



STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT

NOTIFICATION OF STATEWIDE CONTRACT

December 1, 2007

CONTRACT TITLE: MAINTENANCE, REPAIR, AND OPERATING MRO SUPPLIES

CURRENT CONTRACT PERIOD: DECEMBER 1, 2007 THROUGH NOVEMBER 30, 2008

BUYER INFORMATION: Kevin Bradley
573-751-4925
kevin.bradley@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	December 1, 2007 Through November 30, 2008	11/30/08

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THESE CONTRACTS IS **MANDATORY** FOR ALL STATE AGENCIES.
Local Purchase Authority shall not be used to purchase supplies/services included
in the cited contracts unless specifically allowed by the contract terms.

~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~.

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C104390001	59114028000	Archway Lighting Supply, Inc. 2739 Washington Avenue St. Louis, MO 63103 Account or Order Contact: <ul style="list-style-type: none"> Janet Wright 800-737-1314 jwright@archwaylighting.com For E-mail orders: swhite@archwaylighting.com lbye@archwaylighting.com	No	Yes

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
		bgreenwell@archwaylighting.com For On-Line Orders: www.archwaylighting.com FAX: 800-627-1065		
C104390002	13079438006	Graybar Electric 2708 Industrial Drive Jefferson City, MO 65109 Account Contact: <ul style="list-style-type: none"> • Dan Schaefer 800-666-5135 or 573-636-5135 dan.schaefer@gbe.com For Orders Contact: Barry Gipe For Questions Contact: Dan Schaefer FAX: 573-636-5139 Web Address: www.graybar.com	No	YES
C104390003	38191854401	E&R Industrial Sales, Inc. 2637 Metro Blvd. Maryland Heights, MO 63043 <i>Updated 11/30/2007:</i> Sales Manager: Mark Jansen Phone: 314-739-9400 E-Mail: mjansen@erindustrial.com Account Manager: Mike Henderson Phone: 314-739-9400 E-Mail: mhenderson@erindustrial.com FAX: 314-739-9401 Web Address: www.erindustrial.com	No	Yes
C104390004	43089485301	Wise El Santo P.O. Box 8360 St. Louis, MO 63132 Account Contact:	No	Yes

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
		<ul style="list-style-type: none"> Ed Nations 800-727-8541 e.nations@wiseelsanto.com <p>For Orders Contact: Gary Timmerman extension 157</p> <p>For Questions Contact: Ed Nations extension 152</p> <p>FAX: 314-428-7017</p> <p>Web Address: www.wiseelsanto.com</p> <p>The website is fully operational. The address is www.wiseelsanto.com. To view items and State of Missouri pricing LOGON WITH User ID: SOM and Password: STATEOFMO (User Id and Password are not case sensitive) This will allow all users to view items and practice ordering. This ID and Password will not allow the user to finalize an order.</p> <p>To Place an order, visit the same website www.wiseelsanto.com and click on Password Request. Fill out the requested information. The user will be contacted with their unique User ID and password. Alternately, The user may send me a request via E-mail or Fax. Complete Invoice and ship-to information should be provided with this request.</p>		
C104390005	44052219609	<p>Hillyard, Inc. P.O. Box 909 St. Joseph, MO 64502</p> <p>Account Contact:</p> <ul style="list-style-type: none"> Robb Ensign 800-365-1555, ext. 8253 rensign@hillyard.com <p>For Orders: Contact the specific branch office. For a listing of specific branch locations and branch contacts, see the details in this notice under Hillyard Order Contacts Note.</p> <p>FAX: 800-444-7939</p> <p>Web Address: www.hillyard.com</p>	No	Yes

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C104390006	3611502801L	<p>Grainger Industrial Supply 2300 E. 18th Street Kansas City, MO 64127</p> <p>Account Contact:</p> <ul style="list-style-type: none"> • Matt Otec 800-994-7950 #3265210 or 314-749-4204 or matthew.otec@grainger.com • Brant Williams 800-994-7950 # 2257253 or 417-849-1218 Brant.Williams@grainger.com <p>For Orders Contact: 1st Contact: Eric Hollon 2nd Contact: Doug Macias</p> <p>For On-Line Orders: www.grainger.com/missouri</p> <p>FAX: 816-483-8825</p> <p>Web Address: www.grainger.com</p> <p>W.W. Grainger P.O. Box 419267 Kansas City, MO 64141-6267</p>	No	Yes
	<p><u>For Payments:</u></p> <p>3611502801 2</p>			

