

EXHIBIT "A"

Contractor Responsibilities

The Contractor shall provide all labor, award items, ordering and training, and promotional materials, transportation/freight, supervision, and management required to provide an Employee Service Award Program and related services, in accordance with all terms and conditions and attached RFP #5634.

Compensation Schedule

Fixed Level Pricing Below Includes Award and Shipping.

Service Year	Award Level	Price Rate
5	3	\$50.00
10	5	\$75.00
15	6	\$125.00
20	6.5	\$150.00
25	8	\$250.00
30	9	\$300.00
35	9	\$300.00
40	10	\$400.00

(Includes County Logo)

Award Pricing Includes:

- Fixed level pricing that includes the award and shipping fees.
- Ordering by phone, online, or mail.
- Printed award packet includes brochure with 50-84 award items to choose from based on years of service. Inside the award packet is a letter from the Supervisors and postage paid return envelope and order form. Printed Catalogs are updated quarterly.
- The online catalog has up to 250 awards per level.
- Ship awards via UPS to the recipient's home office any location of their choosing.
- Additional three (3) year warranty past all manufactures' normal warranties.
- Thirty (30) days no questions asked return policy.
- Incentive Services Account Manager/ 24-hour live Customer Service Representative
- CEO or Board of supervisors message center with a custom greeting to our recipients when they call into Incentive's 24/7 service center
- Website with County's logo (includes administrator site with non-responder, open order & order shipped reports)