

STATE OF NORTH CAROLINA

North Carolina Community College System

Invitation for Bid #: 50-2223008

Steinway Pianos and Yamaha Musical Instruments

Date Issued: November 15, 2022

Bid Opening Date: December 9, 2022

At 2:00 PM ET

Direct all inquiries concerning this IFB to:

Anthony DiSanti

Procurement Technician

Email: disantia@ncccommunitycolleges.edu

Phone: 919-807-7089

STATE OF NORTH CAROLINA
Division of North Carolina Community College System

Refer ALL Inquiries regarding this IFB to:
All correspondence with Vendors shall be through the Ariba Sourcing Tool. Questions will be received in the Ariba Sourcing Tool (Only) based on the schedule in Section 2.4.

Invitation for Bids # 50-2223008

Bids will be publicly opened:
 December 9, 2022 at 2:00 PM EST

Microsoft Teams meeting
 Join on your computer, mobile app or room device
[Click here to join the meeting](#)
 Meeting ID: 250 715 805 015
 Passcode: mi3KWj
[Download Teams | Join on the web](#)
 Or call in (audio only)
 +1 984-444-6952,,743275302# United States, Raleigh
 Phone Conference ID: 743 275 302#

Using Agency: North Carolina Community College System

Commodity No. and Description:
 601315 – Musical instruments parts and accessories

Contract Type: ASTC

EXECUTION

In compliance with this Invitation for Bids (IFB), and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set opposite each item within the time specified herein.

By executing this bid, the undersigned Vendor understands that false certification is a Class I felony and certifies that:

- this bid is submitted competitively and without collusion (G.S. 143-54),
- that none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and
- it is not an ineligible Vendor as set forth in G.S. 143-59.1.

Furthermore, by executing this bid, the undersigned certifies to the best of Vendor's knowledge and belief, that:

- it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency.

As required by G.S. 143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this IFB, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.

G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public Contract; or awarding or administering public Contracts; or inspecting or supervising delivery of the public Contract of any gift from anyone with a Contract with the State, or from any person seeking to do business with the State. By execution of this bid response to the IFB, the undersigned certifies, for Vendor's entire organization and its employees or agents, that Vendor are not aware that any such gift has been offered, accepted, or promised by any employees or agents of Vendor's organization.


By executing this bid, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS**. These documents can be accessed from the ATTACHMENTS page within this document.

Failure to execute/sign bid prior to submittal may render bid invalid and it MAY BE REJECTED. Late bids cannot be accepted.

COMPLETE/FORMAL NAME OF VENDOR: MK Love Inc D/B/A Steinway Piano Galleries		
STREET ADDRESS: 7030 Smith Corners Blvd Ste. A	P.O. BOX:	ZIP: 28269

Bid Number: 50-2223009

Vendor: MK Love Inc P/O/A Stemway Piano Galleries

CITY & STATE & ZIP: Charlotte, NC 28269	TELEPHONE NUMBER: 704-817-2877	TOLL FREE TEL. NO: _____
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #11): N/A		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR: Randy Kern Institutional Manager	FAX NUMBER: N/A	
VENDOR'S AUTHORIZED SIGNATURE: 	DATE: 12/28/2022	E-MAIL: rkern@stemwaycarolina.com

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Vendor: MKLove Inc D/B/A Steinway Piano Galleries

VALIDITY PERIOD

Offer shall be valid for at least 90 days from date of bid opening, unless otherwise stated here: _____ days, or if extended by mutual agreement of the parties. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this IFB.

BID ACCEPTANCE

If your bid is accepted, all provisions of this IFB, along with the written results of any negotiations, shall constitute the written agreement between the parties ("Contract"). The NORTH CAROLINA GENERAL TERMS AND CONDITIONS are incorporated

DS
AG 31/2023

<p>FOR STATE USE ONLY: Offer accepted and Contract executed this _____ day of _____, 20____, as indicated</p> <p>DocuSigned by: _____</p> <p>on the attached certification, by _____</p> <p>(Authorized R _____)</p> <p>3019ADBB235E429...</p>	<p>3/31/2023</p>
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Vendor: MKLove Inc *D/B/A Steinway Piano Galleries*

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Vendor: MK Live Inc D/B/A Steinway Piano Galleries

1.0 PURPOSE AND BACKGROUND

The North Carolina Community College System (NCCCS) through the coordination with the North Carolina Community College System Office (NCCCSO) aids and guides in creating contracts to ensure more competitive pricing by procuring essential products and services for the 58 Community Colleges within the State of North Carolina. The purpose of this IFB is to execute contract(s) for potential Vendor(s) to furnish and deliver, throughout the contract period, a manufacturer's product line for new, unused and in current production commercial and institutional quality Steinway Pianos and Yamaha Musical Instruments, supplies and accessories to the 58 community colleges.

The contract resulting from this IFB is mandatory for NCCCS except under the conditions specified in G.S. §115D-58.14(a).

The Community College System consists of the following colleges:

- | | |
|--|---|
| 1. Alamance Community College, | 29. Lenoir Community College, |
| 2. Asheville-Buncombe Technical Community College, | 30. Martin Community College, |
| 3. Beaufort County Community College, | 31. Mayland Community College, |
| 4. Bladen Community College, | 32. McDowell Technical Community College, |
| 5. Blue Ridge Community College, | 33. Mitchell Community College, |
| 6. Brunswick Community College, | 34. Montgomery Community College, |
| 7. Caldwell Community College and Technical Institute, | 35. Nash Community College, |
| 8. Cape Fear Community College, | 36. Pamlico Community College, |
| 9. Carteret Community College, | 37. Piedmont Community College, |
| 10. Catawba Valley Community College, | 38. Pitt Community College, |
| 11. Central Carolina Community College, | 39. Randolph Community College, |
| 12. Central Piedmont Community College, | 40. Richmond Community College, |
| 13. Cleveland Community College, | 41. Roanoke-Chowan Community College, |
| 14. Coastal Carolina Community College, | 42. Robeson Community College, |
| 15. College of The Albemarle, | 43. Rockingham Community College, |
| 16. Craven Community College, | 44. Rowan-Cabarrus Community College, |
| 17. Davidson County Community College, | 45. Sampson Community College, |
| 18. Durham Technical Community College, | 46. Sandhills Community College, |
| 19. Edgecombe Community College, | 47. South Piedmont Community College, |
| 20. Fayetteville Technical Community College, | 48. Southeastern Community College, |
| 21. Forsyth Technical Community College, | 49. Southwestern Community College, |
| 22. Gaston College, | 50. Stanly Community College, |
| 23. Guilford Technical Community College, | 51. Surry Community College, |
| 24. Halifax Community College, | 52. Tri-County Community College, |
| 25. Haywood Community College, | 53. Vance-Granville Community College, |
| 26. Isothermal Community College, | 54. Wake Technical Community College, |
| 27. James Sprunt Community College, | 55. Wayne Community College, |
| 28. Johnston Community College, | 56. Western Piedmont Community College, |
| | 57. Wilkes Community College, and |
| | 58. Wilson Community College. |

The intent of this solicitation is to award an Agency Specific Contract. Bids shall be submitted in accordance with the terms and conditions of the IFB and any addenda issued hereto.

1.1 CONTRACT TERM

The Contract shall have an initial term of three (3) years, beginning on the date of final Contract execution (the "Effective Date").

At the end of the Contract's initial term, the State shall have the option, in its sole discretion, to renew the Contract on the same terms and conditions for up to two (2) additional one-year terms. The State will give the Vendor written notice of its intent to exercise each option no later than ninety (90) days before the end of the Contract's then-current term. In addition, the State reserves the right to extend a contract term after the last active term.

Bids shall be submitted in accordance with the terms and conditions of this IFB and any addenda issued hereto.

2.0 GENERAL INFORMATION

2.1 INVITATION FOR BID DOCUMENT

The IFB is comprised of the base IFB document, any attachments, and any addenda released before Contract award, which are incorporated herein by reference.

2.2 E-PROCUREMENT FEE

ATTENTION: The E-Procurement fee may apply to this solicitation. See paragraph entitled ELECTRONIC PROCUREMENT of the North Carolina General Terms and Conditions.

General information on the E-Procurement Services can be found at: <http://eprocurement.nc.gov/>.

What is the Ariba Network?

The Ariba Network is a web-based platform that serves as a connection point for buyers and vendors. Vendors can log in to the Ariba Network to view purchase orders, respond to electronic requests for quotes, participate in Sourcing Events, and collaborate with buyers on contract documents.

For training on how to use the Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, Vendors should go to the following site: <http://eprocurement.nc.gov/training/vendor-training>.

2.3 NOTICE TO VENDORS REGARDING IFB TERMS AND CONDITIONS

It shall be the Vendor's responsibility to read the Instructions to Vendors, the North Carolina General Terms and Conditions, all relevant exhibits and attachments, and any other components made a part of this IFB and comply with all requirements and specifications herein. Vendors also are responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this IFB.

If Vendors have questions, issues, or exceptions regarding any term, condition, or other component within this IFB, those must be submitted as questions in accordance with the instructions in the BID QUESTIONS Section. If the State determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an IFB addendum. The State may also elect to leave open the possibility for later negotiation and amendment of specific provisions of the Contract that have been addressed during the question and answer period. Other than through this process or negotiation under 01 NCAC 05B.0503, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor's bid. This applies to any language appearing in or attached to the document as part of the Vendor's bid that purports to vary any terms and conditions or Vendors' instructions herein or to render the bid non-binding or subject to further negotiation. Vendor's bid shall constitute a firm offer that shall be held open for the period required herein ("Validity Period" above).

By execution and delivery of this IFB Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded. Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient

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grounds to reject Vendor's bid as nonresponsive. The State may exercise its discretion to consider Vendor proposed modifications.

2.4 IFB SCHEDULE

The table below shows the *intended* schedule for this IFB. The State will make every effort to adhere to this schedule.

Event	Responsibility	Date and Time
Issue IFB	State	November 15, 2022
Submit Written Questions	Vendor	2:00PM EST, November 23, 2022
Provide Responses to Questions	State	2:00PM EST, November 30, 2022
Submit Bids	Vendor	2:00PM EST, December 9, 2022
Contract Award	State	TBD

2.5 BID QUESTIONS

Upon review of the IFB documents, Vendors may have questions to clarify or interpret the IFB in order to submit the best bid possible. To accommodate the Bid Questions process, Vendors shall submit any such questions in Ariba Sourcing Tool by the "Submit Written Questions" date and time provided in the IFB SCHEDULE Section above, unless modified by Addendum.

Questions received prior to the submission deadline date, the State's response, and any additional terms deemed necessary by the State will be posted in the form of an addendum to the Interactive Purchasing System (IPS), <http://www.ips.state.nc.us>, and shall become an Addendum to this IFB. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this IFB, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in an Addendum to this IFB.

2.6 BID SUBMITTAL

IMPORTANT NOTE: This is an absolute requirement. Vendor shall bear the risk of late submission due to unintended or unanticipated delay. It is the Vendor's sole responsibility to ensure its bid has been received as described in this IFB by the specified time and date of opening. The date and time of receipt will be marked on each bid when received. Any bid or portion thereof received after the bid submission deadline will be rejected.

Vendor's bids for this procurement must be submitted through the Sourcing Tool. For training on how to use the Sourcing Tool to view solicitations, submit questions, develop responses, upload documents, and submit offers to the State, Vendors should go to the following site: <https://eprocmnt.nc.gov/training/vendor-training>

Questions or issues related to using the Sourcing Tool itself can be directed to the North Carolina eProcurement Help Desk at 888-211-7440, Option 2. Help Desk representatives are available Monday through Friday from 7:30 AM EST to 5:00 PM EST.

Tips for Using the Sourcing Tool

1. Vendors should review available training and confirm that they are able to access the Sourcing Event, enter responses, and upload files well in advance of the date and time response are due to allow sufficient time to seek assistance from the North Carolina eProcurement Help Desk.
2. Vendors may submit their responses early to make sure there are no issues, and then submit a revised response any time prior to the response due date and time. The State will only review the most recent response.
3. Vendors should respond to all relevant sections of the Sourcing Event. Certain questions or items are required in order to submit a response and are denoted with an asterisk. The Sourcing Tool will not allow a response to be submitted unless all required items are completed. The Sourcing Tool will provide error messages to help identify any required information that is missing when response is submitted.

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4. Simply saving your response in the Sourcing Tool is not the same as submitting your response to the State. Vendors should make sure they complete the submission process and receive a message that their response was successfully submitted.

2.7 BID CONTENTS

Vendors shall populate all attachments of this IFB that require the Vendor to provide information and include an authorized signature where requested. Failure to provide all required items, or Vendor's submission of incomplete items, may result in the State rejecting Vendor's bid, in the State's sole discretion

Vendor IFB responses shall include the following items and attachments, which shall be arranged in the following order:

- a) Cover Letter, must include a statement that confirms that the Vendor has read the IFB in its entirety, including all links, and all Addenda released in conjunction with the IFB.
- b) Title Page: Include the company name, address, phone number and authorized representative along with the Bid Number.
- c) Completed and signed version of EXECUTION PAGES, along with the body of the IFB.
- d) Signed receipt pages of any addenda released in conjunction with this IFB, if required to be returned.
- e) Completed version of ATTACHMENT A: PRICING FORM
- f) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- g) Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- h) Completed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- i) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION
- j) Completed and signed version of ATTACHMENT H: VENDOR REQUEST FOR EO50 PRICE-MATCHING, if applicable
- k) Completed and signed version of CERTIFICATION FOR CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS and OMB STANDARD FORM LLL

2.8 ALTERNATE BIDS

Unless provided otherwise in this IFB, Vendor may submit alternate bids for comparable Goods, various methods or levels of Service(s), or that propose different options. Alternate bids must specifically identify the IFB requirements and advantage(s) addressed by the alternate bid. Any alternate bid, in addition to the marking described above, must be clearly marked with the legend: "Alternate Bid #50-2223008 [for 'name of Vendor']". Each bid must be for a specific set of Goods and Services and must include specific pricing. If a Vendor chooses to respond with various offerings, each must be offered with a separate price and be contained in a separate bid. Each bid must be complete and independent of other bids offered.

2.9 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

Relevant definitions for this IFB are provided in 01 NCAC 05A .0112 and in the Instructions to Vendors found below which are incorporated herein by this reference.

The following definitions, acronyms, and abbreviations are also relevant to this IFB:

- a) **NCCCS**: North Carolina Community College System.
- b) **NCCCSO**: North Carolina Community College System Office.

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3.0 METHOD OF AWARD AND BID EVALUATION PROCESS

3.1 METHOD OF AWARD

North Carolina G.S. 143-52 provides a general list of criteria the State shall use to award contracts, as supplemented by the additional criteria herein. The Goods or Services being procured shall dictate the application and order of criteria; however, all award decisions shall be in the State's best interest.

All qualified bids will be evaluated, and award or awards made as deemed advantageous or necessary to provide the estimated requirements as to breadth of lines, highest % discount offered off MSRP List, quantity, quality, delivery, service, and/or geographical coverage. It is the State's intent to have multiple manufacturers' products represented in each of the three categories but plans to make only one award in each category per manufacturer. In the event that two or more Vendors offer the same manufacturer's product(s), it is the intent of the state to make an award to the Vendor with a combination of the most complete offering and highest % discount offered off MSRP List for a particular manufacturer's product(s). Products offered must currently be available on the manufacturer's published MSRP. Submission of manufacturer's price schedules developed specifically for this Bid WILL result in disqualification from award consideration. The State reserves the right to make partial awards to more than one Vendor of a manufacturer's products within a category, if the State's determines it is in its best interest to do so in order to obtain the most complete offering of a manufacturer's products at the highest % discount offered.

The State reserves the right to waive any minor informality or technicality in bids received.

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this IFB is under evaluation, the responding Vendor, including any subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See the Paragraph of the Instructions To Vendors entitled Confidential Information.

3.3 BID EVALUATION PROCESS

Only responsive submissions will be evaluated.

The State will conduct an evaluation of responsive Bids, as follows:

Bids will be received according to the method stated in the Bid Submittal section above.

All bids must be received by the issuing agency not later than the date and time specified in the IFB SCHEDULE Section above, unless modified by Addendum. Vendors are cautioned that this is a request for offers, not an offer or request to contract, and the State reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the State.

At the date and time provided in the IFB SCHEDULE Section above, unless modified by Addendum, the bids from each responding Vendor will be opened publicly and the name of the Vendor and total cost offered may be announced. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor's pricing position.

If negotiation is anticipated under 01 NCAC 05B.0503, pricing may not be public until award.

At their option, the evaluators may request oral presentations or discussions with any or all Vendors for clarification or to amplify the materials presented in any part of the bid. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not. Therefore, all bids should be complete and reflect the most favorable terms available from the Vendor. Prices bid cannot be altered or modified as part of a clarification.

Bids will generally be evaluated, based on completeness, content, cost and responsibility of the Vendor to supply the requested Goods and Services. Specific evaluation criteria are listed in Section 3.1 METHOD OF AWARD.

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Upon completion of the evaluation process, the State will make Award(s) based on the evaluation and post the award(s) to IPS under the IFB number for this solicitation. Award of a Contract to one Vendor does not mean that the other bids lacked merit, but that, all factors considered, the selected bid was deemed most advantageous and represented the best value to the State.

The State reserves the right to negotiate with one or more Vendors, or to reject all original offers and negotiate with one or more sources of supply that may be capable of satisfying the requirement, and in either case to require Vendor to submit a Best and Final Offer (BAFO) based on discussions and negotiations with the State.

