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# Contract Award Notification Update

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## Subject: Contract Extension

**DATE:** October 15, 2019      **AWARD #:** [PGB-22881](#)      **GROUP #:** 10200  
**AWARD DESCRIPTION:** Pharmaceutical Prime Vendor Contract Cardinal Health (Statewide)  
**CONTRACT PERIOD:** April 27, 2015 – January 31, 2020  
**CONTACT:** Julie Carlson | 518-474-8077 | [Julie.carlson@ogs.ny.gov](mailto:Julie.carlson@ogs.ny.gov)  
**CONTRACT NO.:** PC66755      **CONTRACTOR:** Cardinal Health 110, LLC

The centralized contract with Cardinal Health 110, LLC has been extended until January 31, 2020, or until a new award is made, whichever occurs first.

All other terms and conditions remain the same.

More information about this award can be found at the following link:  
<https://online.ogs.ny.gov/purchase/spg/awards/1020022881CAN.HTM>



# Contract Award Notification Update

## Subject: Contract Extension

**DATE:** September 11, 2017      **AWARD #:** [PGB-22881](#)      **GROUP #:** 10200

**AWARD DESCRIPTION:** Pharmaceutical Prime Vendor Contract Cardinal Health (Statewide)

**CONTRACT PERIOD:** April 27, 2015 – October 31, 2019

**CONTACT:** Julie Carlson | 518-474-8077 | [Julie.carlson@ogs.ny.gov](mailto:Julie.carlson@ogs.ny.gov)

**CONTRACT NO.:** PC66755      **CONTRACTOR:** Cardinal Health 110, LLC

The centralized contract with Cardinal Health 110, LLC has been extended until October 31, 2019.

Please note that Amendment No. 26 to MMCAP Contract No. MMS15001 also includes the following revisions to the Master Agreement:

**Revision 1:** Article 1.2 Expiration Date of the Original Contract is replaced in its entirety by the following:

### 1. Term of Contract and Exhibits

**1.2 Expiration date:** October 31, 2019 or until all obligations have been satisfactorily fulfilled, whichever occurs first. The Contract total term is not to exceed five (5) years from the Contract effective date.

**Revision 2:** Article 33 Required Licenses, Permits, and Registration is replaced in its entirety by the following:

### 33. Required Licenses, Permits, and Registration

WHOLESALER shall have in place prior to the start of this Contract, and must maintain for the life of this Contract, all current licenses, permits and registrations required by state and federal agencies. WHOLESALER must make such documentation available upon request by MMCAP.

**Revision 3:** Attachment A, 4.3 Customer Service, A. Customer Service to MMCAP subsection 2 e., is replaced in its entirety by the following:

e. Data/reporting issues and Shareback fee process:

Brent Focht, Senior Analyst, [brent.focht@cardinathealth.com](mailto:brent.focht@cardinathealth.com), 614-757-7849.

**Revision 4:** Attachment A, 4.3 Customer Service, B. Customer Service to MMCAP Participating Facilities, subsection 2 b., is replaced in its entirety by the following:

b. MMCAP Participating Facilities. Wholesaler will provide an account management Regional Leader for each MMCAP Participating Facility with average volume of \$25,000 per month or more. This individual will serve as a liaison between the MMCAP Participating Facility and Wholesaler, managing the working and strategic relationship to ensure quality of service delivery and customer satisfaction. In managing the relationship, the assigned Regional Leader will utilize various relationship management contact options, including the MMCAP Field Services representatives whenever possible, dependent upon the needs of the MMCAP Participating Facilities. Dedicated Senior Specialists are assigned to support the Regional Leaders

and will also have individual account management responsibilities for those MMCAP Participating Facilities with an average volume of less than \$25,000 per month. The Regional Leader will make routine on-site visits to discuss performance issues and solve problems according to the schedule below:

Average Monthly Purchasing Volume	Frequency of Contact with MMCAP Participating Facility	Type of Contact
\$0 - \$5,000	Dialogue with MMCAP Participating facility once every 6 calendar months unless otherwise requested by the MMCAP Participating Facility.	Telephone Call
\$5,001 - \$10,000	Dialogue with MMCAP Participating facility once every 3 calendar months unless otherwise requested by the MMCAP Participating Facility.	Telephone Call
\$10,001 - \$25,000	Dialogue with MMCAP Participating facility once every 30 calendar days unless otherwise requested by the MMCAP Participating Facility.	Telephone Call On-site visits available upon reasonable request
\$25,001 - and up	<ol style="list-style-type: none"> <li>1. Customer Business Reviews offered quarterly.</li> <li>2. Dialogue with MMCAP Participating Facilities once every 30 calendar days or as needed.</li> </ol>	<ol style="list-style-type: none"> <li>1. On-site visits or Telephone Call</li> <li>2. On-site visit or Telephone Call</li> </ol>
State Purchasing Contact	Dialogue offered monthly or as desired by State Purchasing Contact. State contacts are to be included in quarterly Member Customer Business Reviews desired.	On-site visit or Telephone Call

**Revision 5:** Attachment A, 4. 14 Administrative Fee, is replaced in its entirety by the following:

**4.14 ADMINISTRATIVE FEE**

In consideration for services provided by MMCAP, the Wholesaler will pay an administrative fee on all purchases (less any credits and returns) made through Wholesaler and the Wholesaler's Specialty Products Distribution division, as specified in Attachment B. Administrative fees will not be paid on 340B, PHS, or ADAP sales or prime vendor DSH sales. The administrative fee must be paid as soon as is reasonable after the end of each month, but no later than 30 calendar days after the end of the month. Payments due MMCAP are to be remitted to the following address:

Financial Management & Reporting - MMCAP  
50 Sherburne Avenue, Suite 309  
St. Paul, MN 55155

The Wholesaler will not pay MMCAP Member state specific administrative or procurement fees that are not considered "pass through". "Pass Through" fees are included in state specific terms and conditions requiring the Wholesaler to increase Service Fees, and then passing them through in the form of a check to the designated State entity.

MMCAP reserves the right to collect interest on payments 30 calendar days past due at a rate of 18% annually, consistent with Minn. Stat. § 16A.124.

