



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
OFFICE OF MANAGEMENT AND BUDGET

November 8, 2011

TO: ALL STATE AGENCIES, SCHOOL DISTRICTS, MUNICIPALITIES, VOLUNTEER  
FIRE COMPANIES AND POLITICAL SUBDIVISIONS

FROM: DANIELLE RIDGWAY  
STATE CONTRACT PROCUREMENT OFFICER  
302-857-4556

SUBJECT: **AWARD NOTICE – ADDENDUM #7 – Effective March 17, 2015**  
**CONTRACT NO. GSS11639-POLICE\_RADR**  
**POLICE RADAR, LIDAR, PARTS AND EQUIPMENT**

---

TABLE OF CONTENTS  
OF  
KEY CONTRACT INFORMATION

1. MANDATORY USE CONTRACT:..... 2  
2. CONTRACT PERIOD: ..... 2  
3. VENDORS: ..... 2  
4. SHIPPING TERMS: ..... 7  
5. DELIVERY AND PICKUP:..... 7  
6. PRICING: ..... 7  
ADDITIONAL TERMS AND CONDITIONS..... 21



**GOVERNMENT SUPPORT SERVICES – CONTRACTING**  
100 ENTERPRISE PLACE – SUITE 4 – DOVER, DE 19904-8202  
PHONE: (302) 857-4550 – FAX: (302) 739-3779 – GSS.OMB.DELAWARE.GOV

**KEY CONTRACT INFORMATION**

**1. MANDATORY USE CONTRACT:**

[\(Return to Table of Contents\)](#)

**REF: Title 29, Chapter 6911(d) Delaware Code.** Every state department and agency within the Executive Branch and Judicial Branch of the state government shall procure all material, equipment and nonprofessional services through the statewide contracts administered by Government Support Services, Office of Management and Budget. Delaware State University, Delaware Technical and Community College, the operations funded by Public School Districts, Delaware Transit Corporation, the Legislative Branch and the Board of Pension Trustees and their consultants are specifically exempted from the requirements of this subsection.

Under Title 29 §6933, The State of Delaware is authorized to participate in, sponsor, conduct or administer a cooperative purchasing agreement for the procurement of materiel or nonprofessional services with 1 or more public procurement units either within the State or within another state in accordance with an agreement entered into between the participants.

A competitive bidding and selection process was conducted by the State of Washington, Department of General Administration. The State of Washington and Contractor(s) established a contract for the purchase of police radar, lidar, parts and accessories on or around October 31, 2011 (hereinafter, "Master Agreement").

**2. CONTRACT PERIOD:**

[\(Return to Table of Contents\)](#)

Each contractor's contract shall be valid through October 30, 2013. Each contract may be renewed for five (5) additional one (1) year periods through negotiation between the contractor, the State of Washington and Government Support Services.

**Addendum # 7 extends this contract through October 30, 2018.**

**3. VENDORS:**

[\(Return to Table of Contents\)](#)

<b>Contractor:</b>	Contract # GSS11639-POLICE_RADRV01 FSF Vendor ID: 0000033908 <b>Applied Concepts, Inc.</b> 2609 Technology Dr Plano TX 75074-7467		
<b>Contract Administration:</b>		Primary Contact	Alternate Contact
	Name:	Jack Beck	Jan Achilles
	Phone:	(800) 782-5537 ext 143	(800) 782-5537 ex 191
	Fax:	(972) 398-3781	(972) 398-3781
	E-mail:	<a href="mailto:Jack01@stalkerradar.com">Jack01@stalkerradar.com</a>	<a href="mailto:jana@stalkerradar.com">jana@stalkerradar.com</a>
<b>Customer Service/Order Placement:</b>		Primary Contact	Alternate Contact
	Name:	Donna Russell	
	Phone:	(800) 782-5537 ext 103	
	Fax:	(972) 398-3781	
	E-mail:	<a href="mailto:donnar@stalkerradar.com">donnar@stalkerradar.com</a>	
<b>Contract Pricing:</b>	Pricing is 10% Discount off Manufacturer's Parts Price List Pricing is 10% Discount off Manufacturer's Accessories Price List		

	Additional Qty. Discount:
<b>Contractor's Website:</b>	<a href="http://www.stalkerradar.com">http://www.stalkerradar.com</a>
<b>Payment/Order Placement Address:</b>	Applied Concepts, Inc. 2609 Technology Dr Plano TX 75074-7467
<b>Credit Card Acceptance:</b>	American Express, Discover, MasterCard, VISA
<b>Minimum Orders:</b>	None
<b>Delivery Time:</b>	10 Days After Receipt of Order (ARO) – Standard Orders 30 Days After Receipt of Order (ARO) – Special Orders
<b>Payment Terms:</b>	Net 30 Days
<b>Shipping Destination:</b>	Freight on Board (FOB) Destination
<b>Freight:</b>	Prepaid and Included

<b>Contractor:</b>	Contract # GSS11639-POLICE_RADRV02 FSF Vendor ID: 0000022506 <b>Decatur Electronics, Inc.</b> 3433 East Wood Street Phoenix, AZ 85040		
<b>Contract Administration:</b>		Primary Contact	Alternate Contact
	Name:	Krista Abercrombie	Kirk Caputa
	Phone:	(800) 428-4315	(800) 428-4315
	Fax:	(602) 621-4200	(602) 621-4200
	E-mail:	<a href="mailto:krista.abercrombie@soncellna.com">krista.abercrombie@soncellna.com</a>	<a href="mailto:kirk.caputa@soncellna.com">kirk.caputa@soncellna.com</a>
<b>Customer Service/Order Placement:</b>		Primary Contact	Alternate Contact
	Name:	Krista Abercrombie	Kirk Caputa
	Phone:	(800) 428-4315	(800) 428-4315
	Fax:	(602) 621-4200	(602) 621-4200
	E-mail:	<a href="mailto:krista.abercrombie@soncellna.com">krista.abercrombie@soncellna.com</a>	<a href="mailto:kirk.caputa@soncellna.com">kirk.caputa@soncellna.com</a>
<b>Contract Pricing:</b>	Pricing is 25% Discount off Manufacturer's Suggested Retail Price List  Additional Qty. Discount:		
<b>Contractor's Website:</b>	<a href="http://www.decaturelectronics.com/">http://www.decaturelectronics.com/</a>		
<b>Payment/Order Placement Address:</b>	Decatur Electronics, Inc. 3433 East Wood Street Phoenix, AZ 85040 Attn: Krista Abercrombie	Payment:	Decatur Electronics, Inc. 750 B Street, Suite, 2610 San Diego, CA 92101 Attn: Luisa Currasco
<b>Credit Card Acceptance:</b>	American Express, MasterCard, VISA		
<b>Minimum Orders:</b>	None		
<b>Delivery Time:</b>	10 Days After Receipt of Order (ARO) – Standard Orders 30 Days After Receipt of Order (ARO) – Special Orders		
<b>Payment Terms:</b>	Net 30 Days		
<b>Shipping Destination:</b>	Freight on Board (FOB) Destination		
<b>Freight:</b>	Prepaid and Included		

