

### **CONTRACT DATA SHEET**

Monroe County Division of Purchasing 200 County Office Building, Rochester NY 14614

DATE:

**NOVEMBER 3, 2021** 

TITLE:

**UPS MAINTENANCE & REPAIR** 

**CONTRACT #:** 

1009-18 (SAP Contract #4700007501)

**CONTRACT DATES:** 

12/28/2018 - 11/30/2022

BUYER:

**Regina Boss** 585-753-1129

PHONE: FAX:

585-753-1104

**VENDOR:** 

#11105813

**PWR, LLC** 

6402 Deere Rd.

Syracuse, NY 13206

**VENDOR CONTACT:** 

Greg Lessard, Proj. Mgr. 315-701-0210 ext.20

PHONE:

315-701-0217

FAX: EMAIL:

glessard@pwrllc.com

BP1009-18
TERMS AND CONDITIONS

**BID ITEM:** 

**UPS MAINTENANCE & REPAIRS** 

FOR:

**DEPARTMENT OF ENVIRONMENTAL SERVICES (DES)** 

**PURCHASING CONTACT:** 

The Buyer, identified below, is the sole point of contact regarding this Bid from the date of issuance until the bids are opened and the results made public.

Greg Hart

Monroe County Division of Purchasing

200 County Office Building 39 West Main Street Rochester, NY 14614 ghart@monroecounty.gov

All requests for bid clarification must be submitted in writing to the Buyer referenced above and received no later than close of business (5:00 PM Eastern Standard Time) on 10/19/2018.

All questions will be answered and documented in writing as an Addendum to the Bid. These will be sent out to all Bidders who received the original Bid no later than 10/23/2018.

**DUPLICATE COPIES:** 

PLEASE SUBMIT YOUR BID IN DUPLICATE; THE ORIGINAL AND ONE (1)

COPY.

**BID INFORMATION:** 

At the time of bid, the bidder shall supply detailed specifications covering the item(s) contained herein and shall clearly indicate any areas in which item or items

offered do not fully comply with the specifications contained herein.

SUBMITTAL OF FORMAL PROPOSAL:

Bid proposal must be legible and submitted in the original form, bearing an original

signature. EMAILS AND FACSIMILES ARE NOT ACCEPTABLE.

All bidders must submit proof that they have obtained the required Workers' Compensation and disability benefits coverage or PROOF that they are exempt.

(Visit www.wcb.ny.gov for forms.)

SPECIFICATION ALTERATIONS:

Specifications will be construed to be complete and be considered the entire description of the goods or services upon which Monroe County is now seeking bids. Only formal written addenda can materially alter this set of specifications. No verbal statement made by a Monroe County employee or anyone else is binding nor shall such statement be considered an official part of this public bid proposal.

**WAGE RATES:** 

Contractor agrees to comply with the provisions of the New York State Labor Law relating to the payment of prevailing wage rates to the extent that such rules may be applicable to the Contractor. Wage rates may be obtained at <a href="https://www.labor.state.ny.us">www.labor.state.ny.us</a>. Refer to NYS wage schedule PRC#2018011742 developed for this contract.

#### **QUANTITIES:**

The quantities listed are the estimated annual requirements; equipment will be maintained over the course of the entire contract. These estimates should not be construed to represent guaranteed maximum or minimum quantities to be purchased during the contract period. All unit prices bid will be extended for the actual number of units serviced.

#### **QUALIFIED BIDDER:**

Each bidder must be prepared to present satisfactory proof of his capacity and ability to perform this contract. Such proof may include, but is not limited to, an inspection of the bidder's facilities and equipment, financial statements, references and performance of similar contracts. The Purchasing Manager reserves the right to reject any bid where the bidder cannot satisfy the County as to their ability to perform. Monroe County reserves the right to reject any and all bids if the Monroe County Purchasing Manager deems said action to be in the best interest of Monroe County.

## EMERGENCY WORK REQUESTS:

The Contractor must maintain a telephone number when he can be reached twenty-four (24) hours per day, seven (7) days per week.

#### **METHOD OF AWARD:**

Monroe County intends to award a contract to the lowest responsive and responsible bidder, based on the **Total**. Bidders must bid on every item in order to be considered. The County reserves the right to reject any and all bids if the Purchasing Manager deems said action to be in the best interest of the County.

#### **CONTRACT TERM:**

Contract will start with the date of the contract award and run through **November**30, 2019 with the option to renew the contract up to four (4) additional twelve (12) month periods at the mutual consent of both parties.

