Part I A – Technical Proposal	
RFP Title:	Vending Machine Services
RFP:	3226
Vendor Name:	***Arrow Vending Inc.***
Address:	***57 E. Freeport Blvd. Sparks, NV 89431***
Opening Date:	March 10, 2016
Opening Time:	2:00 PM

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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	***Arrow Vending Inc.***

V2	Street Address	***57 E. Freeport Blvd.***

V3	City, State, ZIP	***Sparks, NV 89431***

V4	Telephone Number		
	Area Code: ***775***	Number: ***750-1660***	Extension:

V5	Facsimile Number		
	Area Code:	Number:	Extension:

V6	Toll Free Number		
	Area Code:	Number:	Extension:

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: ***Annette Bland***
	Title: ***president/ owner***
	Address: ***57 E. Freeport Blvd. Sparks, NV 89431***
	Email Address: ***kbland1@sbcglobal.net***

V8	Telephone Number for Contact Person		
	Area Code: ***775***	Number: ***750-2628***	Extension:

V9	Facsimile Number for Contact Person		
	Area Code:	Number:	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: ***Annette Bland***	Title: ***president/owner***

V11	Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)***	
	Signature: Annette Bland	Date:***3-1-2016***

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: Arrow Vending Inc.

Authorized Signature: Annette Bland

Title: Owner / President Date: 3.3.16

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	X
Justification for Confidential Status			

A Public Records CD has been included for the Technical and Commission Proposal			
YES	X	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	X	NO	
Justification for Confidential Status			

Arrow Vending Inc.
Company Name

Annette Bland
Signature

Annette Bland
Print Name

3.1.16
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:

(1) 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.

(2) All proposed capabilities can be demonstrated by the vendor.

(3) 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.

(4) 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.

(5) 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.

(6) 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.

(7) 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.

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

(9) 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.

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

(11) 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.

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

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

Arrow Vending Inc.

Vendor Company Name

Annette Bland

Vendor Signature

Annette Bland — ***3-1-2016***

Print Name — Date

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

SECRETARY OF STATE

STATE OF NEVADA

NEVADA STATE BUSINESS LICENSE

ARROW VENDING, INC.

Nevada Business Identification # NV19981267382

Expiration Date: June 30, 2016

In accordance with Title 7 of Nevada Revised Statutes, pursuant to proper application duly filed and payment of appropriate prescribed fees, the above named is hereby granted a Nevada State Business License for business activities conducted within the State of Nevada.

Valid until the expiration date listed unless suspended, revoked or cancelled in accordance with the provisions in Nevada Revised Statutes. License is not transferable and is not in lieu of any local business license, permit or registration.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office on June 24, 2015

Barbara K. Cegavske

BARBARA K. CEGAVSKE
Secretary of State

You may verify this license at www.nvsos.gov under the Nevada Business Search.

License must be cancelled on or before its expiration date if business activity ceases. Failure to do so will result in late fees or penalties which by law cannot be waived.

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 ***X*** 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.

Arrow Vending Inc.
Company Name

Annette Bland
Signature

Annette Bland — Print Name

3-1-2016 — 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)

ASSUMPTION SUMMARY FORM

ASSUMPTION #	RFP SECTION NUMBER	RFP PAGE NUMBER	ASSUMPTION (Complete detail regarding assumptions must be identified)

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

3. SCOPE OF WORK

This section defines the minimum requirements necessary to provide vending services to various correctional facilities located throughout the State. Vendors should propose creative, competitive solutions to meet the needs of each facility.

The purpose of this RFP is to contract with a vendor or vendors who can provide a full range of machine based vending services, to include (but not limited to): (1) a wide variety of products, (2) superior service and (3) maximum profitability to the Department of Corrections (NDOC) through vending machine sales.

3.1 PERFORMANCE REQUIREMENTS

3.1.1 Provide family and friends of offenders and staff break rooms with comprehensive vending services customized to meet the needs of each individual facility at a minimum of one time per week. Ensure that food and drinks are stocked at all times so that visiting family and friends and staff can share together.

Arrow Vending will fill machines with products that are specific to client requests as well as include favorite and new products. Arrow Vending will work with the staff at each facility to make certain that the machines are filled when is most convenient to each facility.

3.1.2 Provide expert solutions for visiting and staff break room areas, quality products and no spoilage of product to be purchased by family and friends visiting. Provide a merchandising program that allows for tailored product to family and friends visiting

Arrow Vending will work with each facility to make certain that the machines are filled for the visiting times. The food is all date stamped to ensure that there is not any outdated products in the machines.

3.2 VENDING REQUIREMENTS

3.2.1 The awarded vendor(s) will be required to install, maintain and service all vending machines in the regions/facility proposed on, under the terms of this RFP.

Arrow Vending will install, maintain and service all vending machines in the Northern Nevada region under the terms in RFP 3226. The region to include NNCC, WSCC, NNTH, LCC, Northern Admin. Buildings 17 & 89.

3.2.2 The awarded vendor(s) agrees to provide all vending services equal to or greater than services that currently exist at each location (refer to ***Attachment J Estimated Annual Revenue*** for current services and number of machines at each location).

Arrow Vending agrees to provide all vending services equal to or greater than the services that currently exist at each location referring to Attachment J.

3.2.3 Proposals, at a minimum, 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.

Arrow Vending will allocate one fulltime, experienced route driver to the service of this contract. The route driver is experienced in servicing the NDOC Northern Nevada region and has relationships with the NDOC staff. This employee fully understands the security regulations for each institution. Should

the contract grow in scope and require additional employees, we will allocate additional personnel to adequately service the increased route. We also have 4 other employees who are trained and have cleared the NDOC background check ready to fill in and service the NDOC locations as back up. We purchase product from several wholesale companies that allows us to provide the widest range of products available. We receive product deliveries weekly. We emphasize name brands, best sellers, fresh products and numerous healthy alternatives. We strive to provide what customers want most to maximize customer satisfaction and commissionable sales.

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.).

- ***Arrow Vending has 6 delivery vehicles. There is a specific delivery vehicle to service the NDOC account.***
- ***Arrow Vending occupies a 4,300 sq. foot warehouse in Sparks, NV. This property is used for storage of product and is a vending machine maintenance facility. The warehouse has adjacent capacity to facilitate the addition of NDOC accounts.***
- ***A well trained and responsible staff of 7 employees.***
- ***Machines available: small(3 wide spiral), medium(4 wide), and large(5 wide) snack machines, 20oz. beverage machines, glass-front beverage, refrigerated fresh food machines, ice cream machines, fresh brewed coffee machines and change machines. All machines provided will be new or late model state of the art machines.***

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

Arrow Vending does NOT have any exclusive contractual relationships with any distributors, which allows us to sell any brand or combination of brands that we choose. We have close relationships with Pepsi and Snapple Dr. Pepper Group, as well as our main product distributors.

