

**CLARK COUNTY SCHOOL DISTRICT
LAS VEGAS, NEVADA**

MULTI-FUNCTION DEVICES AND RELATED PRODUCTS AND SERVICES

RFP 26019KLP

This RFP consists of 26 pages

Revision Date 9/26/25

RFP due date: November 6, 2025 at 1:00 p.m.

Questions due by: October 9, 2025

To obtain a copy of this Request for Proposal:

- <https://ccsd.bonfirehub.com>
- *Ardyth Smith*
(702) 799-5225 ext. 5730
email: 0071-Bid-Questions-Inbox@nv.ccsd.net

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<https://ccsd.bonfirehub.com>

Proposal Submittal Form

Public Disclosure Form

Customer Reference Form

Supplier Federal 2 CFR 200 Certifications Form

Supplier Application/Update Form

W-9

Supplier Contact List Designation Form

Attachment A – Cost Proposal

Attachment B – Axia Cooperative National Cooperative Purchasing Program

Part 1: Overview of Project

The Clark County School District, herein referred to as District, is accepting proposals for a comprehensive offering of **Multi-Function Devices and Related Products and Services**. Respondents are encouraged to propose product and service offerings that cover one or more manufacturers to provide a broad offering for the District and, via the Axia Cooperative purchasing program, public agencies across the country.

Axia Coop LLC ("Axia Cooperative" or "Axia") is a national public sector cooperative purchasing organization. Axia works with respected leaders from the public procurement community to offer a growing portfolio of master agreements that leverage national volume to deliver savings, efficiency, and innovation for non-federal public sector agencies. Each agreement is publicly solicited by a lead agency utilizing the strictest of procurement standards. The resulting awards address the dynamic needs of today's evolving market while providing both value and cutting-edge solutions. For more information about the contracting process, please visit axiacoop.org/contracting-process.

The District has entered into an agreement with Axia Cooperative to facilitate the Request for Proposals (RFP) and act as the primary contracting authority for the term of the resulting contract(s). Resulting contract(s) is/are made available to other public agencies nationally for "piggybacking" through the Axia Cooperative purchasing program and authorized by various joint powers authority statutes, rules and regulations within each state and local jurisdiction.

While Axia Cooperative makes no guarantees as to exact quantities and/or purchase volume made by Participating Agencies, the estimated annual volume for purchases made nationwide through this contract category is \$30,000,000 – \$50,000,000. Please see **Attachment B** for more information regarding the Axia Cooperative purchasing program.

Part 2: Interpretation

All questions about this Request for Proposal must be submitted electronically Euna Procurement (formerly named Bonfire)) at <https://ccsd.bonfirehub.com> on or before the required due date. Answers to the questions will be provided to all Plan Holders of the RFP in Euna Procurement in accordance with the RFP schedule of events.

Any deviation from this policy or attempt to directly contact or influence any Clark County School District employees or his/her representatives may result in disqualification of the Respondent. Any oral communications will be considered unofficial and non-binding on the District.

Part 3: Schedule and Submittal Instructions

Schedule of Events:

Task	Date
Pre-Proposal Conference	None
Initial posting of RFP	9/26/2025
Deadline for submitting questions	10/9/2025
Answers to all relevant questions should be available	10/23/2025
Deadline for submission and opening date of proposals, 1pm P.S.T.	11/6/2025
Selection of Supplier for recommendation to the Board (tentative)	1/30/2026
Issuance of Purchase Order (tentative)	3/2/2026

3.1 Cancellation: The District reserves the right to cancel this RFP, in whole or in part, at any time during the solicitation process and prior to the RFP due date. This solicitation of proposals does not obligate the District to award a contract, nor does any liability attach to the District for the issuance of this document.

3.2 Collusion: Any evidence of agreement or collusion among Respondents and prospective Respondents acting to restrain freedom of competition by agreement to bid a fixed price or otherwise, shall render the proposals of such Respondents void.

3.3 Cooling Off Period: Per District Regulation 4371, the District may not enter into any contract, agreement, or consulting arrangement directly or indirectly, with any employee or former employee for a period of one year from the date of termination of employment other than as a member of a bargaining unit, or as a substitute employee, unless (1) there is full disclosure of the nature and extent of the employee's or former employee's interest in the matter, and (2) the contract is noticed and acted upon in an open session before the Board of School Trustees and approved by a majority of the Board of School Trustees.

The Respondent is hereby put on notice, by this condition, that it is his/her responsibility to disclose any relationship or affinity with a Board of School Trustee or an authorizing official in writing to the Director of Purchasing and Warehousing. Failure to properly disclose a relationship shall result in termination of the purchase contract and may jeopardize the Respondent's future business dealings with the District.

3.4 Cost to Prepare and Submit Responses: All costs incurred in the preparation and submission of responses to the RFP shall be the responsibility of the Respondent.

3.5 Disclosure: Advance disclosures of any information to any particular Respondent, which gives that particular Respondent any advantage over any other interested Respondent in advance of the opening of the bids, made or permitted by a member of the District or an employee or representative thereof, shall void all proposals of that particular bid solicitation or request.

3.6 Interpretations, Corrections and/or Changes: Any interpretation(s), correction(s), or change(s) to this RFP will be made by Addenda. Interpretations, corrections or changes to this RFP made in any other manner will not be binding and Respondent(s) shall not rely upon such interpretations, corrections or changes. Addenda will be available in Euna Procurement (formerly named Bonfire) at <https://ccsd.bonfirehub.com>. It is the responsibility of the Respondent, prior to submitting a response to the RFP, to determine whether all addenda have been received and are included in the RFP response.

3.7 Issues/Complaints Regarding Requirements and Specifications: Any Plan Holder may submit complaints to the Buyer I prior to responding to the RFP if the Plan Holder believes the RFP unduly constrains competition or contains criteria that are inadequate or improper. The complaint must be on or prior to the deadline for submission of questions as indicated in the Schedule of Events. The District reserves the right to modify requirements, support specifications, or both. Should the Plan Holder complaint identify a justifiable change(s), an addendum detailing the modifications shall be released. Issues/complaints shall be submitted in writing and addressed to the appropriate Buyer I as defined on the front page of this document.

3.8 Late Proposals: Proposals received after the due date and time will not be considered and will be returned unopened to the sender. Regardless of the method used for delivery, Respondents shall be wholly responsible for the timely delivery of submitted proposals.

3.9 Preparation: Proposals should be prepared in such a way as to provide a straightforward, concise delineation of capacities to satisfy the requirements of the RFP. Expensive bindings, color displays,

promotional materials, etc., are not necessary or desired. Emphasis should concentrate on conformance to the RFP instructions, responsiveness to RFP requirements, and on completeness and clarity of content. All proposals and accompanying documents become the property of the District.

3.10 Prompt Payment Discount: Prompt payment discount shall be defined as the amount of discount offered by the Respondent to the District if payment is made within a specified time frame. Terms of payment or cash discounts that require payment in less than 15 calendar days shall not be considered in the proposal evaluation.

3.11 Proposal Modification/Open Offer: Proposals may be modified or withdrawn prior to the established opening date by delivering written notice to the Director of Purchasing. Proposals which are not withdrawn before opening shall be considered firm for a minimum of 120 calendar days after the date of proposal opening in order to allow the District to evaluate and consider award. Respondents may submit proposals any time prior to opening date and time. Proposals must be received in their entirety by the deadline for submission and the opening date noted above.

Should a Respondent recommended for award withdraw their proposal, or if an awarded Respondent should breach the contract, that Respondent may be deemed non-responsible for a period of up to two (2) years.

3.12 Proposal Opening: Proposal information shall not become public record until after an award recommendation has been made and posted publicly on Euna Procurement at <https://ccsd.bonfirehub.com> prior to the Board of School Trustees voting on the recommendation.

3.13 Proprietary Information: The District is a public entity as defined by state law and as such, it is subject to the Nevada Public Records Law (Chapter 239 of the Nevada Revised Statutes). Under that law, all of the District's records are public records (unless otherwise declared by law to be confidential), and are subject to inspection and copying by any person. Respondents are advised that after an award recommendation has been made by the Director of Purchasing, the complete content of all proposals will become a public record and nothing contained in the proposal will be deemed to be confidential. Respondents should not include any information in its proposal that is proprietary in nature or that they would not want to be released to the public. Proposals should contain sufficient information to be evaluated without reference to any proprietary information.

3.14 Proposal Delivery Instructions: The District strongly prefers electronic proposal submission via Euna Procurement at <https://ccsd.bonfirehub.com>. Proposals will be evaluated using Euna Procurement. Any hard copy (including flash drives) proposals received will be uploaded into Euna Procurement. The District accepts no responsibility or liability for either the Respondent's errors and/or omissions in its proposal or errors committed by District staff in uploading submissions to Euna Procurement.

For hard copy proposals, submit proposals and mark boxes/envelopes plainly as indicated below:

Clark County School District
Director of Purchasing
4212 Eucalyptus Avenue, Bldg. #7
Las Vegas, NV 89121

RFP Number: 26019KLP
Opening Date: November 6, 2025
For: Multi-function Devices and Related Products
and Services

3.15 Respondent's Representation: Respondent is certifying that by submitting a proposal it has read and understands the proposal documents and that the proposal is made in accordance with all applicable laws.

3.16 Responsibility for Improper Identification or Submission: No responsibility will attach to the District, or any official or employee thereof, for the pre-opening of, post-opening of, or the failure to open a hard copy proposal not properly addressed and identified. Proposal delivery by facsimile and/or e-mail, IS NOT ALLOWED.

Part 4: Proposal Presentation and Response

4.0 General:

- a. Faxed or emailed Responses are not acceptable.
- b. Submitting a Response via Euna Procurement (formerly named Bonfire): The District strongly prefers electronic proposal submission via Euna Procurement. Respondent's may register with Euna Procurement and access this RFP at <https://ccsd.bonfirehub.com>. Proposals will be evaluated using Euna Procurement. Any hard copy (including flash drives) proposals received will be uploaded into Euna Procurement by District staff. The District accepts no responsibility or liability for either the Respondent's errors and/or omissions in its proposal or errors committed by District staff in uploading submissions to Euna Procurement.
- c. Submitting a Hard Copy Response: If a Respondent chooses not to submit a Response via Euna Procurement, the Response must be mailed or delivered in a sealed envelope with the RFP number clearly displayed on the outside of the envelope.
 1. Respondent must submit one original proposal response with cost information and a copy of the original response without cost information. Clearly label each response accordingly as "original" and "copy". Label and index binders with appropriate section and sub-section numbers as referred to herein. Number each page individually and provide a table of contents.

and
 2. Electronic Media Submission Requirements: Submit one flash drive complete with proposal response and cost information. Submit a second complete electronic version without cost information. Both electronic versions are to be submitted in either Microsoft Word or Adobe PDF. Submit as a single file as opposed to multiple files copied to the flash drive. Please affix a label to the flash drive which clearly identifies the name of the responding firm.

SHARP NARRATIVE RESPONSE BEGINS HERE

4.1 General Submittal Information: Respondent shall complete the following forms and submit the completed forms as part of its proposal. Forms are available as individual attachments in Euna Procurement.

- a. Submittal Form
- b. Disclosure Form
- c. Customer References
- d. Supplier Federal 2 CFR 200 Certifications Form
- e. Supplier Application/Update Form
- f. W-9
- g. Supplier Contact List Designation Form

4.2 Respondent Experience and Personnel: The Respondent must include in the proposal a description of its company, including the organization's experience and history with providing services to similar organizations. The Respondent shall provide the following information:

- a. Historical background on individual or firm making proposal.

SHARP HISTORY, STRUCTURE & CULTURE

Since its founding in 1912, Sharp Corporation has innovated and endeavored to pioneer new fields. Sharp's founder, Tokuji Hayakawa, coined the phrase, "Make products that others want to imitate", which the company has lived up to ever since. From the invention of mechanical pencils, the inspiration from which the Sharp name was derived, to long-life laser diodes, the 14" color TFT LCD unit and LCD View cam; Sharp has harnessed originality and creativity in the pursuit of convenience and quality for its consumers.

In 1935, Sharp grew to become a major radio manufacturer. Shortly after, the company demonstrated the country's first working prototype of the television in Japan. While constantly innovating and expanding, Sharp began producing washing machines, refrigerators, and a variety of other products including the first microwave oven in 1961. Sharp used this early research to mass produce the world's first all-transistor diode calculator, as well as microwave ovens and solar cells.

Sharp entered the "photocopier" market in 1972 with a wet-type electrostatic copier. In the early 1980s, the company converted to a full-range electronic office equipment manufacturer and distributor by having products in the categories of computers, word processors, copiers and fax machines. Through the following years and decades, Sharp continued to lead the way in office copier and printer innovation, consistently being the go-to office machine for business. In 2000, Sharp's total worldwide copier production reached 10 million. Sharp became the second copier manufacturer in history to achieve this outstanding milestone.

During its more than 100-year history, Sharp Corporation has been repeatedly called the "first" in the sphere of new technologies and inventions. Currently, Sharp's global footprint consists of a wide network of branches, engaged in the production and marketing of its innovative products, as well as several large research centers and laboratories involved in the development of new technologies. Sharp has always been on the cutting edge of technology, lately focusing on one-of-a-kind office equipment, LCD/LED monitors and displays and consumer electronics, while aiming to change the personal and business lives of people around the world.

History in US Market

Due to success in Japan and hopes to grow and develop, Sharp Electronics Corporation (SEC), Sharp Corporation's first overseas sales subsidiary, was incorporated in the State of New York in May 1962. Continuing to provide one of the broadest and innovative lines of business products, electronic components, consumer electronics and services world-wide, SEC has always concentrated on providing consumers with easy to use, customizable and secure products while helping business spend more time doing business.

In 2018, Sharp Corporation acquired Dynabook, Inc as a subsidiary and re-entered the business of PC

development, manufacture, and sales. The Sharp Dynabook portfolio of professional grade mobile computing solutions delivers the power, performance and security features packed into durable mobile designs ideal for K-12 and Higher Education as well as State, Local and Federal Government agencies. All Sharp Dynabook laptops are designed and manufactured by Sharp in our ISO 14001 Certified facilities.

SIICA's products and solutions include collaboration displays, commercial displays, DV-LED displays, laptops, desktop monitors and a full suite of copier and printer solutions. SIICA markets, sells and services business products and solutions that help companies manage workflow efficiently and increase productivity so they can work smarter. Sharp does this effectively through both an independent dealer network and our own Sharp Business Systems (SBS) branches.

Sharp continues to possess a 'gene of creativity' that began in 1912 to become a leader in the electronic office products market today. Our longevity is assured through our commitment to the philosophy and core values established more than a century ago and our continual product improvements to keep ahead of the current business environment.

b. Description of the division of Respondent's firm that provides these services.

Sharp Electronics is both a manufacturer and a distributor and service provider of the products proposed. Sharp utilizes two primary means of distribution and customer support. Sharp Business Systems (SBS) is a direct sales organization which includes 19 branch locations with 40+ satellite sales offices. In addition, Sharp's nationwide dealer network consists of more than 350 Sharp authorized dealers throughout the U.S. Sharp dealers are independently owned businesses which provide local sales, service and installation of equipment.

c. List of individuals who will manage this project and his/her professional qualifications including resumes.

Management Team

Mike Marusic – Chairman & CEO: As the President and CEO of Sharp Imaging and Information Company of America Mike Marusic is responsible for the strategic direction and performance of Sharp's B2B division in the Americas. Marusic has over 30 years of experience in both the document and computer peripheral businesses. Sharp has experienced unprecedented growth in market share during his tenure and he was voted the industry's top male executive for the past 4 years. Prior to his current position, he served as the Chief Operating Officer for Sharp Electronics Corporation and the EVP, Marketing, Operations and Technical Services for all B2B products. In these roles he was responsible for bringing new products to market, identifying customer needs, and improving operational processes to maximize Sharp's business opportunities. Prior to joining Sharp in 2002, Marusic headed up the marketing group for Panasonic's copier and computer peripheral division. He received an MBA from Fordham University and a BA from Siena College.

John Sheehan – Senior Vice President of Channel Sales: John Sheehan is the senior vice president of channel sales for Sharp Imaging and Information Company of America. In this role, he leads Sharp's document channel and professional AV B2B regional dealer sales teams, government account sales teams and channel service solutions training teams, helping the business evolve to serve the integrated smart office. He was recently named one of the channel's most influential leaders by CRN Magazine, based on his proven success in growing Sharp's B2B document channel business. Prior to Sharp, John led sales organizations at both LG Electronics and NEC Display Solutions where he proved successful at creating and implementing sales strategies, increasing marketing ROI and driving revenue growth.

