

# VENDOR CONTRACT

Between \_\_\_\_\_ and  
(Company Name)

**THE INTERLOCAL PURCHASING SYSTEM (TIPS)**  
**For**  
**OFFICE AND SCHOOL SUPPLIES**  
**#03062515**

## General Information

The vendor contract shall include the contract, the terms and conditions, special terms and conditions, any agreed upon amendments, as well as all of the sections of the solicitation and the awarded vendor's proposal. Once signed, if an awarded vendor's proposal varies or is unclear in any way from the TIPS contract, TIPS, at its sole discretion, will decide which provision will prevail. Other documents to be included are the awarded vendor's proposals, task orders, purchase orders and any adjustments which have been issued.

The following pages will constitute the contract between the successful vendors(s) and TIPS. Bidders shall state, in a separate writing, and include with their proposal response, any required exceptions or deviations from these terms, conditions, and specifications. If agreed to by TIPS, they will be incorporated into the final contract.

The Vendor Contract ("Contract") made and entered into by and between The Interlocal Purchasing System (hereinafter referred to as "TIPS" respectfully) a government cooperative purchasing program authorized by the Region VIII Education Service Center, having its principal place of business at 4845 US Hwy 271 North, Pittsburg, Texas 75686. This contract consists of the provisions set forth below, including provisions of all Attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any Attachment, the provisions set forth shall control.

### Definitions

**PURCHASE ORDER** is the TIPS member's approval providing the authority to proceed with the negotiated delivery order under the contract. Special terms and conditions as agreed to between the vendor and TIPS member will be added as addendums to the PO. Items such as certificate of insurance, bonding requirements, small or disadvantaged business goals are some of the addendums possible.

**PREMIUM HOURS** are defined as those hours not included in regular hours or recognized holidays. Premium hours are to be approved by the TIPS member for each delivery order and noted in the delivery order proposal as a line item during negotiations.

**REGULAR HOURS** are defined as those hours between the hours of 7 AM and 6 PM Monday thru Friday.

## Terms and Conditions

### Freight

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

### Warranty Conditions

All supplies equipment and services shall include manufacturer's minimum standard warranty unless otherwise agreed to in writing. Vendor shall be an authorized dealer, distributor or manufacturer for all products. All equipment proposed shall be new unless clearly stated in writing.

### Customer Support

The Vendor shall provide timely and accurate customer support to TIPS members. Vendors shall respond to such requests within one (1) working day after receipt of the request. Vendor shall provide training regarding products and services supplied by the Vendor unless otherwise clearly stated in writing at the time of purchase. (Unless training is a line item sold or packaged and must be purchased with product.)

### Contracts

**All contracts and agreements** between Vendors and TIPS Members shall strictly adhere to the statutes that are set forth in the Uniform Commercial Code as most recently revised.

**Contracts for purchase** will normally be put into effect by means of a purchase order(s) executed by authorized agents of the participating government entities.

**Davis Bacon Act** requirements will be met when Federal Funds are used for construction and/or repair of buildings.

### Tax exempt status

A taxable item sold, leased, rented to, stored, used, or consumed by any of the following governmental entities is exempted from the taxes imposed by this chapter:(1) the United States; (2) an unincorporated instrumentality of the United States; (3) a corporation that is an agency or instrumentality of the United States and is wholly owned by the United States or by another corporation wholly owned by the United States;(4) the State of Texas; (5) a Texas county, city, special district, or other political subdivision; or (6) a state, or a governmental unit of a state that borders Texas, but only to the extent that the other state or governmental unit

exempts or does not impose a tax on similar sales of items to this state or a political subdivision of this state. Texas Tax Code § 151.309.

### **Assignments of contracts**

No assignment of contract may be made without the prior written approval of TIPS. Payment can only be made to the awarded Vendor or vendor assigned dealer.

### **Disclosures**

1. Vendor affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.
2. Vendor shall attach, in writing, a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in the TIPS program.
3. The vendor affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

### **Renewal of Contracts**

The OFFICE AND SCHOOL SUPPLIES contract is for one (1) year with an option for renewal for 2 consecutive years. Total term of contract can be up to 3 years if sales are reported through the contract and both parties agree.

### **Shipments**

The Vendor shall ship ordered products within five (5) working days after the receipt of the order. If a product cannot be shipped within that time, the Vendor shall notify TIPS and the requesting entity as to why the product has not shipped and shall provide an estimated shipping date, if applicable. TIPS or the requesting entity may cancel the order if estimated shipping time is not acceptable.

### **Invoices**

The Vendor or vendor assigned dealer shall submit invoices, to the TIPS participant. Each invoice shall include the TIPS participant's purchase order number. The shipment tracking number or pertinent information for verification of TIPS participant receipt shall be made available upon request. The Vendor or vendor assigned dealer shall not invoice for partial shipments unless agreed to in writing in advance by TIPS and the TIPS participant.

## **Payments**

The TIPS participant will make payments directly to the Vendor or vendor assigned dealer at net 30 days after receiving invoice.

## **Pricing**

The Vendor contracts to provide pricing to TIPS and its participating governmental entities that is the lowest pricing available to like cooperative purchasing customers and the pricing shall remain so throughout the duration of the contract.

The Vendor agrees to promptly lower the cost of any product purchased through TIPS following a reduction in the manufacturer or publisher's direct cost to the Vendor. Price increases will be honored. However, the Vendor shall honor previous prices for thirty (30) days after written notification to TIPS of an increase.

All pricing submitted to TIPS shall include the One Percent (1%) participation fee to be remitted to TIPS by the Vendor. Vendor will not show adding the 1% to the invoice presented to customer.

## **Participation Fees**

Vendor or vendor assigned dealer contracts to pay 1% of all sales to TIPS on a monthly scheduled report. TIPS will email a Monthly Submission Report to each vendor. The Vendor or vendor assigned dealer is responsible for keeping record of all sales that go through the TIPS contract. Report may be sent to TIPS electronically while check for 1% is mailed. Failure to pay 1% participation fee will result in termination of contract.

## **Indemnity**

- 1. Indemnity for Personality Contracts.** Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's performance of this contract, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, invitees, whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.
- 2. Indemnity for Performance Contracts.** The Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's work under this contract, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations

of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, or invitees. Vendor further agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for injuries (including death) to an officer, employee, agent, subcontractor, supplier or equipment lessee of the Vendor, arising out of, or resulting from, Vendor's work under this contract whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.