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

Arrow Vending is not a subcontractor to a larger business entity. WE ARE THE DIRECT LINE OF CONTACT.

3.2.4 It will be the responsibility of the awarded vendor(s) to provide all microwave ovens, plastic utensils, condiments, napkins, etc., as required.

Arrow Vending will provide microwave ovens, condiments, plastic utensils, napkins, etc. We currently work with the guards in providing these items for the visitors.

3.2.5 Additional facilities and/or camps that may require vending services will also become the responsibility of the awarded vendor(s) under the same conditions of performance as defined in this RFP.

Arrow Vending will work with the NDOC staff to examine the NDOC's desire to include any additional facilities and/or camps.

3.3 EQUIPMENT

3.3.1 Awarded vendors must provide, at a minimum, the current levels of vending support that each facility currently has (refer to ***Attachment J, Estimated Annual Revenue***).

3.3.1.1 The locations of all vending machines installed within the correctional facility are subject to the approval of each facility Warden or designee.

Arrow Vending will work with either a Warden or designee from each facility for approval of vending machines to be installed at their facility.

3.3.2 At the time of installation, all vending machines must be current production models, in new or 'like new' condition.

All vending machines will be current production models in new or 'like new' condition.

3.3.2.1 The decision as to the acceptability of a 'like new' machine will rest with the NDOC designee.

Agreed.

3.3.2.2 Vending machines should be 'like new' and energy-efficient.

Each machine will be 'like new' and Energy Star rated.

3.3.2.3 Vending machines must be energy-efficient.

Agreed.

3.3.2.4 Each machine must have an identifying number assigned to it.

Each vending machine will be labeled with a number assigned to it.

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.

Arrow Vending will install 'Vend- Miser' system on machines. This system has a motion sensor mounted on top of the machine and will turn on the machine when someone walks up to the machine. The power is turned off, thus saving energy when customers aren't in the area. This definitely will cut back on energy usage in the visiting areas, as they are only open a few days a week. In the staff areas it also will save energy at night, weekends and holidays when employees aren't at work.

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

The average age of the equipment will range from brand new to 4 years old, refurbished equipment in good operating and good looking condition.

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.

The machines will include a sure vend feature that has a delivery sensor to make certain that the product falls into the delivery bucket. If a product gets stuck it allows the customer to select another item or refund their money. Credit cards are not to my knowledge permitted in the visiting areas.

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.

If there is an alternative form of payment system the NDOC is interested in , Arrow Vending would like to discuss further with the NDOC.

B. Proposals that include the use of alternative forms of payment for vending machines must adhere to the 'no currency' policy (***Section 3.3.4***).

3.3.4 No Currency Policy

3.3.4.1 NDOC regulations prohibit inmates' families from bringing 'paper' currency (bills) into the visiting rooms; therefore, the awarded vendor(s) must be able to provide adequate dollar bill changers at each facility.

Arrow Vending will provide adequate dollar bill changers at each facility.

3.3.4.2 The awarded vendor(s) must be responsive to the needs of each facility and, as such, the addition or removal of vending machines or

alteration of the type of vending services provided in each facility must have prior, written approval of the facility Warden or designee.

3.3.4.3 Upon contract award, notification of any changes in vending equipment at a specific facility must be provided to NDOC's designee within fifteen (15) working days of implementation.

Arrow Vending will contact the facility of any changes within 15 days of implementation.

3.3.4.4 Designated representatives for each facility shall have the right to inspect any machines with the awarded vendor's representative at any reasonable time.

Agreed.

3.4 VENDING MACHINE MAINTENANCE / REPAIR SERVICE

3.4.1 The awarded vendor(s) will, at their expense, be required to:

3.4.1.1 Maintain all vending equipment in a good state of repair and sanitary condition.

Arrow Vending will maintain all vending equipment in good working and sanitary condition at our expense. It is in our best interest to make sure the machines are operating well so as to maximize commissionable sales.

3.4.1.2 Replace any vending machine which is out of service for longer than forty-eight (48) hours due to needed repairs.

Any vending machine that is out of service longer than 48 hours WILL be replaced.

3.4.2 Proposals must include:

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

Arrow Vending will conduct preventative maintenance on each machine so as to insure continual operations. All machines will be maintained (cleaned and checked for any mechanical failures) each time the machine is filled with product. Preventative maintenance will include cleaning out compressors, cleaning liquid tubes, replacing light bulbs, and other items that would prevent machine failure.

3.4.2.2 Response time for service on equipment at each facility.

Arrow Vending will treat any service issues for the NDOC with the utmost priority. We will get to the facility with-in hours and no later than 24 hours. We work with each facility and with the designated contact to arrange a time that works with the parameters of the facility. In addition to the assigned route driver, we have two managers (1- Annette Bland the owner) and other service personnel already cleared by the NDOC background check to assist in timely repairs. With the sure-vend feature on the snack machines, many of the standard service calls will be eliminated. If the product doesn't drop the first time sensors make sure an item is dropped or it re-vends. If it still doesn't vend the customer's money will be refunded immediately in the coin return.

3.4.3 All vending machines will be required to have an attached sticker giving the facility the contact information of the awarded vendor, including but not limited to, name of company and telephone number to be called for emergency service.

All machines will have a sticker attached with our company name and telephone number in case of emergency service.

3.5 PRODUCT REQUIREMENTS

3.5.1 Product Quality Assurance:

3.5.1.1 Each product must be date coded to ensure freshness.

Each product will be date coded to ensure freshness.

3.5.1.2 Each time a machine is stocked; the route driver must check all dates and remove any outdated product.

Each time a machine is stocked, the route driver will check the product dates and remove any close to being outdated product.

3.5.1.3 The machines must be stocked by putting the freshest products in the back, therefore vending products based on the first in first out inventory system.

The machines will be stocked by putting the fresh product in the back, therefore vending products in front first.

3.5.2 Award vendor(s), upon receipt of a recall notice from the manufacturer or USDA, notify NDOC's designee and shall immediately pull any defective or recalled products from the machines.

