



STATEWIDE NEW MOTOR VEHICLES QVL
MC250182001 - MC250182011

Issuance Date: 4/23/2025
Revised Date: N/A

CONTRACT PERIOD/RENEWAL OPTIONS

Current Contract Period: July 1, 2025 through June 30, 2026

Original Contract Period: July 1, 2025 through June 30, 2026

Available Renewal Period Options: 2

Potential Final Expiration Date: June 30, 2028

ALL PURCHASES MADE UNDER THESE CONTRACTS MUST BE FOR PUBLIC (STATE AGENCY) USE ONLY. PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

It shall be noted that NROUTE Enterprises, LLC has identified that an employee has a conflict of interest. Therefore, NROUTE Enterprises, LLC must offer the lowest quote for a state agency to issue a purchase order to NROUTE Enterprises, LLC.

A state agency shall be defined as a division, section, bureau, office, program, board, regional/district office, etc., that exists within a department of Missouri State Government. For the purposes of this document, this shall also include the Judicial and Legislative branches of the State of Missouri.

BUYER CONTACT INFORMATION

Name:	Kelsey Huwe
Email:	kelsey.huwe@oa.mo.gov
Phone Number:	(573) 522-1308



ORGANIZATION

Statewide Contract History

Contract Information

Instructions and Information

Contract Scope of Work

Appendix A – Satisfactory Survey

Attachment 1 – Motor Vehicle Price Quote Request Form (Separate Document)

Attachment 2 – Motor Vehicle Price Quote Request Form Award Record (Separate Document)

Attachment 3 – Domestic Products Procurement Act (Separate Document)



STATEWIDE CONTRACT HISTORY

The following table summarizes actions related to this Notification of Statewide Contract:

ACTION ISSUE DATE	SUMMARY OF CHANGES
4/23/2025	Initial issuance of new contracts.



CONTRACT INFORMATION

MC250182001

MissouriBUYS SYSTEM ID/MOVERS SYSTEM ID: MB00130340/1008223

Contractor Name: Belkoh II, Inc.

Contractor Address: 175 Turnbull Trail
Troy, MO 63379

Contact Information: Michael S. Benz
636-775-2900 ext. 448
mikeb@behlmann.com

MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION

MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No
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MC250182002

MissouriBUYS SYSTEM ID/MOVERS SYSTEM ID: MB00089574/1001766

Contractor Name: Broadway Ford Truck Sales, Inc.

Contractor Address: 812 E. Taylor Ave
St. Louis, MO 63147

Contact Information: Jeff Houston
314-241-9140
jhouston@broadwaytruck.com

MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION

MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No
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MC250182003

MissouriBUYS SYSTEM ID/MOVERS SYSTEM ID: MB00185030/1004045

Contractor Name: CFLR Auto

Contractor Address: 1740 US HWY 60 E
Republic, MO 65738

Contact Information: Steve Forrester
417-350-5083
sforrester@corwinauto.com

MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION

MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No
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MC250182004

MissouriBUYS SYSTEM ID/MOVERS SYSTEM ID: MB00128217/1004046

Contractor Name: Corwin Motors of Springfield

Contractor Address: 3306 E. Kearney Street
Springfield, MO 65803

Contact Information: Steve Forrester
417-350-5083
sforrester@corwinauto.com

MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION

MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No
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MC250182005

MissouriBUYS SYSTEM ID/MOVERS SYSTEM ID: MB00089555/1001907

Contractor Name: Don Brown Chevrolet, Inc.

Contractor Address: 2244 South Kingshighway
St Louis, MO 63110

Contact Information: Dave Helterbrand
314-772-1400
dave@donbrownchevrolet.com

MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION

MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No
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MC250182006

MissouriBUYS SYSTEM ID/MOVERS SYSTEM ID: MB00133454/1003719

Contractor Name: Gary Crossley Ford

Contractor Address: 8050 N Church Rd
Kansas City, MO 64158

Contact Information: Phil Englander
816-883-2208
phil@garycrossleyford.com

MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION

MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No
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MC250182007

MissouriBUYS SYSTEM ID/MOVERS SYSTEM ID: MB00095149/1004754

Contractor Name: Joe Machens Ford Lincoln

Contractor Address: 1911 W. Worley
P.O. Box 1078
Columbia, MO 65203

Contact Information: Braden Schlueter
573-777-1089
bschlueter@machens.com

MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION

MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No
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MC250182008

MissouriBUYS SYSTEM ID/MOVERS SYSTEM ID: MB00091580/1003276

Contractor Name: Midway Ford Truck Center, Inc.

