FIRSTCLASSVENDING

6875 Suva Street, Bell Gardens, CA 90201

VENDING SERVICE PROPOSAL

Prepared Exclusively For

State of Nevada
Department of Administration

Purchasing Division

515 E. Musser Street, Suite 300
Carson City, NV 89701

Brian Sandoval
Governor

Patrick Cates
Director

Jeffrey Haag
Administrator

State of Nevada

Purchasing Division

Request for Proposal: 3226

For

VENDING MACHINE SERVICES

Opening Date: March 10, 2016
Opening Time: 2:00 P.M.

MASTER

ORIGINAL

Part I A – Technical Proposal	
RFP Title:	Vending Machine Services
RFP:	3226
Vendor Name:	***FIRST CLASS VENDING, INC.***
Address:	***6875 Suva St, Bell Gardens, CA 90201***
Opening Date:	March 10, 2016
Opening Time:	2:00 PM

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VENDOR INFORMATION SHEET

VENDOR INFORMATION SHEET FOR RFP 3226

Vendor Must:

A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 will be used for development of the contract;

B) Type or print responses; and

C) Include this Vendor Information Sheet in Tab III of the Technical Proposal.

V1	Company Name	FIRST CLASS VENDING, INC.

V2	Street Address	CORPORATE = 6875 Suva Street

V3	City, State, ZIP	BELL GARDENS, CA 90201

V4	Telephone Number		
	Area Code: 323	Number: 268-7632	Extension: - - -

V5	Facsimile Number		
	Area Code: 323	Number: 268-4007	Extension: - - -

V6	Toll Free Number		
	Area Code: 800	Number: 515-8363	Extension: - - -

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: MATTHEW MARSH
	Title: PRESIDENT
	Address: 6875 SUVA STREET, BELL GARDENS, CA 90201
	Email Address: matt@firstclassvending.com

V8	Telephone Number for Contact Person		
	Area Code: 213 323	Number: 305-7814 CELLULAR 268-7632 OFFICE	Extension: - - -

V9	Facsimile Number for Contact Person		
	Area Code: 323	Number: 268-4007	Extension: - - -

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: MATTHEW MARSH	Title: PRESIDENT

V11	Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date: 03/01/2016

STATE DOCUMENTS

State of Nevada
Department of Administration
Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

Brian Sandoval
Governor

Jeffrey Haag
Administrator

SUBJECT:	Amendment 1 to Request for Proposal 3226
RFP TITLE:	Vending Machine Service
DATE OF AMENDMENT:	March 3, 2016
DATE OF RFP RELEASE:	January 26, 2016
OPENING DATE:	March 10, 2016
OPENING TIME:	2:00 PM
CONTACT:	Teri Becker, Procurement Staff Member

The following shall be a part of RFP ***3226.*** If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

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1. Attachment J includes the current Vending Machine information for each Facility.
   A. Can you be more specific as to the type of Hot Food Vending Machines that are being used at your Facilities?

      The machines are refrigerated/cold food machines that hold a variety of food items including those which are microwaveable.

   B. What is the make and model of the Hot Food Vending Machines?

      In the Northern region, the machines are National refrigerated machines model 431. In the Southern region, the machines are manufactured by Crane Merchandising.

   C. What type of products would normally be included in the Hot Food Machine? Are they Microwaveable items or already Hot and Ready to eat items?

      Food items include, but are not limited to, cold and hot sandwiches, cereal, fruit, pizza, and burritos. Some of the food choices are microwaveable.

2. Could you tell us your anticipation for the term of the contract of future growth and/or reduction in inmates, staffing, building sites and locations please?

   The inmate population and staffing levels are expected to increase. The building sites and locations will remain the same.

ALL ELSE REMAINS THE SAME FOR RFP 3226.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: **FIRST CLASS VENDING, INC.**

Authorized Signature:

Title: **PRESIDENT** Date: **MARCH 01, 2016**

This document must be submitted in the "State Documents" section/tab of vendors' technical proposal.

ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "confidential" **will not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a "trade secret" as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors' technical and commission proposals become public information.

In accordance with the Submittal Instructions of this RFP, vendors are requested to submit confidential information in separate binders marked "**Part I B Confidential Technical**" and "**Part III Confidential Financial**".

The State will not be responsible for any information contained within the proposal. Should vendors not comply with the labeling and packing requirements, proposals will be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that will be in an open meeting format, the proposals will remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information as defined in ***Section 2 "ACRONYMS/DEFINITIONS."***

Please initial the appropriate response in the boxes below and provide the justification for confidential status.

Part I B – Confidential Technical Information			
YES		NO	**XX**
Justification for Confidential Status			
N/A			

A Public Records CD has been included for the Technical and Commission Proposal			
YES	**XX**	NO (See note below)	
Note: By marking "NO" for Public Record CD included, you are authorizing the State to use the "Master CD" for Public Records requests.			

Part III – Confidential Financial Information			
YES	**XX**	NO	
Justification for Confidential Status			
Private company financial records & identification numbers			

FIRST CLASS VENDING, INC.

Company Name

Signature

MATTHEW MARSH, PRESIDENT

Print Name

MARCH 01, 2016

Date

This document must be submitted in Tab IV of vendor's technical proposal

ATTACHMENT C – VENDOR CERTIFICATIONS

Vendor agrees and will comply with the following:

Any and all prices that may be charged under the terms of the contract do not and will not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.

All proposed capabilities can be demonstrated by the vendor.

The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.

All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.

No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.

All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion must be in writing and included in the proposal at the time of submission.

Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

All employees assigned to the project are authorized to work in this country.

The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.

The company has a written policy regarding compliance for maintaining a drug-free workplace.

Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

Vendor must certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

The proposal must be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

FIRST CLASS VENDING, INC.

Vendor Company Name

Vendor Signature

MATTHEW MARSH, PRESIDENT

Print Name

MARCH 01, 2016

Date

This document must be submitted in Tab IV of vendor's technical proposal

BUSINESS LICENSE

City of Las Vegas • Las Vegas, Nevada

IN ACCORDANCE WITH THE PROVISIONS OF THE LAS VEGAS MUNICIPAL CODE, AS AMENDED, LICENSE IS HEREBY GRANTED TO OPERATE THE BUSINESS REFERENCED BELOW.

LICENSE #: G50-07824

RENEWAL DATE: 01/01/2016

EXPIRE DATE: 07/01/2016

TYPE OF LICENSE: G50 - GENERAL RETAIL SALES
VENDING

BUSINESS LOCATION: 3990 W NAPLES DR

ISSUED TO:

FIRST CLASS VENDING INC
6875 SUVA ST
Bell Gardens, CA 90201

Karen L. Diddlegton

Deputy Director, Planning Department

Failure to maintain an active state license or SNHD health permit, if required, renders this business license invalid.

Post in a conspicuous place.

FM-0152-11-10 SS
Form 167

CLARK COUNTY BUSINESS LICENSE

LICENSE NUMBER: 2000432-865

LICENSE PERIOD: 11/01/2015 - 04/30/2016

POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION

ISSUED TO:
First Class Vending, Inc.
3990 W Naples Dr
Las Vegas, NV 89103

BUSINESS LOCATION ADDRESS:

3990 W Naples Dr
Las Vegas, NV 89103

TYPE OF LICENSE: Vending/Amusement Machine Operator

LAND USE: U

All signage must conform to standards set forth in Clark County Codes 30.72 and 30.48. Business owners are responsible to keep business property free of trash and graffiti, conform to all zoning codes requirements and, if applicable, all conditions set forth in a Notice of Final Action issued by Comprehensive Planning.