**Attorney's Fees--Texas Local Government Code § 271.159 is expressly referenced.**

Pursuant to §271.159, TEXAS LOC. GOV'T CODE, in the event that any one of the Parties is required to obtain the services of an attorney to enforce this Agreement, the prevailing party, in addition to other remedies available, shall be entitled to recover reasonable attorney's fees and costs of court.

**Multiple Vendor Awards**

TIPS reserves the right to award multiple vendor contracts for categories when deemed in the best interest of the TIPS membership. Bidders scoring 80% or above will be considered for an award. Categories are established at the discretion of TIPS.

**State of Texas Franchise Tax**

By signature hereon, the bidder hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes owed the State of Texas under Chapter 171, Tax Code.

**Miscellaneous**

The Vendor acknowledges and agrees that continued participation in TIPS is subject to TIPS sole discretion and that any Vendor may be removed from the participation in the Program at any time with or without cause. Nothing in the contract or in any other communication between TIPS and the Vendor may be construed as a guarantee that TIPS participants will submit any orders at any time. TIPS reserves the right to request additional proposals for items already on contract at any time.

**Purchase Order Pricing/Product Deviation**

If a deviation of pricing/product on a purchase order occurs, TIPS is to be notified within 24 hours of receipt of order.

**Cancellation for non-performance or contract deficiency**

TIPS may terminate any contract if TIPS Members have not used the contract, or if purchase volume is determined to be "low volume" in any 12-month period. TIPS reserves the right to cancel the whole or any part of this contract due to failure by awarded vendor to carry out any

obligation, term or condition of the contract. TIPS may issue a written deficiency notice to awarded vendor for acting or failing to act in any of the following:

- Providing material that does not meet the specifications of the contract;
- Providing work and/or material that was not awarded under the contract;
- Failing to adequately perform the services set forth in the scope of work and specifications;
- Failing to complete required work or furnish required materials within a reasonable amount of time;
- Failing to make progress in performance of the contract and/or giving TIPS reason to believe that awarded vendor will not or cannot perform the requirements of the contract; and/or
- Performing work or providing services under the contract prior to receiving a TIPS reviewed purchase order for such work.

Upon receipt of the written deficiency, awarded vendor shall have ten (10) days to provide a satisfactory response to TIPS. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by awarded vendor under this contract shall become the property of the TIPS Member on demand.

### **TIPS Member Purchasing Procedures**

Purchase orders are issued by participating TIPS member to the awarded vendor indicating on the PO "Contract Number 03062515". Purchase Order is emailed to TIPS at [tipspo@tips-usa.com](mailto:tipspo@tips-usa.com).

- Awarded vendor delivers goods/services directly to the participating member.
- Awarded vendor invoices the participating TIPS member directly.
- Awarded vendor receives payment directly from the participating member.
- Awarded vendor reports sales monthly to TIPS (unless prior arrangements have been made with TIPS to report monthly).

### **Form of Contract**

The form of contract for this solicitation shall be the Request for Proposal, the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposals. If a vendor submitting an offer requires TIPS and/or TIPS Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal.

Vendor contract documents: TIPS will review proposed vendor contract documents. Vendor's contract document shall not become part of TIPS's contract with vendor unless and until an authorized representative of TIPS reviews and approves it.

## **Licenses**

Awarded vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by awarded vendor. Awarded vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. TIPS reserves the right to stop work and/or cancel contract of any awarded vendor whose license(s) expire, lapse, are suspended or terminated.

## **Novation**

If awarded vendor sells or transfers all assets or the entire portion of the assets used to perform this contract, a successor in interest must guarantee to perform all obligations under this contract. TIPS reserves the right to accept or reject any new party. A simple change of name agreement will not change the contractual obligations of awarded vendor.

## **Site Requirements (when applicable to service or job)**

**Cleanup:** Awarded vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by TIPS Member. Upon completion of work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition.

**Preparation:** Awarded vendor shall not begin a project for which TIPS Member has not prepared the site, unless awarded vendor does the preparation work at no cost, or until TIPS Member includes the cost of site preparation in a purchase order.

Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.

**Registered sex offender restrictions:** For work to be performed at schools, awarded vendor agrees that no employee of a sub-contractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or reasonably expected to be present. Awarded vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the TIPS Member's discretion.

Awarded vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

**Safety measures:** Awarded vendor shall take all reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Awarded vendor shall post warning signs against all hazards created by the operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

## **Smoking**

Persons working under contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.

**Invoices**

The awarded vendor shall submit invoices to the participating entity clearly stating “Per TIPS Contract”. The shipment tracking number or pertinent information for verification shall be made available upon request.

**Marketing**

Awarded vendor agrees to allow TIPS to use their name and logo within website, marketing materials and advertisement. Any use of TIPS name and logo or any form of publicity, inclusive of press release, regarding this contract by awarded vendor must have prior approval from TIPS.

**Supplemental agreements**

The entity participating in the TIPS contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. TIPS, its agents, TIPS members and employees shall not be made party to any claim for breach of such agreement.

**Legal obligations**

It is the responding vendor’s responsibility to be aware of and comply with all local, state and federal laws governing the sale of products/services identified in this RFP and any awarded contract thereof. Applicable laws and regulations must be followed even if not specifically identified herein.

**Audit rights**

Awarded Vendor shall, at their sole expense, maintain appropriate due diligence of all purchases made by TIPS Member that utilizes this Contract. TIPS and Region 8 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. TIPS shall have authority to conduct random audits of Awarded Vendor’s pricing that is offered to TIPS Members. Notwithstanding the foregoing, in the event that TIPS is made aware of any pricing being offered to eligible entities that is materially inconsistent with the pricing under this agreement, TIPS shall have the ability to conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 8 ESC or TIPS.

**Force Majeure**

If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and fully particulars of Force Majeure in writing to the other party within a reasonable time after



occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

### **Services**

When applicable, performance bonds will be required on construction or labor required jobs over \$100,000 and payment bonds on jobs over \$25,000 or awarded vendor will meet the TIPS member's local and state purchasing requirements. Awarded vendors may need to provide additional capacity as jobs increase. Bonds will not require that a fee be paid to TIPS. The actual cost of the bond will be a pass through to the TIPS member and added to the purchase order.

### **Scope of Services**

The specific scope of work for each job shall be determined in advance and in writing between TIPS Member and Awarded vendor. It is okay if the TIPS member provides a general scope, but the awarded vendor should provide a written scope of work to the TIPS member as part of the proposal. Once the scope of the job is agreed to, the TIPS member will issue a PO with the estimate referenced as an attachment along with bond and any other special provisions agreed to for the TIPS member. If special terms and conditions other than those covered within this solicitation and awarded contracts are required, they will be attached to the PO and shall take precedence over those in the base contract.

