



# CONTRACT DATA SHEET

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

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**TITLE:** Crane & Hoist Inspection, Repair & Certification

**CONTRACT #:** 0903-09 – SAP Contract #4700006609

**CONTRACT DATES:** 10/9/09-9/30/14

**BUYER:** Phil DiFrancesco  
**PHONE:** 585/753-1130  
**FAX:** 585/753-1104

**VENDOR(S):** Retrotech  
610 Fishers Run  
Victor, NY 14564  
  
ph: 585-924-6333  
fax: 585-924-6334

## TERMS AND CONDITIONS

- BID ITEM:** **CRANE & HOIST INSPECTION & REPAIR**
- FOR:** MONROE COUNTY AND ITS VARIOUS AGENCIES
- DEPARTMENT CONTACT:** Kevin Blackburn, (585) 753-7656
- 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. **COPIES 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 on 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 his 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 **GRAND TOTAL**. Bidder must bid on all items 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 **September 30, 2010**, 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.
- 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.**

**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 [www.labor.state.ny.us](http://www.labor.state.ny.us).

**HOURLY RATE:** The contractor shall be paid for the number of hours actually expended at the job site times the labor rate per hour as bid. Overtime rate shall be defined as time and one half of the hourly rate after eight (8) hours per day and on Saturdays (1.5 x labor rate per hour). Double time shall be defined as double the hourly rate for Sundays and holidays (2 x labor rate per hour).

**WRITTEN ESTIMATES:** In every instance that the contractor anticipates that any emergency or follow-up job may cost five hundred dollars (\$500.00) or more, the contractor must, prior to commencing work, give a written estimate for the work. The estimate must show labor and materials cost. Materials must be priced according to the contract.

**MATERIAL COSTS:** All materials shall be itemized on each invoice and billed at **five percent (5%)** above the contractor's cost. Each item must include a full description including manufacturer, stock number and unit price. 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.

**EMERGENCY WORK REQUESTS:** The contractor must maintain a telephone number where he can be reached twenty-four (24) hours per day, seven (7) days per week.

**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 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.

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

**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.

**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, school districts, fire districts or other district or public authority located entirely or partly within Monroe County. Usage of this contract by any of these other political subdivisions or agencies or corporations will have to be coordinated between that subdivision or agency or corporations and the contractor. Orders placed against this contract between any subdivision or agency or corporation 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.

**CRANE & HOIST INSPECTION, REPAIR & CERTIFICATION  
SPECIFICATIONS**

**1.00 GENERAL:**

**1.01 SCOPE:**

**The Monroe County Department of Environmental Services** is seeking a qualified Bidder to perform **CRANE AND HOIST INSPECTION, REPAIR AND CERTIFICATION** on our equipment throughout the County. The work to be done under this contract and in accordance with these specifications consist of furnishing of equipment, material, supervision, labor, technical knowledge and skills necessary to satisfactorily and safely complete the job. The Bidder shall perform all work required to complete an **INSPECTION, REPAIR AND CERTIFICATION** program of the specified equipment; including the furnishing of all engineering necessary for the layout and execution of the work in accordance with the specifications. All calibrations, readings, observations, adjustments and recommendations for repair and any other work done shall be recorded and submitted to the Supervisor of Electrical Maintenance or his designee for approval after completion of work.

**1.02 CONTACT PERSON:**

Kevin P. Blackburn  
Supervisor of Electrical Maintenance  
Monroe County Department of Environmental Services  
Frank E. VanLare Wastewater Treatment Facility (**FEV**)  
1574 Lakeshore Boulevard  
Rochester, NY 14617  
(585) 753-7656 - Office  
E-mail: kblackburn@monroecounty.gov

