



CONTRACT DATA SHEET

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

TITLE: Electronic Monitoring

CONTRACT #: 312-14

CONTRACT DATES: 7/1/14-4/30/17

BUYER: WALTER B. LARAUS
PHONE: 585/753-1121
FAX: 585/753-1104

VENDOR(S): Rocky Mountain Offender Management Systems
8787 Turnpike Dr., #200
Westminster, CO 80031

Ph: 303-941-8671
Fax: 303-426-4109

TERMS AND CONDITIONS

BID ITEM: **ELECTRONIC MONITORING**

FOR: **Monroe County Office of Probation**

PURCHASING CONTACT: **Walter B. LaRaus, (585) 753-1121**

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.

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.

QUANTITIES: The quantities listed are the estimated annual requirements and should not be construed to represent either maximum or minimum quantities to be ordered during the contract term.

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 interests of Monroe County.

METHOD OF AWARD: Monroe County intends to award the bid to the lowest responsive and responsible bidder, based on the **TOTAL. Bidder must bid on all items 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.

BUYER 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.

Walter B. LaRaus
Monroe County Division of Purchasing
200 County Office Building
39 West Main Street
Rochester, NY 14614
Email: wlaraus@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 April 1, 2014.

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 April 8, 2014.

CONTRACT TERM:

Contract will start with the date of the contract award and run through **April 30, 2015**, with the option to renew the contract up to four (4) additional twelve (12) month periods with 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) weeks** 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:**

Delivery of services may be directed by the receipt of a Purchase Order only. **Items that are not part of this bid will not be paid for by Monroe County.**

As to all purchase orders issued by Monroe County, exceptions may only be authorized, in writing, by the Purchasing Manager or her authorized agent prior to delivery.

**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, BP#, Item #, Extension and Total. **ALL INVOICES MUST BE MARKED WITH THE PURCHASE ORDER NUMBER. 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.

**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.

**SECURITIES AND
INSURANCE:**

Any Certificates 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.

SUBCONTRACT:

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

RELATED ITEMS:

The County reserves the right to add miscellaneous 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 her 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. 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.

ELECTRONIC MONITORING SERVICES
SPECIFICATIONS

The Monroe County Office of Probation/Community Corrections (Probation) is seeking electronic monitoring systems from qualified individuals/entities that will furnish, deliver, install, maintain and service electronic monitoring equipment, including standard radio frequency electronic monitoring, using land line and/or cellular service, alcohol monitoring and active or near-real-time Global Positioning System (GPS). Additionally, a domestic violence electronic monitoring solution is sought that provides monitoring of offenders and victim notification of offender proximity and/or safety zone violations. Monitoring equipment and monitoring services shall ensure maximum security in the monitoring of individuals throughout the Monroe County, NY area involved in numerous programs.

Individuals or organizations wishing to participate shall be providers of electronic monitoring services and global positioning systems, provide 24/7 monitoring services, provide software/hardware used to monitor and report the activities of clients within the Monroe County, NY area, provide the capability to communicate with victims and address the following requirements.

The Bidder shall appoint a project manager who will also act as a contact and as a primary liaison for the agency. The project manager will also be able to make significant decisions for the Bidder regarding the operations of monitoring services for Probation.

ON-SITE TECHNICIAN:

The Bidder shall provide a fully trained, on-site technician working 40 hours per week, 5 days per week, primarily between 8:00 AM and 5:00 PM but capable of working a flexible schedule as determined by Probation.

The technician shall be responsible for the following:

- Installing and removing equipment both in office and field settings within 24 hours notification by Probation
- Data entry
- Schedule changes
- Screening daily client activity reports
- Maintaining equipment including field repair and troubleshooting
- Maintaining equipment inventory including shipping and receiving
- Other clerical or technical duties necessary to provide the electronic monitoring services

EQUIPMENT

GENERAL:

The Bidder shall provide the latest equipment and/or software that have been used by customers in the United States since January 1, 2013. The Bidder shall provide references to this effect.

The remote monitoring equipment and the bracelets shall be tamper-resistant and capable of providing in house monitoring. There shall also be a high degree of difficulty or inability to duplicate the RF signal or other technology associated with the transmitter.