<b>Contractor:</b>	Contract # GSS11639-POLICE_RADRV07 FSF Vendor ID: 0000005806 <b>Digital Ally Inc.</b> 9705 Loiret Blvd, Lenexa, KS 66219		
<b>Contract Administration:</b>		Primary Contact	Alternate Contact
	Name:	Digital Ally Inside Sales	Kent Bruce (WA, OR, AK, ID, MT)
	Phone:	913.814.7774 or 800.440.4947	360.886.9410 or 800.440.4947
	Fax:	913.814.7775	360.886.9411
	E-mail:	<a href="mailto:sales@digitalallyinc.com">sales@digitalallyinc.com</a>	kdbco@comcast.net
<b>Customer Service/Order Placement:</b>		Primary Contact	Alternate Contact
	Name:	Heath Bideau	Greg Dyer
	Phone:	913-814-7774	913-814-7774
	Fax:	913-814-7775	913-814-7775
	E-mail:	<a href="mailto:bids@digitalallyinc.com">bids@digitalallyinc.com</a>	<a href="mailto:sales@digitalallyinc.com">sales@digitalallyinc.com</a>
<b>Contract Pricing:</b>	Pricing is 0% Discount off Manufacturer's Parts Price List Pricing is 15% Discount off Manufacturer's Accessories Price List  Additional Qty. Discount:		
<b>Contractor's Website:</b>	<a href="https://www.digitalallyinc.com">https://www.digitalallyinc.com</a>		
<b>Payment/Order Placement Address:</b>	Billing Will Be From	Payments Sent To	
	Digital Ally Inc. 7311 W. 130 <sup>th</sup> Street STE 170 Overland Park, KS 66213	Digital Ally Inc. PO Box 411099 Kansas City MO 64141-1099	
<b>Orders To Be Sent To:</b>	Same as Contractor Address		
<b>Credit Card Acceptance:</b>	MasterCard, VISA, AMEX		
<b>Minimum Orders:</b>	None		
<b>Delivery Time:</b>	10 Days After Receipt of Order (ARO) – Standard Orders 30 Days After Receipt of Order (ARO) – Special Orders		
<b>Payment Terms:</b>	Net 30 Days		
<b>Shipping Destination:</b>	Freight on Board (FOB) Destination		
<b>Freight:</b>	Prepaid and Included		

<b>Contractor:</b>	Contract # GSS11639-POLICE_RADRV04 FSF Vendor ID: 0000023635 <b>Kustom Signals, Inc.</b> 9652 Loiret Boulevard Lenexa KS 66219-2406		
<b>Contract Administration:</b>		<b>Primary Contact</b>	<b>Alternate Contact</b>
	Name:	Mary Beiriger	
	Phone:	(800) 852-1270 Ext. 3107	
	Fax:	(913) 492-1703	
	E-mail:	<a href="mailto:mbeiriger@kustomsignals.com">mbeiriger@kustomsignals.com</a>	
<b>Customer Service/Order Placement:</b> <u>See Embedded Regional Contact list for the contact person in your region.</u>		Regional Contact information	
		 Kustom Signals Regional contact list.	
<b>Contract Pricing:</b>	Pricing is 20% Discount off Manufacturer's Price List dated 05/06.  Additional Qty. Discount: See pricing pages		
<b>Contractor's Website:</b>	<a href="http://www.kustomsignals.com/">http://www.kustomsignals.com/</a>		
<b>Payment/Order Placement Address:</b>		<b>Billing Will Be From</b>	<b>Payments Sent To</b>
		Kustom Signals, Inc. 1010 W Chestnut St Chanute KS 66720	Kustom Signals, Inc. PO Box 411882 Kansas City MO 64141-1882
<b>Orders To Be Sent To:</b>	Same as Contractor Address		
<b>Credit Card Acceptance:</b>	MasterCard, VISA		
<b>Minimum Orders:</b>	None		
<b>Delivery Time:</b>	10 Days After Receipt of Order (ARO) – Standard Orders 30 Days After Receipt of Order (ARO) – Special Orders		
<b>Payment Terms:</b>	Net 30 Days		
<b>Shipping Destination:</b>	Freight on Board (FOB) Destination		
<b>Freight:</b>	Prepaid and Included		

Award Notice – Addendum # 7  
 Contract No.: GSS11639-POLICE\_RADR

<b>Contractor:</b>	Contract # GSS11639-POLICE_RADRV05 FSF Vendor ID: 0000034591 <b>Laser Technology Inc.</b> 7070 S. Tucson Way Centennial, CO 80112-3921		
<b>Contract Administration:</b>		Primary Contact	Alternate Contact
	Name:	Cheri Lucero	
	Phone:	303.649.1000 Ext 175	
	Fax:	800.280.6113 Ext 175	
	E-mail:	<a href="mailto:Clucero@lasertech.com">Clucero@lasertech.com</a>	
<b>Customer Service/Order Placement:</b>		Primary Contact	Alternate Contact
	Name:	Cheri Lucero	
	Phone:	303.649.1000 Ext 175	
	Fax:	800.280.6113 Ext 175	
	E-mail:	<a href="mailto:Clucero@lasertech.com">Clucero@lasertech.com</a>	
<b>Contract Pricing:</b>	Pricing is 0% Discount off Manufacturer's Parts Price List Pricing is 15% Discount off Manufacturer's Accessories Price List  Additional Qty. Discount:		
<b>Contractor's Website:</b>	<a href="http://www.lasertech.com/Speed-Enforcement-Measurement.aspx">http://www.lasertech.com/Speed-Enforcement-Measurement.aspx</a>		
<b>Payment/Order Placement Address:</b>	Billing Will Be From	Payments Sent To	
	Laser Technology Inc. 7070 S. Tucson Way Centennial, CO 80112	Laser Technology Inc. 7070 S. Tucson Way Centennial, CO 80112	
<b>Orders To Be Sent To:</b>	Same as Contractor Address		
<b>Credit Card Acceptance:</b>	MasterCard, VISA, AMEX		
<b>Minimum Orders:</b>	None		
<b>Delivery Time:</b>	10 Days After Receipt of Order (ARO) – Standard Orders 30 Days After Receipt of Order (ARO) – Special Orders		
<b>Payment Terms:</b>	Net 30 Days		
<b>Shipping Destination:</b>	Freight on Board (FOB) Destination		
<b>Freight:</b>	Prepaid and Included		