**1.03 LOCATIONS:**

Buttonwood Pump Station (**BUTT**)  
15 North Greece Road  
Hilton, NY 14468

Fleet Center Complex (**FLE**)  
145 Paul Road  
Rochester, NY 14624

Flynn Road Pump Station (**FLYN**)  
599 Flynn Road  
Rochester, NY 14612

Frank E. VanLare Wastewater Treatment Facility (**FEV**)  
1574 Lake Shore Blvd.  
Rochester, NY 14617

Irondequoit Bay Pump Station (**IBPS**)  
1574 Lake Shore Blvd.  
Rochester, NY 14617

Island Cottage Pump Station (**ISLA**)  
390 Island Cottage Road  
Rochester, NY 14612

John Street Pump Station (**JOHN**)  
375 John Street  
Rochester, NY 14623

**CRANE & HOIST INSPECTION, REPAIR & CERTIFICATION  
SPECIFICATIONS**

McEwen Drive Pump Station (**MCEW**)  
436 McEwen Drive  
Webster, NY 14580

North West Quadrant Wastewater Treatment Facility (**NWQ**)  
170 Payne Beach Road  
Hilton, NY 14468

Riverton Pump Station (**RIVE**)  
450 Scottsville West Henrietta Road  
W. Henrietta, NY 14586

Spencerport Pump Station (**SPEN**)  
20 Northrup Creek Drive  
Spencerport, NY 14559

Structure 243 Control Site (**T02243**)  
2221 Saint Paul Blvd.  
Rochester, NY 14621

Monroe County reserves the right to add locations, within the County of Monroe, as the need arises.

**1.04 PRE-BID INSPECTION:**

It is suggested that the Bidder arrange a pre-bid inspection of the site(s) and review all available data and satisfy himself as to the nature and location of the work to be performed, the general and local conditions, particularly those bearing upon access to secure areas, the character of equipment and facilities and all other matters which can in any way affect the work or the cost thereof under this contract. Any failure by the Bidder to acquaint himself with all the available information concerning these conditions will not relieve him from the responsibility of carrying out work intended by this contract.

**1.05 QUALIFICATION OF BIDDER:**

Consideration will be given only to Bidders who can demonstrate that their background and technical abilities comply with the specifications. The apparent low Bidder shall submit with their bid a technical specification and checklist for the proposed work to be done. In addition, a sample report must also be included. The County shall have the sole responsibility for determining if the proposal meets the specifications. Should the apparent lowest Bidder fail to meet the requirements of the contract specifications as determined by the County's review, the Bid shall be rejected and the next lowest Bidder shall be considered. Bidders will not be allowed to submit the technical specifications a second time. However, additional supplementary information may be required by the County.

**1.06 SERVICE DESCRIPTION AND PRICING:**

This service will consist of **CRANE AND HOIST INSPECTION, REPAIR AND CERTIFICATION**. As size and location varies for each unit, pricing for inspection and/or certification shall be individual for each unit listed. Repairs shall be invoiced at an hourly rate with pricing for repair parts as the Bidder's net cost plus a maximum of a 5% markup. The County reserves the right to conduct an audit or to request documentary evidence to substantiate any prices billed for replacement parts.

**a) Time Charges:**

The following applies to **all** service visits:

1. The total time is to be computed from the time of arrival at the job site to the time of completion of the service call, with the exception of any personal time (i.e. meal break) for the bidder. No time charge will be considered for the trip to or from the job site.

**CRANE & HOIST INSPECTION, REPAIR & CERTIFICATION  
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2. All time is to be computed to the nearest half hour.
3. A one (1) hour minimum time charge will be permitted for any service call.

**b) Mileage:**

There shall be no mileage charge for either inspection visits or follow-up visits.

**c) Parts:**

If incidental 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.

**d) Invoicing:**

All invoicing submitted to the County shall show the **EQUIPMENT ID#** of the piece of equipment worked on.

**1.07 PROJECT SCHEDULE:**

Prior to the performance of the work, the Bidder shall supply a work schedule to the Supervisor of Electrical Maintenance or his designee. All work to be performed during normal working hours, 7:00 A.M. to 3:00 P.M. No work shall be done at any facility without the written consent of Supervisor of Electrical Maintenance or his designee and must be approved at least twenty-four (24) hours in advance.

