

Contacts at MTM Recognition

MTM Customer Care Team

For placing orders or checking on existing orders:

Kristin Bickett Phone: 800-443-4618 ext. 2678
Email: Kristin.bickett@mtmrecognition.com

For questions regarding the programs, special services, special orders or additional programs:

Gwen Gilliard Phone: 410-974-1235
Fax: 410-757-8151
Email: gilliard@recognitionconcepts.com

MTM also offers additional services such as:

Internet online ordering or the Commonwealth's eVA system by agency or individual;

Moments® electronic reminder system (no charge);

***Electronic notification to supervisors/HR on employee service anniversary**

***Electronic birthday wishes with custom eCards**

Access to library of custom eCards for all occasions (no charge)

Individual websites for Commonwealth, VDOT, ABC;

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* Agencies must provide employee information for these programs

Agencies may also design their own programs from available items or custom items. State Agencies must submit a request for approval of their program to the contract officer along with item description and prices prior to use by the agency.

MTM is currently developing links that will take you directly to the Commonwealth awards, VDOT awards and ABC awards. MTM is new to the Commonwealth and requested 40 days from Contract award (which was 8 June 2012) to ramp up, should be available shortly after 1 July 2012 and will be posted when available. Pictures and pricing will also be posted to the eVA website for your convenience.

MTM's corporate website is <http://www.mtmrecognition.com/> and has more information on what they offer and can do.

INSTRUCTIONS

1. Orders. All departments, institutions and agencies of the Commonwealth of Virginia may order items listed by using eVA (preferred) or by issuing agency purchase orders (Form DPS-41-056) or by issuing their own purchase order form.

Written Purchase Orders Required by the Contractor. When required by the contractor, state agencies and public bodies will supply written purchase order forms for orders under \$5,000.

Verbal/Facsimile Orders. When a written purchase order is not required by the contractor, state agencies have the authority to place verbal and/or facsimile orders for requirements valued at less than \$5,000.

Purchase orders will be submitted to the contractor via the Commonwealth of Virginia's electronic procurement system, also known as eVA. The orders will be governed by this agreement and the terms and conditions contained in the separate agreement for participation in eVA executed by the contractor.

2. The applicable contract number, federal employer identification number (FEI), and item number (for itemized contracts) must be shown on each purchase order and copy, each facsimile transmission or given verbally when telephonic orders are placed.
4. Inspection on delivery and approval of vendor's invoice is the responsibility of receiving state agency.
5. Any complaint as to quality, faulty or delinquent delivery, or violation of contract provisions by contractor shall be reported to the Division of Purchases and Supply for handling with the contractor **within 30 days of receipt**. Preprinted forms (DGS-41-024), by which to facilitate the notification of the contractor and this office of complaints, are available from the Division of Purchases and Supply, the contract officer listed for this contract, Lucinda Garwood 804-786-5412.
6. Renewals. Three (3) one year renewals remain. The decision as to whether to exercise the next renewal option will be made by the contract officer approximately four to six months in advance of the expiration date of the current term.
7. Price Adjustments. During the current term of the contract, price escalation may be allowed every 360 days, if justified, after the first year of the contract. While the contract will be renewed on 1 July, pricing will not change until 1 October. The contract officer makes the decision to allow or deny a request for increase based upon the documentation submitted by the contractor. The contractor is required to pass on any price reductions immediately.

SPECIAL CONDITIONS

8. **DELIVERY:** Delivery shall be made within 15 **business** days for in stock items. Special Order items will generally be shipped within 30 days after receipt of order. Check with MTM Recognition for shipping time on special orders.
9. **FREIGHT:** Standard freight is included unless the contract user requests delivery other than that which is customarily used (such as "RUSH", "NEXT DAY", etc.). Freight will be paid by the contract user for deliveries not shipped in the customary manner the vendor ships. If possible, freight charges should be quoted at the time the order is placed.
10. **GOLD Variation Factors (surcharge):** MTM will establish Gold Variation Factors (surcharge) and Silver Variation Factors (surcharge) for all items in the CSX Service Awards program that contains these precious metals. Twice per year, on June 15th and December 15th, the market price (\$/ounce of pure gold and silver) of gold and silver will be locked from the London Fix PM closing. The market price of gold or silver used to establish pricing, referred to as the base price, is subtracted from the locked market price on June 15th or December 15th. This difference is multiplied by the GVF or SVF factors to determine the price increase or decrease from the existing sell price.

For example:

Given:

Base price of gold = \$1427

6/15/11 London Fix PM = \$1505.75

14K ring sell price at \$1427 gold = \$1250

GVF for 14K = 0.861

Therefore:

$\$1505.75 - \$1427.00 = \$78.75$ /ounce market increase in 24K gold

$\$78.75 \times 0.861 = \67.80 adjustment to the sell price for 14K gold

$\$1250.00 + \$67.80 = \$1317.80$ new sell price to reflect \$1505.75 gold

11. **ENGRAVING SURCHARGE:** There is an engraving surcharge of \$10.00 for two lines on items like clocks.
12. **MTM RECOGNITION WARRANTY:**

MTM Recognition® - Rings

Guarantee rings will be free of defects in workmanship and materials for life. The following is provided at no charge: ring re-sizing (maximum of two sizes), stone-tightening, and replacement of lost stones.

MTM Recognition® - Jewelry

Guarantee jewelry will be free of defects in workmanship and materials for life. Stone-tightening and replacement of lost stones provided at no charge.

MTM Recognition® - Gemstones

Warranty all stones (including diamonds) for life. This warranty extends to loss due to improper setting of defects in manufacturing. Pearl items may be returned at any time for re-stringing at no charge – a complimentary cleaning is included. Warranty does not extend to replacing diamonds, natural stone or synthetic stones whose loss is not due to manufacturing defects.

Montreux® Watches

Warranty watches for life. All necessary repairs (with the exception of abuse) will be performed at no charge in our watch assembly facilities. In addition, the award recipient may return her/his watch at any time for these following services free of charge:

- battery replacement, cleaning, calibration

Brand-Name Merchandise

Honor all manufacturer warranties for one additional year over the manufacturer's standard warranty protection.