### **Project Delivery Order Procedures**

The TIPS member having approved and signed an interlocal agreement, or other TIPS membership document, may make a request of the awarded vendor under this contract when the TIPS member has services that need to be undertaken. Notification may occur via phone, the web, email, fax, or in person.

Upon notification of a pending request, the awarded vendor shall make contact with the TIPS member as soon as possible, but must make contact with the TIPS member within two working days.

### **Scheduling of Projects**

Scheduling of projects (if applicable) will be accomplished when the TIPS member issues a purchase order that will serve as "the notice to proceed". The period for the delivery order will include the mobilization, materials purchase, installation and delivery, design, weather, and site cleanup and inspection. No additional claims may be made for delays as a result of these items. When the tasks have been completed the awarded vendor shall notify the client and have the TIPS member inspect the work for acceptance under the scope and terms in the PO. The TIPS member will issue in writing any corrective actions that are required. Upon completion of these items, the TIPS member will issue a completion notice and final payment will be issued.

**Support Requirements**

If there is a dispute between the awarded vendor and TIPS member, TIPS or its representatives will assist in conflict resolution or third party (mandatory mediation), if requested by either party. TIPS, or its representatives, reserves the right to inspect any project and audit the awarded vendors TIPS project files, documentation and correspondence.

## Special Terms and Conditions

It is the intent of TIPS to contract with a reliable, high performance vendor to supply products and services to government and educational agencies. It is the experience of TIPS that the following procedures provide TIPS, the Vendor, and the participating agency the necessary support to facilitate a mutually beneficial relationship. The specific procedures will be negotiated with the successful vendor.

- **Contracts:** All vendor purchase orders must be emailed to TIPS at tipspo@tips-usa.com. Should an agency send an order direct to vendor, it is the vendor's responsibility to forward the order to TIPS at the email above within 24 business hours and confirm its receipt with TIPS.
  - **Promotion of Contract:** It is agreed that Vendor will encourage all eligible entities to purchase from the TIPS Program. Encouraging entities to purchase directly from the Vendor and not through TIPS contract is not acceptable to the terms and conditions of this contract and will result in removal of Vendor from Program. Vendor is expected to use marketing funds for the marketing and promotion of this contract.
  - **Daily Order Confirmation:** All contract purchase orders will be approved daily by TIPS and sent to vendor. The vendor must confirm receipt of orders to the TIPS member (customer) within 24 business hours.
  - **Vendor custom website for TIPS:** If Vendor is hosting a custom TIPS website, then updated pricing must be posted by 1<sup>st</sup> of each month.
  - **Back Ordered Products:** If product is not expected to ship within 3 business days, customer is to be notified within 24 hours and appropriate action taken based on customer request.
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Check one of the following responses to the General Terms and Special Terms and Conditions:

( ) We take no exceptions/deviations to the general and/or special terms and conditions.

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

( ) We take the following exceptions/deviations to the general and/or special terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general or special terms and conditions that you are taking exceptions/deviations to. The proposer must clearly state if you are adding additional terms and conditions to the general or special terms and conditions. Provide details on your exceptions/deviations below:



# The Interlocal Purchasing System (TIPS Cooperative) Supplier Response

Bid Information		Contact Information		Ship to Information
Bid Creator	Mr. David Mabe National Coordinator	Address	Region VIII Education Service Center 4845 US Highway 271 North Pittsburg, TX 75686	Address
Email	david.mabe@tips-usa.com	Contact	Mrs. Kim Thompson Coordinator of Office Operations	Contact
Phone	+1 (903) 243-4759	Department		Department
Fax	+1 (866) 749-6674	Building		Building
Bid Number	03062515 Addendum 1	Floor/Room		Floor/Room
Title	Office and School Supplies	Telephone	+1 (866) 839-8477	Telephone
Bid Type	RFP	Fax	+1 (866) 929-4402	Fax
Issue Date	04/02/2015	Email	bids@tips-usa.com	Email
Close Date	5/15/2015 3:00:00 PM CT			
Need by Date				

## Supplier Information

Company LD Products  
 Address 3700 Cover Street  
 Long Beach, CA 90808  
 Contact  
 Department  
 Building  
 Floor/Room  
 Telephone 1 (888) 375-6648  
 Fax 1 (866) 718-9458  
 Email  
 Submitted 5/11/2015 9:35:03 AM CT  
 Total \$0.00

Signature Frank Farina

Email diana@ldproducts.com

## Supplier Notes

## Bid Notes

## Bid Activities

## Bid Messages

Please review the following and respond where necessary

#	Name	Note	Response
1	Yes - No	Disadvantaged/Minority/Women Business Enterprise - D/M/WBE (Required by some participating governmental entities) Vendor certifies that their firm is a D/M/WBE? Vendor must upload proof of certification to the "Response Attachments" D/M/WBE CERTIFICATES section.	Yes
2	Yes - No	Highly Underutilized Business - HUB (Required by some participating governmental entities) Vendor certifies that their firm is a HUB? Vendor must upload proof of certification to the "Response Attachments" HUB CERTIFICATES section.	No
3	Yes - No	Certification of Residency (Required by the State of Texas) Company submitting bid is a Texas resident bidder?	No
4	Company Residence (City)	Vendor's principal place of business is in the city of?	Long Beach
5	Company Residence (State)	Vendor's principal place of business is in the state of?	CA
6	Felony Conviction Notice:	(Required by the State of Texas) My firm is, as outlined on PAGE 5 in the Instructions to Bidders document: (Questions 7 - 9)	(No Response Required)
7	Yes - No	A publicly held corporation; therefore, this reporting requirement is not applicable?	No
8	Yes - No	Is not owned or operated by anyone who has been convicted of a felony?	No
9	Yes - No	Is owned or operated by individual(s) who has/have been convicted of a felony? If answer is YES, a detailed explanation of the name(s) and conviction(s) must be uploaded to the "Response Attachments" FELONY CONVICTION section.	No
10	Pricing Information:	Pricing information section. (Questions 11 - 14)	(No Response Required)
11	Yes - No	In addition to the typical unit pricing furnished herein, the Vendor agrees to furnish all current and future products at prices that are proportionate to Dealer Pricing. If answer is NO, include a statement detailing how pricing for TIPS participants would be calculated in the PRICING document that is uploaded to the "Response Attachments" PRICING section.	Yes
12	Yes - No	Pricing submitted includes the 1% TIPS participation fee?	Yes
13	Yes - No	Vendor agrees to remit to TIPS the required 1% participation fee?	Yes
14	Yes - No	Additional discounts to TIPS members for bulk quantities?	Yes
15	Start Time	Average start time after receipt of customer order is ____ working days?	1
16	Years Experience	Company years experience in this category?	16
17	Yes - No	The Vendor can provide services and/or products to all 50 US States?	Yes
18	States Served:	If answer is NO to question #17, please list which states can be served. (Example: AR, OK, TX)	