Contractor Address: 7601 NE 38th Street
Kansas City, MO 64161

Contact Information: Sidney Miller
913-406-3949
sidney@midwaytrucks.com

MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION

MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No
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MC250182009

MissouriBUYS SYSTEM ID/MOVERS SYSTEM ID: MB00111484/1000569

Contractor Name: NROUTE Enterprises, LLC

Contractor Address: 6102 North 23rd Street
Ozark, MO 65721

Contact Information: Will Reynolds
417-731-2900
motorsports@nroutellc.com

MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION

MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No
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MC250182010

MissouriBUYS SYSTEM ID/MOVERS SYSTEM ID: MB00214063/1008513

Contractor Name: Scott Able Group, LLC

Contractor Address: 400 Chesterfield Center
Suite 400
Chesterfield, MO, 63017

Contact Information: Jasmine Conway
636-395-2248
jasmine@scottablegroup.com

MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION

MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No
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MC250182011

MissouriBUYS SYSTEM ID/MOVERS SYSTEM ID: MB00126520/1003494

Contractor Name: Weber Granite City Ford, LLC

Contractor Address: 3465 Progress Pkwy
Granite City, IL, 62040

Contact Information: Anthony Feole
618-616-2803
afeole@geoweber.com

MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION

MBE: No	WBE: No	SDVE: No	Blind/Sheltered Workshop: No
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INSTRUCTIONS AND INFORMATION



1. **MANDATORY USE:** The contractor shall provide services on an as needed, if needed basis. The State of Missouri does not guarantee any usage of the contract whatsoever. However, any state agency needing the services shall be required to use the contract unless an exemption is granted by the Division of Purchasing. In addition, the contractor shall agree and understand that the contract shall not be construed as an exclusive arrangement and if it is in the best interest of the State of Missouri and approved by the Division of Purchasing, a state agency may obtain alternate services elsewhere.

2. **DEFINITIONS:**
 - a. **Domestic Products Procurement Act (Buy American)** – Attachment 3, this must be sent out with all PQF forms and the responses must be included in your evaluation and determination of the lowest vendor's response.
 - b. **Fleet Purchases Only** – The QVL contractor must provide the specific motor vehicle requested in the Price Quote Request Form, including all specified additional options identified in the Price Quote Request Form, unless the QVL contractor provides documentation from the manufacturer indicating the additional option is not available at the time of the Price Quote Request Form request. A new fleet motor vehicle available off the QVL contractor's lot shall mean a vehicle which has never been owned except by a manufacturer, distributor or dealer and has never been registered, and of the current model year of the vehicle.
 - c. **Fleet Vehicles** – Manufacturer designated fleet vehicles defined as the vehicles purchased through the manufacturers' fleet program.
 - d. **Motor Vehicle Price Quote Request Form (PQF)** – Attachment 1, utilized for requesting price quotes from the awarded contractors.
 - e. **Motor Vehicle Price Quote Request Form Award Record** – Attachment 2, used to record the evaluation of the price quotes received from the awarded contractors.
 - f. **OA Fleet Management** – Office of Administration – Fleet Management, the pre-approval authority for all state agencies (except where special delegation exists). Any anticipated vehicle purchases must be pre-approved by OA Fleet Management prior to attempting to make a purchase.
 - g. **Off the Lot Purchases Only** – If a QVL contractor has a vehicle located on a lot that meets the requirements of the specific motor vehicle requested in the PQF, but the vehicle may



also include additional options not requested by the agency. In which case the vendor should provide a PQF response that specifies the additional options already installed on the vehicle that the state agency did not request. A new motor vehicle available off the QVL contractor's lot shall mean a vehicle which has never been owned except by a manufacturer, distributor or dealer and has never been registered, regardless of the model year of the vehicle.

- h. **Qualified Vendor's List (QVL)** – Qualified Vendor's List (contractors CC240138001-011), an established supply channel for acquiring new motor vehicles and manufacturer designated fleet vehicles for various state agencies located throughout the state of Missouri.
- i. **State Agency** – defined as a division, section, bureau, office, program, board, regional/district office, etc., that exists within a department of Missouri State Government. For the purposes of this document, this shall also include the public Universities and the Judicial and Legislative branches of the State of Missouri.