Joe O'Malley - Senior Vice President of Sharp Business Systems: Joe is the Senior Vice President of Sharp Business Systems (SBS), the direct sales and service division of Sharp Imaging and Information Company of America (SIICA). Joe joined Sharp in March 2021 as the SBS East Regional Associate Vice President, leading the overall efforts of the direct sales operations on the East Coast, and was promoted to SVP in November of 2021. Joe is responsible for all aspects of SBS's direct sales and service organization. Each SBS branch is run by a local market General Manager. The goal of this structure is to be closer to the end user customer and to be able to provide local service and local decision making. Joe has a BA from the University of Baltimore. He was recently recognized as a 2022 NJBIZ ICON Award honoree for his strong leadership and his commitment to the local community.

Government Sales Team

Matt Euston – Government Sales Director: Matt brings over two decades of invaluable industry expertise to the table, with a notable 14-year track record in Government and Major Account Management, handling prestigious accounts such as the State of Texas and DIR. For the past 7 years, he has thrived in his role as Director of Government Sales, demonstrating exceptional leadership and strategic vision. Currently, Matt leads a dynamic team responsible for overseeing all state and cooperative contracts across the Western US, showcasing his commitment to excellence and driving impactful results.

Jack Coons – Government and Major Account Manager: Jack brings over 35 years of industry experience to the table, with a remarkable 24-year tenure as a Major Account Manager and Senior Territory Business Manager at Sharp. In his current role as Government and Major Account Manager, which he has gracefully held for nearly 7 years, Jack continues to excel, leveraging his wealth of expertise to forge lasting connections and drive impactful strategies.

Headquarters Marketing

The Marketing Team is responsible for Channel Pricing, Bid & RFP Responses, Post Award Contract Marketing and Contract Management.

Erica Calise - Director Corporate & Government Marketing: Responsible for Sharp's government and commercial account relationships, Erica manages Sharp's nationally awarded contracts such as Sourcewell and NASPO, as well as healthcare and commercial accounts. Her 30+ years at Sharp has included bid strategy and development, business development, process enhancement, sales training and coaching, and building marketing strategy and marketing materials. Erica is a recognized leader in the industry and has been rewarded for designing and implementing strategic direction. She was named 2019 Woman of Influence by The Cannata Report, a leading industry publication, and most recently received the Legendary Leadership award from Sourcewell, a national cooperative organization dedicated to serving government, education and non-profits.

Joe Gillio – Manager Bids and Proposals: Responsible for preparing and responding on behalf of Sharp Government Marketing Division to Government and Cooperative contracts. Joe has 30+ years' experience in the office technology market and is recognized as a leader in the industry.

Maureen Tighe, Manager Corporate & Government Marketing: Responsible for Sharp's government and commercial contract management and marketing materials. She is the primary point of contact for Sharp's Texas DIR Contract and manages all model and pricing updates. Her 25+ years at Sharp includes the development of websites, customer facing materials as well as customer price catalogs.

- d. Detail your experience in the supply of Multi-Function Devices and Related Products and Services. Include the scope and structure of your distribution network nationally and/or regionally in Southern Nevada
- e. Who are your national/corporate points of contact for sales, marketing, contract administration and monthly sales reporting?
- f. Demonstrate your company's ability to meet the evolving needs of public sector customers of varying sizes and locations.
- g. Detail your national/regional product distribution network.
- h. Detail your national/regional installation and service delivery network.
- i. If applicable, detail your reseller and/or installation partner network, including which partner(s) would be involved in serving Clark County School District.

The following narrative is Sharp's response to questions d through i above

Sharp Electronics has two primary channels for product sales, consulting and customer support – our extensive dealer network and Sharp Business Systems (SBS). Sharp's dealer network includes over 350 authorized dealers across the United States, each committed to delivering, installing, servicing and maintaining Sharp products for Axia Cooperative Purchasing Program purchasing program participating entities. SBS, a direct sales organization, operates 19 branch locations with more than 40 satellite sales offices nationwide. These networks work closely with Axia Cooperative purchasing program participating entities to provide solutions designed to improve processes, as well as the delivery, installation, service and maintenance of recommended products.

Cumulatively, Sharp's dealer network comprises over 3,400 sales professionals, including managers, representatives and specialists. Sharp's sales network is further supported by SBS branch offices, which blend Sharp's corporate policies with the adaptability of a local business, allowing them to address regional needs effectively. SBS employees, under Sharp Electronics Corporation's guidance, manage sales, delivery, installation and service operations in support of a Axia Cooperative Purchasing Program awarded contract. The SBS team includes nearly 300 sales professionals dedicated to providing personalized solutions for Axia Cooperative participating entities.

Both dealer and SBS sales account executives work closely with Sharp's Government and Major Account Managers (GMAMs) to develop service and product plans for Axia Cooperative participating entities. They offer a range of additional services, including networking solutions, Managed Print Services (MPS), data collection and support for enterprise servers or cloud services.

To maintain reliable service quality, Sharp's authorized dealers are contractually committed under the Sharp National Account Program (SNAP) Representative Agreement to follow Sharp's product and service guidelines. This includes requiring dealer technicians to complete the same rigorous training as Sharp employees. Both dealers and SBS branches uphold Sharp's service standards, including a commitment to responding within four-hours of a service request and a goal to keep devices operating at 95% efficiency or higher.

Under the SNAP Representative Agreement, each dealer must:

- Be fully trained and certified on all serviced products
- Maintain sufficient parts and supplies to support national accounts
- Uphold Sharp's warranty and service policies
- Meet Sharp's defined service response times
- Provide loaner equipment in emergencies
- Supply equipment from dealer inventory when needed

An additional distribution channel is provided by Sharp's 220 Certified Channel Resellers (CCRs) who employ sales and service teams to install, maintain and support Sharp products included in this RFP, further expanding the reach and reliability of Sharp's sales and service network.

A map detailing Sharp's extensive nationwide sales and service locations is provided
A complete list of all Sharp Dealers and SBS locations will be provided upon request.

SERVICE Network

Sharp is fully equipped to provide unparalleled service and support across all 50 states, Puerto Rico, the Virgin Islands, and throughout most of Canada. Our extensive Field Service Team, structured into two zones (East and West), is led by experienced Directors of Field Services, ensuring optimal regional management. This team of 12 Document System Support Specialists partners directly with our Servicing Dealers to deliver expert customer training and resolve service-related concerns efficiently.

Service Excellence Programs

Our Dealer Service Specialists (DSS) provide comprehensive monitoring, reporting, and problem-solving expertise for hardware, firmware, software, and network-related issues. By employing advanced tools and diagnostic methodologies, our DSS personnel promptly address escalated technical concerns, ensuring rapid root cause analysis and resolution. Our goal is to guarantee that our dealer partners are well-equipped and our customers experience top-tier service, especially Government and Education clients, including Axia Cooperative participating entities.

Key Programs and Initiatives

Service Success Center:

Sharp's commitment to maintaining exceptional service standards is supported by our 24/7 Service Success Center. This dedicated online platform provides service personnel with immediate access to essential resources, including bulletins, manuals, training modules, technical support, and the latest software/firmware updates.

Technical Service Hotline:

Our specialized hotline connects Sharp technicians to a team of highly trained technical professionals. These experts offer real-time, guided troubleshooting to expedite problem resolution, ensuring minimal downtime and maximum customer satisfaction. Sharp recently modernized its service call infrastructure by onboarding Salesforce Service Cloud. The new system provides better information sharing, AI-based help for call center attendees and faster time to resolutions for dealer service inquiries.

Platinum Level Service Program:

Recognizing and rewarding service excellence, our Platinum Level Service Provider (PLSP) program sets high-performance benchmarks. Dealers who achieve PLSP status demonstrate a strong commitment to training, with requirements including:

- Core Competencies and advanced model training.
- Certified technicians for all current models and specialty equipment.
- A certified network technician for connectivity support.
- Adherence to established internal escalation procedures.
- Utilization of Sharp's Machine Intelligence Call Assistance System (MICAS).

Efficient Service Call Escalation Process

Sharp's structured escalation protocol ensures that every service call receives the appropriate attention, with proactive measures to resolve issues swiftly. Our timeline outlines:

- Initial contact within one hour and a targeted on-site technician response within 2- 4 hours.
- Progressive use of support resources, including the Sharp Helpdesk and MySharp Online Support, to address unresolved problems.

If necessary, we provide service loaners and engage Field Service Managers and manufacturer support for complex cases.

In addition to providing excellent service, Sharp provides all Axia Cooperative participating entities a Three-Year Performance Guarantee on all equipment ordered off the awarded contract. The Three-Year Performance Guarantee begins at the date of installation.

The procured equipment must be maintained under a full Service Maintenance Agreement offered through the awarded contract with a Sharp Authorized Dealer or SBS branch and operated using only genuine Sharp supplies and parts. This guarantee applies to all products procured through and billed through our National Account Program but is not applicable to equipment that has been damaged by accident or misuse, including improper voltage. If it is determined that the equipment was maintained using other than genuine Sharp supplies and parts, the Three-Year Performance Guarantee will no longer be valid. This Three-Year Performance Guarantee is provided as an assurance that Sharp is committed to total satisfaction.

Sharp would use our dealer/partner, Les Olson Company to service all of Clark County and all of southern Nevada.

Sharp takes a comprehensive, team-based approach to implementing the sales and support strategy for awarded AXIA contracts, ensuring efficient service delivery and support to eligible AXIA Customers.

Team Leadership and Sales Support

Lauire Williams, Government and Major Account Manager, serves as the primary contact for AXIA and leads the overall sales strategy. As the key liaison, Lauire supports authorized resellers, assists AXIA Customers with procurement planning, and collaborates with Sharp's Operations and Finance Teams to ensure seamless processing of AXIA orders.

Support Teams and Functional Roles

Sharp's Government Sales Team is backed by a number of specialized internal groups that support product knowledge, order fulfillment, technical solutions, and marketing efforts:

Channel Sales Team

- Divided into three zones: Eastern, Western, and Central. Texas falls under the Central Zone.

Solutions Business Team

- Comprises Technology Integration Managers (TIMs) and Print Production Managers (PPMs) with extensive technical certifications and field experience.
- These teams support AXIA Customers in developing customized technology and print solutions and collaborate closely with Channel and Government Sales Teams.

Branch Sales Team – Sharp Business Systems (SBS)

- All Sharp sales teams coordinate with the appropriate SBS branches in their respective regions.

Operations, Logistics, and Marketing Support

Headquarters Operations and Logistics (Montvale, NJ)

- Responsible for order entry, tracking, issue resolution, finance administration, and service dispatch for all AXIA orders.
- Orders are processed through Sharp's National Account Program, which includes a dedicated order processor as the single point of contact for AXIA Customers, ensuring high-touch service and

coordination.

Marketing Team (Montvale, NJ)

- Manages all bid responses, contract management, pricing, and post-award marketing collateral (e.g., catalogs, brochures, dedicated websites).
 - Supports all sales channels including Resellers, SBS branches, and Channel Sales.
-

AXIA Order Processing and Management

All AXIA orders are centrally processed by Sharp's National Account Team, which is deeply experienced in AXIA contract compliance and service delivery.

Responsibilities of the AXIA Customer Service Manager include:

- Full lifecycle oversight from order entry through product shipment and installation.
 - Purchase order review for configuration and pricing accuracy.
 - Order maintenance, issue resolution, and exception handling.
 - Inventory control and monitoring for AXIA orders.
 - Managing order adjustments (e.g., re-ships, upgrades, changes).
 - Centralized billing through Sharp Headquarters in Montvale, NJ.
-

Order Staging and Fulfillment

For large or multi-location AXIA orders, a dedicated team is assigned to manage the process from start to finish. Key responsibilities include:

- Asset-level tracking and historical documentation of order status.
 - Coordination with logistics and inventory teams to meet shipping and installation requirements.
 - Close communication with Sharp Authorized Resellers for order updates and installation progress.
 - Management of any customer-requested changes, damages, or order modifications.
 - Delivery of regular status reports to Sharp management, resellers, and AXIA Customers.
-

Proven Experience with Statewide Contracts

Sharp has a long-standing and successful track record in managing large-scale, statewide contracts. Our structured processes, experienced personnel, and customer-first approach enable us to provide efficient, timely, and tailored solutions to all eligible AXIA Customers. We are committed to delivering on our AXIA responsibilities with precision and professionalism.

Nationwide Coverage

- Sharp Authorized Dealers
- SBS Locations



SHARP

SHARP

Government & Major Account Sales Team



WEST

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Director

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NYC / LONG ISLAND
Mike Moat, GMAM
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moatm@sharpsec.com

8/2/24

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- j. Provide a minimum of three references for which your firm has provided the same services (please include organization name, address, contact person, phone number, email address and dates of service). References from other public agencies are preferred.

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- k. Provide information regarding if your organization ever failed to complete any work awarded.

Sharp has never failed to complete any awarded contract

4.3 Contractor and Subcontractor Listing: Submit the names, addresses, phone numbers, and applicable licenses of all firms that will provide services in conjunction with the performance of this agreement.

Sharp's extensive Sharp Business Systems (SBS) and authorized Dealer Network list will be provided upon Contract Award.

For Clark County - Sharp will use our authorized dealer/partner, Les Olson Company to service all of Clark County and all of southern Nevada.

Les Olson IT
7200 S. Buffalo Drive
Suite #100
Las Vegas, Nevada 89113
702-932-7431

4.4 Loss of Agreement and/or Inability to Fulfill Requirements: If the Respondent has had an agreement terminated, or has a pending termination, or a settlement to avoid litigation or termination for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the Respondent's non-performance or poor performance, and the issue was either: (a) not litigated; or (b) litigated and such litigation determined the Respondent to be in default.

- The Respondent shall submit full details of all terminations for default, settlements, or pending terminations experienced in the past five years including the other party's name, address, and telephone number. The Respondent shall also present its position on the matter. The District shall evaluate the facts and, at its sole discretion, may reject the Respondent's response if the facts discovered indicate that completion of an agreement resulting from this RFP may be jeopardized by selection of the Respondent.
- If the Respondent has experienced no such settlement or terminations for default in the past five years, and it has no pending terminations, it must affirmatively declare so.

Sharp has not had NO settlement or terminations for default in the past five years.

4.5 Scope of Work and Technical Response: Describe the approach to be taken including, but not limited to, how the project will be organized, number and types of staff involved.

- a. Detail the comprehensive scope of Multi-Function Devices, Managed Print Services & Related Products that your company offers. At a minimum, please detail your product range in the following categories:
 - Copiers- **SHARP BID**
 - Desktop Printers – **SHARP BID**
 - Laser Printers- **SHARP BID**
 - Scanners – **NO BID**
 - Wide-Format Printers –**NO BID**
 - Production Printers- **SHARP BID**
 - Consumables & Supplies – **SHARP BID**
 - Managed Print Services- **SHARP BID**

Your response should detail product lines (including available “private label” product lines) and manufacturers within each category, proposed sub-categories (if applicable) and total number of products in your catalog being made available (as well as a breakdown of number of available products within each category).

The Sharp portfolio is built to deliver Axia participating entities the technology needed to build a simply smarter work environment. Sharp offers a full suite of office technology, with a complete line of Compact Desktop MFPs & printers, multifunction (print, copy, scan) devices and Production Printer surrounded by advanced custom, professional and support services from our Sharp Business Systems direct sales/support organization and our extensive dealer network.

When it comes to the impact of technology on our processes, change is the only constant. In fact, now more than ever, simple-to-use, up-to-date office technology can help remove any business barriers and create what we call the Simply Smarter Workplace. The aim of our Simply Smarter Workplace strategy is straightforward.

- Accelerate collaboration
- Improve efficiencies
- Digitize workflows
- Increase information security

Sharp’s proposed products and solutions enable Axia Cooperative participating entities to achieve these objectives.

Compact Desktop MFPs and Printers – 22 Models

These full-featured devices are the perfect fit for secure network printing in small spaces, such as executive offices or HR departments.

Available in Color (up to 50 ppm) and Monochrome (up to 55 ppm) Sharp Compact MFPs deliver an intuitive user experience and the confidence of knowing their jobs will come out right the first time, every time. Designed with high-performance features typically found on larger machines, these reversing single pass feeder MFPs deliver the productivity and security needed.