#### **PRICE CHANGES:**

Price changes may be proposed by either party no later than forty-five (45) days prior to contract extension, based upon manufacturer price changes which must be supported with documentation. Should price changes not be acceptable to both parties, the contract will not be extended. Prices may change only at the time of extension

#### **MINIMUM ORDER:**

No minimum order is specified for this contract. Agencies must be able to order as needed. Political subdivisions and others authorized by law may participate in this contract.

#### **DELIVERY:**

All deliveries to be F.O.B. Monroe County to agency as specified by a Purchase Order. Delivery costs must be built into the unit prices bid. Deliveries must be made within two (2) days after receipt of purchase order number. The County reserves the right to terminate the contract in the event the specified delivery time is not met.

## PURCHASE ORDER ISSUANCE:

No work shall proceed against nor shall any items be delivered against this contract until the Contractor has received a purchase order or a purchase order number. Items supplied or services rendered that are not part of this contract will not be paid for by Monroe County.

#### **MATERIAL COSTS:**

All materials for emergency work shall be itemized on each invoice and billed at **five percent (5%)** above the Contractor's cost. Each item must include the full description including manufacturer, stock number, and unit price as well as a copy of the invoice paid. The County will reimburse the Contractor for incoming freight charges for items needed for emergency repairs. There will be no surcharge for freight. The County reserves the right to audit the Contractor's records to determine that the County is being charged no more than five percent (5%) of the Contractor's cost.

#### **WRITTEN ESTIMATES:**

In every instance that the Contractor anticipates that an emergency job may cost \$1000.00 or more, the Contractor must, prior to commencing work, give a written estimate for the work to the department, at no charge to the ordering agency. The estimate must show labor and materials cost. The County reserves the right to independently purchase any equipment or supplies needed to execute an emergency job. The Contractor may no proceed with the work until approval is given by the department. If the estimate is considered too high, the County maintains the option of obtaining open market quotations, providing materials or changing the scope of the work. The County maintains the right to cancel a request.

#### **BILLING PROCEDURE:**

All invoices for items sold any authorized agency as a result of this contract must be billed in the following manner: Purchase Order #, Quantity, Description of Item Purchased, Stock or Catalog #, List Price, Discount, Extension and Total. ALL INVOICES MUST BE MARKED WITH THE <u>PURCHASE ORDER NUMBER</u>. INVOICES WITHOUT THIS INFORMATION WILL NOT BE PROCESSED FOR PAYMENT.

#### WARRANTY/GUARANTEE:

All warranties by manufacturer shall apply. Bidder shall, as part of its proposal, furnish its warranty/guarantee for all goods/services to be furnished hereunder. As a minimum, Bidder shall warrant all goods for a period of one (1) year from date of acceptance. Bidder shall be obligated to repair or replace all defects in material or workmanship which are discovered or exist during said period. All labor, parts and transportation shall be at Bidder's expense.

## SECURITIES AND INSURANCE:

Any Certificate of Insurance, Bonds or other forms of security required by this bid are to be submitted to the Purchasing Manager no later than ten (10) normal business days following the date of notification of award. Documents must be received by the close of business, 5:00 PM on that day.

## UNCONTEMPLATED PURCHASES:

Monroe County reserves the right to request separate bids for such quantities of items on this contract that may be best procured via separate public bid offering and to otherwise act in furthering its own best interests.

## COMPLIANCE WITH THE LAW:

The Contractor agrees to procure all necessary licenses and permits. The Contractor shall comply with all laws, rules, and regulations pertaining to the payment of wages and all other matters applicable to the work performed under this contract.

#### **SUBCONTRACT:**

The Contractor shall not subcontract any work without first obtaining the written consent of the Purchasing Manager of Monroe County.

#### **RELATED ITEMS:**

The County reserves the right to add related items to this contract during the contract term upon agreement by both parties as to the price. Approval must be given in writing by the Purchasing Manager or his Designee.

#### **REPORT OF PURCHASE:**

The Contractor must, upon request, provide the County purchasing Manager with detailed information showing how much of each item was delivered to any and all agencies under this contract. This includes deliveries to not only the County but any other municipality or agency which orders from this contract.