3. **Vehicle Categories Included Within this Contract:**

Motor Vehicle Categories
Passenger Vehicles (25101503)
Light Duty Trucks (25101507)
Medium Duty Trucks (25181602)
Work Vans (25101505)
Cargo Vans (25101505)
Patrol Vehicles (25101702)

4. **Awarded Categories by Contractor:**

Contract Number	Off the Lot Vehicles	Fleet Motor Vehicles
MC250182001 – Belkoh II, Inc.	All Categories	All Categories
MC250182002 – Broadway Ford Truck Sales Inc	All Categories	All Categories
MC250182003 – CFLR Auto	All Categories	All Categories
MC250182004 – Corwin Motors of Springfield	All Categories	All Categories
MC250182005 – Don Brown Chevrolet, Inc.	All Categories	All Categories
MC250182006 – Gary Crossley Ford	All Categories	All Categories
MC250182007 – Joe Machens Ford Lincoln	All Categories	All Categories



Contract Number	Off the Lot Vehicles	Fleet Motor Vehicles
MC250182008 – Midway Ford Truck Center, Inc.	Passenger Vehicles Light Duty Trucks Medium Duty Trucks Work Vans Cargo Vans	Passenger Vehicles Light Duty Trucks Medium Duty Trucks Work Vans Cargo Vans
MC250182009 – NROUTE Enterprises, LLC	All Categories	All Categories
MC250182010 – Scott Able Group, LLC	Passenger Vehicles Light Duty Trucks Medium Duty Trucks Work Vans Cargo Vans	All Categories
MC250182011 – Weber Granite City Ford, LLC	All Categories	All Categories

5. **Email distribution lists by category to utilize when issuing your Price Quote Forms to the contractors:**

Motor Vehicle Categories	Email Distribution for Off the Lot	Email Distribution for Fleet
Passenger Vehicles	mikeb@behlmann.com ; jhouston@broadwaytruck.com ; sforrester@corwinauto.com ; dave@donbrownchevrolet.com ; bschlueter@machens.com ; motorsports@nroutellc.com ; phil@garycrossleyford.com ; sidney@midwaytrucks.com ; afeole@geoweber.com ; jasmine@scottablegroup.com	mikeb@behlmann.com ; jhouston@broadwaytruck.com ; sforrester@corwinauto.com ; dave@donbrownchevrolet.com ; bschlueter@machens.com ; motorsports@nroutellc.com ; phil@garycrossleyford.com ; sidney@midwaytrucks.com ; afeole@geoweber.com ; jasmine@scottablegroup.com
Light Duty Trucks	mikeb@behlmann.com ; jhouston@broadwaytruck.com ; sforrester@corwinauto.com ; dave@donbrownchevrolet.com ; bschlueter@machens.com ; motorsports@nroutellc.com ; phil@garycrossleyford.com ; sidney@midwaytrucks.com ; afeole@geoweber.com ; jasmine@scottablegroup.com	mikeb@behlmann.com ; jhouston@broadwaytruck.com ; sforrester@corwinauto.com ; dave@donbrownchevrolet.com ; bschlueter@machens.com ; motorsports@nroutellc.com ; phil@garycrossleyford.com ; sidney@midwaytrucks.com ; afeole@geoweber.com ; jasmine@scottablegroup.com
Medium Duty Trucks	mikeb@behlmann.com ; jhouston@broadwaytruck.com ;	mikeb@behlmann.com ; jhouston@broadwaytruck.com ;