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
12/01/07-11/30/08	12/01/07	Completed new pricing, added new contacts, and prepared the renewals to be effective 12/01/2007
12/01/06-11/30/07	12/08/06	Made Additions and Deletions to the essentials list of all contractors and prepared the renewals to be effective 12/01/06.
12/01/04-11/30/06	05/26/06	Line items 177-188 added to Essential items List for Contract C104390004 with Wise El Santo. See separate Excel spreadsheet for these prices.
12/01/04-11/30/06	04/03/06	Updated Grainger's payment SAM2 vendor number and remit-to address: Use 36115028012, W.W. Grainger, P.O. Box 419267, Kansas City, MO 64141-6267.
12/01/04-11/30/06	02/17/06	Updated contact information for Grainger has been added.

12/01/04-11/30/06	01/09/06	Updated contact information for E&R Industrial has been added.
12/01/04-11/30/06	10/12/05	Self-waiver process explained and incorporated into Statewide Notice.
12/01/04-11/30/06	06/16/05	Vendor Number for Wise El Santo has been corrected. The correct vendor number is 43089485301
12/01/04-11/30/06	02/15/05	Revised Excel spreadsheet for Janitorial Subcategory: made clearer references to Grainger's SKU numbers; clarified descriptions on line items 89, 90, and 103.
12/01/04-11/30/06	02/09/05	Hillyard is ready to take your orders effective today. See contact information and also see text on page 11 about Hillyard's local contacts.
12/01/04-11/30/06	02/06/05	Two Changes: (1) Graybar does NOT offer Co-Op Procurement. Notations changed on table of contractors. (2) Pricing clarified on Janitorial Subcategory regarding unit packaging under Hillyard's pricing.
12/01/04-11/30/06	01/31/05	Modifications: <ul style="list-style-type: none"> • Grainger <u>does</u> allow for co-op purchasing • E-mail addresses have been added to Archway for orders • Contract numbers on page 5 have been corrected • Packaging and SKU numbers have been updated for the Lighting Subcategory, the Janitorial Subcategory, and the Safety Subcategory. • Print formatting upgraded on all pricing spreadsheets
12/01/04-11/30/06	01/12/05	Initial issuance of new statewide contract. The awarded contracts replace the following contracts: <p style="margin-left: 40px;">C102118001 for Lighting Supplies with Voss Lighting C103114001 for Janitorial Supplies with Industrial Soap Company C103114002 for Janitorial Supplies with Pyramid School Products C103293001 for MRO Supplies with Grainger, Inc.</p>

Purpose, Mandatory Use Contract and the Self-Waiver Process:

The contracts have been established for the purchase of maintenance, repair and operating supplies (also referred to as “MRO supplies.”) The contracts are “mandatory use” contracts but agencies may “self-waive” their use of the contracts subject to guidelines which are detailed in the following paragraphs. Agencies are further advised that some items on the contracts may also be available from Missouri Vocational Enterprises (MVE). MVE is the first source for these items.

Agencies are reminded that with any mandatory use contract, an item that is not available from the Essential Items List or the Non-Essential Items List is considered to be “not on contract” and the agency may use local purchase authority to obtain the item. Additionally, if the turn-around (delivery) time or packaging does not meet the agency’s legitimate need, then local purchase authority may be used. Lastly, in the event of a true emergency, i.e., an imminent threat to life or property, the agency may use local purchase authority to meet the emergency need.

Therefore, the contract is not mandatory if the supplies are required before delivery can be completed by the contract. Instead, local authority may be used, and an exception process (i.e. waiver) is not required. Delivery requirements per the contract are as follows:

C104390001 Archway	48 hours ARO essential/120 hours ARO non-essential
C104390002 Graybar	72 hours ARO essential/72 hours ARO non-essential
C104039003 E&R Ind.	48-72 hours ARO essential/72-96 hours ARO non-essential
C104039004 Wise El Santo	24-48 hours ARO essential/24-72 hours ARO non-essential
C104039005 Hillyard	72 hours ARO essential/96 hours ARO non-essential
C104039006 Grainger	24-48 hours ARO essential/24-hours ARO non-essential

When an agency determines an exception is appropriate, the attached **MRO Exception Worksheet** should be completed and the agency should proceed in accordance with local authority requirements. In addition, the contracts are intended for small purchase quantities of existing supplies for on-site repair and maintenance tasks, and the pricing stated within the contracts is intended as such. Bulk quantities to obtain better pricing should be handled via the exception process noted. At the end of every month, agencies should submit their MRO Exception Worksheet to Kevin Bradley in DPMM (Truman Building Room 630 or electronically to Kevin at Kevin.Bradley@oa.mo.gov). It is recognized that in some cases, prices may be lower using local purchase authority. However, please consider the following questions when making this determination:

- Is the item an exact comparison?
- Are delivery costs included in the price?
- Do state personnel have to travel to pick up the item?

