



MEMORANDUM

Date: December 30, 2025

To: The Honorable Chair and Members
Pima County Board of Supervisors

From: Jan Lesser County Administrator

Re: **Additional Information for the January 6, 2026, Board of Supervisors Meeting – Protest Appeal by Rasix Computer Center, Inc. (Rasix) of Recommendation for Award for Solicitation No. IFB-2500021503, OEM & Remanufactured Printer & Fax Toner Cartridges**

On November 25, 2025, a *Notice of Recommendation for Award* was issued to respondents for the referenced Solicitation for OEM & Remanufactured Printer & Fax Toner as follows:

<u>AWARDED</u>	<u>BID AMOUNT</u>	<u>AWARD AMOUNT</u>
Group 1: The Office Pal Inc.	\$246,470.77	\$350,000.00
Group 2: CVR Computer Supplies Inc.	\$11,843.00	

On November 28, 2025, Rasix submitted a protest pursuant to Pima County Procurement Code §11.20.010(F), asserting that the "Recommended Awardee for Group 1, The Office Pal, Inc." did not meet the Contractor Minimum Qualifications in Section 3 of the Offer Agreement, specifically regarding Hewlett-Packard authorization status.

On December 4, 2025, the Procurement Director dismissed the protest, noting that the listing of The Office Pal Inc. was an administrative error and that the correct vendor had been properly identified in the Offer Agreement. A revised Notice of Recommendation for Award correcting the vendor's name was consequently published the following day as follows:

<u>AWARDED</u>	<u>BID AMOUNT</u>	<u>SHARED ANNUAL AWARD AMOUNT</u>
Central Jersey Office Equipment Inc.		
Group 1: The Office Pal Inc.	\$246,470.77	\$350,000.00
Group 2: CVR Computer Supplies Inc.	\$11,843.00	

On December 9, 2025, Rasix submitted a protest appeal to the Board of Supervisors with the Clerk of the Board pursuant to Pima County Procurement Code §11.20.010(H) (Protest Appeal). This appeal of the Procurement Director's decision is scheduled to be heard on January 6, 2026, at the Board of Supervisors meeting.

The attached memorandum provides Procurement's responses to the issues raised in Rasix's Protest Appeal.

JKL/anc

Attachments

c: Carmine DeBonis Jr, Deputy County Administrator
Steve Holmes, Deputy County Administrator
Javier Baca, Director, Information Technology
Bruce Collins, Director, Procurement Department

Date: December 30, 2025

To: Jan Lesher
County Administrator

From: Bruce D. Collins *bdc*
Procurement Director

Re: Additional Information for the January 6, 2026 Board of Supervisors Meeting Agenda Item 15 – Protest Appeal by Rasix Computer Center, Inc. of Award for Solicitation No. IFB-2500021503, OEM & Remanufactured Printer & Fax Toner Cartridges

This information is provided in response to the protest appeal submitted on December 9, 2025, by Rasix Computer Center, Inc. ("Rasix") regarding IFB-2500021503. Rasix timely appealed the Procurement Director's decision overruling its protest of the recommended award for Group 1, asserting that the recommended vendor, Central Jersey Office Equipment, did not submit a bid and therefore cannot be awarded the contract. After reviewing the appeal, the Procurement Department reaffirms its original determination and provides the following responses for the Board's consideration.

1. Administrative Naming Error in the Original Notice

The original *Notice of Recommendation to Award* incorrectly listed The Office Pal Inc. as the recommended awardee for Group 1. This was solely an administrative naming error.

- The bid response was submitted by The Office Pal on behalf of Central Jersey Office Equipment.
- The executed Offer Agreement, required certifications, and all supporting documentation were provided by Central Jersey Office Equipment, not The Office Pal.
- Central Jersey Office Equipment is the legal offeror of record and was fully evaluated for responsiveness, responsibility, and compliance with all Contractor Minimum Qualifications, including Hewlett-Packard authorized reseller requirements (see Exhibit A).

This clarification was included in the Procurement Director's written protest decision.

2. Revised Notice of Recommendation to Award

Consistent with the protest decision, a revised Notice of Recommendation to Award correcting the vendor's name was posted immediately after issuance of the Director's response. A copy is provided as Exhibit B.

3. Contractor Price Analysis Clarification

Rasix notes that Central Jersey Office Equipment does not appear in the initial Contractor Price Analysis. This occurred because the submission was entered into BidNet under The Office Pal, the submitting agent.

Bruce D. Collins, Director

150 W Congress St., 5th Floor – Tucson, AZ 85701-1207 – Main: 520-724-8161 – Fax: 520-724-3646
www.pima.gov

Jan Lesher

Re: Additional Information for the January 6, 2026 Board of Supervisors Meeting Agenda Item
15 – Protest Appeal by Rasix Computer Center, Inc. of Award for Solicitation No. IFB-
2500021503, OEM & Remanufactured Printer & Fax Toner Cartridges

December 30, 2025

Page 2

Key Facts:

- No late submissions or bidder substitutions occurred. System screenshots confirming the original submission through BidNet are included as Exhibit C.
- The County's evaluation relied on the signed Offer Agreement,
- The binding bid was submitted by Central Jersey Office Equipment, and
- All qualification reviews were based on Central Jersey Office Equipment's documentation.

4. Compliance With Procurement Protocols

The Procurement Department adhered to all requirements of the Solicitation, County Procurement Code, and applicable policies. The administrative naming error did not affect:

- The evaluation process
- Bid rankings
- Determination of the lowest, responsive, and responsible bidder
- The integrity of the procurement process

Central Jersey Office Equipment met all minimum requirements and remains the correct recommended awardee.

5. Conclusion and Recommendation

The appeal does not provide grounds to alter or overturn the Procurement Director's decision. The County's evaluation was conducted properly, the Offer Agreement was validly executed by the actual bidder, and the revised notice accurately reflects the intended award. Therefore, it is recommended that the Board affirm the Procurement Director's decision and uphold the award for Group 1 to Central Jersey Office Equipment as the lowest, responsive, and responsible bidder.

