Purchasing Memorandum

Contract Award Notification Update

Award Number: 21500

Group: 40504 – Mack Truck Replacement Parts (DOT & Others)

Contract Period: January 1, 2009 to December 31, 2011

Contractor(s)/Contract No(s.):
- Beam Mack, East Syracuse/PC64045
- Beam Mack, Horseheads/PC64046
- Beam Mack, Rochester/PC64047
- Beam Mack, Watertown/PC64048
- SBD Holding, d/b/a Albany Mack/PC64049

Subject: Cancellation of Award #21500

All State Agencies and Others Authorized to Use State Contracts:

The above referenced award, which was due to commence on January 1, 2009, has been cancelled. The Office of General Services will be issuing a new Invitation for Bids in the near future. This procurement opportunity will be posted on our bid calendar and all eligible bidders may respond.

Please be sure your company is registered to receive bid opportunity announcements on our Bidder Notification System. You may register at: http://www.ogs.state.ny.us/ovr/Default.asp
CONTRACT AWARD NOTIFICATION

<table>
<thead>
<tr>
<th>Title</th>
<th>Group 40504–MACK TRUCK REPLACEMENT PARTS (DOT &amp; Others)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification Code(s):</td>
<td>25</td>
</tr>
<tr>
<td>Award Number</td>
<td>21500 (Replaces Award 20167)</td>
</tr>
<tr>
<td>Contract Period</td>
<td>January 1, 2009 to December 31, 2011</td>
</tr>
<tr>
<td>Bid Opening Date</td>
<td>June 10, 2008</td>
</tr>
<tr>
<td>Date of Issue</td>
<td>August 29, 2008</td>
</tr>
<tr>
<td>Specification Reference</td>
<td>As Incorporated In The Invitation for Bids</td>
</tr>
<tr>
<td>Contractor Information</td>
<td>Appears on Page 2 of this Award</td>
</tr>
</tbody>
</table>

Address Inquiries To:

<table>
<thead>
<tr>
<th>State Agencies &amp; Vendors</th>
<th>Political Subdivisions &amp; Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Dawn Curley</td>
</tr>
<tr>
<td>Title</td>
<td>Purchasing Officer 1</td>
</tr>
<tr>
<td>Phone</td>
<td>518-474-2802</td>
</tr>
<tr>
<td>Fax</td>
<td>518-474-8676</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:dawn.curley@ogs.state.ny.us">dawn.curley@ogs.state.ny.us</a></td>
</tr>
<tr>
<td></td>
<td>Customer Services</td>
</tr>
<tr>
<td></td>
<td>Phone : 518-474-6717</td>
</tr>
<tr>
<td></td>
<td>Fax : 518-474-2437</td>
</tr>
<tr>
<td></td>
<td>E-mail : <a href="mailto:customer.services@ogs.state.ny.us">customer.services@ogs.state.ny.us</a></td>
</tr>
</tbody>
</table>

The Procurement Services Group values your input.

Description

This award provides the Department of Transportation and Others with a contract for Mack truck replacement parts.

PR # 21500
NOTE: See individual contract items to determine actual awardees.

<table>
<thead>
<tr>
<th>CONTRACT #</th>
<th>CONTRACTOR &amp; ADDRESS</th>
<th>TELEPHONE #</th>
<th>FED. IDENT. #</th>
</tr>
</thead>
</table>
| PC64045    | BEAM MACK SALES & SERVICE, INC.  
6260 East Molloy Road  
E Syracuse, NY  13057 | 877/696-6225  
315/437-2574  
Mr. Jerry Nicholas  
Fax: 315/437-3794  
E mail: jerryn@beammack.com  
web: www.beammack.com | 16-0742432 |
| PC64046    | BEAM MACK SALES & SERVICE, INC.  
3050 Lake Road  
Horseheads, NY  14845 | 877/650-8789  
607/733-4606  
Mr. William Fairchild, Jr.  
Fax: 607/398-7224  
E mail: jr@beammack.com  
web: www.beammack.com | 16-0742432 |
| PC64047    | BEAM MACK SALES & SERVICE, INC.  
2674 W. Henrietta Road  
Rochester, NY  14623 | 877/232-6094  
585/424-4860  
Mr. Mike Bucci  
Fax: 585/272-8851  
E mail: mikeb@beammack.com  
web: www.beammack.com | 16-0742432 |
| PC64048    | BEAM MACK SALES & SERVICE, INC.  
P.O. Box 6237, 22048 Salmon Run Rd.  
Watertown, NY  13601 | 877/788-2180  
315/788-2180  
Ms. Mindy Morse  
Fax: 315/785-9462  
E mail: mindy@beammack.com  
Web: www.beammack.com | 16-0742432 |
| PC64049    | SBD HOLDING CO LLC  
d/b/a Albany Mack Sales  
90 Harts Lane  
Albany, NY  12204 | 800/287-4768  
518/434-2177  
Mr. Thomas Marquit  
Fax: 518/426-4309  
E mail: tmarquit@albanytrucksales.com  
Web: www.albanytrucksales.com | 06-1446892 |

