

STATE OF NEW HAMPSHIRE  
BUREAU OF PURCHASE AND PROPERTY  
STATE HOUSE ANNEX - ROOM 102  
25 CAPITOL ST  
CONCORD NH 03301-6398

DATE: 12/23/19

CONTRACT #: 8001961

NIGP CODE: 015-1500

CONTRACT FOR: Toner (OEM, New Compatible & ink Cartridges)

CONTRACTOR: Tic Express LLC

VENDOR CODE #: 218260 B001

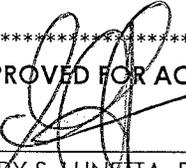
RECOMMENDED FOR ACCEPTANCE BY:

  
\_\_\_\_\_  
MATHEW STANTON, ADMINISTRATOR III  
BUREAU OF PURCHASE AND PROPERTY

DATE 12/23/19

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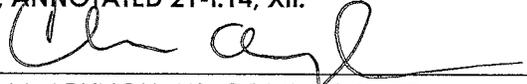
APPROVED FOR ACCEPTANCE BY:

  
\_\_\_\_\_  
GARY S. LUNETTA, DIRECTOR  
DIVISION OF PROCUREMENT & SUPPORT SERVICES

DATE 12/23/19

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ACCEPTED FOR THE STATE OF NEW HAMPSHIRE UNDER THE AUTHORITY GRANTED TO ME BY NEW HAMPSHIRE REVISED STATUTES, ANNOTATED 21-I:14, XII.

  
\_\_\_\_\_  
CHARLES M. ARLINGHAUS, COMMISSIONER  
DEPARTMENT OF ADMINISTRATIVE SERVICES

DATE 12/23/19

VC 218260

State of New Hampshire  
Division of Procurement and Support Services  
Bureau of Purchase and Property  
25 Capitol Street, State House Annex  
Concord, NH 03301-8398

Date: 11/23/15  
Bid No.: 1841-16  
Date of Bid Opening: 12/17/15  
Time of Bid Opening: 3:00 PM (EST)

YOU MAY EMAIL YOUR BID TO KAREN DORSETT AT: EMAIL PRCHWEB@NH.GOV

**BID INVITATION FOR CONTRACT: REMANUFACTURED TONER & INK CARTRIDGES**

(insert name of signor) Vongprade Kieu on behalf of TIC Express LLC (insert name of entity submitting bid (collectively referred to as "Vendor") hereby submits an offer as contained in the written bid submitted herewith ("Bid") to the State of New Hampshire in response to BID #1841-16 at the price(s) quoted herein in complete accordance with the bid.

Vendor attests to the fact that:

1. The Vendor has reviewed and agreed to be bound by the Bid.
2. The Vendor has not altered any of the language or other provisions contained in the Bid document.
3. The Bid is effective for a period of 180 days from the Bid Opening date as indicated above.
4. The prices Vendor has quoted in the Bid were established without collusion with other vendors.
5. The Vendor has read and fully understands this Bid.
6. Further, in accordance with RSA 21-I:11-c, the undersigned Vendor certifies that neither the Vendor nor any of its subsidiaries, affiliates or principal officers (principal officers refers to individuals with management responsibility for the entity or association):
  - a. Has, within the past 2 years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:4, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;
  - b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 638:20;
  - c. Has previously provided false, deceptive, or fraudulent information on a vendor code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;
  - d. Is currently debarred from performing work on any project of the federal government or the government of any state;
  - e. Has, within the past 2 years, failed to cure a default on any contract with the federal government or the government of any state;
  - f. Is presently subject to any order of the department of labor, the department of employment security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;
  - g. Is presently subject to any sanction or penalty finally issued by the department of labor, the department of employment security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged or fulfilled;
  - h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in this section;
  - i. Has failed or neglected to advise the division of any conviction, plea of guilty, or finding relative to any crime or violation noted in this section, or of any debarment, within 30 days of such conviction, plea, finding, or debarment; or
  - j. Has been placed on the debarred parties list described in RSA 21-I:11-c within the past year.

This document must be signed by a person who is authorized to legally obligate the responding vendor. A signature on this document indicates that all State of New Hampshire terms and conditions are accepted by the responding vendor and that any and all other terms and conditions submitted by the responding vendor are null and void, even if such terms and conditions have terminology to the contrary. The responding vendor shall also be subject to State of New Hampshire terms and conditions as stated on the reverse of the purchase order.