All starting or stopping of equipment shall be done by Monroe County Personnel only.

All work shall be coordinated through the Supervisor of Electrical Maintenance or his designee. Any work related problems shall be brought immediately to his attention.

**1.08 EXPERIENCE:**

Bidders are reminded that they shall submit **with their bid** a description of their firm as it pertains to **CRANE AND HOIST INSPECTION, REPAIR AND CERTIFICATION**. Documentation of a minimum of five (5) years experience in performing work of similar size and scope must be included.

**1.09 DIVISION OF RESPONSIBILITY:**

- a) The County shall notify the bidder when equipment becomes available for inspection and certification. Work shall be coordinated to expedite project scheduling.
- b) The bidder shall notify the County's Supervisor of Electrical Maintenance or his designee prior to commencement of any testing.
- c) Any system, material or workmanship which is found defective on the basis of acceptance tests shall be reported to the County's Supervisor of Electrical Maintenance or his designee.

**1.10 SAFETY AND PRECAUTIONS:**

Safety practices shall include but are not limited to the following requirements:

- a. Occupational Safety and Health Act.
- b. Accident Prevention Manual for Industrial Operations, National Safety Council
- c. Applicable state and local safety operating procedures.

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- d. Owner's safety practices.
- e. National Fire Protection Assoc. - NFPA 70E
- f. American National Standards for Personnel Protection

The bidder shall have a designated safety representative on the project to supervise the testing operations with respect to safety.

**2.00 WORK TO BE PERFORMED:**

Equipment shall be **inspected, certified and load tested**. The following general procedures apply to all work performed:

As the work proceeds, a list of all major items that will need immediate repair shall be submitted to the appropriate supervisor on a daily basis for approval to proceed with repair work.

The minimum industry standards for the equipment to be tested are listed below:

**OSHA Standards:**

- 1910.179      Overhead and Gantry Cranes**
- 1919.28      Unit Proof Tests - Cranes and Gear Accessory thereto**
- 1919.71      Unit Proof Test and Examination of Cranes**
- 1919.90      Documentation**

**In addition to these standards each crane/hoist that is to be inspected shall be load tested once per year.**

**2.01 FOLLOW UP REPAIR VISITS:**

The contract vendor will be required to make repair visits as necessary, following recommendations made during Inspection and Certification. The follow up visit should be scheduled and coordinated with the ordering department and the contractor shall return for the repair visit with all required parts.

**a) Service Slip:**

The bidder will be required to supply a service slip detailing the location of work, equipment, model number(s), description of work performed and all labor and materials required to complete the repair. The service slip must be signed by the Supervisor of Electrical Maintenance or his designee and submitted to the department within seven (7) days of the follow up repair visit.

**2.02 EMERGENCY SERVICE REPAIR VISITS:**

The bidder will be required to provide twenty-four (24) hour emergency repair service to Monroe County as needed.

**a) Response Time:**

The bidder shall arrive at the problem site within twenty four (24) hours of the service call. The bidder must also provide a service slip as described above. A "per call" charge may be invoiced for this service.

**2.03 DAMAGES:**

Any damages found to be the direct result of the vendor's performance of services on any Monroe County equipment will be the responsibility of the bidder. This shall include repair or replacement of any equipment damaged by the vendor while performing the service of this contract.

