

STATE OF NEW HAMPSHIRE
Dept. of Administrative Services
Div. of Procurement and Support Services
Bureau of Purchase and Property
State House Annex
Concord, New Hampshire 03301

Date: March 14, 2016

NOTICE OF CONTRACT - REVISION

(Updated Contract)

COMMODITY: TONER: REMANUFACTURED & INK CARTRDIGES

CONTRACT NO.: 8001961

NIGP: 015-1500

VENDOR: **TIC EXPRESS, LLC** **VENDOR # :** VC #218260 B001
320 International Pkwy
Arlington, TX 76611

CONTACT PERSON(s): Vongmala "La" Kieu
Tel. No.: #214-256-3379 or 1-800-554-9186
Fax No.: #214-256-3553
E-Mail: sales@ticexpress.com or la.kieu@ticexpress.com

EFFECTIVE FROM: January 1, 2016 **Through:** December 31, 2019

TERMS: If using Procurement Card (P-Card), card will be charged upon delivery/shipment.

PAYMENT: Payments shall be made via Procurement Card (P-Card –Visa Credit Card).

The resulting contract has mandatory Procurement Card usage for agencies enrolled in the State P-Card Program.

ORDERING: State agencies will place their orders by electronic order entry, by e-mail, by FAX, or they may establish a standard delivery order. Eligible participants will utilize their own individually established ordering procedures.

Preference is on-line ordering, www.ticexpress.com. For new users, email the Contractor to request access to the website and to retrieve user ID and Password.

PRODUCTS & PRICING: This is a partial list. **SEE CHART BELOW** & Balance of Product. Please contact the Contractor with printer model for correct cartridge number and pricing if not indicated below.

QUESTIONS: Matt Johnson at matthew.johnson@nh.gov or call 603-271-3146

DELIVERY TIME: The Contractor will be required to accomplish delivery of any item ordered under the contract within ten (10) business days from the placement of the order.

The use of a private carrier to make delivery **does not** relieve the Contractor from the responsibility of meeting the delivery requirement.

F.O.B.: Destination

MINIMUM ORDERS: There is no minimum order required under this contract.

INVOICING: Invoicing shall be done to the Agency Remit Account on the basis of each order completed, or other mutually agreed upon timeframe between the Contractor and Agency (example: monthly invoice). Invoices shall clearly indicate the quantity, description, packaging, date delivered, and contract price. Invoicing for eligible participants will be in accordance with their individual requirements.

BALANCE OF PRODUCT LINE ITEMS

The items in each category include the items most commonly purchased by State of New Hampshire agencies. During the term of contract, the state may purchase other items in relation to remanufactured and ink cartridges from the Contractor's Balance of Product Line. All items ordered will include all shipping/charges.

EMPTY CARTRIDGE RETURNS

State of New Hampshire agencies/customers are required to recycle used and/or empty printer and fax cartridges. The Contractor will provide the two following processes:

- **Cartridge Return Direct to Vendor/Manufacturer:** Agency/Customer will return empty cartridges directly to the Contractor or manufacturer using a prepaid mailer. To retrieve a prepaid mailer, the Agency will send an email request to sales@ticexpress.com. If a credit is given for returned cartridges, it may be in the form of a discounted invoice or in the form of a credit.

This is a mandatory requirement. Agencies can email, fax or call the Contractor for a return label for used or exchanged of cartridges. The Contractor will provide one label (upon request) and agency can ship one box or multiple boxes of cartridges utilizing the one electronic label provided.

- **Centralized Cartridge Return Program:** **The Contractor agrees to accept 100% of returns.** Agency/Customer may at times send large quantities of empty cartridges to a State location. The cartridges are stored, unsorted, at the facility and picked up by the Contractor at regularly scheduled intervals. It is the responsibility of the Contractor to collect all cartridges. The frequency and scheduled times for pick-up of the empties is also arranged between the Contractor and an authorized representative of the State Surplus Section.

PACKAGING:

Each box must be clearly marked with brand name and model number/part number. All Recycled cartridges or inkjets must be labeled 'Recycled'.

RETURNED GOODS:

The Contractor must resolve all order and invoice discrepancies within five (5) business days from notification. Products returned due to quality issues, duplicate shipments, over-shipments, etc. must be picked up by the Contractor within five (5) business days of notification with no restocking or freight charges, and must be replaced with specified products or the agency will be refunded/credited for the full purchase price. Unauthorized substitutions for any products are not allowed.

To return unused cartridges:

- Place in original box.
- Label your name and agency on the box.
- Contact Contractor for scheduled pick up.

Credits will only be issued to agency when returns are received by the Contractor. If items are proved to be non-defective, agency may be liable for replacement of cartridge and shipping

and/or cartridge.

Standard stock products ordered for stock may be returned for credit or replacement up to 180 days from receipt of order regardless the reason for return. Products must be in re-saleable condition (original container, unused) and there will be no restocking fee charged for these products. The using agency will be responsible for any freight charges to return these items to the Contractor.

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, quantity, cost and state agency".

PRICING & PRODUCTS:

This is a partial list of most commonly used toners. If you do not see your cartridge below, email or call Contractor with printer model and the Contractor will provide the associated product number and pricing.

PROD#	Delivered Price/Each
51645AR	\$6.00
92298XR	\$10.00
C3903AR	\$4.00
C3906AR	\$4.00
C3909XR	\$22.00
C4092AR	\$4.00
C4096AR	\$12.00
C4127XR	\$15.50
C4129XR	\$22.00
C4182XR	\$23.00
C6578DNR	\$10.00
C6656ANR	\$6.00
C7115AR	\$8.00
C7115XR	\$8.00
C8061XR	\$16.50
C8765WNR	\$5.00
C8766WNR	\$5.00
C8767WNR	\$5.00
C9351ANR	\$5.00
C9352ANR	\$5.00
C9363WNR	\$5.00
C9364WNR	\$5.00
C9720AR	\$28.00
C9721AR	\$28.00
C9722AR	\$28.00
C9723AR	\$28.00
C9730AR	\$35.00
C9731AR	\$35.00
C9732A	\$35.00
C9733AR	\$35.00
CB335WNR	\$5.00
CB540AR	\$13.50
CB541AR	\$13.50
CB542AR	\$13.50
CB543AR	\$13.50
CC364AR	\$22.00
CC532AR	\$13.50
CC533AR	\$13.50
CC653AR	\$6.00
CE255XR	\$23.00
CE278AR	\$8.00
CE285AR	\$8.00
CE390AR	\$22.00
CE402AR	\$25.00
CE410XR	\$13.50
CE411XR	\$13.50

CE412AR	\$13.50
CE413AR	\$13.50
CE505AR	\$8.00
CF280XR	\$16.00
CH563WNR	\$10.00
CN046ANR	\$8.00
Q1338AR	\$22.00
Q2610AR	\$13.00
Q2610AR	\$6.00
Q2613AR	\$8.00
Q5942XR	\$22.00
Q5949AR	\$8.00
Q5950AR	\$28.00
Q5951AR	\$28.00
Q5952AR	\$28.00
Q5953AR	\$28.00
Q6000AR	\$15.00
Q6511AR	\$15.00
Q6511XR	\$16.00
Q7551AR	\$15.00
Q7551XR	\$16.00
Q7553AR	\$8.00
Q7553XR	\$11.50
TN350R	\$8.00
TN430R	\$8.00
TN460R	\$11.25
UG3313R	\$15.00
UG5520R	\$15.00