19	Company and/or Product Description:	This information will appear on the TIPS website in the company profile section, if awarded a TIPS contract. (Limit 750 characters.)	LD Products is an eCommerce supplier of office and printing supplies, with an emphasis in green alternatives.
20	Resellers:	Does the vendor have resellers that it will name under this contract? (If applicable, vendor should download the Reseller/Dealers spreadsheet from the Attachments section, fill out the form and submit the document in the "Response Attachments" RESELLERS section.	No
21	Primary Contact Name	Primary Contact Name	Diana Athey
22	Primary Contact Title	Primary Contact Title	Contract Specialist
23	Primary Contact Email	Primary Contact Email	dianaa@ldproducts.com
24	Primary Contact Phone	Primary Contact Phone - Format (xxx) xxx-xxxx	(888) 375-6648
25	Primary Contact Fax	Primary Contact Fax - Format (xxx) xxx-xxxx	(866) 718-9458
26	Primary Contact Mobile	Primary Contact Mobile- Format (xxx) xxx-xxxx	
27	Secondary Contact Name	Secondary Contact Name	Michael Fernandez
28	Secondary Contact Title	Secondary Contact Title	Government Sales Manager
29	Secondary Contact Email	Secondary Contact Email	michaelf@ldproducts.com
30	Secondary Contact Phone	Secondary Contact Phone - Format (xxx) xxx-xxxx	(888) 375-6648
31	Secondary Contact Fax	Secondary Contact Fax - Format (xxx) xxx-xxxx	(866) 718-9458
32	Secondary Contact Mobile	Secondary Contact Mobile - Format (xxx) xxx-xxxx	
33	2% Contact Name	2% Contact Name	Accounts Payable
34	2% Contact Email	2% Contact Email	payments@ldproducts.com
35	2% Contact Phone	2% Contact Phone - Format (xxx) xxx-xxxx	(888) 321-2552
36	Purchase Order Contact:	This person is responsible for receiving Purchase Orders from TIPS. (Questions 37 - 39)	(No Response Required)
37	Purchase Order Contact Name	Purchase Order Contact Name	Diana Athey
38	Purchase Order Contact Email	Purchase Order Contact Email	dianaa@ldproducts.com
39	Purchase Order Contact Phone	Purchase Order Contact Phone - Format (xxx) xxx-xxxx	(888) 375-6648
40	Company Website	Company Website	<a href="http://www.ldproducts.com/gov">http://www.ldproducts.com/gov</a>
41	Federal ID Number:	Federal ID Number also known as the Employer Identification Number.	20-1858142
42	Primary Address	Primary Address	3700 Cover Street
43	Primary Address City	Primary Address City	Long Beach
44	Primary Address State	Primary Address State	CA
45	Primary Address Zip	Primary Address Zip	90808

46 Search Words:

Please list search words to be posted in the TIPS database about your company that TIPS website users might search. Words may be product names, manufacturers, or other words associated with the category of award. YOU MAY NOT LIST NON-CATEGORY ITEMS. (Limit 500 words) (Format: product, paper, construction, manufacturer name, etc.)

Office supplies, printing supplies, teaching supplies, paper, toner, ink, pens, pencils, staplers, staples, binders, folders, HP, Canon, Brother, Paper Mate, BIC, Sharpie, Epson, Pilot, Pentel, Scotch, 3M, paper clips, binder clips, tape, glue, Post-It, rulers, markers, paint, chalk, mailing supplies, labeling supplies, mailing supplies

47 Yes - No

Do you wish to be eligible to participate in a TIPS contract in which a TIPS member utilizes federal funds on contracts exceeding \$100,000? (Non-Construction) (If YES, vendor should download the Federal Funds Over \$100,000 Certification document from the Attachments section, fill out the form and submit the document in the "Response Attachments" FEDERAL FUNDS section.) (Vendor must also download the Suspension or Debarment Certificate document from the Attachments section, fill out the form and submit the document in the "Response Attachments" SUSPENSION OR DEBARMENT section.)

Yes



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Line Items

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Response Total: \$0.00

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**Provisions for purchase with federal funds for contracts exceeding \$100,000**  
**These forms are for non-construction contracts**

Many TIPS members (grantees and sub-grantees) purchase goods and services with federal funds. When a member engages a contract exceeding \$100,000 and paid with federal funds, provisions are triggered by various Code of Federal Regulations requirements. Primarily 34 CFR 80.36 from the Department of Education and 7 CFR 3015 & 3016 from the Department of Agriculture for School Lunch Program. There may be other Federal programs from time to time that are not enumerated above that may fund certain projects using outside vendors. These are not optional for the contracting entity and in order to spend the federal funds certain provision and certifications must be in place to ensure legal compliance.

If your company wishes to be eligible to participate in a TIPS contract in which a member utilizes federal funds on contracts exceeding \$100,000, you must complete the following forms can provide the certifications as required on the subsequent pages.

Do you wish to be eligible to participate in a TIPS contract in which a member utilizes federal funds on contracts exceeding \$100,000?

Check your response?

YES  NO

 4/23/2015  
\_\_\_\_\_  
Signature of Authorized Company Official Date

Frank Farina  
\_\_\_\_\_  
Printed Name of Authorized Company Official

LD Products, Inc  
\_\_\_\_\_  
Company Name

***Attach to this page a current W-9 form***

***Please complete the forms below***

**Legal Compliance**

It is the proposing company's duty and responsibility to have knowledge of and be responsible for the compliance with all applicable laws, rules and regulations as they apply to this procurement process and any subsequent award. The vendor agrees to comply, in all relevant respects, with all Federal, State, and Local laws, rules and regulations related to the performance of services or supply of goods to TIPS or TIPS members?