#### **OTHER AGENCIES:**

The Contractor(s) **must** honor the prices, terms and conditions of this contract with political subdivisions or districts located in whole or in part within Monroe County. In addition, the contractor **may**, but is not required to, extend the prices, terms and conditions of this contract to any political subdivision or district located in New York State. Usage of this contract by any of these other political subdivisions or districts will have to be coordinated between that subdivision or district and the contractor. Orders placed against this contract between any subdivision or district will be contracts solely between the Contractor(s) and those entities. Monroe County will not be responsible for, nor will it have any liability or other obligation for, such contract between the Contractor(s) and any third party.

#### **INDEMNIFICATION:**

The Contractor agrees to defend, indemnify and save harmless the County, its officers, agents, servants and employees from and against any and all liability, damages, costs or expenses, causes of action, suits, judgments, losses and claims of every name not described, including attorneys' fees and disbursements, brought against the County which may arise, be sustained, or occasioned directly or indirectly by any person, firm or corporation arising out of or resulting from the performance of the services by the Contractor, arising from any act, omission or negligence of the Contractor, its agents and employees or arising from any breach or default by the Contractor under this Agreement. Nothing herein is intended to relieve the County from its own negligence or misfeasance or to assume any such liability for the County by the Contractor.

Terms & Conditions-Term Contract-Service or Repair no Perf Bond.doc (8/03)

## BP1009-18 Uninterruptible Power Supply Preventive Maintenance & Repair

#### 1.00 GENERAL:

#### 1.01 SCOPE:

The Monroe County Department of Environmental Services is seeking a qualified bidder to provide periodic scheduled maintenance and emergency repairs to Uninterruptible Power Supplies (UPS). Maintenance shall include but not be limited to inspection, adjustments, lubrication and repair or replacement of the equipment's system components as required. Bidder shall use trained personnel employed and supervised by the bidder to maintain the equipment in proper working condition.

#### 1.02 LOCATIONS: (Department key contacts will be provided upon contract award)

a. Greater Rochester International Airport 1200 Brooks Ave.

#### b. Medical Examiner's Facility

740 East Henrietta Rd.

## c. Civic Center Jail Main Frame/Rec Annex/Tower 130 South Plymouth Ave.

- d. Public Safety Training Facility Emergency Operations Center 1190 Scottsville Rd.
- e. Rochester Operations Center (ROC) 145 Paul Rd.
- Frank E. VanLare WWTF (FEV) 1574 Lake Shore Blvd.
- g. Fleet Center Complex (FLE) 145 Paul Rd.
- h. **Airport Building 400** 400 Freight Building Rd.
- i. Information Services Data Center50 West Main St.
- j. Frank E. VanLare WWTF Substation 1574 Lake Shore Blvd.
- k. Irondequoit Bay Pump Station 1574 Lake Shore Blvd.
- I. Charlotte Pump Station 556 River St.
- m. **Island Cottage Pump Station** 390 Island Cottage Rd.
- n. **Flynn Road Pump Station** 599 Flynn Rd.

#### o. Buttonwood Pump Station

15 N. Greece Rd.

#### p. Resource Recovery Facility

1845 Emerson St.

#### 1.03 EXPERIENCE:

Bidders shall submit with their bid a description of their firm indicating their credentials as it pertains to the preventive maintenance and service of uninterruptible power supplies. A minimum of three (3) references from municipalities and/or corporations is required.

#### 1.04 BIDDER RESPONSE:

- a. The bidder will be required to guarantee the arrival of a mobile service unit to the job site no later than four (4) hours following an emergency service call.
- b. The bidder will be required to guarantee the arrival of a mobile service unit to the job site no later than twenty four (24) hours following a regular service call.

#### 1.05 EMERGENCY SERVICE CALLS:

- a. Bidders will be required to furnish a permanent twenty four (24) hour, seven (7) day per week service call telephone number for use by Monroe County when it requires emergency service.
- b. An emergency service call is defined as a request for service requiring an immediate response.
- c. A one (1) hour minimum time charge will be permitted for any emergency service calls.
- d. Labor rates for emergency service calls will follow the same schedule as regular service calls in regard to overtime. The time for each emergency service call will be computed from the time of arrival to the time of completion of the service call at the job site. MONROE COUNTY WILL NOT PAY FOR TRAVEL TIME.
- e. Bidder shall give emergency service calls priority.