The DPMM will recognize all purchases documented using the **MRO Exception Worksheet** as an exception to the mandatory requirements of the contract. Again, purchases made because the supplies are required before delivery can be completed by the contract do not need to follow the exception process. When the agency determines an exception is appropriate, the purchase should be made and the MRO Exception Worksheet updated. The documentation will be used by the DPMM to ensure the contract provides the best possible pricing to the state. A copy of the **MRO Exception Worksheet** can be found as the second-to-last page of this statewide notice.

The following subcategories have been established for MRO items:

Subcategories of MRO Supplies:

- Lighting Supplies, such as light bulbs, lamps, etc.
- Electrical Supplies, such as ballasts, etc.
- Industrial Supplies, miscellaneous items
- Safety Supplies such as safety suits, masks, self-contained breathing apparatus (SCBA’s) and supplies, and etc.
- Janitorial Supplies including cleaning chemicals and supplies such as mops, brooms, etc.
- Plumbing Supplies including miscellaneous plumbing items
- HVAC Supplies including non-proprietary HVAC system supplies such as filters, meters, & etc.

Primary and Secondary Contractors: Each subcategory has two contractors available to the state agencies for meeting state agency needs. A “primary contractor” is the first source, and the “secondary contractor” is the back-up source. However, in the event any particular item is not available, or is available at a more economical price or can be made available sooner to the agency, the secondary contractor may be used instead of the primary contractor.

Primary & Secondary Contractors By Subcategory:

- Lighting:** Grainger Industrial Supplies is the Primary Contractor (C104390006)
Archway Lighting is the Secondary Contractor (C104390001)
- Electrical:** Graybar Electric is the Primary Contractor (C104390002)
Grainger Industrial Supplies is the Secondary Contractor (C104390006)
- Industrial:** Grainger Industrial Supplies is the Primary Contractor (C104390006)
E&R Industrial Supplies is the Secondary Contractor ((C104390003)
- Safety Supplies:** Wise El Santo Com., Inc. is the Primary Contractor (C104390004)
Grainger Industrial Supplies is the Secondary Contractor (C104390006)
- Janitorial Supplies:** Hillyard, Inc. is the Primary Contractor (C104390005)
Grainger Industrial Supplies is the Secondary Contractor (C104390006)
- Plumbing Supplies:** Grainger Industrial Supplies is the Primary Contractor (C104390006)
A Secondary Contract has not been awarded
- HVAC Supplies:** Grainger Industrial Supplies is the Primary Contractor (C104390006)
A Secondary Contract has not been awarded

Essential and Non-Essential Items Price & Discount Lists: Each contract is structured with two pricing types. An Essential Items price list contains specific item descriptions and manufacturer SKU numbers with an associated firm, fixed price. This price shall remain fixed for the initial two-year contract period. A listing of Essential Item prices by MRO subcategory and by Primary and Secondary contracts within the Subcategory can be found in the Pricing Section of this Statewide Contract Notice.

Non-Essential items are priced at current catalog prices with a corresponding discount. Discounts for most contracts are by manufacturer, and the agency is advised to be aware of the manufacturer of the product and the associated discount when auditing contract pricing for Non-Essential items. Discounts the agencies are to receive are identified by Subcategory by contract in the “Non-Essential Items” tab of the Excel spreadsheet for the specific subcategory.

A general note about the organization of this Statewide Notice: This Statewide Notice is *large* due to the quantity of information it contains. Pricing for each Subcategory is contained in a separate Excel spreadsheet that accompanies this notice. See the paragraph on “Pricing” herein for more details about pricing information.

Catalog and Ordering Requirements: Both a customized catalog in an electronic format (either Microsoft Excel or Adobe Acrobat format) and a hard-copy format are to be provided.

Agencies are advised that the electronic or online ordering system is “secured” with a certified 128-bit encryption.