Does vendor agree? YES FF Initial of Authorized Company Official

**Non-Collusive Bidding Certificate**

By submitting a proposal in response to a Request for Proposals or other procurement device containing this clause, you certify that you are authorized to certify to the following:

- 1) This bid or proposal has been independently arrived at without collusion with any other Bidder or with any Competitor;
- 2) This bid or proposal has not been knowingly disclosed and will not be knowingly disclosed, prior to the opening of bids, or proposals for this project, to any other Bidder, Competitor or potential competitor;
- 3) No attempt has been or will be made to induce any other person, partnership or corporation to submit or not to submit a bid or proposal;
- 4) The person signing this bid or proposal certifies that he has fully informed himself regarding the accuracy of the statements contained in this certification, and under the penalties being applicable to the Bidder as well as to the person signing in its behalf.

The vendor complied with #1 through 4 above? YES FF Initial of Authorized Company Official

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**SUSPENSION OR DEBARMENT CERTIFICATE**

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Non-Federal entities are prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended or debarred or whose principals are suspended or debarred. Covered transactions include procurement for goods or services equal to or in excess of \$100,000.00. Contractors receiving individual awards for \$25,000.00 or more and all sub-recipients must certify that the organization and its principals are not suspended or debarred.

You certify that no suspension or disbarment is in place, which would preclude receiving a federally funded contract under the Federal OMB, A-102, common rules

The vendor has not been debarred? YES FF Initial of Authorized Company Official

***Certification Regarding Lobbying***

**Applicable to Grants, Subgrants, Cooperative Agreements, and Contracts Exceeding \$100,000 in Federal Funds**

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all covered subawards exceeding \$100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

LD Products, Inc.

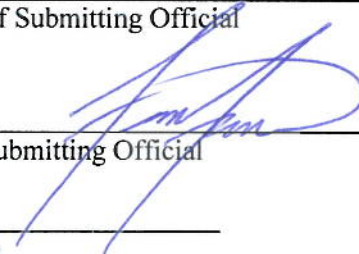
\_\_\_\_\_  
Name of Organization

3700 Cover Street, Long Beach, CA 90808

\_\_\_\_\_  
Address of Organization

Frank Farina

\_\_\_\_\_  
Name / Title of Submitting Official

  
\_\_\_\_\_  
Signature of Submitting Official

23 April 2015

\_\_\_\_\_  
Signature Date

**Provisions for purchase with federal funds for contracts exceeding \$100,000**

**Federal Rule (1) Administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as may be appropriate. (Contracts more than the simplified acquisition threshold)**

Notice: Pursuant to Federal Rule (1) above, when federal funds are expended by TIPS Member, TIPS Member reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does vendor agree? YES FF Initial of Authorized Company Official

**Federal Rule (2) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)**

Pursuant to Federal Rule (2) above, when federal funds are expended by TIPS Member, TIPS Member reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for cause after giving the vendor an appropriate opportunity and up to 30 days, to cure the causal breach of terms and conditions. TIPS Member reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for convenience with 30 days notice in writing to the awarded vendor. Any award under this procurement process is not exclusive and the District reserves the right to purchase goods and services from other vendors when it is in the best interest of the District.

Does vendor agree? YES FF Initial of Authorized Company Official

**Federal Rule (7) Notice of awarding agency requirements and regulations pertaining to reporting.**

Pursuant to Federal Rule (7) above, when federal funds are expended by TIPS Member, TIPS Member requires that the proposer certify that during the term of an award by the TIPS Member resulting from this procurement process the vendor will provide reports and documentation required by all applicable law and state and federal regulations upon request by the TIPS Member or any relevant state of federal agency.

Does vendor agree? YES FF Initial of Authorized Company Official

**Federal Rule (8) Notice of awarding agency requirements and regulations pertaining to patent rights with respect to any discovery or invention which arises or is developed in the course of or under such contract.**

**Provisions for purchase with federal funds for contracts exceeding \$100,000**

Pursuant to Federal Rule (8) above, when federal funds are expended by TIPS Member, TIPS Member shall address any requirements and regulations pertaining to patent rights with respect to any discovery or invention which arises or is developed in the course of or under such contract in the contract document and absent language to the contrary or if the contract silent on the subject, the District retains all rights thereto.

Does vendor agree? YES FF Initial of Authorized Company Official

**Federal Rule (9) Awarding agency requirements and regulations pertaining to copyrights and rights in data.**

Pursuant to Federal Rule (9) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that during the term of an award by the TIPS Member resulting for this procurement process the vendor will surrender upon request any copyrighted materials owned by the TIPS Member but used in the awarded contract performance unless otherwise agreed in a written document by the parties. TIPS Member reserves the rights to all data created or provided to the vendor for the purpose of contract performance resulting for this procurement process and the vendor will surrender such data upon request unless otherwise agreed in a written document by the parties. If the contract is silent or not dispositive on the subject matter data or copyrights TIPS Member retains all rights in the data developed or gathered during the contract term.

Does vendor agree? YES FF Initial of Authorized Company Official

**Federal Rule (10) Access by the grantee, the subgrantee, the Federal grantor agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers, and records of the contractor which are directly pertinent to that specific contract for the purpose of making audit, examination, excerpts, and transcriptions.**

Pursuant to Federal Rule (9) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that during the term and after the awarded term of an award by the TIPS Member resulting for this procurement process the vendor will grant access by the grantee, the subgrantee, the Federal grantor agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers, and records of the contractor which are directly pertinent to that specific contract for the purpose of making audit, examination, excerpts, and transcriptions.

Does vendor agree? YES FF Initial of Authorized Company Official

**Provisions for purchase with federal funds for contracts exceeding \$100,000**

**Federal Rule (11) Retention of all required records for three years after grantees or subgrantees make final payments and all other pending matters are closed.**

Pursuant to Federal Rule (11) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that the awarded vendor retain of all required records for three years after grantees or subgrantees make final payments and all other pending matters are closed.

Does vendor agree? YES FF Initial of Authorized Company Official

**Federal Rule (12) Compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15). (Contracts, subcontracts, and subgrants of amounts in excess of \$100,000)**

Pursuant to Federal Rule (12) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that in performance of the contracts, subcontracts, and subgrants of amounts in excess of \$100,000, the vendor will be in compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15).

Does vendor agree? YES FF Initial of Authorized Company Official

**Federal Rule (13) 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 (Pub. L. 94-163, 89 Stat. 871).**

Pursuant to Federal Rule (13) above, when federal funds are expended by TIPS Member, TIPS Member requires proposer certify that during the term of an award by the TIPS Member resulting for this procurement process the vendor will be in compliance with 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 (Pub. L. 94-163, 89 Stat. 871).