The system shall use standard telephone lines and/or cellular phone service to communicate between the individual transmitters/receivers and the monitoring system.

The Bidder shall only propose equipment and devices that have been properly registered under part 68 and certified under part 15 of the Federal Communications Commission Rules and Regulations. The Bidder shall submit with the bid, a complete list of the FCC ID numbers that have been approved for all above items.

The Bidder shall provide all equipment and support as deemed relevant by Probation to the type of monitoring implemented. The Bidder shall be responsible for all packing, shipping and transportation charges associated with movement of the equipment to and from Bidder.

The Bidder shall be responsible to maintain the equipment and spares in good operating condition and arrange for prompt repair or replacement. All shipping costs will be the responsibility of the successful Bidder.

Though Probation may cooperate in efforts to recover or obtain restitution for any damaged or lost equipment, it is the Bidder's responsibility to provide and pay for insurance against theft or damage to all equipment and software. Probation shall not be responsible for or pay for any damages or loss of equipment or software utilized in the monitoring of clients.

The Bidder shall also be solely responsible for any liability incurred due to failure of their equipment or services.

Bidder shall be able to provide equipment for testing purposes in order to determine quality, compliance with specifications and the ability to meet the needs of the user.

Bidder shall be able to provide on-site demonstration of equipment prior to final bid acceptance.

RF ELECTRONIC MONITORING/DOMICILE RESTRICTION UNITS THAT UTILIZE LANDLINE TELEPHONE SERVICE AND THAT UTILIZE CELLULAR TELEPHONE SERVICE:

TRANSMITTER:

Transmitter shall be small, lightweight, water-resistant, affixed to the ankle or wrist, capable of signaling tampering and low battery and unable to be removed and/or replaced without a tamper signal being transmitted to the monitoring center.

The device shall be shock resistant and function reliably under normal atmospheric and human environmental conditions.

The transmitter shall emit a signal at a minimum of once every thirty (30) seconds on a continuous basis during the operating life of the battery and transmit a low battery signal to the receiver/monitor prior to low battery condition.

The strap, which attaches the transmitter to the client, shall be easily replaced in the field by agency personnel.

The batteries powering the transmitter shall have an operational life of one (1) year and be easily replaced in the field by agency personnel.

The Bidder shall supply replacement straps, replacement batteries and associated pieces to secure transmitters/straps at no charge while equipment is under lease or maintenance contract.

RECEIVER/MONITOR:

The monitor shall continuously monitor the offender's transmitter while at home and meet the following minimum requirements:

The monitor/receiver shall be easily installed in the offender's home. In addition to the home monitoring units that communicate via analog landline phone service, units that are capable of utilizing cellular phone service in homes without analog landline phone service are required. Units capable of simultaneous notification to monitoring center and Probation staff are required.

The receiver/monitors shall be range-selectable. Bidder shall identify the range capability. Preference will be given to units that offer more range choices and ones that can be reduced as small as 35 feet. (Please list ranges.)

The landline phone service receiver/monitors shall be easily attached to a standard pulse or touch-tone telephone, as well as a standard two-prong AC power source by the designated employee with minimum training in installation.

The cellular phone service receiver/monitors shall have built-in cellular phone service and be easily attached to a standard two-prong AC power source by the designated employee with minimum training in installation.

Preference will be given to cellular phone service receiver/monitors that have a method of location verification of its whereabouts that does not require visual verification by designated employee.

The receiver/monitors shall detect and store, with date/time stamp, the following events as a minimum and promptly communicate them to the monitoring center:

- Arrival of the transmitter within the range of the receiver/monitor
- Departure of transmitter out of range of the receiver/monitor after a preset programmable time interval
- Tampering with the offender transmitter
- An attempt to simulate or duplicate the radio signal by a device other than the offender's own transmitter
- Loss and/or restoration of the telephone service. The disconnection event shall be sent as soon as the telephone service is restored.
- Loss and/or restoration of the home's commercial power
- Low battery condition of transmitter and/or receiver
- Tampering of receiver by attempts to open housing

The receiver/monitor shall not pose a health or safety hazard to the participant or other family members and shall function reliably under normal household environmental and atmospheric conditions.