Any recall from either a manufacturer or USDA will be communicated immediately by Arrow Vending to NDOC's designee. Recalled or defective products will be removed immediately from machines.

3.5.3 Aluminum cans are not allowed in any of the correctional facilities and/or administrative buildings.

Only plastic bottles will be vended in both correctional facilities and/or administrative buildings.

3.5.3.1 All machines will dispense plastic bottles only.

Agreed.

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

Included in this proposal is a basic list of products that are available. Also a few pages from an actual order book that details pack size.

Please see Attachment AA in Tab IX

3.5.5 The awarded vendor(s) must be able to provide facility staff with a list of product items that are available so staff can make requests on a monthly basis.

Arrow Vending will provide facility staff with a list of current product selections so that the staff can choose which items they like the most. Customer feedback is very important to us so we can maximize commissionable sales.

3.6 FILLING OF VENDING MACHINES

3.6.1 At most facilities, the awarded vendor(s) must be able to service (fill) machines seven (7) days a week during each facility's normal operating hours, to guarantee adequate product is available at all times.

Arrow Vending will work with each designated NDOC staff member to set delivery schedules. We have worked well with each facility to set a schedule that works best for the individual facilities. The visiting guards change every January. With the new guards, we have changed our schedule to meet their specific requests.

3.6.2 Some facilities may have time restrictions (i.e. machines at SDCC need to be filled before 6:30 am). It will be the responsibility of the awarded vendor(s) to work with each facility to determine when the best time is to fill machines, and accommodate the facilities as much as possible.

Arrow Vending will be flexible to accommodate each facilities time preference.

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

The frequency of delivery will be sufficient to maintain adequate stock in each machine so as to maximize sales. Adjustments may be made should locations require additional service intervals.

LCC	***1 time per week***
NNCC	***2 times per week***
NNTH	***1 time per week***
WSCC	***2 times per week***
Northern Admin. 17 & 89	***1 time per week***

Our goal is to have no product slots empty at any time. We both benefit from the highest level of product sales, therefore it is imperative to have machines properly stocked and filled at all times.

3.6.4 Upon contract award, any alternate scheduling must be approved, in writing, by the facility Warden or designee. Notice of any changes must be sent to the NDOC Designee.

Any changes to scheduling would be sent to the NDOC designee for approval.

3.7 PRICING / ALLOWABLE COST INCREASES

3.7.1 The awarded vendor(s) must provide consistent product pricing at facilities throughout the applicable facilities/regions of this contract.

The pricing will be consistent at all facilities outlined in the contract. Pricing information is included separately in the 'Commission Proposal'.

3.7.2 Requests for product cost increases for inflationary factors or increased costs on products from the manufacturer must be submitted in writing to NDOC's Designee. Evidence that the cost of the product has substantially increased by the manufacturer must accompany the request.

Any price request to change pricing will be submitted in writing to the NDOC designee for approval.

3.8 REFUND POLICY / ACCOUNT

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

Arrow Vending will refund any money lost in any of the machines in Northern Nevada NDOC region. We simply send a check to the customer for any lost money. In the case of lost money by a NDOC employee, we will refund the lost money in person.

3.8.2 The refund process and policy must be clearly posted in each area that has vending machines.

The refund policy will be clearly stated and attached to the machines.

3.8.3 At a minimum, notices must:

3.8.3.1 Include the awarded vendor's name and contact information.

Arrow Vending's phone number will be attached to each machine.

3.8.3.2 Be posted where they can be clearly and easily read.

Attached in the right hand top corner of each machine.

3.8.4 When deemed necessary, the awarded vendor(s) may be required to provide a refund account for the refunding of monies when a machine is not in good working order.

Where deemed necessary, we will provide a refund account for refunding monies to customers at each facility. We use this at some of our existing accounts and it has worked well for us as well as the locations.

3.8.5 An adequate accounting procedure for refunds will be established by mutual agreement between NDOC and the awarded vendor(s) as applicable.

Arrow Vending will work with NDOC designee to establish by mutual agreement an adequate accounting refund procedure.

3.9 CUSTOMER SERVICE / MISC REPORTS

3.9.1 Upon request, quarterly reports and/or additional reports showing the gross volume of individual products at each facility must be provided.

Annette Bland the owner and direct contact for the proposed contract for the NDOC will provide any type of sales reports requested by the NDOC.

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

Any type of sales reports can be produced. An example: sales total by machine, by location and separated by visiting vs. staff sales. Sales multiplied by commission percentage, thus determining commission to be paid.

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.

Arrow Vending accepts feedback from customers in both written and verbal (in person, phone call/ message or email) formats. We encourage customer interaction between the customers at each facility with our manager, route driver or owner to insure we are providing the desired products and best service possible. We also want to hear about any problems so that we can immediately rectify the situation.

3.9.3 At the discretion of the Department, a review of quality and timeliness factors associated with the vending services provided by the awarded vendor (s) may be conducted.

Arrow Vending will work with the NDOC designee in conduction reviews in quality and timeliness factors associated with the vending services provided.

3.9.3.1 Awarded vendor will follow quality assurance rules and regulations.

Agreed.

3.9.3.2 Pertinent results will be shared with the awarded vendor(s).

Agreed.

3.9.3.3 Specific problems or concerns deemed significant by NDOC will be brought to the attention of the awarded vendor(s) in writing and the awarded vendor(s) will be provided an opportunity to respond in written form.

Agreed.

3.9.3.4 The awarded vendor(s) will be required to respond to unresolved concerns with a written plan to alleviate said problems, within 10 working days of receipt of written notification from NDOC.

Agreed.

3.9.3.5 Failure to comply with any aspect of the contract or to implement corrective action in response to a penalty or repeated written complaint by NDOC may result in termination of the contract and loss of all vending services.

Agreed.