<b>Contractor:</b>	Contract # GSS11639-POLICE_RADRV06 FSF Vendor ID: 0000033079 <b>MPH Industries, Inc.</b> 316 E 9 <sup>th</sup> St Owensboro KY 42303-3511		
<b>Contract Administration:</b>		Primary Contact	Alternate Contact
	Name:	Eric Ruud	Brian Stafford
	Phone:	(888) 689-9222 Ext. 398	(866) 629-9256
	Fax:	(270) 685-6288	
	E-mail:	<a href="mailto:elruud@mphindustries.com">elruud@mphindustries.com</a>	<a href="mailto:bestafford@mphindustries.com">bestafford@mphindustries.com</a>
<b>Customer Service/Order Placement:</b>		Primary Contact	Alternate Contact
	Name:	Jill Hayden	
	Phone:	(888) 689-9222 Ext. 421	
	Fax:	(270) 685-6288	
	E-mail:	<a href="mailto:jahayden@mphindustries.com">jahayden@mphindustries.com</a>	
<b>Contract Pricing:</b>	Pricing is 20% Discount off Manufacturer's Parts Price List dated 01/01/06 Pricing is 10% Discount off Manufacturer's Accessories Price List dated 01/01/06  Additional Qty. Discount:		
<b>Contractor's Website:</b>	<a href="http://www.mphindustries.com">http://www.mphindustries.com</a>		
<b>Payment/Order Placement Address:</b>	Billing Will Be From	Payments Sent To	
	MPH Industries, Inc. 316 E 9 <sup>th</sup> St Owensboro KY 42303	MPH Industries, Inc. 2090 Reliable Pkwy Chicago IL 60686	
<b>Orders To Be Sent To:</b>	Same as Contractor Address		
<b>Credit Card Acceptance:</b>	MasterCard, VISA		
<b>Minimum Orders:</b>	None		
<b>Delivery Time:</b>	10 Days After Receipt of Order (ARO) – Standard Orders 30 Days After Receipt of Order (ARO) – Special Orders		
<b>Payment Terms:</b>	Net 30 Days		
<b>Shipping Destination:</b>	Freight on Board (FOB) Destination		
<b>Freight:</b>	Prepaid and Included		

**4. SHIPPING TERMS:**

[\(Return to Table of Contents\)](#)

F.O.B. destination.

**5. DELIVERY AND PICKUP:**

[\(Return to Table of Contents\)](#)

See each contractor information in paragraph 3 above.

**6. PRICING:**

[\(Return to Table of Contents\)](#)

Prices will remain firm for the term of the contract year.

**APPLIED CONCEPTS PRODUCTS PRICE SCHEDULE**

**Police Radar –Stalker Basic** (See: [http://www.stalkerradar.com/law\\_basic.shtml](http://www.stalkerradar.com/law_basic.shtml))

Part #	Part	Description/Configuration	Contract Price
801-0006-00	Stalker Basic K Band	<b>Stalker Basic K-Band Mover can be handheld or mounted on the included dash mount for moving mode. The package includes an IR Remote with LED backlight, two removable/rechargeable batteries, battery charger, tuning forks, certificate, manual, and carrying case.</b>	\$1217.00

**Police Radar Stalker Dual SL** – (See: [http://www.stalkerradar.com/law\\_dual.shtml](http://www.stalkerradar.com/law_dual.shtml))

Part #	Part	Description/Configuration	Contract Price
N/A	Stalker Dual SL K Band	<b>Not Applicable</b>	\$2128.00
805-0022-00	Stalker Dual SL KA Band	<b>Stalker Dual SL includes automatic same lane patrol speed detection (eliminates patrol faster/slower button), two Ka-Band antennas, detachable display*, IR remote with LED backlight, target lock, fastest opposite lane target detection, CAN/VSS cable with power and VSS detection from the car's ODB2 diagnostic port, tuning forks, certificates, and a standard set of cables and mounts suitable for most installations. * requires optional cable 155-2211-00</b>	\$2128.00

**Police Radar – The Stalker DSR** (See: [http://www.stalkerradar.com/law\\_dsr.shtml](http://www.stalkerradar.com/law_dsr.shtml))

Part #	Part	Description/Configuration	Contract Price
806-0022-00	Stalker Dual DSR KA Band	<b>Stalker Dual DSR (Directional Radar) includes automatic same lane patrol speed detection (eliminates patrol faster/slower button), two Ka-Band antennas, detachable display* with target direction indicators, IR remote with LED backlight, target lock, fastest target and fastest lock (Opp and Same), target lock annunciator (large and fastest targets), CAN/VSS cable with power and VSS detection from the car's ODB2 diagnostic port, tuning forks, certificates, and a standard set of cables and mounts suitable for most installations. * requires optional cable 155-2211-00</b>	\$2866.00

**Police Radar – The Stalker DSR 2X** (See: [http://www.stalkerradar.com/law\\_2x.shtml](http://www.stalkerradar.com/law_2x.shtml))