Electrical surge protectors shall be built in for connecting power and communications lines.

The receiver/monitor shall incorporate an internal antenna to eliminate possibility of tampering by the offender.

The receiver/monitor shall be capable of being installed and made operational by the Officer following training provided by the Bidder. The cost of the training shall be included in the pricing.

During periods where no activity has been detected, the receiver/monitor shall automatically report to the monitoring center that it is connected and functioning properly and the status of the offender's presence. The length of these periods shall be Officer selectable on a per offender basis from the monitoring center without requiring the Officer to go to the offender's home or come in contact with the receiver/monitor.

The receiver/monitor shall be powered by the home's commercial power. In the event of a commercial power loss or disconnection of power by the offender, the receiver/monitor back-up battery shall provide a minimum of twenty four (24) hours continuous operating power for all functions. The back-up battery shall be automatically recharged by the restoration of power.

The Bidder shall provide toll-free telephone lines for all communication to/from the participant's home and monitoring facility. The Bidder shall provide a toll-free telephone hot line for both operational help and technical support.

IN-HOME AND/OR SECURE CONTINUOUS REMOTE ALCOHOL SENSING UNITS:

Bidder shall provide alcohol sensing units capable of:

- Multiple tests per day/or continuous alcohol monitoring
- Client identification/verification
- Reliable test results that can be used forensically at .02 and above

DRIVE-BY/PROXIMITY MONITORING UNITS:

The bidder shall supply two (2) portable monitoring units for Probation to detect and identify a nearby offender wearing a transmitter. The following are minimum requirements:

- The device shall be a small hand-held unit easy to carry.
- The device shall have a range control of at least five hundred (500) feet.
- The device shall be capable of detecting only a single selected transmitter.
- The device shall operate from an internal rechargeable battery for at least ten (10) hours and also be powered from both a car's power outlet and 110 VAC.
- The device shall be capable of registering tamper and low battery information.

ACTIVE GPS DEVICES - ONE-PIECE AND/OR TWO-PIECE UNITS:

The GPS unit, if separate from the transmitter, shall be durable, easy to carry and tamper resistant.

The GPS unit battery shall last a minimum of eighteen (18) hours before recharging is needed.

The GPS unit shall send an alert to the monitoring center/program when battery runs low.

The GPS unit shall be easily rechargeable, at or away from client's residence.

The GPS exclusion/inclusion zones shall be easy to enroll and adjustable. Bidder shall identify shapes of zones, along with minimum and maximum sizes.

The GPS unit shall have the capability of one or two way communication with client with voice, sound and/or vibration. Bidder shall specify means of communication.

The cellular provider for GPS and standard home monitoring shall have broad, reliable coverage in Monroe County, NY and the immediately surrounding county areas. The Bidder shall identify cell provider within Monroe County and any weaknesses in coverage in Monroe County.

Bidder shall indicate the accuracy of the GPS-indicated location from Bidder's GPS unit and the actual location of the individual and if/how it is reported by Bidder's system/database.

If two piece unit is proposed, when GPS device is off the charger it shall alert if client is away from unit. Preference will be given to units with a shorter distance and quicker alert time for this event. (Please list distance and time.)

If two piece unit is proposed, preference will be given to units that have an adjustable range when they are in the charging base. (Please list range specifications.)

DOMESTIC VIOLENCE/VICTIM NOTIFICATION SOLUTION:

The Domestic Violence Program requires all specifications as listed above, with the additional items listed below:

The bidder shall provide a domestic violence electronic monitoring system that includes consultation, monitoring, equipment and support services to monitor offender activities and alert victim of offender attempted contact.

Monitoring shall include:

- offender surveillance available via web-based applications readily accessible from remote locations
- victim real time notification via mobile electronic perimeter detection, cell phone or pager as provided by the vendor if necessary
- Probation notification

The system should provide various levels of monitoring, ranging from home confinement through the monitoring of curfew activities of the offender using GPS technologies, transmitter and receiver monitors.