Cash Discount, If Shown, Should be Given Special Attention.

INVOICES MUST BE SENT DIRECTLY TO THE ORDERING AGENCY FOR PAYMENT.
(See "Contract Payments" and "Electronic Payments" in this document.)

AGENCIES SHOULD NOTIFY THE PROCUREMENT SERVICES GROUP PROMPTLY IF THE CONTRACTOR FAILS TO MEET DELIVERY OR OTHER TERMS OF THIS CONTRACT. PRODUCTS OR SERVICES WHICH DO NOT COMPLY WITH THE SPECIFICATIONS OR ARE OTHERWISE UNSATISFACTORY TO THE AGENCY SHOULD ALSO BE REPORTED TO THE PROCUREMENT SERVICES GROUP.

SMALL, MINORITY AND WOMEN-OWNED BUSINESSES:

The letters SB listed under the Contract Number indicate the contractor is a NYS small business. Additionally, the letters MBE and WBE indicate the contractor is a Minority-owned Business Enterprise and/or Woman-owned Business Enterprise.
RECYCLED, REMANUFACTURED AND ENERGY EFFICIENT PRODUCTS:

The Procurement Services Group supports and encourages the purchase of recycled, remanufactured, energy efficient and "energy star" products. If one of the following codes appears as a suffix in the Award Number or is noted under the individual Contract Number(s) in this Contract Award Notification, please look at the individual awarded items for more information on products meeting the suffix description.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RS, RP, RA</td>
<td>Recycled</td>
</tr>
<tr>
<td>RM</td>
<td>Remanufactured</td>
</tr>
<tr>
<td>SW</td>
<td>Solid Waste Impact</td>
</tr>
<tr>
<td>EE</td>
<td>Energy Efficient</td>
</tr>
<tr>
<td>E*</td>
<td>EPA Energy Star</td>
</tr>
<tr>
<td>ES</td>
<td>Environmentally Sensitive</td>
</tr>
</tbody>
</table>

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).

PRICE:

Price includes all customs duties and charges and is net, F.O.B. destination any point in New York State as designated by the ordering agency including tailgate delivery.

Price shall be determined by applying the stated discount to the manufacturer’s referenced price list in effect at time of placing order.

CONTRACTOR SHALL NOTIFY THE OFFICE OF GENERAL SERVICES IN WRITING A MINIMUM OF TWO WEEKS PRIOR TO REVISION OF PRICE LIST AND SHALL SUBMIT THREE COPIES OF REVISED PRICES.

For emergency orders, agency may request shipment by other than normal method. The difference in transportation charges will be borne by the ordering agency. Such charges should be shown separately, on the voucher. It is understood and agreed that the Department of Transportation or other state agency may, if it so desires, purchase its requirement of Mack truck replacement parts from other sources of supply, providing its requirements do not total more than $1,000.00 net, within a 30-day period.

Additionally, it is understood and agreed that the agency may also purchase replacement parts that are equal in form, function and utility to those re-packaged or re-labeled for sale by Mack trucks, providing those equitable parts are available under terms which are more economically efficient to the state agency (e.g., delivery terms, warranty terms, etc.)
PRICE LIST REVISION:

The manufacturer’s published price list shall be subject to revision in accordance with changes which may be made by the manufacturer. Each revision shall be submitted to this office at no charge as required in the “PRICE” clause.