Part #	Part	Description/Configuration	Contract Price
807-0001-00	Stalker DSR 2X KA Band	<b>Stalker DSR 2X (Directional Radar) includes simultaneous front/rear target speed display, two Ka-Band antennas, detachable display* with 5 speed windows and target direction indicators, IR remote with LED backlight, target lock, fastest target and fastest lock (Opp and Same), target lock annunciator (large and fastest targets), CAN/VSS cable with power and VSS detection from the car's ODB2 diagnostic port, tuning forks, certificates, and a standard set of cables and mounts suitable for most installations. * requires optional cable 155-2211-00</b>	\$3030.00

**Police Radar – The Stalker II SDR** (See: [http://www.stalkerradar.com/law\\_stalkerII.shtml](http://www.stalkerradar.com/law_stalkerII.shtml))

Part #	Part	Description/Configuration	Contract Price
803-0005-00	Stalker II SDR KA Band	<b>Stalker II SDR (Directional Radar) Ka-Band Stationary. The display includes target directional indicators. The package includes a cigarette plug power cable, two removable/rechargeable battery handles, battery charger, tuning forks, certificate, manual, and carrying case.</b>	\$1405.00

**Police Radar – The Stalker II MDR** (See: [http://www.stalkerradar.com/law\\_stalkerII.shtml](http://www.stalkerradar.com/law_stalkerII.shtml))

Part #	Part	Description/Configuration	Contract Price
803-0002-00	Stalker II MDR KA Band	<b>Stalker II MDR (Directional Radar) Ka-Band Mover can be handheld or mounted on the included dash mount for moving mode. The display includes target directional indicators. The package includes an IR Remote with LED backlight, CAN/VSS cable with power and VSS detection from the car's ODB2 diagnostic port, one removable/rechargeable battery handle, battery charger, tuning forks, certificate, manual, and carrying case.</b>	\$2251.00

**Police Radar – The Stalker Patrol**

Part #	Part	Description/Configuration	Contract Price
809-0002-00	Stalker Patrol K Band	<b>Stalker Patrol includes two K-Band antennas, LCD display, IR remote with LED backlight, target lock, fastest opposite lane target detection, CAN/VSS cable with power and VSS detection from the car's ODB2 diagnostic port, tuning forks, certificates, and a standard set of cables and mounts suitable for most installations.</b>	\$1395.00

**Police LIDAR– The Stalker LR** (See: [http://www.stalkerradar.com/lidar\\_lr.shtml](http://www.stalkerradar.com/lidar_lr.shtml) )

Part #	Part	Description/Configuration	Contract Price
808-0011-00	Stalker LIDAR LR	<b>Stalker LIDAR LR (C-Package) includes two removable/rechargeable battery handles, battery charger, manual and soft padded carrying bag.</b>	\$2495.00

**Addendum # 4 adds the Stalker XS and Stalker XLR**

**Police LIDAR– The Stalker XS** (See [http://www.stalkerradar.com/law\\_x-series\\_lidar.shtml](http://www.stalkerradar.com/law_x-series_lidar.shtml))

Part #	Part	Description/Configuration	Contract Price
808-4025-00	Stalker LIDAR XS	<b>Stalker LIDAR XS (C-Package) includes two removable/rechargeable battery handles, battery charger, manual and soft padded carrying bag.</b>	\$1895.00

**Police LIDAR– The Stalker XLR** (See [http://www.stalkerradar.com/law\\_x-series\\_lidar.shtml](http://www.stalkerradar.com/law_x-series_lidar.shtml))

Part #	Part	Description/Configuration	Contract Price
808-5025-00	Stalker LIDAR XLR	<b>Stalker LIDAR XLR (C-Package) includes two removable/rechargeable battery handles, battery charger, manual and soft padded carrying bag.</b>	\$2395.00

**PARTS & ACCESSORIES PRICE SCHEDULE**

Parts and Accessories	Discount off List price
ALL	10%

**Extra Manuals**

Part #	Part	Description	Contract Price
	Extra Manual	Operator's Manual	N/C
	Extra Manual	Installation Manual	N/C
	Extra Manual	Service Manual	N/C

**DECATUR ELCTRONICS PRODUCTS PRICE SCHEDULE**

**Traffic Radar** (See: <http://www.decaturelectronics.com/content/police-radar>)

Manufacturer	Model	Description/Configuration	Current Price
Decatur Electronics	Genesis Handheld Directional™	<a href="http://www.decaturelectronics.com/content/dash-mounted-radar">http://www.decaturelectronics.com/content/dash-mounted-radar</a>	\$645.00
Decatur Electronics	Genesis II Select™ Traffic Safety Radar System (Dual) K Band	<a href="http://www.decaturelectronics.com/content/dash-mounted-radar">http://www.decaturelectronics.com/content/dash-mounted-radar</a>	\$1775.00
Decatur Electronics	Genesis II Select™ Traffic Safety Radar System (Dual) KA Band	<a href="http://www.decaturelectronics.com/content/dash-mounted-radar">http://www.decaturelectronics.com/content/dash-mounted-radar</a>	\$1775.00
Decatur Electronics	Genesis II Select™ Directional Traffic Safety Radar System (Dual)	<a href="http://www.decaturelectronics.com/content/dash-mounted-radar">http://www.decaturelectronics.com/content/dash-mounted-radar</a>	\$1,995.00
Decatur Electronics	Genesis II Select Harley Davidson	<a href="http://www.decaturelectronics.com/content/dash-mounted-radar">http://www.decaturelectronics.com/content/dash-mounted-radar</a>	\$2695.00
Decatur Electronics	Scout Battery Operated Handheld Radar	<a href="http://www.decaturelectronics.com/content/scout-handheld-radar">http://www.decaturelectronics.com/content/scout-handheld-radar</a>	\$995.00

**Extra Manuals**

Part #	Part	Description	Contract Price
	Extra Manual	Operator's Manual	N/C
	Extra Manual	Installation Manual	N/C
	Extra Manual	Service Manual	N/C

**DECATUR PARTS & ACCESSORIES PRICE SCHEDULE**

Parts and Accessories	Discount off List price
ALL	<b>25%</b>

**DIGITAL ALLY PRODUCTS PRICE SCHEDULE**

Manufacturer	Model	Description/Configuration	Current Price
DragonEye Tech.	LaserAlly	<a href="http://www.digitalallyinc.com/speed-guns.html">http://www.digitalallyinc.com/speed-guns.html</a>  Comes with: Heavy Duty Carrying Case, Operators Manual, Quick Start Guide, Certification, Set of "C" cell Batteries and Standard 1 year Warranty.	\$2,495.00

<b>PARTS &amp; ACCESSORIES DISCOUNTS</b>		
<b>Manufacturer's <u>Parts Discount</u></b>		N/A
Manufacturer: DragonEyeTechnology.		
<b>Manufacturer's <u>Accessories Discount</u></b>		5 %
Manufacturer: DragonEyeTechnology.		