Designed to fit today’s diverse workstyles, compact MFP enable workers to collaborate and share information seamlessly and securely throughout the office environment. Enhanced cloud services such as Microsoft Teams and some models make it easy to streamline communication and boost productivity with hybrid workers.

Sharp’s Compact Desktop Printers available in Color (up to 60 ppm) and Monochrome (up to 70 ppm) deliver crisp, high-quality output with exceptional ease of use. These printers provide users with an intuitive touchscreen and advanced durability to ensure years of reliable and carefree operation. Packed with high-performance features and finishing typically found on multifunction printers customers can print any size job from their workplace or home office with confidence.

Multifunction Device (MFD) Product Line – 22 Models

Sharp MFDs are designed for ease of use, extreme reliability and integration with advanced software and cloud platforms. Built in features help save costs while an open-architecture allow best-of-breed solutions for workflow, content management and cost-control within any print/scan environment. With monochrome

and color options, speeds from 20 pages per minute (PPM) to 125 PPM and with many simplified and common features across the portfolio, these advanced systems are engineered to increase workflow efficiency and provide exceptional image quality. Innovative features and advanced security have always been a hallmark of Sharp MFDs, and first-to-market Amazon Alexa voice control and unique security management via trusted-device support with Microsoft Active Directory continue that trend.

Sharp's Copiers, Printers and MFDs are designed with ease-of-use in mind by utilizing a similar platform and an easy to use control panel. The commonality allows an organization to right-size the equipment without losing any functionality. A significant portion of the machines offered - 22 workgroup models ranging from 26-60 pages per minute have the same options, supplies and end user experience.

Many other Copiers, Printers and MFDs on the market have operation panels that require in depth selection choices to find the required feature. Sharp MFDs offer an easy-to-use tablet-like user interface that allows customization by the end user, as well as "Easy" buttons for quick functionality selection; all with the industry's first integrated retractable keyboard that provides intuitive control of even the most advanced functions.

Sharp MFDs also feature dual head scanning or Scan2. This enables Axia participating entities to scan large volumes of documents in half the time it would normally take. Documents can be scanned directly to designated folders, the cloud or even to the device itself.

Sharp's recently introduced production line of duplicators enable schools and government offices with in-house printing to easily create eye-catching brochures, handouts and more. These models provide advanced capabilities at a highly competitive price point.

Sharp's Universal Print Drivers are seamlessly integrated with Microsoft Windows OS and their popular applications such as Microsoft Office for a smooth printing experience. Specific features are available through a user-friendly interface that helps meet each user's unique output requirements. The driver includes all the most popular features and offers the following benefits:

- Quick device discovery to find Sharp MFDs on the network
- Versatile finishing support to maintain productivity with a convenience
- Simplified printing process through selectable default printer
- Printer list feature to always keep your favorite printers accessible
- Color management for an optimized output result
- Verified and trusted Citrix Ready print driver
- Client-server and peer-to-peer print environment for IT managers to provide flexible options in networking

Smart Office Software Platform

The Sharp Synappx™ software platform complements our MFDs (and other technology) by making Sharp technology easier to use. Synappx Go works with our MFDs to enable mobile app-based control of copy and print functions, especially useful when office-workers are looking to reduce unnecessary touches on shared devices.

Production Printers – 8 Models

Sharp offers a comprehensive line of production printing solutions tailored to meet the demands of professional environments—from light production to high-performance press systems. Available in both color and monochrome, these systems deliver exceptional print quality, speed, and finishing capabilities.

Press Series

Professional-Grade Performance for High-Volume Demands

Color Press Series

Engineered to rival traditional offset printing, Sharp's Color Press Series provides advanced 6-color digital printing, delivering stunning 4-color output with the option to add up to two specialty colors. With print speeds of up to 120 ppm and image resolution of 2,400 x 2,400 dpi, this series supports a broad range of media and is powered by a robust Fiery print server, making it ideal for high-impact short-run jobs.

Monochrome Press Series

Combining high-speed output up to 136 ppm with advanced finishing and multifunction scanning/copying, the Monochrome Press Series provides exceptional quality and productivity for black-and-white production. It's built to handle demanding workloads while maintaining professional-grade output.

Pro Series

Light Production Power with High-End Features

Sharp's Pro Series offers light production color document systems designed with award-winning features and reliable performance. With print speeds up to 80 ppm, and 2,400 x 2,400 dpi resolution, the Pro Series is perfect for time-sensitive, short-run projects. Flexible media handling and finishing options—including air-feed paper systems and a production booklet finisher capable of producing 120-page full-bleed booklets—make it easy to bring more jobs in-house, saving both time and costs.

Managed Print Services

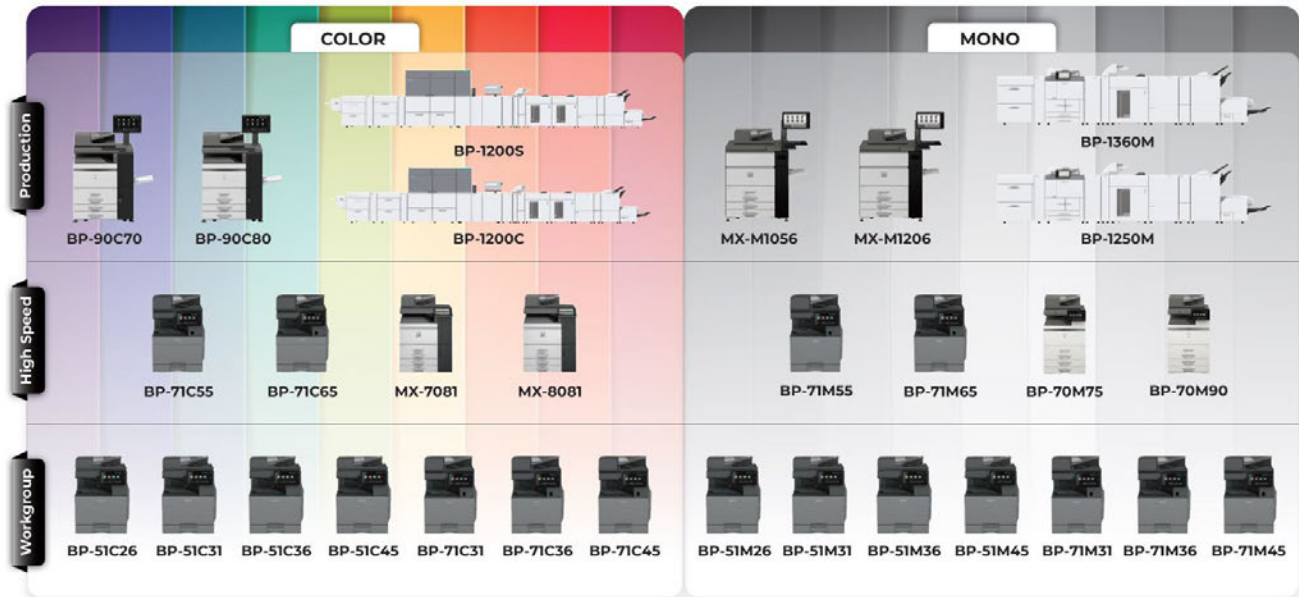
Sharp Managed Print Services offer a complete menu of customized services for print fleets based on the client's specific needs. Not only do we support and service our own award winning line of print devices, but we also support existing or legacy print fleets, including all major manufacturers of single function office printers. Our methodology is to understand the customer's current environment, costs and their goals and objectives.

Sharp's Managed Print Services includes all parts and labor and includes strategic planning and consultative services. We help our customers define, construct and publish an organization print policy in accordance with their goals and objectives; we assist them in evaluating and analyzing potential technology placements, creating an Approved Device Catalog, optimizing their fleet and ensuring standardization over the time frame needed. We provide a technology roadmap with specifics for planning both short-term and long-term initiatives. We help budget for those initiatives by providing the in-depth cost analysis of options, so our customers know the impact of their actions or inactions on a monthly, quarterly and annual basis.

							Number of Models	
Category	Format	Color/B&W	Sub-Category	BID	Brand	Manufacturer	Sub-Category	Category
Copiers								
	A3	Color	High Speed	Yes	Sharp	Yes	4	
	A3	Color	Workgroup	Yes	Sharp	Yes	7	
	A3	Monochrome	High Speed	Yes	Sharp	Yes	4	
	A3	Monochrome	Workgroup	Yes	Sharp	Yes	7	
							Copiers	22
Desktop Printers								
	A4	Color	MFP	Yes	Sharp	Yes	7	
	A4	Color	Printer	Yes	Sharp	Yes	5	
	A4	Monochrome	MFP	Yes	Sharp	Yes	5	
	A4	Monochrome	Printer	Yes	Sharp	Yes	5	
							Desktop	22
Laser Printers				Yes				
Scanners				No				
Wide Format Printers				No				
Production Printers								
	A3	Color		Yes	Sharp	Yes	4	
	A3	Monochrome		Yes	Sharp	Yes	4	
							Production	8
Consumables & Supplies				Yes	Sharp	Yes		
Managed Print Services				Yes	Sharp	Yes		
Total Products Available							Total Products Available	52

SHARP

A3 Product Lineup



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	COLOR							MONO				
MFPs	 MX-C528F 50 ppm	 MX-C428F 42 ppm	 MX-C358F 35 ppm	 BP-C535WR 35 ppm	 BP-C535WD 35 ppm Finisher opt.	 BP-C545WD 45 ppm Finisher opt.	 BP-C131WD 31 ppm	 MX-B557F 55 ppm	 BP-B540WR 40/50 ppm Finisher opt.	 MX-B468F 46 ppm	 MX-B427W 42 ppm	
Printers	 MX-C607P 60 ppm Finisher opt.	 MX-C528P 52 ppm	 BP-C545PW 45 ppm	 MX-C428P 42 ppm	 BP-C131PW 31 ppm			 MX-B707P 70 ppm	 MX-B557P 55 ppm Finisher opt.	 BP-B550PW 50 ppm	 MX-B468P 46 ppm	 MX-B427PW 42 ppm

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Sharp has a strong history of developing leading edge technologically advanced products. Sharp was the first manufacturer to introduce document security in 2000 and the first to receive the Federal Government's Common Criteria certification for our MFD security solution in 2001. Our commitment to providing our customers superior products and services sets Sharp apart from our competitors and allows us to provide Axia participating entities a best-in-class experience.

Here are some highlights:

Smart Office Solutions:

- **Interactive Whiteboards:** Sharp's interactive whiteboards, like the AQUOS BOARD series, are designed for collaboration in meetings and classrooms. They support multi-touch functionality and seamless integration with other smart office devices.
- **Document Solutions:** Sharp provides multifunctional printers and copiers with features like cloud integration, enhanced security, and AI-driven maintenance to streamline document management.

Display Technology:

- **8K Ultra-HD Technology:** Sharp was a pioneer in developing and mass-producing 8K televisions, which offer ultra-high resolution for stunning picture clarity.
- **IGZO Displays:** Sharp developed IGZO (Indium Gallium Zinc Oxide) technology, which allows for higher pixel density and improved energy efficiency in displays for TVs, laptops, and mobile devices.

These technologies demonstrate Sharp's commitment to enhancing user experience through innovation, efficiency, and smart connectivity.

Technology for New "Normal" Office Environments

The COVID-19 pandemic caused us to reevaluate how we work. Sharp has developed technologies that allow organizations to be flexible and promote safe working environments, either while in the office or while collaborating from a home office.

Touchless Job Release

Sharp remains committed to keeping your work environment safe and sanitary by supporting features to help employees safely and hygienically operate shared devices. With that in mind, Sharp has enhanced the Print Hold feature on select A3 and A4 workgroup models, enabling users to release their jobs automatically by simply swiping their ID card when authentication is used. With this workflow, users do not need to physically touch the MFD, allowing for a true contactless experience.

Cloud/Email Connect

Through the Cloud/Email Connect feature on the latest generation of Sharp multi-function products, organizations can seamlessly integrate their paper-based document workflows with popular cloud services. For an optimal user experience, single sign-on is supported. Users can login once and conveniently scan documents or access cloud-stored documents directly from the Sharp MFD while IT administrators maintain full security control.

Cloud Connect For:

- OneDrive® for Business
 - SharePoint Online®
 - Google Drive™
 - Box Connector (Available through the Sharp Application Portal)
 - Dropbox Connector (Available through the Sharp Application Portal)
- Email Connect For:
- Exchange Server
 - Exchange Online/Office 365
 - Gmail™ Webmail

Synappx Builds a Smarter Hybrid Workplace

Sharp's Synappx applications help organizations create a safer and smarter workplace experience by providing contactless device access and simplifying collaboration in shared spaces. With a mobile device, Synappx Go

enables the quick, safe access and sharing of content through the Sharp MFD or interactive display, all without ever touching the shared device Synappx Meeting creates more productive meetings by helping users connect technology in meeting rooms, from their desks or at home.

Synappx™ applications ease communication between office technology such as, hardware, software, data stores and data communication platforms; already in use in the office. With Sharp Synappx, these technologies communicate with each other, seamlessly. Remove frustrating technology hassles from meetings. Share or print information right where it's needed. Get smarter about meeting spaces, all to drive better collaboration.

Technological Advances of Sharp Products

MFD Customization

The Sharp first-of-a-kind user interface can be customized with one-touch access to the functions, files or applications that are most important to an organization or user. The experience is fully personalized from the simple to the more complex, allowing you to add custom backgrounds and icons, change the display language and much more.

Retractable Keyboard

Designed to simplify e-mail address and subject line entries, as well as repetitive scanning tasks and user authentication, the built-in keyboard offers users a familiar ergonomic interface.

Easy Access

Many other Copiers, Printers and MFDs on the market have operation panels that require in depth selection choices to find the required feature. Sharp MFDs offer an easy-to-use tablet-like user interface that allows customization by the end user, as well as “Easy” buttons for quick functionality selection; all with the industry’s first integrated retractable keyboard that provides intuitive control of even the most advanced functions



Sharp Mobile Print and Scan Solution

Sharp's mobile applications are designed to give users powerful, cutting edge solutions that integrate their Windows® 8, Windows RT, iPhone®, iPad®, or Android™ device with Sharp's award-winning MFDs. Sharpdesk Mobile provides users with an innovative mobile print and scan solution for Smartphones, Tablets, and AQUOS Boards.

Hassle-Free Printing

Connect to a Wi-Fi network, select a document, preview and print directly to a supported Sharp MFD from your iPhone® or iPad®.

Simplified Scanning

Scan hard-copy documents to PDF for easy access by simply scanning from a Sharp MFD to your iPhone® or

iPad®. The mobile device's profile can be stored as a "scan-to" location on the MFD for easy access.

Seamless Collaboration with Other Applications

Sharpdesk Mobile allows seamless file sharing with other applications. Users can attach scanned files to e-mail, share documents with other iPhone®/iPad® applications or print files from other iPhone®/iPad® applications.

Security

Sharp Electronics is recognized as an industry leader in security which provides Axia participating entities proven protection for confidential data, device access and network safeguards. Securely managing business and user data is critical for organizations to be successful, Sharp addresses these concerns by providing a suite of integrated security features designed to help protect your information and document assets.

Sharp continues to lead in the industry by incorporating advanced Security (AES 256 bit encryption, HDD overwrite) as a standard feature. Sharp has also introduced additional Security measures with Firmware Attack Prevention and Self Recovery, Application White listing, and an "End-of-Lease" feature that sanitizes and reverts the MFD to defaults when reaching end of life. Sharp addresses the need for governmental compliance by the introduction of optional data security kits that provided the ability to encrypt data further residing on the device in addition to the already present AES 256 bit encryption, data overwrite, port management and administrator control of feature accessibility. In addition, a firmware-based operating system is deployed in Sharp MFDs that does not allow for vulnerabilities that could potentially introduce harmful software such as a virus or malware.

Sharp Remote Device Manager (SRDM)

SRDM is a device management and monitoring tool to facilitate centralized management of Sharp MFDs and SNMP-compliant printers to allow for optimum device uptime. From the console, IT Managers can view detailed information on each device, such as network connectivity, consumable levels and impression counts. The direct access to remote front panel enables support staff to view and control the LCD panel from anywhere on the network, as well as the ability to review service logs and update firmware. For more intuitive views and to expedite trouble shooting, devices can be grouped together in the utility by model, department, location, network status, IP address and more. Rapid deployment of MFDs can also be accomplished by distributing print drivers to network clients and cloning the settings of a reference device to other similar models all at the click of a button. Toner level is monitored in one percent increments on select models.