Motor Vehicle Categories	Email Distribution for Off the Lot	Email Distribution for Fleet
	sforrester@corwinauto.com ; dave@donbrownchevrolet.com ; bschlueter@machens.com ; motorsports@nroutellc.com ; phil@garycrossleyford.com ; sidney@midwaytrucks.com ; afeole@geoweber.com ; jasmine@scottablegroup.com	sforrester@corwinauto.com ; dave@donbrownchevrolet.com ; bschlueter@machens.com ; motorsports@nroutellc.com ; phil@garycrossleyford.com ; sidney@midwaytrucks.com ; afeole@geoweber.com ; jasmine@scottablegroup.com
Work Vans	mikeb@behlmann.com ; jhouston@broadwaytruck.com ; sforrester@corwinauto.com ; dave@donbrownchevrolet.com ; bschlueter@machens.com ; motorsports@nroutellc.com ; phil@garycrossleyford.com ; sidney@midwaytrucks.com ; afeole@geoweber.com ; jasmine@scottablegroup.com	mikeb@behlmann.com ; jhouston@broadwaytruck.com ; sforrester@corwinauto.com ; dave@donbrownchevrolet.com ; bschlueter@machens.com ; motorsports@nroutellc.com ; phil@garycrossleyford.com ; sidney@midwaytrucks.com ; afeole@geoweber.com ; jasmine@scottablegroup.com
Cargo Vans	mikeb@behlmann.com ; jhouston@broadwaytruck.com ; sforrester@corwinauto.com ; dave@donbrownchevrolet.com ; bschlueter@machens.com ; motorsports@nroutellc.com ; phil@garycrossleyford.com ; sidney@midwaytrucks.com ; afeole@geoweber.com ; jasmine@scottablegroup.com	mikeb@behlmann.com ; jhouston@broadwaytruck.com ; sforrester@corwinauto.com ; dave@donbrownchevrolet.com ; bschlueter@machens.com ; motorsports@nroutellc.com ; phil@garycrossleyford.com ; sidney@midwaytrucks.com ; afeole@geoweber.com ; jasmine@scottablegroup.com
Patrol Vehicles	mikeb@behlmann.com ; jhouston@broadwaytruck.com ; sforrester@corwinauto.com ; dave@donbrownchevrolet.com ; bschlueter@machens.com ; motorsports@nroutellc.com ; phil@garycrossleyford.com ; afeole@geoweber.com	mikeb@behlmann.com ; jhouston@broadwaytruck.com ; sforrester@corwinauto.com ; dave@donbrownchevrolet.com ; bschlueter@machens.com ; motorsports@nroutellc.com ; phil@garycrossleyford.com ; afeole@geoweber.com ; jasmine@scottablegroup.com

NOTE: Steve Forrester is the representative for both CFLR Auto and Corwin Motors of Springfield.



6. **PRICE QUOTE FORM (PQF) Requirements (see section 2.6 of the Scope of Work for additional details)** – The state agency will contact all QVL contractor(s) via email (which includes a pre-filled out Attachment 1, PQF) who were awarded the requested motor vehicle category(ies) to obtain firm, fixed price quotes. All applicable fields to the agency should be filled out prior to sending the request to the contractors. In addition, the quote request will include the specifications required and the quantity of vehicles required. The state agency's quote request will also indicate if the state agency desires or requires any additional options or features (upgrades) to be included with the motor vehicle in addition to the base model vehicle defined.

NOTE: 1) If additional options and features are already installed on the vehicle then the QVL contractor shall price the vehicle as one total dollar amount for the motor vehicle that includes the already installed options and features. 2) If the PQF requests or requires options and features that are not currently installed on the vehicle proposed by the QVL contractor, then the QVL contractor must price those items separately to ensure the vehicle proposed meets the requirements identified in the PQF.

Agencies are also required to provide a blank Attachment 3, Domestic Product Procurement Act (Buy American) Preference with the PQF form to all contractors at the time of issuing a PQF form. Contractors must fill out Attachment 3 and return it with their PQF response in order to be considered for the award of the purchase order.

7. **EVALUATION OF THE PQF (see section 2.7 of the Scope of Work for additional details)** – Since multiple contracts exist, the state agency shall evaluate and record the total cost provided in each contractor's PQF response utilizing Attachment 2, Motor Vehicles Price Quote Form Award Record, to determine the lowest-priced contractor. Agencies will need to process the steps outlined in section 2.7.4 of the Scope of Work. The state agency shall determine the lowest-priced contractor by determining each contractor's total cost for the requested vehicle based upon the specifications, anticipated options required, quantity(ies) and the prices quoted on the PQF form. In the event the lowest-priced contractor is unable to provide the required vehicle due to unavailability, the state agency shall contact the next lowest-priced contractor as determined by processing the steps in section 2.7.4 of the Scope of Work. If additional contracts exist, and the first two lowest-priced contractors were unable to provide the vehicles, the state agency shall continue to use the same criteria for selecting a contractor until the needs of the state agency are met. All pricing shall include all shipping, and freight charges **FOB Destination, Freight Prepaid and Allowed**. The State of Missouri shall not make additional payments or pay add-on charges for freight or shipping. State agencies shall make every attempt to process an award of a PQF within forty-eight (48) hours of the PQF deadline date. Any delays in the forty-eight (48) hour timeframe must be communicated to the QVL contractors that submitted a response to a PQF. QVL contractors



shall not face consequences for selling a vehicle off the lot to another customer in the event an award has not been made within the forty-eight (48) hour timeframe and failure of the agency to communicate a delay occurs.