#### 1.06 PREVENTIVE MAINTENANCE SCHEDULE:

- a. Prior to the performance of the preventive maintenance work, the bidder shall supply a work schedule to the building contact, indicating the facility, building and equipment to be worked on during the scheduled month as listed in Section 1.02 and Section 2.01.
- b. All scheduled work is to be performed Monday through Friday during normal working hours, 7:30 A.M. to 4:00 P.M.
- c. No scheduled work shall be done at the facility without the expressed written consent of the building location contact and the work scheduled must be approved at least twenty four (24) hours in advance.
- d. The bidder will report to the building location contact at the beginning of the day to sign in and then again at the end of the day to sign out.
- e. All preventive maintenance results shall be reported in writing to the building location contact.
- f. Payroll Certification: In addition to the reports referred to in the detailed specifications, a written report must be completed with an authorized Monroe County employee at each location after each call (preventive or emergency). The report will identify the equipment serviced, number of hours for visit and a list of any and all discrepancies found and the action taken to correct them along with a report of general conditions.

#### 1.07 TIME CHARGES:

- a. Bidders will charge straight time for any service during normal business hours.
- Bidders may only charge overtime rates when the service is rendered after normal business hours and with the approval of the building contact or their designee.
- c. Bidders may only charge premium rates when the service is rendered during Sundays or holidays and with the approval of the building contact or their designee.
- d. Bidders may not charge additional labor for any scheduled preventive maintenance item.
- e. The time for each service call will be computed from the time of arrival to the time of completion of the service call at the job site. **MONROE COUNTY WILL NOT PAY FOR TRAVEL TIME**.
- f. All time will be computed to the nearest half hour.
- g. All time charges will be computed using the New York State Labor Department wage schedule.

#### 1.08 PARTS PRICES:

If replacement parts are required to expedite the service requested, they will be priced at the bidder's net cost plus 5% markup. The County reserves the right to conduct an audit or to request documentary evidence to substantiate any prices billed for replacement parts. Examples of parts are replacement of circuit cards, UPS system components, batteries, transformers, cooling fans and any discrete component in the system.

#### 1.09 STANDARD PRODUCTS:

All replacement materials retrofit equipment and accessories shall be new and unused. Remanufactured equipment may be acceptable but only with prior approval by the County. The County reserves the right to reject any material or equipment manufacturer who does not provide satisfactory evidence indicating adequate and prompt post installation and repair maintenance service as required by the County.

#### 1.10 WARRANTY:

- The warranty begins with the date of installation or repair and extends for a period of twelve (12)
  months.
- b. The bidder shall warrant the system to operate in accordance with the County's expectations and performance.
- c. If dissatisfied with system performance for any reason, the County shall have the right to return the system to bidder for a full refund of bidder's sale price any time during the first thirty (30) days following installation.

#### 1.11 TRAVEL AND MILEAGE:

All travel and mileage costs related to the service provided under this contract, (preventive or emergency) must be included in the bid price. <u>Bidder shall accept responsibility for service trucks to carry all required materials and tools.</u>

#### 1.12 TOOLS:

All tools and equipment required to complete the service provided under this contract, (preventive or emergency) must be included in the bid price.

#### 1.13 WRITTEN ESTIMATES:

In every instance that the bidder anticipates that a job or repair may cost \$1,000.00 or more, the bidder must give a written estimate for the work to the ordering department, prior to commencing work. The estimate must show labor hours and materials cost. The bidder may not proceed with the work until approval is given by the ordering department and a **separate purchase order** is issued for the work. If the estimate is considered too high, the County maintains the option of providing materials or changing the scope of the work. The County also maintains the right to cancel a request.

#### 1.14 ESTIMATED QUANTITIES:

All quantities are an estimate of annual usage. There are no guaranteed maximum or minimum purchases.

#### 2.01 TYPICAL EQUIPMENT:

Equipment serviced under this contract consists of, but is not limited to the following:

#### a. Greater Rochester International Airport

Crucial Power Products Waverider Model #WR020H0900T3-VA Rating 20KVA

#### b. Medical Examiner's Facility

Franek Technologies Model #FT1-1100LCMSD-AG Rating 5KVA

#### c. Civic Center Jail Main Frame/RecAnnex/Tower

Eaton Powerware Model #9170 Rating 6 KVA

#### d. Civic Center Jail Main Frame/RecAnnex/Tower

Dual Lite UPS Model #Spectron LSN Rating 8 KVA

#### e. Public Safety Training Facility Emergency Operations Center

MGE UPS systems Model #72165483-314 Rating 80KVA

#### f. Rochester Operations Center (ROC)

American Power Conversion Model #3000 Rating 6KVA

#### g. Frank E. VanLare WWTF (FEV)

Best Unity One Model #UT330 Rating 50KVA

#### h. Fleet Center Complex (FLE)

Eaton PowerWare Model #9170-660C060A Rating 6KVA

#### i. Airport Building 400

Emerson Liebert NX 160-200 Rating 200KVA

#### i. Information Services Data Center

Liebert AP376 Rating 100KVA

#### k. Frank E. VanLare WWTF Substation

GNB Model #AT10-130-016-0101000 130 VDC

#### I. Irondequoit Bay Pump Station

MDS Power Model #AT10130050F208SXSXAX 130 VDC

#### m. Charlotte Pump Station

American Battery Charger Model #ABC11-48-1 48 VDC

#### n. Island Cottage Pump Station

Alcad Model #SLR48-6 48 VDC

#### o. Flynn Road Pump Station

Alcad Model #SLR48-6 48 DC

#### p. Buttonwood Pump Station

Alcad Model #SLR48-6 48 DC

#### q. Resource Recovery Facility

Hindle Power Model #1SG2-10SLF105-120-12 120 VDC

#### 3.00 BID ITEMS:

#### 3.01 **LABOR**:

- 1. Hourly labor rates for repair work shall be defined as follows:
  - Regular Time (normal business hours 7:30 AM to 4:00 PM)
  - b. Overtime (weekdays 4:30 PM to 7:30 AM & Saturdays)
  - c. Premium Time (Sundays and holidays)
- 2. Preventive maintenance work shall be charged at a lump sum per site per visit.

#### 3.02 UPS PREVENTIVE MAINTENANCE (PM):

Preventive maintenance will be performed twice per year (six (6) month interval on each UPS system).

Preventive Maintenance on Uninterruptible Power Supplies shall include:

- a. Recording of all date history information from UPS:
  - 1. AC voltage in and out.
  - 2. Battery voltage.
  - 3. Battery run time.
  - 4. Ambient temperature.
  - 5. Heat sink temperature.
  - 6. Percent full load.
  - 7. Watts out.
  - 8. Power factor.
  - 9. V.A. limit.
  - 10. Total number of power outages.
  - 11. Maximum voltage in and out.
  - 12. Total Inverter minutes and total number of overloads.
- b. System cleaning.
- c. Environmental inspection.
- d. Functional verification.
- e. Consumables replacement.
- f. Environmentally responsible disposal of retired equipment.
- g. Clean and check/inspect each battery in the string and report the results.

#### 3.03 DC POWER SUPPLY PREVENTIVE MAINTENANCE (PM):

Preventive maintenance will be done once annually on each DC power supply system. Preventative maintenance on DC power supply systems shall include:

- a. Record all information from charger unit and batteries:
  - 1. Visually inspect battery plant.
  - 2. Check all connections and cabling for excessive heat.
  - 3. Record battery information, cell voltages and temperature.
  - 4. Record battery hydrometer readings and electrolyte levels.
  - 5. Check torque of cell connections and record micro ohms (strap resistance).
  - 6. Record battery impedance readings (internal resistance) as applicable.
  - 7. Record condition of battery rack, layout and available space.
  - 8. Record total voltage at battery plant.
  - 9. Record information and voltage settings on chargers (float equalize alarms, etc.)
  - 10. Record AC ripple (MVRMS on output of chargers.)
  - 11. Adjust voltage settings on chargers, if necessary.
  - 12. Cosmetic cleaning of battery plant, as necessary.
  - 13. Add distilled water to cells, as necessary.
  - 14. Provide computerized conditioning report on all equipment with recommendations.
- b. System cleaning.
- c. Environmental inspection.
- d. Functional verification.
- e. Consumables replacement.
- f. Environmentally responsible disposal of retired equipment.

#### 3.04 **SUBCONTRACTING**:

Due to the proprietary nature of some of the equipment listed in this specification, the successful bidder may not be a manufacturer's authorized agent for the repair. In these cases the successful bidder may subcontract to the manufacturer <u>only upon written authorization from the Purchasing Manager</u>. See Terms & Conditions (SUBCONTRACT). The County reserves the right to conduct an audit or request documentary evidence to substantiate any prices billed for subcontracted services.