BDC/

c: Carmine DeBonis Jr, Deputy County Administrator
Steve Holmes, Deputy County Administrator
Javier Baca, Director, Information Technology

Exhibit A

HP Amplify Membership Certificate

Effective November 1, 2025 to October 31, 2026.

Company Legal Name: Central Jersey Office Equipment, Inc. (3-HSIP-2875)
Company DBA Name: Central Jersey Office Equipment, Inc.

is a member of the HP Amplify Partner Program with the following designation(s):

HP Amplify Synergy Partner

Kobi Elbaz



Kobi Elbaz
SVP & General Manager, Global Channel, Sales
Innovation & Operations

Scott Lannum
Interim North America Managing Director
North America



Exhibit B



NOTICE OF RECOMMENDATION FOR AWARD (Revised Version)

December 5, 2025

Date of Issue: November 25, 2025

The Procurement Department hereby issues formal notice to respondents to Solicitation No. IFB-25000215032 for OEM & Remanufactured Printer & Fax Toner Cartridges that the following listed respondents will be recommended for award as indicated below. The award action is scheduled to be performed by the Board of Supervisors on or after ~~December 16, 2025~~^{January 6, 2025}

Award is recommended to the: Lowest, responsive and responsible bidders

AWARDED	<u>Central Jersey Office Equipment Inc.</u>	<u>BID AMOUNT</u>	<u>SHARED ANNUAL AWARD AMOUNT</u>
Group 1: The Office Pal Inc.		\$246,470.77	\$350,000.00
Group 2: CVR Computer Supplies Inc.		\$11,843.00	

OTHER RESPONDENTS

	Group 1: OEM New Toner/Ink Cartridges
Aztek Computers, LLC	\$99,529.00*
B2B Supplies USA	\$259,328.58
Blink Supplies	\$401,434.10
CVR Computer Supplies Inc.	\$267,619.47
Rasix Computer Center Inc.	\$250,386.42
Staples	\$328,356.83*
The Tree House, Inc.	\$266248.20*
Turbon USA	No Bid

*Did not bid all items

	Group 2: Remanufactured Toner/Ink Cartridges
Aztek Computers, LLC	No Bid
B2B Supplies USA	\$17,933.48
Blink Supplies	\$13,239.40**
Central Jersey Office Equipment Inc.	\$15,555.45
Rasix Computer Center Inc.	\$12,234.39
Staples	\$38,639.31
The Tree House, Inc.	No Bid
Turbon USA	\$32,097.10

**Did not bid all items

Issued by: Brandon Morgan, Procurement Officer
Telephone Number: 520-724-9510

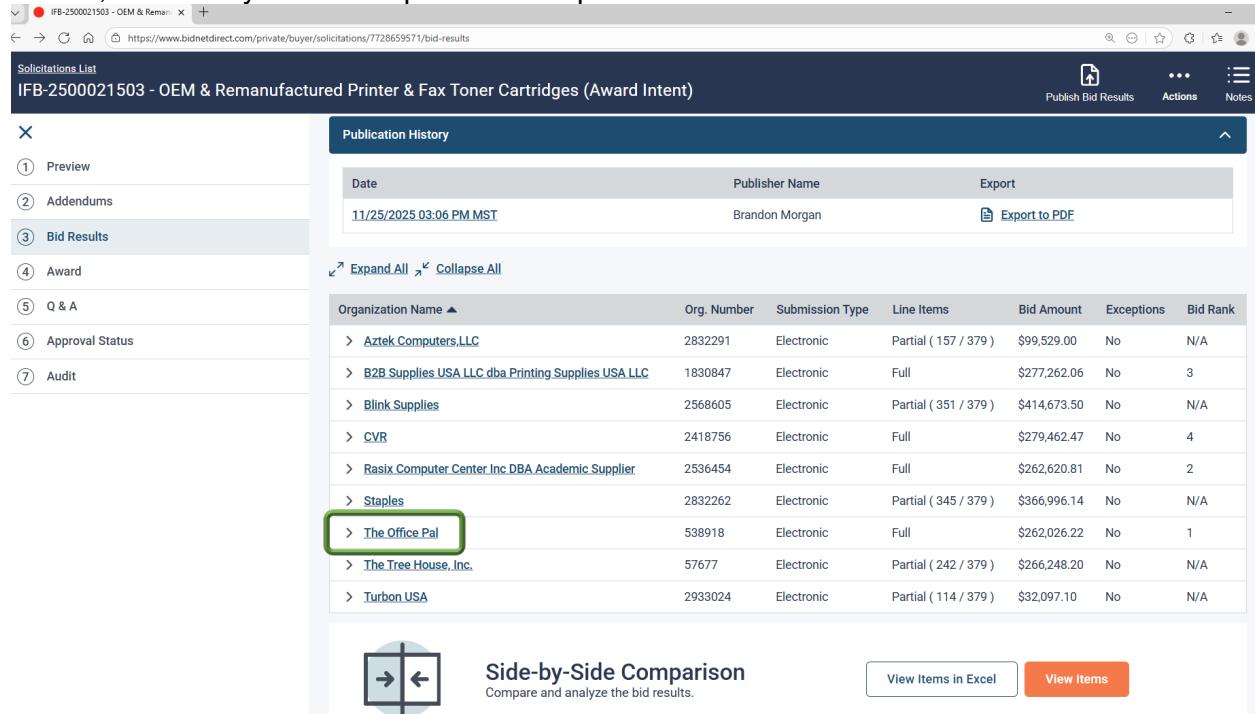
This notice is in compliance with Pima County Procurement Code §11.12.010(C) and §11.20.010(C).

Copy to: Pima County SBE via the BidNet Portal.

Exhibit C

Screenshot 1 – List of Bids Submitted

The screenshot below shows all bids submitted for IFB-2500021503 as recorded directly in BidNet, the County's official e-procurement portal.