Does vendor agree? YES FF Initial of Authorized Company Official

**SOUTHERN CALIFORNIA MINORITY  
SUPPLIER DEVELOPMENT COUNCIL**

**SCMSDC**

Southern California  
Minority Supplier Development Council

THIS CERTIFIES THAT

**LD Products, Inc**

[4inkjets.com]

Has met the requirements for certification as a bona fide Minority Business Enterprise as defined by the National Minority Supplier Development Council, Inc.® (NMSDC®) and as adopted by the Southern California Minority Supplier Development Council

**\*\*NAICS Code(s): 453210 ; 424120 ; 423930 ; 423990 ; 425110 ; 425120 ; 454111**

**\*\*Description of their product/services as defined by the North American Industry Classification System (NAICS)**

March 1, 2014

SC04186

*Issued Date*

*Certificate Number*

March 1, 2015



*Expiration Date*

*Virginia Gomez, President, SCMSDC*

By using your assigned (through NMSDC only) password, NMSDC Corporate Members may view the original certificate by logging in at: <http://www.nmsdc.org>



**NMSDC®**  
An affiliate of the National Minority Supplier Development Council, Inc. (NMSDC)



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**SUSPENSION OR DEBARMENT CERTIFICATE**

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Non-Federal entities are prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended or debarred or whose principals are suspended or debarred. Covered transactions include procurement for goods or services equal to or in excess of \$100,000.00. Contractors receiving individual awards for \$25,000.00 or more and all sub-recipients must certify that the organization and its principals are not suspended or debarred.

You certify that no suspension or disbarment is in place, which would preclude receiving a federally funded contract under the Federal OMB, A-102, common rules

Information may be found at <https://www.sam.gov/index.html>

Has the vendor been debarred form participation in Federal funds contracts?

NO  <sup>DA</sup> Initial of Authorized Company Official

YES  Initial of Authorized Company Official

Company Official: \_\_\_\_\_

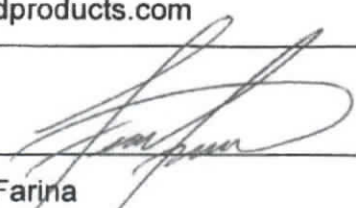


Company: \_\_\_\_\_

LD Products, Inc.

## CONTRACT Signature Form

The undersigned hereby proposes and agrees to furnish goods and/or services in compliance with the terms, specifications and conditions at the prices quoted unless noted in writing. The undersigned further certifies that he or she is an authorized agent of the company and has authority to negotiate and contract for the company named below.

Company Name: LD Products, Inc.  
Mailing Address: 3700 Cover Street  
City: Long Beach  
State: CA  
Zip: 90808  
Telephone Number: (888) 375-6648  
Fax Number: (866) 718-9458  
Email Address: gov@ldproducts.com  
Authorized Signature:   
Printed Name: Frank Farina  
Position: VP of Business Development

This contract is for a total TERM of one year with the option of two additional years. Vendors shall honor the participation fee for any sales made based on the TIPS contract. Failure to pay the fee will be grounds for termination of contract and will affect the award of future contracts.

Blenda Mc Natt  
TIPS Authorized Signature Date 6-25-15

David Wayne Fitts  
Approved by Region VIII ESC Date 6-25-15

References
------------

**\*\* Must have at least 3 References. References must be School, City, County, University, State Agency or Other Government.**

Organization	City	State	Contact Name	Contact Phone
Amarillo Independent School Di Amarillo		TX	Veronica Hatfield	806-326-1175
Lake Travis Independent School Austin		TX	Ed Wooten	512-533-6028
Superior Court of California, Ker Bakersfield		CA	Tina T. Livingston	661-868-5386
El Dorado County	Placerville	CA	Ben Miller	530-621-6013
District 50 Schools	Washington	IL	Tom Wilson	309-745-9531
Chippewa Valley Schools	Clinton Township	MI	Laura Harrington	586-723-2150



## Warranty & Return Policy

LD provides a 100% satisfaction guarantee for all products it sells. LD will gladly refund a customer's purchase price or exchange the item, as requested. Customers can return products for a full refund within two (2) years from the day of purchase.

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**Email:** Please email LD return form to [Gov@LDProducts.com](mailto:Gov@LDProducts.com) for processing. We send a confirmation email within 24 hours.

**Phone:** Please call us at 888.375.6648 M-F 5am-7pm PST | Sat & Sun 7am-4pm PST and your account administrator will be able to set up a reshipment and return label for your order.

**Live Chat:** Customers may contact LD for returns or exchanges utilizing the Live Chat tool listed on the home page.

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Respectfully,

**Diana Athey**  
Government Contract Specialist  
[DianaA@LDProducts.com](mailto:DianaA@LDProducts.com)  
Direct (888) 375-6648  
Fax (866) 718-9458

## Company History

### ➤ **Brief history of LD Products:**

- Founded in 1999 in a college dorm room, LD Products, Inc. (“LD”) has grown into a leading e-commerce retailer of office supplies and ink and toner cartridges. LD has experienced exponential growth and an increased market share due to its customer-focused operations and distinguished customer service. LD’s customer service earned Bizrate’s Platinum Circle of Excellence Award for eight (8) consecutive years and an A+ rating from the Better Business Bureau.
- LD also manufactures its own brand of compatible and remanufactured ink and toner products that are environmentally friendly and cost significantly less than their printer-brand counterparts.
- In 2012, LD constructed a new building for its corporate headquarters and manufacturing operations. LD’s headquarters, and environmentally friendly business practices, earned the LEED Platinum certification from the U.S. Green Building Council.
- Location of offices for LD:
  - **Corporate Headquarters:**  
LD Products, Inc.  
3700 Cover Street  
Long Beach, CA 90808
  - **Retail Store:**  
LD Products, Inc. dba “4inkjets.com”  
3788 Heinemann Avenue  
Long Beach, CA 90808