Key features include but are not limited to:

- Manual or automated device discovery
- Remote device monitoring on status and consumables
- Remote device security, network and system configurations
- Remote access to device's front panel to provide quick user assistance
- Driver distribution to reduce IT support time
- Security dashboard to centrally enforce security policies
- Scheduled power management to optimize energy usage
- Device cloning and storage backup to facilitate deployment and business continuity
- Email notifications to keep IT administrators aware of critical issues

Edge-to-Edge Printing

Sharp is the first and only manufacturer to offer edge-to-edge printing on light production MFDs. Edge-to-edge printing enables operators to output high quality, full-bleed booklets inline, helping to reduce outsourcing costs as well as production times. Sharp's exclusive solution uses 11 x 17 paper and automatically trims only one edge of the paper, producing a lower cost full bleed booklet. Other manufacturers accomplish this by printing on larger (12 x 18) paper which costs more than ledger paper and by using an expensive finisher that trims three sides of the finished booklet. Not only does this type of paper trimming unit cost more, it also slows down the productivity of the device.

PANTONE® Matching System

PANTONE® colors are commonly found in logos, letterhead, and business cards. Traditionally, to accurately reproduce these colors manufacturers would turn to a third-party company for a specialized print controller. Sharp has taken a different approach. All Sharp 30+ page per minute color models have the ability to match PANTONE

colors. This unique approach saves customers money by not requiring a costly third-party print controller. In addition, training time is saved because of not needing to train users on a different print driver while providing excellent color matching.

Fiery® Command Workstation®

Sharp also received an innovation award from BLI for our integration of Fiery® Command Workstation® at the MFD panel. Utilizing a large 15.4" touch screen on our light production models, Sharp has chosen to offer more convenience while reducing costs for Axia participating entities. In the past, a key operator would run a light production MFD and utilize a nearby PC running Command Workstation. This creates a lot of back and forth for the key operator to load paper, offload finished jobs and check on incoming print jobs. By giving key operators the convenience of running Command Workstation through the control panel, key operators are more productive. Competitive models require a costly FASCI Kit with an external keyboard can cost much more.

Sharp OSA®

Designed to deliver powerful customization, the Sharp OSA development platform opens the door to a broad array of value-added functionality and flexibility. Sharp OSA-enabled MFDs allow users to work smarter and be more productive. Completing routine tasks are easier.

With next generation Sharp OSA technology, applications deployed in the cloud can be integrated with any Sharp OSA v4 enabled MFD. By delivering applications to the MFD directly from the cloud, enterprises gain the ability to quickly scale MFD functionality without the need to purchase server hardware and software. The deployment time is significantly reduced by avoiding the lengthy capital approval process often used for IT projects.

Describe your approach to initial equipment installation, setup and configuration. Include details about network integration and compliance with various IT requirements.

Sharp's approach to initial equipment installation, setup, and configuration — particularly for their multifunction printers (MFPs), displays, and other office technology — follows a structured, IT-aligned process designed to ensure seamless integration, security compliance, and optimized performance within an organization's network.

1. Pre-Installation Planning

Before physical installation, Sharp (or an authorized Sharp dealer/technician) typically conducts a site assessment and IT consultation to confirm:

- Network environment details (IP addressing, DHCP/DNS settings, VLANs, subnets, etc.)
- Print server and driver deployment methods (direct IP printing, print server-based, or cloud print)
- Authentication systems (Active Directory, LDAP, SSO, or card access)
- Security and compliance requirements (data encryption, user access control, audit logs)
- Software integration needs (Sharp OSA applications, document management systems, scanning workflows)

This planning ensures the installation meets the organization's operational, security, and compliance standards from the start.

2. Physical Installation and Configuration

Sharp-certified technicians handle:

- Unpacking, positioning, and connecting devices to power and network.
- Firmware updates to ensure the latest security patches and features.

- Device configuration of:
 - Network settings (static IP, subnet mask, gateway, DNS)
 - Hostname and domain registration
 - Time synchronization (via NTP servers)

All devices are configured to comply with IT policies on device naming, network segmentation, and accessibility.

3. Network Integration

Sharp equipment integrates smoothly into enterprise networks through:

- Wired or wireless LAN configuration (supporting IEEE 802.1X for authentication)
- Network printing protocols: TCP/IP, SMB, LPR/LPD, IPP, WSD, and secure printing via SSL/TLS
- Scan-to-network and cloud workflows: Integration with SMB shares, email servers, SharePoint, OneDrive, Google Drive, and other repositories.
- Active Directory integration: Enables centralized user authentication and role-based access control.
- SNMP setup: For remote monitoring, device status tracking, and management through Sharp Remote Device Manager (SRDM).

4. IT Compliance and Security Setup

Sharp devices are built to align with strict IT security frameworks such as ISO/IEC 15408 (Common Criteria) and GDPR, where applicable. During setup:

- Data encryption is enabled (SSL/TLS, IPsec, HTTPS, S/MIME)
- User authentication and access control are configured (PIN, ID card, AD credentials)
- Data overwrite protection is activated to ensure deleted files are irrecoverable.
- Audit logs and security reports are set up for compliance verification.
- Firmware integrity check and code-signing validation are confirmed to prevent tampering.

5. Testing, Validation, and Handover

After setup:

- Sharp technicians test printing, scanning, copying, and faxing functionalities.
- Network connectivity and authentication are validated.
- IT staff receive documentation on configurations, IP assignments, admin credentials, and compliance reports.
- User training and administrator handover ensure a smooth transition.
- Sharp's Technical Staff, Government Account Manager, and/or the installing Sharp reseller representative will complete a final walk through of the installation to ensure that all equipment is installed and fully operational. They will be available to answer any additional questions regarding the equipment or if there is a need for additional training. In addition, Sharp will provide Technical support to your Systems Administrator to ensure a smooth and seamless installation to your network

6. Ongoing Management and Support

Sharp's ecosystem supports:

- Remote diagnostics and firmware updates via SRDM.
- Centralized fleet management for large organizations.
- Proactive maintenance alerts and consumable monitoring.
- Integration with IT service management (ITSM) platforms if needed.

In summary:

Sharp's installation, setup, and configuration approach emphasizes structured deployment, secure

integration, and compliance alignment. It ensures each device not only functions within the organization's workflow but also adheres to corporate IT standards for security, network performance, and data protection.

b. Describe your third-party system and network integration capabilities.

Sharp provides solutions for enterprises employing Citrix's® virtual desktop and application server technologies. Use of Citrix Presentation Server™ and Citrix XenApp® allow companies to better manage application costs and improve and centralize network management tasks. As a leading provider of multifunction devices compatible with these platforms, Sharp is well-positioned to be your customer's MFP of choice.

Rigorous testing performed at Sharp's labs, based on actual test environments used at Citrix Systems, Inc.'s® Citrix Ready® test lab, has successfully qualified Sharp's PCL 6 driver in Citrix Presentation Server and Citrix XenApp environments on 32- or 64-bit Microsoft® Windows® server platforms. Client operating systems tested include 32- and 64-bit versions of Windows OS.

- Certification covers the following Oracle Cerner products and environments:
- Cerner Millennium / AIX Environment
- IBM AIX® version 5.3 – ML 3 or greater
- Cerner Millennium 2005.02.06 or greater
- Cerner Millennium / HP-UX Environment
- HP HP-UX® version 11.23 or greater
- Cerner Millennium 2005.02.06 or greater
- Cerner Millennium / Linux Environment
- RedHat® version 5.3 Enterprise or greater
- CUPS version 1.3.7 or greater
- Cerner Millennium 2005.02.06 or greater

Sharp is a gold-level member of the SAP Printer Vendor program. Sharp's device types are available to SAP system owners and administrators by logging into the SAP Service Marketplace at <http://service.sap.com/support>.

c. Describe your equipment/system user access control capabilities.

Sharp Copier – User Access Control Capabilities

User Authentication Options

Sharp copiers support multiple authentication methods to control access to device features:

- Local User Authentication
- Accounts stored on the device
- Usernames/PINs
- Role-based access (administrator, user, guest, etc.)
- Network / Directory Authentication
- Active Directory / LDAP / Kerberos
- Uses domain credentials
- Allows permissions based on groups

Single Sign-On (SSO)

Integrates with cloud services (e.g., Microsoft 365)

- Card / Badge Authentication
- NFC / Prox card readers
- HID, iCLASS, MIFARE supported via USB readers
- Enables tap-in/tap-out

Role-Based Access Controls (RBAC)

Restrict access to copy, print, scan, fax, USB, job storage, etc.

Customizable permission sets per:

- User
- Group
- Department
- Can enforce limits on:
- Color vs. mono usage
- Device functions (copy only, no scan)
- Document release rules

Print Release / Secure Output

- Secure Print / Hold Print - Job stored until user authenticates at the panel
- Sharp Synappx / Follow-Me Print
- Follow-you printing across fleets
- Authentication required before release

Usage Control / Quotas

Track usage by:

- Individual
- Department
- Project
- Enforce quotas:
- Pages per month
- Color vs. monochrome
- Function-based limits

Audit Logging & Reporting

Audit trails for:

- Copy
- Print
- Scan
- Fax
- Login attempts
- Can export to management software
- Supports integration with 3rd-party cost/accounting apps

Data Access Protection

Restrict:

- USB input/output
- Email domains
- Scan destinations
- Address book permissions
- Encryption for address book and credentials

Integration With Third-Party Solutions

Works with most major security / print management platforms:

- PaperCut
- uniFLOW
- Pharos

- FM Audit
- LRS

These can enhance:

- Policy rules
- Follow-Me print
- Compliance output
- Billing automation

d. Are on-site equipment trial/demo programs available?

On site trial and demo equipment can be provided upon request, excluding Production models BP-1200C, BP-1200S, BP-1360M and BP-1250M.

An additional charge may be incurred for installation, setup and required supplies

e. Describe your on-site and virtual customer training capabilities, including initial and ongoing trainings. Are there additional costs for these trainings?

Initial training will be conducted at the time of equipment installation and will be followed by a formal training plan. The purpose of the initial training is to ensure that the offices where the installation occurs can have full usage of the new equipment immediately upon delivery to not interrupt the office's mission.

Sharp will provide training within 2 business days after installation to all key operators at no additional charge to the government. This schedule will show all training dates and times for the training. However as each unit is installed the installing Sharp Reseller will review the basic features so that the customer has the ability to utilize the unit as the formal training is being scheduled. Remote areas will also be provided training at the new copier location within the 2-business day schedule.

Sharp recommends that each area or division designate an individual as the Key Operator because a Key Operator is provided more in depth trained on the inner workings of the device. The Key Operator is trained to load toner, clear misfeeds, and add paper. They also will be trained on how to request emergency service. The Key Operator will ensure the smooth operation of the contract

Initial installation of equipment includes one hour of customer training. Additional training can be provided by the installing Sharp authorized dealer or SBS location. This service may incur an additional cost. We actively encourage our customers to use our 24/7 online training website – MySharp.

Web Based Training:

A "My Sharp" website will be developed and available under this contract. This is a personal online companion for product support. My Sharp features helpful demonstrations on how to use the scan, copy, print and fax capabilities of your Sharp office products. The site is provided at no charge and is available to every user 24 hours a day to assist in the operation of the installed devices.

My Sharp demonstrations cover a broad range of product features, from basic fundamentals such as "Changing Paper" to more advanced features such as "Email Destination Management". Tailored to the skill level of an individual or a group of users, custom sites can be built to include several or all demonstrations within a category. If all demonstrations are included in your site, you automatically receive demonstration updates as they are released. Demonstrations are immediately available for viewing as a flash file, with or without audio. Users can also view, print, or email a PDF version of the demonstration directly from the site. Small file sizes provide quick and easy access for viewing and downloading Total Office Control: With a level of support which supplements help desk professionals or advanced key operators, 'My Sharp' will help you maximize the return on your office investment.

Welcome Sourcewell

Products > Copiers & Printers >

Copiers & Printers

Model Category

- ☐ Compact (31)
☐ Full-size (48)
☐ Production Print (9)

Print Speed

- ☐ 21-30 PPM (13)
☐ 31-45 PPM (35)
☐ 46-55 PPM (18)
☐ 56-70 PPM (13)
☐ More than 71 PPM (9)

Color Printing

- ☐ Black & White Only (45)
☐ Color (42)



Welcome Sourcewell

Products > Copiers & Printers > BP-50C26

BP-50C26

How to Guides Product Details

Select a Category

Administration

- Copying
 Document Filing
 Embedded Web Page
 Printing
 Scanning

Accessing the User Manual

Access the User Manual via QR code.

Accessing Total Counts

Use the Original count feature.

Adding a Home Button

Adding a button to the control panel.

Delete Button

Delete a button from the control panel.

Google Drive

Use the Google Drive Connector.

One Drive

Use the One Drive Connector.

Print Release Active Directory

Set up Print Release with Active Directory Authentication and print a job from the PC print driver.

Detail your equipment maintenance services capabilities. Include details about repair, parts replacement, cleaning software upkeep, etc.

All service contracts include preventative maintenance. Sharp's Preventive Maintenance (PM) program is based on the specific need of the individual machines installed as determined by Sharp. The local Branch or servicing dealer will schedule regular preventive maintenance service calls in advance. The PM calls shall include, but are not limited to, routine cleaning, lubrication, necessary adjustments, and replacement of unserviceable parts.

Preventive/Scheduled maintenance shall be performed in accordance with Sharp's recommendation. In addition to Sharp's preventive maintenance policy, every emergency call includes a preventive maintenance check as follows:

- Complete Operations Check of the copier and its accessories
- Inspect the copier system to ensure all retrofits are installed
- Repair or replace any part that might be worn
- Review any questions with the key operator and train, if necessary
- Check all connected units to ensure all operating systems are functioning

As stated, Sharp will schedule preventive maintenance with the Key Operator at a time convenient with the location to not disrupt any operation at peak hours. Preventive Maintenance is truly that (preventative) to Sharp

and its servicing dealers take pride in assuming a proactive position as it relates to service. Our approach of a total machine examination, repairing suspect areas, in addition to normal PM functions, keeps Sharp copiers the highly reliable products they have become within the office products industry. Sharp's Service Level Agreement (SLA) outlines all aspects of our service approach, including, but not limited to response time, loaner equipment and more.

Sharp provides Sharp Remote Device Manager (SRDM) at no additional cost Axia Cooperative Program Participating Entities. Sharp Remote Device Management (SRDM) is a network tool designed to speed up the installation and configuration of all connected Sharp devices. Primarily for IT Managers, it allows customers to manage all Sharp and non-Sharp SNMP compliant printers over the network right from their desktop. IT Managers can customize machine information as well as view device status with optional pop-up alert messages.

Detailed product information can be viewed as well, including total impressions and toner status, and of course, network settings can be viewed and edited as needed. In addition, SRDM can be easily customized. Network administrators can create lists of printers that share specific characteristics and display them by model name, IP address, status, location and more. By utilizing SRDM, network administrators can remotely manage all Sharp multifunction document systems from a single console. To expedite troubleshooting, flexible viewing allows administrators to focus on specific devices, either by state or by group and location thereby minimizing down time. More importantly, network administrators can quickly and seamlessly distribute printer drivers over the network, minimizing installation and support costs.

SRDM Features:

- Remote Front Panel access via VNC
- View service logs and diagnostic data
- Remote firmware upgrades from one machine to many
- Clone device settings from one machine to many
- Event driven, real-time service alerts
- Historical reports Device click counts and usage
- Export click machine data
- Machine click counts report
- Device Status and Discovery
- New look to include consumable and status SRDM Benefits:
- All devices can be configured from a single console
- Preventative maintenance warnings
- Paper and toner status enable day-to-day planning for refilling supplies
- Easy device maintenance and updates

Sharp shall adhere to the following Service Call Response Times based on the distance that Sharp's nearest Service Base Location is from the Axia Cooperative participating entity:

Service Zone	Definition	Response Time
Urban	Within 60 miles	4 - 6 Hours
Rural	60 – 120 miles	1 - 2 Business Days
Remote	120+ miles, or only accessible by plane or by boat	4 - 5 Business Days

Sharp makes best efforts to have the technician or dispatcher contact the requestor to confirm call receipt and provide an estimated time of arrival within 1 hour of receipt of call. Furthermore, Sharp's response time goal is set at a quarterly 4 business hour average for urban locations, 8-business hours for rural locations,

and 48 business hours for remote locations.

Additionally, repair or replacement of parts and/or Devices shall occur within four (4) Business Days of Sharp arriving at Purchasing Entity's location.