**KUSTOM SIGNALS PRODUCTS PRICE SCHEDULE**

Addendum #3 provides volume price discounts for Kustom Signals.

<b>Manufacturer</b>	<b>Model</b>	<b>Description/Configuration</b>	<b>Contract Price 1-10 units</b>	<b>Contract Price 11+ units</b>	<b>Contract Price 50 + units</b>
Kustom Signals	Eagle II	Eagle II radar includes a single Ka-band antenna, TruTrak with vehicle speed sensor to monitor the patrol speedometer and direct the DSP to search for the patrol speed around the vehicle's known speed, SMART Patrol Search that virtually eliminates patrol speed combining and shadowing, the choice between a wired or wireless remote, and a two-year warranty. Optional upgrades and accessories are available. Furthermore, a discount is available for purchases of 11 or more units.  Find additional information at <a href="http://www.kustomsignals.com/index.php/mradar/eagle-family">http://www.kustomsignals.com/index.php/mradar/eagle-family</a>  MODEL # 36	\$1,345.00	\$1,285.00	N/A
Kustom Signals	Golden Eagle II	Golden Eagle II radar includes a single Ka-band antenna, TruTrak with vehicle speed sensor to monitor the patrol speedometer and direct the DSP to search for the patrol speed around the vehicle's known speed, SMART Patrol Search that virtually eliminates patrol speed combining and shadowing, fastest vehicle mode, same direction mode, stopwatch mode, the choice between a wired or wireless remote, and a two-year warranty. Optional upgrades and accessories are available. Furthermore, a discount is available for purchases of 11 or more units.  Find additional information at <a href="http://www.kustomsignals.com/index.php/mradar/eagle-family">http://www.kustomsignals.com/index.php/mradar/eagle-family</a>  MODEL # 54	\$1,873.00	\$1,787.00	N/A

Award Notice – Addendum # 7  
 Contract No.: GSS11639-POLICE\_RADR

Kustom Signals	Directional Golden Eagle II	<p>Directional Golden Eagle II radar includes a single Ka-band antenna, TruTrak with vehicle speed sensor to monitor the patrol speedometer and direct the DSP to search for the patrol speed around the vehicle's known speed, SMART Patrol Search that virtually eliminates patrol speed combining and shadowing, fastest vehicle mode, same direction mode, stopwatch mode, directional mode, the choice between a wired or wireless remote, and a two-year warranty. Optional upgrades and accessories are available. Furthermore, a discount is available for purchases of 11 or more units.</p> <p>Find additional information at <a href="http://www.kustomsignals.com/index.php/mradar/eagle-family">http://www.kustomsignals.com/index.php/mradar/eagle-family</a></p> <p>MODEL #825</p>	\$2,240.00	\$2,139.00	N/A
Kustom Signals	Falcon HR	<p>Falcon HR is a hand-held radar that includes a K-band antenna, stationary operation, direction sensing/selection, fastest vehicle mode, an LCD graphical display, LED backlight to adjust to ambient light, simple push button user interface, and a two-year warranty. Optional upgrades and accessories are available. Furthermore, a discount is available for purchases of 11 or more units.</p> <p>Find additional information at <a href="http://www.kustomsignals.com/index.php/mradar/falcon">http://www.kustomsignals.com/index.php/mradar/falcon</a></p> <p>MODEL #7000</p>	\$707.00	\$673.00	N/A
Kustom Signals	Talon II	<p>Talon II is a hand-held radar that includes a Ka-band antenna, stationary operation, digital signal processing to identify all signals, target speed lock, digital range control, audio control, RF hold, internal circuit test and a two-year warranty. Optional upgrades and accessories are available. Furthermore, a discount is available for purchases of 11 or more units.</p> <p>Find additional information at <a href="http://www.kustomsignals.com/index.php/mradar/talon-radar-series">http://www.kustomsignals.com/index.php/mradar/talon-radar-series</a></p> <p>MODEL # 1600</p>	\$1,039.00	\$987.00	N/A
Kustom Signals	Directional Talon	<p>Directional Talon II is a hand-held radar that includes a Ka-band antenna, stationary operation, digital signal processing to identify all signals, target speed lock, digital range control, audio control, RF hold, internal circuit test, TruTrak speedometer input, SMART patrol search, harmonic detection, patrol speed blank, same direction mode, fastest vehicle mode and a two-year warranty. Optional upgrades and accessories are available. Furthermore, a discount is available for purchases of 11 or more units.</p> <p>Find additional information at <a href="http://www.kustomsignals.com/index.php/mradar/talon-radar-series">http://www.kustomsignals.com/index.php/mradar/talon-radar-series</a></p> <p>MODEL #1670</p>	\$1,360.00	\$1,289.00	N/A