3.10 PROPOSALS BY REGION / INDIVIDIUAL FACILITY

3.10.1 Multiple contract awards may be made and NDOC will consider proposals for:

3.10.1.1 Region (Northern and/or Southern); or

Arrow Vending is bidding on the Northern region

3.10.1.2 Statewide.

3.10.2 Northern Nevada:

3.10.2.1 Northern Administration Offices (Building 17 & Building 89) 5500 Snyder Ave, Carson City

3.10.2.2 Northern Nevada Correctional Center (NNCC) 1721 E. Snyder Ave, Carson City

3.10.2.3 Warm Springs Correctional Center (WSCC) 3301 E. 5th Street, Carson City

3.10.2.4 Northern Nevada Transitional Housing (NNTH) 225 Sunshine Lane, Reno

3.10.2.5 Lovelock Correctional Center (LCC) 1200 Prison Rd, Lovelock

3.10.3 Southern Nevada:

3.10.3.1 Casa Grande Transitional Housing (CG) 3955 W. Russell Rd, Las Vegas

3.10.3.2 Florence McClure Women's Correctional Center (FMWCC) 4370 Smiley Rd, North Las Vegas

3.10.3.3 Jean Conservation Camp (JCC) 3 Prison Rd, Jean

3.10.3.4 High Desert State Prison (HDSP) 22010 Cold Creek Rd, Indian Springs

3.10.3.5 Southern Desert Correctional Center (SDCC) 20825 Cold Creek Rd, Indian Springs

3.10.3.6 Three Lakes Valley Conservation Camp (TLVCC) 21055 Cold Creek Rd, Indian Springs

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:

3.10.4.1 Carlin Conservation Camp (CCC) 124 Suzie Creek Rd, Carlin

3.10.4.2 Humboldt Conservation Camp (HCC) 8105 Conservation Rd, Winnemucca

3.10.4.3 Stewart Conservation Camp (SCC) 1721 E. Snyder Ave, Carson City

3.10.4.4 Tonopah Conservation Camp (TCC) 100 Conservation Rd, Tonopah

3.10.4.5 Wells Conservation Camp (WCC) HC 67-50, Wells

Arrow Vending would like to discuss with the NDOC designee on details to install vending machines at SCC and or HCC. The criteria would be where, when and who would have access to the machines and is there a need for machines.

3.10.5 An overview of each facility, including the current monthly inmate population, current number and types of machines, and estimated yearly gross sales can be found in ***Attachment J, Estimated Annual Revenue.***

3.11 VENDING RELATED CUSTODIAL SERVICES

3.11.1 The Nevada Department of Corrections will provide normal custodial services consisting of the cleaning of walk-ways, hallways, visiting rooms, etc., in the vending machine areas.

Agreed.

3.11.2 All other custodial services related to vending machines will be provided by the awarded vendor(s).

Arrow Vending will clean each machine when it is filled and check to make certain that the machines are in good working order.

3.12 COMMENCEMENT OF CONTRACT / INSTALLATION SCHEDULE

3.12.1 The awarded vendor must be prepared to install vending machines and be fully operational at all facilities under this contract no later than July 1, 2016.

Agreed.

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

Schedule of machine installation:

Tuesday June 28 NNCC, Northern Administration Offices
Wednesday June 29 WSCC, NNTH
Thursday June 30 LCC

3.12.3 Upon contract award, each facility must receive written notice of machine installation a minimum of five (5) working days prior to installation.

Arrow Vending will contact each facility by written notice of machine installation a minimum of 5 days prior to installation

3.13 CONTRACT TERMINATION

3.13.1 Upon contract termination, the vendor(s) must have all equipment removed from the facilities in a timely manner and in conjunction with any new vendor(s) in order to have as little 'down' time as possible.

Agreed.

3.13.2 It is anticipated that any contract(s) resulting from this RFP will be effective upon Board of Examiners approval, anticipated to be June 14, 2016. The awarded vendor will work with the authorized NDOC staff and the incumbent vendor to ensure an orderly transition of the existing vending machines and responsibilities under the contract and ensure the continuity of the vending machine service

required by the NDOC.

Agreed.

3.14 OTHER REQUIREMENTS

3.14.1 All services, other than those defined as emergency services, shall be rendered by the awarded vendor(s) during the facility's normal business hours (8:30 AM – 4:30 PM) exclusive of holidays defined for and observed by the employees of the State of Nevada.

Arrow Vending will deliver and service the machines during normal business hours. Arrow Vending will increase service on or around holidays, as holidays seem to get more visitors and need extra filling.

3.14.2 Access is limited and may require an escort. Once the awarded vendor(s) enters the facility it may be difficult and time consuming to leave to get additional equipment or supplies.

3.14.2.1 The awarded vendor(s) should make sure that all supplies, equipment, etc., is brought in during initial entry in to the facility.

Arrow Vending will make sure that when entering the visiting areas that we bring all needed supplies to fill and service the machines on our initial entry.

3.14.3 Given the nature of the facilities, and due to potential operation conflicts, the facility may be compelled to restrict access to the institution on certain days of the week or month, or on relatively short notice, which may affect when the services defined in this RFP can be reasonably performed.

Arrow Vending is very flexible and can change or alter delivery schedule in short notice due to unforeseen circumstances that may come about in a prison facility.

3.14.4 The awarded vendor(s) must ensure that, while at the facility, inmates do not have access to telecommunication devices in accordance with NRS 209.417 and NRS 212.165.

Agreed.

3.14.5 The awarded vendor(s) understands this work is being conducted within the confines of NDOC facilities and because of security issues, may be subject to facility lockdowns and work interruptions. NDOC will make every effort to bring the operation back to its normal working condition as soon as possible. Vendor(s) will not hold NDOC responsible for these interruptions in work.

Arrow Vending agrees to be flexible and not hold the NDOC responsible for any interruptions in work.

3.15 HEALTH AND SAFETY STANDARDS

3.15.1 The awarded vendor(s) shall comply with all applicable federal, state, and local requirements for protecting the safety of the awarded vendor's employees, building occupants, and the environment.

Arrow Vending shall comply with all applicable federal, state, and local requirements for protecting the safety of our employees, building and the environment.

3.15.1.1 No processes or materials shall be employed in such a manner that they will introduce hazards into occupied spaces.

Agreed.

3.15.1.2 All applicable standards of the Occupational Safety and Health Administration (OSHA) shall be followed when working in

accordance with any contract awarded as a result of this RFP.

Agreed.

3.16 OPTIONAL

3.17 BACKGROUND CLEARANCE / SECURITY REGULATIONS

3.17.1 Awarded Vendor(S) Employee Background Clearance Requirements

3.17.1.1 Upon contract award, and at least ten (10) days prior to beginning work, the awarded vendor(s) shall submit a completed Contractor Background Clearance Application (Consent for Release of Criminal History Form)(DOC560)(***Attachment K, Criminal History Form***) for each employee who will be working under this contract. No personnel entering the correctional facilities may be ex-felons. Applicants are approved for entry under the company name on the application only.

Agreed.