Wholesaler will submit monthly administrative fee data for all sales made through Wholesaler and the Wholesaler's Specialty Products Distribution division. All required administrative fee data files must be sent to: [Mn.MMCAP@state.mn.us](mailto:Mn.MMCAP@state.mn.us) at the end of each month, but no later than 30 days after the end of the month. Failure to comply with this provision may constitute breach of this Contract.

**Revision 6:** Attachment A, 4.16 Other Value-Add Services, Section A. Wholesaler's Generic Drug Program, subsection g., is replaced in its entirety by the following:

- h. Wholesaler will be required to pay a monthly administrative fee of 3% to MMCAP on all sales of Wholesaler's Generic Drug Program products sold to MMCAP Participating Facilities, in addition to any distributor administrative fee payments. Payments due MMCAP are to be remitted to the following address:

Financial Management & Reporting –MMCAP  
50 Sherburne Avenue, Suite 309  
St. Paul, MN 55155

**Revision 7:** Attachment A, 4.18 Shareback Credits, this section is replaced in its entirety by the following:

#### 4.18 Shareback Credits

Wholesaler will manage, at no additional cost or fee withheld to MMCAP or MMCAP Participating Facilities, the MMCAP annual shareback credit according to the schedule below:

1. MMCAP will provide Wholesaler a list of MMCAP Participating Facilities receiving a credit, the credit amount for each facility, and a check for the total amount of all credits to be provided.
2. Wholesaler is required to apply the credit to all listed MMCAP Participating Facilities within fifteen (15) business days of the receipt of the funds and the list of facilities receiving credit has been received from MMCAP.
3. Within 30 business days of the receipt of the funds and the list of facilities receiving credit, Wholesaler is required to provide to MMCAP an Excel Spreadsheet detailing the credit memo information. This Excel listing must include the following fields: distribution center, account number, facility name, facility address, facility city, facility state, DEA, HIN, date of credit memo, credit memo number, and credit memo amount. In addition to supplying the credit memo detail to MMCAP, the Wholesaler will also provide a listing of all accounts that are inactive that cannot have a credit memo issued.
4. Within 60 days of the date credits were applied and the inactive accounts are communicated as stated in process step #3, MMCAP must provide W-9 documents to the Wholesaler for any facilities found on the "Inactive Account" listing provide that expect to receive their credits in the form of a check. All other outstanding credits will be refunded to MMCAP in the form of a check at the end of the 60 day waiting period.
5. The Wholesaler will work with MMCAP to identify all MMCAP Participating Facilities in an effort to issue all credits before refunding dollars back to MMCAP. Prior to any funds returned to MMCAP, written approval must be received from MMCAP.
6. Within 15 business days of written approval for funds to be returned, Wholesaler is required to issue a refund to MMCAP of the remaining dollars for which it was unable to issue credit.
7. Upon initiating the refund to MMCAP, Wholesaler will provide a copy of the original Shareback Credit spreadsheet detailing the credit information (received from MMCAP), the reason for non-application of funds, and the dollar amount of the funds being returned to MMCAP.
8. MMCAP Participating Facilities are not allowed to convert a credit provided through Shareback to a cash refund. If an MMCAP Participating Facility requests a check be issued to close out an unapplied credit memo, the Wholesaler is required to:
  1. Determine if said credit memo is due to the application of MMCAP Shareback;
  2. If credit memo is due to the application of MMCAP Shareback, advise the MMCAP Participating Facility that the credit memo is not eligible to be closed out via a check;

3. Direct the MMCAP Participating Facility to MMCAP for any additional questions about the ineligibility of the credit memo to be closed out via a check.

Should MMCAP change its process for the Shareback Credit to a more frequent interval (semi-annual, quarterly), any time during the term of this Contract, the Wholesaler will continue to manage this process as a service inclusion, with no additional cost or fee withhold to MMCAP or MMCAP Participating Facilities. In providing documentation to the MMCAP Participating Facilities, MMCAP requires that the description on the credit invoice reflect "MMCAP Shareback". A description that refers to the Shareback Credit as a "rebate" is not acceptable.

**Revision 8:** Effective as of November 1, 2017, Attachment C, Table 1: Service Fee Discount Pricing Matrix, is replaced with the following:

Table 1: Service Fee Discount Pricing Matrix							
State Monthly Purchase Volume							
Facility Payment Terms	\$1 to \$500,00	\$500,000 to \$1,000,000	\$1,000,001 to \$2,000,000	\$200,001 to \$5,000,000	\$5,000,001 to \$8,000,000	\$8,000,000 to \$12,500,000	\$12,500,001 and Above
30 Day Pre-Pay	-4.89%	-5.27%	-5.76%	-6.06%	-6.27%	-6.52%	-6.74%
15 Day Pre-Pay	-4.65%	-5.03%	-5.52%	-5.82%	-6.03%	-6.28%	-6.50%
7 Day Pre-Pay	-4.52%	-4.90%	-5.39%	-5.69%	-5.90%	-6.15%	-6.37%
Next Day Pay	-4.39%	-4.77%	-5.26%	-5.56%	-5.77%	-6.02%	-6.24%
7 Day Net	-4.30%	-4.68%	-5.17%	-5.47%	-5.68%	-5.93%	-6.15%
15 Day Net	-4.17%	-4.55%	-5.04%	-5.34%	-5.55%	-5.80%	-6.02%
30 Day Net	-3.93%	-4.31%	-4.80%	-5.10%	-5.31%	-5.56%	-5.78%
45 Day Net	-3.53%	-3.91%	-4.40%	-4.70%	-4.91%	-5.16%	-5.38%
60 Day Net	-2.92%	-3.30%	-3.79%	-4.09%	-4.30%	-4.55%	-4.77%
90 Day Net	-2.11%	-2.69%	-2.98%	-3.28%	-3.49%	-3.74%	-3.96%

**Revision 9:** Effective as of November 1, 2017, Attachment C, Table 3: Service Fee Discount Exceptions, is removed in its entirety; direct acting antivirals for Hepatitis-C will be eligible for the same service fee discount as presented in Table 1: Service Fee Discounts.