**CRANE & HOIST INSPECTION, REPAIR & CERTIFICATION  
SPECIFICATIONS**

**3.00 EQUIPMENT TO BE INSPECTED AND CERTIFIED:**

Bidders shall submit a price for performing an inspection, certification and load test for the following equipment:

**BUTTONWOOD PUMP STATION, 15 N GREECE ROAD, HILTON**

<b>EQUIPMENT ID#:</b>	<b>LIF-00005</b>	<b>MM # 1010221</b>	<b>BID PRICE \$378.00</b>
<b>LOCATION:</b>	<b>BUTTONWOOD PS</b>		
<b>MANUFACTURER:</b>		<b>ACCO WRIGHT INC</b>	
<b>MODEL #:</b>		<b>WEL3</b>	
<b>SERIAL #:</b>		<b>L34916</b>	
<b>CAPACITY:</b>		<b>10 TON</b>	



**CRANE & HOIST INSPECTION, REPAIR & CERTIFICATION  
SPECIFICATIONS**

**FLEET CENTER, 145 PAUL ROAD, ROCHESTER**

**EQUIPMENT ID#: LIF-00020**

**MM # 1026883**

**BID PRICE \$378.00**

**LOCATION: FLEET CENTER - BUILDING 10**

**MANUFACTURER: YALE**

**SERIAL #: O2K11GO2**

**CAPACITY: 5 TON**

**CRANE & HOIST INSPECTION, REPAIR & CERTIFICATION  
SPECIFICATIONS**

**FLYNN ROAD PUMP STATION, 599 FLYNN ROAD, ROCHESTER**

**EQUIPMENT ID#: LIF-00018**

**MM # 1010216**

**BID PRICE \$378.00**

**LOCATION: FLYNN ROAD PS**

**MANUFACTURER:**

**DRESSER EQUIPMENT**

**SERIAL #:**

**31-92088E**

**CAPACITY:**

**6 TON**

**CRANE & HOIST INSPECTION, REPAIR & CERTIFICATION  
SPECIFICATIONS**

**IRONDEQUOIT BAY PUMP STATION, 1574 LAKE SHORE BLVD, ROCHESTER**

<b>EQUIPMENT ID#:</b>	<b>LIF-00001</b>	<b>MM # 1010203</b>	<b>BID PRICE \$378.00</b>
<b>LOCATION:</b>	<b>IBPS - CRANE - EAST</b>		
<b>MANUFACTURER:</b>		<b>ROBBINS AND MEYERS</b>	
<b>SERIAL #:</b>		<b>31985</b>	
<b>CAPACITY:</b>		<b>10 TON</b>	

<b>EQUIPMENT ID#:</b>	<b>LIF-00002</b>	<b>MM # 1010202</b>	<b>BID PRICE \$378.00</b>
<b>LOCATION:</b>	<b>IBPS - CRANE - WEST</b>		
<b>MANUFACTURER:</b>		<b>ROBBINS AND MEYERS</b>	
<b>SERIAL #:</b>		<b>31986</b>	
<b>CAPACITY:</b>		<b>10 TON</b>	