3.4 PERFORMANCE OUTSIDE THE UNITED STATES

Vendor shall complete ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR. In addition to any other evaluation criteria identified in this IFB, the State may also consider, for purposes of evaluating proposed or actual contract performance outside of the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the State:

- a) Total cost to the State
- b) Level of quality provided by the Vendor
- c) Process and performance capability across multiple jurisdictions
- d) Protection of the State's information and intellectual property
- e) Availability of pertinent skills
- f) Ability to understand the State's business requirements and internal operational culture
- g) Particular risk factors such as the security of the State's information technology
- h) Relations with citizens and employees
- i) Contract enforcement jurisdictional issues

3.5 INTERPRETATION OF TERMS AND PHRASES

This IFB serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the State; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. The use of phrases such as "shall," "must," and "requirements" are intended to create enforceable contract conditions. In determining whether bids should be evaluated or rejected, the State will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the State's needs as described in the IFB. Except as specifically stated in the IFB, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the State exercising its discretion to reject a bid in its entirety.

4.0 REQUIREMENTS

This Section lists the requirements related to this IFB. By submitting a bid, the Vendor agrees to meet all stated requirements in this Section, as well as any other specifications, requirements, and terms and conditions stated in this IFB. If a Vendor is unclear about a requirement or specification, or believes a change in a requirement would allow for the State to receive a better bid, the Vendor is encouraged to submit these items in the form of a question during the question and answer period in accordance with the Bid Questions Section above.

4.1 PRICING

Bid price shall constitute the total cost to the State for delivery fully assembled and ready for use, including all applicable charges for shipping, delivery, handling, administrative and other similar fees. Complete ATTACHMENT A: PRICING FORM and include in Vendor's response.

4.2 ADDITIONAL DISCOUNT OFFERS/REBATES

This component of the Pricing Response is optional, but the State encourages Vendors to provide additional financial incentives, if possible, within the scope of this IFB that will benefit the State. These additional incentives could include, but are not limited to additional discounts based on total spend volumes, tier pricing, rebates, additional discounts by manufacture or product type, etc. Additional Discount Offers shall be in addition to the discounts bid on Discount Off items.

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Volume or tier discounts, if offered, shall also be based on the published retail price list. All discounts offered shall remain in effect for the entire contract period and cannot be decreased. However, the discount may be increased, and any such increase shall remain in effect for the remainder of the contract period and any subsequent extensions. Volume or tier discounts, if offered, shall apply to purchase orders placed for delivery to the same location. Vendor may provide volume or tier discounts to orders that include multiple delivery points from the same agency.

The State reserves the right to accept or reject all or part of proposed Additional Discount Offers as part of a Vendor's Total Price Submittal Value. It is at the State's sole discretion not to assign value to proposed Additional Discount Offers which the State cannot quantify or to give only partial value for Additional Discount Offers. Vendors may offer the State additional discount using the Additional Discount Offers within ATTACHMENT A-PRICING SUBMITTAL WORKBOOK.

4.3 PRODUCT IDENTIFICATION

BRAND SPECIFIC

Manufacturer(s) name and product descriptions used in this solicitation are product-specific. The items offered in response to this solicitation shall be by the manufacturer and the type specified. These specific products are needed due to compatibility and continuity of support. Failure to comply with this requirement shall be a sufficient basis for disqualifying a bid from further consideration.

4.4 TRANSPORTATION AND IDENTIFICATION

The Vendor shall deliver Free-On-Board (FOB) Destination to any requested location within the State of North Carolina with all transportation costs and fees included in the total bid price.

When an order is placed using a purchase order, the purchase order number shall be shown on all packages and shipping manifests to ensure proper identification and payment of invoices. If an order is placed without using a purchase order, such as via phone, the Buyer's name shall be shown on all packages. A complete packing list shall accompany each shipment. Vendors shall not ship any products until they have received an order.

4.5 DELIVERY AND INSTALLATION

The Vendor shall deliver Free-On-Board (FOB) Destination to any requested location within the State of North Carolina with all transportation costs included in the total bid price.

Vendor shall complete delivery within thirty (30) consecutive business days after receipt of purchase order.

For completion by Vendor: Delivery will be made from Charlotte, NC (city, state) within 30 consecutive calendar days after receipt of purchase order. Promptness of delivery may be used as a factor in the award criteria.

Successful Vendor(s) shall complete delivery as indicated on ATTACHMENT A-PRICING SUBMITTAL WORKBOOK. All orders shall be delivered to the location specified by the Buyer in the Purchase Order. The specified location may include a loading dock or area inside a building. Awarded Vendor shall notify Buyer at least two (2) business days in advance of a delivery to allow for the availability of agency personnel to receive the product(s) if agency so requires on its purchase order.

Vendor shall furnish all necessary transportation, materials, and supplies as may be required to deliver, install and set-in place ready for owner's use. The successful Vendor(s) shall notify the Buyer when one or more items in an order cannot be delivered within the time specified. After notification to the Buyer of a fulfillment delay of one or more items in a shipment, the Buyer may cancel undelivered items within an order, or an order in its entirety, without penalty or charge, providing the cancellation occurs before the delayed item or order has shipped.

Installation of items requiring custom or complex fitting or assembly efforts due to the nature of the item may be billed under the following conditions: the amount of the installation charge is identified in Vendor's catalogue in conjunction with the relevant item, the Buyer is provided an option to affirmatively accept or decline installation services at the time of ordering, and any approved charge is listed as a separate line item on the purchase order and invoice.

Acceptance and approval of charges for installation of such items shall be at the sole discretion of the Buyer. Any resulting damages to the item or to other State property during the installation by the Vendor shall be repaired at the Vendor's sole expense. General set-up activities needed to make an item ready for use shall not be considered

Bid Number: 50-2223008

Vendor: MK Love Inc P/O/A Steinway Piano Galleries

installation and shall be included in the contract price. Upon completion of the installation, the Vendor shall remove and properly dispose of all waste and debris from the installation site. The Vendor shall be responsible for leaving the installation area clean and ready to use.

4.6 AUTHORIZED RESELLER

The Vendor shall be authorized by the manufacturer to distribute or resell the products and/or maintenance offered in this IFB. The Vendor shall provide a signed statement from the manufacturer confirming authorization with its bid response. Failure to provide this statement shall constitute sufficient grounds for rejection of Vendor's offer, at the discretion of the State.

Vendor is the: Manufacturer Dealer Reseller Distributor

Authorized: Yes No Attached Manufacturer's Authority: Yes No

4.7 WARRANTY

Manufacturer's standard warranty shall apply. Vendors shall include a copy of the manufacturer's standard warranty with the bid response.

Vendor warrants that all equipment furnished under this IFB will be newly manufactured, of good material and workmanship. The warranty will apply from date equipment is put into operation for a minimum period of twelve (12) months or the length of the manufacturer's warranty, whichever is longer. Such warranty shall cover the cost of all defective parts replacement, labor, freight, and technicians' travel at no additional cost to the State, or as specified by the Purchasing Agency herein. To the extent not superseded by the terms of this paragraph, manufacturer's warranty terms shall apply. Vendor's warranty shall be at least the level of coverage provided for its comparable customers.

The report of a problem does not presuppose that every call must result in an "on-site" visit for service/repair. The Vendor and/or service sub-contractor shall utilize best efforts to resolve problems in a timely fashion by using acceptable servicing methods to include, but not limited to, verbal problem analysis and remote diagnosis. The warranty requirement does not impose any additional duty on the State to make other than normal and good faith problem resolution efforts or expenditures of time. Vendor shall be responsible for compliance with warranty terms by any third-party service provider. Vendor shall provide contact information for warranty service provider, below.

Vendor is authorized by manufacturer to repair equipment offered during the warranty period? YES NO

Will the Vendor provide warranty service? YES NO, a manufacturer-authorized third party will perform warranty service.

Contact information for warranty service provider:

Company Name: Steinway Piano Gallery

Company Address: 7030 Smith Corners Blvd
Ste A Charlotte, NC 28269

Contact Person (name): Mark Love

Contact Person (phone number): 704-817-2877

Contact Person (email): mlove@SteinwayCarolina.com

4.8 MAINTENANCE OPTION

Following expiration of the above warranty, Vendor, or its third-party service provider, shall maintain the system specifications and performance level in accordance with the manufacturer's published specifications and those of this IFB. Maintenance shall include all parts, remedial maintenance labor, travel and living expenses incurred. Except as specifically provided for elsewhere herein, coverage shall be at least for 8:00 am to 5:00 pm, Monday through Friday, except State recognized holidays and shall include a minimum of two (2) preventive and safety maintenance inspections per year. The State shall have the option to accept the maintenance coverage in this paragraph at the price offered in ATTACHMENT A: PRICING of this IFB, if applicable.

Bid Number: 50-2223008

Vendor: MKlove Inc P/O/A Steinway Piano Galleries**4.9 HUB PARTICIPATION**

Pursuant to North Carolina General Statute G.S. 143-48, it is State policy to encourage and promote the use of small, minority, physically handicapped, and women contractors in purchasing Goods and Services. As such, this IFB will serve to identify those Vendors that are minority owned or have a strategic plan to support the State's Historically Underutilized Business program by meeting or exceeding the goal of 10% utilization of diverse firms as 1st or 2nd tier subcontractors. Vendor shall complete ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION.

4.10 REFERENCES

Vendors shall provide at least three (3) references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which your company has supplied the exact model of equipment offered. The State may contact these users to determine quality level of the offered equipment; as well as, but not limited to user satisfaction with Vendor performance. Information obtained shall be considered in the evaluation of the bid.

4.11 VENDOR'S REPRESENTATIONS

If the bid results in an award, Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the State under the Contract. If any Services, deliverables, functions, or responsibilities not specifically described in this solicitation are required for Vendor's proper performance, provision and delivery of the Service and deliverables under a resulting Contract, or are an inherent part of or necessary sub-task included within such service, they will be deemed to be implied by and included within the scope of the contract to the same extent and in the same manner as if specifically described in the Contract. Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and/or other Deliverables.

4.12 FINANCIAL STABILITY

As a condition of contract award, the Vendor must certify that it has the financial capacity to perform and to continue to perform its obligations under the Contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction

Each Vendor shall certify it is financially stable by completing the ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION. The State is requiring this certification to minimize potential performance issues from Contracting with a Vendor that is financially unstable. This Certification shall be deemed continuing, and from the date of the Certification to the expiration of the Contract, the Vendor shall notify the State within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification.

4.13 AGENCY INSURANCE REQUIREMENTS MODIFICATION

A. Default Insurance Coverage from the General Terms and Conditions applicable to this Solicitation:

- Small Purchases
- Contract value in excess of the Small Purchase threshold, but up to \$1,000,000.00
- Contract value in excess of \$1,000,000.00

5.0 PRODUCT SPECIFICATIONS**5.1 SPECIFICATIONS**

The specific manufacturers that the Purchasing Agency is seeking are listed below:

- a) Steinway and Sons
- b) Yamaha

Bid Number: 50-2223008

Vendor: MK Love Inc ^{D/B/A} Steinway Piano Galleries

The specific manufacturer that the Purchasing Agency is seeking are listed below:

- a) Steinway and Sons

6.0 CONTRACT ADMINISTRATION

All Contract Administration requirements are conditioned on an award resulting from this solicitation. This information is provided for the Vendor's planning purposes

6.1 CONTRACT MANAGER AND CUSTOMER SERVICE

The Vendor shall be required to designate and make available to the State a contract manager. The project manager shall be the State's point of contact for Contract related issues and issues concerning performance, progress review, scheduling, and service.

Contract Manager	Customer Service
Name: <u>Mark Love</u>	Name: <u>Randy Kern</u>
Office Phone #: <u>704-817-2877</u>	Office Phone #: <u>336-763-1061</u>
Mobile Phone #: <u>704-223-5772</u>	Mobile Phone #: <u>804-549-7399</u>
E-Mail: <u>mlove@SteinwayCarolina.com</u>	E-Mail: <u>rkern@SteinwayCarolina.com</u>

6.2 CONTINUOUS IMPROVEMENT

The State encourages the Vendor to identify opportunities to reduce the total cost the State. A continuous improvement effort consisting of various ideas to enhance business efficiencies as performance progresses.

6.3 PERIODIC STATUS REPORTS

The Vendor shall be required to provide Contract Usage Management Reports to the designated Contract Lead on an annual basis. This report shall include, at a minimum, information concerning items purchased, manufacturer product description, purchased quantities, List Price, price paid, manufacturer name, unit of measure, any additional delivery charges such as specialty packaging or overnight delivery, ordering entity, delivery location, order date, and shipment date for consumables and delivery date for non-routine consumables and submitted to the Contract Specialist. Vendor shall include all issues identified by the Vendor related to Vendor performance or to the State's usage of the Contract. These reports shall be well organized and easy to read. The Vendor shall submit these reports electronically using Microsoft Excel and, as needed, either Microsoft PowerPoint or Microsoft Word. The Vendor shall submit the reports in a timely manner and on a regular schedule as agreed by the parties. ACCEPTANCE OF WORK

6.4 INVOICES

Vendor shall invoice the Purchasing Agency. The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the Purchasing Agency with an invoice for each order. Invoices shall include detailed line item information to allow Purchasing Agency to verify pricing at point of receipt matches the correct price from the original date of order. At a minimum, the following fields shall be included on all invoices:

Vendor's Billing Address, Customer Account Number, NC Contract Number, Order Date, Buyer's Order Number, Manufacturer Part Numbers, Vendor Part Numbers, Item Descriptions, Price, Quantity, and Unit of Measure.

INVOICES MAY NOT BE PAID UNTIL AN INSPECTION HAS OCCURRED AND THE GOODS ACCEPTED.

Bid Number: 50-2223008

Vendor: MKLwe Inc P/B/A Stemway Piano Galleries

6.5 DISPUTE RESOLUTION

During the performance of the Contract, the Parties agree that it is in their mutual interest to resolve disputes informally. Any claims by the Vendor shall be submitted in writing to the State's Contract Manager for resolution. Any claims by the State shall be submitted in writing to the Vendor's Project Manager for resolution. The Parties shall agree to negotiate in good faith and use all reasonable efforts to resolve such dispute(s).

During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. The Parties will agree on a reasonable amount of time to resolve a dispute. If a dispute cannot be resolved between the Parties within the agreed upon period, either Party may elect to exercise any other remedies available under the Contract, or at law. This provision, when agreed in the Contract, shall not constitute an agreement by either party to mediate or arbitrate any dispute.

6.6 PRODUCT RECALL

Vendor expressly assumes full responsibility for prompt notification to the Buyer listed on the face of this IFB of any product recall in accordance with the applicable state or federal regulations. The Vendor shall support the State, as necessary, to promptly replace any such products, at no cost to the State.

6.7 PRICE ADJUSTMENTS

Prices proposed by the Vendor shall be firm against any increase for 1 year from the effective date of the Contract.

Price increase requests shall be submitted in writing to the Contract Lead, which shall include the reason(s) for the request and contain supporting documentation for the need. Price increases will be negotiated and agreed to by both the State and Vendor in advance of any price increase going into effect. The State is not obligated to accept pricing adjustments or increases and reserves the right to accept or reject them in part or in whole. Price de-escalation or decreases may be requested by the State at any time.

It is understood and agreed that orders will be shipped at the established Contract prices in effect on the date an order is placed. Invoicing that deviates from this provision may result in Contract to cancellation.

6.8 CONTRACT CHANGES

Contract changes, if any, over the life of the Contract shall be implemented by contract amendments agreed to in writing by the State and Vendor.

The remainder of this page is intentionally left blank

Bid Number: 50-2223008

Vendor: MK Love Inc ^{D/B/A} Steinway Piano Challenges

7.0 ATTACHMENTS

****IMPORTANT NOTICE****

RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE
FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT

ATTACHMENT A: PRICING

Complete and return the Pricing associated with this IFB, which can be found as an additional attachment to this solicitation.

ATTACHMENT B: INSTRUCTIONS TO VENDORS

The Instructions to Vendors, which are incorporated herein by this reference, may be found here:
https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_North-Carolina-Instructions-to-Vendors_09.2021.pdf

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

The North Carolina General Terms and Conditions, which are incorporated herein by this reference, may be found here:
https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_North-Carolina-General-Terms-and-Conditions_11.2021.pdf

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

Complete and return the Historically Underutilized Businesses (HUB) Vendor Information form, which can be found at the following link:
https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_HUB-Supplemental-Vendor-Information_9.2021.pdf

ATTACHMENT E: CUSTOMER REFERENCE FORM

Complete and return the Customer Reference Form, which can be found at the following link:
https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Customer_Reference_Template_09.2021.pdf

ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR

Complete and return the Location of Workers Utilized by Vendor, which can be found at the following link:
https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Location-of-Workers_09.2021.pdf

ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

Complete, sign, and return the Certification of Financial Condition, which can be found at the following link:
https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Certification-of-Financial-Condition_09.2021.pdf

ATTACHMENT H: VENDOR REQUEST FOR EO50 PRICE MATCHING

Complete, sign, and return the EO50 Price Matching form, which can be found at the following link:
<https://ncadmin.nc.gov/media/81110/download>

Bid Number: 50-2223008

Vendor: MKLaveInc ^{D/pt} Steinway Piano Galleries

***** Failure to Return the Required Attachments May Eliminate
Your Response from Further Consideration *****

ATTACHMENT A: PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Ultrasound Equipment and Accessories
INSTRUCTIONS

- 1) Click on Worksheet entitled "Pricing Submittal Worksheet".
- 2) Enter Vendor name in cell D2.
- 3) Enter Manufacturer name in cell D4.
- 4) Enter Catalog/Price List ID in cell B8.
- 5) Enter Catalog/Price List Name in cell C8.
- 6) Enter Catalog/Price List Date in cell E8.
- 7) Enter Vendor's % Discount Off MSRP List Price in cell B10.
- 8) Enter Vendor's Estimated Delivery ARO in "Days" in cell B11.
- 9) Enter Vendor's Guaranteed Delivery ARO in "Days" in cell B12.
- 10) Enter Vendor Manufacturer's Warranty in "Months" in cell B13.
- 11) Enter Vendor's UL Certification Cost in cell B14.
- 12) Enter Vendor's Installation Cost in cell B15.
- 13) Enter Vendor's Volume % Discount/Tier Pricing \$50,000.00-\$100,000.00 in cell B16.
- 14) Enter Vendor's Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00 in cell B17.
- 15) Enter Vendor's Volume % Discount/Tier Pricing \$200,001.00 & Above in cell B18.
- 16) Enter Vendor's Rebate in cell B19.