ACCEPTANCE OF NEW YORK STATE PURCHASING CARD FOR ORDERS UP TO $15,000:

The following contractors have indicated that they will accept the New York State Purchasing Card for orders up to $15,000:

<table>
<thead>
<tr>
<th>Contractor</th>
<th>Additional Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>SBD Holding Co., LLC d/b/a Albany Mack Sales</td>
<td>0%</td>
</tr>
</tbody>
</table>

DEPARTMENT OF TRANSPORTATION MACK TRUCK REPLACEMENT PARTS:

Mack truck replacement parts, as listed in the Mack price list dated January 2008 or latest revision thereof, and at the price level and discount listed below:

<table>
<thead>
<tr>
<th>Region</th>
<th>Contractor</th>
<th>Discount/Price Level</th>
<th>Stock Item</th>
<th>Non-Stock Item</th>
<th>Emergency Item Shipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>1, 2</td>
<td>SBD Holding d/b/a Albany Mack</td>
<td>Level 3, Nat’l Fleet minus 6%</td>
<td>2 days</td>
<td>15 days</td>
<td>2 days</td>
</tr>
<tr>
<td>3</td>
<td>Beam Mack – E. Syracuse</td>
<td>Level 3, Nat’l Fleet minus 5%</td>
<td>2 days</td>
<td>7 days</td>
<td>1 day</td>
</tr>
<tr>
<td>4</td>
<td>Beam Mack – Rochester</td>
<td>Level 3, Nat’l Fleet minus 5%</td>
<td>2 days</td>
<td>7 days</td>
<td>1 day</td>
</tr>
<tr>
<td>5</td>
<td>No Award</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Beam Mack - Horseheads</td>
<td>Level 3, Nat’l Fleet minus 5%</td>
<td>2 days</td>
<td>7 days</td>
<td>1 day</td>
</tr>
<tr>
<td>7</td>
<td>Beam Mack – Watertown</td>
<td>Level 3, Nat’l Fleet minus 5%</td>
<td>2 days</td>
<td>7 days</td>
<td>1 day</td>
</tr>
<tr>
<td>8</td>
<td>SBD Holding d/b/a Albany Mack</td>
<td>Level 3, Nat’l Fleet minus 6%</td>
<td>2 days</td>
<td>15 days</td>
<td>2 days</td>
</tr>
<tr>
<td>9</td>
<td>No Award</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>No Award</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

REQUEST FOR CHANGE:

Any request by the agency or contractor regarding changes in any part of the contract must be made in writing to the Office of General Services, Procurement Services Group, prior to effectuation.

CONTRACT PAYMENTS:

Payments cannot be processed by State facilities until the contract products have been delivered in satisfactory condition or services have been satisfactorily performed. Payment will be based on any invoice used in the supplier's normal course of business. However, such invoice must contain sufficient data including but not limited to contract number, description of product or service, quantity, unit and price per unit as well as federal identification number.

State facilities are required to forward properly completed vouchers to the Office of the State Comptroller for audit and payment. All facilities are urged to process every completed voucher expeditiously giving particular attention to those involving cash discounts for prompt payment.

If the contract terms indicate political subdivisions and others authorized by law are allowed to participate, those entities are required to make payments directly to the contractor. Prior to processing such payment, the contractor may be required to complete the ordering non-State agency's own voucher form.


(continued)
ELECTRONIC PAYMENTS:

The Office of the State Comptroller (OSC) offers an "electronic payment" option in lieu of issuing checks. To obtain an electronic payment authorization form visit the OSC website at www.osc.state.ny.us or contact them by e-mail at epunit@osc.state.ny.us or by phone at 518-474-4032.

NOTE TO CONTRACTOR:

This Contract Award Notification is not an order. Do not take any action under this contract except on the basis of purchase order(s) from the agency or agencies.

PSG's DISPUTE RESOLUTION POLICY:

It is the policy of the Office of General Services’ Procurement Services Group (PSG) to provide vendors with an opportunity to administratively resolve disputes, complaints or inquiries related to PSG bid solicitations or contract awards. PSG encourages vendors to seek resolution of disputes through consultation with PSG staff. All such matters will be accorded impartial and timely consideration. Interested parties may also file formal written disputes. A copy of PSG’s Dispute Resolution Procedures for Vendors may be obtained by contacting the person shown on the front of this document or through the OGS website (www.ogs.state.ny.us).

CANCELLATION FOR CONVENIENCE

The State of New York retains the right to cancel this contract, in whole or in part without reason provided that the Contractor is given at least sixty (60) days notice of its intent to cancel. This provision should not be understood as waiving the State's right to terminate the contract for cause or stop work immediately for unsatisfactory work, but is supplementary to that provision. Any such cancellation shall have no effect on existing Agency agreements, which are subject to the same 60 day discretionary cancellation or cancellation for cause by the respective user Agencies.

