITE (Truckload Lots) (All NYS Agencies and Political Subdivisions Requiring Truckload Lots) Classification Code: 14
Award Number	:	20934-RS (Replaces Award 02386-RP/RS)
Contract Period	:	October 1, 2007 to September 30, 2012
Bid Opening Date	:	June 5, 2007
Date of Issue	:	September 11, 2007 (Revised March 30, 2012)
Specification Reference	:	As Incorporated In The Invitation for Bids and Purchasing Memorandums dated May 16, 2007 and May 22, 2007.
Contractor Information	:	Appears on Page 2 of this Award

Address Inquiries To:

State Agencies & Vendors	Political Subdivisions & Others
Name : Harry T. Brown III Title : Purchasing Officer I Phone : 518-474-7902 Fax : 518-474-5052 E-mail : harry.brown@ogs.ny.gov	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

Xerographic Copy Paper- White - Truckload Lots.
Item 1 - Recycled - Contains 30% Post Consumer Material.
Acid Free and Elemental Chlorine Free

PR # 20934

<u>CONTRACT #</u>	<u>CONTRACTOR & ADDRESS</u>	<u>TELEPHONE #</u>	<u>FED.IDENT.#</u> <u>NYS VENDOR ID#</u>
PC63219 SB	GRAPHIC PAPER NY, INC. 31 Windsor Place Central Islip, NY 11722	800/840-4555, Ext. 133 631/761-9700, Ext. 133 Ernest Todd Fax No.: 631/761-9701 E-mail: ernestctodd@yahoo.com ernesttodd@optonline.net Website: www.graphicpaper.com	112995388 1000005831

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.

(continued)

NOTE TO AUTHORIZED USERS: (Cont'd)

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).

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).

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 all transportation charges including unloading on dock. See "DELIVERY NOTE" for special delivery requirements for some agencies in the Albany area and elsewhere.

ITEM 1: WHITE XEROGRAPHIC BOND - SUB. 20: (FOR DELIVERY TO ANY PART OF N.Y. STATE IN TRUCKLOAD LOTS ONLY)

	<u>PRICE PER</u> <u>CARTON</u>
Size 8-1/2" x 11"	\$27.23
Size 8-1/2" x 14"	\$37.32
Size 11" x 17"	\$29.28
Size 8-1/2" x 11"-3 Hole Punched (Includes paper and punching charge).	\$29.28

Additional charge for special truck delivery (see "DELIVERY NOTE" - page 6) (charge for special delivery only - NOT including paper cost)

8-1/2" x 11"	\$ 1.25
8-1/2" x 14"	\$ 1.25
11" x 17"	\$ 1.25

Guaranteed Delivery: 30 Days A/R/O

Brand: Husky Recycled

Manufacturer: Domtar

Post Consumer Recycled Content: 30%

This paper is Acid Free and Elemental Chlorine Free.

	Sheets Per <u>Carton</u>	Cartons Per <u>Pallet</u>	Pallets Per <u>Truckload</u>
8-1/2" x 11"	5000	40	21
8-1/2" x 14"	5000	30	21
11" x 17"	2500	40	21

(continued)

ITEM 2 100% RECYCLED XEROGRAPHIC BOND -SUB 20: (100% Post Consumer Recycled Content)

NOTE: THIS ITEM HAS BEEN DISCONTINUED. Authorized users should refer to Award 21427 for Truckload Lots of 100% Post Consumer Recycled Copy Paper that is Processed Chlorine Free and Executive Order 4 Compliant.

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.

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.

NOTE TO AGENCY:

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

SCOPE:

This contract is for the Procurement of White Xerographic Bond for New York State Agencies and Political Sub-Divisions who require a large volume of paper and whose receiving facilities can accommodate a full truckload (Approximately 40,000 pounds) of paper. See "Minimum Order". All deliveries will be dock deliveries except for special requirements of certain agencies in the Albany area and elsewhere. (See "DELIVERY NOTE").

CONTRACT PERIOD AND RENEWAL:

It is the intention of the State to enter into a contract for a term of two (2) years.

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.

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.

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SHORT TERM EXTENSION: (Cont'd)

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.

PRICE ADJUSTMENT:

The paper prices set forth in this contract shall be adjusted every six months following the first six months of the contract in accordance with the provisions of this clause. There shall be no price adjustments during the first six months of the contract.