## Key Personnel

<b><u>SALES</u></b>	
<p>Michael G. Fernandez            Government Sales Program Manager            LD Products, Inc.            3700 Cover Street            Long Beach, CA 90808            (888) 375-6648 Phone            (866) 718-9458 Fax  <a href="mailto:michaelf@ldproducts.com">michaelf@ldproducts.com</a></p>	<p>Kim Robinson            Government Sales Associate            LD Products, Inc.            3700 Cover Street            Long Beach, CA 90808            (888) 375-6648 Phone            (866) 718-9458 Fax  <a href="mailto:kimr@ldproducts.com">kimr@ldproducts.com</a></p>
<b><u>Contracts</u></b>	
<p>Diana Athey            Government Contract Specialist            LD Products, Inc.            3700 Cover Street            Long Beach, CA 90808            (888) 375-6648 Phone            (866) 718-9458  <a href="mailto:dianaa@ldproducts.com">dianaa@ldproducts.com</a></p>	
<b><u>Financial Reporting</u></b>	
<p>Juan G. Ojeda            Chief Financial Officer            LD Products, Inc.            3700 Cover Street            Long Beach, CA 90808            (562) 384-5601 Phone            (866) 718-9458 Fax  <a href="mailto:juano@ldproducts.com">juano@ldproducts.com</a></p>	
<b><u>Executive Support</u></b>	
<p>Aaron D. Leon            Chief Executive Officer            LD Products, Inc.            3700 Cover Street            Long Beach, CA 90808            (888) 375-6648 Phone            (866) 718-9458 Fax  <a href="mailto:aaronl@ldproducts.com">aaronl@ldproducts.com</a></p>	<p>Frank M. Farina            VP of Business Development            LD Products, Inc.            3700 Cover Street            Long Beach, CA 90808            (888) 375-6648 Phone            (866) 718-9458 Fax  <a href="mailto:frankf@ldproducts.com">frankf@ldproducts.com</a></p>

## Catalog

- LD's Printing, Office, & School Supplies catalog is located online at <http://www.ldproducts.com/gov>.
- LD offers TIPS a 15% off the sale price on all additional remanufactured and compatible printing supplies not listed in the core items list.
- LD is committed to operating in an environmentally conscious and sustainable manner that limits any negative impact on the environment or surrounding communities. In an effort to preserve the environment, LD does not offer hard copies of our catalog.

## Ordering Methods

- LD offers the following ordering methods to TIPS:

- 
1. **Online:** <http://www.ldproducts.com/gov>
  2. **Email:** [Gov@LDProducts.com](mailto:Gov@LDProducts.com). A dedicated Account Representative will respond within 24 hours.
  3. **Phone:** A dedicated Account Representative can be reached by phone at 888-375-6648 M-F 5am-7pm PST | Sat & Sun 7am-4pm PST.
  4. **Fax:** 866-718-9458
  5. **Local Pick-up:** 3788 Heinemann Avenue | Long Beach, CA 90808
- 

## On-Line Ordering Instructions

*\*Below is a **sample** email LD sends to Purchasing Entities once we create an online account:*

- We have created your online account to reflect Sample Independent School District's contracted catalog and pricing per agreement from IFB #123456. When you login to your account, your special catalog, and pricing is active.

**Login:** [ordering@sample.org](mailto:ordering@sample.org)

**Password:** Sample1234

*\*Please note passwords are case sensitive.*

To login, go to [gov.ldproducts.com](http://gov.ldproducts.com), and click the "Login" button in the upper right hand corner. You can search for products in the "search by keywords" box on the left side of

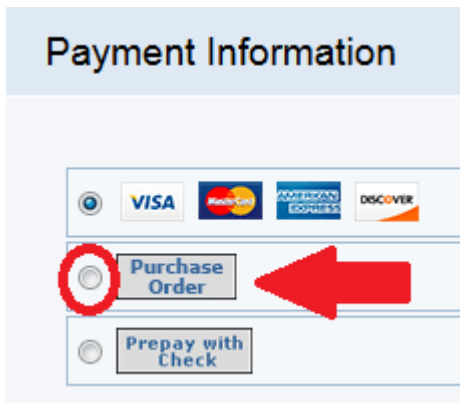
the screen. Contracted pricing is active after logging in. Items on contract will appear in red as “your price”. All non-contracted, non-OEM items will be discounted 15%.

**Example Product Display:**

	<p><b><u>Compatible Alternative for Dell 331-0719 (MY5TJ) High Yield Black Laser Toner Cartridge for Dell 2150, 2155 Printers</u></b></p> <p>REG. PRICE: \$87.99</p> <p><b>OUR PRICE: \$18.99</b></p> <p><b>YOUR PRICE: \$16.14</b></p>	<p>★★★★☆ (11 Reviews)</p> <p>View all items in <a href="#">Dell</a></p>
---	---	---

On the checkout page, you may choose to pay by purchase order, which will result in NET 30 billing.

**Example:**



*\*If you do not have a purchase order number, you may enter the date instead.*



## Order Receipt Confirmation

- LD will confirm receipt of the purchase order via email or fax within 48 hours of receipt. Order confirmation will include the following:

- 
- *Ordering Agency Name*
  - *Agency Order Number (Purchase Order Number)*
  - *Description of Goods*
  - *Total Cost*
  - *Identification of any Out of Stock/Discontinued Items*
- 

## Delivery

- All standard transportation and shipping charges will be F.O.B. destination.
- LD processes all orders received before 4:00 pm PST on the same day.
- Standard shipping time is one (1) to five (5) business days via USPS or UPS after receipt of order.
- We email the tracking number once the order ships.
- We package each purchase order separately: palletizing and shrink-wrapping large orders.
- We attach packing slips to the outside of the shipping containers with the contact name, department, purchase order or document order, building and room, and a container number.

## Local Pick-Up

- LD offers local pick up to TIPS at our retail location:

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*LD Products Retail Store location:  
3788 Heinemann Ave., Long Beach, CA 90808  
Phone: 562-384-5380  
Store Hours: Monday - Friday 8am - 6pm PST | Saturday 8am - 4pm PST\**

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### Out of Stock Item Remedy

- In the event a product is back-ordered due to a limited supply, or some unforeseen reason, LD will immediately notify the Ordering Agency of the delay, our anticipate time to deliver the product, and to verify if the item should be back ordered or cancelled.

### Substitutions

- LD does not practice forced substitutions. Our Customers only receive the products they order.

### Remanufacturing Process

- LD's remanufacturing process follows all Standardized Test Methods Committee (STMC) guidelines with each cartridge remanufactured in an ISO-9001, ISO-19752, ISO-19798, and ISO-14000 certified factory. Maintaining strict quality control at all times to ensure that LD's products meet or exceed OEM (Original Equipment Manufacturer) standards.
  - **ISO/IEC 19752** is an ISO standard method for the determination of toner cartridge yield for monochrome laser devices.
  - **ISO/IEC 19798** is an ISO standard method for the determination of toner cartridge yield for color laser devices.
  - **ISO/IEC 19752 & ISO/IEC 19798** objective is to provide a comprehensive and rigorous definition of the measurement process with the purpose of creating clear and objective criteria for comparison of cartridge yields.