Sharp Electronics Corporation maintains an extensive network of Channel partners who are required to maintain equipment service training standards and support Sharp's Performance Guarantee. Authorized Dealer locations primary, secondary and tertiary markets throughout the US. Those offices are shown on the map below titled "Sharp Locations". Please note that all Dealer office locations may not be shown. In some cases, only their headquarters location might appear on the map.

- f. Describe your equipment warranty programs, performance and service guarantees for each proposed category.

See Attached "Service Level Agreement" and "Three-Year Performance" Guarantee.

In addition to providing excellent service, Sharp provides all Axia Cooperative participating entities a Three-Year Performance Guarantee on all equipment ordered off the awarded contract. The Three-Year Performance Guarantee begins at the date of installation.

For Clark County – Les Olson's response time for an emergency service call should average four (4) hour response time, 96% of the time. Calls for non-emergency situations and some outlying areas will usually be handled the next business day. If a technician is needing assistance, they will reach out to their team lead/service manager and then to the Sharp service hotline, if needed. In rare cases, Sharp's Document Systems Support Specialist would be engaged to help resolve the issue as soon as possible.

- g. What are your guaranteed service coverage hours and service call response times?

See attached "Service Response and Escalation Process".

For Clark County – Les Olson's response time for an emergency service call should average four (4) hour response time, 96% of the time. Calls for non-emergency situations and some outlying areas will usually be handled the next business day. If a technician is needing assistance, they will reach out to their team lead/service manager and then to the Sharp service hotline, if needed. In rare cases, Sharp's Document Systems Support Specialist would be engaged to help resolve the issue as soon as possible.

- h. Are any additional manufacturer agreements and/or terms & conditions required for Clark County School District and/or Axia Cooperative participating agencies to buy, lease and/or finance equipment? If so, please provide those.

NO additional agreements or Terms and Conditions require

- i. What equipment fleet uptime do you guarantee for each proposed category?

Sharp strives to maintain a 95% fleet uptime.

- j. What is the expected turnaround time for an on-site service call?

The response time for an emergency service call should average four (4) hour response time. Calls for non-emergency situations and some outlying areas will usually be completed the next business day.

- k. What is your policy for problem escalation?

See attached "Service Response and Escalation Process"

- I. What model do you propose for calculating service charges (Cost-Per-Impression / Cost-Per-Copy / Monthly Minimum / Time and Materials, etc.)? What is included in your service rates?

Standard CPC rates include all toner and consumables (monochrome or color), waste toners bottles and staples as required as well, CPC includes preventive and break-fix service and parts required. CPC does not include paper.

- m. Is leasing available? If so, please detail how your proposed leasing program(s) work, including pricing methodology relative to the proposed pricing for each item, details of any third parties and proposed leasing agreements that may be used by Clark County School District and/or other participating agencies of the Axia Cooperative. Please also provide available leasing terms (36 months, 48 months, 60 months, etc.).
- n. Is financing available? If so, please detail how your proposed financing program(s) work, including pricing methodology relative to the proposed pricing for each item, details of any third parties and proposed financing agreements that may be used by Clark County School District and/or other participating agencies of the Axia Cooperative. Please also provide available leasing terms (36 months, 48 months, 60 months, etc.).

For Clark County specifically, Sharp's authorized dealer, Les Olson IT will provide in house leasing to help oversee and manage the leasing process. They offer lease terms from 36-60 months and can provide great flexibility through our leasing partners. They have a strong partnership with Wells Fargo, US Bank and DLL leasing. They provide a single point of contact (account manager) that will oversee the entire account and assist with any questions that may arise. They provide a monthly statement with a list of devices on lease. As LOC has its own in-house leasing team they can be very flexible and accommodate most special requests that Clark County may have on your invoicing and reporting. LOC is familiar with providing reports which detail each device and can accommodate any customized billing requests.

Sharp response regarding lease rates for the RFP response

Leasing rates change often based on financial market conditions. We use very aggressive rates that will be quoted as requested and will meet your requirements if funding is withdrawn. We are flexible and can provide rates for 36-60 month terms.

Lease documents attached.

- o. Is equipment rental available? If so, please detail how your proposed rental program(s) work.

Short-term rentals can be provided upon request. Pricing varies depending on model and term requested.

- p. Do you offer equipment buy-back and/or trade-in programs? If so, please describe how those programs work.

Yes, we can offer trade-ins which are quoted on a case-by-case basis. We would need to understand what device is being traded in, the age of the device and how many pages are on the device.

- q. Describe equipment moving / relocation services, including dismantling, packing, transporting and re-installing equipment.

With the purchase of a Maintenance Agreement Sharp will provide device relocation as follows:

Device Relocation

- a) Device relocation services include dismantling, packing, transporting, and re-installing Device.
b) SHARP may charge for this Service based on the following table:

Service Zone	Distance from current placement of Device	Charge
1	Within the same building	Negotiable
2	Up to 50 miles from the building in which Device is currently placed	Flat Rate Fee, plus Per Mile or Hourly Fee
3	More than 50 miles from building in which Device is currently placed	Flat Rate Fee, plus Per Mile or Hourly Fee

*SHARP may charge Axia Member a mutually agreed upon price for special rigging in the event a Participating Entity's demographics require such rigging for Zone 1 relocations.. The price shall be agreed upon in writing by SHARP and Axia Member prior to any Device relocation in Zone 1.

- c) Moves must be performed within thirty (30) calendar days of the Participating Entity request. Request may be verbal or written, but SHARP must confirm the request in writing and provide a date that the move will occur. Written confirmation must be sent to the Participating Entity within three (3) Business Days of request. In the event that there will be a delay in these Services, SHARP will communicate with Participating Entity and agree on a mutually beneficial time-frame.

- r. Detail any value-added services and programs that may complement the comprehensive Multi-Function Devices, Managed Print Services & Related Products offering. Such offerings may include (but are not necessarily limited to):

- Machine swap / replacement programs-
Equipment purchased on the AXIA are covered by Sharp Three Year Performance Guarantee- please see the attached file for details on this program

- Online ordering capabilities, including (but not necessarily limited to):
 - eCommerce platform capabilities
 - Availability of mobile websites and/or mobile apps
 - Online order tracking and order history
 - Availability of contract pricing through the proposed online system
 - Ability to accept pCards, etc.
 - Ability to manage and restrict access to the proposed online system
 - Ability to view product data, such as technical information, illustrations, Material Safety Data Sheets (MSDS) – Information is available at SharpUSA.com for each model
 - Ability to save “favorite” products or curate personal lists
 - Detail of security protocols to ensure customer data is safe, such as data storage and data transfer techniques

The complex nature of our products and our solutions-based approach does not lend itself to a commoditized e-procurement ordering process. We are currently exploring an e-procurement platform for the ordering of “drop ship” type products such as desktop printers and monitors. Once available, Sharp would make this e-procurement system available to Axia participating entities.

- Software punchout interface capabilities
Sharp can provide punchout capabilities if required.
- Inventory management solutions, such as on-site management, vending machines, mobile service, etc.

We have a fully stocked warehouse of common parts and supplies, readily available as well as a fully certified service department in Las Vegas. Each technician keeps a full car stock to alleviate downtime for most calls.

- Small business partnership programs, such as local fulfillment and/or service partners

Although Sharp Electronics Corporation does not hold any diversity certifications, Sharp is an equal opportunity employer with a commitment to affirmative action and welcomes applications from all qualified candidates. We make special efforts to recruit females, minority groups, and persons with disabilities, disabled veterans and veterans of the Vietnam Era for managerial, professional, technical, administrative, and sales positions. It is the intention of Sharp Electronics Corporation to grow hand-in-hand with our employees, encouraging and assisting them to reach their full potential. Sharp Electronics is not a minority owned business but sends out "self-certification" forms to all potential suppliers/subcontractors. The supplier/subcontractor fills out the form according to what type of supplier/subcontractor they are:

- 1) Large or Small Business
- 2) Disabled Veteran Business

- 3) Minority Owned Business
- 4) Woman Owned Business

24% of Sharp's MFP Dealer Network are represented in these Classifications.

Sharp proactively seeks partners with MWBE certifications.
Sharp currently has a total of 77 Dealer partners across the country.
A list of these dealers is attached.

- Training & Education – see answer to question f
- Consulting services

Providing consultation and right-sizing is at the core of our business. Sharp sales professionals will meet with buyers to ensure that the total overall solution meets or exceeds the requirements of the organization.

- Green / Sustainable programs, such as recycling programs, company policies, product certifications, staff and/or company certifications, sustainable distribution practices, etc.

Sharp's "Green" Initiatives

Sharp is deeply committed to its corporate sustainability plan and promotes an overall company strategy for protecting the global environment. Critical policies, strategies, and measures relating to environmental sustainability management are implemented across the entire Sharp Corporation. Specifically, Sharp Corporation's Environmental Department in charge of Environmental Affairs serves as the chair of the semiannual General Global Environmental Conferences, where general managers responsible for environmental affairs from each division and overseas base become thoroughly familiar with Sharp Corporation's environmental policies and discuss environmental policies, objectives and measures for each division.

Sharp also holds Company-Wide GP (Green Product) and GF (Green Factory) Conferences in Japan and regional environmental conferences to ensure that Sharp Corporation's environmental policies are thoroughly disseminated and to discuss environmental policies and measures for each department and site. Sharp also works closely with members of environmental departments at each site in Japan and worldwide through various committees, project activities, and Eco Best Practice Forums, while promoting various environmental initiatives across the entire Sharp Group.

Sharp is taking active measures to curb greenhouse gas emissions resulting from its business activities by reducing CO2 emissions through the introduction of cogeneration systems and energy-efficient equipment, the installation of solar power generation systems, and the meticulous implementation of energy-saving activities at plants and offices. At the same time, Sharp is also reducing emissions of greenhouse gases such as PFCs (perfluorocarbons) by installing abatement systems and adopting replacement gases with lower global warming potential.

To support these environmental initiatives, Sharp introduced its long-term Eco Vision 2050 which sets forth two key goals to reach by 2050: to create more clean energy than the total amount of energy consumed in Sharp's entire supply chain and to achieve net zero CO2 emission in Sharp's business activities.

Sharp's 2025 Sustainability Report can be downloaded here: [**Sustainability:SHARP CORPORATION**](#)

Sharp's Recycling Initiatives

End-of-Life Product Recycling

As part of Sharp's Super Green Strategy, Sharp provides our customers a recycling option for Sharp products which have reached their end of life. All Sharp products, with authorizing documentation, can be shipped to one of three regional Sharp recycling centers. Sharp will be responsible for all disposition and Zero-Waste-to-Landfill recycling costs associated with the disposition of Sharp equipment.

<https://business.sharpusa.com/Environmental-Awareness>

EPA's Plug-In to eCycling Program

The U.S. EPA's "Plug-In to eCycling" program has been a voluntary partnership with electronics manufacturers, retailers, recyclers and government agencies to reduce the environmental impact of electronic products during production, use, transport, recycling and disposal. Sharp is an inaugural participant and proud supporter of the EPA's e-cycling initiative and its Sustainable Materials Management Electronics Challenge Program.

Operational Standards

Sustainability and Environmental Standards

Sharp integrates environmental responsibility into its operations, adhering to:

- **RoHS Compliance:** Ensuring products are free from hazardous substances.
- **Energy Star Compliance:** Reducing energy usage in its products.

Supply Chain Responsibility

Sharp is a member of the **Responsible Business Alliance (RBA)**, ensuring ethical and sustainable practices throughout its global supply chain.

- Installation services- [see answer to question d-h](#)
- Repair/maintenance services – [see answer to question d-h](#)
- Customer support services – [see answer to question d-h](#)
- Rebate/incentive programs – [Not offered at this time](#)
- Other services

Include details as to how these proposed services/programs would be rolled out to Clark County School District and/or other participating agencies through the Axia Cooperative.

[see answer below "question s"](#)

s. Demonstrate your commitment to leverage the Axia Cooperative to make the resulting contract available to public agencies across the country. Include details about your firm's ability to:

- Market the agreement to public agencies nationally
- Educate your firm's sales staff about the cooperative purchasing program
- Connect your sellers with the Axia team to pursue joint selling efforts
- Connect with customer decision makers
- Track sales and report back to Axia Cooperative

Sharp uses Salesforce to track and report on all Cooperative contract activity

Sharp's marketing strategy for the promotion of the Axia Cooperative contract is multi-layered. A great deal of our strategy is based upon the fundamental approach that we take with all our Government contract which has made Sharp successful for over "X" years.

This contract is our primary contract vehicle for all local government, education, and non-profit opportunities. Given this level of importance,

The following programs would be implemented in the promotion of the Axia Cooperative contract.

Sales Marketing / Contract Education:

The following are Axia Cooperative contract specific materials developed for Sharp Dealer and SBS sales representatives. The intent of these materials is to both educate and reinforce sales reps on the value of the contract and how to best communicate the award.

Training Webinars

Sharp provides both scheduled and ad-hoc training webinars for our dealer and SBS sales reps. These webinars include Axia Cooperative messaging (as provided via the Axia Cooperative Vendor portal), as well as information on the many Axia Cooperative -specific marketing materials that Sharp makes available to our salespeople.

Sharp Success Center

To ensure that Sharp's dealer sales force, Sharp Business Systems sales reps and Certified Channel Resellers maintain a high level of product knowledge and expertise, Sharp provides an online site designed to provide continued 24/7 access to resources, innovative tools, ongoing training and technical support needed to exceed Sharp's customer service reputation.

This online platform includes a dedicated Axia Cooperative landing page which contains a multitude of marketing resources that can be downloaded and used by our sales teams.

Resources include: pricing, a contract overview, press releases, a training presentation, a Axia Cooperative contract "benefits of selling" flyer, Axia Cooperative customer success stories and more.

This site enables Sharp to keep our sales team fully engaged and aware of any new product additions, major Axia Cooperative successes and program enhancements.

GMAM Dealer Training

All Sharp Government and Major Account Managers (GMAMs) are required to meet with the Sharp dealers and SBS locations in their assigned territories. When meeting with Sharp

Dealers and SBS sales reps, a large component of the GMAM “talk track” is the Cooperative purchasing program contracts including the benefits and the opportunities it provides.

In addition, the above referenced marketing materials and events are always identified throughout these training sessions.

Customer Engagement:

Customized Website

Sharp will maintain a customized Axia Cooperative website for customer usage. This site includes contract-specific information regarding product information, customer testimonials, a customer benefits flyer, as well as a MySharp™ site. The MySharp site includes customer “how to” tutorials ranging from how to duplex to more advanced features on our copiers and printers. In addition, the website provides information on Sharp’s free toner recycling program and our commitment to the environment. This site is continually update and enables Sharp to provide Axia Cooperative Participating Entities the most up to date information regarding the award.

Sharp Executive Experience Center

Sharp’s three Executive Experience Centers throughout the country enable customers to engage firsthand with Sharp’s products. This includes our production printers, A3 and A4 MFPs and printers, laptops, digital displays, as well as software and workflow document technologies. This hands-on experience enables customers to see the synergy of Sharp’s technology in industry specific use cases.

Axia Cooperative Contract Benefits

Sharp provides our customers a variety of collaterals designed to reinforce the value of the Axia Cooperative contract, including a single page “Customer Benefits” document which highlights customer testimonials and the benefits of cooperative purchasing. Our Simply Smarter Procurement with Axia Cooperative brochure dives deeper into the benefits of the contract and providing a total office solution to Axia Cooperative participating entities.

Vertical-Specific Marketing

Sharp has developed a series of marketing flyers designed specifically for vertical markets which identify technology solutions for government, education and nonprofit organizations. Each of these provide customers with an overview of Sharp’s product offering and ability to address needs specific to each market. RFP vs Cooperative Contract Process
This infographic demonstrates the value of cooperative contract purchasing vs issuing a RFP. We provide this document to potential Axia Cooperative customers to further reinforce the value of cooperative purchasing. This valuable visual tool is a fabulous “extra kick” when it comes to relaying the benefits of Axia Cooperative

- t. What specific steps will your company take to train and equip their account managers to sell the program on a national basis?

Upon award, the Sharp Government Marketing Team provides focused training for the Sharp Government & Major Account Manager (GMAMs) who are responsible for their designated territories. All Sharp GMAMs are required to meet with the Dealer and Branch locations in their assigned territories to review the contract, terms, pricing and benefits and opportunities it represents.

