

# **Contract Award Notification**

Group 73012 HOURLY-BASED INFORMATION Title TECHNOLOGY SERVICES (HBITS) (STATEWIDE) Classification Code(s): 43, 80, 81, 82, 83, 84 & 86 **Award Number 23158** (Replaces Award 22439) **Contract Period** July 1, 2019 - June 30, 2024 **Bid Opening Date** March 5, 2019 Date of Issue July 1, 2019 **Specification Reference:** As Incorporated in the Request for Proposals

**Address Inquiries To:** 

Appears on Page 2 of this Award

| State Agencies & Vendors                                     | Political Subdivisions & Others                          |
|--|--|
| State Agencies: HBITS.StateAgencies@ogs.ny.gov               | Procurement Services Customer Services                   |
| NonExecutive Agencies: HBITS.NonExecutiveAgencies@ogs.ny.gov |  |
| Contractors: HBITS.Contractors@ogs.ny.gov                    | Phone: 518-474-6717 E-mail: Customer.Services@ogs.ny.gov |

Procurement Services values your input.

Complete and return "Contract Performance Report" at end of document.

## Description

Hourly Based Information Technology Services (HBITS) to provide Authorized Users with information technology staff necessary to support their ever-expanding information technology needs through staff augmentation.

<u>Goals</u>: MBE – 15% WBE – 15% SDVOB – 6%

**Contractor Information** 

<u>NOTE</u>: See individual contract items to determine actual awardees. See Contractor Information page for further information.

|            |                                       | NYS Vendor ID | Federal ID |
|------------|---------------------------------------|---------------|------------|
| Contract # | Contractor Name                       | Number        | Number     |
| PH68604    | Bits & Bytes Technology Solutions Inc | 1100224394    | 32-0257462 |
| PH68605    | Broad Crossing Inc                    | 1100022750    | 54-2146267 |
| PH68606    | Computer Technology Services Inc      | 1000006992    | 14-1672907 |
| PH68608    | Currier, McCabe & Associates Inc      |               |            |
|            | dba CMA Consulting Services           | 1000004603    | 22-2580799 |
| PH68609    | GCOM Software LLC                     | 1000016650    | 20-2902922 |
| PH68610    | GENESYS Consulting Services Inc       | 1000001778    | 14-1697839 |
| PH68612    | JSM Consulting Inc                    | 1100099242    | 45-3730191 |
| PH68613    | Knowledge Builders Inc                | 1000016660    | 20-3057365 |
| PH68614    | LanceSoft Inc                         | 1100126369    | 54-1974095 |
| PH68615    | Mindlance Inc                         | 1100181586    | 22-3688948 |
| PH68616    | Montco Inc                            |               |            |
|            | dba Rotator Staffing Services Inc     | 1000017118    | 22-3367209 |
| PH68617    | MVP Consulting Plus Inc               | 100000022     | 02-0600234 |
| PH68618    | NTT Data Inc                          | 100000052     | 04-2437166 |
| PH68619    | OST Inc                               | 1100213071    | 52-2175314 |
| PH68620    | Panha Solutions Inc                   | 1100137304    | 27-2783217 |
| PH68621    | PSI International Inc                 | 100000056     | 04-2608935 |
| PH68622    | RMS Computer Corporation              | 1000043235    | 11-2797142 |
| PH68623    | Seven Seas Technology Inc             |               |            |
|            | dba S2Tech                            | 1000057700    | 43-1778118 |
| PH68624    | Sligo Software Solutions Inc          | 1100187746    | 81-0856750 |
| PH68625    | Software People Inc                   | 1000043321    | 11-3425986 |
| PH68626    | Spruce Technologies Inc               |               |            |
|            | dba Spruce Technology Group           | 1100124930    | 20-5656502 |
| PH68627    | SVAM International Inc                | 1000038105    | 11-3190965 |
| PH68628    | System Edge (USA) LLC                 | 1000049155    | 22-3392328 |
| PH68629    | Tech Valley Talent LLC                | 1100088904    | 26-2582540 |
| PH68631    | Trigyn Technologies Inc               | 1000004918    | 54-1948401 |
| PH68632    | Unique Comp Inc                       | 1000012266    | 11-3411202 |
| PH68633    | V Group Inc                           |               |            |
|            | dba V Group Consulting                | 1000018150    | 52-2175892 |

AGENCIES SHOULD NOTIFY NEW YORK STATE PROCUREMENT SERVICES 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 PROCUREMENT SERVICES.