Authorized Signor's Signature Vongprade Kieu Authorized Signor's Title Operations Mgr

NOTARY PUBLIC/JUSTICE OF THE PEACE

COUNTY: Tarrant STATE: TX ZIP: 76011

On the 2nd day of Dec, 2015, personally appeared before me, the above named Vongprade Kieu, in his/her capacity as authorized representative of TIC Express, known to me or satisfactorily proven, and took oath that the foregoing is true and accurate to the best of his/her knowledge and belief.

In witness thereof, I hereunto set my hand and official seal.  
[Signature]

(Notary Public/Justice of the Peace)  
My commission expires: 10/22/2018 (Date)



Form P31-B

- Warrantee
  - o Highest quality products available
  - o 1-year guarantee from date of purchase
  - o Less than a 4% or less defective rate based upon industry standards of 5% page coverage.
  - o Each cartridge test printed prior to shipping or have footprint test.

**RECYCLING REPORTS:**

The State of New Hampshire Legislature enacted legislation regarding statewide recycling and purchase of recycled materials. Chapter 359, Laws of 2008 created an interagency recycling and product purchase committee. The legislation requires that the Division of Procurement and Support Services provide an annual report that details the purchases made by state agencies during the prior fiscal year of the following type of materials, supplies, and products "with recycled material content, by type, recycled material content, if any, quantify, cost and state agency".

**RECYCLING PROCESS**

A description of the process used to recycle cartridges and inkjets must be included with bid response. The description shall provide details about the cartridge inspection, criteria used to determine necessary replacement parts and a general overview of the entire recycling process. Cartridges at a minimum must have a recycled content of up to 20% on toner and up to 70% on ink cartridges.

**RECYCLING PROCESS (as described above or include separate sheet attached to bid)**

*We will accept cartridge return direct to vendor/manufacturer.  
 In addition to above, we also accept the centralized  
 cartridge return. We can setup pallet pickup as often  
 as needed at no extra charge for the State of NH.*

**VENDOR CONTACT INFORMATION:**

The following information is for this office to be able to contact a person knowledgeable of your bid response, and who can answer questions regarding it:

<u>Vannala "La" Kieu</u>	<u>214-256-3379</u>	<u>800-534-9186</u>
Contact Person	Local Telephone Number	Toll Free Telephone Number
<u>214-256-3553</u>	<u>la.kieu@tie-express.com</u>	<u>www.tie-express.com</u>
Fax Number	E-mail Address	Company Website
<u>TIC Express LLC</u>	<u>782820133</u>	
Vendor Company Name	DUNS #	
<u>320 International Pkwy Arlington Tx 76011</u>		
Vendor Address		

**Note: To be considered, bid must be signed and notarized on front cover sheet in the space provided.**

STATE OF NEW HAMPSHIRE  
 BUREAU OF PURCHASE AND PROPERTY  
 STATE HOUSE ANNEX  
 25 CAPITOL STREET  
 CONCORD, NEW HAMPSHIRE 03301-6398

**ADDENDUM #1 TO BID INVITATION # 1841-16**

**DATE OF BID OPENING:** December 17, 2015

**TIME OF BID OPENING:** 3:00 PM (EST)

**FOR: TONER: REMANUFACTURED & INK CARTRIDGES**

This Offer Section replaces Pages 12 & 13 in it's entirety:

Remanufactured				
PROD #	Est Annual Usage	Vendor Part Number	Delivered Price/Each	Extended Price (B*D)
51645A	12	51645AR	6.00	72.00
92298X	26	92298XR	10.00	260.00
C3903A	81	C3903AR	4.00	324.00
C3906A	38	C3906AR	4.00	152.00
C3909X	52	C3909XR	22.00	1,144.00
C4092A	38	C4092AR	4.00	152.00
C4096A	90	C4096AR	12.00	1,080.00
C4127X	110	C4127XR	15.50	1,705.00
C4129X	26	C4129XR	22.00	572.00
C4182X	21	C4182XR	23.00	483.00
C6578DN	36	C6578DNR	10.00	360.00
C6656AN	50	C6656ANR	6.00	300.00
C7115A	75	C7115AR	8.00	600.00
C7115X	62	C7115XR	8.00	496.00
C8061X	85	C8061XR	16.50	1,402.50
C8765WN	37	C8765WNR	5.00	185.00
C8766WN	70	C8766WNR	5.00	350.00
C8767WN	85	C8767WNR	5.00	425.00
C9351AN	40	C9351ANR	5.00	200.00
C9352AN	21	C9352ANR	5.00	105.00
C9363WN	41	C9363WNR	5.00	205.00
C9364WN	25	C9364WNR	5.00	125.00
C9720A	23	C9720AR	28.00	644.00
C9721A	40	C9721AR	28.00	1,120.00
C9722A	25	C9722AR	28.00	700.00
C9723A	25	C9723AR	28.00	700.00
C9730A	25	C9730AR	35.00	875.00
C9731A	20	C9731AR	35.00	700.00
C9732A	20	C9732AR	35.00	700.00
C9733A	20	C9733AR	35.00	700.00