Note: Vendor is to make copies of this Pricing Worksheet as necessary for each manufacturer product lines

PRICING SUBMITTAL WORKSHEET
BID #: 50-NCCCS-386864152
WELDING EQUIPMENT, SUPPLIES & ACCESSORIES

Vendor:	ABC Company
Manufacturer:	ABD Electric

	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Welding Equipment	FY21325	ABD Electric 2022	January 1, 2022

% Discount Off MSRP List Price	56.00%
Estimated Delivery ARO	25
Guranteed Delivery ARO	35
Manufacturer's Warranty	24
UL Certification Cost	\$ 456.00
Installation	\$ 5,000.00
Volume % Discount/Tier Pricing \$50,000.00-\$100,000.00	2.00%
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	3.00%
Volume % Discount/Tier Pricing \$200,001.00 & Above	5.00%
Rebates	\$ 100.00

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Model D	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guaranteed Delivery ARO	30	Day	
Manufacturer's Warranty	5	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	n/a	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	n/a	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	8%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-22223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Model D Spirio r	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guaranteed Delivery ARO	30	Day	
Manufacturer's Warranty	5	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	n/a	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	n/a	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	8%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	5%	Model B	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guaranteed Delivery ARO	30	Day	
Manufacturer's Warranty	5	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	n/a	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	5%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	8%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
 BID #: 50-2223008
 Steinway & Sons® Pianos and Yamaha® Instruments Supplies
 and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	5%	Model B Spirio r	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guaranteed Delivery ARO	30	Day	
Manufacturer's Warranty	5	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	n/a	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	5%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	8%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	5%	Model B Spirito	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guranteed Delivery ARO	30	Day	
Manufacturer's Warranty	5	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	n/a	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	5%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	8%	OFF MSRP	
Rebates	0%	%	
Community College Underside Ltd/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor:	MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer:	Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	5%	Model A	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guranteed Delivery ARO	30	Day	
Manufacturer's Warranty	5	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	n/a	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	5%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	8%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	5%	Model O	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

	UOM
Estimated Delivery ARO	Day
Guranteed Delivery ARO	Day
Manufacturer's Warranty	Year
Installation	Dollar
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	OFF MSRP
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	OFF MSRP
Volume % Discount/Tier Pricing \$200,001.00 & Above	OFF MSRP
Rebates	%
Community College Underside Lid/Logo Package	Dollar

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	5%	Model M	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guaranteed Delivery ARO	30	Day	
Manufacturer's Warranty	5	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	5%	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	5%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	8%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	5%	Model M Spirio r	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guaranteed Delivery ARO	30	Day	
Manufacturer's Warranty	5	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	n/a	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	5%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	8%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	5%	Model M Spirio	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guranteed Delivery ARO	30	Day	
Manufacturer's Warranty	5	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	n/a	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	5%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	8%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	5%	Model S	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guranteed Delivery ARO	30	Day	
Manufacturer's Warranty	5	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	5%	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	5%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	8%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	5%	K52	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guranteed Delivery ARO	30	Day	
Manufacturer's Warranty	5	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	5%	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	5%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	8%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	n/a	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Boston UP-120s	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

	UOM
Estimated Delivery ARO	15 Day
Guranteed Delivery ARO	30 Day
Manufacturer's Warranty	10 Year
Installation	\$ Dollar
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	10% OFF MSRP
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	12% OFF MSRP
Volume % Discount/Tier Pricing \$200,001.00 & Above	12% OFF MSRP
Rebates	0% %
Community College Underside Lid/Logo Package	n/a Dollar

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Boston UP-118E	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guaranteed Delivery ARO	30	Day	
Manufacturer's Warranty	10	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	10%	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	12%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	12%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	n/a	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Bostn UP-126E	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

	UOM
Estimated Delivery ARO	Day
Guaranteed Delivery ARO	Day
Manufacturer's Warranty	Year
Installation	Dollar
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	OFF MSRP
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	OFF MSRP
Volume % Discount/Tier Pricing \$200,001.00 & Above	OFF MSRP
Rebates	%
Community College Underside Lid/Logo Package	Dollar

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Boston UP-132E	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guaranteed Delivery ARO	30	Day	
Manufacturer's Warranty	10	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	10%	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	12%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	12%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	n/a	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Boston GP-156	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guaranteed Delivery ARO	30	Day	
Manufacturer's Warranty	10	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	10%	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	12%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	12%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Boston GP-163	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guaranteed Delivery ARO	30	Day	
Manufacturer's Warranty	10	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	10%	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	12%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	12%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Boston GP-178	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guaranteed Delivery ARO	30	Day	
Manufacturer's Warranty	10	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	10%	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	12%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	12%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Boston GP-193	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guaranteed Delivery ARO	30	Day	
Manufacturer's Warranty	10	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	10%	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	12%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	12%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	10%	Boston GP-215	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guranteed Delivery ARO	30	Day	
Manufacturer's Warranty	10	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	10%	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	12%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	12%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Essex EUP-111E	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guaranteed Delivery ARO	30	Day	
Manufacturer's Warranty	10	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	10%	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	12%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	12%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	n/a	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Essex EUP-116E	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guaranteed Delivery ARO	30	Day	
Manufacturer's Warranty	10	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	10%	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	12%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	12%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	n/a	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Essex EUP-123S	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

Estimated Delivery ARO	15	Day	UOM
Guranteed Delivery ARO	30	Day	
Manufacturer's Warranty	10	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	10%	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	12%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	12%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	n/a	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Essex EUP-123E	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

		UOM
Estimated Delivery ARO	15	Day
Guaranteed Delivery ARO	30	Day
Manufacturer's Warranty	10	Year
Installation	\$ -	Dollar
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	10%	OFF MSRP
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	12%	OFF MSRP
Volume % Discount/Tier Pricing \$200,001.00 & Above	12%	OFF MSRP
Rebates	0%	%
Community College Underside Lid/Logo Package	n/a	Dollar

PRICING SUBMITTAL WORKBOOK
BID #: 50-22223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor:	M/K Love Inc. D/B/A Steinway Piano Gallery
Manufacturer:	Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Essex EGP-155C	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

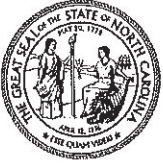
Estimated Delivery ARO	15	Day	UOM
Guranteed Delivery ARO	30	Day	
Manufacturer's Warranty	10	Year	
Installation	\$ -	Dollar	
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	10%	OFF MSRP	
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	12%	OFF MSRP	
Volume % Discount/Tier Pricing \$200,001.00 & Above	12%	OFF MSRP	
Rebates	0%	%	
Community College Underside Lid/Logo Package	\$ 4,600.00	Dollar	

PRICING SUBMITTAL WORKBOOK
BID #: 50-2223008
Steinway & Sons® Pianos and Yamaha® Instruments Supplies and Accessories

Vendor: MK Love Inc. D/B/A Steinway Piano Gallery
Manufacturer: Steinway & Sons

Manufacturer	% Discount Off MSRP List Price	Catalog/Price List ID	Catalog/Price List Name	Catalog/Price List Date
Steinway & Sons®	8%	Essex EGP-173C	Steinway & Sons 2023	1-Jan-23
Yamaha®	0%			

	UOM	
Estimated Delivery ARO	Day	15
Guranteed Delivery ARO	Day	30
Manufacturer's Warranty	Year	10
Installation	Dollar	\$ -
Volume % Discount/Tier Pricing \$50,000.00 - \$100,000.00	OFF MSRP	10%
Volume % Discount/Tier Pricing \$100,001.00-\$200,000.00	OFF MSRP	12%
Volume % Discount/Tier Pricing \$200,001.00 & Above	OFF MSRP	12%
Rebates	%	0%
Community College Underside Lid/Logo Package	Dollar	\$ 4,600.00



NORTH CAROLINA INSTRUCTIONS TO VENDORS

I. READ, REVIEW AND COMPLY

It shall be the Vendor's responsibility to read this entire document; review all enclosures, attachments, and any Addenda; and comply with all requirements specified, whether appearing in these Instructions to Vendors or elsewhere in the Solicitation document.

Any gender-specific pronouns used herein, whether masculine or feminine, shall be read and construed as gender neutral, and the singular of any word or phrase shall be read to include the plural and vice versa.

II. REQUEST FOR OFFERS

Vendors are cautioned that this is a request for Offers, not an offer or request to contract, and the State reserves the unqualified right to reject any and all bids at any time if such rejection is deemed to be in the best interest of the State.

By submitting Your Bid or Proposal, You are offering to enter into a contract with the State.

The Contract is a separate document that represents the Vendor's and the State's entire agreement. If Your bid is accepted and results in a Contract, You will be expected to accept the North Carolina General Terms And Conditions included in the Solicitation document as part of the Contract. Depending upon the good or service being offered, other terms and conditions may apply.

III. DUTY TO INQUIRE

Offeror, by submitting an Offer, represents that it has read and understands the Solicitation and that its Offer is made in compliance with the Solicitation. Offerors are expected to examine the Solicitation thoroughly and should request an explanation for any ambiguities, discrepancies, errors, omissions, or conflicting statements in the Solicitation. Failure to do so will be at the Offeror's risk. All ambiguities, discrepancies, errors, omissions, or conflicting statements in the Solicitation shall be interpreted to require the better quality or greater quantity of work and/or materials, unless otherwise directed by Addendum. Offeror assumes responsibility for any patent ambiguity in the Solicitation that Offeror does not bring to the State's attention.

IV. DEFINITIONS, ACRONYMS AND ABBREVIATIONS

The following definitions, acronyms, and abbreviations may be used within the Solicitation document.

1. **AGENCY SPECIFIC TERM CONTRACT:** A contract generally intended to cover all normal requirements for a commodity for a specified period of time based on estimated quantities for a single entity.
2. **ADDENDUM:** a document issued to supplement or modify the original Solicitation document. Addenda may be issued following a pre-bid/pre-proposal conference or as a result of a specification or work scope changes to the Solicitation.
3. **BAFO:** Best and Final Offer, submitted by a Vendor to alter its initial bid, made in response to a request by the issuing agency.
4. **BUYER:** The employee of the State or Other Eligible Entity that places an order with the Vendor.
5. **COMMUNITY COLLEGE:** Any of the fifty-eight (58) public North Carolina Community Colleges.
6. **CONTRACT:** A contract resulting from or arising out of Vendor responses to this Solicitation.
7. **CONTRACT LEAD:** Representative of the agency identified on the first page of the Solicitation document who will correspond with potential Vendors concerning Solicitation issues, will contract with the Vendor providing the best offer to the State, and is the individual who will administer the Contract for the State.
8. **E-PROCUREMENT SERVICES:** The program, system, and associated services through which the State conducts electronic procurement.
9. **FOB-DESTINATION:** Title changes hand from Vendor to purchaser at the destination point of the

shipment; Vendor owns the commodity in transit and files any claims. Vendor pays all freight and any related transportation charges. A Solicitation may request that a Vendor separately identify freight charges in its bid, but no amount or charge not included as part of the total bid price will be paid.

10. **HUB:** Historically Underutilized Business <https://ncadmin.nc.gov/businesses/hub>
11. **IFB:** Invitation for Bids (a type of Solicitation document)
12. **IPS:** Interactive Purchasing Service
13. **LOT:** A grouping of similar products within this Solicitation document.
14. **OFFER:** the bid or proposal submitted in response this Solicitation. The terms Bid and Proposal are used interchangeably with the term Offer.
15. **OFFEROR:** the single legal entity submitting the Offer. The term Bidder is used interchangeably with the term Offeror. See bidding provisions entitled Signing Your Offer and Bid/Proposal As Offer To Contract.
16. **ON-TIME DELIVERY:** The delivery of all items within a single order to the receiving point designated by the ordering entity within the delivery time required.
17. **QUALIFIED BID/PROPOSAL:** A responsive bid submitted by a responsible Vendor.
18. **RESPONSIBLE:** Refers to a Vendor who demonstrates in its Offer that it has the capability to perform the requirements of the Solicitation.
19. **RESPONSIVE:** Refers to an Offer that conforms to the Requirements of the Solicitation in all respects to be considered by the State for award.
20. **RFI:** Request for Information (an information gathering tool that does not result in a contract)
21. **RFP:** Request for Proposals (a type of Solicitation document)
22. **RFPQ:** Request for Pre-Qualifications (a type of Solicitation document)
23. **RFQ:** Request for Quotes (a type of Solicitation document)
24. **STATE:** The State of North Carolina, including any of its sub-units recognized under North Carolina law.
25. **STATE AGENCY:** Any of the more than 400 sub-units within the executive branch of the State, including its departments, institutions, boards, commissions, universities, and units of the State.
26. **STATE DEPARTMENTS:** Department of Administration, Department of Agriculture and Consumer Services, Department of Commerce, Department of Natural and Cultural Resources, Department of Environmental Quality, Department of Health and Human Services, Department of Information Technology, Department of Insurance, Department of Justice, Department of Labor, Department of Military and Veteran Affairs, Department of Public Instruction, Department of Public Safety, Department of Revenue, Department of State Treasurer, Office of the Secretary of the State, Department of Transportation, Wildlife Resources Commission, Office of Budget and Management, Office of the Governor, Office of the Lieutenant Governor, Office of The State Auditor, Office of the State Controller.
27. **VENDOR:** The supplier, bidder, proposer, company, firm, corporation, partnership, individual or other entity submitting a response to a Solicitation document. Following award of a contract, the term refers to an entity receiving such an award.
28. **WORK:** All labor, materials, equipment, services, or property of any type, provided or to be provided by the Contractor to fulfill the Contractor's obligations under the Contract.
29. **YOU and YOUR:** Offeror.

V. INTERPRETATION OF TERMS AND PHRASES

The Solicitation document serves to advise potential Vendors of the parameters of the solution being sought by the State. The use of phrases such as "shall," "must," and "requirements" are intended to create enforceable contract conditions. In determining whether bids should be evaluated or rejected, the State will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the State's needs as described in the Solicitation. Except as specifically stated in the Solicitation,

no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement, if determined to be essential under the circumstances then existing, may result in the State exercising its discretion to reject a bid in its entirety.

VI. **BID SUBMISSION**

1. **VENDOR'S REPRESENTATIVE:** Each Vendor shall submit with its bid the name, address, and telephone number of the person(s) with authority to bind the Vendor and answer questions or provide clarification concerning the Vendor's bid.
2. **SIGNING YOUR OFFER:** Every Offer must be signed by an individual with actual authority to bind the Offeror.
 - a) If the Offeror is an individual, the Offer must be signed by that individual. If the Offeror is an individual doing business as a firm, the Offer must be submitted in the firm name, signed by the individual, and state that the individual is doing business as a firm.
 - b) If the Offeror is a partnership, the Offer must be submitted in the partnership name, followed by the words by its Partner, and signed by a general partner.
 - c) If the Offeror is a corporation, the Offer must be submitted in the corporate name, followed by the signature and title of the person authorized to sign.
 - d) An Offer may be submitted by a joint venture involving any combination of individuals, partnerships, or corporations. If the Offeror is a joint venture, the Offer must be submitted in the name of the Joint Venture and signed by every participant in the joint venture in the manner prescribed in paragraphs (a) through (c) above for each type of participant.
 - e) If an Offer is signed by an agent, other than as stated in subparagraphs (a) through (d) above, the Offer must state that it has been signed by an Agent. Upon request, Offeror must provide proof of the agent's authorization to bind the principal.
3. **EXECUTION:** Failure to sign the Execution Page (numbered page 1 of the Solicitation document) in the indicated space may render an Offer nonresponsive, and it may be rejected.
4. **STATE OFFICE CLOSINGS:** If an emergency or unanticipated event interrupts normal government processes so that Offers cannot be received at the State office designated for receipt of bids by the exact time specified in the Solicitation, the time specified for receipt of Offers will be deemed to be extended to the same time of day specified in the Solicitation on the first work day on which normal government processes resume. In lieu of an automatic extension, an Addendum may be issued to reschedule the bid opening. If State offices are closed at the time a pre-bid or pre-proposal conference is scheduled, an Addendum will be issued to reschedule the conference.
5. **BID IN ENGLISH and DOLLARS:** Offers submitted in response to this Solicitation shall be in the English language and in US dollars, unless otherwise permitted by the Solicitation.
6. **LATE BIDS:** Late bids, regardless of cause, will not be opened or considered, and will automatically be disqualified from further consideration. It shall be the Vendor's sole responsibility to ensure delivery at the designated office by the designated time.
 - a) Vendor shall bear the risk for late submission due to unintended or unanticipated delay—whether submitted electronically, delivered by hand, U.S. Postal Service, courier or other delivery service. It is the Vendor's sole responsibility to ensure that its bid has been received by this Office by the specified time and date of opening. The date and time of submission will be marked on each bid when received, and any bid received after the bid submission deadline will be rejected.
 - b) For proposals submitted via U.S. mail, please note that the U.S. Postal Service generally does not deliver mail to a specified street address but to the State's Mail Service Center. Vendors are cautioned that proposals sent via U.S. Mail, including Express Mail, may not be delivered by the Mail Service Center to the agency's purchasing office on the due date in time to meet the proposal deadline. All Vendors are urged to take the possibility of delay into account when submitting a proposal by U.S. Postal Service, courier, or other delivery service.
7. **DETERMINATION OF RESPONSIVENESS:** Any Offer which fails to conform to the material requirements of the Solicitation may be rejected as nonresponsive. Offers which impose conditions that modify material requirements of the Solicitation may be rejected. If a fixed price is required, an Offer

will be rejected if the total possible cost to the State cannot be determined. Offerors will not be given an opportunity to correct any material nonconformity. Any deficiency resulting from a minor informality may be cured or waived at the sole discretion of the Procurement Officer.