3.17.2 Upon Contract Award Forms must be sent to:

Nevada Department of Corrections
P.O. Box 7011 Carson City, NV 89702
5500 Snyder Avenue, Bldg. 17 Carson City NV 89701
Fax: (775) 887-3319 / Email: msimas@doc.nv.gov

Faxes or e-mailed forms will be accepted, but the original form must be sent by US postal mail within three (3) days or clearance may be revoked.

3.17.3 All employees of vendors entering prison grounds must adhere to NDOC Security Regulations (***Attachment L, Security Regulations Acknowledgement***).

Agreed.

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:	***Arrow Vending Inc.***
Ownership (sole proprietor, partnership, etc.):	***S-Corporation***
State of incorporation:	***Nevada***
Date of incorporation:	***June 1998***
# of years in business:	***17 years, 18 years this June***
List of top officers:	***Annette Bland***
Location of company headquarters:	***57 E. Freeport Blvd. Sparks, NV 89431***
Location(s) of the company offices:	***57 E. Freeport Blvd. Sparks, NV 89431***
Location(s) of the office that will provide the services described in this RFP:	***57 E. Freeport Blvd. Sparks, NV 89431***
Number of employees locally with the expertise to support the requirements identified in this RFP:	***7***
Number of employees nationally with the expertise to support the requirements in this RFP:	***7***
Location(s) from which employees will be assigned for this project:	***57 E. Freeport Blvd. Sparks, NV 89431***

4.1.2 **Please be advised**, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state must register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

4.1.3 The selected vendor, prior to doing business in the State of Nevada, must be appropriately licensed by the State of Nevada, Secretary of State's Office pursuant to NRS76. Information regarding the Nevada Business License can be located at http://nvsos.gov.

Question	Response
Nevada Business License Number:	***NV 19981267382***
Legal Entity Name:	***Arrow Vending, Inc.***

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

Yes	*X*	No	

If "No", provide explanation.

4.1.4 Vendors are cautioned that some services may contain licensing requirement(s).

Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

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

Yes	*X*	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:	***State of Nevada Department of Rehabilitation & Training***
State agency contact name:	***Drazen Elez***
Dates when services were performed:	***2005- present***
Type of duties performed:	***Servicing vending machines in unassigned state & federal buildings in N. Nevada. Paying commissions on sales generated.***
Total dollar value of the contract:	***Fluctuates with sales.***

Question	Response
Name of State agency:	***NDOC***
State agency contact name:	***Janet Hardy***
Dates when services were performed:	***7/2008-6/2016***
Type of duties performed:	***Servicing visiting and administrative offices vending machines in N. Nevada. Paying commissions to NDOC.***
Total dollar value of the contract:	***Fluctuates with sales.***

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	*X*

If "Yes", please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person will be performing or producing the services which you will be contracted to provide under this contract,

you must disclose the identity of each such person in your response to this RFP, and specify the services that each person will be expected to perform.

None of Arrow Vending's employees have been employed by the State of Nevada.

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.

Arrow Vending takes pride in the fact that it has NOT had any contractual failure, contract breaches, civil or criminal litigation in which we have been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any government entity. As the owners are actively involved in the day to day operation of the business, we personally strive to make sure that our customers are completely satisfied with our service.

Does any of the above apply to your company?

Yes		No	*X*

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	*X*	No	

Any exceptions and/or assumptions to the insurance requirements ***must*** be identified on ***Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP.*** Exceptions and/or assumptions will be taken into consideration as part of the evaluation process; however, vendors must be specific. If vendors do not specify any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

Upon contract award, the successful vendor ***must*** provide the Certificate of Insurance identifying the coverages as specified in ***Attachment E, Insurance Schedule for RFP 3226.***

Please see attachment BB in Tab IX

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.

Arrow Vending started as many successful American ventures have, with two partners in our garages and delivering out of the back of trucks (think Nike and Apple). That year was 1996, and we started with 10 machines. After a couple years growth, one partner wanted to pursue other business interests. In 1998, Annette Wheeler bought the partner out. In 2000, Annette quit her job as assistant manager of Sephora to focus on managing and growing Arrow Vending. Arrow Vending continued to grow by internal growth as well as by acquiring and successfully integrating several other vending companies. In 2000 Kelly and Annette decided to merge in a non-business way and were married. Kelly's brother Ken, a UNR graduate and former 26 year employee of the Reno Gazette Journal, is now employed as our manager. We now have a true Nevada family business, with our 3 children already learning how to

help their parents with the family business. In addition to assisting Annette in running Arrow Vending, Kelly Bland is a successful real estate broker and partner at NAI Alliance. This outside source of income allows for a stable operating environment for Arrow Vending and additional sources to fund the investment capital needed in growing business. Arrow Vending also has ongoing financial relationships and access to additional lines of credit with Wells Fargo and Heritage Bank. We feel we are uniquely qualified to provide service for the NDOC because the size of our business is large enough to service accounts properly, while being operated by experienced principals to ensure the highest levels of care and service.

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.

Arrow Vending has been operating for 20 years since 1996. Providing professional snack, beverage, coffee, ice cream and food to a variety of businesses in Northern Nevada. Arrow Vending has grown into one of largest vending operations in Northern Nevada. Although we are one of the larger vending companies, we take pride in having principals and our manager personally available and involved in all aspects of the business.

Arrow Vending currently services the Northern Nevada NDOC vending contract. We have worked with each facility to provide consistent, timely and thorough service. We make NDOC a top priority and respond quickly to any service needs. We service and fill machines after hours, on weekends and holidays.

Arrow Vending has been in contract with the State of Nevada Department of Employment Training & Disability Rehabilitation since 2005 (11 years). We are contracted to provide vending services in the State of Nevada buildings, City buildings and Federal buildings. We pay a commission that supports the state run program. Arrow Vending has followed thru with all their commitments to the State and was able to acquire, deliver, install, fill and service all necessary equipment to service this account in a timely and professional manner.