The PQF shall be awarded to the lowest and best QVL contractor defined herein as the specification-compliant QVL contractor who scores the highest number of evaluation points considering:

- a. The specifications and contents included on the PQF form and Attachment 2, Motor Vehicles Price Quote For Award Record;
- b. Cost, including the Missouri Domestic Products Procurement Act preference; and
- c. As applicable, when alternative fuel vehicles are bid, a life cycle cost evaluation must be performed based on the requirements stated in Chapter 414.415 RSMo. The evaluation of cost shall be completed as a life cycle cost analysis based on the quoted firm, fixed vehicle base price included in the response to the PQF using the following: (a) an average life span of 120,000 miles for the vehicle; (b) the combined city/highway fuel mileage rating for the vehicle; and (c) the fuel cost per gallon on the date the PQF responses are due as published in the most recent Missouri Energy Bulletin. The state agency will use the following formula to determine the life cycle cost:

$$LCC = UP + \frac{(LV \times GC)}{MPG}$$

LCC = Life Cycle Cost

UP = Unit Price of vehicle proposed

LV = Life of vehicle is 120,000 miles

GC = Gasoline cost per gallon for this PQF response will be the current average price for Mid-Missouri on the due date of the PQF

MPG = Miles per gallon, combined city/highway mileage as stated by the vendor for each model

NOTE: If there is an inconsistency between vendor responses for the combined city/highway mileage, the state agency shall contact the manufacturer representative for all models quoted for that line item to verify the information. If the combined city/highway mileage is not provided by the vendor for the model proposed, the state agency reserves the right to use the EPA combined city/highway mileage as state at www.fueleconomy.gov when determining the life cycle cost per model. If the combined city/highway mileage is not available at www.fueleconomy.gov, the state agency reserves the right to contact the manufacturer to receive the combined city/highway mileage.



The state agency will provide all responding QVL contractors of the results of the PQF awarded by providing a copy of the completed Attachment 2 - Motor Vehicle Price Quote Request Form (PQF) Award Record.

8. **Purchase Order Requirements** – The state agency must also provide authorization to proceed through issuance of a purchase order or specific written authorization to ship.

Note to State Agencies: Prior to making a vehicle purchase, the state agency must complete a vehicle pre-approval form and submit to Kelly Ocheskey, OA - Fleet Management. The pre-approval form can be found at the following website address:

<https://oa.mo.gov/general-services/state-fleet-management/vehicle-preapproval-process-and-vehicle-credits>

Once the state agency receives approval from OA - Fleet Management, the agency shall issue its own PGQ (Quick Price Agreement) order in SAMII or a requisition within MissouriBUYS.

NOTE (Cooperative Procurement Members Only): The Vehicle Pre-Approval Form does not apply to cooperative procurement members – only to State of Missouri agencies.

State agencies must use the following Line Item/Commodity (UNSPSC) code combinations when issuing their purchase orders (these line items and codes are the same for all contracts):

Line item 1	25101503	Automobiles or Cars
Line item 2	25101505	Minivans or Vans
Line item 3	25101507	Light Trucks or Sport Utility Vehicles
Line item 4	25101702	Police Vehicles
Line item 5	25181602	Trucks Chassis

9. **Delivery** – Delivery for all vehicles shall be due as indicated by the state agency on the PQF form prior to issuing the PQF. The QVL contractor who was awarded the PQF shall only deliver upon receipt of an authorized purchase order. The QVL contractor must call the state agency 24 hours prior to making an appointment for delivery. Delivery must be made between the hours of 8:00 a.m. and 12:00 Noon or 1:00 p.m. and 4:00 p.m., Monday through Friday, Central Time. Deliveries shall not be made on state holidays. Each delivered vehicle shall be clean, lubricated, serviced and ready for immediate service. This shall include installation of all required options and accessories and removal of all plastic and signage (e.g. window sticker) from the interior and exterior of the vehicle. The window sticker may be left in the “glove box” or included with other documentation.