**Except as amended, the terms and conditions of the Original Contract and any previous amendments remain in full force and effect.**

To view the Master Agreement in its entirety including all Amendments thereof, please login to the MMCAP website: <http://www.mmd.admin.state.mn.us/mmcap/>

More information about this award can be found at the following link: <http://www.ogs.ny.gov/purchase/spg/awards/1020022881CAN.HTM>



# Contract Award Notification Update

## Subject: Contract Extension

DATE: October 28, 2016 AWARD #: [PGB-22881](#) GROUP #: 10200

AWARD DESCRIPTION: Pharmaceutical Prime Vendor Contract Cardinal Health (Statewide)

CONTRACT PERIOD: April 27, 2015 – October 31, 2017

CONTACT: Julie Carlson | 518-474-8077 | Julie.carlson@ogs.ny.gov

CONTRACT NO.: PC66755 CONTRACTOR: Cardinal Health 110, LLC

The centralized contract with Cardinal Health 110, LLC has been extended until October 31, 2017.

Please note that Amendment No. 18 to MMCAP Contract No. MMS15001 also includes the following revisions to the Master Agreement:

**Revision 1:** Article 1.2 Expiration Date of the Original Contract is replaced in its entirety with the following:

### 1. Term of Contract and Exhibits

1.2 **Expiration date:** October 31, 2017 or until all obligations have been satisfactorily fulfilled, whichever occurs first. The Contract may be extended for up to an additional two (2) years, at increments determined by MMCAP, on written acceptance by both parties, for a total term not to exceed five (5) years from the Contract effective date.

**Revision 2:** Article 7, Authorized Representative, second paragraph, of the Original Contract is replaced in its entirety with the following:

The WHOLESALER's Authorized Representative is Wendy Sease, Director, National Accounts at the following business address and telephone number: 7000 Cardinal Place, Dublin, OH 43017, 651-247- 0695 Wendy.Sease@cardinalhealth.com, or his/her successor or designee. If the WHOLESALER's Authorized Representative changes at any time during this Contract, the WHOLESALER must immediately notify MMCAP.

**Revision 3:** Article 8. Notices, of the Original Contract is replaced in its entirety with the following:

### 8. Notices

If one party is required to provide legal notice or notice under the terms of the Contract to the other, such notice will be in writing and will be effective upon dispatch. Delivery shall be by certified United States mail, or by email or facsimile transmission provided the receipt of the transmission is confirmed by the receiving party. Either party must notify the other of a change in address for notification purposes. All notices should be addressed as follows:

MMCAP Wholesaler Coordinator Minnesota Multistate Contracting Alliance for Pharmacy 112 Administration Building 50 Sherburne Avenue St. Paul, MN 55155 Fax: 651-201-3053	VP, National Accounts With a copy to: General Counsel Cardinal Health 110, LLC Cardinal Health 112, LLC Cardinal Health 107, LLC 7000 Cardinal Place Dublin, OH 4301
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**Revision 4:** Attachment A, 4.3 Customer Service, A. Customer Service to MMCAP subsection 1, is replaced in its entirety with the following:

1. The Wholesaler's designated Primary Account Representatives for MMCAP will be Wendy Sease, Director State Government, wendy.sease@cardinalhealth.com, 651-247-0695 and Clay Miller, Manager State Government, clay.miller@cardinalhealth.com, 614-757-6763.

**Revision 5:** Attachment A, 4.3 Customer Service, A. Customer Service to MMCAP subsection 2 e., is replaced in its entirety with the following:

e. Data/reporting issues and Shareback fee process:

Amanda Whitehill, Senior Analyst, amanda.whitehill@cardinalhealth.com, 614-652-1457.

**Revision 6:** Attachment A, 4.3 Customer Service, A. Customer Service to MMCAP subsection 2, j. Compliance, is added:

j. Compliance:

Alex Fox, Compliance Manager, alex.fox@cardinalhealth.com 614-757-9449

**Revision 7:** Attachment A, 4.4 Contract Transition and Implementation, the second paragraph following **Week 6**, on page 11, is replaced in its entirety with the following:

Wholesaler requires the following documents be completed and submitted to Wholesaler prior to opening a new account:

1. Confirmation of MMCAP Membership (i.e. MMCAP ID, etc.)
2. Letter of Authorization
3. Contract Pricing Declaration Form, found at: <http://www.cardinalhealth.com/pricingdeclaration>
4. State Pharmacy License
5. DEA Certificate, if required for the Products ordered
6. State Controlled Substance License (if applicable)
7. Sales Tax Exempt Certificate
8. Signed Prescription Drug Marketing Act (PDMA) form
9. A contact name will be requested to address any potential Accounts Receivable/Payable issues (credit applications are not required, however, the owner and party responsible for payment will be required)
10. Compliance Representations and Warranties
11. 340B Backorder Setting Customer Acknowledgement (if applicable)
12. Approval to Access Prison Restricted Products (if applicable)

**Revision 8:** Attachment A, 4.5 Inventory Management, C. MMCAP Contract Products, subsection 10., is replaced in its entirety with the following:

10. Wholesaler's designated contact for all usage, inventory, and special order questions for MMCAP is Elizabeth Smith, elizabeth.smith@cardinalhealth.com, 614-553-3313. MMCAP Participating Facilities can contact their account representatives or customer service.

**Revision 9:** Attachment A, 4.5 Inventory Management, G. Service Levels, subsection 5., is replaced in its entirety with the following:

5. If the monthly Adjusted Fill Rate for pharmaceutical Products (calculated as set forth above) for a MMCAP Participating Facility account falls below 98.5%, upon request, Wholesaler will provide the affected MMCAP Participating Facility an action plan for improvement and will work in good faith to resolve the Adjusted Fill Rate issue.