Award Notice – Addendum # 7  
 Contract No.: GSS11639-POLICE\_RADR

Kustom Signals	Raptor RP-1 K-Band	<p>Raptor RP-1 includes a single K-band antenna, directional mode, DuraTrak to quickly acquire targets at great range, TruTrak with automatic mode switching, SMART patrol search, LCD graphical display with full text messaging, automatic or manual LED backlight adjustment, innovative day/night display for better visibility, choice of wired or wireless remote and a two-year warranty. Optional upgrades and accessories are available. Furthermore, a discount is available for purchases of 11 or more units.</p> <p>Find additional information at <a href="http://www.kustomsignals.com/index.php/mradar/raptor-rp-1">http://www.kustomsignals.com/index.php/mradar/raptor-rp-1</a></p> <p>MODEL # 830</p>	\$1,136.00	\$1,084.00	N/A
Kustom Signals	Raptor RP-1 Ka-Band	<p>Raptor RP-1 includes a single Ka-band antenna, directional mode, DuraTrak to quickly acquire targets at great range, TruTrak with automatic mode switching, SMART patrol search, LCD graphical display with full text messaging, automatic or manual LED backlight adjustment, innovative day/night display for better visibility, choice of wired or wireless remote and a two-year warranty. Optional upgrades and accessories are available. Furthermore, a discount is available for purchases of 11 or more units.</p> <p>Find additional information at <a href="http://www.kustomsignals.com/index.php/mradar/raptor-rp-1">http://www.kustomsignals.com/index.php/mradar/raptor-rp-1</a></p> <p>MODEL # 846</p>	\$1,612.00	\$1,536.00	\$1,435.14
Kustom Signals	Laser Cam II	<p>LaserCam II combines the ProLaser III with a digital camera for photo evidence. The unit can be used as a handheld or tripod-mounted. By placing the target reticule directly on the intended for precise target identification, LaserCam II can be used in highly congested areas. The unit provides photo evidence. The vehicle's speed, target reticule, and time of infraction are captured on the digital image. The date, officer's name, and location can be added with a laptop. A two-year warranty is included. Optional upgrades and accessories are available. Furthermore, a discount is available for purchases of 11 or more units.</p> <p>Find additional information at <a href="http://www.kustomsignals.com">http://www.kustomsignals.com</a></p> <p>MODEL #1761</p>	\$6,378.00	\$6,073.00	N/A

Kustom Signals	ProLaser® III	ProLaser III includes a pistol-style ergonomic grip, a range of 10 feet to 6000 feet, target specific identification, continuous tracking history, simple push button user interface, LCD active matrix graphical display, side-by-side lenses for superb balance, selectable direction mode and a two-year warranty. Optional upgrades and accessories are available. Furthermore, a discount is available for purchases of 11 or more units.  Find additional information at <a href="http://www.kustomsignals.com/index.php/mlaser/pro-laser-iii">http://www.kustomsignals.com/index.php/mlaser/pro-laser-iii</a>  MODEL # 1725	\$2,988.00	\$2,848.00	N/A
Kustom Signals	Pro-Lite+	ProLite Plus is a binocular-style laser that includes two (2) AA batteries, continuous tracking history, lanyard, simple push button user interface, LCD active matrix display, selectable direction mode, stopwatch mode, inclement weather mode and a two-year warranty. Optional upgrades and accessories are available. Furthermore, a discount is available for purchases of 11 or more units.  Find additional information at <a href="http://www.kustomsignals.com/index.php/mlaser/pro-lite">http://www.kustomsignals.com/index.php/mlaser/pro-lite</a>  MODEL # 1780	\$1,938.00	\$1,843.00	N/A
Kustom Signals	ProLaser 4	ProLaser 4 includes a pistol-style ergonomic grip (Hogue® Cobblestone over-sleeve grip and proportioned finger grooves), a range of 10 feet to 8000 feet, four (4) AA batteries, simple user interface with one touch controls, high contrast OLED graphical display, speed and range in HUD, event record in internal memory and a two-year warranty. Optional upgrades and accessories are available. Furthermore, a discount is available for purchases of 11 or more units.  Find additional information at <a href="http://www.kustomsignals.com/index.php/mlaser/prolaser-4">http://www.kustomsignals.com/index.php/mlaser/prolaser-4</a>  MODEL # 2000	\$3,616.00	\$3,446.00	N/A

<b>PARTS &amp; ACCESSORIES DISCOUNTS</b>		
<b>Manufacturer's <u>Parts Discount</u></b>	20 %	20 %
Manufacturer <u>Kustom Signals, Inc.</u>		
<b>Manufacturer's <u>Accessories Discount</u></b>	20 %	20 %
Manufacturer <u>Kustom Signals, Inc.</u>		

**LASER TECHNOLOGY PRODUCTS PRICE SCHEDULE**

<b>Manufacturer</b>	<b>Model</b>	<b>Description/Configuration</b>	<b>Current Price</b>
Laser Technology	LTI 20/20 TruCam	All in one, laser based photo/video speed measurement instrument that collects and stores a complete chain of video evidence on a secure SD card for both speeding and tailgating, along with a high-resolution image that identifies the vehicle make, model and license plate number. TruViewer backend software allows you to view and print violation. <a href="http://www.lasertech.com/TruCAM-Laser-Speed-Gun.aspx">http://www.lasertech.com/TruCAM-Laser-Speed-Gun.aspx</a>	\$4,995.00
Laser Technology	LTI 20/20 TruSpeed	The TruSpeed laser is one of the most economical and reliable laser speed devices in the world. It has a lightweight, ergonomic design that has a simple six button menu structure for simple operation. It offers pinpoint, single-vehicle targeting in multilane traffic as well as a 2000ft range, is water resistant and has a laser jammer detect notification all powered by (2) C cell batteries. <a href="http://www.lasertech.com/TruSpeed-Laser-Speed-Gun.aspx">http://www.lasertech.com/TruSpeed-Laser-Speed-Gun.aspx</a>	\$1,695.00
Laser Technology	LTI 20/20 TruSpeed S	The TruSpeed S possesses state-of-the-art technology, a simple point and shoot laser that can fit in the palm of your hand. Binocular-style design, less than 1 lb, rugged exterior, tactile grips, 7X scope, All-weather proof, all powered by (1) CR123 A battery. Includes TruSpeed S, Carrying Case, Neck Strap, Eyepiece Cover, CR 123 A Batteries (quantity 2) and Manual. <a href="http://www.lasertech.com/TruSpeed-Laser-Speed-Gun.aspx">http://www.lasertech.com/TruSpeed-Laser-Speed-Gun.aspx</a>	\$1,295.00
Laser Technology	LTI 20/20 Ultralyte 100 LR	The Ultralyte 100 LR is the most durable laser on the market today. It has a extruded aluminum housing which has superior resistance to drop, falls and inclement weather. The 100LR has a maximum range of 3280ft, Red-dot scope with in-scope display of speed and range, Carrying Case, RS232 serial port, shoulder rest, all powered by (2) C cell alkaline batteries. <a href="http://www.lasertech.com/UltraLyte-Laser-Speed-Guns.aspx">http://www.lasertech.com/UltraLyte-Laser-Speed-Guns.aspx</a>	\$2,995.00
Laser Technology	LTI 20/20 Ultralyte 200 LR	The equivalent of the Ultralyte 100 LR the 200LR speed laser also allows you to map a crime collecting slope, horizontal distance and vertical distance in addition to having a maximum range of 3280ft, Red-dot scope with in-scope display of speed and range, Carrying Case, RS232 serial port, shoulder rest, all powered by (2) C cell batteries. <a href="http://www.lasertech.com/UltraLyte-Laser-Speed-Guns.aspx">http://www.lasertech.com/UltraLyte-Laser-Speed-Guns.aspx</a>	\$3,495.00
Laser Technology	LTI 20/20 Ultralyte LR B	The LR B is the simplest of the Ultralyte generation. It offers all the durability and ruggedness but has an easy 6 button interface to configure the laser. The LRB's maximum range is 3280ft and comes with a 2x magnified Red-dot scope, Carrying Case, RS232 serial port, shoulder rest, all powered by (2) C cell alkaline batteries. <a href="http://www.lasertech.com/UltraLyte-Laser-Speed-Guns.aspx">http://www.lasertech.com/UltraLyte-Laser-Speed-Guns.aspx</a>	\$2,595.00