The scheduled training session includes a review of the contract materials as well as a review of

- Awarded Categories
- Reporting Requirements
- Finance Options and Requirements
- Sharp’s online resources, including

- Sharp Success Center (Dealer Resource site),
- Sharp's customized Axia Cooperative customer site,
- Axia Cooperative site

Sharp also takes several steps to ensure reliable delivery, quality service and consistent support for all Axia Cooperative Participating Entities. Dealer technicians are required to undergo the same thorough product training that Sharp employees receive. Sharp Dealers are committed to providing a high level of service to include meeting the four-hour response time for service requests, and our commitment to keep devices functioning above 95% of their capability.

Sharp's authorized Dealers are contractually bound by the Sharp National Account Program (SNAP) Representative Agreement under which they act on behalf of Sharp following Sharp's guidelines for providing products and services as required and defined in an awarded contract.

Requirements of the SNAP Representative Agreement include the following:

- Be fully trained and certified on all products they are servicing
- Carry adequate parts and supplies in order to support national accounts
- Provide Sharp provision of warranty and service
- Meet Sharp's stringent service response times
- Provide loaners for emergency situations (if required in awarded contract)
- Provide trial equipment on a timely basis upon request (if required in awarded contract)
- Pull equipment from Dealer inventory when needed

Eligibility to participate in the Axia Cooperative contract can be revoked if a Dealer fails to comply with the terms and conditions of the award or for non-compliance with the SNAP Representative Agreement.

- I. How many sellers are dedicated to selling and supporting Multi-Function Devices, Managed Print Services & Related Products to the local government market?

As previously stated, Sharp has a sales team dedicated to the government and education market. This team consists of two Sales Directors and nine Government Account managers. Each of these sales professionals has an assigned sales territory and is responsible for the success of an awarded contract. Specifically, within Clark County, Sharp and LOC have ten (10) sales representatives assigned to support an awarded contract.

Les Olson Company is our designated local government market seller in Southern Nevada. Amongst Les Olson Company's largest clients: The City of Las Vegas, Las Vegas Valley Water District, College of Southern Nevada, Homeland Security, Harry Reid International Airport. This equates to thousands of multi-function devices/printers provided and serviced by Les Olson IT.

- u. Will you establish national sales goals for public agency adoption of the cooperative agreement?

Yes - Our dedicated Government sales team has established sales quotas for Sharp's awarded Cooperative agreements.

- v. Who will be your management contact responsible for the success of the cooperative program on a national basis? – Matt Euston – eustonm@sharpusa.com – 816-588-1962

- w. What tools will you utilize to track opportunities and hold sellers accountable?

Sharp utilizes Salesforce to track opportunities and manage seller performance.

- x. Describe all methods of accepting orders (online, apps, phone, email, in-person, etc.).
Sharp will accept order via email and hard copy.

- y. Describe your available invoicing processes.

Sharp Electronics/Les Olson will offer Net 30-day terms. We accept check, ACH, EFT and credit card payments. We offer account portals where customers may select invoices for payment through CC, ACH. We provide emailed electronic invoicing as well as traditional invoices mailed to accounts payables. If any equipment is leased the lease invoice would come from the direct leasing company.

- z. Describe your customer issue resolution process. Include details of various problems that may arise, such as invoicing disputes and receipt of incorrect damaged items. Also detail customer service escalation procedures.

As detailed in our answers to questions d-i above, Sharp has over 20 years of experience supporting National, Regional and local cooperative contracts. Our Sharp Corporate teams and Dealer network have been designed to support our customers. Depending on the issue the appropriate team members will be engaged to resolve the issue. A copy of service escalation is also attached for your reference.

- aa. Describe performance measures for product delivery and service.

For service we track the technicians call completion/call back ratio to assess first call resolutions.

- bb. Describe what happens when an item is out of stock and a customer wants to order that item.

To avoid out of stock situations, Sharp plans for 60 days on hand of inventory across all models, with an additional 30 days enroute from overseas factories. Sharp has redundant manufacturing for key hardware to reduce the reliance on a single source location. Sharp has an extensive list of ocean carriers to ensure a continuous flow of inventory even during capacity constraints at origin ports. Domestically Sharp has an efficient supply chain process to ensure product moves from port to customer expeditiously.

Should an item be out of stock, the Sharp Authorized Dealer and GMAM would work with the Participating Entity on options to fill their order in a timely manner.

Sharp utilizes a team approach for implementing the sales strategy of an awarded contract, thus providing sales, order processing, and support for eligible Axia Participating Entities throughout the State of Nevada and Nationally. The overall “quarterback” of the team is Laurie Williams, Government and Major Account Manager (GMAM). Laurie Williams is the lead contact for the Axia Contract and is responsible for supporting the Axia Contract. Laurie works closely with Axia Participating Entities to better manage their purchase efforts to meet their specific objectives.

National the Sharp Government and Major Account team is comprised of an East and West Zone Director and ten (10) GMAMs with state responsibilities for supporting the contract in their assigned states. Each GMAM works closely with our Operations Department and Finance Team to ensure orders are processed efficiently.

The Government Sales Team is supported by the following groups that provide product/technical assistance, order processing, logistics and marketing support:

Channel Sales Team:

The Channel Sales Team is comprised of (3) Zones: Eastern, Western and Central and managed by Sales Directors. The Western Zone includes the State of Nevada. There are (2) Channel Territory Business Managers (TBMs) assigned to the State of Nevada. The TBMs work closely with the Government and Major Account Sales Team and Sharp Resellers to provide product and contract information.

Solutions Business Team:

The Solutions Business Team consists of Technology Integration Managers (TIMs) and Print Production Managers (PPMs). These two groups, who have extensive experience in their field, have earned various certifications; and with their qualifications and vast knowledge, are tasked with assisting AXIA Participating Entities in the development of customized solutions. TIMs and PPMs also work closely with the Government and Channel Sales Teams

Branch Sales Team:

Sharp's Business Systems Group (SBS) consists of 15 main branch offices nationally, owned and operated by Sharp. All the afore-mentioned Sharp teams work closely with the SBS location(s) in their assigned territory.

Headquarters Operations and Logistics:

The Operations and Logistics Team, located at Sharp headquarters in Montvale, NJ, is responsible for all activities related to order entry, order tracking, problem resolution, finance administration and service dispatch within the State of Texas.

Headquarters Marketing:

Sharp's Marketing Team, also located at headquarters in NJ, is responsible for all activities related to bid responses, pricing, contract management and the development of post Axia Cooperative award marketing collaterals, including individual catalogs, websites, and specific marketing brochures. The Marketing department supports all the sales channels mentioned above.

Order Processing:

Based on the intent of this RFP, two (2) ordering processes are proposed. The first ordering process entails orders processed directly by Sharp through our National Account Program. A dedicated order processor would receive and process all orders at Sharp's Montvale headquarters.

The Customer Service Team members are highly experienced and knowledgeable of Cooperative Purchasing contracts. They are fully dedicated to providing exceptional service and resolving any concerns or issues regarding the contract.

Responsibilities of the Customer Service Manager will include, and not be limited to:

Order Processing :

- End to end accountability for all aspects of the order flow, from order entry to product shipping
- Order maintenance and prompt resolution of exceptions
- Inventory Control and Management
- Tracking inventory flow for orders to ensure they are fulfilled quickly and completely
- Manage adjustments to orders, including re-ships, to expedite the installation process

Order Staging:

- Large orders or orders with multiple locations/Dealers are assigned a team who is accountable for a smooth order to install process
- All orders are tracked on asset level detail also capturing historical status dates.
- All aspects of each order are monitored from order entry to install (or funding) status, to ensure accurate and timely resolution
- Coordination with inventory and logistics to meet the Participating Entity's shipping and/or installing instructions
- Coordination and communications with Sharp authorized Dealer(s) or Branch(es) on status changes and follow-up on install process for the Participating Entity
- Resolve changes to original Participating Entity order, including customer modifications, re-ships, damages, upgrades and downgrades
- Provide update reports on the current status, challenges or results to Sharp management, Dealers, Branches and Participating Entities.

The second ordering process scenario has Sharp authorized Dealers or Branch locations placing orders on behalf of the Participating Entity. Dealers or Branches would place orders using Sharp's Tech Data portal which has been specifically designed for Sharp and our product offering. Sharp will require that the Dealers provide copies of the Participating Entity's purchase orders in order to maintain audit capability.

Sharp's third party logistics business model, through Tech Data, enables Sharp to provide delivery of product in a most efficient manner. Sharp leverages the strength of Tech Data who has built a reputation as a leader in the distribution channel for more than 35 years by focusing on service, cost savings and continuous development. Tech Data's state-of-the-art logistics centers are strategically located to enable next-day service to most major metropolitan areas and because of their volume of business, their carrier partners provide our Dealers with the latest outbound pull times possible. This service guarantees timely order processing and delivery of equipment.

All Axia orders are classified as National Account Orders as part of SNAP. All SNAP orders receive priority order processing and priority status, as it relates to inventory allocation.

Sharp has a proven track record when it comes to successfully managing statewide and National Cooperative awarded contracts. We take pride in our ability to provide customers with customized solutions in a timely and efficient manner. Our experience and processes have enabled us to fulfill our sales strategy.

- cc. Complete and sign the Federal Funds Certification included in **Attachment B, Exhibit C**.
- dd. Please review the Sample Axia Cooperative Administration Agreement in **Attachment B, Exhibit D**. Note any questions, concerns and/or proposed exceptions.
- ee. If your business intends to conduct business in the State of New Jersey, download, complete and sign the forms found in the "Vendor Forms Required for All Proposal Submissions" at <https://www.nj.gov/treasury/purchase/forms.shtml#eo134>.

4.6 Cost Proposal: Provide the following cost information:

- a. Utilizing the template provided in **Attachment A (Cost Proposal)**, provide a comprehensive pricing methodology for all proposed products, solutions and services.
- b. If applicable, all equipage, parts, etc. are to be included F.O.B. destination and freight shall be included in the price of the item.
- c. Is all pricing, for Clark County School District and all other participating agencies of the Axia Cooperative purchasing program, inclusive of delivery and/or tariff fees? If so, detail how this will impact pricing, accounting for your distribution network and your ability to make deliveries nationwide (including to rural and smaller agencies). If tariff fees are included and if/when the tariff is reduced or removed, the awarded Supplier shall initiate a reduction in line with the percentage of the tariff's reduction. If the tariff is abated, the awarded Supplier shall initiate a reduction in line with the non-tariff price.

All proposed pricing reflects current MSRP.

Price adjustments may be made dependent upon economic conditions.

- d. Describe your pricing methodology. Do you utilize a discount off of list model, "web" pricing minus discount model, etc.?

Discount off List

- e. Describe how and how often the pricing documents are updated. Detail items and/or categories that may be updated more often than others.

Pricing documents are updated based upon introduction and discontinuance of product as well as stated above in C

- f. Detail how market conditions impact pricing and propose how you plan to account for such changes. Can pricing adjustments be audited and tracked with an index or other calculation?

Pricing adjustments impacted by imposed tariffs are calculated based upon HTS codes and country or origin.

- g. Describe any regional and/or individual custom pricing lists that may be available to participating agencies of the Axia Cooperative purchasing program. Detail how this kind of program can be extended to one or more participating public agencies, the number of items that can be made available through such a program, how and how often the list is updated, limitations based on the type and size of the participating agency, etc.

Sharp has the ability to provide additional discounts based on the size and scope of a participating agency's opportunity.

- h. Describe if and how volume discounts may be applied for certain orders.

Sharp has the ability to provide additional discounts based on the size and scope of a participating agency's opportunity.

4.8 Verbal Presentation/Oral Interviews: The District reserves the right to require any or all Respondent(s) to either make a presentation that illustrates its abilities relative to this effort and/or attend an interview session to gauge its suitability to provide services for this project. If so requested, the Respondent(s) shall make its personnel available within ten calendar days of request. No cost allowance shall be permitted for this requirement.

4.9 Additional Information: Respondent(s) may provide additional information that is relevant to this proposal for consideration. Additional information response shall be limited to two pages or less.

Sharp is uniquely positioned to provide our customers a total office solution through our offering of not only MFPs and Printers, but we also manufacture a full line of display products and Dynabook laptops. As a total office provider, we can work closely with organizations to improve their overall technology experience.

Sharp products and solutions include collaboration displays, commercial displays, Projectors, DV-LED displays, laptops, desktop monitors and a full suite of copier and printer solutions. Sharp markets, sells and services business products and solutions that help companies manage workflow efficiently and increase productivity so they can work smarter. Sharp does this effectively through both an independent dealer network and our own Sharp Business Systems (SBS) branches.

In addition, specifically in Clark County, Les Olson IT's years of experience and outstanding customer service provides your organization assurance that Sharp is dedicated to ensuring your complete satisfaction. Amongst Les Olson Company's largest clients: The City of Las Vegas, Las Vegas Valley Water District, College of Southern Nevada, Homeland Security, Harry Reid International Airport. This equates to thousands of multi-function devices/printers provided and serviced by Les Olson IT.

Part 5: Scope of Work and Technical Requirements

5.1 General:

It is the intent of Clark County School District to establish one or more contracts for Multi-Function Devices and Related Products and Related Services. Supplier(s) should be able to provide a comprehensive offering to include:

- Multi-Function Devices
 - Copiers
 - Desktop Printers
 - Laser Printers
 - Scanners
 - Wide-Format Printers
 - Production Printers
- Consumables and Supplies
 - Toner
 - Ink
 - Staples
 - Drums
 - Ribbon
 - Maintenance kits
 - Other supplies
- Related Services
 - Device monitoring
 - Policy management
 - Network & queue management
 - Automated Meter Reading
 - Output and automation solutions
 - Workflow improvement solutions
 - Reporting
 - Project management
 - Change management
 - External device integration
 - Existing software/system integrations
- Maintenance and Support Services
 - Preventative maintenance
 - Technical support
 - Software updates
 - Parts and supplies delivery and installation
 - Issue resolution
 - Device disposal and data destruction
- Other related products and services

5.2 New Equipment: Supplier(s) are expected to provide new equipment with existing equipment to be removed as needed.

5.3 Loaner Equipment: Supplier(s) shall provide loaner units at no charge for equipment out of service longer than 16 consecutive business hours. Loaner equipment shall offer substantially similar or better capabilities with guaranteed delivery time at no additional cost.

5.4 Replacement Equipment: If devices cannot be properly repaired to manufacturer's specifications, as described in this agreement and as expected, Supplier(s) shall provide, a replacement unit at no additional cost. Replacement equipment shall include substantially similar or greater capabilities. If equipment requiring replacement is within the first two years of installation, the replacement unit shall be new. If more than two years have passed since installation of the equipment requiring replacement, the Supplier(s) may provide replacement equipment that is other than new.

5.5 Replacement Parts: Defective parts may only be replaced by new OEM parts. Refurbished, remanufactured or surplus parts shall be used without written authorization of the District.

5.6 Print Management Software: Supplier(s) shall provide a robust, user-friendly print management solution that can be deployed throughout the organization.

5.7 Delivery and Installation: Cost for all handling, packing, transport, insurance, removal and installation and return charges shall be the responsibility of the Supplier(s). Supplier(s) shall conduct necessary software installation and configuration, in compliance with the District's technology standards, as part of each installation.

We agree and comply. The only exception would be the district would be responsible for any return charges on any existing lease contracts in place.

Supplier(s) shall provide de-installation (packing and handling) and removal of devices, including providing plan to coordinate these services, at no additional cost. Supplier(s) shall perform all installations and will verify proper operation of all equipment. Delivery shall be coordinated with prior approval from designated staff from the District.

We agree and comply

5.8 Changes/Moves: Supplier(s) shall provide equipment relocation services, including dismantling, packing, transporting and re-installing equipment. Pricing for these services may take the following into account:

- Distance from original placement of device
- Whether the new location is within the same building
- Whether the new location is within the same city/area from building in which device was originally placed

We agree and comply

5.9 Lease Programs: Equipment leases plans shall include full maintenance, all parts, including but not limited to, drums, and all supplies including toner, developer, and staple wire, excluding paper. Lease terms shall be effective on the date the equipment is delivered, installed configured and accepted as ready for use. Automatic renewals of the lease agreement are prohibited. Renewal of existing leases must be approved by the District in writing. Leases may be cancelled by the District, in part or in whole, for nonperformance or if funding is withdrawn, without penalty. Lease agreements not explicitly defined in this contract shall not be utilized without written consent from the District.

5.10 Financing: Financing agreements not explicitly defined in this contract shall not be utilized without written consent from the District.