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:

A. Profit and Loss Statement
B. Balance Statement

Please refer to Part III Confidential Financial Information

4.2 SUBCONTRACTOR INFORMATION

4.2.1 Does this proposal include the use of subcontractors?

Yes		No	*X*

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*		
Company Name:	*RTC*		
Identify role company will have for this RFP project (Check appropriate role below):			
X	*VENDOR*		*SUBCONTRACTOR*
Project Name:			
Primary Contact Information			
Name:		*Tina WU- Senior transit planner*	
Street Address:		*1105 Terminal Way Suite 200*	
City, State, Zip:		*Reno, NV 89502*	
Phone, including area code:		*775-335-1908*	
Facsimile, including area code:		*775-348-3280*	
Email address:		*twu@rtcwashoe.com*	
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
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:		***Provide snack and beverage vending service. Service, fill and maintain the change machines for the Reno RTC & Sparks RTC stations.***	
Original Project/Contract Start Date:		***Vending 2005 - present*** ***Change machines 2014- present***	
Original Project/Contract End Date:		***Still servicing***	
Original Project/Contract Value:			
Final Project/Contract Date:		***On going***	
Was project/contract completed in time originally allotted, and if not, why not?		***Still servicing the RTC.***	

Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	***Arrow Vending is still servicing as in the terms of the contract, under the original budget/cost proposal.***

Reference #:	***2***		
Company Name:	***State of Nevada Department of Training & Rehabilitation***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:			
Primary Contact Information			
Name:		***Drazen Elez***	
Street Address:		***751 Basque Way***	
City, State, Zip:		***Carson City, NV 89706***	
Phone, including area code:		***702-486-8800***	
Facsimile, including area code:			
Email address:		***d-elez@nvdetr.org***	
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
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:		***Provide snack and beverage vending service for unassigned state & federal buildings in N. Nevada. Paying commission monthly to State of Nevada DETR.***	
Original Project/Contract Start Date:		***2005- current***	
Original Project/Contract End Date:		***2017***	
Original Project/Contract Value:		***Arrow Vending pays commission based on sales from the vending machines. Sales fluctuate.***	
Final Project/Contract Date:		***2017***	
Was project/contract completed in time originally allotted, and if not, why not?		***Yes Arrow Vending completed 2 contracts prior to the current contract. The current contract goes thru 2017.***	
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?		***Arrow Vending is still servicing per the terms of the contract, under the original budget/cost proposal.***	

Reference #:	*3*		
Company Name:	*NAI Alliance*		
Identify role company will have for this RFP project (Check appropriate role below):			
X	*VENDOR*		*SUBCONTRACTOR*
Project Name:			
Primary Contact Information			
Name:		*Jill Morrison*	
Street Address:		*5345 Kietzke Lane Suite 100*	
City, State, Zip:		*Reno, NV 89511*	
Phone, including area code:		*775-336-4600*	
Facsimile, including area code:		*775-336-4699*	
Email address:		*jmorrison@naialliance.com*	
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
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:		***Provide snack and beverage vending service.***	
Original Project/Contract Start Date:		***June 1998- current***	
Original Project/Contract End Date:		***Still servicing***	
Original Project/Contract Value:			
Final Project/Contract Date:		***On going***	
Was project/contract completed in time originally allotted, and if not, why not?			
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?		***Arrow Vending is still servicing this account and it is of no cost to the business. Just the cost of the product purchased in the vending machines.***	

4.3.3 Vendors must also submit ***Attachment F, Reference Questionnaire*** to the business references that are identified in ***Section 4.3.2.***

4.3.4 The company identified as the business references must submit the Reference Questionnaire directly to the Purchasing Division.

Agreed.

4.3.5 It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in ***Section 7, RFP Timeline*** for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.

Agreed.

4.3.6 The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

4.4 VENDOR STAFF RESUMES

A resume must be completed for each proposed key personnel responsible for performance under any contract resulting from this RFP per ***Attachment G, Proposed Staff Resume.***

Please see Tab VIII Attachment G

5. COST/COMMISSION

Vendors must provide detailed commission information. All Commission Proposals must be submitted to the State as a separate, sealed package and clearly marked "Commission Proposal in Response to RFP 3226.

5.1 Commission

5.1.1 The awarded vendor(s) will pay the Department a commission based on the percentage of gross revenue for each vending machine. Vendors are encouraged to provide the best reimbursement possible for the Department.

Agreed.

5.1.2 Upon mutual agreement between NDOC and the awarded vendor(s), NDOC reserves the right to change the commission rate, and price structure accordingly, during the contract duration based on vending machine sales in order to maximize vending machine sales.

Agreed.

5.1.3 Commission paid for machines in those areas designated as "Visiting" and those designated, as "Staff / Employee" shall be clearly defined by the awarded vendor, in order that funds received from "Visiting" areas are accounted for separately from funds received from "Staff / Employee" areas.

Agreed.

5.1.4 The NDOC reserves the right to have a representative present when monies are removed from the vending machines and make counts in conjunction with the representative of the awarded vendor(s).

Agreed.

5.1.5 Proposals must include:

5.1.5.1 The commission rates to be paid for the duration of the contract;

5.1.5.2 A detailed breakdown of commission rates per type of vending machine, product, etc., if a varied rate is part of the proposal; and

5.1.5.3 Any deductions that will be taken out of the gross sales.

Agreed.

5.1.6 Commission checks must be accompanied by a detailed listing (report) which clearly indicates (for each vending machine at each facility) the following:

5.1.6.1 The month for which commissions are being paid;

Agreed.

5.1.6.2 The machine number, location, and if it is classified as "Visiting" or "Staff / Employee";

5.1.6.3 The actual meter readings and gross receipts based on those readings;

Agreed.

5.1.6.4 The commission rate for each machine;

Agreed.

5.1.6.5 Commissions computed based on gross sales and the amount owed the Department;

Agreed.

5.1.6.6 The net sales after any deductions;

Agreed.

5.1.6.7 Explanations for any deductions from the net sales; and

Agreed.

5.1.6.8 Which machines have been removed and/or replaced and the reason for removal and/or replacement.

Agreed.

5.1.7 Commission is to be paid to the Department for every calendar month of the year and must be received by the Department by the 15th of the following month, to the address below by check, money order, or cashier's check. Commission is to be sent to:

Nevada Department of Corrections
Attn: Inmate Banking Services
P.O. Box 7011
Carson City, NV 89702

5.2 PENALTIES

5.2.1 Failure to file the monthly report or to pay commissions due the Department before the fifteenth (15th) day of the month following the close of the most recent reporting period will result in a penalty equal to 5% of the gross sales for the month in question or possible breach of contract, which could result in termination of the

contract.

5.3 RETURNED CHECK FEES

5.3.1 The awarded vendor(s) will be required to reimburse NDOC for any returned check fees. All subsequent commission payments must be made via cashier's checks.

Agreed.

