



Town of Fountain Hills
16705 East Avenue of the Fountains
Fountain Hills, Arizona 85268
Phone: 480-816-5100
Fax: 480-837-3145
www.fh.az.gov

**REQUEST FOR QUOTATION
FOR
PRINTER REPAIRS AND MAINTENANCE**

C2016-141

All quotes due by August 24, 2015, 3:00 P.M., Local Time, Phoenix, Arizona.

The Town of Fountain Hills (the "Town") is seeking a licensed and qualified vendor to provide all material and labor required as described below on an as-needed basis for a period of one year, with four renewable one-year options.

Section I – Project Information

Qualified Vendor will perform general maintenance and repairs to a HP DesignJet 5000 printer and a DesignJet T2300 printer. Vendor's quote must include the following:

1. Regular business hours and hourly labor rate for services.
2. Service call response time.
3. The source where the Vendor will purchase a majority of the required parts and materials.
4. Any markup or discounts to parts or materials the Town may experience.

The Contract created by this request and the resulting quotation will automatically renew for up to four successive one-year terms, unless the Vendor notifies the Town in writing of its desire to terminate the Contract. If extended, the then-current prices shall be applicable during the subsequent renewal year unless the Vendor notifies the Town in writing of any rate increase and the Town approves the increase with an authorized signature, prior to the end of the then-current term.

Section II Instructions and Conditions

1. This is an indefinite quantity and indefinite delivery Agreement for Services, which shall only be provided when the Town chooses to move forward with a pending project and proper authorization and documentation have been approved. The Town does not guarantee any minimum or maximum amount of Services will be requested under this Agreement.
2. All quotations must contain the quoting firm's name and be signed by an authorized agent, officer or employee.
3. Award will be made to the Vendor whose quotation is the most advantageous to the Town.
4. Please attach your Quotation behind the Exhibit A cover sheet and submit this document to the address above.

If you need additional information or have questions please contact Ken Valverde by email kvalverde@fh.az.gov.

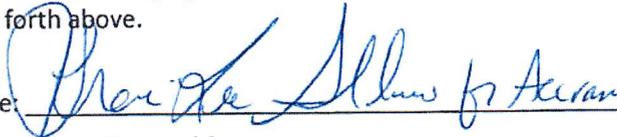
Section III – Pricing

The Quotation shall be attached hereto as Exhibit A and shall contain pricing.

Note: Prices offered shall include applicable state and local taxes.

Section IV – Execution and Submission

By executing this document and submitting a quotation to the Town of Fountain Hills, the authorized agent agrees (i) he/she has read the Town's Standard Terms and Conditions, dated December 3, 2014, as set forth on the Town of Fountain Hills website (www.fh.az.gov/po-terms), which are incorporated into and become a part of the company's quotation offer as if set forth fully herein and (ii) the company shall be bound by the Standard Terms and Conditions, dated December 3, 2014. By signing below the company is offering to provide the services set forth in Exhibit A and upon written acceptance of the company's offer by the Town, it will have entered into a binding agreement. The offer shall be considered held open for 60 days from the quotes due date set forth above.

Signature:  Date: 8-17-2015
Printed Name: Traci Aldano Title: Vice President
Company Name: Accram, Inc.
Address: 2901 West Clarendon Avenue
City: Phoenix State: AZ Zip: 85017
Email Address: tracih@accram.com Telephone No. 602-264-0288

Quotations for \$30,000 or greater will not be authorized and will require a formal procurement process.

ACCEPTANCE OF OFFER AND CONTRACT AWARD (For Town of Fountain Hills Use Only)

The Contractor Offer is hereby accepted. The Contractor shall not commence any billable work or provide any materials or service under this Contract prior to the date this Contract is executed.

Town of Fountain Hills, an Arizona municipal corporation

 Date: 9-14-2015
[Town Manager]

Town Attorney Approval: 1414280



August 17, 2015

Town of Fountain Hills
16705 East Avenue of the Fountains
Fountain Hills, Arizona 85268

Attention: Ken Valverde
Development Services

Mr. Valverde:

The following is Accram's response to the Town of Fountain Hills RFP C2016-141 for the repairs of 2 HP DesignJet plotters that was received on August 6, 2015.

Our response fulfills all of the necessary requirements set forth by the Scope of Work and I know that we are capable of performing the maintenance services. Accram has been performing hardware repair on a local and nationwide basis for over 30 years now. We have established processes in place to handle all of the moving pieces and parts that go along with a contract of this scope. We have developed in-house tools that have allowed us to improve the level of service we provide to our clients while streamlining our efficiency.

Per your request, here is our company's response per the RFP:

Section 1 – Project Information:

- 1) Regular business hours are Monday-Friday from 8-5pm
 - a. Onsite rates are \$125/hr (minimum 1 hour) and a flat \$50 travel charge
- 2) Service call response time is next business day onsite
- 3) Accram has multiple warehouses across the country where we will source parts for the repairs of these machines
- 4) Parts markup will be done at cost plus 20%

I do believe that it is also important to note that Accram is a financially solvent company. We are still owned by the same gentleman that started the business back in 1981. In our 30+ years in business, Accram has never let anyone go for financial reasons. Accram continues to show growth year after year, and we will continue to be in business for many years to come.

On behalf of Accram, I would like to thank you for this opportunity to respond. Should you need any clarification on any point in this proposal, or need any further information, my contact information is listed below. Myself and our Vice President, Traci Aldano, will be your point of contact for any negotiations.

In Your Service,

Carrie Roethler
Executive Assistant, Accram

Corporate Office:

2901 West Clarendon Avenue
Phoenix, AZ 85017
Phone: (602) 285-4114
Fax: (602) 532-7647
Email: croethler@accram.com