# BP#1009-18 UPS MAINTENANCE & REPAIR VENDOR: PWR LLC UNIT PRICE SHEET

#### (Please see changes to Item #g below in red)

ITEM #	<u>LOCATION</u> EQUIPMENT	MODEL	VOLTAGE	PM PRICE /EA		
а	Airport (G.R.I.A.) 1200 Brooks Ave.					
1035643	CRUCIAL POWER PRODUCTS	WR020H0900T3-VA	20KVA	\$850.00		
b	Medical Examiner's 740 E. Henrietta Rd.	100				
1035644	FRANEK TECHNOLOGIES	FT1-1100LCMSD-AG	5KVA	\$750.00		
c/d	Civic Center-Jail 130 S. Plymouth Ave.					
1035638	EATON POWERWARE	9170	6KVA	\$750.00		
1035646	DUAL LITE	SPECTRON LSN	8KVA	\$800.00		
e	Public Safety Training Ctr/ EOC 1190 Scottsville Rd.					
1035641	MGE COMET	72165483-314	80KVA	\$950.00		
f	Rochester Operations Center (ROC) 145 Paul Rd.			-		
1035640	AMERICAN POWER CONVERSION	3000	6KVA	\$750.00		
	E E . M MARKETE					
g	Frank E. VanLare WWTF 1574 Lakeshore Blvd.					
1035647	BEST UNITY ONE	UT330	50KVA	\$950.00		
REPLACED	BY:					
1047988	EATON	93PM-50-1	50KVA	\$945.00		
h	Fleet Center Complex 145 Paul Rd.					
1035639	EATON POWERWARE	9170-660C060A	6KVA	\$750.00		
i.	Airport Bldg 400 400 Freight Bldg Rd					
1039750	EMERSON LIEBERT/UNIT 1	NX 160-200	200KVA	\$1,000.00		
1039751	EMERSON LIEBERT/UNIT 2	NX 160-200	200KVA	\$1,000.00		
j	Info. Services Data Center 50 w. Main St.					
1044713	LIEBERT	AP376	100KVA	\$975.00		

ITEM #	LOCATION EQUIPMENT	MODEL	VOLTAGE	PM PRICE /EA		
k	Frank E. VanLare Substation 1574 Lakeshore Blvd					
1044714	GNB	AT10-130-016-0101000	130VDC	\$850.00		
ı	Irondequoit Bay Pump Station 1574 Lakeshore Blvd					
1044715	MDS POWER	AT10130050F208SXSXAX	130VDC	\$850.00		
m	Charlotte Pump Station 556 River St.					
1044716	AMERICAN BATTERY CHARGER	ABC11-48-1	48VDC	\$425.00		
n	Island Cottage Pump Station 390 Island Cottage Rd			_		
1044717	ALCAD	SLR48-6	48VDC	\$425.00		
0	Flynn Rd Pump Station 599 Flynn Rd					
1044718	ALCAD	SLR48-6	48VDC	\$425.00		
р	Buttonwood Pump Station 15 North Greece Rd					
1044719	ALCAD	SLR48-6	48VDC	\$425.00		
q	Resource Recovery Facility 1845 Emerson St.					
1044720	HINDLE POWER	1SG2-SLF105-120-12	120VDC	\$730.00		
	HOURLY RATES			HOURLY RATE/HR		
1035649	SERVICE CALL (M-F 7:30AM-4:		\$90.00			
1035650	SERVICE CALL (M-F 4:30PM-7:		\$135.00			
1035651	SERVICE CALL (SUNDAY/HOLI		\$180.00			
1035653	UPS MAINTENANCE-PARTS-(C	COST + 5%)				

# MONROE COUNTY PURCHASING Vendor Performance Survey

Contract Title:										
Contract Number:										
Vendor:										
Please rank the vendor performing the contract specified on a scale from "1" to "10" with "being poor, "5" average and "10" excellent. Please include any additional comments of suggestions in the space provided below. Monroe County Purchasing appreciates your input										
	Poor	18			Average			58		Excellent
	1	2	3	4	5	6	7	8	9	10
Item(s) supplied met specifications										
Product provided value (taking into account price, quality, etc.)										
Timeliness of delivery										
Completeness and accuracy of order										
Ability to contact representatives of vendor when needed? (If unavailable was call back prompt?)										
Invoices received promptly and accurately										
Recommendations received from the vendor (ie. product information, cost saving strategies, ideas for better use of resources, etc.)										
Survey Completed by:										
Title:										
Agency:										
elephone: Fax:										

Please submit this survey to Monroe County Purchasing.