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:	***Arrow Vending Inc.***

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

Contractor:	***X***	**Subcontractor:**	

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

Name:	***Annette Bland***	**Key Personnel: (Yes/No)**	***yes***
Individual's Title:	***President/ owner of Arrow Vending***		
# of Years in Classification:	***17***	**# of Years with Firm:**	***17***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

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

Annette worked at Macy's for 7.5 years in management focusing on sales and promotion. Annette held the position of Estee Lauder Counter Manager responsible for a staff of 10 and annual sales of $1 million. Annette was promoted to Estee Lauder Account Coordinator overseeing a staff of 60 employees and annual sales of $4.5 million in Northern California and Nevada. As Account Coordinator Annette was responsible for training employees and increasing sales at each location. Annette worked at Sephora (a retail store) for 2.5 years as an assistant manager. Annette was responsible for 25 employees, ordering and sales promotion.

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.

In 2000 Annette took over as manager of Arrow Vending. In 2000 Arrow Vending had 1 employee and 25 vending accounts. Annette has been instrumental in the expansion of Arrow Vending. Today Arrow Vending has 7 employees and services over 157 accounts in Northern Nevada. Amongst other duties, Annette is responsible for client relationships and will be the primary contact for Arrow Vending's communication with NDOC. Annette personally oversees the servicing of the NDOC accounts.

EDUCATION

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

Annette graduated from Incline High in Incline Village, NV in 1986. Annette went on to college at the University of Nevada Las Vegas and graduated in 1990 with a Bachelor of Science in Hotel Management.

CERTIFICATIONS

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

REFERENCES

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

1. ***Dr. Richard Hudson Bryan, Jr.***
   Medical Director
   St. Mary's Cardiology
   775-770-7622
   rhbjrmd@sbcglobal.net

2. ***Martha Manha***
   Owner
   Gemini Cosmetics
   775-359-3663
   martha@gemininevada.com

3. ***Laurence MacNeil***
   Retired
   775-825-2214
   Lmacneil@sbcglobal.net

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:	*Arrow Vending Inc.*

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

Contractor:	X	Subcontractor:	

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

Name:	*Kelly Bland*	Key Personnel: (Yes/No)	*Yes*
Individual's Title:	*Arrow Vending shareholder*		
# of Years in Classification:	*20*	# of Years with Firm:	*20*

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

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

Upon Graduation from UNR in 1991, Kelly became a commercial real estate broker specializing in leasing and sale of retail property. In 1996, Kelly and a partner started Arrow Vending to provide quality, professional vending services to local business. In 1998, Annette bought out the partner's interest and Arrow Vending was incorporated.

In 1999, Kelly along with four partners, founded the Reno Colliers International office. In 2005, Kelly and several other partners formed the NAI Alliance Commercial Real Estate group. The Reno NAI Alliance office has grown into one of northern Nevada's largest full service commercial brokerage offices, providing brokerage services for office, industrial, retail, investment and manages over 5 million square feet of commercial real estate. Kelly has been involved in hundreds of lease negotiations and concluded over $300 million worth of real estate transactions.

Kelly was the first person to receive the Outstanding UNR Young Alumni award, in part for his service to the University as founder and President of the Young Alumni Association. Kelly also received the Outstanding Alumni Award for the UNR Libraries for his long term membership and multi-year Chairmanship of the UNR Libraries Board.

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.

Kelly founded Arrow Vending in 1996 as a partnership, incorporating two years later in 1998. Arrow Vending, based in Reno/Sparks, NV, is a full line vending company providing professional vending services in Washoe County, Carson City, and surrounding areas. Kelly remains a shareholder and board member for Arrow Vending and is active in the direction and operation of the company. Kelly's primary responsibilities include contract review, and financial, management and company oversite. Arrow Vending has provided vending services to the State of Nevada Department of Employment Training and Rehabilitation since 2005. Arrow Vending has also provide vending services to the Nevada Department of Corrections (NDOC) since 2008.

EDUCATION

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

Kelly graduated from Reno High School in 1986. Kelly went to University Nevada Reno and graduated in 1991 with a Bachelor of Science in Finance with a minor in Economics. While at the University of Nevada, Reno, Kelly was elected to the Student Senate, Executive Vice President of the student body and President of Sigma Nu Fraternity.

CERTIFICATIONS

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

Nevada Real Estate Licensee since 1990.

REFERENCES

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

Dan Oster – Principal, NAI Alliance. Phone number 775-336-4665, fax number 775-336-4699, Email address: doster@naialliance.com

Millie Mitchell – Director of Development, University Libraries. Phone number: 775-682-5682, Fax Number: N/A, Email address: mimitchell@unr.edu

Buzz Harris – Principal, WBH Solutions. Phone number: 775-813-3743. Fax Number: N/A Email address: buzz@wbhsolutions.com

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:	***Arrow Vending Inc.***

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

Contractor:	***X***	**Subcontractor:**	

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

Name:	***Ken Bland***	**Key Personnel: (Yes/No)**	***yes***
Individual's Title:	***manager***		
# of Years in Classification:	***9***	**# of Years with Firm:**	***9***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

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

Ken has been with Arrow Vending since June of 2006. Ken is responsible for day to day management of staff, stocking vending machines, repairing equipment & maintaining client relationships. Ken worked at the Reno Gazette Journal for 26 years prior to coming to Arrow Vending. Ken was the circulation manager, overseeing all carriers to ensure that all subscribers in Northern Nevada received their daily Reno Gazette Journal.

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.

June 2006- present	***Arrow Vending Sparks, NV***	***Manager***
1979- 2005	***Reno Gazette Journal Reno, NV***	***Circulation Manager***

EDUCATION

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

Ken graduated from University of Nevada, Reno with a Bachelor of Science Business Management in May 1990.