DISCLAIMER

ISSUANCE OF A BUSINESS LICENSE IS NOT AN ENDORSEMENT OF THE BUSINESS PRACTICE OF THE LICENSEE.

PLEASE SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

Jacqueline R. Holloway

JACQUELINE R. HOLLOWAY
DIRECTOR OF BUSINESS LICENSE

DEPARTMENT OF BUSINESS LICENSE
500 S GRAND CENTRAL PARKWAY
BOX 551810
LAS VEGAS NV 89155-1810
PHONE: (702) 455-4252

POST IN A CONSPICUOUS PLACE

SOUTHERN NEVADA HEALTH DISTRICT
LAS VEGAS, NEVADA

HEALTH PERMIT

THIS CERTIFIES THAT THE ESTABLISHMENT LOCATED AT THE ADDRESS SHOWN BELOW AND OWNED AND/OR OPERATED BY ENTITY INDICATED HAS BEEN FOUND TO BE OPERATING IN CONFORMITY WITH THE HEALTH LAWS AND REGULATIONS PROMULGATED BY THE NEVADA DIVISION OF ENVIRONMENTAL PROTECTION AND THE SOUTHERN NEVADA DISTRICT BOARD OF HEALTH. THIS CERTIFICATE GRANTS THE APPLICANT APPROVAL TO OPERATE THE TYPE OF ESTABLISHMENT INDICATED, BUT IS REVOCABLE AT ANY TIME BY THE SOUTHERN NEVADA HEALTH DISTRICT OFFICER FOR FAILURE ON PART OF THE

OWNED AND OPERATED BY	**FIRST CLASS VENDING INC**		
BUSINESS | ADDRESS	FIRST CLASS VENDING BBB 3990 W NAPLES DR Las Vegas, NV 89103		
TYPE OF ESTABLISHMENT	REFRIGERATED STORAGE = 10,000 SF		PERMIT IS NOT TRANSFERABLE
DATE GRANTED | EXPIRES	07/01/2015 | 06/30/2016	PERMIT NUMBER	PR0101611
	JOSEPH ISER, M.D. | Chief Health Officer	FEE PAID	$935.00
ENVIRONMENTAL HEALTH SPECIALIST	Marissa Stanley	AREA	CLARK COUNTY

FIRST CLASS VENDING INC

FIRST CLASS VENDING BBB
3990 W NAPLES DR
Las Vegas, NV 89103

ATTACHMENT B

ATTACHMENT B – TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE
WITH TERMS AND CONDITIONS OF RFP

I have read, understand and agree to comply with ***all*** the terms and conditions specified in this Request for Proposal.

YES **XX** I agree to comply with the terms and conditions specified in this RFP.

NO _____ I do not agree to comply with the terms and conditions specified in this RFP.

If the exception and/or assumption require a change in the terms in any section of the RFP, the contract, or any incorporated documents, vendors ***must*** provide the specific language that is being proposed in the tables below. If vendors do not specify in detail any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

FIRST CLASS VENDING, INC.
Company Name

Signature

MATTHEW MARSH, PRESIDENT
Print Name

MARCH 01, 2016
Date

Vendors MUST use the following format. Attach additional sheets if necessary.

EXCEPTION SUMMARY FORM

EXCEPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	EXCEPTION (Complete detail regarding exceptions must be identified)
1	**3.2.5**	**9**	**Due to logistical distance reasons, we cannot do camps listed in 3.10.4 as required in 3.2.5**

ASSUMPTION SUMMARY FORM

ASSUMPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	ASSUMPTION (Complete detail regarding assumptions must be identified)
NONE			

This document must be submitted in Tab V of vendor's technical proposal

SECTION 3

SCOPE OF WORK

3.2 VENDING REQUIREMENTS

3.2.3 Proposals must include:

3.2.3.1 Details on how vendors will provide adequate vending services for each region/facility proposed on, including, but not limited to, ratio of delivery staff to number of locations, ability to provide a wide range of product, etc.

First Class Vending has the ability to provide the widest range of products within our Distribution Center sitting on five acres of land and encompassing more than 60,000 square feet, carry an array of products to meet your needs. Being the incumbent vendor, we are keenly aware of the service volume and demands, enabling us to set the stocking schedule accordingly. We monitor individual sales within our computerized readout and make adjustments accordingly. Route Service includes stocking each machine accordingly, maintaining cleanliness and sanitation, performing any needed minor mechanical maintenances and replenishing any on-site refund banks. Our personnel will always strictly observe all rules and regulations governing entrances and premises, conduct themselves in a courteous, professional manner, and provide you with an excellent level of service.

3.2.3.2 Details on how the required vending equipment will be provided, including, but not limited to, the resources available to perform contractual responsibilities (# of delivery vehicles, storage capacity, vending machine maintenance facilities and staff, types of vending machines available, etc.).

First Class Vending is the incumbent vendor providing services now, proving our capability in providing the contractual responsibilities. We are a local full-line vending operator fully equipped to meet the needs of NDOC with machines, vehicles, product and service personnel.

3.2.3.3 Any contractual relationships vendor has with suppliers such as Pepsi Cola, Coca-Cola, 7-UP, etc.

Pepsi Cola, Coca-Cola and 7Up are all product and machine suppliers under contract with First Class Vending.

3.2.3.4 Is vendor a subcontractor to a larger business entity? If so, who?

First Class Vending Inc. is not a sub-contractor to a larger business entity. We pride ourselves on being the largest independent vendor in Nevada.

3.3 EQUIPMENT

3.3.3 Proposals must include:

3.3.3.1 System the awarded vendor(s) will utilize to assure energy-efficient equipment is provided to the Department.

First Class Vending is proud to be an Energy Star Partner. Our machines are Energy Star rated. All our vending machines carry the Underwriters Seal of Approval (UL). Our company does not purchase any equipment this is not UL rated and approved. Our snack machines can use LED lighting which is energy efficient and environmentally friendly. Cold beverage machines use florescent lighting, which can be removed if you desire.

3.3.3.2 The average age of vending equipment to be used in the facilities.

First Class Vending uses the latest model of availability of its vending machines. Our Assigned Area Representatives also constantly monitor equipment throughout our contract term and processes work orders to replace equipment accordingly.

3.3.3.3 The latest options in vending equipment available, including, but not limited to, options for credit card, key fob or coin-less machines, digital readouts, sure-vend, etc. that awarded vendor(s) are able to provide.

First Class Vending has all the current state-of-the-art vending machine equipment available on the market. We also offer debit/credit card/PayRange readers, Sure-Vend, "Info Vend" product category management technology enabling merchandising to achieve the greatest potential of customer satisfaction and DEX-equipped monitors that allow optimum information management for accurate fiscal accountability.

A. Vendors that propose to use alternate forms of payment must also include in their proposals how the systems would be installed and utilized at each facility, including all additional equipment, space, etc. that may be required.