**CRANE & HOIST INSPECTION, REPAIR & CERTIFICATION  
SPECIFICATIONS**

**ISLAND COTTAGE PUMP STATION, 390 ISLAND COTTAGE ROAD, ROCHESTER**

**EQUIPMENT ID#: LIF-00017**

**MM # 1010214**

**BID PRICE \$378.00**

**LOCATION: ISLAND COTTAGE PS**

**MANUFACTURER:**

**DRESSER EQUIPMENT**

**SERIAL #:**

**31-92087E**

**CAPACITY:**

**5 TON**

**CRANE & HOIST INSPECTION, REPAIR & CERTIFICATION  
SPECIFICATIONS**

**JOHN STREET PUMP STATION, 375 JOHN ST, ROCHESTER**

**EQUIPMENT ID#: LIF-00021**

**MM # 1026884**

**BID PRICE \$378.00**

**LOCATION: JOHN STREET PS**

**MANUFACTURER:**

**CHESTER HOIST INC**

**SERIAL #:**

**ELM1834**

**CAPACITY:**

**4 TON**

**CRANE & HOIST INSPECTION, REPAIR & CERTIFICATION  
SPECIFICATIONS**

**McEWEN DRIVE PUMP STATION, 436 MC EWEN DR, WEBSTER**

**EQUIPMENT ID#: LIF-00019**

**MM # 1010225**

**BID PRICE \$340.00**

**LOCATION: MC EWEN PS**

**MANUFACTURER:**

YALE

**SERIAL #:**

AZ225548

**CAPACITY:**

2 TON

**CRANE & HOIST INSPECTION, REPAIR & CERTIFICATION  
SPECIFICATIONS**

**NWQ TREATMENT PLANT, 170 PAYNE BEACH ROAD, HILTON**

<b>EQUIPMENT ID#:</b>	<b>LIF-00003</b>	<b>MM # 1026885</b>	<b>BID PRICE \$378.00</b>
<b>LOCATION:</b>	NWQ - SCREEN AND GRIT - BUILDING 6		
<b>MANUFACTURER:</b>	ACCO WRIGHT INC		
<b>SERIAL #:</b>	F06100S3980		
<b>CAPACITY:</b>	5 TON		

<b>EQUIPMENT ID#:</b>	<b>LIF-00004</b>	<b>MM # 1026886</b>	<b>BID PRICE \$378.00</b>
<b>LOCATION:</b>	NWQ - SOLIDS - CRANE 1		
<b>MANUFACTURER:</b>	ACCO WRIGHT INC		
<b>MODEL #:</b>	C2W05		
<b>SERIAL #:</b>	532-20-12095		
<b>CAPACITY:</b>	5 TON		

<b>EQUIPMENT ID#:</b>	<b>LIF-00024</b>	<b>MM # 1026887</b>	<b>BID PRICE \$340.00</b>
<b>LOCATION:</b>	NWQ - SOLIDS - CRANE 2 - CHLORINE ROOM		
<b>MANUFACTURER:</b>	YALE		
<b>SERIAL #:</b>	AN198195		
<b>CAPACITY:</b>	2 TON		

<b>EQUIPMENT ID#:</b>	<b>LIF-00025</b>	<b>MM # 1026888</b>	<b>BID PRICE \$273.00</b>
<b>LOCATION:</b>	NWQ - TUNNEL ENTRANCE - BUILDING 7		
<b>MANUFACTURER:</b>	HARRINGTON INC.		
<b>MODEL #:</b>	SIZE D		
<b>SERIAL #:</b>	0019076		
<b>CAPACITY:</b>	1 TON		

**CRANE & HOIST INSPECTION, REPAIR & CERTIFICATION  
SPECIFICATIONS**

**RIVERTON PUMP STATION, 450 SCOTTSVILLE W HENRIE ROAD, WEST HENRIETTA**

**EQUIPMENT ID#: LIF-00023**

**MM # 1026889**

**BID PRICE \$273.00**

**LOCATION: RIVERTON PS**

**MANUFACTURER:**

**CHESTER HOIST INC**

**SERIAL #:**

**WC3573**

**CAPACITY:**

**1 TON**



**CRANE & HOIST INSPECTION, REPAIR & CERTIFICATION  
SPECIFICATIONS**

**STRUCTURE 243 CONTROL SITE, 2221 SAINT PAUL BLVD, ROCHESTER**

**EQUIPMENT ID#: LIF-00016**

**MM # 1010220**

**BID PRICE \$273.00**

**LOCATION: STRUCTURE 243**

**MANUFACTURER:**

**ROBBINS AND MEYERS**

**MODEL #:**

**TYPE S-2**

**SERIAL #:**

**1S6352R01**

**CAPACITY:**

**1 TON**

**CRANE & HOIST INSPECTION, REPAIR & CERTIFICATION**  
**UNIT PRICE SHEET**

**4.00 PRICE SHEET:**

Bidders shall submit prices for the following:

<b><u>Description</u></b>	<b><u>Bid Price</u></b>
Emergency Service Charge	\$95.00/trip
Labor - Straight Time	\$75.00/hr
Labor - Overtime	\$112.50/hr

**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.***