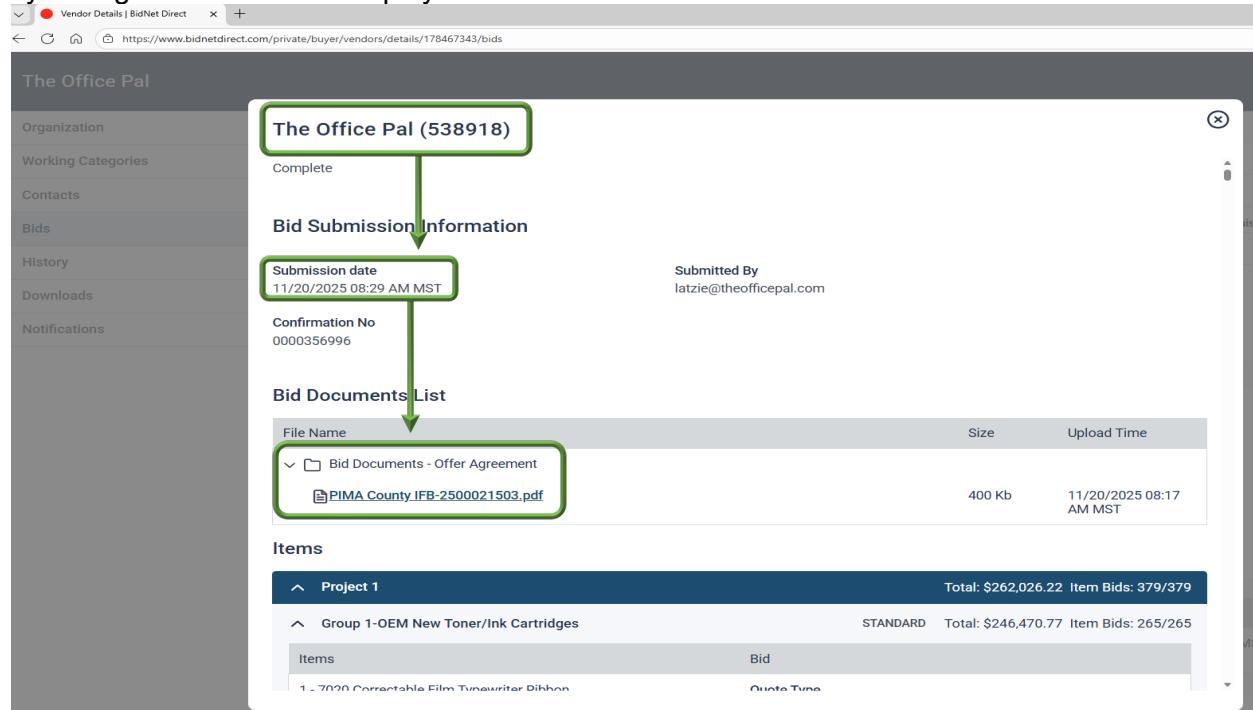


The screenshot displays the BidNet interface for the solicitation IFB-2500021503. The left sidebar shows navigation links: Preview, Addendums, Bid Results (selected), Award, Q & A, Approval Status, and Audit. The main content area is titled 'Publication History' and shows a table of bid details. The table includes columns for Date, Publisher Name, and various bid metrics. The bid for 'The Office Pal' is highlighted with a green box. At the bottom, there is a 'Side-by-Side Comparison' section with a button to 'View Items in Excel' and a 'View Items' button.

Organization Name	Org. Number	Submission Type	Line Items	Bid Amount	Exceptions	Bid Rank
Aztek Computers, LLC	2832291	Electronic	Partial (157 / 379)	\$99,529.00	No	N/A
B2B Supplies USA LLC dba Printing Supplies USA LLC	1830847	Electronic	Full	\$277,262.06	No	3
Blink Supplies	2568605	Electronic	Partial (351 / 379)	\$414,673.50	No	N/A
CVR	2418756	Electronic	Full	\$279,462.47	No	4
Rasix Computer Center Inc DBA Academic Supplier	2536454	Electronic	Full	\$262,620.81	No	2
Staples	2832262	Electronic	Partial (345 / 379)	\$366,996.14	No	N/A
The Office Pal	538918	Electronic	Full	\$262,026.22	No	1
The Tree House, Inc.	57677	Electronic	Partial (242 / 379)	\$266,248.20	No	N/A
Turbon USA	2933024	Electronic	Partial (114 / 379)	\$32,097.10	No	N/A

Screenshot 2 – Bid Submission by the Office Pal

The bid attributed to “The Office Pal” was submitted on 11/20/2025 at 8:29 MST (prior to the closing date and time of 11/20/2025 at 2:00 PM MST), and when expanding the submission, the system-generated record displays the file associated with the submitted bid.



Screenshot 3 – Offer Agreement (Page 1)

This is the first page of bid document contained within the submission

Vendor Details | BidNet Direct PIMA County IFB-2500021503 (6) +

File C:/Users/u121042/Downloads/PIMA%20County%20IFB-2500021503%20(6).pdf

Draw Aa

1 of 25

PIMA COUNTY NOTICE OF INVITATION FOR BIDS (IFB)

PIMA COUNTY
PROCUREMENT

Solicitation Number: IFB-2500021503
Title: OEM & Remanufactured Printer & Fax Toner Cartridges

DUE IN AND OPENS: November 20, 2025 AT OR BEFORE 2:00 P.M. LOCAL TUCSON, AZ TIME (MST)

Submit Bid to:
Online submissions to the BidNet solicitation portal only

Remote Pre-Bid Conference:
November 4, 2025 AT 10:00 A.M. LOCAL TUCSON AZ TIME (MST)
Pima County Procurement Department
150 West Congress, 5th Floor
Tucson, Arizona 85701
MS Teams Meeting Link: [LINK](#)

SOLICITATION: Pima County ("County") is soliciting bids from Offerors qualified, responsible, and willing to provide OEM & Remanufactured Printer & Fax Toner Cartridges in compliance with all solicitation specifications and requirements contained or referenced herein.