DELIVERY:

For all items which are normally stocked by the contractor, shipment shall be made within two (2) days of receipt of order.

If non-stock items are ordered, the contractor shall immediately so advise the agency and shall make shipment within fifteen (15) days. If shipment cannot be made within the allotted time, purchase may be made in the open market without penalty to the contractor and without regard to $1,000.00 limitation specified previously under "Price".

Shipments of emergency items shall be made immediately.

Agency shall also be accorded “over-the-counter” service, if available.

CONTRACT PERIOD AND RENEWALS:

Discounts quoted are firm for the entire period of the contract. Discount reduction will not be allowed. Discount increases are permitted at any time.

If mutually agreed between the Procurement Services Group and the contractor, the contract may be renewed under the same terms and conditions for additional period(s) not to exceed a total contract term of five (5) years.
GUARANTEE:

The bidder guarantees that the replacement parts offered are genuine standard new stock product specifically designed and manufactured for use with original equipment listed in this Invitation for Bids; also that no part shall be substituted contrary to the manufacturer’s recommendation. Every replacement part delivered shall be guaranteed against faulty material and workmanship in accordance with the manufacturer’s standard guaranty. Any faulty part shall be immediately replaced by the contractor without any cost to the State.

PRICE SHEETS AND SERVICE:

Contractors in Regions 2-4 and 6-8 shall furnish two (2) complete sets of current price sheets to delivery point in their region, at no charge. Contractor in Region 1 shall furnish two (2) complete sets of current price sheets to delivery point indicated, one (1) complete set to Frank Bonesteel, Department of Transportation, 50 Wolf Road – POD 5-2, Albany, NY, 12232 and three (3) complete sets to Office of General Services, Procurement Services Group, 38th floor, Corning Tower Bldg., Empire State Plaza, Albany, NY 12242, at no charge.

In lieu of this, manufacturer may mail the required number of price sheets directly to delivery points listed below, as well as above addresses. If no award is made in Region 1, the manufacturer shall mail the required number of price sheets directly to the above addresses at no charge.

Upon request, contractor shall assist the using agency in the use of the price sheets.

"OGS OR LESS" GUIDELINES APPLY TO THIS CONTRACT:

Purchases of the products included in the Invitation For Bids and related Contract Award Notification are subject to the "OGS or Less" provisions of Section 163.3.a.v., Article XI, of the New York State Finance Law. This means that State agencies can purchase products from sources other than the contractor provided that such products are substantially similar in form, function or utility to the products herein and are:

1. lower in price
2. available under terms which are more economically efficient to the State agency (e.g. delivery terms, warranty terms, etc.).

Agencies are reminded that they must provide the State contractor an opportunity to match the non-contract savings at least two business days prior to purchase. In addition, purchases made under "OGS or Less" flexibility must meet all requirements of law including, but not limited to, advertising in the New York State Contract Reporter, prior approval of the Comptroller’s Office and competitive bidding of requirements exceeding the discretionary bid limit. State agencies should refer to Procurement Council Bulletin "OGS or Less Purchases" for complete procedural and reporting requirements.
REPORT OF CONTRACT PURCHASES:

Contractor shall furnish a report containing both state agency and authorized non-state agency contract purchases by the fifteenth of the month following the end of each six month period. In addition to contractor direct sales, contractor shall submit sales information for all resellers, dealers, distributors or other authorized distribution channels, where such contract sales are provided by other than the contractor. Contractors shall verify if each alternate vendor is a NYS Certified Minority (MBE) or Women (WBE) Owned Businesses. Contractors shall verify such status through the Empire State Development Minority and Women Owned Businesses Database web site at: http://205.232.252.35/.

A separate report shall be provided in the following format for each authorized distribution channel. The sales report form is forwarded to each contractor at time of award for completion in accordance with the contract terms and conditions:

<table>
<thead>
<tr>
<th>Item/SubItem</th>
<th>Product or Catalog Number</th>
<th>Product/Service Description</th>
<th>Total Quantity Shipped to State Agencies</th>
<th>Total Quantity Shipped to Authorized Non-State Agencies</th>
<th>Total $ Value</th>
</tr>
</thead>
</table>

The report is to be submitted to the Office of General Services, Procurement Services Group, Tower Bldg., Empire State Plaza, Albany, NY 12242, to the attention of the individual shown on the front page of the Contract Award Notification and shall reference the Group Number, the Award Number, Contract Number, sales period, and contractor's (or other authorized agent) name.