8. **CONTENTS OF OFFER:**

- a) Offers should be complete and carefully worded and should convey all of the information requested.
 - b) Offers should be prepared simply and economically, providing a straightforward, concise description of the Offeror's capabilities to satisfy the requirements of the Solicitation. Emphasis should be on completeness and clarity of content.
 - c) If Your Offer includes any comment over and above the specific information requested in the Solicitation, You are to include this information as a separate appendix to Your Offer. Offers which include either modifications to any of the Solicitation's contractual requirements or an Offeror's standard terms and conditions may be deemed non-responsive and not considered for award at the State's discretion.
9. **MULTIPLE OFFERS.** If specifically stated in the Solicitation document, Offerors may submit more than one Offer, provided that each Offer has significant differences other than price. Each separate Offer must satisfy all Solicitation requirements.
10. **CLARIFICATION:** The State may elect to communicate with You after bid opening for the purpose of clarifying either Your Offer or the requirements of the Solicitation. Such communications may be conducted only with Offerors who have submitted an Offer which obviously conforms in all material aspects to the Solicitation. Clarification of an Offer must be documented in writing and included with the Offer. Clarifications may not be used to revise an Offer or the Solicitation.
11. **ACCEPTANCE AND REJECTION:** The State reserves the right to reject any and all bids, to waive any informality in bids and, unless otherwise specified by the Vendor, to accept any item in the bid. If either a unit price or an extended price is obviously in error and the other is obviously correct, the incorrect price will be disregarded. Regardless of error or omission, a Vendor shall not be permitted to increase its pricing after the deadline for submitting bids.
12. **BASIS FOR REJECTION:** Pursuant to 01 NCAC 05B .0501, the State reserves the right to reject any and all Offers, in whole or in part, by deeming the Offer unsatisfactory as to quality or quantity, delivery, price or service offered, non-compliance with the requirements or intent of this Solicitation, lack of competitiveness, error(s) in specifications or indications that revision would be advantageous to the State, cancellation or other changes in the intended project or any other determination that the proposed requirement is no longer needed, limitation or lack of available funds, circumstances that prevent determination of the best offer, or any other determination that rejection would be in the best interest of the State.
13. **INFORMATION AND DESCRIPTIVE LITERATURE:** Vendor shall furnish all information requested in the Solicitation document. Further, if required elsewhere in this bid, each Vendor shall submit with its bid any sketches, descriptive literature, and/or complete specifications covering the goods and services offered. Reference to literature submitted with a previous bid or available elsewhere will not satisfy this provision. **Do not submit bid samples or descriptive literature unless expressly requested.** Unsolicited bid samples or descriptive literature will not be examined or tested, will not be used to determine responsiveness, and will not be deemed to vary any of the provisions of the Solicitation. Failure to comply with these requirements shall constitute sufficient cause to reject a bid without further consideration.
14. **WITHDRAWAL OF BID OR PROPOSAL:** Proposals submitted electronically may be withdrawn at any time prior to the date for bid opening identified on the cover page of this Solicitation document (or such later date included in an Addendum). Proposals that have been delivered by hand, U.S. Postal Service, courier, or other delivery service may be withdrawn **only** in writing and if receipt is acknowledged by the office issuing the Solicitation document prior to the time for opening identified on the cover page of the Solicitation document (or such later date included in an Addendum). Written withdrawal requests shall be submitted on the Vendor's letterhead and signed by an official of the Vendor authorized to make such request. Any withdrawal request made after bid opening shall be allowed only for good cause shown and in the sole discretion of the Division of Purchase and Contract.
15. **COST FOR BID OR PROPOSAL PREPARATION:** Any costs incurred by Vendor in preparing or submitting Offers are the Vendor's sole responsibility.

16. **INSPECTION AT VENDOR'S SITE:** The State reserves the right to inspect, at a reasonable time, the equipment, item, plant, or other facilities of a prospective Vendor prior to Contract award, and during the Contract term as necessary for the State's determination that such equipment, item, plant, or other facilities conform with the specifications/requirements and are adequate and suitable for the proper and effective performance of the Contract.
17. **RECYCLING AND SOURCE REDUCTION:** It is the policy of the State to encourage and promote the purchase of products with recycled content to the extent economically practicable, and to purchase items which are reusable, refillable, repairable, more durable, and less toxic to the extent that the purchase or use is practicable and cost-effective. We also encourage and promote using minimal packaging and the use of recycled/recyclable products in the packaging of commodities purchased. However, no sacrifice in quality of packaging will be acceptable. The company remains responsible for providing packaging that will adequately protect the commodity and contain it for its intended use. Companies are strongly urged to bring to the attention of purchasers those products or packaging they offer which have recycled content and that are recyclable.
18. **CERTIFICATE TO TRANSACT BUSINESS IN NORTH CAROLINA:** As a condition of Contract award, each out-of-State Vendor that is a corporation, limited-liability company, or limited-liability partnership shall have received, and shall maintain throughout the term of The Contract, a Certificate of Authority to Transact Business in North Carolina from the North Carolina Secretary of State, as required by North Carolina law. A State contract requiring only an isolated transaction completed within a period of six months, and not in the course of a number of repeated transactions of like nature, shall not be considered transacting business in North Carolina and shall not require a Certificate of Authority to Transact Business.
19. **SUSTAINABILITY:** To support the sustainability efforts of the State of North Carolina we solicit Your cooperation in this effort. Pursuant to Executive Order 156 (1999), it is desirable that all responses meet the following:
- a) If paper copies are requested, all copies of the bid are printed double sided. All submittals and copies are printed on recycled paper with a minimum post-consumer content of 30%.
 - b) Unless absolutely necessary, all bids and copies should minimize or eliminate use of non-recyclable or non-reusable materials such as plastic report covers, plastic dividers, vinyl sleeves, and GBC binding. Three-ringed binders, glued materials, paper clips, and staples are acceptable.
 - c) Materials should be submitted in a format which allows for easy removal, filing and/or recycling of paper and binder materials. Use of oversized paper is strongly discouraged unless necessary for clarity or legibility.
20. **HISTORICALLY UNDERUTILIZED BUSINESSES (HUB):** The State is committed to retaining Vendors from diverse backgrounds, and it invites and encourages participation in the procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled. In particular, the State encourages participation by Vendors certified by the State Office of Historically Underutilized Businesses, as well as the use of HUB-certified vendors as subcontractors on State contracts.
21. **RECIPROCAL PREFERENCE:** G.S. 143-59 establishes a reciprocal preference requirement to discourage other states from favoring their own resident Vendors by applying a percentage increase to the price of any bid from a North Carolina resident Vendor. To the extent another state does so, North Carolina applies the same percentage increase to the bid of a Vendor resident in that state. Residency is determined by a Vendor's "Principal Place of Business," defined as that principal place from which the overall trade or business of the Vendor is directed or managed.
22. **INELIGIBLE VENDORS:** As provided in G.S. 147-86.59 and G.S. 147-86.82, the following companies are ineligible to contract with the State of North Carolina or any political subdivision of the State:
- a) any company identified as engaging in investment activities in Iran, as determined by appearing on the Final Divestment List created by the State Treasurer pursuant to G.S. 147-86.58, and
 - b) any company identified as engaged in a boycott of Israel as determined by appearing on the List of restricted companies created by the State Treasurer pursuant to G.S. 147-86.81.
- A contract with the State or any of its political subdivisions by any company identified in a) or b) above shall be void *ab initio*.

23. **VALID TAXPAYER INFORMATION:** All persons or entities desiring to do business with the State must provide correct taxpayer information on North Carolina specified forms. The Substitute W-9 and Instructions are here:
https://files.nc.gov/ncosc/documents/NCAS_forms/State_of_North_Carolina_Sub_W-9_01292019.pdf
24. **VENDOR REGISTRATION AND SOLICITATION NOTIFICATION SYSTEM:** The North Carolina electronic Vendor Portal (eVP) allows Vendors to electronically register free with the State to receive electronic notification of current procurement opportunities available on the Interactive Purchasing System (IPS), as well as notifications of status changes to those Solicitations. Online registration and other purchasing information is available at the following website: <http://ncadmin.nc.gov/about-doa/divisions/purchase-contract>.
25. The status of a Vendor's E-Procurement Services account(s) shall be considered a relevant factor in determining whether to approve the award of a Contract resulting from this Solicitation document. Any Vendor with an E-Procurement Services account that is in arrears by 91 days or more at the time of bid opening may be suspended or deactivated, at the State's discretion, and may be disqualified from further evaluation or consideration.
26. **TABULATIONS:** Bid tabulations can be electronically retrieved at the Interactive Purchasing System (IPS), <https://www.ips.state.nc.us/ips/BidNumberSearch.aspx>. Click on the IPS BIDS icon, click on Search for Bid, enter the bid number, and then search. Tabulations will normally be available at this web site not later than one working day after the bid opening. If negotiation is anticipated under 01 NCAC 05B.0503, pricing may not be public until award. Lengthy or complex tabulations may be summarized, with other details not made available on IPS. Requests for additional details or information concerning such tabulations cannot be honored.
27. **NC BIDS:** NC BIDS is an electronic bidding application that allows an agency to receive Vendor responses electronically for specified Solicitations, saving time and money by eliminating the need to print and ship paper proposal packages. Each individual Solicitation document will indicate whether responses must be submitted electronically through NC BIDS or whether paper responses are required. Submissions that do not comply with the stated submission method will be deemed non-responsive. For more information and online training on NC Bids, visit <https://ncadmin.nc.gov/about-doa/divisions/purchase-and-contract/nc-bids/nc-bids-vendors>
28. **CONFIDENTIAL INFORMATION:** To the extent permitted by applicable statutes and rules, the State will maintain as confidential trade secrets in bids that the Vendor does not wish disclosed. As a condition to confidential treatment, each page containing trade secret information shall be identified in boldface at the top and bottom as "CONFIDENTIAL" by the Vendor, with specific trade secret information enclosed in boxes, marked in a distinctive color or by similar indication. Cost information shall not be deemed confidential under any circumstances. Regardless of what a Vendor may label as a trade secret, the determination whether it is or is not entitled to protection will be determined in accordance with G.S. 132-1.2. Any material labeled confidential constitutes a representation by the Vendor that it has made a reasonable effort in good faith to determine that such material is, in fact, a trade secret under G.S. 132-1.2. Vendors are urged to limit the marking of information as a trade secret or as confidential so far as is possible. If a legal action is brought to require the disclosure of any material so marked confidential, the State will notify Vendor of such action and allow Vendor to defend the confidential status of its information.
29. **COMMUNICATIONS BY VENDORS:** In submitting its bid, the Vendor agrees not to discuss or otherwise reveal the contents of its bid to any source, government or private, outside of the using or issuing agency until after the award of the Contract or cancellation of this Solicitation. All Vendors are forbidden from having any communications with the using or issuing agency, or any other representative of the State concerning the Solicitation, during the evaluation of the bids (i.e., after the public opening of the bids and before the award of the Contract), unless the State directly contacts the Vendor(s) for purposes of seeking clarification or another reason permitted by the Solicitation. A Vendor shall not: (a) transmit to the issuing and/or using agency any information commenting on the ability or qualifications of any other Vendor to provide the advertised good, equipment, commodity; (b) identify defects, errors and/or omissions in any other Vendor's bid and/or prices at any time during the procurement process; and/or (c) engage in or attempt any other communication or conduct that could influence the evaluation or award of a Contract related to this Solicitation. Failure to comply with this requirement shall constitute sufficient justification to disqualify a Vendor from a Contract award. Only

those communications with the using agency or issuing agency authorized by this Solicitation are permitted.

30. **INFORMAL COMMENTS:** The State shall not be bound by informal explanations, instructions or information given at any time by anyone on behalf of the State during the competitive process or after award. The State is bound only by information provided in writing in this Solicitation document and in formal Addenda.

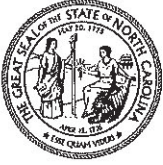
31. **PROTEST PROCEDURES:** When a Vendor wishes to protest a contract awarded by the Division of Purchase and Contract or awarded by an agency when the award amount exceeds the agency's general delegation and the contract is not subject to a special delegation or exemption, a Vendor shall submit a written request addressed to the State Purchasing Officer at: Division of Purchase and Contract, 1305 Mail Service Center, Raleigh, NC 27699-1305.

When a Vendor wishes to protest a contract awarded by an agency when the award amount is less than an agency's general delegation or when the contract is subject to a special delegation or exemption the Vendor shall submit a written request to protest to the purchasing officer of the agency that issued the award.

The protest request must be received in the proper office within thirty (30) consecutive calendar days from the date of the Contract award. Protest letters **shall** contain specific grounds and reasons for the protest, how the protesting party was harmed by the award made and any documentation providing support for the protesting party's claims.

Note: Contract award notices are sent only to the Vendor actually awarded the contract, and not to every person or firm responding to a Solicitation. Award notices are posted on IPS at <https://www.ips.state.nc.us/ips/>. All protests will be handled pursuant to the North Carolina Administrative Code, 01 NCAC 05B .1519.

32. **ORDER OF PRECEDENCE:** In cases of conflict between specific provisions in this Solicitation or those in any resulting Contract documents, the order of precedence shall be (high to low) (1) any special terms and conditions specific to this Solicitation document, including any negotiated terms, (2) requirements and specifications and administration, (3) North Carolina General Terms and Conditions in North Carolina General Terms And Conditions, (4) Instructions To Vendors, (5) Pricing, and (6) Vendor's Bid.
33. **ADDENDA:** Critical updated information may be included in Addenda to the Solicitation. It is important that all Vendors bidding on the Solicitation periodically check for any Addenda that may be issued prior to the bid opening date. All Vendors shall be deemed to have read and understood all information in the Solicitation document and all Addenda thereto. Vendors are also responsible for obtaining and complying with all Addenda and other changes that may be issued concerning the Solicitation.
34. **ORAL EXPLANATIONS NON-BINDING:** Oral explanations or instructions will not be binding. Any information given a prospective Offeror concerning a Solicitation will be furnished promptly to all other prospective Offerors as an Addendum to the Solicitation, if that information is necessary for submitting offers or if the lack of it would be prejudicial to other prospective Offerors. See clause herein entitled "Duty to Inquire." The State will not identify You in its answer to Your question.
35. **MAXIMUM COMPETITION:** The State seeks to permit the maximum practicable competition. Offerors are urged to advise the State, as soon as possible, regarding any aspect of this procurement, including any aspect of the Solicitation that unnecessarily or inappropriately limits full and open competition. If the State determines that any changes will be made resulting from the questions asked, then such decisions will be communicated in the form of an Addendum.
36. **FIRM OFFER:** Vendor's bid shall constitute a firm offer. By execution and delivery of a bid in response to a Solicitation, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposefully or inadvertently, shall have no force or effect, and will be disregarded. Any bid that contains language that indicates the bid is non-binding or subject to further negotiation before a contractual document may be signed shall be rejected.



NORTH CAROLINA GENERAL TERMS & CONDITIONS

1. PERFORMANCE:

- a) It is anticipated that the tasks and duties undertaken by the Vendor under the contract which results from the State solicitation in this matter (Contract) shall include Services, and/or the manufacturing, furnishing, or development of goods and other tangible features or components, as deliverables.
- b) Except as provided herein, and unless otherwise mutually agreed in writing prior to award, any deliverables not subject to an agreed Vendor license and provided by Vendor in performance of this Contract shall be and remain property of the State. During performance, Vendor may provide proprietary components as part of the deliverables that are identified in this Contract. Vendor grants the State a personal, permanent, non-transferable license to use such proprietary components of the deliverables and other functionalities, as provided under this Contract. Any technical and business information owned by Vendor or its suppliers or licensors made accessible or furnished to the State shall be and remain the property of the Vendor or such other party, respectively. Vendor agrees to perform under the Contract in at least the same or similar manner provided to comparable users and customers. The State shall notify the Vendor of any defects or deficiencies in performance or failure of deliverables to conform to the standards and specifications provided in this Contract. Vendor agrees to timely remedy defective performance or any nonconforming deliverables on its own or upon such notice provided by the State.
- c) Vendor has a limited, non-exclusive license to access and use State Data provided to Vendor, but solely for performing its obligations under and during this Agreement and in confidence as further provided for herein or by law.
- d) Vendor or its suppliers, as specified and agreed in the Contract, shall provide support assistance to the State related to all Services performed or other deliverables procured hereunder during the State's normal business hours. Vendor warrants that its support, customer service, and assistance will be performed at a minimum in accordance with generally accepted and applicable industry standards.
- e) The State may document and take into account in awarding or renewing future procurement contracts the general reputation, performance and performance capabilities of the Vendor under this Contract as provided by G.S. 143-52 and 143-135.9 (a) and (b) (Best Value).