For any debit/creditcard/PayRange readers installed, they are attached to the front of the vending machine by trained Technicians. They do not require any additional electrical amperage and perform off of the cellular-signal.

3.4 VENDING MACHINE MAINTENANCE / REPAIR SERVICE

3.4.2 Proposals must include:

3.4.2.1 A description of your preventative maintenance schedule for machines in service.

Our personnel follow the manufactures recommended maintenance of the vending machines. This maintenance program includes replacing any warn or upgraded parts, running proper tests and ensuring all electrical levels are accurate.

3.4.2.2 Response time for service on equipment at each facility.

All drivers are equipped to handle minor repairs on-site that may arise while servicing machines. Their truck inventories include machine

changers, bill acceptors, light bulbs, and a small array of tools. Each driver is expected to make whatever repairs are possible. Should he not be able to make the repairs, an experienced technician who is cellular-dispatched from our main office will make every effort to be on the scene as soon as possible, either same day or within 24 hours. Our goal is to respond within 2 hours. Sales that are lost as a result of malfunctioning machines are sales that will never be made up again. Our goal is to have all machines functioning at all times. Should a machine suffer continuous or repeated problems it will be removed from the field and be replaced with another unit.

3.5 PRODUCT REQUIREMENTS

3.5.4 Proposals must include a brief description of products that will be carried in each machine, including which brands, pack size, etc.

We pride ourselves on using popular National, name brand products in regular vend-size. Our product lists are included at the end of this document entitled "PRODUCT LISTS".

3.6 FILLING OF VENDING MACHINES

3.6.3 Based on the facilities individual vending needs, proposals must include the frequency of delivery by location.

Please see the full listing at the end of this document under "LOCATION LISTING" for frequency schedule. Our Division Managers review all necessary merchandising requirements to be sure the demographic research is addressed to guarantee the best possible service. We do not short service, as each empty item in a loss sale. We are constantly evaluating each machine from the standpoint of time and motion. This is absolutely critical to our success.

3.8 REFUND POLICY / ACCOUNT

3.8.1 Proposals must include the awarded vendor's refund process and policy.

First Class Vending has three processes available for obtaining refunds. First is a petty-cash refund bank that can be placed on-site for immediate refunding to staff and visitors. Second is a toll-free number placed on each vending machine to call and report the malfunction and obtain a mailed refund. Third is to apply online at our electronic refund system "sendmyrefund.com" All refunds are then mailed out within 3 business days. Signs can be placed on every vending machine providing the refund process.

3.9 CUSTOMER SERVICE / MISC REPORTS

3.9.1.1 Proposals must include examples of all reports that are available to the Department.

First Class vending provides a monthly report accompanied with appropriate commissions earned. As a technology pioneer in the vending industry, we invested significant financial and human capital into harnessing leading edge software and hardware systems that provide complete cash accountability, inventory control, tracking and forecasting, taxes, commissions and financial analysis. A DEX hand-held computer is used by route drivers that are used to control the entire spectrum of the route including product, inventory, waste and actual versus expected revenue. Please see "MISCELLANEOUS REPORTS" in the attachments at the end of the documents for report sampling.

3.9.2 Proposals must include details on how you will provide for Customer Feedback and how you will solve customer complaints and/or disputes.

First Class Vending prides itself being available during regular business hours with a "live" staff to answer all calls. We are not automated during this time. All calls are logged in to our system for reference. This enables us to immediately dispatch responses accordingly. There is also an Assigned Area Rep and District Manager assigned to every account and are available to every customer and NDOC to assist in any complaints or disputes that may occur. When it comes to Customer Service, there is no other company that dedicates the time, money or energy that we do. It is quite a huge investment. Your assigned Customer Care Team will be continually available for all your vending needs, including improving operations, audit inventory and meet with you to discuss improvements. Our Route Drivers are experienced, motivated and trained to offer excellent customer service, including merchandising, troubleshooting and minor technical repairs. You have our commitment to "Quality Service with Pride".

3.10 PROPOSALS BY REGION / INDIVIDIUAL FACILITY

3.10.0 Multiple contract awards may be made and NDOC will consider proposals for:
Southern Nevada:

Casa Grande Transitional Housing (CG) 3955 W. Russell Rd, Las Vegas
Florence McClure Women's Correctional Center (FMWCC) 4370 Smiley Rd, North Las Vegas
Jean Conservation Camp (JCC) 3 Prison Rd, Jean
High Desert State Prison (HDSP) 22010 Cold Creek Rd, Indian Springs
Southern Desert Correctional Center (SDCC) 20825 Cold Creek Rd, Indian Springs
Three Lakes Valley Conservation Camp (TLVCC) 21055 Cold Creek Rd, Indian Springs

First Class Vending is proposing services for the above "Southern Nevada" region.

3.10.4 Proposals must include the criteria the awarded vendor(s) would use to determine the feasibility of expanding vending services to facilities not currently under contract. Facilities not currently under contract include:

Carlin Conservation Camp (CCC) 124 Suzie Creek Rd, Carlin
Humboldt Conservation Camp (HCC) 8105 Conservation Rd, Winnemucca
Stewart Conservation Camp (SCC) 1721 E. Snyder Ave, Carson City
Tonopah Conservation Camp (TCC) 100 Conservation Rd, Tonopah
Wells Conservation Camp (WCC) HC 67-50, Wells

For logistic reasons, First Class Vending would not be able to provide vending services to the above 5 camps.

3.12 COMMENCEMENT OF CONTRACT / INSTALLATION SCHEDULE

3.12.2 Proposals must include an installation schedule for machines at each facility or region that is being proposed on.

First Class Vending is the current vendor on premises with machines already installed.

SECTION 4

COMPANY BACKGROUND AND REFERENCES

4. COMPANY BACKGROUND AND REFERENCES

4.1 VENDOR INFORMATION

4.1.1 Vendors must provide a company profile in the table format below.

Question	Response
Company name:	***First Class Vending, Inc.***
Ownership (sole proprietor, partnership, etc.):	***Corporation***
State of incorporation:	***California***
Date of incorporation:	***May 11, 1994***
# of years in business:	***22***
List of top officers:	***Matthew Marsh, Ryan Marsh***
Location of company headquarters:	***Bell Gardens, CA***
Location(s) of the company offices:	***LasVegas, LA, SanDiego, Fontana***
Location(s) of the office that will provide the services described in this RFP:	***3990 W. Naples Drive Las Vegas, NV***
Number of employees locally with the expertise to support the requirements identified in this RFP:	***100+***
Number of employees nationally with the expertise to support the requirements in this RFP:	***275+***
Location(s) from which employees will be assigned for this project:	***Las Vegas***

Question	Response
Nevada Business License Number:	***NV20101426624***
Legal Entity Name:	***First Class Vending, Inc.***

Is "Legal Entity Name" the same name as vendor is doing business as?