Upon request of the state agency, the contractor shall provide hard-copy catalogs with contract pricing printed in the catalog or provided via a supplementary price list. Although an exact number of catalogs is not known, the state will attempt to guide Contract Users to use electronic catalogs instead of hard-copy catalogs. Because not all Contract Users may have access to a pc, contractors will make hard-copy catalogs available. The hard-copy catalog may not be customized; if not customized, the hard copy catalog must have an insert that identifies the information addressed above.

Product Substitutions: In cases where a product order cannot be filled by the contractor’s stock, but a close substitute is available (e.g. different brand, but of functional and quality equivalent), a substitute item may be shipped *only with the*

state agency's approval. The contractor's shall be responsible for obtaining and documenting such approval if requested. This shall be only done on a case-by case basis as a temporary resolution. The offeror should make a best effort to locate a substitute item with a price less than or equal to the original item.

The contractor shall not substitute an ordered item without the prior approval of the Contract User. In the event a temporary substitute proves to be of inferior quality compared to the product originally ordered, the contractor shall replace the substitute item with the product originally ordered at the contract price for the original item or the actual price of the temporary substitute, whichever price is lower, upon request of the Contract User. In the event the original item is not available and the Contract User disapproves of the substitute after receiving it, the contractor shall allow the Contract User to return the item consistent with the contractor's return policy at no additional charge.

Replacement of Damaged Product: The contractor shall be responsible for replacing any item received in damaged condition at no cost to the State of Missouri. This includes all shipping costs for returning non-functional items to the contractor for replacement.

Minimum Order Quantity: The contractor shall not impose a minimum order quantity for any item listed in the contract or otherwise available to the State of Missouri through the contractor's catalog.

Delivery Requirements:

All items shall be delivered FOB Destination freight prepaid and allowed. No separate charges for freight or handling shall be paid. As a matter of **routine delivery of in-stock items**, all items ordered by 4:00 P.M. (Central Time) must be received by the state agency within three (3) work days. Delivery for each contractor is shown in the following table. "ARO" stand for "after receipt of order."

Item Type	Archway	Graybar	E&R Industrial	Wise El Santo	Hillyard	Grainger
Essential Items	48 hours ARO	72 hours ARO	48 hours ARO if order is placed before Noon; 72 hours if order is placed before 4PM	24-48 hours ARO	72 hours ARO	24-48 hours ARO
Non-Essential Items	120 hours ARO	72 hours ARO	72 hours ARO if order is placed before Noon; 96 hours if order is placed before 4PM	24-72 hours ARO	96 hours ARO	24-48 hours ARO

The contractor shall expedite any delivery that is required to correct a mishandled order that occurs due to contractor negligence or error. Any rush delivery that occurs as a result of the contractor's error (e.g., out-of-stock Essential items) shall be free of any associated expedited-delivery processing or mailing/handling charge. No handling surcharges shall be added or discounts lost for any rush or expedited orders.

In the case of an expedited delivery, i.e., a same-day or within 24-hour delivery, that is not prompted in an effort to correct a contractor error as described above given the prior approval of the state agency, the contractor shall be entitled only to allowable freight premiums for emergency, special, or rush orders based on actual weight and distance, or other mutually agreed mailing metric.

Packaging & Marking: A packing label must be on each packaging box and include the following items, visible on the outside of the packaging box:

- a. Contract User name
- b. Street Address
- c. Department and Floor (if provided)
- d. Contact Name (provided by agency)

- e. Telephone Number (provided by agency)

A packing slip must also be included with each shipment, which will include at least the following information in no particular order:

- a. Line Item Description
- b. Quantity Ordered
- c. Quantity Included in Shipment
- d. Any Back Order Items
- e. Unit Price
- f. Number of Parcels
- g. Purchase Order
- h. Agency Name and Department
- i. F.O.B. (Destination)
- j. All Information Contained on the Packing Label
- k. Material Safety Data Sheet (MSDS) as applicable to the product

Returns: Individual items within a larger order may be returned as long as the original packaging is intact and “new”. Returned items are to be credited back within two working days through a credit invoice or credit toward the Contract User’s P-Card account.

Restocking Fees: Most contractors do not charge any restocking fees associated with any returns. In the event a restocking fee is charged it shall not be charged in the case where the product is not the product ordered or is otherwise defective or past agreed-to delivery time frames. The restocking fee should be a fixed percentage of the contract price of the returned item. Any questions about restocking fees should be referred to the Buyer.