**Revision 10:** Attachment A, 4.7 Ordering Equipment, A. Ordering System, subsection 2., is replaced in its entirety with the following:

2. Wholesaler will offer its ordering system(s) to MMCAP Participating Facilities. Wholesaler currently supports the following ordering methods: Internet, EDI, phone orders via interactive voice response, direct call to customer service, handheld device ordering, and fax orders. All ordering methods described below require minimal setup and implementation work with the exception of EDI.
  - a. **Order Express** – is a web-based order entry and inventory management system that will provide MMCAP Participating Facilities with real-time access to up-to-date product information including product availability, immediate order confirmations, 36 months of purchase history for reporting, and other reporting capabilities.
  - b. **EDI Capabilities** - the process for Electronic Purchase Orders begins with the receipt from a customer of an EDI PO (850), followed by the delivery to the customer of an Order Confirmation (855), an Advanced Shipment Notice (ASN) (856) is created once the order is picked, then an Electronic Invoice (810), which is followed by a Electronic Funds Transfer Remittance Advice (820) from the customer. The Wholesaler is required to support all 810, 894 and 880 EDI protocol documents for electronic invoicing as well as 820 notices for electronic remittances. If an MMCAP Participating Facility chooses to implement an EDI solution, Wholesaler will have a dedicated staff who will work with the customer and the third party vendor to develop the appropriate interface to begin trading files.
  - c. **TeleServe** - allows MMCAP Participating Facilities access to Wholesaler's Stock Support Line (866-958-2200) 24 hours a day, 7 (seven) days a week to order Product and check stock status. TeleServe is tied into Wholesaler's pharmaceutical distribution system so users receive instant confirmation that Product is available and will be shipped with the next delivery. The system features interactive voice response.
  - d. **Mobile Order Express with MC40** - allow a user to build and place an order, perform physical inventory and receive their shipment of orders all on the device with no need to cradle or sync to a computer. The Mobile website seamlessly integrates with the desktop experience on Order Express giving the user easy access to the best of both features. With instant synchronization of data between the desktop and mobile experience, any user can review and modify actions throughout the ordering process. The MC40 scans directly in the Mobile Order Express website obtaining the most recent catalog and pricing which provides the pharmacy with accurate stock and pricing information.

The MC1000 builds an order and take inventory offline. The MC1000 syncs with Order Express to allow easy access to ordering and inventory files. The MC1000 carries a full product catalog of available products and displays product details remotely on the device.

- e. **Order Express Application** - A free app that can be utilized on any Android or iOS Smartphone or tablet. The app turns the device into a scanner allowing the user to build daily orders or perform periodic inventories. Email order or inventory files right to the computer without the need to sync data and then import into Order Express.

**Revision 11:** Attachment A, 4.7 Ordering Equipment, B. Hardware, Software, and Devices, is replaced in its entirety with the following:

**B. Hardware, Software, and Devices**

1. Wholesaler agrees that all fees charged for software and/or ordering devices will be listed in Attachment B, Discounts and Fees.
2. MMCAP Participating Facilities that have existing hardware provided by Wholesaler previously will have it remain until it no longer functions or is not needed by the facility. Wholesaler's handheld devices require the installation of Microsoft's Active Sync 4.5 which is currently provided by Microsoft as freeware.
3. Wholesaler's CSOS requires the installation of Axway's Cyclone Activator which is provided by Wholesaler at no charge. Wholesaler is working to have CSOS technology available to MMCAP Participating Facilities that does not require the use of Java.



**Revision 12:** Attachment A, 4.7 Ordering Equipment, D. Inventory at an MMCAP Participating Facility, is replaced in its entirety with the following:

**D. Inventory at an MMCAP Participating Facility**

Wholesaler will provide, at no cost to the MMCAP Participating Facility, training, software, and reports to perform an onsite inventory. Hiring a physical inventory company is not included in these services. Requests for inventory support need to be made directly with the MMCAP Participating Facility's account representative or customer service. Wholesaler recommends at least fourteen (14) day lead time to reserve extra handheld devices for use in performing inventory; Wholesaler will take reservations for handheld devices up to 60 calendar days prior to the inventory date. Fees associated with extra handheld devices are identified in Attachment B, Discounts and Fees. MMCAP Participating Facilities may also request a set of shelf labels to be printed using the facilities' purchase history. The labels can be printed in Brand or Generic name order for ease of use. Training on the inventory procedure may be on-site or online.

**Revision 13:** Attachment A, 4.8 Order Placement, A. Wholesaler's Ordering System(s), subsection 2., is replaced in its entirety with the following:

2. Wholesaler's ordering system(s) cannot display the following information:
  - Universal Product Number (UPN), - not currently on development plans for an addition to ordering systems(s) data fields
  - HIN number (where applicable) – will be made available Summer 2016

**Revision 14:** Attachment A, 4.9 Delivery, E. Emergency Order, Placement and Delivery, is replaced in its entirety with the following:

**E. Emergency Order, Placement and Delivery**

Wholesaler's procedure for placement of emergency orders during non-business hours will be made available to each MMCAP Participating Facility upon startup of service. Each MMCAP Participating Facility will be provided twelve (12) emergency orders per calendar year free of charge. Any additional emergency orders beyond the twelve per year that are free will be assessed a fee as detailed in Attachment B, Discounts and Fees. An emergency order is defined as one necessary for immediate and specific patient care which falls outside the normal order and delivery parameters. Using air and ground options, Wholesaler will exhaust all resources in delivering emergency Product in the most timely and efficient methods. Air services may be used at the discretion of the Wholesaler based on the severity of the emergency situation. Wholesaler will make a good faith effort to make emergency deliveries within four (4) hours following receipt of the order. OTC Products are not considered necessary for immediate and specific patient care and therefore do not qualify for free emergency orders. Service fee discounts will be applied to emergency orders as set forth in Attachment B, Discounts and Fees.

**Revision 15:** Attachment A, 4.10 Pedigree, paragraph 5 in this section is replaced in its entirety with the following:

As part of the quarterly executive business review with MMCAP, the Wholesaler will be required to provide updates on the Drug Quality and Security Act, Title II transition and how the Wholesaler is integrating compliance aspects into its work deliverables to MMCAP Participating Facilities and MMCAP. In addition, the Wholesaler is required to provide prompt written notification should the FDA deem the Wholesaler to no longer have the status of an Authorized Trading Partner, for any of its legal entities or a specific distribution center.