- LD's toner remanufacturing includes, but is not limited to, the following:

- 
1. *Assessment of the empty toner to determine usability.*
  2. *Complete disassembly of cartridge to thoroughly clean and check all internal and external components against OEM specifications.*
  3. *Replacement of the following: Drum all seals with an OEM-type shipping seal or pressure sensitive seal, PCR with a re-coat or new PCR, smart chip, or resetting, corona wire assembly, chemically cleaning if applicable, and wiper blades.*
  4. *Fill all cartridges with toner that meets or exceeds OEM toner performance.*
  5. *Provide with each cartridge one fuser wand, where applicable, with high temperature resistant felt wiper and one cotton swab.*
  6. *Replace other components at different intervals, based upon component part or longevity standards.*
- 

- LD's ink cartridge remanufacturing includes, but is not limited to, the following:

- 
1. *Assessment of the empty ink cartridge to determine usability.*
  2. *Disassembly of cartridge, cleaning and checking against the OEM specifications.*
  3. *Worn, damaged or end of life cycle components are replaced.*
  4. *Replacement of the following: print head (if damaged or does not perform equivalent to OEM), smart chip, resetting if applicable, and sponge, if applicable.*
  5. *Filling all cartridges with ink that meets or exceeds OEM ink performance.*
  6. *Print head seal tape after assembly and fill.*
  7. *Replacement of other components based upon component part or longevity standards.*
- 

- LD uses the ISO method to test page yields.
  - **Cartridge Costs:**
    - Yields that are equal to or greater than the OEM specifications:
    - This equates to better value for your high printing needs.
    - Reduces cost per click and allows further cost saving.
    - Higher yields will automatically reduce the # of cartridges required for printing.

- **Two (2) Year Warranty** – LD will replace defective cartridge. LD will cover cost of printer repair if a remanufactured cartridge is the proven cause.
- **Defective Rates of Less than 2%.**

### Manufacturer's Warranty on Equipment

- LD Products warrants that the use of compatible or remanufactured cartridges will not void any manufacturer's warranty on the printers.
- No company, associate, salesperson, or service technician can deny you service or warranty work that would otherwise be covered under a warranty program simply because you use a compatible or remanufactured product. The United States Government protects your consumer rights.
- What follows is a partial quote from the Magnuson-Moss Warranty Improvement Act, which protects your rights and your warranty.
  - MAGNUSON-MOSS WARRANTY IMPROVEMENT ACT
  - United States Code Annotated
  - Title 15 Commerce and Trade
  - Chapter 50 Consumer Product Warranties
  - 15 Section 2032
- ... (c) No warrantor of a consumer product may condition his written or implied warranty of such product on the consumer's using, in connection with such product, any article or service (other than article or service provided without charge under the terms of the warranty) which is identified by brand, trade or corporate name; except that the prohibition of this subsection be waived by the commission if:
  - I. The warrantor satisfies the Commission that the warranted product will function properly only if the article or service so identified is used in connection with the warranted product, and the Commission finds that such a waiver is in the public interest.

## Return Policy

- LD provides a 100% satisfaction guarantee for all products it sells. LD will gladly refund a customer's purchase price or exchange the item, as requested. Customers can return products for a full refund within two (2) years from the day of purchase.

---

**Email:** Please email LD return form to Gov@LDProducts.com for processing. We send a confirmation email within 24 hours.

**Phone:** Please call us at 888.375.6648 M-F 5am-7pm PST | Sat & Sun 7am-4pm PST and your account administrator will be able to set up a reshipment and return label for your order.

**Live Chat:** Customers may contact LD for returns or exchanges utilizing the Live Chat tool listed on the home page.

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## Restocking Fee

- LD does not charge a restocking.

## Invoicing Procedure

- LD's invoices will include at a minimum:

- 
1. Contractor's name, address and telephone number
  2. Agency Order Number (Purchase Order Number)
  3. Line Item Number
  4. Quantity purchased
  5. Contract Unit Price and Extension
  6. Totals for each order
- 

## Value Add

### Training

- LD will offer the following training options to TIPS Ordering Agencies:
  - LD will provide one-on-one video conference training, as requested.
  - LD will provide a systematic online training guild in PDF and video formats.

## Recycling Program

- LD will provide a no-cost recycling program for used toner and ink cartridges to all Participating Entities. LD will provide each Participating Entity with a recycling box for used toner. Each recycling box will have a pre-paid UPS delivery slip on it. After filling the box with unused ink and toner cartridges, the Participating Entity closes and seals the box and contacts UPS for delivery or can contact LD's government division at (888) 375-6648 or by email at [gov@ldproducts.com](mailto:gov@ldproducts.com) to request that UPS be scheduled to pick up the recycling box.



## Monthly Survey

- We appreciate our customer's feedback and at the Ordering Agency's discretion, are happy to provide a survey on the quality of our products and services.

## Attachments

[LD Products Insurance Certificate](#)

[LD Products W-9](#)

[LD's Environmental Policy](#)

# LD Environmental Policy

LD Products, Inc. ("LD") believes that preserving the environment and protecting our natural resources for future generations is everyone's responsibility. LD is committed to operating in an environmentally conscious and sustainable manner that limits any negative impact on the environment or surrounding communities.



LD's headquarters received LEED platinum certification from the U.S. Green Building Council due to LD's whole-building sustainability approach in the building's construction. LEED emphasizes state-of-the-art strategies for sustainable site development, water savings, energy efficiency, materials selection and indoor environmental quality. LD uses a high-efficiency drip irrigation system in its headquarters that saves more than 74,600 gallons of water each year. LD's headquarters also uses solar photovoltaic system that provides annual environmental benefits equivalent to saving approximately 65.62 trees, 57.32 barrels of oil and a carbon offset of 80,727 lbs.

In its efforts to preserve the environment, LD actively strives to:



- Maintain a building that utilizes sustainable technologies and operations;



- Reduce automobile use and carbon emissions by encouraging alternative transportation;



- Reduce use of potable water and operate in a water efficient manner;

- Reduce energy consumption;



- Reduce the amount of waste it generates from operations;

- Reduce air pollutants from its operations.



LD's Sustainability Manager oversees the Environmental Policy's management, but all LD employees are dedicated to its performance and advancement.