**PARTS & ACCESSORIES DISCOUNTS**

<b>Manufacturer's <u>Parts Discount</u></b>		N/A
Manufacturer Laser Technology.		

<b>Manufacturer's <u>Accessories Discount</u></b>		15 %
Manufacturer Laser Technology.		

**MPH INDUSTRIES PRODUCTS PRICE SCHEDULE**

**Moving Radar - BEE III™** (See: [http://www.mphindustries.com/products\\_home/moving\\_bee3.html](http://www.mphindustries.com/products_home/moving_bee3.html))

<b>Manufacturer</b>	<b>Model</b>	<b>Description/Configuration</b>	<b>Contract Price</b>
MPH Industries	BEE III™ Directional Radar – 1 Antenna K Band	Separable Display, Choice of 1 K or KA band Waterproof Antenna, Choice of Wired or Wireless Remote Control, VSS/Speedometer Interface Cable, Mounting Brackets and Cables, Tuning Forks and Instruction Manual. Features: Direction Sensing, Direction Selection, Automatic Same-Direction, Fastest Mode, POP Mode (defeats radar detectors), Stop-Watch Mode, Highway/City Mode, Track-Through Speed Lock, 2 Year Warranty.	\$1,449.00
MPH Industries	BEE III™ Directional Radar – 1Antennas Ka Band	Separable Display, Choice of 2 K or KA band Waterproof Antennas, Choice of Wired or Wireless Remote Control, VSS/Speedometer Interface Cable, Mounting Brackets and Cables, Tuning Forks and Instruction Manual. Features: Direction Sensing, Direction Selection, Automatic Same-Direction, Fastest Mode, POP Mode (defeats radar detectors), Stop-Watch Mode, Highway/City Mode, Track-Through Speed Lock, 2 Year Warranty.	\$1,399.00
Frequently ordered options for the Bee III			
MPH Industries	Rear K band antenna kit for Bee III		\$550.00
MPH Industries	Rear KA band antenna kit for Bee III		\$500.00
MPH Industries	Bee III Motorcycle Option		\$315.00
MPH Industries	Speedometer interface option (CAN or VSS)		\$100.00

**Moving Radar – Python® Series III** (See: [http://www.mphindustries.com/products\\_home/python\\_III\\_radar.html](http://www.mphindustries.com/products_home/python_III_radar.html))

<b>Manufacturer</b>	<b>Model</b>	<b>Description/Configuration</b>	<b>Contract Price</b>
MPH Industries	Python® Series III – 1 Antenna (X Band)	Display/Counting Unit, 1 X band Weatherproof Antenna, Wired Remote Control, Mounting Brackets and Cables, Tuning Forks and Instruction Manual. Features: Digital Signal Processing, Stationary and Moving-Opposite Direction Software, City/Highway Mode, Track-Through Speed Lock, 2 Year Warranty.	\$1,225.00
MPH Industries	Python® Series III – 1 Antenna (K Band)	Display/Counting Unit, 1 K band Antenna, Wired Remote Control, Mounting Brackets and Cables, Tuning Forks and Instruction Manual. Features: Digital Signal Processing, Stationary and Moving-Opposite Direction Software, City/Highway Mode, Track-Through Speed Lock, 2 Year Warranty.	\$825.00
MPH Industries	Python® Series III – 1 Antenna (Ka Band)	Display/Counting Unit, 1 Ka band Antenna, Wired Remote Control, Mounting Brackets and Cables, Tuning Forks and Instruction Manual. Features: Digital Signal Processing, Stationary and Moving-Opposite Direction Software, City/Highway Mode, Track-Through Speed Lock, 2 Year Warranty.	\$1,175.00
<b>Frequently Ordered options for the Python III</b>			
MPH Industries	Rear X band antenna kit for Python III		\$500.00
MPH Industries	Rear K band antenna kit for Python III		\$270.00
MPH Industries	Rear KA band antenna kit for Python III		\$370.00
MPH Industries	Fastest and same direction modes for K or Ka band Python III		\$129.00

**Moving Radar Enforcer** (See: [www.mphindustries.com/products/enforcer](http://www.mphindustries.com/products/enforcer))

Manufacturer	Model	Description/Configuration	Contract Price
MPH Industries	Enforcer® – 1 Antenna K Band	Separable Display, Choice of 1 K band Waterproof Antenna, Choice of Wired or Wireless Remote Control, Mounting Brackets and Cables, Tuning Forks and Instruction Manual. Features: Manual Same-Direction, Fastest Mode, POP Mode (defeats radar detectors) Stop-Watch Mode, Highway/City Mode, Track-Through Speed Lock, 2 Year Warranty.	\$1,397.00
MPH Industries	Enforcer® – 21Antennas Ka Band	Separable Display, KA band Waterproof Antenna, Choice of Wired or Wireless Remote Control, Mounting Brackets and Cables, Tuning Forks and Instruction Manual. Features: Manual Same-Direction, Fastest Mode, POP Mode (defeats radar detectors) Stop-Watch Mode, Highway/City Mode, Track-Through Speed Lock, 2 Year Warranty.	\$1,299.00
	Frequently ordered options for the Enforcer		
MPH Industries	Rear K band antenna kit for Enforcer		\$550.00
MPH Industries	Rear KA band antenna kit for Enforcer		\$390.00
MPH Industries	Enforcer Motorcycle Option		\$300.00
MPH Industries	Speedometer interface option (CAN or VSS)		\$100.00