The program requires a capability for simultaneous alerts to Probation and the offender's potential victim (via audible tone through a second receiver/monitor, pager or cell phone) that the offender is approaching the victim's residence/location/or designated safe zone.

The Bidder shall provide paging or/cellular phone service so that the monitoring center can immediately notify the victim remotely when a violation occurs.

ADDITIONAL EQUIPMENT REQUIREMENTS:

The Bidder shall provide the following:

- All computer and related equipment to facilitate information transmission from Probation to the Bidder including, but not limited to, remote CPU, keyboard, modem, laser fax, laser printing, cabling, etc. 2013 models of above or newer are required.
- Four (4) non-Centrex phone lines at Probation for technician, remote, fax, modem and unit installation test line
- Toll-free access at no extra cost to Probation remote terminal to Bidder's central computer system
- Pre-loaded software for all necessary functioning of the remote site and to assist technician in all phases of communication and record keeping
- Two (2) portable units (laptop computer, tablet or similar device, with built in Verizon mobile broadband and two additional units upon request, capable of supporting full functionality of EM software and capable of showing the GPS location/maps of offenders and capable of supporting the interface with the probation network (MAC OS X 10.4.9 or later, Windows XP or 7 or later). Said units shall be of 2013 make or newer.
- Five (5) installation kits or more as needed
- Two (2) smart phones to be used by probation staff to receive and respond to violation alerts.

SURPLUS INVENTORY:

Bidder shall maintain a local surplus inventory at Probation, with capability of providing additional units, as needed, within three (3) business days from date of request. Charges shall be activated upon units being placed in service. The inventory should consist of a minimum of:

- ten (10) electronic monitoring units that utilize landline phone service
- ten (10) electronic monitoring units that are capable of utilizing cellular phone service in homes without analog landline phone service
- five (5) alco-sensor-equipped monitoring units
- ten (10) GPS electronic monitoring units
- two (2) domestic violence solutions (electronic monitoring units and associated equipment for victim notification, as described later)

MONITORING

SERVICE CENTER:

Bidder shall provide continuous 24 hour monitoring services which would, within 10 minutes of electronic detection of compromise in security of equipment, curfew violation of monitored individual, violation of exclusion/inclusion zones for GPS or alcohol violations, cause an operator to attempt to contact the monitored individual by phone. Contact will be attempted in order to ascertain if equipment is malfunctioning, if the monitored individual has broken security of equipment or violated conditions or parameters of house arrest. If no answer from the individual within the 10 minutes allotted or verification of violation of house arrest occurs, the Bidder shall have the ability to immediately notify Probation by phone, fax, pager, Email and text message. While a 10 minute maximum has been stated above, Bidder shall identify minimum and maximum response times for alerts notification.

In emergency circumstances, Bidder shall ensure emergency back-up (ex. blackouts, storms, etc.).

Bidder shall provide security coding to allow Probation to listen to recorded client responses.

The Bidder shall have a written policy and procedures manual that details the operations of the monitoring center facility as well as monitoring services and support staff.

The Bidder shall have a notification policy for offender violations that is flexible and allows Probation to establish multiple distinct levels of security.

The Bidder shall have the capability to immediately and accurately confirm incidents prior to notifying Probation.

The Bidder shall have the capability of transmitting reports and incidents by a pager, remote, printer, facsimile, telephone or direct mail.

All incident report intervals shall be predetermined by written request of Probation. Probation shall choose any level for any breakdown of its caseload and further may change any offender's notification level at will. The Bidder shall have an adjustable policy to meet the notification intervals desired by Probation included in the bid price.

Preference will be given to the bidder that has 24/7 Spanish speaking staff at the monitoring center available for client contact with Spanish speaking clients.

REPORTING:

The Bidder shall provide a web-based software system for accessing all information.