CB335WN	32	CB335WNR	5.00	160.00
CB540A	67	CB540AR	13.50	904.50
CB541A	52	CB541AR	13.50	702.00
CB542A	50	CB542AR	13.50	675.00
CB543A	48	CB543AR	13.50	648.00
CC364A	47	CC364AR	22.00	1,034.00
CC532A	40	CC532AR	13.50	540.00
CC533A	40	CC533AR	13.50	540.00
CC653AN	33	CC653AR	6.00	198.00
CE255X	34	CE255XR	23.00	782.00
CE278A	130	CE278AR	8.00	1,040.00
CE285A	44	CE285AR	8.00	352.00
CE390A	65	CE390AR	22.00	1,430.00
CE402A	23	CE402AR	25.00	575.00
CE410X	25	CE410XR	13.50	337.50
CE411A	45	CE411XR	13.50	607.50
CE412A	26	CE412AR	13.50	351.00
CE413A	27	CE413AR	13.50	364.50
CE505A	208	CE505AR	8.00	1,664.00
CF280X	45	CF280XR	16.00	720.00
CH563WN	20	CH563WNR	10.00	200.00
CN046AN	30	CN046ANR	8.00	240.00
Q1338A	78	Q1338AR	22.00	1,716.00
Q2610A	24	Q2610AR	13.00	312.00
Q2612A	210	Q2612AR	6.00	1,260.00
Q2613A	25	Q2613AR	8.00	200.00
Q5942X	162	Q5942XR	22.00	3,564.00
Q5949A	170	Q5949AR	8.00	1,360.00
Q5950A	40	Q5950AR	28.00	1,120.00
Q5951A	38	Q5951AR	28.00	1,064.00
Q5952A	35	Q5952AR	28.00	980.00
Q5953A	42	Q5953AR	28.00	1,176.00
Q6000A	40	Q6000AR	15.00	600.00
Q6511A	80	Q6511AR	15.00	1,200.00
Q6511X	50	Q6511XR	16.00	800.00
Q7551A	80	Q7551AR	15.00	1,200.00
Q7551X	70	Q7551XR	16.00	1,120.00
Q7553A	95	Q7553AR	8.00	760.00
Q7553X	80	Q7553XR	11.50	920.00
TN350	30	TN350R	8.00	240.00
TN430	15	TN430R	8.00	120.00
TN460	25	TN460R	11.25	281.25
UG3313	15	UG3313R	15.00	225.00
UG5520	20	UG5520R	15.00	300.00
<b>GRAND TOTAL:</b>				<b>51,419.75</b>

**QUESTIONS AND ANSWERS:**

**Q: Will this bid will be awarded to one vendor as in the past or it will be divided among several?**

A: See Page 8. Contract Award.

**Q: Do we need to register before the bid opening date, or could we wait to see if we are the low bidder before registering?**

A: See Page 6, Vendor Certifications.

**PURCHASING AGENT: KAREN DORSETT  
TEL. NO.: 603/271-3146**

**NOTE:** IN THE EVENT THAT YOUR BID INVITATION HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING THIS ADDENDUM, RETURN ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMITTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

BIDDER T.e. Express LLC ADDRESS 320 International Pkwy  
BY  Arlington TX 76011  
(this document must be signed)  
Virginia Kelen TEL. NO. 800-554-9186 / 214-256-2279  
(please type or print name)

Please visit: <http://das.nh.gov/purchasing>  
(click on "Bid, Proposals...") for complete bid and addendums.

# 100% -Satisfaction Guarantee / Warranty on Remanufactured Cartridges

TIC Express warrants each of our remanufactured toner cartridges to be free of defects in both material and workmanship for the life of the cartridges.