Retail Locations: Grainger offers contract pricing at its retail sites in the state. Agencies can find retail locations at the “contact us” search on www.grainger.com. E&R Industrial has one retail site in St. Louis, Missouri where contract pricing will be honored. Hillyard has retail sites in Columbia, Springfield, St. Louis, Kansas City (North), St. Joseph and Branson where contract pricing will be honored for walk-in trade; agencies are advised to call first if they intend to purchase a product from the Essential Items list. Any state agency employee using any of the contractors’ retail sites must present authorized state identification.

Payment:

All payment terms shall be as stated in the Terms and Conditions of the contract (see paragraph 10, “Invoicing and Payment”) unless otherwise addressed by the State in the RFP, or mutually agreed to by the State and the contractor. Payment terms should be net 30 days unless otherwise stated in the RFP. No late charges shall be applied which are not in compliance with Chapter 34.055 RSMo. This statute may be found at: <http://www.moga.state.mo.us/STATUTES/STATUTES.HTM>. In no event shall the State accepting payment terms contrary to provisions established in Missouri law as referenced herein.

The contractor shall understand and agree the State reserves the right to make contract payments to the contractor through electronic funds transfer (EFT). Therefore, prior to any payments becoming due under the contract, the contractor must return a completed State Vendor ACH/EFT Application, which is downloadable from the following, website: <http://www.oa.state.mo.us/purch/vendorinfo/vendorach.pdf>. Each contractor invoice must contain a unique invoice number. The invoice number will be listed on the State’s EFT addendum record to enable the contractor to properly apply State payments to invoices. The contractor must comply with all other invoicing requirements stated in the RFP

Incentive Rebates:

State agency use of the contracts garners a variety of rebates. The following identifies the rebates earned per each contract:

Contract	Contractor	Tiered Volume Rebate	Early Payment Rebate	E-Commerce Rebate	Average Order Size Rebate
C104359001	Archway Lighting	.25% on quarterly spending from \$100,000 to \$1,000,000	NA	NA	.25% for orders of \$250 or more
C104359002	Graybar Electric	.5% on quarterly spending \$200,000-\$500,000. 1% on quarterly spending in excess of \$500,000.	NA	NA	NA
C104359003	E&R Industrial	.5% on quarterly spending \$300,000-\$750,000. 1% on quarterly spending \$750,000-\$1,000,000. 2% in excess of \$100,000,000	1% if invoice is paid in 15 days	1% if 41% or more of transactions are conducted electronically, i.e., both ordering and payment	NA
C104359004	Wise El Santo	NA	NA	NA	NA
C104359005	Hillyard	.25% on quarterly spending \$500,000-\$750,000. .5% on quarterly spending \$750,000-\$1,000,000. 1% in excess of \$100,000,000	.25% if invoice is paid in 15 days	.25% if 61%-80% of transactions are conducted electronically; .5% if 81% or more transactions are conducted electronically, i.e. both ordering and payment	.5% for orders of \$250 or more
C104359006	Grainger	NA	NA	NA	NA

Additional Note about Rebates: Both Grainger and Archway offer a rebate on incremental increases in purchase volume year-to-year. Grainger offers a 2% rebate, and Archway offers 1% of the increase.

SAM2 Set-up:

The following describes an orientation to using the line items in SAM2.

For agencies wishing to make total price orders, line items 001 and 002 are set up in all six contracts to allow for SC processing. Line item 001 is a total lump sum amount for Essential Items purchases. Line item 002 is a total lump sum amount for Non-Essential items purchases. Line #002 in all contracts is to be used for any catalog item, i.e, a Non-Essential discount priced item or items.

For agencies wishing to itemize their purchase by line item listed on the Essential Items list for the contract, specific line item pricing is set up starting with line item 003. Note, contract C104390006 with Grainger will list several line items as Grainger is awarded all seven subcategories of items. The listing of Essential Items in contract C104390006 will be entered alphabetically starting with Electrical Essential Items followed by HVAC Essential Items, Industrial Essential Items, Janitorial Essential Items, Lighting Essential Items, Plumbing Essential Items, and ending with Safety Essential Items.