5.11 Equipment Rental: Rental agreements not explicitly defined in this contract shall not be utilized without written consent from the District.

5.12 Service and Maintenance: The Supplier(s) shall have the capability to provide regularly scheduled and as-needed support and maintenance services. All services performed shall be performed by qualified technicians properly authorized and/or certified by the manufacturer of the equipment and/or software. The District reserves the right to require proof of certification at any time. The Supplier(s) shall provide a toll-free number for service requests.

Our toll free number is 1-800-748-1133

Response to requests for service shall be made within 4 working hours of notification by the District during normal working hours of each ordering facility Monday through Friday, excluding District holidays.

Preventative/scheduled maintenance shall be based on the specific needs of individual machines as determined by the Manufacturer. The Supplier(s) shall schedule regular preventative maintenance as determined by the District. Scheduled maintenance calls will not be considered downtime.

Scheduled maintenance calls shall include, but not be limited to, routine cleaning, lubrication, necessary adjustments, and replacement of unserviceable parts. Preventative/scheduled maintenance shall be performed in accordance with the manufacturer's recommendations.

Full maintenance shall be included in the charge for all leased equipment and made available for equipment purchased outright. Full maintenance shall include preventative maintenance, all parts including, but not limited to, drums, and labor.

5.13 Repairs: Repairs shall be completed within 12 working hours from first notification. Supplier(s) should maintain a local facility with parts stocked to meet this requirement. If the Supplier is unable to fully restore device to proper working order the entire monthly cost of the device will be credited to the appropriate OPS account affected by the outage.

5.14 Service Logs: A service log shall be included with all leased, purchased and rented equipment. Make, model number, and date of installation shall be recorded by the Supplier(s). The log shall list:

- Date and time of requested service
- Designated issue
- Response time
- Downtime
- Time needed for repairs
- Identified cause for issue
- Resolution
- Name & signature of servicing representative

Preventative maintenance performed shall also be documented in this log.

5.15 Current Environment for Clark County School District: The District has 374 school programs in 346 CCSD Facilities on 338 CCSD Campuses. The District has approximately 190 departments. The District's Construction Management Department maintains 375 buildings. The District has 4,858 installed copiers. Copiers that are ordered prior to the award of this RFP may be maintained through the District's prior contracted supplier.

Part 6: Proposal Evaluation and Award

6.1 Proposal Evaluation: To determine its accuracy, the District may investigate the information supplied by Respondents. By supplying a reference or customer list, the Respondent gives the District permission to contact any or all firms listed for information about the Respondent and understands that such information may be used in the evaluation.

An evaluation committee will review the proposals and determine the best proposal based on evaluation criteria such as:

- a. Respondent's experience and success in conducting similar Work.
- b. Adequacy of resources, including personnel, facilities, equipment, financial stability, and other related factors.
- c. Technical approach and the Respondent's grasp of the project as shown by the depth, breadth, and clarity of the proposal.
- d. Management and planning: The quality of procedures and organizational structures proposed for completion of the Work.
- e. Timeliness of services.
- f. Cost.
- g. Ability and willingness to transact purchase orders and invoices on SAP Business Network (Ariba)
- h. Other as permitted by NRS 332.065.

6.2 Rejection of Proposals: The District reserves the right to reject any and all proposals received, or any part thereof. Proposals may be rejected for any of, but not limited to, the following causes:

- a. Proposal lacks signature by an authorized representative of the Respondent.
- b. Failure to submit the proposal response prior to the specified opening date and time.
- c. Failure to submit bonding, or surety as required by the proposal document.
- d. Evidence of collusion among Respondents.
- e. Failure to meet the terms and conditions as specified in the Request for Proposal document.
- f. The evidence submitted by the Respondent leads the District to believe that the Respondent will be unable to carry out the obligations of the Agreement and complete the Work described.
- g. The District's investigation determines that the Respondent is not qualified to meet obligations of the Agreement and complete the Work described.
- h. Cost of services exceeds budgetary constraints.

6.3 Proposal Negotiations: Respondents are directed to submit its best and final cost offer in its response. The District may, at its sole option, open negotiations with responsive Respondents after submission of proposals and prior to award. The District specifically reserves the right to award without negotiations based upon written proposals only.

6.4 Method of Award: The District reserves the right to waive any minor informalities or irregularities in

proposals and/or Agreements in the District's best interests. The District reserves the right to award an Agreement on the basis of individual Scope of Work elements, or groups of elements, or all elements to a single Supplier. Taking into consideration the specified evaluation criteria, the District will select the Respondents whose proposal is most advantageous to the District. Contractual commitments are contingent upon the availability of funds as evidenced by the issuance of a purchase order. All Agreements are subject to the approval of the District's legal counsel and the Board of Trustees prior to execution. Once awarded, the Agreement will be the final expression of the Agreement between the parties and may not be altered, changed, or amended except by mutual Agreement, in writing.

If deemed to be in the District's best interests, the District reserves the right to award multiple Contracts as a result of the solicitation process.

6.5 Protests: Any Respondent who is allegedly aggrieved in connection with the solicitation or the award recommendation may protest. The protest must be submitted in writing to the Director of Purchasing and Warehousing, within seven calendar days after the recommendation has been made to the public by posting the recommendation on Euna Procurement (formerly named Bonfire). The following criteria must be observed.

- a. Protest letter(s) shall be addressed to the Office of the Director of Purchasing and Warehousing and must be sent via Certified U.S. Mail, FedEx, or other means directly to 4212 Eucalyptus Avenue, Bldg. #7, Las Vegas, NV 89121. The protest letter shall also be sent via facsimile to (702) 799-5018.
- b. All criteria for the protest must be in writing and disclosed in the protest letter.
- c. An impartial Purchasing Administrator will issue a written response which will be sent to the Protestor prior to any additional action taking place on the award recommendation.
- d. If the Protestor wishes to appeal the decision rendered by the impartial Purchasing Administrator it may do so by submitting a letter to the Director of Purchasing and Warehousing (following the initial criteria), which succinctly states why it believes the initial decision was erroneous. The appeal must be submitted at least three full calendar days prior to the scheduled Board meeting.
- e. The Director of Purchasing and Warehousing shall examine the merits of the protest and may either schedule a meeting with the Protestor and/or issue a written response declaring whether or not the protest will be upheld, or if the recommendation shall be presented to the Board of School Trustees for its consideration. If this response cannot be sent prior to the scheduled Board meeting, the Director shall postpone presenting the recommendation to the Board.

The decision of the Board shall be final. The Board need not consider protests unless this procedure is followed. A protest lodged after award by the Board of Trustees shall not be considered.

Part 7: Special Conditions

7.1 Bid Security: This section intentionally omitted.

7.2 Performance Bond: This section intentionally omitted.

7.3 Expenses: In the event that the District agrees to pay for any of the Supplier's expenses directly related to this Work, the following parameters shall apply: no overhead, and/or profit shall be permitted.

Supplier shall only receive reimbursement in amounts that are consistent with applicable travel guidelines established by the District policy, regulations, and procedures for its own employees and Suppliers. Reports of expenses shall be submitted on an approved form along with invoices for all itemized charges.

7.4 Insurance: The Supplier shall be responsible for maintaining insurance coverage in force for the life of the Agreement. The insurance company(ies) must have an A.M. Best rating of A- VI or better and be licensed to write such insurance in the State of Nevada. Prior to commencement of services, provide the District adequate insurance documents confirming coverage. The insurance carrier shall give the District a thirty-day written advance notice of any termination, expiration, or any and all changes in coverage. **Deductibles and self-insurance retentions shall be declared in the Insurance documents.** All deductibles and retentions are the sole responsibility of the Supplier to pay.

Insurance documents shall verify the following coverages:

- a. Statutory Workers Compensation, and Employers Liability, with limits no less than \$1 million, and providing Clark County School District with a waiver of subrogation.
- b. Commercial General Liability Insurance, including contractual liability, in accordance with the indemnification requirements in paragraph 8.15, and including bodily injury, personal injury, and property damage, with limits of at least \$1,000,000 per occurrence. Coverage shall be Primary and Non-contributory. The general liability insurance shall name the Clark County School District as an additional insured and extend to Products/Completed Operations in addition to Ongoing work.
- c. Professional Liability (Errors and Omissions) with minimum limits of at least \$1,000,000 per occurrence. The insurance required above may be provided under primary policies or by a combination of primary and excess policies.
- d. Commercial Automobile Liability Insurance, in accordance with the indemnification requirements in paragraph 8.15, and including passenger liability, with limits of at least \$1,000,000 per occurrence. Coverage shall extend to all Owned, Non-Owned or Hired Auto.
- e. Cyber Liability with minimum amounts of at least \$1,000,000 per occurrence for claims involving privacy violations, information theft, intentional and/or unintentional release and/or extortion.

Reference your insurance documents to the Clark County School District, Attention: Purchasing Department, 4212 Eucalyptus Avenue, Bldg. #7, Las Vegas, NV 89121, and indicate the project name and RFP number.

7.5 Penalties for Untimely Performance: Untimely performance is defined as the late completion and delivery of any deliverable identified in this RFP. The final negotiated schedule shall be the barometer for measuring timely performance. The District reserves the right to deduct an amount not to exceed 1% per day of the lump sum cost of any deliverable after the Work becomes late by five calendar days.

7.6 Price Changes: Prices shall be fixed for the first and second contract years. Thereafter, commencing on the anniversary date of the third contract year, the District may adjust the rates by using the Bureau of Labor Statistics Consumer Price Index – Urban Wage Earners and Clerical Workers for the west urban area, all items (Based period 1982-84=100) for the previous year, providing the Supplier has complied with the terms and conditions of the contract and has brought forth a proper written request.

7.7 Term of Agreement: The initial term of this agreement shall be for 1 (one) year. Thereafter the

District reserves the right to continue the life of the contract period by up to 6 (six) one-year periods if the contract is performed to the District's satisfaction.

7.8 Vested Interest: The Supplier(s) chosen for this Work cannot receive any benefits (directly or indirectly), or be party to other agreements that may emanate from recommendations, contracting actions, and or activities related to this effort. The only benefit that the Supplier can derive from this project is payment for the identified Scope of Work and optional tasks contained herein including identified deliverables in the Supplier's initial proposal response and subsequent additions to the Scope of Work authorized by the District.

7.9 Warranty: Supplier warrants that the Work shall be performed with the degree of skill, care, and judgment customarily accepted as sound and quality practice and procedure. Supplier further warrants that the Work fulfills the requirements and intent of the entire contractual Agreement inclusive of the Supplier's proposal response. If the Work fails to meet the aforementioned criteria and/or is in the judgment of the District to be inadequate, the Supplier shall re-perform the Work or portion that is unsatisfactory. The Supplier shall be liable for all costs and expenses incurred in the performance of corrective work and services, inclusive of travel, per diem, etc. The District agrees to meet with the Supplier (if requested) on an as-needed basis to monitor the effectiveness of ongoing Work and notify the Supplier of deficiencies within a reasonable time of discovery.

Part 8: General Conditions

8.0 Applicable Law, Jurisdiction and Venue: Any agreement resulting from this proposal shall be construed and interpreted according to the laws of the State of Nevada. The venue of any action brought hereunder shall be Clark County, Nevada.

8.1 Assignment of Contractual Rights: The Supplier shall not assign, transfer, convey, or otherwise dispose of the contract or its right, title, or interest in, or to the same, or any part thereof, without previous written consent of the District and any sureties.

8.2 Attorneys' Fees: The parties agree that in the event of a dispute, each party will bear its own costs of litigation and attorneys' fees.

8.3 Compliance with FERPA: In the event that the District shares education records with the Supplier, the following provision shall apply. Supplier is a contractor or outside service provider with whom the District has outsourced institutional services or functions that it would otherwise use employees to perform. For purposes of the Family Educational Rights and Privacy Act (FERPA), Supplier constitutes a school official with a legitimate educational interest in obtaining access to education records, and will only have access to those particular education records in which they have a legitimate educational interest. Supplier shall be under the direct control of the District with respect to the maintenance and use of personally identifiable information from education records provided under this Agreement. Supplier is subject to the same conditions on the use and re-disclosure of personally identifiable information from education records that govern other school officials, including 34 C.F.R. § 99.33 and the requirements established by the District.

8.4 Compliance with Applicable Laws: Supplier shall comply with OSHA, EPA, HIPAA, and all other applicable Federal, State, local statutes, laws, ordinances codes, order rules, regulations, proclamations, and other governmental requirements relative to conducting business with the District; all the aforementioned provisions are incorporated by reference. The laws of the State of Nevada shall govern as to the interpretation, validity, and effect of this proposal, its award, and the execution of this contract.

8.4.1 Compliance with District Regulations: Supplier shall comply with all District policies and

regulations; these requirements are incorporated by reference.

8.5 Confidential Treatment of Information: In the event the Supplier is furnished with or otherwise has access to confidential District information, while fulfilling its responsibilities under the terms of this agreement, the Supplier shall agree to hold such information in strict confidence and shall take all reasonable precautions to maintain the confidentiality of the information. The Supplier shall exercise the same degree of care and protection that would be exercised with respect to its own confidential information. The Supplier shall only use and access confidential information as necessary to fulfill its obligations under this contract. The Supplier shall not directly or indirectly disclose, sell, copy, distribute, reproduce, transfer, display, modify, create derivative works from, demonstrate, or allow any third party to have access to any of the District's confidential information which may include, but not be limited to: student academic records, student medical records, student photographs, budgetary information, etc.

8.6 Conflict of Interest/Nepotism: Pursuant to District Regulation 3312, the District shall not enter into a purchase transaction for any amount with any person related within the third degree of consanguinity or affinity to a member of the Board of School Trustees, or to a person acting as the authorizing official for the District, except as fully disclosed and authorized in advance. Authorizing official is being defined for this purpose as the person who has final authority to administer budgets, or his/her designee.

The Supplier must disclose any relationship or affinity with a member of the Board of School Trustees or an authorizing official in writing to an Administrator of the Purchasing Department prior to executing this contract. Failure to properly disclose a relationship will result in termination of the contract and may jeopardize the Supplier's future business dealings/opportunities with the District.

8.7 Contract Extension: The District reserves the right to extend this contract for up to 90 calendar days from its expiration date for any reason.

8.8 Covenant: The Respondent covenants that it presently has no interest and that it will not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required to be performed under this Agreement. Further, the Respondent covenants, to its knowledge and ability, that in performance of said services no person having any such interest shall be employed.

8.9 Dispute Resolution:

Mediation: In the event of a dispute the District's Purchasing Department will schedule a meeting with the Supplier to attempt to mediate and resolve any outstanding claims or disputes prior to initiating a request for arbitration (or commencing litigation). If through good faith efforts the matter is not resolved within fourteen (14) working days after the scheduled meeting, the parties may agree to continue mediation or may decide to proceed with the formal resolution process set forth herein.

Formal Dispute: In the event that mediation is unsuccessful, the controversy or claim arising out of or related to the Agreement, or the breach thereof, shall be settled by arbitration, unless the District, at its sole option, rejects arbitration by so notifying the Supplier. If the District rejects arbitration, the Supplier shall have thirty (30) days from the date of receipt of the notice of rejection to commence litigation(s) by the service of a summons and complaint upon the District. Failure to effect service upon the District within said time period shall act as a bar to litigation of the claim, which was the subject of the request for arbitration. If the matter is arbitrated, the rules of the American Arbitration Association shall apply. Judgment on such awards may be entered by Nevada courts. The parties agree that no attorneys' fees may be awarded by any arbitrator to any party or sub-tier party that arise out of or relate to any and all claims and other disputes pertaining to the Agreement (in any case).

8.10 Federal Funding: In the event federal funds are used for payment of all or part of this agreement: Supplier certifies, by signing this agreement, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, in receipt of a notice of proposed debarment, or

voluntarily excluded from participation in this transaction by any federal department or agency. This certification is made pursuant to the regulations implementing Executive Order 12549, Debarment and Suspension, 28 C.F.R. pt. 67, § 67.510, as published at pt. VII of the May 26, 1988, Federal Register (pp. 19160-19211), and any relevant program-specific regulations. This provision shall be required of every subcontractor receiving any payment in whole or in part from federal funds. Supplier agrees to provide immediate notice to the District's Purchasing Department in the event of being suspended, debarred, or declared ineligible by any Federal department or agency, or upon receipt of a notice of proposed debarment during the term of this contract.