2. DEFAULT AND TERMINATION:

- a) In the event of default by the Vendor, the State may, as provided by NC law, procure goods and services necessary to complete performance hereunder from other sources and hold the Vendor responsible for any excess cost occasioned thereby. See, G.S. 25-2-712. In addition, and in the event of default by the Vendor under the Contract, or upon the Vendor filing a petition for bankruptcy or the entering of a judgment of bankruptcy by or against the Vendor, the State may immediately cease doing business with the Vendor, terminate the Contract for cause, and take action to recover relevant damages, and if permitted by applicable law, debar the Vendor from doing future business with the State. 01 NCAC 05B.1520.
- b) If, through any cause, Vendor shall fail to fulfill in a timely and proper manner the obligations under the Contract, including, without limitation, in these North Carolina General Terms and Conditions, the State shall have the right to terminate the Contract by giving thirty days written notice to the Vendor and specifying the effective date thereof. In that event, any or all finished or unfinished deliverables that are prepared by the Vendor under the Contract shall, at the option of the State, become the property of the State (and under any applicable Vendor license

to the extent necessary for the State to use such property), and the Vendor shall be entitled to receive just and equitable compensation for any acceptable deliverable completed (or partially completed at the State's option) as to which such option is exercised. Notwithstanding, Vendor shall not be relieved of liability to the State for damages sustained by the State by virtue of any breach of the Contract, and the State may withhold any payment due the Vendor for the purpose of setoff until such time as the exact amount of damages due the State from such breach can be determined. The State, if insecure as to receiving proper performance or provision of goods deliverables, or if documented Vendor Services performance issues exist, under this Contract, may require at any time a performance bond or other alternative performance guarantees from a Vendor without expense to the State as provided by applicable law. G.S. 143-52(a); 01 NCAC 05B.1521; G.S. 25-2-609.

- c) If this Contract contemplates deliveries or performance over a period of time, the State may terminate this Contract for convenience at any time by providing 60 days' notice in writing from the State to the Vendor. In that event, any or all finished or unfinished deliverables prepared by the Vendor under this Contract shall, at the option of the State, become its property, and under any applicable Vendor license to the extent necessary for the State to use such property. If the Contract is terminated by the State for convenience, the State shall pay for those items or Services for which such option is exercised, less any payment or compensation previously made.

3. INTERPRETATION, CONFLICT OF TERMS:

- a) The definitions in the Instructions to Vendors in the relevant solicitation for this Contract, and in 01 NCAC 05A.0112 are specifically incorporated herein.
- b) If federal funds are involved in the transactions under this Contract, the Vendor shall comply with all applicable state and federal requirements and laws, except where State requirements are more restrictive. See the additional federal requirements included in the "Federal Funds Provisions" section below.
- c) "Purchasing Agency" herein is as defined in 01 NCAC 05A.0112, except that if this Contract has been entered into by the NC Department of Administration, Division of Purchase and Contract (P&C) as indicated in the Contract (e.g., a State Term Contract), then P&C will then be a Purchasing Agency for the purposes herein and in the Federal Funds Provisions, below.
- d) Contracts made in contravention of General Statutes, Chapter 143, Article 3 and the Rules in 05 NCAC Chapter 5, are void. G.S. 143-58.
- e) In cases of conflict between specific provisions in this Contract and any other referenced documents, the Order of Precedence shall be (high to low) (1) any special terms and conditions specific to this Contract, including any negotiated terms; (2) requirements, specifications and administrative terms; (3) these NORTH CAROLINA GENERAL TERMS AND CONDITIONS, including the Federal Funds Provisions; (4) Definitions and other provisions in INSTRUCTIONS TO VENDORS in this solicitation, which is specifically incorporated in this Contract; (5) PRICING, and (6) Vendor's Bid, to the extent specifically and mutually incorporated into this Contract.
- f) In the event of conflict of terms between applicable provisions of the Federal Funds Provisions and the other provisions of these North Carolina General Contract Terms and Conditions, the more restrictive provision will govern.

- 4. GOVERNMENTAL RESTRICTIONS:** In the event any Governmental restrictions are imposed which necessitate alteration of the goods, material, quality, workmanship, or performance of the Services offered, prior to acceptance, it shall be the responsibility of the Vendor to notify the State Contract Lead or Administrator indicated in the Contract at once, in writing, indicating the specific regulation which requires such alterations. The State reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the Contract.

- 5. AVAILABILITY OF FUNDS:** Any and all payments to the Vendor shall be dependent upon and subject to the availability of funds appropriated or allocated to the agency for the purpose set forth in the Contract.

6. **TAXES:** Any applicable taxes shall be invoiced as a separate item.

- a) G.S. 143-59.1 bars the Secretary of Administration from entering into Contracts with Vendors if the Vendor or its affiliates meet one of the conditions of G.S. 105-164.8(b) and refuses to collect use tax on sales of tangible personal property to purchasers in North Carolina. Conditions under G.S. 105-164.8(b) include: (1) Maintenance of a retail establishment or office, (2) Presence of representatives in the State that solicit sales or transact business on behalf of the Vendor and (3) Systematic exploitation of the market by media-assisted, media-facilitated, or media-solicited means. By execution of the proposal document the Vendor certifies that it and all of its affiliates, (if it has affiliates), collect(s) the appropriate taxes.
- b) The agency(ies) participating in the Contract are exempt from Federal Taxes, such as excise and transportation. Exemption forms submitted by the Vendor will be executed and returned by the using agency.
- c) Prices offered are not to include any personal property taxes, nor any sales or use tax (or fees) unless required by the North Carolina Department of Revenue.

7. **SITUS AND GOVERNING LAWS:**

- a) This Contract is made under and shall be governed by and construed in accordance with the laws of the State of North Carolina, including, without limitation, the relevant provisions of G.S. Chapter 143, Article 3, and the Rules in 01 NCAC Chapter 05, and any applicable successor provisions, without regard to its conflict of laws rules, and within which State all matters, whether sounding in Contract, tort or otherwise, relating to its validity, construction, interpretation and enforcement shall be determined. G.S. 22B-3.
- b) Vendor shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business and its performance in accordance with the Contract, including those of federal, state, and local agencies having jurisdiction and/or authority, and including, without limitation, the applicable requirements in the Federal Funds Provisions, below.
- c) Non-resident Vendor corporations not formed under NC law must be domesticated in the Office of the NC Secretary of State in order to contract with the State of North Carolina. G.S. 55A-15-01.

8. **NON-DISCRIMINATION COMPLIANCE:**

Wholly State Funded Contracts.

- a) The Vendor will take affirmative action in complying with all State requirements and laws concerning fair employment and employment of people with disabilities, and concerning the treatment of all employees without regard to discrimination by reason of race, color, religion, sex, national origin or disability or rights, such as preserved by Governor Roy Cooper Order E.O. 24 or 25, and will take necessary action to ensure that its internal employee policies and procedures are consistent with Executive Order #82 (Roy Cooper, December 6, 2018), which extends workplace protections and accommodations to pregnant employees.
- b) Federal Law, such as the following, applies as provided for therein: Titles VI and VII of the Civil Rights Act of 1964 (PL 88-352), and the regulations issued pursuant thereto (prohibiting discrimination on the basis race, color, national origin and ensuring that individuals are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age); Title IX of the Education Amendments of 1972 (codified as amended at 20 U.S.C. § 1681 et seq.) (prohibiting discrimination on the basis of sex); Titles I, II, III, IV, and V of the Americans with Disability Act of 1990 (prohibiting discrimination on the basis of disability); Section 504 of the Rehabilitation Act of 1973 (codified as amended at 29 U.S.C. § 794) (prohibiting discrimination on the basis of handicap); the Age

Discrimination Act of 1975 (codified as amended at 42 U.S.C. § 6101 et seq.) (prohibiting age discrimination); Executive Order 11063 as amended by Executive Order 2259; and Section 109 of the Housing and Community Development Act of 1974, as amended.

Contracts Partially or Wholly Federally Funded.

To the extent federal funding is involved in this procurement, in whole or in part, compliance with the following is required:

- c) The Vendor shall comply with all Federal Funds Provisions requirements (below) and not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The Vendor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following:

Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Vendor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

- d) The Vendor shall, in all solicitations or advertisements for employees placed by or on behalf of the Vendor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin:
- e) The Vendor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the Vendor's legal duty to furnish information.
- f) The Vendor will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the Vendor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
- g) The Vendor shall comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.
- h) The Vendor shall furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and shall permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.
- i) In the event of the Vendor's noncompliance with the nondiscrimination clauses of this Contract or with any of the said rules, regulations, or orders, this Contract may be canceled, terminated, or suspended in whole or in part and the Vendor may be declared ineligible for further Government contracts or federally assisted construction Contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

- j) The Vendor shall include the portion of the sentence immediately preceding paragraph (a) and the provisions of paragraphs (a) through (g) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The Vendor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance: Provided, however, that in the event a Vendor (or herein "applicant," as applicable in context within these Federal Funds Provisions) becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the Vendor may request the United States to enter into such litigation to protect the interests of the United States.
- k) The Vendor further agrees that it shall be bound by the above equal opportunity clause with respect to its own employment practices when it participates in federally assisted construction work: Provided, that if the Vendor so participating is a State or local government, the above equal opportunity clause is not applicable to any agency, instrumentality or subdivision of such government which does not participate in work on or under the Contract.
- l) The Vendor agrees that it shall assist and cooperate actively with the administering agency and the Secretary of Labor in obtaining the compliance of Vendors and subcontractors with the equal opportunity clause and the rules, regulations, and relevant orders of the Secretary of Labor, that it shall furnish the administering agency and the Secretary of Labor such information as they may require for the supervision of such compliance, and that it shall otherwise assist the administering agency in the discharge of the agency's primary responsibility for securing compliance.
- m) The Vendor further agrees that it shall refrain from entering into any contract or contract modification subject to Executive Order 11246 of September 24, 1965, with a Vendor debarred from, or who has not demonstrated eligibility for, Government Contracts and federally assisted construction contracts pursuant to the Executive Order and will carry out such sanctions and penalties for violation of the equal opportunity clause as may be imposed upon Vendors and subcontractors by the administering agency or the Secretary of Labor pursuant to Part II, Subpart D of the Executive Order. In addition, the Vendor agrees that if it fails or refuses to comply with these undertakings, the administering agency may take any or all of the following actions: Cancel, terminate, or suspend in whole or in part any relevant grant (contract, loan, insurance, guarantee); refrain from extending any further assistance to the Vendor under the program with respect to which the failure or refund occurred until satisfactory assurance of future compliance has been received from such Vendor; and refer the case to the Department of Justice for appropriate legal proceedings.

9. **PAYMENT TERMS:** Payment terms are net not later than 30 days after receipt of a correct invoice or acceptance of goods, whichever is later. The Procuring Agency is responsible for all payments to the Vendor under the Contract. Payment by some agencies may be made by procurement card. If the Vendor accepts Visa, MasterCard, etc., from other customers, it shall accept procurement card payment by the State under the terms provided for the procurement card. 01 NCAC 05B.1523. If payment is made by procurement card, then payment for amounts then due may be processed immediately by the Vendor.

The State does not agree in advance, in contract, pursuant to Constitutional limitations, to pay costs such as interest, late fees, penalties or attorney's fees. This Contract will not be construed as an agreement by the State to pay such costs and will be paid only as ordered by a court of competent jurisdiction.

10. **CONDITION AND PACKAGING:** Unless otherwise expressly provided by special terms and conditions or specifications in the Contract or by express, specific federal law or rule, it is understood and agreed that any item offered or shipped has not been sold or used for any purpose, is newly manufactured,

and shall be in first class condition. All containers/packaging shall be suitable for handling, storage or shipment.

11. INTELLECTUAL PROPERTY WARRANTY AND INDEMNITY: Vendor shall hold and save the State, its officers, agents and employees, harmless from liability of any kind, including costs and expenses, resulting from infringement of the rights of any third party in any Services or copyrighted material, patented or patent-pending invention, article, device or appliance delivered in connection with the Contract.

- a) Vendor warrants to the best of its knowledge that:
 - 1. Performance under the Contract does not infringe upon any intellectual property rights of any third party; and
 - 2. There are no actual or threatened actions arising from, or alleged under, any intellectual property rights of any third party.
- b) Should any deliverables supplied by Vendor become the subject of a claim of infringement of a patent, copyright, trademark or a trade secret in the United States, the Vendor, shall at its option and expense, either procure for the State the right to continue using the deliverables, or replace or modify the same to become non-infringing. If neither of these options can reasonably be taken in Vendor's judgment, or if further use shall be prevented by injunction, the Vendor agrees to cease provision of any affected deliverables and refund any sums the State has paid Vendor for such deliverables and make every reasonable effort to assist the State in procuring substitute deliverables. If, in the sole opinion of the State, the cessation of use by the State of any such deliverables due to infringement issues makes the retention of other items acquired from the Vendor under this Agreement impractical, the State shall then have the option of terminating the Agreement, or applicable portions thereof, without penalty or termination charge; and Vendor agrees to refund any sums the State paid for unused Services or other deliverables.
- c) The Vendor, at its own expense, shall defend any action brought against the State to the extent that such action is based upon a claim that the deliverables supplied by the Vendor, their use or operation, infringe on a patent, copyright, trademark or violate a trade secret in the United States. The Vendor shall pay those costs and damages finally awarded or agreed in a settlement against the State in any such action. Such defense and payment shall be conditioned on the following:
 - 1. That the Vendor shall be notified within a reasonable time in writing by the State of any such claim; and
 - 2. That the Vendor shall have the sole control of the defense of any action on such claim and all negotiations for its settlement or compromise provided, however, that the State shall have the option to participate in such action at its own expense.
- d) Vendor will not be required to defend or indemnify the State to the extent any claim by a third party against the State for infringement or misappropriation results solely from the State's material alteration of any Vendor-branded deliverables or Services, or from the continued use of the Services or other deliverables after receiving written notice from the Vendor of the claimed infringement.

12. ADVERTISING: Vendor agrees not to use the existence of the Contract or the name of the State of North Carolina as part of any commercial advertising or marketing of products or Services except as provided in 01 NCAC 05B.1516. A Vendor may inquire whether the State is willing to be included on a listing of its existing customers.

13. ACCESS TO PERSONS AND RECORDS: During, and after the term hereof during the relevant period required for retention of records by State law (G.S. 121-5, 132-1 *et seq.*, typically five years), the State Auditor and any Purchasing Agency's internal auditors shall have access to persons and records related to the Contract to verify accounts and data affecting fees or performance under the Contract, as provided in G.S. 143-49(9). However, if any audit, litigation or other action arising out of or related

in any way to this project is commenced before the end of the such retention of records period, the records shall be retained for one (1) year after all issues arising out of the action are finally resolved or until the end of the record retentions period, whichever is later.

14. ASSIGNMENT OR DELEGATION OF DUTIES:

- a) As a convenience to the Vendor, the State may include any person or entity designated by the Vendor in writing as a joint payee on the Vendor's payment check. In no event shall such approval and action obligate the State to anyone other than the Vendor.
- b) If Vendor requests any assignment, or delegation of duties, the Vendor shall remain responsible for fulfillment of all Contract obligations. Upon written request, the State may, in its unfettered discretion, approve an assignment or delegation to another responsible entity acceptable to the State, such as the surviving entity of a merger, acquisition or a corporate reorganization if made as part of the transfer of all or substantially all of the Vendor's assets. 01 NCAC 05B.1507. Any purported assignment or delegation made in violation of this provision shall be void and a material breach of the Contract. G.S. 143-58.

15. INSURANCE: This section provides minimum insurance coverage rates that are applicable to most moderate risk solicitations. Agency Risk Analysis will determine if higher insurance coverage amounts are needed based on the likelihood and severity of exposure to the State. The analysis is documented in writing in the official file and considers the following non-exclusive factors:

1. Potential for damage to State property or property of a third party,
2. Potential for bodily injury to State employees or third parties,
3. Whether Vendor will transport State property, clients, or employees,
4. Use of a vehicle to accomplish the work or to travel to or from State locations,
5. Anticipated physical contacts of the Vendor with the State,
6. Anticipated number and activity of Vendor personnel within the State, and
7. Any other unique considerations that could result in harm, bodily injury, or property damage.

The Purchasing Agency has specified elsewhere in this Contract any increase in the minimum insurance coverage requirements below if the risk from the above factors is high.

a) REQUIREMENTS - Providing and maintaining adequate insurance coverage is a material obligation of the Vendor and is of the essence of the Contract. All such insurance shall meet all laws of the State of North Carolina. Such insurance coverage shall be obtained from companies that are authorized to provide such coverage and that are authorized by the NC Commissioner of Insurance to do business in North Carolina. The Vendor shall at all times comply with the terms of such insurance policies, and all requirements of the insurer under any such insurance policies, except as they may conflict with existing North Carolina laws or the Contract. The limits of coverage under each insurance policy maintained by the Vendor shall not be interpreted as limiting the Vendor's liability and obligations or the indemnification requirements under the Contract. As provided above, a State agency is authorized, upon written evaluation and substantiation in the official file of the significant risk of bodily injury and/or property or other damage in the contract, to require and enforce higher coverage limits to mitigate the potential risk of liability to the State.

b) COVERAGE - During the term of the Contract, the Vendor at its sole cost and expense shall provide commercial insurance of such type and with such terms and limits as may be reasonably associated with the Contract. At a minimum, the Vendor shall provide and maintain the following coverage and limits, subject to higher requirements by an agency after the risk analysis indicated above:

1. **For Small Purchases** as defined under North Carolina Administrative Code 01 NCAC 05A.0112 (35) and 05B.0301 (1), the minimum applicable insurance requirements for Worker's Compensation and Automobile Liability will apply as required by North Carolina law. The Purchasing Agency may require Commercial General Liability coverage consistent with the assessed risks involved in the procurement.
2. **For Contracts valued in excess of the Small Purchase threshold, but up to \$1,000,000.00 the following limits shall apply:**

- i. **Worker's Compensation** - The Vendor shall provide and maintain Worker's Compensation Insurance, as may be required by the laws of North Carolina, as well as employer's liability coverage, with minimum limits of \$250,000.00, covering all of Vendor's employees who are engaged in any work under the Contract in North Carolina. If any work is sub-Contracted, the Vendor shall require the sub-contractor to provide the same coverage for any of its employees engaged in any work under the Contract within the State.
- ii. **Commercial General Liability** - General Liability Coverage on a Comprehensive Broad Form on an occurrence basis in the minimum amount of \$500,000.00 Combined Single Limit. Defense costs shall be in excess of the limit of liability.
- iii. **Automobile** - Automobile Liability Insurance, to include liability coverage covering all owned, hired and non-owned vehicles, used within North Carolina in connection with the Contract. The minimum combined single limit shall be \$250,000.00 bodily injury and property damage; \$250,000.00 uninsured/under insured motorist; and \$2,500.00 medical payment.