## SMALL, MINORITY AND WOMEN-OWNED BUSINESSES:

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

GROUP

Procurement Services 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).

PAGE 4

# State of New York Office of General Services PROCUREMENT SERVICES 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 (Inc                               | clude Item No., if avai | lable):      |            |              |
| *Note: "Product" is defined as (including printing), service  |                         |              |            |              |
|   | Excellent               | Good         | Acceptable | Unacceptable |
| Product meets your needs                                      |                         |              |            |              |
| <ul> <li>Product meets contract<br/>specifications</li> </ul> |                         |              |            |              |
| Pricing   |                         |              |            |              |
| CONTRACTOR  |                         |              | _          |              |
|   | Excellent               | Good         | Acceptable | Unacceptable |
| Timeliness of delivery  |                         |              |            |              |
| <ul> <li>Completeness of order (fill rat</li> </ul>           | e)                      |              |            |              |
| <ul> <li>Responsiveness to inquiries</li> </ul>               |                         |              |            |              |
| Employee courtesy   |                         |              |            |              |
| Problem resolution  |                         |              |            |              |
| Comments:   |                         | -            |            | (over)       |
|   |                         |              |            | (OVCI)       |
| Agency:   |                         | Prepared by: |            |              |
| Address:  |                         | Title:       |            |              |
|   | Dat                     | e:           |            |              |
|   | Pho                     | one:         |            |              |
|   | E-m                     | nail:        |            |              |

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

OGS PROCUREMENT SERVICES ATTN: [ CMS NAME ], 38th Floor Corning 2<sup>nd</sup> Tower - Empire State Plaza Albany, New York 12242



# **Supplemental Contract Award Notification**

Page 5

| Title                   | : | Group 73012 - HOURLY-BASED INFORMATION TECHNOLOGY SERVICES (HBITS) (STATEWIDE) Classification Code(s): 43, 80, 81, 82, 83, 84 & 86 |  |
|-------------------------|---|--|--|
| Award Number            | : | 23158 (Replaces Award 22439)   |  |
| Contract Period         | : | July 1, 2019 – June 30, 2024   |  |
| Bid Opening Date        | : | March 5, 2019  |  |
| Date of Issue           | : | July 2, 2019   |  |
| Specification Reference | : | As Incorporated in the Request for Proposals   |  |
| Contractor Information  | : | Appears on Page 2 of this Award  |  |

**Address Inquiries To:** 

| State Agencies & Vendors                                     | Political Subdivisions & Others                          |
|--|--|
| State Agencies: HBITS.StateAgencies@ogs.ny.gov               | Procurement Services Customer Services                   |
| NonExecutive Agencies: HBITS.NonExecutiveAgencies@ogs.ny.gov |  |
| Contractors: HBITS.Contractors@ogs.ny.gov                    | Phone: 518-474-6717 E-mail: Customer.Services@ogs.ny.gov |

Procurement Services values your input.

Complete and return "Contract Performance Report" at end of document.

# **Description**

Hourly Based Information Technology Services (HBITS) to provide Authorized Users with information technology staff necessary to support their ever-expanding information technology needs through staff augmentation.

<u>Goals</u>: MBE – 15% WBE – 15% SDVOB – 6%

# <u>NOTE</u>: See individual contract items to determine actual awardees. See Contractor Information page for further information.

| Contract # | Contractor Name      | NYS Vendor ID<br>Number | Federal ID<br>Number |
|------------|----------------------|-------------------------|----------------------|
| PH68611    | I-Link Solutions Inc | 1100213253              | 04-3718440           |
| PH68630    | TEKsystems Inc       | 1000055947              | 52-2010575           |

AGENCIES SHOULD NOTIFY NEW YORK STATE PROCUREMENT SERVICES 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 PROCUREMENT SERVICES.

### SMALL, MINORITY AND WOMEN-OWNED BUSINESSES:

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

Procurement Services 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).