Yes	**XX**	No	

4.1.5 Has the vendor ever been engaged under contract by any State of Nevada agency?

Yes	**XX**	No	

If "Yes", complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

Question	Response
Name of State agency:	***DETR Business Services***
State agency contact name:	***Marina Bucalo***
Dates when services were performed:	***2011 - Present***
Type of duties performed:	***Vending Operations***
Total dollar value of the contract:	***$300,000+***

Question	Response
Name of State agency:	***McCarran International Airport***
State agency contact name:	***Beth Gehringer***
Dates when services were performed:	***2011 - Present***
Type of duties performed:	***Vending Operations***
Total dollar value of the contract:	***$100,000+***

Question	Response
Name of State agency:	***Nevada State Welfare***
State agency contact name:	***Marina Bucalo***
Dates when services were performed:	***2011 - Present***
Type of duties performed:	***Vending Operations***
Total dollar value of the contract:	***$5,000+***

Question	Response
Name of State agency:	***FamilyCourt/ChildSupportServices***
State agency contact name:	***Ivan Delvilla***
Dates when services were performed:	***2012 – Present***
Type of duties performed:	***Vending Operations***
Total dollar value of the contract:	***$40,000+***

4.1.6 Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

Yes		No	**XX**

4.1.7

Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor's ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP must also be disclosed.

Does any of the above apply to your company?

Yes		No	**XX**

4.1.8 Vendors must review the insurance requirements specified in ***Attachment E, Insurance Schedule for RFP 3226.*** Does your organization currently have or will your organization be able to provide the insurance requirements as specified in ***Attachment E.***

Yes	**XX**	No	

4.1.9 Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

First Class Vending is a Corporation that was incorporated out of California in 1994. We are owned by brothers Matthew and Ryan Marsh. We have various facilities in Nevada and California making us the largest independent vendor in both States. We have obtained a team of associates that have been in the vending industry an average of over 20+ years ensuring that we continue to grow and flourish as the leading independent vendor. With thousands and thousands of machines currently installed at various types of businesses including jails, prisons, hospitals, college/universities and the private business sector. We carry all the latest state-of-the-art vending machines available by the most reputable manufacturers. Our Distribution Centers house over 60,000 square feet of products available to vend from all the National name-brand companies such as M&M Mars, Frito Lay, Coca-Cola, Pepsi-Cola, etc. We believe having the best machines made, the most popular products and a team of vending-experienced personnel is what has made us so successful and sets us apart from the others. We have nearly 300 employees company-wide with a fleet of approximately 200+ vehicles. We are fully licensed, insured and registered with the State of Nevada. You have our commitment to not only meet your needs, but exceed them.

4.1.10 Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

First Class Vending has been providing vending operations for over 20 years. We are the largest independent vendor of jails, prisons, institutions, college/university and the private business sector.

4.1.11 Financial information and documentation to be included in Part III, Confidential Financial Information of vendor's response in accordance with Section 8.5, Part III – Confidential Financial Information.

4.1.11.1 Dun and Bradstreet Number
4.1.11.2 Federal Tax Identification Number
4.1.11.3 The last two (2) years and current year interim:
Profit and Loss Statement
Balance Statement

Attached as required, submitted in Part III

4.2 SUBCONTRACTOR INFORMATION
4.2.1 Does this proposal include the use of subcontractors?

Yes		No	**XX**

4.3 BUSINESS REFERENCES

4.3.1 Vendors should provide a minimum of three (3) business references from similar projects performed for private, state and/or large local government clients within the last ten (10) years.

4.3.2 Vendors must provide the following information for ***every*** business reference

provided by the vendor and/or subcontractor:

The "Company Name" must be the name of the proposing vendor or the vendor's proposed subcontractor.

Reference #:	***1 OF 3***		
Company Name:	***FIRST CLASS VENDING, INC.***		
Identify role company will have for this RFP project (Check appropriate role below):			
XXX	*VENDOR*		*SUBCONTRACTOR*
Project Name:	***RFP-3226 Vending Machine Services***		
Primary Contact Information			
Name:	***Fred Piaseczny-MarMaxx***		
Street Address:	***4100 Lone Mountain Road***		
City, State, Zip:	***North Las Vegas, NV 89030***		
Phone, including area code:	***702 643-4069***		
Facsimile, including area code:	***702 643-2436***		
Email address:	***Fred_piaseczny@tjx.com***		
Alternate Contact Information			
Name:	***Joseph Conder-MarMaxx***		
Street Address:	***4100 Lone Mountain Road***		
City, State, Zip:	***North Las Vegas, NV 89030***		
Phone, including area code:	***702 643-4030***		
Facsimile, including area code:	***702 643-2436***		
Email address:	***Joseph_conder@tjx.com***		
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	***Full-Line Vending Operations & On-Site Micro Market***		
Original Project/Contract Start Date:	***2011***		
Original Project/Contract End Date:	***Present***		
Original Project/Contract Value:	***$100,000+***		
Final Project/Contract Date:	***Continual***		
Was project/contract completed in time originally allotted, and if not, why not?	***Yes***		
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	***Yes***		

Reference #:	***2 OF 3***
Company Name:	***FIRST CLASS VENDING, INC.***

Identify role company will have for this RFP project (Check appropriate role below):			
XXX	*VENDOR*		*SUBCONTRACTOR*
Project Name:	***RFP-3226 Vending Machine Services***		
Primary Contact Information			
Name:		***Norma Maciel-LA County Sheriff***	
Street Address:		***4700 W Ramona***	
City, State, Zip:		***Monterey Park, CA 91754***	
Phone, including area code:		***323 526-5327***	
Facsimile, including area code:		***None***	
Email address:		***nmaciel@lasd.org***	
Alternate Contact Information			
Name:		***Larry Blackwell-LA County Sheriff***	
Street Address:		***4700 W Ramona***	
City, State, Zip:		***Monterey Park, CA 91754***	
Phone, including area code:		***323 526-5302***	
Facsimile, including area code:		***None***	
Email address:		***ldblackw@lasd.org***	
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		***Full-Line Vending Operations***	
Original Project/Contract Start Date:		***2010***	
Original Project/Contract End Date:		***Present***	
Original Project/Contract Value:		***1,000,000.+***	
Final Project/Contract Date:		***Continual***	
Was project/contract completed in time originally allotted, and if not, why not?		***Yes***	
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?		***Yes***	

Reference #:	***3 OF 3***		
Company Name:	***FIRST CLASS VENDING, INC.***		
Identify role company will have for this RFP project (Check appropriate role below):			
XXX	*VENDOR*		*SUBCONTRACTOR*
Project Name:	***RFP-3226 Vending Machine Services***		
Primary Contact Information			
Name:		***Patton State Hospital***	
Street Address:		***3102 E. Highland Avenue***	
City, State, Zip:		***Patton, CA 92369***	

Phone, including area code:	***909 425-7255***
Facsimile, including area code:	***909 425-6407***
Email address:	***Marcy.moon@dsh.ca.gov***
Alternate Contact Information	
Name:	***Kathy Kubisty***
Street Address:	***3102 E. Highland Avenue***
City, State, Zip:	***Patton, CA 92369***
Phone, including area code:	***909 425-7552***
Facsimile, including area code:	***909 425-6407***
Email address:	***Kathy.kubisty@dsh.ca.gov***
Project Information	
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	***Full-Line Vending Operations***
Original Project/Contract Start Date:	***2013***
Original Project/Contract End Date:	***Present***
Original Project/Contract Value:	***$200,000+***
Final Project/Contract Date:	***Continual***
Was project/contract completed in time originally allotted, and if not, why not?	***Yes***
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	***Yes***

ATTACHMENT G

PROPOSED STAFF RESUMES

PROPOSED STAFF RESUME FOR RFP 3226

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	**FIRST CLASS VENDING, INC.**

Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.