3. For Contracts valued in excess of \$1,000,000.00 the following limits shall apply:

- i. **Worker's Compensation** - The Vendor shall provide and maintain Worker's Compensation Insurance, as may be required by the laws of North Carolina, as well as employer's liability coverage, with minimum limits of \$500,000.00, covering all of Vendor's employees who are engaged in any work under the Contract in North Carolina. If any work is sub-Contracted, the Vendor shall require the sub-contractor to provide the same coverage for any of its employees engaged in any work under the Contract within the State.
- ii. **Commercial General Liability** - General Liability Coverage on a Comprehensive Broad Form on an occurrence basis in the minimum amount of \$1,000,000.00 Combined Single Limit. Defense costs shall be in excess of the limit of liability.
- iii. **Automobile** - Automobile Liability Insurance, to include liability coverage covering all owned, hired and non-owned vehicles, used within North Carolina in connection with the Contract. The minimum combined single limit shall be \$500,000.00 bodily injury and property damage; \$500,000.00 uninsured/under insured motorist; and \$5,000.00 medical payment.

16. GENERAL INDEMNITY:

- a) The Vendor shall indemnify, defend and hold and save the State, its officers, agents, and employees, harmless from liability of any kind, including all claims and losses accruing or resulting to any other person, firm, or corporation furnishing or supplying work, Services, materials, or supplies in connection with the performance of the Contract, and also from any and all claims and losses accruing or resulting to any person, firm, or corporation that may be injured or damaged by the Vendor in the performance of the Contract that are attributable to the negligence or intentionally tortious acts of the Vendor, provided that the Vendor is notified in writing within 30 days from the date that the State has knowledge of such claims.
- b) The Vendor, at its own expense shall defend any action brought against the State, under this section. The Vendor shall have the sole control of the defense of any action on such claim and all negotiations for its settlement or compromise, provided, however, that the State shall have the option to participate in such action at its own expense.
- c) The Vendor represents and warrants that it shall make no claim of any kind or nature against the State's agents who are involved in the delivery or processing of Vendor deliverables or Services as part of this Contract with the State.

- d) As part of this provision for General indemnity, if federal funds are involved in this procurement, the Vendor warrants that it will comply with all relevant and applicable federal requirements and laws, and will indemnify, defend and hold and save the State harmless from any claims or losses resulting to the State from the Vendor's noncompliance with such federal requirements or law in the performance of this Contract. The representations and warranties in the preceding two sentences shall survive the termination or expiration of the Contract.
- e) The State does not participate in indemnification due to Constitutional restrictions, or arbitration, which effectively and unacceptably waives jury trial. See, G.S. 22B-3, -10.

17. ELECTRONIC PROCUREMENT: (G.S. 143-48.3)

GENERALLY APPLICABLE TO GOODS AND SERVICES PURCHASES:

- a) Purchasing shall be conducted through the Statewide E-Procurement Service. The State's third-party agent shall serve as the Supplier Manager for this E-Procurement Service. The Vendor shall register for the Statewide E-Procurement Service within two (2) business days of notification of award in order to receive an electronic purchase order resulting from award of this Contract.
- b) The Supplier Manager will capture an order from a State approved user, including the shipping and payment information, and submit the order in accordance with E-Procurement Service procedures. Subsequently, the Supplier Manager will send those orders to the appropriate Vendor on State Contract. The State or State-approved user, not the Supplier Manager, shall be responsible for the solicitation, bids received, evaluation of bids received, award of Contract, and the payment for goods delivered.
- c) Vendor shall at all times maintain the confidentiality of its username and password for the Statewide E-Procurement Services. Vendor shall be responsible for all activity and all charges by its agents or employees. Vendor agrees not to permit a third party to use its E-Procurement Services account. If there is a breach of security through the Vendor's account, Vendor shall immediately change its password and notify the Supplier Manager of the security breach by email. Vendor shall cooperate with the State and the Supplier Manager to mitigate and correct any security breach.

E-PROCUREMENT FEES – APPLICABLE ONLY TO GOODS PURCHASES

- d) **THE SUCCESSFUL BIDDER(S) SHALL PAY A TRANSACTION FEE, CURRENTLY 1.75% (.0175), ON THE TOTAL DOLLAR AMOUNT (EXCLUDING SALES TAXES) FOR THE AMOUNT OF ANY GOODS INCLUDED ON EACH PURCHASE ORDER ISSUED THROUGH THE STATEWIDE E-PROCUREMENT SERVICE (OR ANY OFFICIAL REPLACEMENT SERVICE). G.S. 66-58.12; See, *NC E-Procurement Terms of Use*.** This applies to all purchase orders, regardless of the quantity or dollar amount of the purchase order. The transaction fee shall not be stated or included as a separate item on the invoice. Vendor will receive a credit for transaction fees they paid for the purchase of any item(s) if an item(s) is returned through no fault of the Vendor. Transaction fees are non-refundable when an item is rejected and returned, or declined, due to the Vendor's failure to perform or comply with specifications or requirements of the Contract.
- e) Vendor or its Authorized Reseller, as applicable, will be invoiced monthly for the State's transaction fee by the E-Procurement Supplier Manager (Supplier Manager), based on a) purchase activity for the prior month, or b) purchases for which the supplier invoice has been paid. Unless the Supplier Manager receives written notice from the Vendor identifying with specificity any errors in an invoice for the transaction fee within thirty (30) days of the receipt of invoice, such invoice shall be deemed to be correct and Vendor shall have waived its right to later dispute the accuracy and completeness of the invoice. Payment of the transaction fee by the Vendor is due to the account designated by the State within thirty (30) days after receipt of the invoice for the transaction fee, or it shall be considered a material breach of Contract.

Pursuant to G.S. 147-86.23, the service will charge 1) interest on past due balances at the rate set by the Secretary of Revenue pursuant to G.S. 105-241.21 as of the date the balances are past due, and, 2) late payment penalties, currently ten percent (10%) of the account receivable. No interest shall be charged on disputed and overdue amounts to the extent the State agrees to reduce or adjust the amount in dispute. The Supplier Manager shall provide, whenever reasonably requested by the Vendor in writing (including electronic documents), supporting documentation from the E-Procurement Service that accounts for the amount of the invoice.

18. **SUBCONTRACTING:** Performance under the Contract by the Vendor shall not be subcontracted without prior written approval of the State's assigned Contract Lead. Unless otherwise agreed in writing, acceptance of a Vendor's proposal shall include approval to use the subcontractor(s) that have been specified therein.
19. **CONFIDENTIALITY:** Vendor information that cannot be shown to be, e.g., a trade secret, may be subject to public disclosure under the terms of the State Public Records Act (SPRA), beginning at G.S. 132.1. Blanket assertions of confidentiality are not favored, but confidentiality of specific material meeting one or more exceptions in the SPRA will be honored. Vendors are notified that if the confidentiality of material is challenged by other parties, the Vendor has the responsibility of defending the assertion of confidentiality. G.S. 143-52(a).

20. **CARE OF STATE DATA AND PROPERTY:** Any State property, information, data, instruments, documents, studies or reports given to or prepared or assembled by or provided to the Vendor under the Contract shall be kept as confidential, used only for the purpose(s) required to perform the Contract and not divulged or made available to any individual or organization without the prior written approval of the State.

The State's data and property in the hands of the Vendor shall be protected from unauthorized disclosure, loss, damage, destruction by a natural event or another eventuality. The Vendor agrees to reimburse the State for loss or damage of State property while in Vendor's custody. Such State Data shall be returned to the State in a form acceptable to the State upon the termination or expiration of this Agreement.

The Vendor shall notify the State of any security breaches within 24 hours as required by G.S. 143B-1379. For further information, see, G.S. 75-60 *et seq.* Notice is given to the Vendor that the NC Department of Information Technology (DIT) has requirements relating to the security of the State network, and rules relating to the use of the State network, IT software and equipment, that the Vendor must comply with, as applicable. See, e.g., G.S. 143B-1376.

21. **OUTSOURCING:** Any Vendor or subcontractor providing call or contact center services to the State of North Carolina or any of its agencies shall disclose to inbound callers the location from which the call or contact center services are being provided.

If, after award of a Contract, and consistent with any applicable NC DIT security provisions, the Contractor wishes to relocate or outsource any portion of performance to a location outside the United States, or to contract with a subcontractor for any such performance, which subcontractor and nature of the work has not previously been disclosed to the State in writing, prior written approval must be obtained from the State Purchasing Agency. Vendor shall give notice to the Purchasing Agency of any relocation of the Vendor, employees of the Vendor, subcontractors of the Vendor, or other persons providing performance under a State Contract to a location outside of the United States. See, G.S. 143-59.4.

22. **ENTIRE AGREEMENT:** The Contract (including any documents mutually incorporated specifically therein) resulting from a relevant solicitation represents the entire agreement between the parties and supersedes all prior oral or written statements or agreements. All promises, requirements, terms, conditions, provisions, representations, guarantees, and warranties contained herein shall survive the Contract expiration or termination date unless specifically provided otherwise herein, or unless superseded by applicable Federal or State statutes of limitation.

23. **ELECTRONIC RECORDS:** The State will digitize all Vendor responses to the relevant solicitation, if not received electronically, as well as any awarded Contract together with associated procurement-related documents. These electronic copies shall constitute a preservation record and shall serve as the official record of this procurement with the same force and effect as the original written documents

comprising such record. Any official electronic copy, printout or other output readable by sight shown to reflect such record accurately shall constitute an "original."

24. AMENDMENTS: This Contract may be amended only by a written amendment duly executed by the State and the Vendor.

25. NO WAIVER: Notwithstanding any other language or provision in the Contract or in any Vendor-supplied material, nothing herein is intended nor shall be interpreted as a waiver of any right or remedy otherwise available to the State under applicable law. The waiver by the State of any right or remedy on any one occasion or instance shall not constitute or be interpreted as a waiver of that or any other right or remedy on any other occasion or instance.

26. FORCE MAJEURE: Neither party shall be deemed to be in default of its obligations hereunder if and so long as it is prevented from performing such obligations as a result of events beyond its reasonable control, including, without limitation, fire, power failures, any act of war, hostile foreign action, nuclear explosion, riot, strikes or failures or refusals to perform under subcontracts, civil insurrection, earthquake, hurricane, tornado, other catastrophic epidemic or pandemic, natural event or Act of God.

27. SOVEREIGN IMMUNITY: Notwithstanding any other term or provision in the Contract, nothing herein is intended nor shall be interpreted as waiving any claim or defense based on the principle of sovereign immunity or other State or federal constitutional provision or principle that otherwise would be available to the State under applicable law.

28. FEDERAL FUNDS PROVISIONS:

Where federal funds are utilized in connection with this procurement, and to the extent applicable and absent stricter or controlling State provisions, the following federal provisions (in addition to the North Carolina General Terms and Conditions above) may apply consistent with Uniform Guidance in 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, and its Appendix II. Relevant federal authorities may require additional provisions depending on the scope and context of the Contract. Failure or unwillingness of the Vendor to continually meet any of these requirements, as applicable, may result in Contract termination.

Any links to websites not maintained by the State are provided as a courtesy. The State does not warrant or guarantee the accuracy of the hyperlink or the information contained therein.

- a) **No governmental non-competes.** Vendor shall not impose or enforce any non-competition agreement upon the employees included in Vendor's bid that would prevent those employees from accepting any offer of employment from the State of North Carolina outside of the first Term of the Contract. By executing this Contract, the Vendor affirms this condition. This affirmation is a material condition for the State's award of any work under this Contract.
- b) **Program Monitoring.** Vendor agrees to assist and cooperate with the Federal grantor or funding agency and the relevant Purchasing Agency or their duly designated representatives in the monitoring of the project or projects to which this Contract relates, and to provide in form and manner approved by the Purchasing Agency such monitoring reports, progress reports, and the like as may be required and to provide such reports at the times specified.
- c) **Remedies and Termination.** For purposes of this section the State Remedies and Termination provisions above apply as written.
- d) **Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708).**

Compliance with the Contract Work Hours and Safety Standards Act.

- 1. **Overtime requirements.** No Vendor or subcontractor contracting for any part of the Contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-

half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

2. *Violation; liability for unpaid wages; liquidated damages.* In the event of any violation of the clause set forth in 29 C.F.R. §5.5(b)(1) the Vendor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such Vendor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in 29 C.F.R. §5.5(b)(1), in the sum of \$26 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in 29 C.F.R. §5.5(b)(1).
3. *Withholding for unpaid wages and liquidated damages.* The Purchasing Agency shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the Vendor or subcontractor under any such contract or any other Federal contract with the same prime Vendor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime Vendor, such sums as may be determined to be necessary to satisfy any liabilities of such Vendor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in 29 C.F.R. §5.5(b)(2).
4. *SubContracts.* The Vendor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (b)(1) through (4) of 29 C.F.R. §5.5 and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime Vendor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in 29 C.F.R. §5.5(b)(2) through (4).

e) **CLEAN AIR ACT AND THE FEDERAL WATER POLLUTION CONTROL ACT.**

Clean Air Act

1. The Vendor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
2. The Vendor agrees to report each violation to the Purchasing Agency and understands and agrees that the Purchasing Agency will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
3. The Vendor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance.

Federal Water Pollution Control Act

1. The Vendor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
2. The Vendor agrees to report each violation to the Purchasing Agency and understands and agrees that the Purchasing Agency will, in turn, report each violation as required to assure notification to the federal agency providing funds hereunder, and the appropriate Environmental Protection Agency Regional Office.
3. The Vendor agrees that these requirements will be included in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance.

f) **Debarment and Suspension.**

1. This Contract, if federal funding is used, is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the Vendor is required to verify that none of the Vendor's principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).
2. The Vendor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
3. This certification is a material representation of fact relied upon by a federal agency providing federal funds herein and the Purchasing Agency. If it is later determined that the Vendor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to federal agency providing federal funds herein and the Purchasing Agency, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
4. The Vendor agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of the Contract resulting from a relevant solicitation herein. The Vendor further agrees to include a provision requiring such compliance in its lower tier covered transactions.

g) **Byrd Anti-Lobbying Amendment (31 U.S.C. 1352) (as Amended).**

To the extent applicable, Vendors that apply or bid for an award of \$100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal Contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.

Required Certification. If applicable, Vendors must sign and submit to the Purchasing Agency the certification. See the latest version of "Certification for Contracts, Grants, Loans, and Cooperative Agreements" found at <https://ncadmin.nc.gov/documents/vendor-forms>.

h) **Procurement of Recovered Materials.**

1. Unless specified otherwise in the Contract, in the performance of this Contract, the Vendor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired:
 - Competitively within a timeframe providing for compliance with the Contract performance schedule;
 - Meeting Contract performance requirements; or
 - At a reasonable price.
2. Information about this requirement, along with the list of EPA designated items, is available at EPA's Comprehensive Procurement Guidelines web site:
<https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>
3. The Vendor also agrees to comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act."

- i) **Access to Records.** In addition to the North Carolina General Contract Terms & Conditions section entitled "**ACCESS TO PERSONS AND RECORDS**" included in this Contract, the following access to records requirements apply to this Contract:
1. The Vendor agrees to provide the Purchasing Agency, the Administrator of the federal agency providing funds hereunder, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Vendor which are directly pertinent to this Contract for the purposes of making audits, examinations, excerpts, and transcriptions.
 2. The Vendor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.
 3. The Vendor agrees to provide the Administrator of the federal agency providing funds hereunder or his authorized representative access to construction or other work sites pertaining to the work being completed under the Contract.
 4. In compliance with the Disaster Recovery Act of 2018, the Purchasing Agency and the Vendor acknowledge and agree that no language in this Contract is intended to prohibit audits or internal reviews by the Administrator of the federal agency providing funds hereunder or the Comptroller General of the United States.
- j) **Modifications to Contract.** Modifications to the Contract are governed by the North Carolina General Contract Terms & Conditions section above entitled "**AMENDMENTS**," except as approval and signature by any federal official may also be required.
- k) **Records Retention.** All records required to be kept on the project shall be maintained for at least five (5) years after final payments and until all other pending matters under the grant for this project have been closed. However, if any audit, litigation or other action arising out of or related in any way to this project is commenced before the end of the five (5) year period, the records shall be retained for one (1) year after all issues arising out of the action are finally resolved or until the end of the five (5) year period, whichever is later.
- l) **Energy Efficiency.** All participants in the projects funded hereby shall recognize mandatory standards and policies relating to energy efficiency, which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (PL 94-163).
- m) **Program Fraud and False or Fraudulent Statements or Related Acts.** Vendor acknowledges that 31 U.S.C. Chapter 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the Contract.
- n) **No Obligation by Federal Government.** The Federal Government is not a party to this Contract and is not subject to any obligations or liabilities to the non-Federal entity, Vendor, or any other party pertaining to any matter resulting from the Contract.
- o) **Compliance with Federal Law, Regulations, and Executive Orders.** This is an acknowledgement that federal financial assistance will be used to fund all or a portion of the Contract. The Vendor will comply with all applicable Federal law, regulations, executive orders, the policies of the federal agency(ies) providing funding, procedures, and directives.
- p) **Federal Seals, Logos, and Flags.** In addition to the prohibitions of the North Carolina General Contract Terms & Conditions section above entitled "**ADVERTISING**," the Vendor shall not use the seal(s), logos, crests, or reproductions of flags of a federal agency providing funding herein, or likenesses of federal agency officials without specific pre-approval of the relevant federal agency.
- q) **System for Awards Management.** Vendor shall be responsible to ensure that it has checked the federal System for Awards Management (SAM) <https://www.sam.gov/SAM/> and the State Debarred Vendors Listing, <https://ncadmin.nc.gov/documents/nc-debarred-vendors> to verify that Contractors



Steinway & Sons Bid Specifications

Specification Note: Any substitution or deviation from the specifications contained herein will be deemed unacceptable.