**Revision 16:** Attachment A, 4.11 Contract Compliance, A. On-Contract Purchasing is replaced in its entirety with the following:

**A. On-Contract Purchasing**

Wholesaler agrees to encourage MMCAP Participating Facilities to purchase MMCAP Contract Products. Wholesaler must not condone or encourage in any way the purchase substitution of an MMCAP Contract Product with that of a Non-Contract Product. However, if the purchase substitution is to a product within the product portfolio(s) available to MMCAP Participating Facilities under the Wholesaler's Generic Drug

Program (4.16 Other Value –Added Services, A. Wholesaler’s Generic Drug Program), this is an allowable purchase substitution practice. To ensure overall MMCAP Participating Facility contract compliance, Wholesaler may be asked to provide, at no cost to the MMCAP State Contacts in each state served by the Wholesaler, a monthly report containing the following fields:

1. MMCAP Participating Facility name
2. Wholesaler account number
3. Contract volume (in dollars) by facility
4. Not-on-contract volume (in dollars) by facility
5. Total volume (in dollars) amounts by facility
6. Number of line items shipped to the facility

**Revision 17:** Attachment A, 4.11 Contract Compliance, C. Reporting Tools, Subsection 4., is replaced in its entirety with the following:

4. Upon request, Wholesaler will set up a user login on Wholesaler’s online ordering system(s) for each MMCAP Member State and MMCAP with all MMCAP Participating Facility accounts for the purpose of reporting at no cost.

**Revision 18:** Attachment A, 4.12 Invoicing, C. Credit and Rebills, Subsection 12., is deleted.

12. Wholesaler agrees that rebills will reflect the net difference owed or due after any original credited amount has been applied.

**Revision 19:** Attachment A, 4.18 Shareback Credits, last paragraph in this section, is replaced in its entirety with the following:

Should MMCAP change its process for the Shareback Credit to a more frequent interval (semi-annual, quarterly), any time during the term of this Contract, the Wholesaler will continue to manage this process as a service inclusion, with no additional cost or fee withhold to MMCAP or MMCAP Participating Facilities. In providing documentation to the MMCAP Participating Facilities, MMCAP requires that the description on the credit invoice reflect “MMCAP Shareback”. A description that refers to the Shareback credit as a “rebate” is not acceptable.

**Revision 20:** References in the Contract, specific to “cardinal.com” and “entelligence” are to be noted as no longer available through this Contract.

**Revision 21:** Attachment B, Other Fees, 4. Inventory Support, is replaced in its entirety with the following:

4. Inventory Support

Inventory Support	Fees
Restocking Fee	Returns subject to specific requirements outlined within Attachment D (Wholesaler’s Returned Goods Policy).
Shelf Labels	No Charge
On-site support of physical inventory	No Charge
Handheld devices	Price per Device <ul style="list-style-type: none"> <li>• MC 1000 – Long Term Lease, minimum 3 month requirement, \$25/month or \$250 per year</li> <li>• Physical Inventory               <ul style="list-style-type: none"> <li>• Single Unit, 1 docking station \$50</li> <li>• Small Bundle, 4 handhelds, 1 docking station \$150</li> <li>• Large Bundle, 6 handhelds, 2 docking stations \$250</li> </ul> </li> <li>• MC 40 – Long Term Lease \$100/month</li> </ul>

**Revision 22:** Attachment C, Table3: Service Fee Discount Exceptions, is replaced with the following:

Drug Class	Service Fee Discount
Direct Acting Antivirals for Hepatitis-C (including, but not limited to: Sovaldi®, Harvoni®, Olysio®, Viekira Pak™, Technivie™, Daklinza™, Zepatier™)	-2.60%

**Revision 23: Effective as of November 1, 2016,** Attachment B, Other Fees, 1. Deliveries, subsection g., is added.

g. MMCAP Members are responsible for notifying the Wholesaler of any expected facility closures (holiday, inventory, etc.). In the event Wholesaler attempts to make a delivery of an order for an MMCAP Member that has failed to notify the Wholesaler of an expected facility closure, and the delivery attempt results in a non-delivery, requiring the order to be returned to the distribution center, the Wholesaler will be allowed to assess the MMCAP Member a \$60 fee for a failure to notify. This fee will not be assessed if the delivery attempt failure is due to an unexpected facility closure.

**Except as amended, the terms and conditions of the Original Contract and any previous amendments remain in full force and effect.**

To view the Master Agreement in its entirety including all Amendments thereof, please login to the MMCAP website: <http://www.mmd.admin.state.mn.us/mmcap/>

More information about this award can be found at the following link:  
<http://www.ogs.ny.gov/purchase/spg/awards/1020022881CAN.HTM>





# Contract Award Notification Update

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## Subject: Letter of Participation

**DATE:** November 23, 2015      **AWARD #:** [PGB-22881](#)      **GROUP #:** 10200

**AWARD DESCRIPTION:** Pharmaceutical Prime Vendor Contract Cardinal Health 411, Inc. (Statewide)

**CONTRACT PERIOD:** April 27, 2015 to October 31, 2016

**CONTACT:** Julie Carlson | 518-474-8077 | [julie.carlson@ogs.ny.gov](mailto:julie.carlson@ogs.ny.gov)

**CONTRACT NO.:** PC66755      **CONTRACTOR:** Cardinal Health 411, Inc.

New York State is a member of the Minnesota Multistate Contracting Alliance for Pharmacy (MMCAP). This group purchasing organization was formed to pool member states' purchasing volume in order to derive more attractive pricing for pharmaceutical products and services. Prices for products purchased through the OGS Pharmaceutical Prime Vendor Contract with Cardinal Health 411, Inc. are set by contracts established by MMCAP with manufacturers and distributors.

MMCAP has contracts with Abbott Nutrition for medical nutritional products. These contracts require authorized users to sign a Letter of Participation (LOP) in order to receive the discounted contract pricing. The LOP offers different pricing depending upon the level of commitment selected by the user. If a user agrees to purchase eighty percent (80%) of its nutritional product needs from Abbott Nutrition, they may choose "Committed Pricing" on the LOP which offers the best discount on the contract. If a user does not wish to commit to purchasing 80% of its nutritional product needs from Abbott Nutrition, they can choose the "Non-Committed Pricing" which still offers substantial savings. If a user chooses not to sign the LOP, Abbott Nutrition offers no discount.