**Moving Radar – Ranger EZ** (See: [www.mphindustries.com/products/ranger](http://www.mphindustries.com/products/ranger))

Manufacturer	Model	Description/Configuration	Contract Price
MPH Industries	Ranger EZ Single Antenna	Separable Display, 1 Waterproof Antenna, Wireless Remote Control, Mounting Brackets and Cables, Tuning Forks and Instruction Manual. Features: Target Distance (Range) Measurement, SafetyZone Officer Safety Alert, Automatic Same-Direction, Fastest Mode, Stop-Watch Mode, Highway/City Mode, Track-Through Speed Lock, CAN/VSS interface, 3 Year Warranty.	\$1845.00
	Frequently ordered options for the Ranger EZ		
MPH Industries	Rear K band antenna kit for Ranger EZ		\$500.00

MPH Industries	Ranger EZ Motorcycle Option		\$320.00
MPH Industries	Speedometer interface option (CAN or VSS)		included

**Moving/Handheld Radar – Speedgun®** (See: [www.mphindustries.com/products/speedgun](http://www.mphindustries.com/products/speedgun))

Manufacturer	Model	Description/Configuration	Contract Price
MPH Industries	Speedgun® (Hand-Held or Dash-Mount) K Band	Display/Counting Unit, Wireless Remote/Handle, Universal Dash Mount, Tuning Forks, Instruction Manual and Carrying Case. Features: 3 Window Display, Fastest Target Mode, Manual Same-Direction Mode, Digital Signal Processing, Handle Serves as a Wireless Remote Control, Track-Through Speed Lock, 2 Year Warranty.	\$1,220.00
MPH Industries	Z-25™ Stationary Handheld (Corded Power) K Band	Display/Counting Unit with Handle, Tuning Fork, Instruction Manual and Carrying Case. Features: POP Mode (defeats radar detectors), Fastest Mode, 2 Window Display, Track-Through Speed Lock, Voice Confirmation of Key Action, 2 Year Warranty.	\$770.00
Manufacturer	Model	Description/Configuration	Contract Price
MPH Industries	Z-35™ Stationary Handheld (Corded Power)	Display/Counting Unit, 2 Rechargeable Battery Handles, Charging Stand, Tuning Fork, Instruction Manual and Carrying Case. Features: POP Mode (defeats radar detectors), Fastest Mode, 2 Window Display, Track-Through Speed Lock, Voice Confirmation of Key Action, 2 Year Warranty.	\$1062.00

**LIDAR – SpeedLaser®** (Manufactured by Laser Atlanta®) (See: [www.mphindustries.com/products/speedlaser](http://www.mphindustries.com/products/speedlaser))

Manufacturer	Model	Description/Configuration	Contract Price
Laser Atlanta	SpeedLaser® Model S (Rechargeable Battery Power)	Laser, Rechargeable Handle with Tripod Thread, Standard Charger, Auto Coiled Power Cable, Carrying Bag and Instruction Manual. Features: Jammer Detector, works well in rain, snow and through windshield, outstanding range, Heads-Up Display (HUD), Display Target Options, expandable for use in Accident Mapping, 1 Year Warranty.	\$1,799.00
Laser Atlanta	SpeedLaser® Model R (Rechargeable Battery Power)	Laser, Rechargeable Handle with Tripod Thread, Standard Charger, Auto Coiled Power Cable, Carrying Bag and Instruction Manual. Features: Ruggedized Housing, Jammer Detector, works well in rain, snow and through windshield, outstanding range, Heads-Up Display (HUD), Display Target Options, expandable for use in Accident Mapping, 1 Year Warranty.	\$2,519.00

Laser Atlanta	SpeedLaser® Model B		\$1,799.00
Laser Atlanta	SpeedLaser® Model T		\$2,159.00

**Extra Manuals**

Part #	Part	Description	MSRP
	Extra Manual	Operator's Manual	N/C
	Extra Manual	Installation Manual	N/C
	Extra Manual	Service Manual	N/C

PARTS & ACCESSORIES DISCOUNTS		
<b>Manufacturer's <u>Parts Discount</u></b>	10 %	10 %
Manufacturer <u>MPH Industries &amp; Laser Atlanta.</u>		
<b>Manufacturer's <u>Accessories Discount</u></b>	10%	10 %
Manufacturer <u>MPH Industries &amp; Laser Atlanta</u>		

**ADDITIONAL TERMS AND CONDITIONS**

[\(Return to Table of Contents\)](#)

**7. BILLING:**

The successful vendor is required to **"Bill as Shipped" to the respective ordering agency(s).** Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.

**8. PAYMENT:**

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

**9. PRODUCT SUBSTITUTION:**

All items delivered during the life of the contract shall be of the same type and manufacture as specified unless specific approval is given by Government Support Services to do otherwise. Substitutions may require the submission of written specifications and product evaluation prior to any approvals being granted.

**10. ORDERING PROCEDURE:**

Successful contractors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each agency is responsible for placing their orders and may be accomplished by written purchase order, telephone, fax or computer on-line systems. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional

check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

**11. HOLD HARMLESS:**

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

**12. NON-PERFORMANCE:**

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

**13. FORCE MAJEURE:**

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

**14. AGENCY'S RESPONSIBILITIES:**

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.
- c. When an ordering agency first experiences a relatively minor problem or difficulty with a vendor, the agency will contact the vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the purchase order and the merchandise received. Ordering agencies should stress to vendors that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded contract.
- d. The state has several remedies available to resolve non-performance issues with the contractor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the contract to confirm that the issue is a part of the contract. If the issue is not covered by the contract, the state cannot expect the contractor to perform outside the agreement. If the issue is a part of the

contract, the Agency or GSS - Contracting must then contact the contractor, discuss the reasons surrounding the default and establish a date when the contractor will resolve the non-performance issue.

- e. If there is a performance deficiency, a Corrective Action Report (CAR) may be used. Complete this form to report concerns with vendors or commodities. Be sure to furnish as much detail as possible. <http://gss.omb.delaware.gov/divisionwide/forms.shtml>.