Bidder shall provide on-line and in report format the following data:

- By monitored individual, real-time sorting/tracking capability of the applicable program and assigned officer
- By monitored individual, a daily activity report faxed/on-line to Probation by 8:00 AM EST the following business day showing date, time and type of activity
- By monitored individual, a history of all activity throughout the active file, filtered as required by Probation and accessible by any time period as required
- By monitored individual, a description of each violation, within 10 minutes of violation, such as violation of security of equipment, violation of house arrest or other similar situations
- A listing showing all active and inactive monitored individuals, complete with identity of assigned officer, installation and connection dates of monitoring equipment
- A report showing additions and deletions of monitored individuals to system during previous 90 day period
- By equipment number, showing monitored individual's identity
- By equipment number, equipment service reports and cumulative equipment service history
- Curfew hour recap report by individual and by group (for statistical analysis)

Examples of above mentioned reports shall be submitted with bid.

SECURITY:

Bidder shall maintain all monitoring equipment and related supplies to immediately detect and notify Bidder of compromise in security of equipment, violation of house arrest or other similar situation.

Bidder shall ensure security of information furnished to Bidder and information generated by monitoring system.

Client's records are to be kept confidential. No information shall be disclosed to a third party without written consent of Probation or order of the court of jurisdiction. Bidder shall maintain for inspection and examination by Probation all client records for the life of the contract.

Data generated by the monitoring systems is not to be altered.

At the conclusion of the contract, the Bidder shall maintain all data for a minimum period of one (1) year or other period of retention as deemed necessary by Probation. Prior to the removal and destruction of any data, Probation shall be given a 30 day notice. The Bidder shall also provide evidence of sworn statements that all client records have been removed from the monitoring system including electronically stored data and hard copy. Before any data may be retained for statistical purposes, a written request shall be sent to Probation for written approval.

Bidder shall notify Probation immediately upon receipt of any legal process requiring disclosure of any client's records.

TRAINING:

Bidder shall provide unlimited on-site customer training on an as-requested basis at Bidder's expense.

PRICING:

Pricing shall be inclusive per type of unit per day for units in service. Pricing shall include incremental discounts, at increments of 25 for up to 125 units in service. See attached pricing sheet.

MISCELLANEOUS:

The Bidder shall provide a toll-free, 24 hour a day customer service line.

Upon request of Probation or in response to a subpoena, Bidder shall appear and testify in any legal proceedings by a court of law. All expenses and payment for these services shall be the responsibility of the Bidder.

Probation reserves the right to conduct on-site inspection of Bidder's facilities during or prior to the contract period at Bidder's expense.

The Bidder is to provide catalogs, literature and any other substantive data with the bid that will insure the items bid fully meet all the requirements of the above mentioned specifications.

At the time of the award, the successful bidder will be required to have any Monroe County property taxes paid-to-date.

All equipment proposed must have been upheld in a Court of Law and documentation/case law reference shall be provided with the bid.

ELECTRONIC MONITORING SERVICES
UNIT PRICE SHEET

<u>Item</u>	<u>Quantity</u>	<u>Cost Per Client/Day</u>
RF-Landline	1-25	\$3.75
	26-50	\$3.70
	51-75	\$3.65
	76-100	\$3.60
	101-125	\$3.55
RF-Cellular	1-25	\$5.25
	26-50	\$5.20
	51-75	\$5.15
	76-100	\$5.10
	101-125	\$5.00
Alcohol Monitoring Device	1-25	\$5.10
	26-50	\$5.05
	51-75	\$5.00
	76-100	\$4.95
	101-125	\$4.90
GPS	1-25	\$6.90
	26-50	\$6.85
	51-75	\$6.80
	76-100	\$6.75
	101-125	\$6.70
GPS for Domestic Violence (with victim notification)	1-25	\$12.00
	26-50	\$11.95
	51-75	\$11.90
	76-100	\$11.85
	101-125	\$11.80

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 "1" being poor, "5" average and "10" excellent. Please include any additional comments or suggestions in the space provided below. Monroe County Purchasing appreciates your input.

	Poor				Average					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 (i.e. product information, cost saving strategies, ideas for better use of resources, etc.)										

Survey Completed by:

Name:

Title:

Agency:

Telephone: _____ Fax:

E-mail:

Please submit this survey to Monroe County Purchasing.