In the past, Abbott Nutrition automatically loaded the Non-Committed Pricing for MMCAP's entire roster of authorized users, even those who did not sign a LOP to select such pricing. Over time, as new contracts were signed, those authorized users were grandfathered into the list of users eligible for the Non-Committed Pricing. However, with the pricing upload of the latest contract, authorized users have reported that they are no longer receiving the Non-Committed Pricing without completing the LOP requirement which Abbott Nutrition is now enforcing.

Authorized users are advised to follow their own agencies' policies and procedures, be aware of price changes, and take appropriate action as necessary. Also note that MMCAP has contracts with other vendors with similar additional requirements of users signing commitment letters. The MMCAP webpage includes a Contracts tab with a list of all MMCAP manufacturer and distributor contracts and links to associated attachments including LOP agreements. Click here to login: <http://www.mmd.admin.state.mn.us/mmcap/Account/Login.aspx>.

Products available in these contracts may also be available from other New York State contracts. Authorized users will be advised to select the most cost effective procurement method that meets their program requirements and to maintain a procurement record documenting the basis for this selection.



# Contract Award Notification Update

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## Subject: Alert from Cardinal Health

**DATE:** November 06, 2015

**AWARD #:** [PGB-22881](#)

**GROUP #:** 10200

**AWARD DESCRIPTION:** Pharmaceutical Prime Vendor Contract Cardinal Health 411, Inc. (Statewide)

**CONTRACT PERIOD:** April 27, 2015 to October 31, 2016

**CONTACT:** Julie Carlson | 518-474-8077 | [julie.carlson@ogs.ny.gov](mailto:julie.carlson@ogs.ny.gov)

**CONTRACT NO.:** PC66755      **CONTRACTOR:** Cardinal Health 411, Inc.

Cardinal Health reports that individuals have presented themselves as a Cardinal Health employee by contacting customers and requesting their Cardinal Health account information. Additionally, Cardinal has seen unusual orders placed in the names of the contacted customers following the initial contact.

OGS reminds New York State users that Cardinal will not contact you to ask for an account number under any situation. Cardinal requests that users report suspicious activity to the Cardinal Health Security Operations and Intelligence Center (SOIC) at 888.880.7642.

Cardinal asked OGS to remind users that Cardinal Health return policies are defined in the Master Contract, Attachment D: <http://www.ogs.ny.gov/purchase/spg/pdfdocs/1020022881TC.pdf>. All returns to Cardinal Health must include a Material Return Authorization (MRA) form attached to the tote and returns will be picked up by their daily courier driver. No other employee of Cardinal Health will contact users about picking up a return.

OGS Procurement Services asks that users notify the contact person for this Award when you make Cardinal aware of any suspicious activity.



# Contract Award Notification

<b>Title</b>	: <b>Group 10200 – Pharmaceutical Prime Vendor Contract, Cardinal Health 411, Inc. (Statewide)</b> <b>Classification Code(s): 51</b>
<b>Award Number</b>	: <b><u>PGB-22881</u></b> (Replaces Award PGB 22000)
<b>Contract Period</b>	: <b>April 27, 2015 through October 31, 2016</b>
<b>Bid Opening Date</b>	: <b>n/a</b>
<b>Date of Issue</b>	: <b>April 27, 2015</b>
<b>Specification Reference</b>	: <b>As Incorporated In The Piggyback Agreement</b>
<b>Contractor Information</b>	: <b>Appears on Page 2 of this Award</b>

## Address Inquiries To:

State Agencies & Vendors	Political Subdivisions & Others
Name : John Normile Title : Contract Management Specialist Phone : 518-408-2557 Fax : 518-474-8676 E-mail : <a href="mailto:john.normile@ogs.ny.gov">john.normile@ogs.ny.gov</a>	New York State Procurement Customer Services Phone : 518-474-6717 Fax : 518-474-2437 E-mail : <a href="mailto:customer.services@ogs.ny.gov">customer.services@ogs.ny.gov</a>

**New York State Procurement values your input.  
Complete and return "Contract Performance Report" at end of document.**

## Description

This contract is for the purchase of Generic and Brand name pharmaceutical products. The contract is a Piggyback Agreement off of the Master Contract (MMS15001) offered by the Minnesota Multistate Contracting Alliance for Pharmacy (MMCAP) <http://www.mmcap.org>. Cardinal Health 411, Inc. is the contractor.

PR # 22881



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<b><u>CONTRACT #</u></b>	<b><u>CONTRACTOR &amp; ADDRESS</u></b>	<b><u>TELEPHONE #</u></b>	<b><u>FED.ID#</u></b>	<b><u>NYS VENDOR #</u></b>
PC66755	Cardinal Health 411, Inc.* 7000 Cardinal Place Dublin, OH 43017	(866) 641-1199 Customer Service Call Center Fax No. (866) 551-0530	311470544	1000041364
		Email: GMB-P_SPL_V_GOV@cardinalhealth.com Website: www.cardinalhealth.com		

\* Also: Cardinal Health or Cardinal or Wholesaler

Contractor offers Electronic Access Ordering (EDI).  
Contractor has catalog prices on the internet.  
Contractor has the ability to make NYS pricing available along with catalog pricing online.

**Person or persons to contact for expediting New York State contract orders:**

Kathleen Anderson  
Cardinal Health, State Government Customer Service  
Phone: (866) 641-1199  
Fax: (866) 551-0530  
Email: GMB-P\_SPL\_V\_GOV@cardinalhealth.com  
Attn: Kathleen Anderson (in email subject line)

Customer Service  
Phone: 866-641-1199  
Fax: 866-551-0530  
Email: GMB-P\_SPL\_V\_GOV@cardinalhealth.com  
Business Hours: 7:30 A.M. – 8:00 P.M EST, Monday-Friday excluding the following national holidays  
Christmas Day, New Year's Day, Thanksgiving Day, Memorial Day, the Fourth of July and Labor Day.

**Person or persons to contact in the event of an emergency occurring after business hours or on weekend/holidays:**

**Customer Service Emergency Call Center - 24 hours (877) 772-0346**

Brad Luchene  
Cardinal Health, Sales Consultant, Northeast  
Phone: (262) 527-1942  
Fax: (614) 652-8103  
Email: bradley.luchene@cardinalhealth.com  
Business Hours: 8:00 A.M. – 5:00 P.M EST, Monday-Friday

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 NEW YORK STATE PROCUREMENT 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 NEW YORK STATE PROCUREMENT.