## State of New York Office of General Services **PROCUREMENT SERVICES 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.

| Describe Product* Provided (Inclu   | de Item No., if availa | able):       |            |              |
|---|------------------------|--------------|------------|--------------|
| *Note: "Product" is defined as a discontinuous (including printing), services |                        |              |            |              |
|   | Excellent              | Good         | Acceptable | Unacceptable |
| Product meets your needs  |                        |              |            |              |
| <ul> <li>Product meets contract<br/>specifications</li> </ul>                 |                        |              |            |              |
| Pricing   |                        |              |            |              |
| CONTRACTOR  |                        |              |            |              |
|   | Excellent              | Good         | Acceptable | Unacceptable |
| Timeliness of delivery  |                        |              |            |              |
| Completeness of order (fill rate)   |                        |              |            |              |
| <ul> <li>Responsiveness to inquiries</li> </ul>                               |                        |              |            |              |
| Employee courtesy   |                        |              |            |              |
| <ul> <li>Problem resolution</li> </ul>  |                        |              |            |              |
| Comments:   |                        |              |            | (over)       |
| Agency:   |                        | Prepared by: |            |              |
| Address:  |                        | Title:       |            |              |
|   | Date                   | ):           |            |              |
|   | Phor                   | ne:          |            |              |
|   |                        |              |            |              |

**OGS PROCUREMENT SERVICES** ATTN: HBITS Team, 38th Floor Corning 2<sup>nd</sup> Tower - Empire State Plaza Albany, New York 12242



# **2<sup>nd</sup> Supplemental Contract Award Notification**

Page 9

| Title                   | : | Group 73012 - HOURLY-BASED INFORMATION TECHNOLOGY SERVICES (HBITS) (STATEWIDE) Classification Code(s): 43, 80, 81, 82, 83, 84 & 86 |  |
|-------------------------|---|--|--|
| Award Number            | : | 23158 (Replaces Award 22439)   |  |
| Contract Period         | : | July 1, 2019 – June 30, 2024   |  |
| Bid Opening Date        | : | March 5, 2019  |  |
| Date of Issue           | : | July 2, 2019   |  |
| Specification Reference | : | As Incorporated in the Request for Proposals   |  |
| Contractor Information  | : | Appears on Page 2 of this Award  |  |

**Address Inquiries To:** 

| State Agencies & Vendors                                     | Political Subdivisions & Others      |
|--|--------------------------------------|
| State Agencies:  | Procurement Services                 |
| HBITS.StateAgencies@ogs.ny.gov                               | Customer Services                    |
| NonExecutive Agencies: HBITS.NonExecutiveAgencies@ogs.ny.gov |                                      |
| Contractors:   | <b>Phone</b> : 518-474-6717          |
| HBITS.Contractors@ogs.ny.gov                                 | E-mail: Customer.Services@ogs.ny.gov |

Procurement Services values your input.

Complete and return "Contract Performance Report" at end of document.

## **Description**

Hourly Based Information Technology Services (HBITS) to provide Authorized Users with information technology staff necessary to support their ever-expanding information technology needs through staff augmentation.

Goals:

MBE – 15% WBE – 15% SDVOB – 6%

# <u>NOTE</u>: See individual contract items to determine actual awardees. See Contractor Information page for further information.

| Contract # | Contractor Name           | NYS Vendor ID<br>Number | Federal ID<br>Number |
|------------|---------------------------|-------------------------|----------------------|
| PH68607    | Crossfire Consulting Corp | 1100136855              | 52-2235792           |

AGENCIES SHOULD NOTIFY NEW YORK STATE PROCUREMENT SERVICES 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 PROCUREMENT SERVICES.

## SMALL, MINORITY AND WOMEN-OWNED BUSINESSES:

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

Procurement Services 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).

# State of New York Office of General Services PROCUREMENT SERVICES 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 (In                                | clude Item No., if ava | lable):      |            |              |
| *Note: "Product" is defined as (including printing), service  |                        |              |            |              |
|   | Excellent              | Good         | Acceptable | Unacceptable |
| Product meets your needs                                      |                        |              |            |              |
| <ul> <li>Product meets contract<br/>specifications</li> </ul> |                        |              |            |              |
| Pricing   |                        |              |            |              |
| CONTRACTOR  |                        | _            |            |              |
|   | Excellent              | Good         | Acceptable | Unacceptable |
| Timeliness of delivery  |                        |              |            |              |
| <ul> <li>Completeness of order (fill ra</li> </ul>            | te)                    |              |            |              |
| <ul> <li>Responsiveness to inquiries</li> </ul>               |                        |              |            |              |
| Employee courtesy   |                        |              |            |              |
| Problem resolution  |                        |              |            |              |
| Comments:   |                        | _            |            | (over)       |
|   |                        |              |            | (Over)       |
| Agency:   |                        | Prepared by: |            |              |
| Address:  |                        | Title:       |            |              |
|   | Da                     | te:          |            |              |
|   | Pho                    | one:         |            |              |
|   | E-r                    | nail:        |            |              |