Contractor:	XX	Subcontractor:	

The following information requested pertains to the individual being proposed for this project.

Name:	MATTHEW MARSH	Key Personnel: (Yes/No)	YES
Individual's Title:	PRESIDENT		
# of Years in Classification:	22	# of Years with Firm:	22

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Founder & owner of First Class Vending over nearly 200 routes and 275+ employees throughout California and Nevada

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

Ownership, Management, Supervision & Sales of full-line vending operations

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

San Diego State University, Bachelor of Arts in Applied Arts & Sciences Speech Communications

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

Automatic Merchandisers – Operator of the Year
Golden Coin – Operator of the Year

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

See Section 4.3.2

PROPOSED STAFF RESUME FOR RFP 3226

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	FIRST CLASS VENDING, INC.

Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.

Contractor:	XX	Subcontractor:	

The following information requested pertains to the individual being proposed for this project.

Name:	ALEJANDRO ZENDEJAS	Key Personnel: (Yes/No)	YES
Individual's Title:	REGIONAL MANAGER		
# of Years in Classification:	25	# of Years with Firm:	8

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Key management & supervisory level of experience over hundreds of employees in the vending industry.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

Over 25 years vending experience including route operations, supervision, technical and management tasks.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

University of Baja, California

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

Electrical Engineering

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

See Section 4.3.2

PROPOSED STAFF RESUME FOR RFP 3226

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	**FIRST CLASS VENDING. INC.**

Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.

Contractor:	XX	Subcontractor:	

The following information requested pertains to the individual being proposed for this project.

Name:	MICHAEL WILSON	Key Personnel: (Yes/No)	YES
Individual's Title:	CLIENT RELATIONS MANAGER		
# of Years in Classification:	35	# of Years with Firm:	6

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Upper management in vending industry for over 10 years. Supervisory route experience
Customer relations, operations & sales

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

Previous vending business ownership 22+ years

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

High school graduate, Nevada

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

S.O.P. Vending Services

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

See Section 4.3.2

OTHER INFORMATIONAL MATERIAL

ABOUT US…

First Class Vending is a family owned and operated business.

Founded by Matthew and Ryan Marsh in 1994, First Class Vending has remained immune from large corporate infrastructure. Matthew, Ryan and the family of executives and employees are completely accessible to clients and to each other. Your entire team is truly ***"one call away"*** at all times.

We instill family values throughout the company and offer outstanding benefits which have resulted in retaining key personnel and low turnover. Most employees have been with the company for many years.

First Class Vending has built a solid team of professional Operations Managers, Technicians, Route Drivers, Client Relations Representatives and Marketers that share one common goal: **Superior Customer Service.**

Since its inception, First Class Vending has developed a strong culture built on both respect, career fulfillment and growth. By ensuring our employees are happy, healthy, well compensated and having fun doing their jobs, First Class Vending, in turn, makes certain that our clients are happy and cared for properly.

THE BEST USE FIRST CLASS VENDING

FIRSTCLASSVENDING

FACILITIES AND PRODUCTS

Each First Class Vending distribution center is strategically located in Los Angeles, Las Vegas, and San Diego, with the master distribution center sitting on five acres of land and encompassing more than 60,000 square feet.

Since relocating into this new facility in 2006, the Company is able to warehouse and distribute more national, regional, and healthy brand name products than any other vending company…thus, making them available to our customers at any time.

First Class Vending has also invested in larger route trucks that are not the norm in the vending industry. We have a fleet of nearly 200 trucks.

First Class not only offers an array of popular national brands, but provides a line-up of "good-for-you" and tasty food products in the ever evolving "healthy snacks" category . Client requests for special or unique food and beverage products are also encouraged.

YOUR CUSTOMER CARE REPRESENTATIVES

When it comes to customer service there is no other company that dedicates the time, money and energy that we do. It is quite a huge investment. Upon machine installation, you will receive an assigned Customer Care Representative that will continually be available to you for all your vending needs.

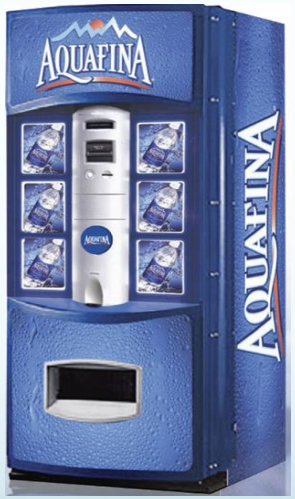
Our staff of Customer Relations professionals visit each account every six (6) weeks to ensure an outstanding level of service. Our Customer Relations professionals are on site to improve operations, audit inventory and meet with you to discuss improvements.

Our route drivers are experienced, motivated and trained to offer excellent service including merchandising, client troubleshooting and minor technical repairs. Our commitment to "*Quality Service with Pride*" is enhanced through our drivers who act as **consultants** with customers, keeping track of the products that are selling and the price points that effectively increase sales and profits.

Our goal is *"one call"* customer support with a two hour response time for maintenance calls. Emergency repair service is offered 24 hours a day, 7 days a week.

FIRSTCLASSVENDING

VENDING EQUIPMENT TYPES



FIRSTCLASSVENDING

First Class Vending, Inc. is proud to present our Well Within Reach Vending program. We are dedicated to ensuring that our vending machines have healthier products and our customers have the choices to lead a healthy lifestyle. We hope that the information in this package will help you in understanding the Well Within Reach Vending program and that everyone will benefit from a healthier way of life.

There are lots of ways to start leading a healthier lifestyle and many of them don't require you to make drastic changes in your life. You don't have to be an Olympic athlete or marathon runner to enjoy the benefits of living healthier. A healthier lifestyle isn't as demanding as you think, and you can take the steps that work best for you. Taking steps toward balancing your diet and increasing the number of steps you walk each day are just a couple ways to make smarter choices every day.

First Class Vending is helping to make a healthier choice simple. Several products will be marked with a color coded spiral. These are products that have been selected for the Well Within Reach program and will get you started to being a healthier you.

When you choose a Well Within Reach product, you're making a sound decision. That's because food products in the Well Within Reach program meet nutrition standards based on authoritative statements from the Food and Drug Administration (FDA) and the National Academy of Sciences. Well Within Reach snacks are items that:

35 / 10 / 35 Guidelines……Well Within Reach Snacks Contain No More Than:

35% of Calories as Fat (Excluding Nuts)
10% of Calories as Saturated Fat (Excluding Nuts)
35% of Total Weight from Sugar

FIRSTCLASSVENDING

WELL WITHIN REACH™

Make a Healthier Selection by choosing one of the many products from these popular brands!