GENERAL DESCRIPTION: Provide Pima County with Printer and Fax Toner/Ink Cartridges, as needed, per specifications and requirements described herein.

You may download a full copy of this solicitation at <https://www.bidnetdirect.com/solicitations/open-bids/> by searching and selecting the solicitation number. Offerors are required to check this website for amendments prior to the **"Due In and Opens"** date and time to assure that the bid incorporates all amendments. Prospective Offerors may also pick up a copy, Monday through Friday excluding legal holidays (as observed by County, <https://webcms.pima.gov/cmsone.aspx?portalid=169&pageid=2976>), 8 A.M. to 5 P.M. LOCAL TUCSON ARIZONA TIME (MST), at the address listed above.

PRE-BID CONFERENCE: County will hold a Pre-Bid Conference, via an MS Teams Meeting only, for the purpose of clarifying requirements and answering prospective Offeror questions. It is the responsibility of Prospective Offerors to familiarize themselves with all requirements of the solicitation and to identify any issues at the conference. Attendance is optional. Remote participation is via the MS Teams Meeting link: [LINK](#)

Offerors must submit bids as required in the Instructions to Offerors, in accordance with the Standard Terms and Conditions, and all solicitation documents either referenced or included herein. Failure to do so may be cause for County to reject a bid as **"Non-Responsive."**

Offerors must complete and return those documents identified in Section 4, Submission of Bids of the Instructions to Offerors document.

Offerors may not withdraw bids for sixty (60) days after opening except as allowed by Pima County Procurement Code. Bonds are not required.

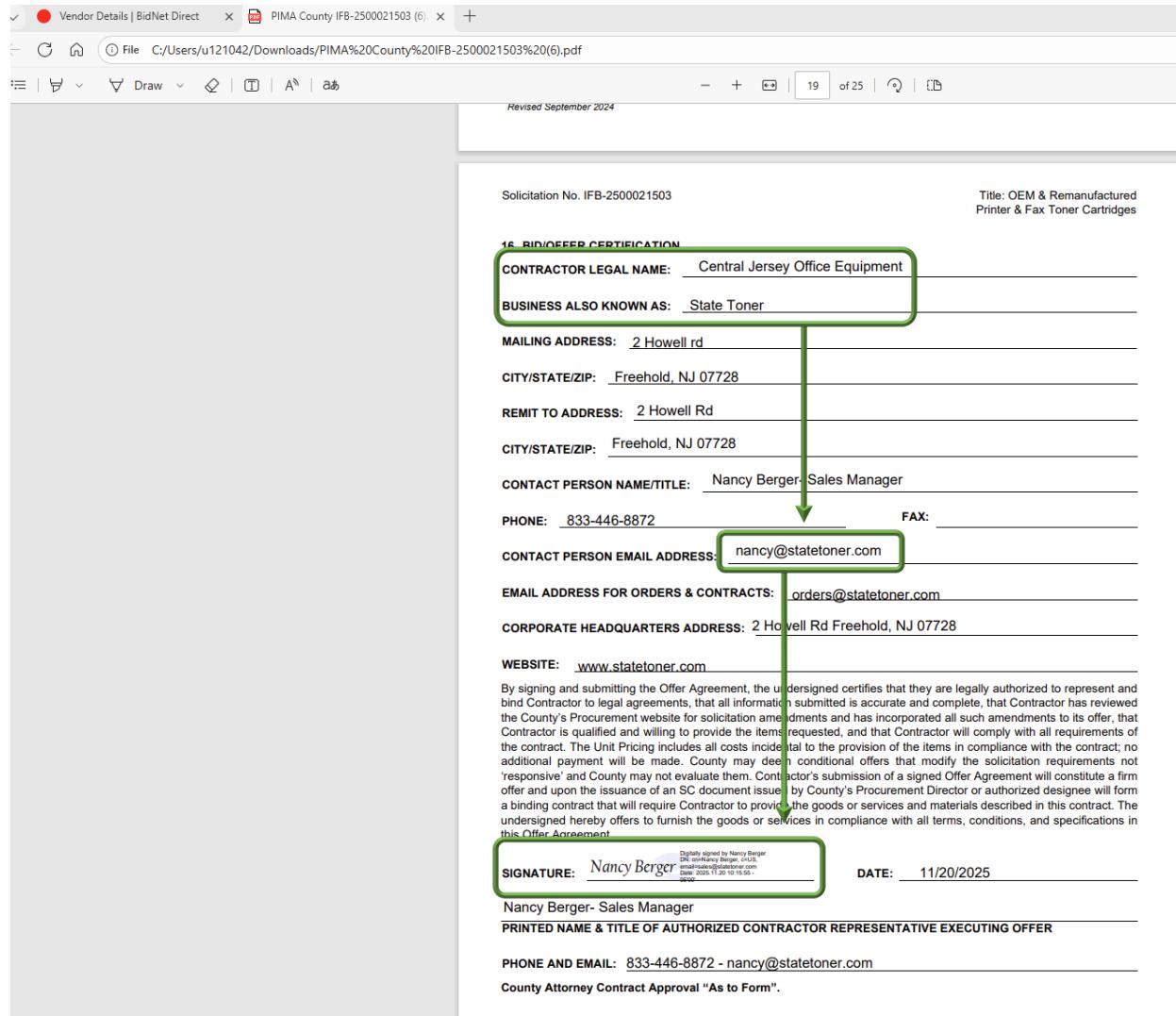
OFFERORS ARE REQUIRED TO READ THE ENTIRE SOLICITATION, INCLUDING ALL REFERENCED DOCUMENTS, ASSURE THAT THEY ARE WILLING AND ABLE TO COMPLY, AND INCORPORATE ALL ASSOCIATED COSTS IN THEIR BID.

County will not accept verbal requests for clarifications or interpretations. Offerors must submit any questions or deviation requests through the BidNet solicitation portal.