Pricing:

Essential Item pricing and Non-Essential Item discounts are contained in separate Excel spreadsheets for each of the seven subcategories. These are available off the statewide contract listing as separate attachments to this Notice of Statewide Contract. The agency is advised to access the relevant attachment for the subcategory of item the agency wishes to purchase, although the agency should be aware that there are instances of some items being found in two separate subcategories, i.e., the agency may find item duplication between the Lighting and Electrical subcategories, and between some items listed in the Industrial subcategory and the Janitorial subcategory. Until the state agency user is familiar with the various items offered across the subcategories, it is best to double-check a subcategory that would be considered a “reasonable” cross-reference.

Renewals:

Each contract is renewable for two (2) one-year options past the initial contract period which runs for two years. Each contractor can raise Essential Items pricing as follows.

- Archway's increases: 0% and 0%
- Hillyard's: 5% and 10%
- E&R's: 4% and 10%
- Wise El Santo's: 5% and 8%
- Grainger's: 10% and 10%
- Graybar's: 15% and 30%

Agencies should note that pricing for Non-Essential items can change at any time but the discounts off are firm and do not change.

Note About Hillyard Order Contacts:

Hillyard requests state agencies contact the Hillyard branch closest to their state agency location:

County	Hillyard Branch Location	Phone	Contact
Adair	Columbia	800/888-9049	Ryan Kirchoff
Andrew	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Atchison	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Audrain	Columbia	800/888-9049	Ryan Kirchoff
Barry	Springfield	800/864-5344	Jason Iseminger
Barton	Springfield	800/864-5344	Jason Iseminger
Bates	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Benton	Springfield	800/864-5344	Jason Iseminger
Bollinger	St. Louis	800/726-1685	Brad Swain
Boone	Columbia	800/888-9049	Ryan Kirchoff
Buchanan	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Butler	St. Louis	800/726-1685	Brad Swain
Caldwell	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Callaway	Columbia	800/888-9049	Ryan Kirchoff
Camden	Springfield	800/864-5344	Jason Iseminger
Cape Girardeau	St. Louis	800/726-1685	Brad Swain

Carroll	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Carter	St. Louis	800/726-1685	Brad Swain
Cass	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Cedar	Springfield	800/864-5344	Jason Iseminger
Chariton	Columbia	800/888-9049	Ryan Kirchoff
Christian	Springfield	800/864-5344	Jason Iseminger
Clark	Columbia	800/888-9049	Ryan Kirchoff
Clay	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Clinton	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Cole	Columbia	800/888-9049	Ryan Kirchoff
Cooper	Columbia	800/888-9049	Ryan Kirchoff
Crawford	St. Louis	800/726-1685	Brad Swain
Dade	Springfield	800/864-5344	Jason Iseminger
Dallas	Springfield	800/864-5344	Jason Iseminger
Daviess	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
DeKalb	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Dent	Springfield	800/864-5344	Jason Iseminger
Douglas	Springfield	800/864-5344	Jason Iseminger
Dunklin	St. Louis	800/726-1685	Brad Swain
Franklin	St. Louis	800/726-1685	Brad Swain
Gasconade	Columbia	800/888-9049	Ryan Kirchoff
Gentry	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Greene	Springfield	800/864-5344	Jason Iseminger
Grundy	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Harrison	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Henry	Springfield	800/864-5344	Jason Iseminger
Hickory	Springfield	800/864-5344	Jason Iseminger
Holt	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Howard	Columbia	800/888-9049	Ryan Kirchoff
Howell	Springfield	800/864-5344	Jason Iseminger
Iron	St. Louis	800/726-1685	Brad Swain
Jackson	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Jasper	Springfield	800/864-5344	Jason Iseminger
Jefferson	St. Louis	800/726-1685	Brad Swain
Johnson	Columbia	800/888-9049	Ryan Kirchoff
Knox	Columbia	800/888-9049	Ryan Kirchoff
Laclede	Springfield	800/864-5344	Jason Iseminger
Lafayette	Columbia	800/888-9049	Ryan Kirchoff
Lawrence	Springfield	800/864-5344	Jason Iseminger
Lewis	Columbia	800/888-9049	Ryan Kirchoff
Lincoln	St. Louis	800/726-1685	Brad Swain
Linn	Columbia	800/888-9049	Ryan Kirchoff
Livingston	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
McDonald	Springfield	800/864-5344	Jason Iseminger
Macon	Columbia	800/888-9049	Ryan Kirchoff
Madison	St. Louis	800/726-1685	Brad Swain
Maries	Columbia	800/888-9049	Ryan Kirchoff
Marion	Columbia	800/888-9049	Ryan Kirchoff
Mercer	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Miller	Springfield	800/864-5344	Jason Iseminger
Mississippi	St. Louis	800/726-1685	Brad Swain
Moniteau	Columbia	800/888-9049	Ryan Kirchoff
Monroe	Columbia	800/888-9049	Ryan Kirchoff