CERTIFICATIONS

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

REFERENCES

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

1. ***Sandra Schulze***
   Vice President Gaming Controller
   International Gaming Technology
   775-448-1266
   Sandra.schulze@igt.com

2. ***Chad Strawn***
   Electrician
   University Nevada, Reno
   775-747-6310
   Cstrawn28@sbcglobal.net

3. ***Ernie Powers***
   Retired
   775-626-4984
   We.powers@att.net

1 ***ATTACHMENT AA***

Arrow Vending sample list of cold food, snacks & beverages

Cold food items:

Hard boiled eggs

Cheese sticks

Yogurt regular & Greek

Bagels & Cream Cheese (Plain, Cinnamon & Raisin)

Pastries (Cinnabon Cinnamon Roll, Danish Butterhorn, Bear Claw, Honey Bun, Apple Round, Cheese Danish)

Donuts (Chocolate, Powdered Sugar, & Crunch)

Muffins (Blueberry, Chocolate Chip, Chocolate Chocolate Chip, Banana Nut, Cheese Streusel)

Sausage Biscuits

Egg & Sausage Biscuits

Breakfast Burritos(Bacon Egg, Sausage Egg & Combo)

Egg & Sausage Croissants

Fresh made sandwiches on French rolls (Ham & Cheese, Pastrami & Chees, Roast beef, Turkey Club, Egg Salad, Tuna Salad)

Fresh made croissant sandwiches (Ham & Cheese, Turkey & Cheese, Club, Chicken Pesto)

Fresh made oat bran sandwiches (Tuna Salad, Egg Salad, Chicken Salad, Ham & Cheese, Turkey & Cheese)

Fresh made Pita sandwiches (Roast beef, Chicken Breast Chicken Pesto, Club, Ham & Cheese, Turkey & Cheese)

Pasta Salads (Tuna Pasta, Pasta Marinara, Cajun Chicken, Garlic Pesto, Crab Salad, Parmesan Pasta, Spinach Pasta)

Fresh made wraps (Cajun Chicken, Chicken Caesar, Turkey Spinach, Ham & Cheese, Turkey & Cheese)

Chili Dog

Cheese Burger (Chipotle Bacon, Double Charbroil, Bacon Addict, Mushroom & Cheese, Jalapeno & Cheese)

Chicken Sandwiches (BBQ, Honey Mustard, Bacon & Monterey Ranch, Red Hot Buffalo, Cordon Bleu)

A-1 Chopped Beef Sandwich

Double Pork Chop Sandwich

Philly Cheese Steak Sandwich

Tony Roma Rib Sandwich

Chimichanga (Beef & Chicken)

Ready Pac Fruit (Apple, Cheese & Caramel)

Ready Pac Veggie & Ranch Tray

Ready Pac Fruit Cups (Grapes, Pineapple, Melon)

Ready Pac Salads (Apple Bleu Pecan, Chicken Caesar, Cobb Turkey Bacon, Chef, Spinach Dijon)

Ready Pac Hummus Veggie & Flatbread

New York CheeseCake

Reese's Peanut Butter Cup Pie

Hershey's Chocolate Cream Pie

Lunchable (Ham & Cheese, Turkey & Cheese)

Dill Pickles

Snacks:

Beef Jerky

Bugles

Cheetos (regular & Flaming Hot)

Cheezit

Chex Mix (Bold Party Blend, Hot & Spicy)

Cornuts (Regular, Ranch, & BBQ)

Doritos (Regular & Cool Ranch)

Fritos

Fruit Snacks (Strawberry, Mixed Fruit, Cherry)

Gardetto

Lay's Potato Chips (Regular, BBQ, Sour Cream & Onion, Salt & Vinegar)

Microwave Popcorn Butter Lovers

Nature Valley Granola Bars (Oat & Honey, Peanut Butter, Trail Mix, Chocolate)

Poptarts (Cherry, Strawberry, Blueberry, Brown Sugar)

Rice Krispy Treats

Ritz Bits (Cheese, Peanut butter)

Salami Sticks

Salted Nut (Cashews, Pistachios, Peanuts, Almonds)

Trail Mix

Candy Bars:

Snickers, Peanut M&M's, M&M's, Reese's Cups, Fastbreak, Dove Dark Chocolate, Hershey's, Baby Ruth, Butterfinger, Twix, Milky Way, Almond Joy, Junior Mints

Skittles, Sour Patch, Red Vines, Jelly Bellies, Hot Tamales, Mike & Ike, Starburst

Cookies:

Knott's Berry Farm Raspberry Shortbread, Fudge Stripe Shortbread, Grandma's (ChocolateChip, Peanut Butter, Fudge Chip & Oatmeal), M&M Cookies, Oreo's, Nutter Butter, Fig Newton, Ruger wafer

Beverages:

Milk, Chocolate Milk, Fresh Orange juice, Cranberry Juice, Apple Juice, Water, Green Tea, Peach Tea,

Snapple (Kiwi-Strawberry, Diet Peach Tea, Raspberry Tea, Peach Tea, Lemon Tea)

Pepsi, Diet Pepsi, Cherry Pepsi, Mountain Dew, Rootbeer, Sierra Mist

Gatorade (Fruit Punch, Lemon-Lime, Cool Blue, Orange, Fierce Grape)

Coke, Diet Coke, Dr. Pepper, Diet Dr. Pepper, Sunkist, 7-up

Sobe Life Waters (Kiwi-Strawberry, Acai Berry, Pomegranate)

Coffee, Decaf, French Vanilla, Cappuccino, Chai Tea, Hot Chocolate

***********THESE ARE JUST A SMALL SELECTION OF FAVORITE PRODUCTS AVAILABLE, THERE ARE MANY MORE NOT LISTED********

Attachment BB

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 02/26/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
StateFarm

PAUL NANNINI
937 TAHOE BLVD SUITE 110
INCLINE VILLAGE, NV 89451

CONTACT NAME:
PHONE (A/C, No, Ext): 775 831-9700 FAX (A/C, No):
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : State Farm Fire and Casualty Company	25143
INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
ARROW VENDING
57 E FREEPORT BLVD
SPARKS, NV 89431

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	X COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$ 2,000,000
	CLAIMS-MADE OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
				98-B5-1181-6F		11/01/2016	MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 4,000,000
	POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$ 4,000,000
	OTHER:							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	ANY AUTO						BODILY INJURY (Per person)	$
	X OWNED AUTOS ONLY / SCHEDULED AUTOS			029 5287-F02-28D	12/02/2015	06/02/2016	BODILY INJURY (Per accident)	$
	HIRED AUTOS ONLY / NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB / OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB / CLAIMS-MADE						AGGREGATE	$
	DED RETENTION $							$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY						PER STATUTE / OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N (Mandatory in NH)	N / A		98-BQ-Q417-1F	11/01/2015	11/01/2016	E.L. EACH ACCIDENT	$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

ADDITIONAL INSURED: STATE OF NEVADA DEPT OF CORRECTIONS

CERTIFICATE HOLDER

STATE OF NEVADA DEPT OF CORRECTIONS, ITS
OFFICERS,EMPLOYEES AND IMMUNE CONTRACTORS
AS DEFINED IN NRS 41.0307
PO BOX 7011 CARSON CITY, NV 89702

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
Paul Nannini

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