All submittals must reference the Solicitation Number and Title. County may not answer any questions that Offerors submit within eight (8) days of the solicitation **"Due in and Opens"** Date and Time.

Screenshot 4 – Bid/Offeror Certification Page

This screenshot shows the Bid/Offeror Certification Page, which clearly identifies Central Jersey Office Equipment as the official offeror. The digital signature confirms the associated statetoner.com email address and shows the signature date as 11/20/2025 at 10:15 AM (submitter's time zone is EST, when converted to MST this would be 8:15 AM, 14 minutes prior to the submission time).



Vendor Details | BidNet Direct PIMA County IFB-2500021503 (6) +

File C:/Users/u121042/Downloads/PIMA%20County%20IFB-2500021503%20(6).pdf

– + | 19 of 25 |

Revised September 2024

Solicitation No. IFB-2500021503 Title: OEM & Remanufactured Printer & Fax Toner Cartridges

16. BID/OFFER CERTIFICATION

CONTRACTOR LEGAL NAME: Central Jersey Office Equipment

BUSINESS ALSO KNOWN AS: State Toner

MAILING ADDRESS: 2 Howell rd

CITY/STATE/ZIP: Freehold, NJ 07728

REMIT TO ADDRESS: 2 Howell Rd

CITY/STATE/ZIP: Freehold, NJ 07728

CONTACT PERSON NAME/TITLE: Nancy Berger- Sales Manager

PHONE: 833-446-8872 **FAX:** _____

CONTACT PERSON EMAIL ADDRESS: nancy@statetoner.com

EMAIL ADDRESS FOR ORDERS & CONTRACTS: orders@statetoner.com

CORPORATE HEADQUARTERS ADDRESS: 2 Howell Rd Freehold, NJ 07728

WEBSITE: www.statetoner.com

By signing and submitting the Offer Agreement, the undersigned certifies that they are legally authorized to represent and bind Contractor to legal agreements, that all information submitted is accurate and complete, that Contractor has reviewed the County's Procurement website for solicitation amendments and has incorporated all such amendments to its offer, that Contractor is qualified and willing to provide the items requested, and that Contractor will comply with all requirements of the contract. The Unit Pricing includes all costs incidental to the provision of the items in compliance with the contract; no additional payment will be made. County may deem conditional offers that modify the solicitation requirements not 'responsive' and County may not evaluate them. Contractor's submission of a signed Offer Agreement will constitute a firm offer and upon the issuance of an SC document issued by County's Procurement Director or authorized designee will form a binding contract that will require Contractor to provide the goods or services and materials described in this contract. The undersigned hereby offers to furnish the goods or services in compliance with all terms, conditions, and specifications in this Offer Agreement.

SIGNATURE: Nancy Berger 

DATE: 11/20/2025

Nancy Berger- Sales Manager

PRINTED NAME & TITLE OF AUTHORIZED CONTRACTOR REPRESENTATIVE EXECUTING OFFER

PHONE AND EMAIL: 833-446-8872 - nancy@statetoner.com

County Attorney Contract Approval "As to Form".

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P. 800.266.2892 F. 866.540.3292
3519 Main Street, Suite 401 Chula Vista, CA 91911

Dear Brandon,

We would like to formally file a protest regarding the Notice of Recommendation to Award for Solicitation No. IFB-2500215032 for OEM & Remanufactured Printer & Fax Toner Cartridges.

Our Protest Specifically concerns the Recommended Awardee for Group 1, The Office Pal Inc.

The grounds for our protest are that The Office Pal Inc. does not meet the Contractor Minimum Qualifications as outlined in Section 3 of the offer agreement.

Specifically, The Office Pal Inc. is not an authorized reseller, distributor, or qualified supplies partner of Hewlett Packard.

3. CONTRACTOR MINIMUM QUALIFICATIONS

The Contractor certifies that it is competent, willing, and responsible for performing the services or providing the products in accordance with the requirements of this contract.

Contractor will check appropriate response below and provide requested documents. Failure to check appropriate response and provide copies of requested documents may cause the offer to be rejected and deemed non-responsive:

A. Group 1: OEM New Toner/Ink Cartridges Minimum Qualifications

Contractor must be an authorized reseller, distributor, and/or qualified supplies partner of Hewlett Packard	<input type="checkbox"/> Yes	<input type="checkbox"/> No Bid
--	------------------------------	---------------------------------

This lack of proper credentialing is a significant cause for concern due to the risk of untraceable product sourcing by unauthorized dealers. Awarding the contract to a company that lacks the correct authorization from HP significantly increase the risk of receiving clone, defective, or aged gray market products.

Please let me know if you require any further information or have questions regarding this protest

Sumit 'Sam' Shah

Director, Rasix Computer Center Inc DBA Academic Supplier



www.academicsupplier.com



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Email: sam.shah@rasixinc.com

December 4, 2025

Sumit 'Sam' Shah, Director
Rasix Computer Center Inc DBA Academic Supplier
3519 Main Street, Suite 401
Chula Vista, CA 91911

RE: Response to Protest – Solicitation No. IFB-2500021503 for OEM & Remanufactured Printer & Fax Toner Cartridges

Dear Mr. Shah,

This letter acknowledges receipt of your protest submitted on November 28, 2025, concerning Solicitation No. IFB-2500021503 – OEM & Remanufactured Printer & Fax Toner Cartridges.

1. Acknowledgment of Protest

Your protest was received by the Procurement Department on **November 28, 2025**. Pursuant to **Pima County Code § 11.20.010 (Protests)**, the protest underwent a Protest Merit Assessment to determine its timeliness, completeness, and whether it established a valid basis for protest under the applicable procurement code.

2. Summary of Protest Grounds and Requested Relief

The protest asserts that the "Recommended Awardee for Group 1, The Office Pal Inc." does not meet the Contractor Minimum Qualifications identified in Section 3 of the Offer Agreement, specifically regarding authorization status with Hewlett-Packard.