Steinway & Sons New Model D

DIMENSIONS

HEIGHT	39 $\frac{7}{8}$ " (101 cm)
LENGTH	8' 11 $\frac{3}{4}$ " (274 cm)
WIDTH	61 $\frac{1}{4}$ " (156 cm)
NET WEIGHT	990 lbs. (450 kg)

ENCASEMENT

FURNITURE	Ebonized or Crown Jewel Collection veneer.
PANEL STOCK	Quarter-sawn poplar corewood, cross-banded with mahogany and face veneer.
SOLIDS	Ebonized Birch or Maple.
LEGS	Ebonized Birch, Crown Jewel Collection veneer over birch, locking devices.
FINISH	Heavy full-bodied black or clear lacquer completely hand-rubbed.
HARDWARE	Solid brass; polished & lacquered.

INSTRUMENT

RIM	Must have a minimum of 17 laminations of Hard Rock maple, each lamination not to exceed $\frac{3}{16}$ " in thickness; and 2 face veneers, simultaneously bent, both inner and outer rims, in one single operation to form one single rim. Thickness must equal 3 $\frac{1}{4}$ ".
BRACES	Must have 5 solid spruce with a volume of 4,052 cu. in. or (66,400 cm ³), maple doweled to rim. Must include a cast iron treble bell affixed to the rims underside at the treble bend.
PINBLOCK	Must have 7 laminations of Hard Rock maple with top and bottom plies $\frac{3}{16}$ " in thickness; diagonal and cross-grain plies $\frac{9}{32}$ " in thickness and center ply to be $\frac{1}{8}$ " in thickness. Configuration of grain must be symmetrically distributed at successive angles of 45, 90, 135 and 180 degrees and must be fully fitted to plate flange and doweled to case structure.
SOUNDBOARD	Must be quarter-sawn, close grained (minimum 11 grains/inch), Sitka spruce to be 9mm thick in the center continuously tapered in all directions to 6mm as it approaches the rim, before being Double-Crowned.
RIBS	Must be made from durable, resinous sugar pine to assure strong and constant down-bearing. Rib ends are hand-fitted into the inner rim to lock-in the soundboard crown.
BRIDGES	Treble & Bass: Must be made of Hard Rock maple, vertically laminated, capped with solid Hard Rock maple, continuously bent to form one single bridge, planed to prescribed height, graphite coated, drilled and hand-notched for precise individual string bearing, maple doweled, glued and screwed to soundboard.
SCALE	Overstrung; combination agraffe; front and rear duplex. Tension: 45,373 lbs. (20,418 kg).
PLATE	Must be made from gray iron; ground, CNC-milled, sealed, bronzed and lacquered.
TUNING PINS	Premium steel with nickel-plating for rust resistance.



Steinway & Sons New Model D (continued)

STRINGS	Treble: Twelve whole & one-half sizes made from high tensile steel. Bass: Steel core wound with pure solid copper. Longest agraffe to bridge 79 ¼”.
HAMMERS	18.5 lb. premium wool outer-felt; over premium wool under-felt, treated for insects and moisture; Compression-wired to retain pear shape. Hard maple moldings; shanks from select maple.
DAMPERS	Maple heads with premium horizontal-cut wool.
ACTION	Must be made from white quarter-sawn maple parts; bushed treated wool action cloth. Parts are to be anchored in hard maple dowels housed in inflexible seamless brass tubing. Single, combination phosphor bronze repetition & fly spring.
KEYS	Key material must consist of Bavarian spruce, individually weighed-off, covered with chip proof, stain resistant plastic, Linden wood buttons to reinforce keys over balance rail. Must be specifically designed utilizing a combination of half-round balance rail bearings and strategically placed key leads.
KEYBED	Must be made from quarter-sawn spruce. Horizontal planks are to be freely mortised together, while their ends are to be permanently mortised into end caps of birch. Front center is to be crowned contrasting the reverse-crowned key frame for snug fit. Must have end grain maple dowels to provide a solid mount for adjustable brass touch-regulating screws. Must measure 1 ¾” in thickness.
PEDALS	Must be heavy solid brass. Soft, sustaining, full sostenuto.



Steinway & Sons *New Model B*

DIMENSIONS

HEIGHT	39 7/8" (101 cm)
LENGTH	6' 11" (211 cm)
WIDTH	58" (148 cm)
NET WEIGHT	760 lbs. (345 kg)

ENCASEMENT

FURNITURE	Ebonized or Crown Jewel Collection veneer.
PANEL STOCK	Quarter-sawn poplar core wood, cross-banded with mahogany and face veneer.
SOLIDS	Ebonized Birch or Maple, Mahogany, Walnut.
LEGS	Ebonized Birch, Crown Jewel Collection veneer over birch, locking devices.
FINISH	Heavy full-bodied black or clear lacquer completely hand-rubbed.
HARDWARE	Solid brass; polished & lacquered.

INSTRUMENT

RIM	Must have a minimum of 16 laminations of Hard Rock maple, each lamination not to exceed 3/16" in thickness, and 2 face veneers, simultaneously bent, both inner and outer rims, in one single operation to form one single rim. Thickness must equal 3".
BRACES	Must have 4 solid spruce with a volume of 1,195 cu. in. or (19,583 cm ³), maple doweled to rim. Must include a cast iron treble bell affixed to the rims underside at the treble bend. S&S iron wedge anchors to secure brace ends to cross block.
PINBLOCK	Must have 7 laminations of Hard Rock maple with top and bottom plies 3/16" in thickness; diagonal and cross-grain plies 1/32" in thickness and center ply to be 1/8" in thickness. Configuration of grain must be symmetrically distributed at successive angles of 45, 90, 135 and 180 degrees and must be fully fitted to plate flange and doweled to case structure.
SOUNDBOARD	Must be quarter-sawn, close grained (minimum 11 grains/inch), Sitka spruce to be 8mm thick in the center continuously tapered in all directions to 5mm as it approaches the rim, before being Double-Crowned.
RIBS	Must be made from durable, resinous sugar pine to assure strong and constant down-bearing. Rib ends are hand-fitted into the inner rim to lock-in the soundboard crown.
BRIDGES	Treble & Bass: Must be made of Hard Rock maple, vertically laminated, capped with solid Hard Rock maple, continuously bent to form one single bridge, planed to prescribed height, graphite coated, drilled and hand-notched for precise individual string bearing, maple doweled, glued and screwed to soundboard.
SCALE	Overstrung; combination agraffe; front and rear duplex. Tension: 39,047 lbs. (17,571 kg).
PLATE	Must be made from gray iron; ground, CNC-milled, sealed, bronzed and lacquered.
TUNING PINS	Premium steel with nickel-plating for rust resistance.



Steinway & Sons New Model B (continued)

STRINGS	Treble: Twelve whole & one-half sizes made from high tensile steel. Bass: Steel core wound with pure solid copper. Longest agraffe to bridge 59 ¼”.
HAMMERS	16.5 lb. premium wool outer-felt; over premium wool under-felt, treated for insects and moisture; Compression-wired to retain pear shape. Hard maple moldings; shanks from select maple.
DAMPERS	Maple heads with premium horizontal-cut wool.
ACTION	Must be made from white quarter-sawn maple parts; bushed treated wool action cloth. Parts are to be anchored in hard maple dowels housed in inflexible seamless brass tubing. Single, combination phosphor bronze repetition & fly spring.
KEYS	Key material must consist of Bavarian spruce, individually weighed-off, covered with chip proof, stain resistant plastic, Linden wood buttons to reinforce keys over balance rail. Must be specifically designed utilizing a combination of half-round balance rail bearings and strategically placed key leads.
KEYBED	Must be made from quarter-sawn spruce. Horizontal planks are to be freely mortised together, while their ends are to be permanently mortised into end caps of birch. Front center is to be crowned contrasting the reverse-crowned key frame for snug fit. Must have end grain maple dowels to provide a solid mount for adjustable brass touch-regulating screws. Must measure 1 1/16” in thickness.
PEDALS	Must be heavy solid brass. Soft, sustaining, full sostenuto.



Steinway & Sons *New Model A*

DIMENSIONS

HEIGHT	39 $\frac{7}{8}$ " (101 cm)
LENGTH	6' 2" (188 cm)
WIDTH	57 $\frac{3}{4}$ " (147 cm)
NET WEIGHT	695 lbs. (315 kg)

ENCASEMENT

FURNITURE	Ebonized or Crown Jewel Collection veneer.
PANEL STOCK	Quarter-sawn poplar core wood, cross-banded with mahogany and face veneer.
SOLIDS	Ebonized Birch or Maple, Mahogany, Walnut.
LEGS	Ebonized Birch, Crown Jewel Collection veneer over birch, locking devices.
FINISH	Heavy full-bodied black or clear lacquer completely hand-rubbed.
HARDWARE	Solid brass; polished & lacquered.

INSTRUMENT

RIM	Must have a minimum of 16 laminations of Hard Rock maple, each lamination not to exceed $\frac{3}{16}$ " in thickness, and 2 face veneers, simultaneously bent, both inner and outer rims, in one single operation to form one single rim. Thickness must equal 3".
BRACES	Must have 3 solid spruce with a volume of 1,725 cu. in. or (28,267 cm ³), maple doweled to rim. Must include a cast iron treble bell affixed to the rims underside at the treble bend. S&S iron wedge anchors to secure brace ends to cross block.
PINBLOCK	Must have 7 laminations of Hard Rock maple with top and bottom plies $\frac{3}{16}$ " in thickness; diagonal and cross-grain plies $\frac{9}{32}$ " in thickness and center ply to be $\frac{1}{8}$ " in thickness. Configuration of grain must be symmetrically distributed at successive angles of 45, 90, 135 and 180 degrees and must be fully fitted to plate flange and doweled to case structure.
SOUNDBOARD	Must be quarter-sawn, close grained (minimum 11 grains/inch), Sitka spruce to be 8mm thick in the center continuously tapered in all directions to 5mm as it approaches the rim, before being Double-Crowned.
RIBS	Must be made from durable, resinous sugar pine to assure strong and constant down-bearing. Rib ends are hand-fitted into the inner rim to lock-in the soundboard crown.
BRIDGES	Treble: Must be made of Hard Rock maple, vertically laminated, capped with solid Hard Rock maple, planed to prescribed height, graphite coated, drilled and hand-notched for precise individual string bearing. Bass: Solid Rock maple mounted to cantilevered and splined base. Maple doweled, glued and screwed to soundboard.
SCALE	Overstrung; combination agraffe; front and rear duplex. Tension: 37,805 lbs. (17,184 kg).



Steinway & Sons New Model A (continued)

PLATE	Must be made from gray iron; ground, CNC-milled, sealed, bronzed and lacquered.
TUNING PINS	Premium steel with nickel-plating for rust resistance.
STRINGS	Treble: Twelve whole & one-half sizes made from high tensile steel; Bass: Steel core wound with pure solid copper; Longest agraffe to bridge 55 $\frac{1}{16}$ ".
HAMMERS	16.5 lb. premium wool outer-felt; over premium wool under-felt, treated for insects and moisture; Compression-wired to retain pear shape. Hard maple moldings; shanks from select maple.
DAMPERS	Maple heads with premium horizontal-cut wool.
ACTION	Must be made from white quarter-sawn maple parts; bushed treated wool action cloth. Parts are to be anchored in hard maple dowels housed in inflexible seamless brass tubing. Single, combination phosphor bronze repetition & fly spring.
KEYS	Key material must consist of Bavarian spruce, individually weighed-off, covered with chip proof, stain resistant plastic, Linden wood buttons to reinforce keys over balance rail. Must be specifically designed utilizing a combination of half-round balance rail bearings and strategically placed key leads.
KEYBED	Must be made from quarter-sawn spruce. Horizontal planks are to be freely mortised together, while their ends are to be permanently mortised into end caps of birch. Front center is to be crowned contrasting the reverse-crowned key frame for snug fit. Must have end grain maple dowels to provide a solid mount for adjustable brass touch-regulating screws. Must measure 1 $\frac{1}{16}$ " in thickness.
PEDALS	Must be heavy solid brass. Soft, sustaining, full sostenuto.



Steinway & Sons New Model O

DIMENSIONS

HEIGHT	39 $\frac{7}{8}$ " (101 cm)
LENGTH	5' 10 $\frac{3}{4}$ " (180 cm)
WIDTH	58 $\frac{1}{2}$ " (149 cm)
NET WEIGHT	616 lbs. (450 kg)

ENCASEMENT

FURNITURE	Ebonized or Crown Jewel Collection veneer.
PANEL STOCK	Quarter-sawn poplar core wood, cross-banded with mahogany and face veneer.
SOLIDS	Ebonized Birch or Maple, Mahogany, Walnut.
LEGS	Ebonized Birch, Crown Jewel Collection veneer over birch, locking devices.
FINISH	Heavy full-bodied black or clear lacquer completely hand-rubbed.

INSTRUMENT

RIM	Must have a minimum of 13 laminations of Hard Rock maple, each lamination not to exceed $\frac{3}{16}$ " in thickness, and 2 face veneers, simultaneously bent, both inner and outer rims, in one single operation to form one single rim. Thickness must equal 2 $1\frac{13}{32}$ ".
BRACES	Must have 3 solid spruce with a volume of 1,467 cu. in. or (24,040 cm ³), maple doweled to rim. S&S iron wedge anchors to secure brace ends to cross block.
PINBLOCK	Must have 7 laminations of Hard Rock maple with top and bottom plies $\frac{3}{16}$ " in thickness; diagonal and cross-grain plies $\frac{9}{32}$ " in thickness and center ply to be $\frac{1}{8}$ " in thickness. Configuration of grain must be symmetrically distributed at successive angles of 45, 90, 135 and 180 degrees and must be fully fitted to plate flange and doweled to case structure.
SOUNDBOARD	Must be quarter-sawn, close grained (minimum 11 grains/inch), Sitka spruce to be 8mm thick in the center continuously tapered in all directions to 5mm as it approaches the rim, before being Double-Crowned.
RIBS	Must be made from durable, resinous sugar pine to assure strong and constant down-bearing. Rib ends are hand-fitted into the inner rim to lock-in the soundboard crown.
BRIDGES	Treble: Must be made of Hard Rock maple, vertically laminated, capped with solid Hard Rock maple, planed to prescribed height, graphite coated, drilled and hand-notched for precise individual string bearing. Bass: Solid Rock maple mounted to cantilevered and splined base. Maple doweled, glued and screwed to soundboard.
SCALE	Overstrung; combination agraffe; front and rear duplex. Tension: 34,837 lbs. (15,835 kg).
PLATE	Must be made from gray iron; ground, CNC-milled, sealed, bronzed and lacquered.
TUNING PINS	Premium steel with nickel-plating for rust resistance.
STRINGS	Treble: Ten whole & one-half sizes made from high tensile steel; Bass: Steel core wound with pure solid copper; Longest agraffe to bridge 54 $\frac{1}{4}$ ".



Steinway & Sons New Model O (continued)

HAMMERS	16.5 lb. premium wool outer-felt; over premium wool under-felt, treated for insects and moisture; Compression-wired to retain pear shape. Hard maple moldings; shanks from select maple.
DAMPERS	Maple heads with premium horizontal-cut wool.
ACTION	Must be made from white quarter-sawn maple parts; bushed treated wool action cloth. Parts are to be anchored in hard maple dowels housed in inflexible seamless brass tubing. Single, combination phosphor bronze repetition & fly spring.
KEYS	Key material must consist of Bavarian spruce, individually weighed-off, covered with chip proof, stain resistant plastic, Linden wood buttons to reinforce keys over balance rail. Must be specifically designed utilizing a combination of half-round balance rail bearings and strategically placed key leads.
KEYBED	Must be made from quarter-sawn spruce. Horizontal planks are to be freely mortised together, while their ends are to be permanently mortised into end caps of birch. Front center is to be crowned contrasting the reverse-crowned key frame for snug fit. Must have end grain maple dowels to provide a solid mount for adjustable brass touch-regulating screws. Must measure 1 ¹ / ₁₆ " in thickness.
PEDALS	Must be heavy solid brass. Soft, sustaining, full sostenuto.



Steinway & Sons *New Model M*

DIMENSIONS

HEIGHT	39 $\frac{7}{8}$ " (101 cm)
LENGTH	5' 7" (170 cm)
WIDTH	57 $\frac{3}{4}$ " (147 cm)
NET WEIGHT	560 lbs. (255 kg)

ENCASEMENT

FURNITURE	Ebonized or Crown Jewel Collection veneer.
PANEL STOCK	Quarter-sawn poplar core wood, cross-banded with mahogany and face veneer.
SOLIDS	Ebonized Birch or Maple, Mahogany, Walnut.
LEGS	Ebonized Birch, Crown Jewel Collection veneer over birch, locking devices.
FINISH	Heavy full-bodied black or clear lacquer completely hand-rubbed.
HARDWARE	Solid brass; polished & lacquered.