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:

New York State supports and encourages contractors to use recycled, remanufactured or recovered materials in the manufacture of products and packaging to the maximum extent practicable without jeopardizing the performance or intended end use of the product or packaging unless such use is precluded due to health or safety requirements or the product specifications contained herein. Refurbished or remanufactured components or products are required to be restored to original performance and regulatory standards and functions and are required to meet all other requirements of this Piggyback Contract. Warranties on refurbished or remanufactured components or products must be identical to the manufacturer's new equipment warranty or industry's normal warranty when remanufacturer does not offer new equipment. See Appendix B, Section 15, Remanufactured, Recycled, Recyclable or Recovered Materials.

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.

RS,RP,RA	Recycled
RM	Remanufactured
SW	Solid Waste Impact
EE	Energy Efficient
E*	EPA Energy Star
ES	Environmentally Sensitive

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, and
- 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).

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**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.

See "Contract Billings" in Appendix B, OGS General Specifications.

**CONTRACT INVOICING:**

As noted in the Piggyback Agreement, Appendix B, Section 49, Contract Invoicing, applies to this Piggyback Contract.

**NOTE TO CONTRACTOR:**

This Contract Award Notification is not an order. Do not take any action under this contract except on the basis of orders entered by authorized users on the Cardinal ordering system.

**NOTE TO AGENCY:**

Orders under this contract are to be submitted directly to the contractor.

**OVERLAPPING CONTRACT ITEMS:**

Products/services available under this Piggyback Contract may also be available from other New York State contracts. Authorized Users are advised to select the most cost effective procurement alternative that meets their program requirements, and to document the basis for this selection in the procurement record.

**MINIMUM ORDER**

There is not a specific minimum order with regards to order dollar amount or order volume associated with this piggyback agreement however; each authorized contract user should receive 5 free scheduled deliveries per week (M –F) and 12 emergency orders annually regardless of order dollar amount or order volume.

**PRICE AND DISCOUNTS**

Price shall include all customs duties and charges and be net, F.O.B. destination any point in New York State as designated by the Authorized User. Any prompt payment terms (cash discounts) or quantity (volume) discounts which are included in the Master Contract will also be included in this Piggyback Contract. All New York State Authorized Users' purchases will be priced at a Service Fee Discount Level according to Attachment C of the Master Contract or better. Sales taxes and other fees should be added as required by New York State laws.

**New York State  
Cardinal Health 411, Inc. –Contract Summary**

**Eligibility:** All NYS eligible authorized users are eligible to use this contract. If you have questions, please contact the Contract Manager for information on becoming an authorized user and on becoming an MMCAP member.

**Pricing:** All purchase prices are based on MMCAP Contracts, 340B Contracts, CardinalSOURCE and ancillary or direct contracts or Base Price where applicable. Pricing is available by accessing <https://orderexpress.cardinalhealth.com>.

Additional discounts for prompt payment are available, see Attachment C of the Master Contract. Cardinal will invoice users based on an average of their last three months payments. For example, if your average payment cycle for the past 90 days is 30 days then you will be invoiced at the 30 day discounted rate for the next 90 days.

If you are unsure about your agency's payment history, please access your account information at <https://orderexpress.cardinalhealth.com> for your current billing.

**Exceptions:** The purchase price for the below listed products are not subject to the discounts described above and will instead be priced according to the below Service Fee Discount percentage.

Product	Service Fee Discount
Sovaldi® (Sofosbuvir 400MG TAB)	-2.60%
Harvoni® (90MG Ledipasvir and 400MG Sofosbuvir TAB)	-2.60%
Olysio® (Simeprevir 150MG CAP)	-2.10%
Viekira Pak™ (ombitasvir, paritaprevir, and ritonavir tablets; dasabuvir tablets)	-2.00%

**Deliveries:**

Regardless of dollar volume, Cardinal will make 5 routine deliveries per week at no charge to the Authorized User.

**Routine Deliveries:** Deliveries will be made available five days per week, for all facilities regardless of size, (Monday-Friday) with the delivery window from 7 am – 3 pm the next day depending on location and distance from servicing distribution center. Orders received on a Friday or holiday will be delivered the next business day.

**Emergency Orders/Deliveries:** Cardinal Health provides each facility with twelve (12) emergency order deliveries annually at no charge. Only prescription pharmaceuticals will be eligible (OTC products are not included). Orders beyond the twelve (12) deliveries provided, at no charge per year, will be assessed the cost of the product plus the cost of delivery.

- a. If a member requires more deliveries beyond the allotments specified for routine and emergency deliveries, Cardinal will pass on the cost of the delivery to the member.
- b. There will be no charges for the delivery of MMCAP Contract or Non- Contract Bulky Products so long as the delivery falls within the MMCAP Member's normal delivery schedule.
- c. Cardinal will not assess a delivery fee to an MMCAP Member for drop shipped deliveries, unless delivery charges are passed onto Cardinal by the supplier.
- d. Cardinal will not assess a delivery fee to an MMCAP Member for Specialty deliveries, unless delivery charges are passed onto Cardinal by the supplier.
- e. Cardinal will not assess delivery fee to an MMCAP Member for products shipped to MMCAP's contracted repackaging vendor(s), unless delivery charges are passed onto the Cardinal by the repackager.

- f. Control substances shipping – if held to be shipped with MMCAP Member’s regular order and not shipped with regular order, there will be no charge to the Member to ship it and there will be no impairment to the weekly allotment.

**No Fuel Surcharge for Deliveries:** Cardinal Health will not charge a fuel surcharge for the term of this Agreement and any extensions.

**Support Available from Cardinal:** OGS encourages Authorized Users to make use of Cardinal Account representatives for support and minor service issues and requests. Attachment A of the Master Contract provides additional information about the support available from Cardinal. The following chart is of particular importance because it describes what each facility should expect from Cardinal’s point of contact. See Attachment A for more detailed information about resources to be provided by Cardinal.