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

OGS PROCUREMENT SERVICES ATTN: HBITS Team, 38th Floor Corning 2<sup>nd</sup> Tower - Empire State Plaza Albany, New York 12242



# 3<sup>rd</sup> Supplemental Contract Award Notification

Page 13

| Title                   | : | Group 73012 - HOURLY-BASED INFORMATION TECHNOLOGY SERVICES (HBITS) (STATEWIDE) Classification Code(s): 43, 80, 81, 82, 83, 84 & 86 |
|-------------------------|---|--|
| Award Number            | : | 23158 (Replaces Award 22439)   |
| Contract Period         | : | July 1, 2019 – June 30, 2024   |
| Bid Opening Date        | : | March 5, 2019  |
| Date of Issue           | : | November 5, 2019   |
| Specification Reference | : | As Incorporated in the Request for Proposals   |
| Contractor Information  | : | Appears on Page 2 of this Award  |

**Address Inquiries To:** 

| State Agencies & Vendors                                     | Political Subdivisions & Others      |  |  |
|--|--------------------------------------|--|--|
| State Agencies:  | Procurement Services                 |  |  |
| HBITS.StateAgencies@ogs.ny.gov                               | Customer Services                    |  |  |
| NonExecutive Agencies: HBITS.NonExecutiveAgencies@ogs.ny.gov |                                      |  |  |
| Contractors:   | <b>Phone</b> : 518-474-6717          |  |  |
| HBITS.Contractors@ogs.ny.gov                                 | E-mail: Customer.Services@ogs.ny.gov |  |  |

Procurement Services values your input.

Complete and return "Contract Performance Report" at end of document.

## **Description**

Hourly Based Information Technology Services (HBITS) to provide Authorized Users with information technology staff necessary to support their ever-expanding information technology needs through staff augmentation.

Goals:

MBE - 15% WBE - 15% SDVOB - 6%

NOTE: See individual contract items to determine actual awardees. See Contractor Information page for further information.

| Contract # | Contractor Name                | NYS Vendor ID<br>Number | Federal ID<br>Number |  |
|------------|--------------------------------|-------------------------|----------------------|--|
| PH68911    | Avenues International Inc      | 1000044500              | 22-3318743           |  |
| PH68912    | Greycell Labs Inc dba Greycell | 1100212688              | 20-1653222           |  |

AGENCIES SHOULD NOTIFY NEW YORK STATE PROCUREMENT SERVICES 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 PROCUREMENT SERVICES.

### 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.

Procurement Services 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).

# State of New York Office of General Services PROCUREMENT SERVICES 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.: Contr   | Contractor.       |            |            |              |
|---|-------------------|------------|------------|--------------|
| Describe Product* Provided (Include Ite   | m No., if availab | le):       |            |              |
| *Note: "Product" is defined as a deliveration (including printing), services and/or |                   |            |            |              |
|   | Excellent         | Good       | Acceptable | Unacceptable |
| Product meets your needs  |                   |            |            |              |
| Product meets contract specifications   |                   |            |            |              |
| Pricing   |                   |            |            |              |
| CONTRACTOR  |                   |            |            |              |
|   | Excellent         | Good       | Acceptable | Unacceptable |
| <ul> <li>Timeliness of delivery</li> </ul>  |                   |            |            |              |
| <ul> <li>Completeness of order (fill rate)</li> </ul>                               |                   |            |            |              |
| <ul> <li>Responsiveness to inquiries</li> </ul>                                     |                   |            |            |              |
| Employee courtesy   |                   |            |            |              |
| Problem resolution  |                   |            |            |              |
| Comments:   |                   |            |            |              |
| <u> </u>  |                   |            |            |              |
|   |                   |            |            |              |
|   |                   |            |            | (over)       |
|   |                   |            |            |              |
| Agency:   | Pr                | epared by: |            |              |
| Address:  | Tit               | le:        |            |              |
|   | Date:_            |            |            |              |
|   | Phone             |            |            |              |
|   |                   |            |            |              |
|   | ⊨-maii            |            |            |              |

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

OGS PROCUREMENT SERVICES ATTN: HBITS Team, 38th Floor Corning 2<sup>nd</sup> Tower - Empire State Plaza Albany, New York 12242