INSTRUMENT

RIM	Must have a minimum of 10 laminations of Hard Rock maple, each lamination not to exceed $\frac{3}{16}$ " in thickness, and 2 face veneers, simultaneously bent, both inner and outer rims, in one single operation to form one single rim. Thickness must equal 2 $\frac{1}{4}$ ".
BRACES	Must have 3 solid spruce with a volume of 1,659 cu. in. or (27,186 cm ³), maple doweled to rim. S&S iron wedge anchors to secure brace ends to cross block.
PINBLOCK	Must have 7 laminations of Hard Rock maple with top and bottom plies $\frac{3}{16}$ " in thickness; diagonal and cross-grain plies $\frac{3}{32}$ " in thickness and center ply to be $\frac{1}{8}$ " in thickness. Configuration of grain must be symmetrically distributed at successive angles of 45, 90, 135 and 180 degrees and must be fully fitted to plate flange and doweled to case structure.
SOUNDBOARD	Must be quarter-sawn, close grained (minimum 11 grains/inch), Sitka spruce to be 8mm thick in the center continuously tapered in all directions to 5mm as it approaches the rim, before being Double-Crowned.
RIBS	Must be made from durable, resinous sugar pine to assure strong and constant down-bearing. Rib ends are hand-fitted into the inner rim to lock-in the soundboard crown.
BRIDGES	Treble: Must be made of Hard Rock maple, vertically laminated, capped with solid Hard Rock maple, planed to prescribed height, graphite coated, drilled and hand-notched for precise individual string bearing. Bass: Solid Rock maple mounted to cantilevered and splined base. Maple doweled, glued and screwed to soundboard.
SCALE	Overstrung; combination agraffe; front and rear duplex. Tension: 33,823 lbs. (15,040 kg).
PLATE	Must be made from gray iron; ground, CNC-milled, sealed, bronzed and lacquered.
TUNING PINS	Premium steel with nickel-plating for rust resistance.



Steinway & Sons New Model M (continued)

STRINGS	Treble: Eleven whole & one-half sizes made from high tensile steel; Bass: Steel core wound with pure solid copper. Longest agraffe to bridge 49 ¼”.
HAMMERS	16.5 lb. premium wool outer-felt; over premium wool under-felt, treated for insects and moisture; Compression-wired to retain pear shape. Hard maple moldings; shanks from select maple.
DAMPERS	Maple heads with premium horizontal-cut wool.
ACTION	Must be made from white quarter-sawn maple parts; bushed treated wool action cloth. Parts are to be anchored in hard maple dowels housed in inflexible seamless brass tubing. Single, combination phosphor bronze repetition & fly spring.
KEYS	Key material must consist of Bavarian spruce, individually weighed-off, covered with chip proof, stain resistant plastic, Linden wood buttons to reinforce keys over balance rail. Must be specifically designed utilizing a combination of half-round balance rail bearings and strategically placed key leads.
KEYBED	Must be made from quarter-sawn spruce. Horizontal planks are to be freely mortised together, while their ends are to be permanently mortised into end caps of birch. Front center is to be crowned contrasting the reverse-crowned key frame for snug fit. Must have end grain maple dowels to provide a solid mount for adjustable brass touch-regulating screws. Must measure 1 11/16” in thickness.
PEDALS	Must be heavy solid brass. Soft, sustaining, full sostenuto.



Steinway & Sons *New Model S*

DIMENSIONS

HEIGHT	39 $\frac{7}{8}$ " (101 cm)
LENGTH	5' 1" (155 cm)
WIDTH	57 $\frac{3}{4}$ " (147 cm)
NET WEIGHT	540 lbs. (245 kg)

ENCASEMENT

FURNITURE	Ebonized or Crown Jewel Collection veneer.
PANEL STOCK	Quarter-sawn poplar core wood, cross-banded with mahogany and face veneer.
SOLIDS	Ebonized Birch or Maple, Mahogany, Walnut.
LEGS	Ebonized Birch, Crown Jewel Collection veneer over birch, locking devices.
FINISH	Heavy full-bodied black or clear lacquer completely hand-rubbed.
HARDWARE	Solid brass; polished & lacquered.

INSTRUMENT

RIM	Must have a minimum of 10 laminations of Hard Rock maple, each lamination not to exceed $\frac{3}{16}$ " in thickness, and 2 face veneers, simultaneously bent, both inner and outer rims, in one single operation to form one single rim. Thickness must equal 2 $\frac{1}{8}$ ".
BRACES	Must have 3 solid spruce with a volume of 1,224 cu. in. or (20,058 cm ³), maple doweled to rim. S&S iron wedge anchors to secure brace ends to cross block.
PINBLOCK	Must have 7 laminations of Hard Rock maple with top and bottom plies $\frac{3}{16}$ " in thickness; diagonal and cross-grain plies $\frac{9}{32}$ " in thickness and center ply to be $\frac{1}{8}$ " in thickness. Configuration of grain must be symmetrically distributed at successive angles of 45, 90, 135 and 180 degrees and must be fully fitted to plate flange and doweled to case structure.
SOUNDBOARD	Must be quarter-sawn, close grained (minimum 11 grains/inch), Sitka spruce to be 8mm thick in the center continuously tapered in all directions to 5mm as it approaches the rim, before being Double-Crowned.
RIBS	Must be made from durable, resinous sugar pine to assure strong and constant down-bearing. Rib ends are hand-fitted into the inner rim to lock-in the soundboard crown.
BRIDGES	Treble: Must be made of Hard Rock maple, vertically laminated, capped with solid Hard Rock maple, planed to prescribed height, graphite coated, drilled and hand-notched for precise individual string bearing. Bass: Solid Rock maple mounted to cantilevered and splined base. Maple doweled, glued and screwed to soundboard.
SCALE	Overstrung; combination agraffe; front and rear duplex. Tension: 32,332 lbs. (14,550 kg).



Steinway & Sons New Model S (continued)

PLATE	Must be made from gray iron; ground, CNC-milled, sealed, bronzed and lacquered.
TUNING PINS	Premium steel with nickel-plating for rust resistance.
STRINGS	Treble: Twelve whole & one-half sizes made from high tensile steel. Bass: Steel core wound with pure solid copper.
HAMMERS	16.5 lb. premium wool outer-felt; over premium wool under-felt, treated for insects and moisture; Compression-wired to retain pear shape. Hard maple moldings; shanks from select maple.
DAMPERS	Maple heads with premium horizontal-cut wool.
ACTION	Must be made from white quarter-sawn maple parts; bushed treated wool action cloth. Parts are to be anchored in hard maple dowels housed in inflexible seamless brass tubing. Single, combination phosphor bronze repetition & fly spring.
KEYS	Key material must consist of Bavarian spruce, individually weighed-off, covered with chip proof, stain resistant plastic, Linden wood buttons to reinforce keys over balance rail. Must be specifically designed utilizing a combination of half-round balance rail bearings and strategically placed key leads.
KEYBED	Must be made from quarter-sawn spruce. Horizontal planks are to be freely mortised together, while their ends are to be permanently mortised into end caps of birch. Front center is to be crowned contrasting the reverse-crowned key frame for snug fit. Must have end grain maple dowels to provide a solid mount for adjustable brass touch-regulating screws. Must measure 1 1 ¹ / ₁₆ " in thickness.
PEDALS	Must be heavy solid brass. Soft, sustaining, full sostenuto.



Steinway & Sons New Model K52

DIMENSIONS

HEIGHT	52" (132 cm)
WIDTH	60 ¾" (154 cm)
DEPTH	26 ⅜" (67 cm)
NET WEIGHT	600 lbs. (245 kg)

ENCASEMENT

FURNITURE	Ebonized or Crown Jewel Collection veneer.
PANEL STOCK	Quarter-sawn poplar core wood, cross-banded with mahogany and face veneer.
SOLIDS	Ebonized Birch or Maple, Mahogany, Walnut.
LEGS	Ebonized Mahogany, genuine species.
FINISH	Heavy full-bodied black or clear lacquer completely hand-rubbed.
HARDWARE	Solid brass; polished & lacquered.

INSTRUMENT

BACKFRAME	Must have Solid Birch mortised foot-piece. Solid Birch soundboard lining. Grand type maple closing rim.
POSTS	Must have 5 Full-Length tapered solid spruce with a volume of 3,600 cu. in. or (58,993 cm ³), strategically positioned with bottom ends tenoned into Birch foot-piece. Spruce fill-blocks between posts at top of backframe with solid Birch backing board.
PINBLOCK	Must have 7 laminations of Hard Rock maple with top and bottom plies ⅜" in thickness; diagonal and cross-grain plies ⅜" in thickness and center ply to be ⅜" in thickness. Configuration of grain must be symmetrically distributed at successive angles of 45, 90, 135 and 180 degrees and must be fully fitted to plate flange and doweled to case structure.
SOUNDBOARD	Must be quarter-sawn, close grained (minimum 11 grains/inch), Sitka spruce to be 8mm thick in the center continuously tapered in all directions to 6mm as it approaches the rim, before being Double-Crowned.
RIBS	Must be made from durable, resinous sugar pine to assure strong and constant down-bearing. Rib ends are hand-fitted into the inner rim to lock-in the soundboard crown.
BRIDGES	Treble: Must be made of Hard Rock maple, vertically laminated, capped with solid Hard Rock maple, planed to prescribed height, graphite coated, drilled and hand-notched for precise individual string bearing. Bass: Solid Rock maple mounted to cantilevered and splined base. Maple doweled, glued and screwed to soundboard.
SCALE	Overstrung; 26 note bass/tenor break. Treble Duplex. Tension: 37,500 lbs. (16,875 kg).



Steinway & Sons New Model K52 (continued)

PLATE	Must be made from gray iron; ground, CNC-milled, sealed, bronzed and lacquered.
TUNING PINS	Premium steel with nickel-plating for rust resistance.
STRINGS	Treble: Ten whole & one-half sizes made from high tensile steel; Bass: Steel core wound with pure solid copper. Longest pressure bar to bridge 46 $\frac{3}{8}$ ".
HAMMERS	12.5 lb. premium wool outer-felt; over premium wool under-felt, treated for insects and moisture; Compression-wired to retain pear shape. Hard maple moldings; shanks from select maple.
DAMPERS	Maple heads with premium vertical-cut premium wool.
ACTION	Must be made from white quarter-sawn maple parts; bushed treated wool action cloth. Parts are to be anchored in hard maple rails. Direct-Blow design with all parts of the action to lie above brass capstan screws.
KEYS	Key material must consist of Bavarian spruce, individually weighed-off, covered with chip proof, stain resistant plastic, Linden wood buttons to reinforce keys over balance rail. Must be specifically utilizing a combination of half-round balance rail bearings and strategically placed key leads.
KEYBED	Must be made from quarter-sawn spruce. Horizontal planks are to be freely mortised together, while their ends are to be permanently mortised into end caps of birch. Must be hand-milled to be flat and true for snug key frame fit. Must measure 2" in thickness.
PEDALS	Must be heavy solid brass. Soft, sustaining, full sostenuto.



Steinway & Sons New Model 1098

DIMENSIONS

HEIGHT	46 ½" (118 cm)
WIDTH	58 ¾" (148 cm)
DEPTH	25" (64 cm)
NET WEIGHT	480 lbs. (218 kg)

ENCASEMENT

FURNITURE	Ebonized or Crown Jewel Collection veneer.
PANEL STOCK	Quarter-sawn poplar core wood, cross-banded with mahogany and face veneer.
SOLIDS	Ebonized Birch or Maple, Mahogany, Walnut.
LEGS	Ebonized Mahogany, genuine species.
FINISH	Heavy full-bodied black or clear lacquer completely hand-rubbed.
HARDWARE	Solid brass; polished & lacquered.

INSTRUMENT

BACKFRAME	Must have Solid Birch mortised foot-piece; Solid Birch soundboard lining; Solid maple closing blocks with expansion cuts.
POSTS	Must have 5 Full-Length tapered solid spruce with a volume of 3,100 cu. in. or (50,780 cm ³), strategically positioned with bottom ends tenoned into Birch foot-piece. Spruce fill-blocks between posts at top of backframe with solid Birch backing board.
PINBLOCK	Must have 7 laminations of Hard Rock maple with top and bottom plies ⅜" in thickness; diagonal and cross-grain plies ⅜" in thickness and center ply to be ⅛" in thickness. Configuration of grain must be symmetrically distributed at successive angles of 45, 90, 135 and 180 degrees and must be fully fitted to plate flange and doweled to case structure.
SOUNDBOARD	Must be quarter-sawn, close grained (minimum 11 grains/inch), Sitka spruce to be 8mm thick in the center continuously tapered in all directions to 5mm as it approaches the rim, before being Double-Crowned.
RIBS	Must be made from durable, resinous sugar pine to assure strong and constant down-bearing. Rib ends are hand-fitted into the inner rim to lock-in the soundboard crown.
BRIDGES	Treble: Must be made of Hard Rock maple, vertically laminated, capped with solid Hard Rock maple, planed to prescribed height, graphite coated, drilled and hand-notched for precise individual string bearing. Bass: Solid Rock maple mounted to cantilevered and splined base. Maple doweled, glued and screwed to soundboard.
SCALE	Overstrung; 26 note bass/tenor break. Treble Duplex. Tension: 36,900 lbs. (16,605 kg).



Steinway & Sons New Model 1098 (continued)

PLATE	Must be made from gray iron; ground, CNC-milled, sealed, bronzed and lacquered.
TUNING PINS	Premium steel with nickel-plating for rust resistance.
STRINGS	Treble: Twelve whole & one-half sizes made from high tensile steel. Bass: Steel core wound with pure solid copper. Longest pressure bar to bridge 43 ½”.
HAMMERS	12.5 lb. premium wool outer-felt; over premium wool under-felt, treated for insects and moisture; Compression-wired to retain pear shape. Hard maple moldings; shanks from select maple.
DAMPERS	Maple heads with premium vertical-cut premium wool.
ACTION	Must be made from white quarter-sawn maple parts; bushed treated wool action cloth. Parts are to be anchored in hard maple rails. Direct-Blow design with all parts of the action to lie above brass capstan screws.
KEYS	Key material must consist of Bavarian spruce, individually weighed-off, covered with chip proof, stain resistant plastic, Linden wood buttons to reinforce keys over balance rail. Must be specifically utilizing a combination of half-round balance rail bearings and strategically placed key leads.
KEYBED	Must be made from quarter-sawn spruce. Horizontal planks are to be freely mortised together, while their ends are to be permanently mortised into end caps of birch. Must be hand-milled to be flat and true for snug key frame fit. Must measure 1 ¼” in thickness.
PEDALS	Must be heavy solid brass. Soft, sustaining, full sostenuto.



Bid Number: 50-2223008

Vendor: MK Love Inc D/B/A Steinway Piano Galleries

installation and shall be included in the contract price. Upon completion of the installation, the Vendor shall remove and properly dispose of all waste and debris from the installation site. The Vendor shall be responsible for leaving the installation area clean and ready to use.

4.6 AUTHORIZED RESELLER

The Vendor shall be authorized by the manufacturer to distribute or resell the products and/or maintenance offered in this IFB. The Vendor shall provide a signed statement from the manufacturer confirming authorization with its bid response. Failure to provide this statement shall constitute sufficient grounds for rejection of Vendor's offer, at the discretion of the State.

Vendor is the: Manufacturer Dealer Reseller Distributor
Authorized: Yes No Attached Manufacturer's Authority: Yes No

4.7 WARRANTY

Manufacturer's standard warranty shall apply. Vendors shall include a copy of the manufacturer's standard warranty with the bid response.

Vendor warrants that all equipment furnished under this IFB will be newly manufactured, of good material and workmanship. The warranty will apply from date equipment is put into operation for a minimum period of twelve (12) months or the length of the manufacturer's warranty, whichever is longer. Such warranty shall cover the cost of all defective parts replacement, labor, freight, and technicians' travel at no additional cost to the State, or as specified by the Purchasing Agency herein. To the extent not superseded by the terms of this paragraph, manufacturer's warranty terms shall apply. Vendor's warranty shall be at least the level of coverage provided for its comparable customers.

The report of a problem does not presuppose that every call must result in an "on-site" visit for service/repair. The Vendor and/or service sub-contractor shall utilize best efforts to resolve problems in a timely fashion by using acceptable servicing methods to include, but not limited to, verbal problem analysis and remote diagnosis. The warranty requirement does not impose any additional duty on the State to make other than normal and good faith problem resolution efforts or expenditures of time. Vendor shall be responsible for compliance with warranty terms by any third-party service provider. Vendor shall provide contact information for warranty service provider, below.

Vendor is authorized by manufacturer to repair equipment offered during the warranty period? YES NO
Will the Vendor provide warranty service? YES NO, a manufacturer-authorized third party will perform warranty service.

Contact information for warranty service provider:

Company Name: Steinway Piano Gallery

Company Address: 7030 Smith Corners Blvd
Ste A

Contact Person (name): Mark Love

Contact Person (phone number): 704-817-2877

Contact Person (email): mlove@SteinwayCarolina.com

4.8 MAINTENANCE OPTION

Following expiration of the above warranty, Vendor, or its third-party service provider, shall maintain the system specifications and performance level in accordance with the manufacturer's published specifications and those of this IFB. Maintenance shall include all parts, remedial maintenance labor, travel and living expenses incurred. Except as specifically provided for elsewhere herein, coverage shall be at least for 8:00 am to 5:00 pm, Monday through Friday, except State recognized holidays and shall include a minimum of two (2) preventive and safety maintenance inspections per year. The State shall have the option to accept the maintenance coverage in this paragraph at the price offered in ATTACHMENT A: PRICING of this IFB, if applicable.