If, for any reason, TIC Express cartridge fails to deliver satisfactory performance you may receive a full refund or a replacement. Please include a sample page with the return cartridge. TIC Express will not replace empty or non-TIC Express cartridge.

We guarantee that our compatible toner cartridges will not cause damage, abnormal wear or deterioration to your laser printer. Should TIC Express find that our cartridge incurred damage to your printer, TIC Express will repair the printer free of charge or reimburse you for all your charges. This warranty is dependent upon the customer providing us with the satisfactory evidence that the machine failure is due to a defect in our compatible cartridge. (A written statement on service company's letterhead dated and signed by field service technician, if requested.)

TIC defective products will have 1 year warranty from the date of purchase. Unopened items may be returned up to 180 days from the date of purchase. HP original or other original brand toner cartridges that are defective must be reported no later than 6 months from the date of purchase.

TIC Express liability hereunder shall be limited to replacement or reimbursement as provided above. This warranty is exclusive, and in lieu of all other warranties, expressed or implied, including warranties of merchantability and fitness for a particular purpose.

## Toner Cartridge Quality Assurance Process

- We replace the original drum with the highest quality drum available today.
- We install a seal comparable to the original equipment manufacturer, this prevents leakage.
- Our bulk filling machines enable us to achieve the highest levels of quality and consistency in our graphics toner.
- With every cartridge, we replace the wiper blade to provide new (not re-felted) Nomex fuser roller wands. This prevents premature "fuser roller burn-in."
- Every cartridge must be disassembled, component has been replaced with new component, inspected and tested to insure 100% print quality.
- We test and replace each component which includes mag roller, wiper blade, doctor blade and PCRs.
- Each cartridge must pass a 14-point quality control check prior to packaging.
- To maintain a constant environment /shelf life, we pack our cartridges in anti-static air bag, 100% moisture / leak proof bag.
- We guarantee 100% performance of our cartridges and guarantee the safety of your printers when using our cartridges.
- Under 2% expected failure rate.
- Our compatible cartridges are guaranteed to meet or beat OEM print cartridges.
- Fast delivery / same day delivery is available on most orders.

320 International Pkwy.  
Arlington, Texas 76011

email: [sales@ticexpress.com](mailto:sales@ticexpress.com)  
<http://www.ticexpress.com>  
800 554-9186 Toll Free  
(214) 256-2553 Fax



# TIC Express Remanufacturing / Recycling Process

## 1. INCOMING NEW RAW MATERIALS INSPECTION

All incoming new materials: drums, toner, blades, PCRs, magnetic rollers, etc. are verified against stringent standards before they reach the production floor.

## 2. SORT & GRADE

All empty cartridges are sorted and graded. Only premium empty cartridges are used to ensure optimal quality.

## 3. RECYCLE

All packaging materials, used hoppers and non-conforming components are disassembled and recycled.

## 4. CLEANING

Empty cartridges are carefully disassembled and cleaned using a proprietary state-of-the-art process. Through automation, precisely splits the toner hopper with custom splitting equipment and the hopper for the sealing phase.

## 5. DIGITAL AUTO FILLING

Using automated filling equipment, each cartridge is precisely filled to the exact specified weight. Toner hoppers are filled with premium toners, which are technically matched to the OPCs (drum) for optimal yields and printer performance.

## 6. SEALING

Each toner hopper is sealed with an OEM style seal. Our quality sealing process ensures a leak-proof cartridge that is easy for the consumer to install.

## 7. ASSEMBLY

Our factory-trained technicians assemble all cartridges with OEM grade compatible components (New components are used in each cartridge.) The assembly process includes the installation of all new drum, wiper blade, doctor blade, PCR and magnetic roller.

## 8. 100% POST TESTING

Each and every cartridge is post tested utilizing industry standard print tests to ensure outstanding performance and quality.

## 9. PACKAGING

All cartridges receive a final inspection to ensure they conform to our stringent quality standards. Cartridges are cleaned, polished and heat-sealed in a static resistant air bag and boxed.

## 10. QUALITY CONTROL

Each step in our manufacturing process is monitored by dedicated Quality Control experts. Each step in our production process undergoes regular and spot inspections to guarantee that TIC Express's products will meet the expectations of the consumer.

320 International Pkwy.  
Arlington, Texas 76011

email: [sales@ticexpress.com](mailto:sales@ticexpress.com)  
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