



TARRANT COUNTY PURCHASING DEPARTMENT

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September 9, 2022

Nick Galensky
Coast To Coast Computer Products, Inc.
4277 Valley Fair St
Simi Valley, CA 93063

Dear Mr. Galensky:

This letter serves as a formal notice that unless your services for Tarrant County Bid 2022-079, Annual Contract for Toner Cartridges and Maintenance Supplies for Inkjet and Laster Printers, rise to acceptable levels within thirty (30) days, Tarrant County will terminate the contract with Coast To Coast Computer Products, Inc. and remove Coast To Coast Computer Products, Inc. from bidding eligibility for a period of two (2) years.

Since the contract started on April 4, 2022, Tarrant County has sent multiple emails and have had conversations regarding aftermarket toner cartridges including 'white box' toners with Coast To Coast logo instead of HP logo. Tarrant County continues to receive aftermarket toner cartridges, which are unacceptable per the contract. Coast To Coast has contacted end users directly asking them to purchase more at a time to reduce shipping costs. Per Tarrant County RFB 2022-079, as little as one toner can be ordered at a time and freight is included in the price. Additionally, numerous times PO's have not been confirmed and after several attempts to get PO confirmation of receipt, finally a reply is received stating the PO was never received.

Your firm's documented deficiencies countywide at Tarrant County in the following areas need immediate improvement:

- On time delivery
- Accurate ETA information
- OEM product availability
- Improved over all communication including prompt responses to emails and phone communication.
- Unacceptable communication with end users by requesting Tarrant County order more toner cartridges at a time to reduce shipping expenses.

We expect the following open PO's to be received no later than 30 days of this letter.

PO # 4500316286, dated 9/6/22

PO # 4500316417, dated 9/7/22

PO # 4500316545, dated 9/9/22

We expect 'white box' toners with Coast To Coast logo to be picked up and replaced with OEM HP cartridges.

We expect immediate and swift remediation on all issues. If you have any questions, I can be reached by telephone at (817) 884-1134 or email at ndjones@tarrantcounty.com.

Regards,
Niki Jones
Senior Buyer