The paper prices shall be adjusted on the basis of the "Pulp & Paper Week" Price Watch Paper index for 20-lb repro bond grade paper, published monthly by Resource Information Systems, Inc. (RISI). For all paper items listed in the Contract Award Notification, a price change (either upward or downward) will be established by the State every six months following the first six months of the contract.

The adjustment shall be established as follows. Following the first six months of the contract, a price adjustment shall be effected beginning with the first month following the first six months of the contract (i.e. April 2008) and then every six months of the contract thereafter. The adjustment shall be based on the percentage of increase or decrease of the average delivered price of 20-lb repro bond grade in the six months ending one month prior to the date in which price adjustments are to be effected. For example, if price adjustments are scheduled to be effected on April 1st, they will be based on the percentage of increase or decrease in the average pricing of 20-lb repro bond from the preceding September through February as published in "Pulp & Paper Week".

Should the referenced Pulp & Paper Week index become discontinued during the course of the contract, it will be replaced by an appropriate Producer Price Index (PPI) for copy paper published by the U.S. Department of Labor, Bureau of Labor Statistics, and adjustments will be calculated based on the latest six months of data available in the month preceding the effective date of the price adjustments.

The Office of General Services will notify all interested parties of effected price adjustments by way of a Revised Contract Award Notification.

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). 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:

This contract 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:

NYS agencies and Political Subdivisions will place orders for multiples of full truckload lots (20-21 pallets) only, as follows: Minimum of 800* cartons (5000 sheets per carton) - size 8-1/2 x 11 or minimum of 630* cartons - size 8-1/2 x 14 (5,000 sheets per carton) or minimum of 800* cartons (2,500 sheets per carton) – size 11x17. Agencies may mix sizes on their order as long as the order is for a full truckload of paper.

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MINIMUM ORDER: (Cont'd)

Orders are to be in multiples of even pallet quantities of an item. Contractor is not expected to ship broken pallet quantities of an item or partial truckload shipments. (see price page for number of cartons per pallet and number of pallets per truckload). Less than truckload quantities should not be ordered off this contract.

*This quantity may vary based upon the quantity per truckload figures furnished on price pages.

MAXIMUM NOTE:

In the event of extraordinary activity on the contract, or other circumstances such as a paper shortage, the following may apply:

Political subdivisions who have a central purchasing office but require delivery to several locations may be restricted to ordering a maximum total of a truckload, not a truckload for each location, and/or political subdivisions with one central receiving facility may be restricted to a maximum of one truckload.

All political subdivisions may be restricted to a maximum quantity based on an average of annual purchases of truckload quantity paper through State Contracts during the previous eighteen (18) months.

Orders exceeding the above maximum may be permitted but must first obtain prior approval from OGS, Procurement Services Group.

DELIVERY:

Delivery of each truckload is to be made to a single destination. Contractor will not be expected to make deliveries from a single truckload to multiple destinations.

Delivery shall be expressed in number of calendar days required to make delivery after receipt of a purchase order.

Delivery of orders must be made within thirty (30) consecutive calendar days after receipt of order.

Deliveries will not be accepted after 3:30 P.M. All deliveries are to be skid or pallet deliveries unloaded only onto agency's dock. Contractor's driver must unload delivery truck. THIS IS NOT AN INSIDE DELIVERY CONTRACT. DOCK DELIVERY ONLY.

Contractor to notify agency 48 hours in advance of an anticipated delivery.

NYS agencies and/or political subdivisions whose receiving facilities cannot accommodate a 45 ft. over the road trailer with a height of 13'-6" must specify on their purchase order - any length, height, and/or weight limitation of their receiving facility.

Due to the tragic events of September 11, 2001, security precautions at all State facilities and many other governmental sites have been increased causing delays in making deliveries. Contractors were advised that these additional delays should be taken into consideration when they submitted their bid. No additional freight or delivery charges will be allowed.

DELIVERY NOTE:

There are several agencies in the Albany area and throughout the State, that cannot accept 45 foot long, 13'6" high trailers, and where delivery must be made in straight trucks with power tailgate. For these locations, an additional charge will be allowed for the extra handling involved.