The outlined sales report is the minimum information required. Additional related sales information, such as monthly reports, and/or detailed user purchases may be required and must be supplied upon request.

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

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

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

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

(continued)
REGIONS:

The Department of Transportation Regions and delivery points are as follows: New York State Department of Transportation Equipment Management Shops.

<table>
<thead>
<tr>
<th>REGIONS</th>
<th>DELIVERY POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>21 Ninth St., Waterford, NY 12188</td>
</tr>
<tr>
<td>2</td>
<td>Harbor Lock Rd., Utica, NY 13503</td>
</tr>
<tr>
<td>3</td>
<td>5450 So. Bay Rd., No. Syracuse, NY 13212</td>
</tr>
<tr>
<td>4</td>
<td>2797 Clover St., Pittsford, NY 14534</td>
</tr>
<tr>
<td>5</td>
<td>4717 So. Western Blvd., Hamburg, NY 14075</td>
</tr>
<tr>
<td>6</td>
<td>7000 County Rt. 70A, Hornell, NY 14843</td>
</tr>
<tr>
<td>7</td>
<td>Box 22422, Route 342, Watertown, NY 13601</td>
</tr>
<tr>
<td>8</td>
<td>272-278 Violet Ave., Poughkeepsie, NY 12601</td>
</tr>
<tr>
<td>9</td>
<td>241 Colesville Rd., Binghamton, NY 13904</td>
</tr>
<tr>
<td>10</td>
<td>375 N. Carlton Ave., Central Islip, NY 11722</td>
</tr>
</tbody>
</table>

The above Regions consist of the following counties:

REGION 2: Fulton, Hamilton, Herkimer, Madison, Montgomery, Oneida
REGION 3: Cayuga, Cortland, Onondaga, Oswego, Seneca, Tompkins
REGION 4: Genesee, Livingston, Monroe, Ontario, Orleans, Wyoming, Wayne
REGION 5: Cattaraugus, Chautauqua, Erie, Niagara
REGION 6: Allegany, Chemung, Schuyler, Steuben, Yates
REGION 7: Clinton, Franklin, Jefferson, Lewis, St. Lawrence
REGION 8: Columbia, Dutchess, Orange, Putnam, Rockland, Ulster, Westchester
REGION 9: Broome, Chenango, Delaware, Otsego, Schoharie, Sullivan, Tioga
REGION 10: Nassau, Suffolk

(continued)
GENERAL INFORMATION (Cont’d)

PACKAGING:

All items furnished must be new and in the manufacturer's individual original, standard package, clearly marked as to part number and contents. Items which are repackaged and/or relabeled for sale by Mack trucks, which are not manufactured exclusively for sale by Mack, may be purchased by DOT and other contract users from other sources of supply (see “Price” clause herein).
State of New York
Office of General Services
PROCUREMENT SERVICES GROUP
Contract Performance Report

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve our contract award, where appropriate. Comments should include those of the product’s end user.

Contract No.: ........................................  Contractor: ________________________________

Describe Product* Provided (Include Item No., if available): ________________________________________

*Note: “Product” is defined as a deliverable under any Bid or Contract, which may include commodities (including printing), services and/or technology. The term “Product” includes Licensed Software.

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Acceptable</th>
<th>Unacceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Product meets your needs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Product meets contract specifications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Pricing</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CONTRACTOR

<table>
<thead>
<tr>
<th>Excellent</th>
<th>Good</th>
<th>Acceptable</th>
<th>Unacceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Timeliness of delivery</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Completeness of order (fill rate)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Responsiveness to inquiries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Employee courtesy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Problem resolution</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments: ________________________________________________________________________________

__________________________________________________________________________________________ (over)

Agency: ________________________________  Prepared by: ________________________________

Address: ________________________________  Title: ________________________________

______________________________  Date: ________________________________

______________________________  Phone: ________________________________

______________________________  E-mail: ________________________________

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

OGS PROCUREMENT SERVICES GROUP
Customer Services, 37th Floor
Corning 2nd Tower - Empire State Plaza
Albany, New York 12242

* * * * *

(continued)