3. Review of Procurement File

Upon review, it was confirmed that the reference to The Office Pal Inc. in the Notice of Recommendation to Award was an **administrative naming error**.

The Office Pal Inc. submitted the response **on behalf of Central Jersey Office Equipment**, which is the vendor whose credentials were evaluated and the entity identified on the executed Offer Agreement—not The Office Pal Inc.

In accordance with Section 4 of the Instructions to Offerors, "County will consider Offeror's submission of a signed Offer Agreement to be a firm offer that will become [a] binding contract..." As such, **Central Jersey Office Equipment** is the legal offeror of record. Their response, certifications, and documentation were reviewed during the evaluation, and they were found to meet all Contractor Minimum Qualifications, including authorized reseller or distributor requirements.

3. Review of Procurement File (Continued)

The erroneous reference in the Notice of Recommendation to Award did not pertain to the evaluated offeror and did not affect the scoring, qualifications review or recommended award. A revised Notice of Recommendation to Award reflecting the correct vendor's name appearing in the Offer Agreement will be posted immediately following the release of this determination.

4. Procurement's Determination

Because the protest is based entirely on a misidentification in the Notice of Recommendation to Award and not on the qualifications of the actual offeror of record, there is no violation of the procurement code under Pima County Code § 11.20.010. Consequently, no material error occurred in the evaluation or recommendation process that would affect the integrity of the award.

Based on the findings of the Protest Merit Assessment and the comprehensive review of the procurement file, the protest is hereby dismissed.

5. Next Steps/Appeal Rights

If you are adversely affected by this decision, you may appeal to the Pima County Board of Supervisors by filing a written appeal with the Clerk of the Board within five (5) business days of the date of this decision, in accordance with Pima County Code § 11.20.010(H).

If an appeal is filed on time, the Board will consider the matter at a regularly scheduled meeting within 30 business days. The Board may uphold the Procurement Director's decision or determine and impose an alternative remedy as appropriate.

Please note that dismissals due to untimeliness are not subject to appeal.

Should you have any questions or need further clarification, please contact me.

Sincerely,

Bruce Collins

Bruce D. Collins, CPPO
Procurement Director

C: Javier Baca, IT Department Director
Ana Wilber, Procurement Division Manager
Brandon Morgan, Procurement Officer
Bobby Yu, Deputy County Attorney
Interested Parties
Contract file

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P. 800.266.2892 F. 866.540.3292

3519 Main Street, Suite 401 Chula Vista, CA 91911

To the Honorable Board of Supervisors,

Please allow this letter to serve as Rasix Computer Center, Inc.'s ("Rasix") appeal of the Procurement Director's overruling of its protest submitted on November 28, 2025, concerning Solicitation No. IFB-2500021503 – OEM & Remanufactured Printer & Fax Toner Cartridges ("Solicitation").

1. The Summary of Rasix's Protest

Rasix's protest asserts that the "Recommended Awardee for Group 1, The Office Pal Inc." does not meet the Contractor Minimum Qualifications identified in Section 3 of the Offer Agreement. Specifically, Section 3 of the Solicitation requires a responsive contractor to be an authorized reseller, distributor, or qualified supplies partner for Hewlett-Packard. The Office Pal Inc, however, is *not* an authorized reseller, distributor, or qualified supplies partner for Hewlett-Packard. A true and correct copy of Rasix's protest is attached hereto as Exhibit A.

2. The Decision of the Procurement Director

On December 4, 2025, the Procurement Director determined that (i) The Office Pal submitted its bid response on behalf of Central Jersey Office Equipment, and (ii) the identification of The Office Pal Inc. in the original Notice of Recommendation to Award was an administrative naming error. The Procurement Director specifically stated:

Upon review, it was confirmed that the reference to The Office Pal Inc. in the Notice of Recommendation to Award was an **administrative naming error**.

The Office Pal Inc. submitted the response **on behalf of Central Jersey Office Equipment**, which is the vendor whose credentials were evaluated and the entity identified on the executed Offer Agreement—not The Office Pal Inc.

The Procurement Director then proceeded to declare that Central Jersey Office Equipment is the legal offeror of record by stating:

In accordance with Section 4 of the Instructions to Offerors, "County will consider Offeror's submission of a signed Offer Agreement to be a firm offer that will become [a] binding contract..." As such, **Central Jersey Office Equipment** is the legal offeror of record. Their response, certifications, and documentation were reviewed during the evaluation, and they were found to meet all Contractor Minimum Qualifications, including authorized reseller or distributor requirements.

A true and correct copy of the Procurement Director's response to Rasix's bid protest is attached hereto as Exhibit B.

Rasix Computer Center Inc
www.academicsupplier.com

3. Basis of Appeal

Section 16 of the Offer Agreement, entitled Bid/Offeror Certification, requires, *inter alia*, the identification of the submitting Contractor's legal name, mailing address, corporate headquarters address, and contract person's name and title. This Bid/Offer Certification contains the following detailed set of representations made by the submitting Contractor:

By signing and submitting the Offer Agreement, the undersigned certifies that they are legally authorized to represent and bind Contractor to legal agreements, that all information submitted is accurate and complete, that Contractor has reviewed the County's Procurement website for solicitation amendments and has incorporated all such amendments to its offer, that Contractor is qualified and willing to provide the items requested, and that Contractor will comply with all requirements of the contract. The Unit Pricing includes all costs incidental to the provision of the items in compliance with the contract; no additional payment will be made. County may deem conditional offers that modify the solicitation requirements not 'responsive' and County may not evaluate them. Contractor's submission of a signed Offer Agreement will constitute a firm offer and upon the issuance of an SC document issued by County's Procurement Director or authorized designee will form a binding contract that will require Contractor to provide the goods or services and materials described in this contract. The undersigned hereby offers to furnish the goods or services in compliance with all terms, conditions, and specifications in this Offer Agreement. [Emphasis supplied.]

A true and correct copy of the Bid/Offeror Certification is attached hereto as Exhibit C.