Agencies must specify on their purchase order if this special handling is required.

ESTIMATED QUANTITIES:

The quantities listed are estimated only. Contract shall be only for actual quantities ordered during the course of the contract term. See "Estimated/Specific Quantity Contracts" and "Participation in Centralized Contracts" in Appendix B, OGS General Specifications.

QUANTITY NOTE:

If contractor(s) have so indicated, their contract(s) may be considered to be fulfilled at such time as they have shipped 20% above estimated quantities indicated in the Invitation for Bids. The State may then solicit additional bids for its requirements.

Contractor(s) will be required to notify the State when they have reached 80% of estimated quantities with an assessment of when they feel the limit will be reached. All claims for relief under this clause must be fully and accurately documented by detailed reports of all items shipped.

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AGENCY PURCHASE ORDERS:

All purchase orders should specify the following: agency phone number, zip code, the name of the person to contact re: delivery date, size or weight limitations for pallets, special delivery requirements, etc.

REPORT OF CONTRACT PURCHASES:

Six (6) month activity reports are to be submitted by the contractor(s) within 15 days after the end of each six month contract period. Political subdivisions are to be listed separately from State Agencies. Reports will be returned if not properly submitted.

Reports must be submitted electronically in Microsoft Excel format. There shall be a separate report for each SIZE. Mixed sizes on a report will not be accepted. Each report shall indicate name and address of Contractor, Contract Number, Period covered by report, Commodity Group Number and Name. A sample format showing how the required information might be arranged follows:

SIZE 8-1/2 x 11

<u>AGENCY</u>	<u>CITY</u>	<u>ZONE</u>	<u>NO. OF SHEETS</u>	<u>ORDER REC'D</u>	<u>DATE DELIVERED</u>	<u>DOLLAR VALUE</u>
OGS	Albany	3	4,000,000	10/15	11/12	\$16,000.00
Health	Albany	3	4,000,000	10/18	11/15	16,000.00
TOTALS			8,000,000			\$32,000.00

The report is to be submitted 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 commodity group number, the Invitation for Bids number, contract number, sales period, and contractor's name.

Failure to submit the required report may be cause for disqualification of contractor for future contracts.

"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.

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DIESEL EMISSION REDUCTION ACT OF 2006 (NEW REQUIREMENT OF LAW):

On February 12, 2007 the Diesel Emissions Reduction Act took effect as law (the "Law"). Pursuant to new §19-0323 of the N.Y. Environmental Conservation Law ("NYECL") it is now a requirement that heavy duty diesel vehicles in excess of 8,500 pounds use the best available retrofit technology ("BART") and ultra low sulfur diesel fuel ("ULSD"). The requirement of the Law applies to all vehicles owned, operated by or on behalf of, or leased by State agencies and State or regional public authorities. They need to be operated exclusively on ULSD by February 12, 2007. It also requires that such vehicles owned, operated by or on behalf of, or leased by State agencies and State or regional public authorities with more than half of its governing body appointed by the Governor utilize BART.

As a contract vendor the Law may be applicable to vehicles used by contract vendors "on behalf of" State agencies and public authorities. Thirty-three percent (33%) of affected vehicles must have BART by December 31, 2008, sixty-six percent (66%) by December 31, 2009 and one-hundred percent (100%) by December 31, 2010. The Law provides a list of exempted vehicles. Regulations currently being drafted will provide further guidance as to the effects of the Law on contract vendors using heavy duty diesel vehicles on behalf of the State. The Law also permits waivers of ULSD and BART under limited circumstances at the discretion of the Commissioner of Environmental Conservation. The Law will also require reporting from State agencies and from contract vendors in affected contracts.

Therefore, the bidder hereby certifies and warrants that all heavy duty vehicles, as defined in NYECL §19-0323, to be used under this contract, will comply with the specifications and provisions of NYECL §19-0323, and any regulations promulgated pursuant thereto, which requires the use of BART and ULSD, unless specifically waived by NYSDEC. Qualification and application for a waiver under this Law will be the responsibility of the bidder.

ITEM 1:

NO. 3 GRADE RECYCLED XEROGRAPHIC BOND - White only - For use on high speed copiers, laser and ink-jet printers, plain paper faxes, and offset duplicators.

