

ATTACHMENT 2
GOODS TO BE PROVIDED

1.0 Specifications

1.1 Office Supplies:

- a. Office supplies listed in Attachment 3, Pricing Submittal Form, are considered the “Core List Items” and will be provided at the prices set forth in Attachment 3, Pricing Submittal Form.
- b. Office supplies not appearing among the Core List Items are considered Non-Core office supply items and will be provided at a discount from Bidder’s or manufacturer’s published list prices, as set forth in Attachment 3, Pricing Submittal Form. (If Bidders wish to list Non-Core Items, they should list in Attachment 3 following the Core List Items.)

1.2 Copier Paper:

- a. Recycled Paper Minimum Specifications: All recycled copier paper must meet the following minimum specifications:
 - Paper Weight: 20#
 - Brightness: 92 per US GE Brightness Scale
 - Smoothness: 190 or better
 - Post Consumer Waste: 30%
- b. Paper Pricing – Contract Items: Copier paper listed as Core List Items in Attachment 3, Pricing Submittal Form, is considered part of the “Core List Items” and will be provided at the prices set forth in Attachment 3, Pricing Submittal Form.
- c. Non-Core Paper Pricing: Copier paper not appearing among the Core List Items are considered Non-Core items and will be provided at a discount from Bidder’s or manufacturer’s published list prices, as set forth in Attachment 3, Pricing Submittal Form.
- d. Defective Paper: Any paper found to be defective will be returned to the Contractor at Contractor’s expense and replaced free of charge. Contractor shall supply pre-paid mailing labels, or shall pick up defective paper at the individual JBE’s location. Defective paper shall be replaced or monies refunded at the JBE’s discretion within five (5) business days after Contractor is notified.

1.3 Toner Cartridges:

- a. Technical Specifications for remanufactured Toner Cartridges:
Remanufactured toner cartridges must be fully remanufactured to specifications equal to or exceeding original equipment manufacturers (OEM) cartridge standards of quality and performance. In addition to the basic remanufacturing process defined below, remanufactured toner cartridges shall meet or exceed the latest remanufactured toner cartridge standards adopted by the American Society of Testing and Materials (ASTM).

- Contractor shall warrant that the use of remanufactured cartridges will not void any manufacturer's warranty on the JBE's printers or fax machines.
- If problems occur with a JBE's printers or fax machines due to Contractor's defective remanufactured toner cartridge, Contractor shall provide: (i) a competent factory-trained authorized service technical to repair the damaged printer or fax machine within two (2) working days, or (ii) shall reimburse the JBEs for any service performed due to the Contractor's defective cartridge. If the printer or fax machine cannot be repaired and restored to its previous condition, Contractor shall replace the machine.
- Certifications and Verifications: Upon request by the JBE, Contractor will provide certification from an independent third party that its remanufactured toner cartridges meet or exceed the latest remanufactured toner cartridge standards adopted by the ASTM.
- Guarantee: All toner cartridges shall be guaranteed to perform to the manufacturers (OEM) specifications and Contractor shall warrant each toner cartridge against defects in material and workmanship for a minimum of one (1) year from the date of manufacture or remanufacture. Contractor shall replace any unacceptable toner cartridges within two (2) business days.
- Toner Remanufacturing Process: The term "remanufactured" includes, at a minimum, the following:
 1. Assessment to determine if the toner cartridge can be remanufactured.
 2. Complete disassembly of toner cartridges to thoroughly clean and check all internal and external components against the original manufacturer's specifications. Worn, damaged, or end of life-cycle components will be replaced.
 3. Replacement of the original OEM drum with a new drum (which may include an extended life-drum). If the returned toner cartridges are equipped with an extended-life drum, Contractor shall inspect it, clean it, or replace it with a new extended-life drum or new aftermarket drum.
 4. Replacement of all seals with an OEM-type heat seal, card seal, or pressure sensitive seal.
 5. Replacement of the primary charge roller (PCR) with a re-coated or new PCR.
 6. Replacement of wiper blade meeting OEM specifications or the latest guidelines adopted by ASTM for remanufactured toner cartridges.
 7. Filling of toner cartridges meeting OEM specifications or the latest guidelines adopted by ASTM for remanufactured toner cartridges.
 8. Chemically cleaning or replacing the corona wire assembly.
 9. One fuser wand with high temperature resistant felt wiper and one (1) cotton swab will be provided with each toner cartridge.
 10. The hopper shall be filled to capacity with new toner meeting or exceeding OEM standards.