After the bids were opened, the Procurement Director with the assistance of his staff prepared a detailed price comparison of every bidding Contractor's submittal along with a ranking of each Contractors pricing on a product-by-product basis ("Contractor Price Analysis"). A copy of this detailed analysis was also provided to each Contractor, including Rasix. Central Jersey Office Equipment, however, was *not* identified in Contractor Price Analysis. Only the following nine (9) contractors were identified in the Contractor Price Analysis:

1. Aztec Computers, LLC
2. B2B Supplies USA LLC, dba Printing Supplies USA
3. Blink Supplies
4. CVR
5. Rasix Computer Center Inc. dba Academic Supplier
6. Staples
7. The Office Pal
8. The Treehouse, Inc
9. Turbon USA

A true and correct copy of the Contractor Price Analysis is provided by flash drive hereto as Exhibit D.

Rasix believes that Central Jersey Office Equipment was not identified in the Contractor Price Analysis because Central Jersey Office Equipment never submitted the Bid/Offeror Certification. Rasix also believes that the original Notice of Recommendation to Award identified The Office Pal as the recommended Group 1 awardee because the Procurement Director selected The Office Pal without understanding that The Office Pal failed to meet Contractor Minimum Qualifications identified in Section 3 of the Offer Agreement. Indeed, the plain language of the original Notice of Recommendation to Award does not even identify Central Jersey Office Equipment as a competing contract bidder, despite the original Notice of Recommendation to Award clearly identifying all competing contract bidders by providing in pertinent part:

The Procurement Department hereby issues formal notice to respondents to Solicitation No. IFB-25000215032 for OEM & Remanufactured Printer & Fax Toner Cartridges that the following listed respondents will be recommended for award as indicated below. The award action is scheduled to be performed by the Board of Supervisors on or after Tuesday, December 16, 2025.

Award is recommended to the:

Lowest, responsive and responsible bidders

<u>AWARDED</u>	BID AMOUNT	AWARD AMOUNT
Group 1: The Office Pal Inc.	\$246,470.77	\$350,000.00
Group 2: CVR Computer Supplies Inc.	\$11,843.00	

OTHER RESPONDENTS

Aztec Computers, LLC
B2B Supplies USA
Blink Supplies
Rasix Computer Center
Staples
The Tree House, Inc.
Turbon USA

The nine (9) contract bidders identified in the original Notice of Recommendation to Award are the same nine (9) contract bidders identified in the Contractor Price Analysis, and Central Jersey Office Equipment is not one of those bidders. The first time the name Central Jersey Office Equipment appeared on any information provided by the Procurement Director was after Rasix filed a timely bid protest. A true and correct copy of the original Notice of Recommendation to Award is attached hereto as Exhibit E.

Rasix is concerned that the Procurement Director has failed to follow the bid protocols plainly set forth in Solicitation. It would be inappropriate to award the Group 1 contract to Central Jersey Office Equipment, as a non-bidder, and equally inappropriate to permit a late submission by Central Jersey Office Equipment.

Rasix respectfully requests the Board of Supervisors to (i) not award the Group 1 contract to Central Jersey Office Equipment, and (ii) award the Group 1 contract to Rasix as the lowest, responsive and responsible bidder.



Sumit Shah, Director

Rasix Computer Center, Inc. DBA Academic Supplier



Rasix Computer Center Inc
www.academicsupplier.com



T. 800.266.2892 F. 866.540.3292
3519 Main Street, Suite 401 Chula Vista, CA 91911

Dear Brandon,

We would like to formally file a protest regarding the Notice of Recommendation to Award for Solicitation No. IFB-2500215032 for OEM & Remanufactured Printer & Fax Toner Cartridges.

Our Protest Specifically concerns the Recommended Awardee for Group 1, The Office Pal Inc.

The grounds for our protest are that The Office Pal Inc. does not meet the Contractor Minimum Qualifications as outlined in Section 3 of the offer agreement.

Specifically, The Office Pal Inc. is not an authorized reseller, distributor, or qualified supplies partner of Hewlett Packard.

3. CONTRACTOR MINIMUM QUALIFICATIONS

The Contractor certifies that it is competent, willing, and responsible for performing the services or providing the products in accordance with the requirements of this contract.

Contractor will check appropriate response below and provide requested documents. Failure to check appropriate response and provide copies of requested documents may cause the offer to be rejected and deemed non-responsive:

A. Group 1: OEM New Toner/Ink Cartridges Minimum Qualifications	<input type="checkbox"/> Yes	<input type="checkbox"/> No Bid
Contractor must be an authorized reseller, distributor, and/or qualified supplies partner of Hewlett Packard	<input type="checkbox"/>	<input type="checkbox"/>

This lack of proper credentialing is a significant cause for concern due to the risk of untraceable product sourcing by unauthorized dealers. Awarding the contract to a company that lacks the correct authorization from HP significantly increase the risk of receiving clone, defective, or aged gray market products.

Please let me know if you require any further information or have questions regarding this protest

Sumit 'Sam' Shah

Director, Rasix Computer Center Inc DBA Academic Supplier

EXHIBIT A

www.academicsupplier.com



Email: sam.shah@rasixinc.com

December 4, 2025

Sumit 'Sam' Shah, Director
Rasix Computer Center Inc DBA Academic Supplier
3519 Main Street, Suite 401
Chula Vista, CA 91911

RE: Response to Protest – Solicitation No. IFB-2500021503 for OEM & Remanufactured Printer & Fax Toner Cartridges

Dear Mr. Shah,

This letter acknowledges receipt of your protest submitted on November 28, 2025, concerning Solicitation No. IFB-2500021503 – OEM & Remanufactured Printer & Fax Toner Cartridges.

1. Acknowledgment of Protest

Your protest was received by the Procurement Department on **November 28, 2025**. Pursuant to **Pima County Code § 11.20.010 (Protests)**, the protest underwent a Protest Merit Assessment to determine its timeliness, completeness, and whether it established a valid basis for protest under the applicable procurement code.