SNACK PRODUCT LISTING

HEALTHIER OPTIONS SNACKS
Clif Bars
Clif Z Bars
Fiber One Bars
Cereal Bars
Odwalla Bars
Nutrigrain Bar Strawberry
Nutrigrain Bar Apple
Nutrigrain Bar Blueberry
Nutrigrain Bar Raspberry
Nature Valley Strawberry Yogurt
Nature Valley Honey and Oats Bar
Nature Valley Peanut Butter Bar
Nabisco 100-Calorie Pack Snacks
Kashi Bars
Animal Crackers
Mr. Nature Trail Mixes
Baked Lays Sour Cream Chips
Baked Lays Chips
Baked Ruffles Cheddar Sour Crm Chips
Baked Doritos
Baked Hot Cheetos
Popchips – 5 Flavors
Popcorners – 5 Flavors
Sugar Free Sour Worms
Old Tyme Lowfat Pretzels
Gardetto Reduced Fat Snacks
Chex Mix – 4 Flavors
Sweet & Salty Mix
Ritz Air Crisps
Smokehouse Almonds
Rice Krispie Treats
Quaker Cheddar & Caramel Rice Cakes
Quaker Oatmeal Cups
Sugar Free Gummy Bears, Sour Worms
Sugar Free Fruit Snacks
Dried Fruit Snacks
Fruit Cups
Reduced Fat Cheese Its
Cinnamon Toast Crunch Crisps
Corn Nuts
180-Snack Naturals

CANDY
Twix
Snickers
M&M Milk Chocolate
M&M Peanut
M&M Pretzel
M&M Dark Chocolate
M&M Peanut Butter
Skittles – 2 Flavors
Starburst – 3 Flavors
Milkyway
3 Musketeers
Peanuts
P' Nuttles Toffee Nuts
Gummy Bears
Welchs Fruit Snacks
Sour Bears
Red Vines Licorice
Beef Jerky
Baby Ruth
Butterfinger
Raisenettes
Salami Sticks
Sweet Tarts
Munch Bar

CHIPS
Doritos Nacho Cheese
Fritos
Fritos Chili Cheese
Cheetos
Hot Cheetos
Cheetos Jalapeno Cheddar
California Earthquake
California Sea Salt
Vidalia Onion Petals
Lays Hot Munchie Mix
SunChips Plain
SunChips French Onion
SunChips Garden Salsa
SunChips Harvest Cheddar
SunChips
TGIF Cheddar and Bacon
TGIF Cheddar Sour Cream
Poore Brothers BBQ
Poore Brothers Jabanero
Poore Brothers Pizza Chips
Poore Brothers Plain
Herrs Multi Grain
Herrs Tuscan Garden
Pork Rinds
Snyders Pretzels
Snyders Pretzel Twists
Boulder BBQ
Boulder Natural Plain
Zapps BBQ Ranch

FIRSTCLASSVENDING

SNACK PRODUCT LISTING

COOKIES
Columbus Cappuccino
Duplex Cookies
Famous Amos Chocolate Chip
Grandmas Chocolate Chip
Grandmas Oatmeal
Grandmas Peanut Butter
Knotts Boysenberry
Knotts Raspberry
Pepperidge Farms Milano
Sunmaid Oatmeal Raisen

SNACKS
Popcorn
Butter Popcorn
Rice Krispy Treats
Goldfish
Gardettos Reduced Fat
Cheese Peanut Butter Crackers
Beef Jerky
Corn Nuts Original
Corn Nuts Ranch
Corn Nuts BBQ
Corn Nuts Picante
Kars Sweet & Salty Mix
Chex Mix Traditional
Chex Mix Honey Nut
Chex Mix Cheddar
Chex Mix Bold & Spicy
Chex Mix Muddy Buddys
Peanuts
Cheese Its
Vanilla Wafers
Poptarts Strawberry
Poptarts Cinnamon Brown Sugar
Poptarts Cherry
Poptarts Blueberry
Poptarts Chocolate Chip
Sunflower Seeds

MINTS
5-Flavors
Wild Cherry
Spearmint
Peppermint
Wintergreen
Sugar Free Peppermint
Sugar Free Wintergreen

GUM
Winter Fresh
Juicy Fruit
Doublemint
Peppermint
Spearmint
Big Red

FIRSTCLASSVENDING

BEVERAGE PRODUCT LISTING

WELCHS JUICE BOTTLE
Orange 100%
Cranberry
Apple 100%
Grape
Fruit Punch
Mango
Orange Pineapple
Watermelon

WELCHS JUICE CAN
Grape
White Grape Peach
Orange Pineapple
Mango
Cran Apple

KERNS JUICE CAN
Guava
Mango
Peach
Pear
Pineapple-Coconut
Strawberry-Banana

ARIZONA TEAS
Lemon
Peach
Raspberry
Green Tea
Mango
Tropical
Strawberry Lemonade
Honey Lemonade

MINUTE MADE JUICE BOTTLES
Apple
Orange
Cran Apple Grape
Cran Apple Raspberry

AGUA DE COCO

V-8 SPLASH BOTTLES
Berry Blend
Tropical Blend

ENERGY DRINKS
Full Throttle
Monster
Monster Low Carb
Monster Zero Carb
Red Bull
Red bull Sugar Free
Rockstar – 6 Flavors
Rockstar Sugar Free

FIRSTCLASSVENDING

BEVERAGE PRODUCT LISTING

SNAPPLE BOTTLE
Strawberry Kiwi
Mango
Diet Peach
Diet Raspberry
Diet Arnold Palmer

CALYPSO LEMONADES
Ocean Blue
Natural
Strawberry
Kiwi
Black Cherry

VITAMIN WATER
Power C
Essential
Revive
XXX
Zero XXX
Zero Mega C
Zero Rise
Zero GoGo
Zero Squeezed

COLUMBUS COLD COFFEE
Mocha
French Vanilla

ALOE DRINK
Original
Pomegranate
Mango

WATER BOTTLES
Arrowhead 16 oz
Aquafina 20 oz
Dasani 20 oz
Dejablue 20 oz
Crystal Geyser 16 oz

CRYSTAL GEYSER FLAVORED BOTTLES
Orange
Lime
Lemon
Berry

FIRSTCLASSVENDING

BEVERAGE PRODUCT LISTING

COCA COLA CANS
Coca Cola
Diet Coke
Cherry Coke
Vanilla Coke
Coke Zero
Caffeine Free Diet Coke
Dr. Pepper
Diet Dr. Pepper
Sprite
Sprite Zero
Fuze Tea
Cherry Dr. Pepper
Ginger Ale
Barqs Rootbeer
Fanta Strawberry
Fanta Pineapple
Fanta Orange
Fanta Grapefruit

COCA COLA BOTTLES
Minute Made Lemonade
Minute Made Pink Lemonade
Coke Zero
Cherry Coke
Cherry Coke Zero
Vanilla Coke
Barqs Rootbeer
Fuze Tea
Dr. Pepper
Diet Dr. Pepper
Sprite
Sprite Zero
Fanta Grapefruit
Fanta Orange
Fanta Strawberry
Fanta Pineapple

PEPSI COLA CANS
Pepsi
Diet Pepsi
Mountain Dew
Mountain Dew Code Red
Diet Mountain Dew
Mug Rootbeer
Lipton Brisk Tea
Sierra Mist
Wild Cherry Pepsi
Orange Crush
Grape Crush

PEPSI COLA BOTTLES
Pepsi
Diet Pepsi
Wild Cherry Pepsi
Diet Wild Cherry Pepsi
Mountain Dew
Diet Mountain Dew
Mountain Dew Code Red
Mug Rootbeer
Lipton Brisk Tea
Lipton Green Tea
Sierra Mist
Orange Crush