Average Monthly Purchasing	Frequency of Contact with MMCAP Participating Facility	Type of Contact
\$0 - \$25,000	Dialogue with MMCAP Participating Facility once every 30 calendar days unless otherwise requested by the MMCAP Participating Facility	Telephone Call Onsite visits available upon reasonable
\$25,001 – and up	1. Customer Business Reviews offered quarterly. 2. Dialogue with MMCAP Participating Facilities once every 30 calendar days or as needed	1. On-site visit or Telephone Call 2. On-site visit or Telephone Call
State Purchasing Contact	Dialogue offered monthly or as desired by State Purchasing Contact. State contacts are to be included in quarterly Member Customer Business	On-site visit or telephone call

**Cardinal’s Returned Goods Policy:** Attachment D of the Master Contract includes Cardinal’s returned goods policy. Authorized Users are encouraged to see Attachment D for complete information. What follows is a summary for reference.

Returned Good Policy* Products in Saleable/Merchantable Condition	
Returns Made Within:	Credit Amount:
1-60 Calendar Days from Invoice Date	Credit at 100% of Invoice Amount
61-180 Calendar Days from Invoice Date	Credit at 85% of Invoice Amount
181-365 Calendar Days from Invoice Date	Credit at 70% of Invoice Amount
Return Requests Greater than 365 Calendar Days from the Invoice Date	Not Accepted

\*Products damaged in transit to customer, with concealed damage, received short dated or shortages must each be reported within three (3) business days of original invoice date and products must be returned within ten (10) business days of the original invoice date.

Certain products may not be returned to Cardinal Health, such as products purchased from any other source other than the contracted Vendor (Cardinal Health), products designed “no recourse” or “un-returnable” or other similar designation, drop shipment products, special orders, seasonal products, frozen products and products for which the manufacturer does not allow return. Please see the MMCAP-Cardinal Health Contract MMS15001, Attachment D for Cardinal’s complete Returned Goods Policy.

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MMCAP MEMBER REFERENCE GUIDE

**Cardinal Health Customer Service**

Phone: 866-641-1199 (this number is best used to get into State Govt. queue)

Fax: 866-551-0530

GMB-P\_SPL\_V\_GOV@cardinalhealth.com

Hours of Operation 7:30-5:00 P.M. Monday-Friday

**Teleserve IVR Service**

866-958-2200

Check Stock Status and place orders 24 hours a day service

**Order Express Support**

800-326-6457

Hours of Operation 7:00 A.M. – 12:00 A.M. EST Monday-Friday

9:00 A.M. – 9:00 P.M. EST Saturday & Sunday

**Emergency Orders**

We have an **Emergency Call Procedure** which is in place to support customers in an emergency situation 24 hours a day, 7 days a week, 365 days a year.

**Life critical emergency**

When you have a life critical emergency situation that requires you to receive a product before your next scheduled delivery, please follow the Emergency Call Procedure outlined below:

**Emergency Call Procedure for the Fastest Response**

1. During normal business hours: Monday-Friday 7:30 A.M to 5:00 P.M.  
Please call Customer Service.
2. Outside normal business hours, please call the emergency number  
**Emergency number 877-772-0346**
3. When calling the emergency number, an answering service representative will take the message and  
a Cardinal Health employee will promptly return your call. Please have your servicing DC name, account name and #, a contact name, and a call back phone number available.

**Cardinal Health Syracuse Division Contacts**

Eric Sutherland: 315-438-3239

eric.sutherland@cardinalhealth.com

Director of Sales

Bruce Millar: 315-438-3271

bruce.millar@cardinalhealth.com

Manager, Inventory Management

**Cardinal Health Corporate Contacts**

Tiffany Kuhel: 614-757-7528

tiffany.kuhel@cardinalhealth.com

Consultant, Contract Compliance

Clay Miller: 614-757-6763

clay.miller@cardinalhealth.com

Manager, State Government Account Management

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**CONTRACT PERIOD AND RENEWALS**

The New York State Contract period shall be for the term as indicated on the Piggyback Agreement. Extensions or renewals to the Master Contract or any modification including new products, terms, or price changes to the Master Contract shall be submitted by the Contractor to the Office of General Services, New York State Procurement for approval and shall be effective to the New York State Contract upon the date of issuance of a written notification to New York State contract users

Upon expiration of the Master Contract, Contractor may submit any subsequent replacement contracts entered into for the same or similar products with the same Issuing Entity to the Office of General Services, Procurement Services in order to establish a new contract.

**MERGER OF APPENDICES/CONFLICT OF CLAUSES**

This Piggyback Contract shall incorporate the following appendices as if set forth herein at length. Only the documents expressly enumerated below shall be deemed a part of this Piggyback Contract, and references contained in those documents to additional Contractor documents not enumerated below shall be of no force and effect. Conflicts between these documents shall be resolved in the following descending order of precedence:

- I. Appendix A, Standard Clauses for NYS Contracts;
- II. Piggyback Contract;
- III. Appendix B, OGS General Specifications; and
- IV. Master Contract, MMCAP Contract No. MMS15001 including Amendments and:
  - Attachment A: Scope of Work
  - Attachment B: Discounts and Fee
  - Attachment C: Service Fee Discount Matrix
  - Attachment D: Wholesaler's (Cardinal's) Returned Goods Policy
  - Attachment E: Member-Requested Participation Agreement

**PREFERRED SOURCE PRODUCTS**

New York State Finance Law §162 mandates that a New York State agency, public authority, political subdivision or public benefit corporation obtain certain commodities and services from preferred sources, such as Correctional Industries (Corcraft), the blind and the disabled, when such products or services meet the form, function and utility of the entity. Some products or services under this Piggyback Contract may be available from one or more preferred sources. The Contractor understands and agrees that such products and services must be purchased from a preferred source in accordance with New York State Law.

**State of New York  
Office of General Services  
PROCUREMENT SERVICES  
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.

	Excellent	Good	Acceptable	Unacceptable
• Product meets your needs				
• Product meets contract specifications				
• Pricing				

**CONTRACTOR**

	Excellent	Good	Acceptable	Unacceptable
• Timeliness of delivery				
• Completeness of order (fill rate)				
• Responsiveness to inquiries				
• Employee courtesy				
• Problem resolution				

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  
 Customer Services, 38th Floor  
 Corning 2<sup>nd</sup> Tower - Empire State Plaza  
 Albany, New York 12242  
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