Each vehicle delivered shall include a proper form to apply for Missouri title and license including the Manufacturer's State of Origin and invoice, an owner's manual, and warranty. The title and invoice for all alternative fuel vehicles must clearly indicate the vehicle is alternative fuel (flex fuel (FFV) or E-85).

The Manufacturer's Standard Factory Warranty shall apply to all vehicles. The warranty shall not become effective until the vehicle is delivered to and accepted by the state agency.

Within forty-eight (48) hours of delivery, the state agency shall fully inspect the vehicle's interior and exterior, including any options required on the vehicle. The state agency must notify the dealer within forty-eight (48) hours of any unacceptability relating to the delivered vehicle. If the state agency fails to notify the dealer of any unacceptability within the forth-eight (48) hour timeframe, the dealer reserves the right to deem the vehicle as acceptable. Agencies are advised to ensure the proper measures are taken as it relates to insuring vehicles beyond the forty-eight (48) hour acceptance timeframe.

10. **Potential Recall or Manufacturer Initiated Customer Service Action/Notification Requirement:** The contractor shall be responsible for accessing potential recall notices from the National Highway Traffic Safety Administration (NHTSA), as well as any manufacturer initiated customer service actions prior to delivering the vehicles to the state agency location. If a recall or customer service action is found for the vehicle being delivered to the state agency, the contractor should, to the best of their ability, complete the necessary action(s) prior to delivery. If the contractor is unable to address the required recall or customer service action(s) prior to delivery, the contractor must inform the state agency of the "open" recall or customer service action upon delivery. The contractor shall then assist the state agency in getting the recall or customer service action(s) completed as quickly as possible.
11. **SCOPE OF WORK** – Due to the large amount of information included in the contract's Scope of Work, the information is not included in the Statewide Contract Notification. The information is available through the Awarded Bid & Contract Document Search at <https://oa.mo.gov/purchasing/bidding-contracts/awarded-bid-contract-document-search> or through MissouriBUYS at <https://missouribuys.mo.gov/>
12. **CONTRACT MANAGEMENT:**
 - a. The state agency should monitor, measure, and manage the contractor's performance of services and delivery of products according to the contractual requirements. Please refer to the Contract Management Guide:
<https://oapurch.state.mo.us/procurementsources.shtm>



- b. In the event your state agency encounters any issues or has any concerns or questions regarding the contract, please contact the Division of Purchasing in writing to the attention of the buyer shown on the front page of this document.
- c. To assist the Division of Purchasing in monitoring the performance of the contractors and ensuring quality services are provided to state agencies, state agencies are strongly encouraged to submit documentation regarding the contract and contractor performance to the Division of Purchasing to the attention of the buyer listed on the front page of this document.

13. **SATISFACTION SURVEY:** Customer service is a top priority. The Division of Purchasing desires to work with state agencies to identify solutions if there are any contract concerns. State agencies are encouraged to complete the Satisfaction Survey, Appendix A, regarding their experience with the contract. Please submit your completed survey to the Division of Purchasing to the attention of the buyer shown on the front page of this document.



Appendix A Satisfaction Survey



This satisfaction survey is provided for users to report good and/or poor contractor performance. Any contract user may complete the survey and return it to the buyer identified on page one of this notice.

Users are advised that serious contractor performance issues should be immediately reported to the buyer identified on page one of this notice.

GENERAL CONTRACT INFORMATION	
Contractor Information	Contract Number: Contractor Name:
Does the contract meet the needs of your state agency?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:
How could the contract be improved?	

Please complete the following form to document your agency's experience with the contractor.

PRODUCT RATING	EXPLANATION
Do the products meets the needs of your agency:	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:



Do the products meet the contract specifications?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:
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CONTRACTOR PERFORMANCE	EXPLANATION
Did the contractor deliver products in accordance with the delivery timelines in the contract?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:
Has your agency encountered any problems with the contractor? If so, how would you rate their ability to resolve the problem?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:
Were the contractor's employees courteous?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:
Did the contractor handle recall notices effectively?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:

SURVEY COMPLETED BY:

Name:

State Agency:

Email:

Date:

Please submit your completed survey to the Division of Purchasing to the attention of the buyer shown on the front page of this document.