2. Summary of Protest Grounds and Requested Relief

The protest asserts that the "Recommended Awardee for Group 1, The Office Pal Inc." does not meet the Contractor Minimum Qualifications identified in Section 3 of the Offer Agreement, specifically regarding authorization status with Hewlett-Packard.

3. Review of Procurement File

Upon review, it was confirmed that the reference to The Office Pal Inc. in the Notice of Recommendation to Award was an **administrative naming error**.

The Office Pal Inc. submitted the response on behalf of **Central Jersey Office Equipment**, which is the vendor whose credentials were evaluated and the entity identified on the executed Offer Agreement—not The Office Pal Inc.

In accordance with Section 4 of the Instructions to Offerors, "County will consider Offeror's submission of a signed Offer Agreement to be a firm offer that will become [a] binding contract..." As such, **Central Jersey Office Equipment** is the legal offeror of record. Their response, certifications, and documentation were reviewed during the evaluation, and they were found to meet all Contractor Minimum Qualifications, including authorized reseller or distributor requirements.

EXHIBIT B

3. Review of Procurement File (Continued)

The erroneous reference in the Notice of Recommendation to Award did not pertain to the evaluated offeror and did not affect the scoring, qualifications review or recommended award. A revised Notice of Recommendation to Award reflecting the correct vendor's name appearing in the Offer Agreement will be posted immediately following the release of this determination.

4. Procurement's Determination

Because the protest is based entirely on a misidentification in the Notice of Recommendation to Award and not on the qualifications of the actual offeror of record, there is no violation of the procurement code under Pima County Code § 11.20.010. Consequently, no material error occurred in the evaluation or recommendation process that would affect the integrity of the award.

Based on the findings of the Protest Merit Assessment and the comprehensive review of the procurement file, the protest is hereby dismissed.

5. Next Steps/Appeal Rights

If you are adversely affected by this decision, you may appeal to the Pima County Board of Supervisors by filing a written appeal with the Clerk of the Board within five (5) business days of the date of this decision, in accordance with Pima County Code § 11.20.010(H).

If an appeal is filed on time, the Board will consider the matter at a regularly scheduled meeting within 30 business days. The Board may uphold the Procurement Director's decision or determine and impose an alternative remedy as appropriate.

Please note that dismissals due to untimeliness are not subject to appeal.

Should you have any questions or need further clarification, please contact me.

Sincerely,

Bruce Collins

Bruce D. Collins, CPPO
Procurement Director

C: Javier Baca, IT Department Director
Ana Wilber, Procurement Division Manager
Brandon Morgan, Procurement Officer
Bobby Yu, Deputy County Attorney
Interested Parties
Contract file

EXHIBIT B

Bruce D. Collins, Director

150 W Congress Street, 5th Floor • Tucson, AZ 85701-1207 • Main: 520-724-8161 • Fax: 520-724-3646

www.pima.gov

16. BID/OFFER CERTIFICATION**CONTRACTOR LEGAL NAME:** _____**BUSINESS ALSO KNOWN AS:** _____**MAILING ADDRESS:** _____**CITY/STATE/ZIP:** _____**REMIT TO ADDRESS:** _____**CITY/STATE/ZIP:** _____**CONTACT PERSON NAME/TITLE:** _____**PHONE:** _____ **FAX:** _____**CONTACT PERSON EMAIL ADDRESS:** _____**EMAIL ADDRESS FOR ORDERS & CONTRACTS:** _____**CORPORATE HEADQUARTERS ADDRESS:** _____**WEBSITE:** _____

By signing and submitting the Offer Agreement, the undersigned certifies that they are legally authorized to represent and bind Contractor to legal agreements, that all information submitted is accurate and complete, that Contractor has reviewed the County's Procurement website for solicitation amendments and has incorporated all such amendments to its offer, that Contractor is qualified and willing to provide the items requested, and that Contractor will comply with all requirements of the contract. The Unit Pricing includes all costs incidental to the provision of the items in compliance with the contract; no additional payment will be made. County may deem conditional offers that modify the solicitation requirements not 'responsive' and County may not evaluate them. Contractor's submission of a signed Offer Agreement will constitute a firm offer and upon the issuance of an SC document issued by County's Procurement Director or authorized designee will form a binding contract that will require Contractor to provide the goods or services and materials described in this contract. The undersigned hereby offers to furnish the goods or services in compliance with all terms, conditions, and specifications in this Offer Agreement.

SIGNATURE: _____ **DATE:** _____**PRINTED NAME & TITLE OF AUTHORIZED CONTRACTOR REPRESENTATIVE EXECUTING OFFER****PHONE AND EMAIL:** _____**County Attorney Contract Approval "As to Form".**



NOTICE OF RECOMMENDATION FOR AWARD

Date of Issue: November 25, 2025

The Procurement Department hereby issues formal notice to respondents to Solicitation No. IFB-25000215032 for OEM & Remanufactured Printer & Fax Toner Cartridges that the following listed respondents will be recommended for award as indicated below. The award action is scheduled to be performed by the Board of Supervisors on or after Tuesday, December 16, 2025.

Award is recommended to the:

Lowest, responsive and responsible bidders

<u>AWARDED</u>	<u>BID AMOUNT</u>	<u>AWARD AMOUNT</u>
Group 1: The Office Pal Inc.	\$246,470.77	\$350,000.00
Group 2: CVR Computer Supplies Inc.	\$11,843.00	

OTHER RESPONDENTS

Aztek Computers, LLC
B2B Supplies USA
Blink Supplies
Rasix Computer Center Inc.
Staples
The Tree House, Inc.
Turbon USA

Issued by: Brandon Morgan, Procurement Officer

Telephone Number: 520.724.9510

This notice is in compliance with Pima County Procurement Code §11.12.010(C) and §11.20.010(C).

Copy to: Pima County SBE via the BidNet Portal.

TM
EXHIBIT E