SEVEN UP CANS & BOTTLES
Seven Up
Diet Seven Up
A & W Rootbeer
Diet A & W Rootbeer
Sunkist Orange
Diet Sunkist Orange
Sunkist Lemonade
Welchs Grape
Cactus Cooler
RC Cola
Hawaiian Punch
A & W Crème Soda
Diet A & W Cream Soda
Cherry Seven Up
Diet Cherry Seven Up

GATORADE BOTTLES
Lemon Lime
Fruit Punch
Orange
Cool Blue Raspberry
Fierce Grape
Glacier Freeze
G2 Grape
G2 Fruit Punch

POWERADE BOTTLES
Lemon Lime
Fruit Punch
Orange
Grape
Mountain Blast
Strawberry Lemonade
Grape Zero
Berry Zero
Punch Zero

PENNY COLA BOTTLES
Penny Cola
Dr Penny
Penny Rain
Penny Lemon Lime
Penny Orange
Diet Penny Orange
Diet Penny Cherry Cola
Crooked Oak Ginger Ale
Crooked Oak Rootbeer
Crooked Oak Cream Soda

FIRSTCLASSVENDING

FOOD PRODUCT LISTING

DD Bagels
Cream Cheese
DD Breakfast
Ham & Egg Croissant
Bacon & Egg Biscuit
Sausage & Egg Muffin
DD Megas
Turkey & Cheese
Ham & Cheese
Chicken Salad
DD Pitas
Turkey & Cheese
Ham & Cheese
Chicken Pesto
Cajun Chicken
Club
DD Soft Rolls
Turkey & Cheese
Ham & Cheese
Tuna & Cheese
Roast Beef & Cheese
Club Supreme
Italian
FC Croissants
Turkey & Cheese
Ham & Cheese
Chicken Salad
FC Focaccias
Chicken Pesto
Turkey & Cheese
Veggie

FC French Rolls
Turkey & Cheese
Ham & Cheese
Tuna Salad
Italian
Pastrami Reuben
DD Triangles
Club
Chicken Salad
Roasted Chicken
Turkey & Cheese
Ham & Cheese
Tuna Salad
Roast Beef
Egg Salad
DD Mini Subs
Turkey & Cheese
Italian
Meatball
BBQ Chicken
D Super Hots
Malibu Chicken
Chili Cheese Dog
Cheeseburger
Taylor Farms
Veggie & Cheese
FR Croissants
Turkey & Cheese
Ham & Cheese
Chicken Salad

FR Focaccias
Turkey & Cheese
FR Multigrains
Turkey Cranberry
Tuna Salad
Chicken Salad
Roasted Chicken
Turkey & Bacon Club

FR Onion Rol
Turkey & Cheese
Roast Beef
Chicken Caesar
Pastrami Reuben
FR Dark Wheat Combos
Turkey & Cheese
Chicken Salad
Ham & Cheese
Grilled Veggie
FR Snacks
Double Egg & Cheese
FR Wraps
Turkey & Cheese
Chicken Caesar
Southwest Chicken
Italian

FR Salads
Chef Large
Chef Small
Chicken Caesar Large
Chicken Caesar Small
Cajun Chicken Large
Cajun Chicken Small
Chinese Chicken Large
Chinese Chicken Small
Fresh Fruit Large
Fresh Fruit Small
FC Pasta Salads
Garlic Pesto
Tuna Mac Small
Cajun Chicken
Penne Marinara

FIRSTCLASSVENDING

FOOD PRODUCT LISTING

Landshire Sandwiches
Tuna Salad
Chicken Salad
Beef & Cheese
Ham & Cheese
Turkey & Cheese
Poor Boy Sub
Double Cheeseburger
Twin Chili Dog
Jalapeno Cheeseburger
Spicy Chicken
Country Fried Steak
Bacon Cheeseburger
BBQ Pork Rib
Ham & Cheese Sub
Turkey & Cheese Sub
Chuck Wagon
Sausage & Egg
BBQ Chicken Breast
BBQ Wings
Buffalo Style Wings
Cheeseburger
Chicken Honey Mustard
BBQ Chicken
Beef Sub w/Peppers
Caesar Chicken
Jalapeno Charb w/Cheese
Teriyaki Chicken
Jumbo Bacon Cheeseburger
Meatball Sub
Rib BBQ Pork
Southern Fried Steak

Don Miguel Burritos
Don Miguel Taquitos
Don Miguel Mini Tacos
Ruiz Burritos
El Monterey Burritos
Lunchables
Corn Dogs
Hot Pockets
Chicken Nuggets
Buddy Grilled Double Cheese
Whitecastle Cheeseburger
Papa Presto Pizza
Papa Presto Garlic French Bread
Red Baron Pizza
Nathans Famous Beef Hot Dogs
Deli Stacker
Jimmy Dean Sausage Bisquit
Polish Sausage Sandwich
Turkey Wedge
Chicken Swiss
Ham & Cheese Wedge

Fresh Fruit
Cereals
Oatmeals
Rice Pudding
Tuna Kits
Chicken Kits
String Cheese
Yogurts
Campbells Soups
Milks
Nemo's Cakes
Dave's Cakes
Muffins
Dole Fruit Cups
Maruchan Cup O Soups
Yakisoba Meals
Hamburger Helper Cups
Kraft EZ Mac & Cheese Cups
Stew Micro Meal Cups
Chili Micro Meal Cups
Completes Meals
Completes Healthy Meals

FIRSTCLASSVENDING

SUSTAINABILITY - GOING GREEN - THE ENVIRONMENT

A key focus of First Class Vending is to minimize the impact the procurement of goods and services has on the local environment. We are committed to sustainable economic, social and environmental practices in all operations in which First Class Vending is involved.

First Class Vending uses ENERGY STAR® qualified equipment to minimize electrical consumption, as well as UL rated and utilizing LED lighting.

First Class Vending recycles tons of cardboard annually. Within our business practices, we make every effort to Reduce, Reuse and Recycle.

First Class Vending utilizes high efficiency lighting throughout its distribution center and corporate facilities. We also maintain a fleet of Hybrid vehicles for our account and management teams.

FIRSTCLASSVENDING

SUSTAINABILITY - GOING GREEN - SOLAR POWER

First Class Vending Leads the Field with Quality, Service, and Energy Savings!

First Class Vending's innovative thinking and commitment to the Environment is displayed with a 349 kW **Solar Electricity** Installation at First Class Vending's Bell Gardens Distribution Center in Southern California and has helped to offset almost 100% of it's Energy load.

The First Class Vending Distribution Center now has nearly 1300 **Solar** panels which powers the 4 buildings on the 60,000 square foot First Class Headquarters location.

First Class Vending has taken every measure to save energy where we work and on the road. We've made lighting retrofits and drive hybrid vehicles. We always recycle our cardboard. We recycle where we can including older vending machines to cell phones and printer cartridges. We use EnergyStar vending machines with LED lighting where possible and it made sense for First Class Vending to go to the next level of Energy Saving.

The installation of **Solar Electricity** helps to reduce our carbon footprint and the impact we have on the grid. Using less electricity helps us all avoid rolling blackouts.