8.11 Force Majeure: Neither party shall be liable for failure or delay in performance under any Agreement anticipated by this order due in whole or in part to an act of God, strike, lockout or other labor dispute, civil commotion, sabotage, fire, flood, explosion, pandemic, epidemic, acts of any government, unforeseen shortages or unavailability of fuel, power, transportation, raw materials or supplies, inability to obtain or delay in obtaining governmental approvals, permits, licenses or allocations, and any other causes which are not within such party's reasonable control, whether or not the kind specifically enumerated above. During any period of Supplier's inability to perform, the District may acquire from others, without incurring liability to Supplier, said goods or services.

8.12 Gratuities: In accordance with District Policy 3316, District employees are prohibited from accepting any gratuity (including food or beverages) from Suppliers or prospective Suppliers.

8.13 Headings: Paragraph/section headings, numbers, and alphabetical designations have been inserted for convenience of reference only. If there is any conflict between any such designations and the text of this agreement, the text shall take precedence.

8.14 Inconsistencies in Conditions: In the event there are inconsistencies between the specifications, Scope of Work, and the boilerplate proposal terms or conditions, (excepting Special Conditions) contained herein, the proposal terms and conditions will take precedence.

8.15 Indemnification: The Supplier agrees to protect, defend, indemnify, and hold harmless the District, and its officers and its employees, from and against any and all liability, claims, demands, and expenses, including court costs and attorney fees, which arise out of or are attributable to the work to be performed under this Agreement.

- a. Subject to NRS Chapter 41, and other applicable law, the District agrees to indemnify, and hold the Supplier, its officers, and its employees harmless from and against any liability, claims, demands, and expenses, including court costs, and attorney fees, on account of any injury, loss, or damage which arises out of the work performed under this Agreement, if such injury, loss, or damage is due to the negligence of any officer or employee of the District.
- b. The obligation of this section shall not apply to damages for which the District is/shall become liable by final judgment to pay to a third party. Nothing herein shall constitute a waiver by the District of any rights and privileges under any governmental immunity act or related statute.

8.16 Installation: If required by the RFP documents, minimally the Supplier shall be responsible for performing installation startup and commissioning services, including the removal of all residual packing or shipping materials. If requested, an authorized factory representative for the Supplier shall be present during installation at no charge to the District.

8.17 Intellectual Property: Any drawings, written reports or other works made by the Supplier shall be considered works for hire and become the property of the District. Any such works shall not be stamped with the Supplier's proprietary markings.

8.18 Invoice Audits: The Supplier shall provide to the District, within 14 calendar days of request, a report to validate that the price(s) charged are in accordance with the proposal price(s). The report shall be provided in the format specified by the District. Discrepancies, errors, and/or omissions found in the report shall require the Supplier to update and correct the report within seven calendar days of notice from the District. In the event the Supplier undercharged the District, the District shall reimburse the Supplier within 30 calendar days. In the event that the Supplier overcharged the District it shall reimburse the District within 14 calendar days. If overcharges are found, the District may declare the Supplier in breach of contract, terminate the contract, and designate the Supplier non-responsible for future bid/proposal efforts for two years and pursue any other legal or equitable remedies available by law.

8.19 No Third-Party Rights: This Agreement is made for the benefit of the District and the Supplier, and not for any outside party.

8.20 Non-Endorsement: As a result of the selection of a Supplier to supply services, the District is neither endorsing nor suggesting that the Supplier's service is the best or only solution. The Supplier agrees to make no reference to the District in any literature, promotional material, brochures, sales presentations, or the like, without the express written consent of the District's Director of Purchasing and Warehousing.

8.21 Operational Systems: The Supplier shall furnish a completely operational system whether or not all items necessary to make the system operational are specified.

8.22 Out of State Suppliers: Out of State Suppliers shall accept collect calls or provide a toll-free number for the placement of orders and conducting business with the District.

8.23 Patent Indemnity: The Supplier agrees to indemnify and hold the District harmless from any claim involving patent infringement or copyrights on goods supplied.

8.24 Penalties: In case of default by the Supplier, the District may procure the articles and/or services from other sources and may deduct from any unpaid balance due the Supplier or collect against the bond, security, or from the surety for the amount of excess costs so paid.

8.25 Records: Records shall be maintained as required by the successful Supplier in compliance with applicable municipal, federal or state laws, ordinances, codes, and as prescribed by the District. At any time during normal business hours, as the District deems necessary, all records shall be made available to the District at a location in the Las Vegas, NV area for examination with respect to all matters covered by any subsequent agreement. The District may audit, examine and/or take excerpts or transcripts from such records including, but not limited to, invoices, materials, payrolls, records of personnel, conditions of employment, or any other data as may be pertinent to this RFP.

8.26 Sales Tax: Any Respondent that sells tangible personal property to any commercial business in the State of Nevada is required to possess a Nevada Sales Tax Permit and shall collect and pay the taxes as defined in NRS Chapters 372 and 374. Permit information can be obtained by contacting the Nevada State Department of Taxation at (775) 687-4892.

8.27 Severability: It is mutually agreed that all of the terms, covenants, provisions and/or agreements contained herein are severable and that, in the event any of them shall be held to be held invalid, illegal, or unenforceable, by a competent court or arbitrator, this Agreement shall be interpreted as if such invalid terms, covenants, provision, and/or Agreement were not contained herein and the remaining provisions shall be valid and enforceable.

8.28 Statement of Work: All work shall be done in a good and workman-like manner and in accordance with industry standards. All Supplier personnel assigned to this project shall be fully qualified and legally able to perform the work.

8.29 Supplier Stock and Staff: The Supplier shall agree to maintain access to sufficient staff, stock of any item awarded in this RFP, and other as required to perform the agreement.

8.30 Taxes: The District is a political subdivision of the State of Nevada and under the provisions of NRS 372.325 is exempt from payment of Sales and Use Tax (Tax Identification Number is 88-6000030). The prices offered must be net, exclusive of taxes.

8.31 Term of Agreement and Renewals: The District agrees to retain the awarded Supplier for the initial agreement period as defined in the Special Conditions of this proposal. The District reserves the right to extend or continue the life of the agreement period, if the Agreement is performed to the District's satisfaction. During the initial agreement period, and any subsequent renewal periods, Supplier agrees to provide services as required by the District within the scope of this Agreement.

8.32 Title and Risk of Loss: The title and risk of loss of material or service shall not pass to the District until material is delivered to the specified location, quantities are verified, and the material is inspected for damage or service is completed as specified.

8.33 Use by Other Government Entities: Nevada Revised Statute 332.195 states that local governments and the State of Nevada may use the agreements of other local governments within Nevada, if approved by the Supplier. The local government that originally awarded the Agreement is not liable for the obligations of other local governments.

8.34. Waiver: No waiver or any breach of this contract or any of the terms or conditions hereof shall be held to be a waiver of any other subsequent breach; nor shall any waiver be valid or binding unless the same shall be in writing and signed by the party alleged to have granted the waiver.

END OF GENERAL CONDITIONS

Part 9: Definitions and Acronyms

Board of Trustees	Governing Board of Clark County School District
Buyer I	Purchasing employee responsible for distributing all proposal documents and receiving all questions, issues, and concerns in written form. Refer to the front page of the document for specific contact information
Department	Purchasing
Director of Purchasing	District's Designated Procurement Official
District	Clark County School District
Evaluation Committee	An independent committee, established by the District to review proposals submitted in response to this RFP, score the proposals and recommend a Supplier(s) for Agreement award
May	Indicates something that is not mandatory but permissible
NRS	Nevada Revised Statutes
Plan Holder	Respondent that has received or downloaded the RFP documents
Purchasing Administrator	Assistant Director, Coordinators, and/or Director of Purchasing
Respondent	A prospective Supplier submitting a proposal
RFP	Request for Proposal
Shall/Must/Will	Indicates a mandatory requirement. Failure to meet mandatory requirement may result in rejection of a proposal as non-responsive
Should	Indicates something that is recommended, but not mandatory.
Subcontractor	Third party, not directly employed by the District, who will, if the Respondent is selected, provide services in connection with the Agreement anticipated by the RFP
Supplier	Individual or firm(s) selected to perform the Scope of Work
Work	The provision or furnishing of goods and/or services as indicated throughout the entire RFP document

Part 10: Agreement

AGREEMENT FOR: . This Agreement is made and entered into this [] day of [], 20XX, with an effective date of [], 20XX, by and between Clark County School District, a political subdivision of the State of Nevada, hereinafter called the "District" and [] hereinafter called the "Supplier".

WITNESSETH:

WHEREAS, the Supplier has the personnel and resources necessary to provide all materials, equipment, and labor to provide the District [].

WHEREAS, the Supplier has the required licenses and/or authorizations pursuant to all Federal, State of Nevada and Local Laws in order to conduct business relative to this Agreement.

NOW, THEREFORE, District and Supplier agree as follows:

10.1 Responsibility of Supplier: It is understood that Supplier shall provide all services necessary as required or provide services as required to accomplish the specified Work. In the performance of the services herein provided for, Supplier shall be, and is, an independent contractor, and is not an agent or employee of the District and shall furnish such services in its own manner and method except as required by this Agreement. Further, Supplier has and shall retain the right to exercise full control over the employment, direction, compensation and discharge of all persons employed by Supplier in the performance of the services hereunder. Supplier shall be solely responsible for, and shall indemnify, defend and save the District harmless from all matters relating to the payment of its employees, including compliance with social security, withholding and all other wages, salaries, benefits, taxes, exactions, and regulations of any nature whatsoever.

- a. The Supplier acknowledges that Supplier and any subcontractors, agents or employees employed by Supplier shall not, under any circumstances, be considered employees of the District, and that they shall not be entitled to any of the benefits or rights afforded employees of the District, including, but not limited to, sick leave, vacation leave, holiday pay, Public Employees Retirement System benefits, or health, life, dental, long-term disability or workers' compensation insurance benefits. The District will not provide or pay for any liability, medical insurance, retirement contributions, or any other benefits for or on behalf of Supplier or any of its officers, employees, or other agents.
- b. Supplier shall appoint a Manager who will manage the performance of services. All of the services specified by this Agreement shall be performed by the Manager or by Supplier's associates and employees under the supervision of the Manager. Should the Manager, or any employee of the Supplier be unable to complete his or her responsibility for any reason, the Supplier will replace him or her with a qualified person. If Supplier fails to make a required replacement that is suitable to the District within ten days, the District may terminate this Agreement for default.
- c. The Supplier agrees that its officers and employees will cooperate with the District in the performance of services under this Agreement and will be available for consultation with the District at such reasonable times with advance notice as to not conflict with its other responsibilities.
- d. Supplier has or will retain such employees as it may need to perform the services required by this Agreement.
- e. The rights and remedies of the District provided for under this section are in addition to any other

rights and remedies provided by law or under other sections of this Agreement.

- f. Services to be performed by the Supplier for the Work shall consist of the scope of services described in the Special Conditions, General Conditions, Scope of Work, Addenda [REDACTED] and offers of service as indicated in the Supplier's proposal response as set forth in this Agreement, attached hereto. RFP XXXX XXX, dated XXXXX __, 20XX in its entirety is incorporated into and made part of this Agreement.

10.2 Responsibility of District: The District agrees that its officers and employees will cooperate with Supplier in the performance of services under this Agreement and will be available for consultation with Supplier at such reasonable times with advance notice as to not conflict with its other responsibilities.

- a. The services performed by Supplier under this Agreement shall be subject to review for compliance with the terms of this Agreement by the District's representative, enter your name, telephone number (702) 799-5225 ext. XXXX or designee. District's representative may delegate any or all responsibilities under this Agreement to appropriate staff members, and shall so inform Supplier by written notice before the effective date of each such delegation.

10.3 Changes to Scope of Work: The District may order extra work or make changes by adding or deducting from the Work without invalidating the Agreement. No Work or change shall be made nor charges for extras claimed unless authorized by the District in writing.

- a. The District shall provide written notification to the Supplier for any contemplated change. Upon receipt of such notice the Supplier shall provide an estimate for the increase or decrease in cost due to the contemplated change and notify the District of any anticipated change in the completion date.
- b. In the event that the District elects to make the contemplated change, the District shall issue an Agreement Amendment or Change Order authorizing the modification to the Scope of Work. The only officers with authority to execute an amendment to this contract are Administrators of the District's Purchasing Department.

10.4 Compensation and Terms of Payment: Before an invoice is submitted for payment, the Supplier shall complete all required Work, or a portion thereof, which the District agrees to accept separately, is substantially complete. The District shall have ten working days to verify satisfactory completion of Work or portion thereof.

- a. In the event that the District does not find the Work to be compliant with the requirements of this Agreement the invoice shall be rejected and the Supplier is mandated to take corrective action to its Work prior to issuance of any further invoices.
- b. The Supplier shall bill monthly in arrears and payments shall be made monthly within 30 days after receipt of a properly prepared and correct invoice and completion of identified task, whichever is the later.
- c. The District shall subtract from any payment made to Supplier all damages, costs and expenses caused by Supplier's negligence.
- d. Invoice shall include the following information:
- 1.1.1. Supplier's name,
 - 1.1.2. Complete address (including street, city, state, and zip code),
 - 1.1.3. Telephone number,
 - 1.1.4. Contact person,

- 1.1.5. Itemized description of products delivered (including quantities, or if applicable, services rendered (including dates),
- 1.1.6. District's purchase order number,
- 1.1.7. Supplier's Federal Tax Identification Number, and
- 1.1.8. RFP number.

- e. Invoices are to be sent via SAP Business Network (preferred) or shall be submitted to:
Clark County School District
2832 E. Flamingo Rd.
Las Vegas, NV 89121
Attn: Accounts Payable or other designated locations
Via email at: inbox060@nv.ccsd.net

10.5 District's Fiscal Limitations: The content of this section shall apply to the entire Agreement and shall take precedence over any conflicting terms and conditions and shall limit the District's financial responsibility as indicated.

- a. The District's total liability for all charges for services, which may become due under this Agreement, is limited to the total maximum expenditure(s) authorized by the District by the issuance of a purchase order.
- b. The District's performance and obligation to pay under this Agreement is contingent upon an annual appropriation for its purpose by the Board of School Trustees.

10.6 Time: Progress and Completion: Time limits that are mutually agreed upon by the District and the Supplier are of the essence. By executing the Agreement, the Supplier confirms that the time stated in the Agreement documents are reasonable periods for performing the Work.

10.7 Subcontracts: No work may be subcontracted by the Supplier without the prior written approval of the District, which shall not be unreasonably withheld.

- a. Approval by the District of Supplier's request to subcontract or acceptance of or payment for subcontracted work by the District shall not in any way relieve Supplier of responsibility for the professional and technical accuracy and adequacy of the Work. Supplier shall be and remain liable for all damages to the District caused by negligent performance or non-performance of work under this Agreement by Supplier's subcontractor or its sub-subcontractor.

10.8 Suspension: The District may suspend performance by Supplier under this Agreement for such period of time as the District, at its sole discretion, may prescribe by providing written notice at least five (5) working days prior to the date on which the District wishes to suspend. Upon such suspension, the District shall pay Supplier its contracted compensation, based on materials and/or Work completed. Supplier shall not deliver additional materials and/or perform further Work under this Agreement after the effective date of suspension until receipt of written notice from the District to resume performance.

10.9 Termination: This Agreement may be terminated in whole or in part by the District for its convenience; but only after the Supplier is given:

- a. Not less than five calendar days' written notice of intent to terminate; and
- b. An opportunity for consultation with the District prior to termination.

- 1. Upon termination for default the District will pay Supplier that portion of the compensation which has been earned as of the effective date of termination but:
 - a. No amount shall be allowed for anticipated profit on performed or unperformed services or other Work; and

3. The rights and remedies of the District and the Supplier provided in this section are in addition to any other rights and remedies provided by law or under this Agreement.

10.10 Notices: Any notice required to be given hereunder shall be deemed to have been given when received by the party to whom it is directed by personal service, hand delivery, certified U.S. mail, return receipt requested or FedEx, at the following addresses:

To: Clark County School District and To:
4212 Eucalyptus Avenue, Bldg. #7
Las Vegas, NV 89121
Attn: Director of Purchasing

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed the day and year first above written.

CLARK COUNTY SCHOOL DISTRICT:

By: _____ Date: _____

Print Name: _____ Title: _____

Director of Purchasing and Warehousing or
Other Authorized Purchasing Administrator

SUPPLIER:

Supplier
Name: _____ Phone: _____

Address: _____ Fax: _____

_____ FEIN: _____

By: _____ Date: _____

Print Name: _____ Title: _____