Montgomery	Columbia	800/888-9049	Ryan Kirchoff
Morgan	Springfield	800/864-5344	Jason Iseminger
New Madrid	St. Louis	800/726-1685	Brad Swain
Newton	Springfield	800/864-5344	Jason Iseminger
Nodaway	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Oregon	Springfield	800/864-5344	Jason Iseminger
Osage	Columbia	800/888-9049	Ryan Kirchoff
Ozark	Springfield	800/864-5344	Jason Iseminger
Pemiscot	St. Louis	800/726-1685	Brad Swain
Perry	St. Louis	800/726-1685	Brad Swain
Pettis	Columbia	800/888-9049	Ryan Kirchoff
Phelps	Springfield	800/864-5344	Jason Iseminger
Pike	Columbia	800/888-9049	Ryan Kirchoff
Platte	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Polk	Springfield	800/864-5344	Jason Iseminger
Pulaski	Springfield	800/864-5344	Jason Iseminger
Putnam	Columbia	800/888-9049	Ryan Kirchoff
Ralls	Columbia	800/888-9049	Ryan Kirchoff
Randolph	Columbia	800/888-9049	Ryan Kirchoff
Ray	Columbia	800/888-9049	Ryan Kirchoff
Reynolds	St. Louis	800/726-1685	Brad Swain
Ripley	St. Louis	800/726-1685	Brad Swain
St. Charles	St. Louis	800/726-1685	Brad Swain
St. Clair	Springfield	800/864-5344	Jason Iseminger
St. Francis	St. Louis	800/726-1685	Brad Swain
St. Genevieve	St. Louis	800/726-1685	Brad Swain
St. Louis	St. Louis	800/726-1685	Brad Swain
Saline	Columbia	800/888-9049	Ryan Kirchoff
Schuyler	Columbia	800/888-9049	Ryan Kirchoff
Scotland	Columbia	800/888-9049	Ryan Kirchoff
Scott	St. Louis	800/726-1685	Brad Swain
Shannon	Springfield	800/864-5344	Jason Iseminger
Shelby	Columbia	800/888-9049	Ryan Kirchoff
Stoddard	St. Louis	800/726-1685	Brad Swain
Stone	Springfield	800/864-5344	Jason Iseminger
Sullivan	Columbia	800/888-9049	Ryan Kirchoff
Taney	Springfield	800/864-5344	Jason Iseminger
Texas	Springfield	800/864-5344	Jason Iseminger
Vernon	Springfield	800/864-5344	Jason Iseminger
Warren	St. Louis	800/726-1685	Brad Swain
Washington	St. Louis	800/726-1685	Brad Swain
Wayne	St. Louis	800/726-1685	Brad Swain
Webster	Springfield	800/864-5344	Jason Iseminger
Worth	Kansas City/St. Joseph	888/420-7380	Lisa Pflugradt
Wright	Springfield	800/864-5344	Jason Iseminger

**State of Missouri
Office of Administration
Division of Purchasing and Materials Management
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 products and services available to state agency users. **Comments should include those of the product's end user.**

Contract No.: C104390001-006 (agency to identify specific contract #) : _____

Contractor: (Agency to Identify) _____

Describe Product Purchased (include Item No's., if available): _____

Rating Scale: 5 = Excellent, 4 = Good, 3 = Average, 2 = Poor, 1 = Fails to meet expectations

Product Rating	Rate 1-5, 5 best
Product meets your needs	
Product meets contract specifications	
Pricing	

Contractor Rating	Rate 1-5, 5 best
Timeliness of delivery	
Responsiveness to inquiries	
Employee courtesy	
Problem resolution	
Recall notices handled effectively	

Comments: _____

Prepared by: _____ Title: _____ Agency: _____

Date: _____ Phone: _____ Email: _____

Address: _____

Please detach or photocopy this form & return by FAX to 573/526-9816, or mail to:

Office of Administration
Division of Purchasing and Materials Management
301 West High Street, RM 630
PO Box 809
Jefferson City, Missouri 65102
You may also e-mail form to the buyer as an attachment at
kevin.bradley@oa.mo.gov