With rising energy costs throughout our operations energy management is sound business—saving fuel, saving money, containing costs and finding savings and efficiencies anywhere it's possible.

First Class Vending wants to meet the sustainability standards our clients set for themselves. We serve many Fortune 100 companies, major universities, airlines, hospitals, theme parks, and many others, and being part of their culture means living up to their examples.

FIRSTCLASSVENDING

QUALITY ASSURANCE PROGRAM

QUALITY SERVICE ASSURANCE
A unique feature of the First Class Vending is our Quality Assurance Program. Our quality service representatives will inspect all vending machines on a scheduled basis. Also, they will maintain close communications to gather any comments or concerns, and respond to your requests. They are committed to assuring that you continue to receive the outstanding service we are promising.

Quality Assurance Program will make sure;
That all aspects of our service pledge are followed to include service times and frequencies.
That the company's sanitation policy and procedures for all machines are followed continuously.
That all machines are merchandised to offer the most popular products that maximize sales.

SERVICE STANDARDS

First Class Vending, Inc. service personnel will perform the following duties at every service:

Stock and service all vending equipment as scheduled.
Maintain cleanliness and sanitation.
Perform minor mechanical maintenance.
Replenish refund banks, make instant refunds or provide refunds through envelope distribution and/or by mail.

First Class Vending, Inc. service personnel will:

Strictly observe all regulations governing entrance, driving and parking regulations on your premises.
Conduct themselves in a courteous manner, however, socializing or disruptive behavior will not be allowed.

We are committed to providing whatever is required to assure excellent service. Your service person will be here to service your machines frequently to assure there is fresh product. A staff of qualified technicians that are Nextel dispatched backs him up. Our goal is to respond within **two hours** for all maintenance calls.

We will accommodate any request or requirement for specific service times to the best of our ability. We routinely perform weekend service and maintain **24 hours-per-day**, **7-days a week**, emergency repair service.

FIRSTCLASSVENDING

MACHINE SERVICE

MACHINE SERVICE

First Class Vending division manager will review each location with the route driver.
The division manager will review with the driver all necessary merchandising requirements to make sure the demographic research is addressed. From this point an individual planogram will be created with the prescribed products. Changes and alterations will be continually undertaken to guarantee the absolute best merchandising scheme. The driver will be expected to maintain the merchandising selections that are decided upon and the division manager with the coordinator will see to it that the driver follows precise instructions. The initial service plan followed with the installation of all new accounts is to visit each location every day to determine the level of sales that is occurring and to determine the frequency needed to maintain full machines and maximum sales. Once the driver has developed a sense of the level of sales for each location he and the division manager will create a more realistic service regiment. If an account requires daily service it will be scheduled as such. Service could be daily, 3 times per week, once a week or some other pattern of frequency. We are constantly evaluating each account from the standpoint of time and motion. This is absolutely critical to our success.

MAINTENANCE AND REPAIRS

All drivers are equipped to handle minor repairs on-site. Their truck inventories include machine changers, bill acceptors, light bulbs, and a small array of tools. Each driver is expected to make whatever repairs are possible. Should he not be able to make the repairs, an experienced technician who is Nextel dispatched from our main office will make every effort to be on the scene within a two hour period. Sales that are lost as a result of mal-functioning machines are sales that will never be made up again. Our goal is to have all machines functioning at all times. Should a machine suffer continuous or repeated problems it will be removed from the field and be replaced with another unit. All our vending machines have a sticker placed visibly on the exterior of each machine that includes our name and phone number to obtain customer service.

REFUND OPTIONS

1. A refund bank can be set up for immediate on-site refund distribution with the person of your choice.
2. A refund telephone number will be posted on each machine for a mailed refund and for reporting repairs. Refunds will be mailed within 3-4 business days.
3. Log online to sendmyrefund.com to obtain a refund anytime electronically.

State of the art equipment and **"Sure Vend"** Guaranteed Product Delivery or money back on most snack machines, along with our staff of trained technicians, keeps our refunds at a minimal loss for our company.

FIRSTCLASSVENDING

ACCOUNTING PRACTICES

First Class Vending Inc. employs an extensive array of computer technology to track revenue, merchandise and the financial equilibrium of the individual machines. Each driver is equipped with a hand-held computer that is used to control the entire spectrum of the route including: product checked out of the warehouse, product added to machines, product waste, and actual versus expected revenue. The driver enters all of this information each day and it is downloaded into a central server when he arrives at the warehouse at the end of his day.

The key to our ability to monitor the balance of each machine is the information that is retrieved electronically during service and collection. Each machine is equipped with the memory that is accessed by DEX system. DEX is an acronym which stand for Digital Exchange. It is a Uniform Code Standard which was originally created for the grocery industry. The DEX standard was chosen as the foundation for the Vending Industry Data Transfer Standard (VIDTS) in 1990, when the Vending Industry came together with the National Automated Merchandiser Association to create a communication standard to allow vending machines to communicate their transaction information to handheld computers.

Each machine keeps track precisely of every cent that goes into the machine. The driver retrieves this information via the DEX technology and this information is also downloaded creating an expectation of cash to be received. When the cash is counted in our vault, the actual money brought in is compared electronically to what is expected and the resulting numbers is the balance of the machine. We know to the nickel if a machine is over of short and our mangers are constantly reviewing the balance as management tool. Drivers are expected to balance to the nickel. We have a policy of zero tolerance in this area.

TECHNOLOGY

As a technology pioneer in the vending industry, First Class Vending invests significant financial and human capital into harnessing leading edge software and hardware systems that provide complete cash accountability, inventory control, tracking and forecasting, taxes, commissions and financial analysis.

Utilizing sophisticated handheld computers, each First Class Vending Route Driver electronically downloads all sales, inventory, and cash accounting data from each vending machine. In addition, we closely monitor the exact amount of coins and bills collected from each service visit.

Unique product "plan-o-grams" or customized menu programs can be designed and implemented for each client. A selection of items is developed based on client input, demographic user profiles, and statistical market and trend data.

Inventory management, metered machines, cash reconciliation, high speed coin counters, and high security vaults are just a few of the technology systems utilized by First Class Vending to ensure timely and accurate inventory control, machine servicing, and prompt issuing of commissions.

First Class Vending is at the forefront of computerization to handle scheduling, accounting and the high volume transactions that are inherent in the vending business.

Our handheld computers that monitor our vending machines link into our back office database which allows First Class Vending to maintain "just in time" inventory levels in its distribution center, so our clients receive the freshest products available.

In addition, our system tracks maintenance of the vending machines which means less downtime and fewer inconveniences for you. At any given moment, our operations managers have total visibility into our master distribution center and vending machine inventory.

Inventory visibility equals better decisions, faster - which keeps our vending machines stocked with the freshest foods at their peak of flavor and, most importantly, our clients happy.

FIRSTCLASSVENDING

VENDING LEADERSHIP

Your #1 Vending Service Provider

Experience why so many have chosen
First Class Vending

The largest independent vendor in the
California and Nevada areas.

IN CLOSING

First Class Vending appreciates your time in reviewing our company in consideration for your vending needs. We are confident you will be pleased with our high commitment to an exceptional level of service. Our team of dedicated professionals look forward to being of service to you!

Sincerely,

First Class Vending, Inc.

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