11. A toner hopper seal/separator meeting or exceeding OEM standards shall be inserted to prevent spillage of toner during shipping.

- b. Toner Pricing – Contract Items: Toner cartridges listed as Contract Items in Attachment 3, Pricing Submittal Form are considered the “Core List Items” and will be provided at the prices set forth in Attachment 3, Pricing Submittal Form.
- c. Non-Core Toner Pricing: Toner cartridges not appearing among the Core List Items are considered Non-Core Items and will be provided at a discount from published list price, as set forth in Attachment 3, Pricing Submittal Form.

2.0 Backorders

If an item is not available at the time the order is placed, the JBE placing the order will be informed immediately by Contractor and presented with an option of a replacement item or the back-ordered item when it becomes available and, in addition, the JBE will have the option to cancel the order. During an online transaction, the JBE will be apprised of any backorders on an item-by-item basis as they place their order. An estimated delivery date will be provided for all back-ordered items. If a back-ordered item is not available on the estimated delivery date, the JBE placing the order must be notified prior to the estimated delivery date and given the option of a replacement item or the back-ordered item when it becomes available. All replacement items shall be of equal or better quality. If the JBE is not satisfied with the quality of the replacement product, the JBE has the right to return the product. The JBE will not incur any cost for return of the product, including but not limited to shipping and handling, and Contractor is responsible for any such cost.

3.0 Customer Service

Contractor(s) shall provide ongoing attention and prompt response times to problems experienced by the JBEs relating to Purchase Orders. The Contractor(s) will provide a support team capable of handling ordering and related customer service issues, plus a mechanism to aid the JBEs in responding to technical questions that may arise regarding product use, content, specifications, etc. Contractor will maintain a toll-free number for ordering and customer service inquiries. Contractor’s customer service advisors will provide accurate, up-to-date information on quantity in stock, quantity devoted to other orders and quantity available. Contractor(s) Customer Service shall include but not be limited to:

Customer service organizational structure

- a. Contact process (phone, email, fax, etc.)
- b. Follow up process
- c. Process to handle back-ordered or out-of-stock products, including alternate suggestions and pricing policy.
- d. Internal procedures to track customer service contact and resolution
- e. Escalation process.

4.0 Delivery

- a. During delivery of goods to JBEs, any damage to the building interior, scratched walls, damage to the freight elevator will be the responsibility of the Contractor. When damage does occur, it is the responsibility of the Contractor to immediately notify the JBE.

- b. The Contractor(s) are required to make all necessary arrangements for lift trucks or other means necessary to complete inside deliveries. Inside deliveries to secured facilities shall be required in some instances. No tailgate deliveries will be accepted. The JBEs will not be liable for any additional expenses that may be incurred by Contractor(s) in completing deliveries.
- c. There will be no minimum delivery requirements.
- d. The JBEs will not provide free parking for delivery services; no parking passes will be issued to Contractor(s) and
- e. The Contractor shall maintain an overall monthly average of 95% for on-time delivery of products purchased. The on-time delivery rate shall be calculated on a quarterly basis by dividing the number of completed on-time deliveries (no partial deliveries) by the total number of deliveries.

5.0 Packaging

- a. All products must be delivered in the manufacturer's standard packaging. Prices shall include all packing and/or crating charges. Cases shall be of durable construction, good condition, properly labeled and suitable in every respect for storage and handling of contents.
- b. Each shipment shall include a packing slip showing the Purchase Order number; the ordering date; ordering department; ship to location; item number; product description; quantity ordered; quantity shipped; and backordered items, including the expected ship date.
- c. The JBE's on-site contact name shall be listed on the packing list, cartons and cases.

6.0 Reports

- a. Each JBE may require quarterly program reports from Contractor that provides the following information:
 - Delivery information which includes the number of on-time shipments and the number of late shipments.
 - Contract and Non-Contract Items which include list price, discount percentage, and discounted price.
 - Back-ordered or out of-stock-items
 - Total dollars spent
 - Quarterly reports must be provided no later than thirty (30) days after the end of each quarter.
 - Flexibility in providing customized summary invoicing for ease of payment approval.

7.0 Training

- a. Contractor(s) shall organize and present no-charge training sessions that will aid the JBEs in the selection and ordering of Core and Non-Core merchandise. Training shall include but not be limited to:

Statewide Office Supplies, Paper and Toner
RFP Number: FIN010111CK
Attachment 2 Goods to be Provided

- Establishing basic stock programs
- Learning to order based on refilling basic stock
- Internet ordering and account set-up
- Fax and telephone ordering

End of Attachment 2