



# Pima County Clerk of the Board

Melissa Manriquez

Katrina Martinez  
Deputy Clerk

Administration Division  
130 W. Congress Street, 1st Floor  
Tucson, AZ 85701  
Phone: (520) 724-8449 • Fax: (520) 222-0448

Management of Information & Records Division  
1640 East Benson Highway  
Tucson, Arizona 85714  
Phone: (520) 351-8454 • Fax: (520) 791-6666

*Via Email: [sam.shah@rasixinc.com](mailto:sam.shah@rasixinc.com)*

December 23, 2025

Rasix Computer Center, Inc., d.b.a. Academic Supplier  
Attn: Sumit Shah, Director  
3519 Main Street, Suite 401  
Chula Vista, CA 91911

RE: Appeal of the Pima County Procurement Director's decision regarding Solicitation No. IFB-2500021503 – OEM & Remanufactured Printer & Fax Toner Cartridges

Dear Mr. Shah:

In accordance with Pima County Code 11.20.010(H), please be advised that we are in receipt of your request to appeal the decision of the Procurement Director in the aforementioned matter. A hearing has been scheduled before the Pima County Board of Supervisors on Tuesday, January 6, 2026, at 9:00 a.m. or thereafter, at the following location:

Pima County Administration Building  
Board of Supervisors Hearing Room  
130 West Congress, 1st Floor  
Tucson, AZ 85701

If you have any questions concerning this hearing, please contact this office at 724-8449.

Sincerely,

A handwritten signature in black ink, appearing to read "Melissa Manriquez".

Melissa Manriquez  
Clerk of the Board

c: Pima County Board of Supervisors  
Jan Lesher, County Administrator  
Sam E. Brown, Chief Civil Deputy County Attorney  
Bobby Yu, Deputy County Attorney  
Bruce Collins, Director, Procurement  
Javier Baca, Director, Information Technology  
Ana Wilber, Procurement Division Manager  
Brandon Morgan, Procurement Officer



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.

### 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>	<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

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.

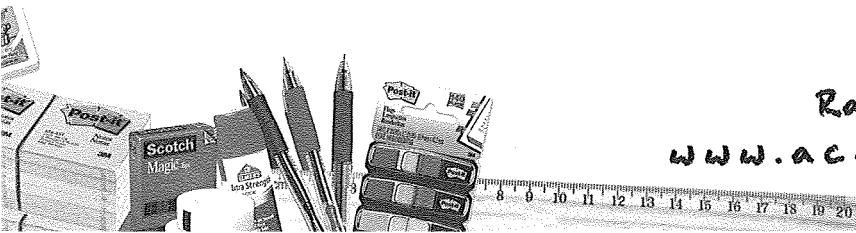
Rasix is concerned that the Procurement Director has failed to follow the bid protocols plainly set forth in Solicitation. It would be inappropriate to award the Group 1 contract to Central Jersey Office Equipment, as a non-bidder, and equally inappropriate to permit a late submission by Central Jersey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

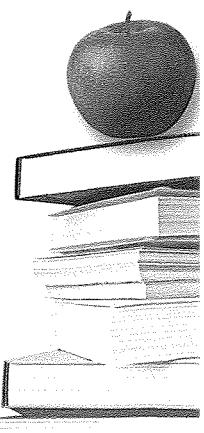


Sumit Shah, Director

Rasix Computer Center, Inc. DBA Academic Supplier



Rasix Computer Center Inc  
[www.academicsupplier.com](http://www.academicsupplier.com)





T. 800.266.2892 F. 866.540.3292  
3519 Main Street, Suite 401 Chula Vista, CA 91914

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.

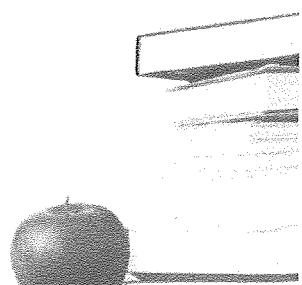
Please let me know if you require any further information or have questions regarding this protest

Sumit 'Sam' Shah

Director, Rasix Computer Center Inc DBA Academic Supplier

**EXHIBIT A**

[www.academicsupplier.com](http://www.academicsupplier.com)





Email: [sam.shah@rasixinc.com](mailto: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, 5<sup>th</sup> Floor • Tucson, AZ 85701-1207 • Main: 520-724-8161 • Fax: 520-724-3646

[www.pima.gov](http://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 &amp; 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 &amp; 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**