WEIGHT: Sub. 20 ± 5%.

GRAIN: Long.

RECYCLED CONTENT:
30% Post Consumer Recycled Material.

SIZE:
8-1/2" x 11", 8-1/2" x 14" and 11" x 17". All three sizes must be made available. Paper furnished shall be flat, precision trimmed-square on four sides, with clean smooth edges, and evenly jogged. Tolerance of ± 1/32 inch allowed. Successive sheets within any package shall not differ from each other by more than 1/64 inch.

CURL:
Paper shall lie flat before and after processing through a xerographic type copier, laser or ink-jet printer, or fax machine with either no tendency to curl or with a curl which can be overcome under reasonable working conditions.

TESTS:
OGS reserves the right to conduct such tests as may be deemed necessary to determine the quality, uniformity and workmanship of the products offered and/or delivered and also as to the quality and economy of the work performed by such product.

PHYSICAL SURFACE CHARACTERISTICS:
Paper shall be free from: lint, fuzz, wrinkles, waviness, folds, holes, tears, slime spots, wrapper glue, turned-over corners, damaged edges, any scraps of foreign material and/or other defects.

(continued)

ITEM 1: (Cont'd)

FEED CHARACTERISTICS:

Paper must be relatively free of static electricity and have sufficient stiffness and tensile strength to insure efficient feeding and transport through a xerographic type copier. Paper furnished must run consistently trouble-free through high speed copiers, laser and ink-jet printers, plain paper faxes, and offset duplicators, and be capable of being printed on two sides without excessive curling or otherwise jamming the copier and/or other equipment.

GUARANTEE:

All xerographic bond furnished must be unconditionally guaranteed to provide trouble-free operation when used on xerographic type copiers - both regular speed and high speed machines, laser and ink-jet printers, plain paper faxes, and offset duplicators. If requested, bidder must submit a letter from the paper mill manufacturing the stock bid on, unconditionally guaranteeing that the stock furnished will operate trouble free.

STOCK:

Substitution of brands shall not be permitted unless prior written permission is obtained from OGS.
Agencies should not specify any particular brand on their purchase order.

PACKING:

All paper to be ream wrapped in moisture resistant wrapper. A laminated wrapper (to create a moisture barrier) is preferred. Each ream package must have a label affixed to one end indicating the brand, size, color, number of sheets, substance weight and grain. Each ream label must also have an arrow or other appropriate marking to indicate to copier operator the correct way the paper is to be loaded into the copier. This requirement can be eliminated only if the sheet proposed will operate trouble-free on either side.

Reams to be packed in corrugated cartons - 5000 sheets/carton for 8-1/2" x 11" and 8-1/2" x 14" and 2500 sheets per carton for 11" x 17". Lid-type cartons preferred. Each carton to have a label or be marked on one end to identify the contents re: size, quantity, color. Corrugated cartons shall meet ICC standards for carton quality, with no loose sealing or strapping and must be free of bulges and distortion.

Cartons or pallet overwrap must be marked with contractor's name, the contract number and purchase order number.

SKIDS/PALLETS:

All orders shipped under this contract must be delivered on skids or pallets. Skids or pallets furnished must be sturdily constructed so that they can properly support the weight of the cartons placed thereon without breaking. No tops required. Two way or four way entry pallets are acceptable. Pallets to be disposable and their cost included in the price per thousand sheets. No additional charges will be allowed for skids or pallets. Cartons should be carefully tier stacked to prevent damage. Skids or pallets to be shrink film wrapped or covered with water resistant paper to protect cartons against moisture damage in event delivery is made during inclement weather.

Any agency or political subdivision who places an order under this contract must have a loading dock and materials handling equipment capable of moving skids and/or pallets from the delivery truck to the dock, which they must allow the delivering driver to use, if requested.

PUNCHING:

Round hole punching may be required. Price requested for paper with three standard round holes per sheet (for use in a standard ring binder). Punched sheets must be free of "hole plugs" and must not interlock.

ITEM 2:

100% POST CONSUMER RECYCLED CONTENT XEROGRAPHIC COPY BOND - White only - For use on high speed copiers, laser and ink-jet printers, plain paper faxes, and offset duplicators.

NOTE: THIS ITEM HAS BEEN DISCONTINUED

(continued)

**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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