

**EXHIBIT**

**"A"**

**CITY OF ROUND ROCK AGREEMENT FOR  
GOODS AND SERVICES RELATED TO THE  
EMPLOYEE AWARD AND RECOGNITION PROGRAM  
WITH  
MTM RECOGNITION**

**THE STATE OF TEXAS**

§

§

**CITY OF ROUND ROCK**

§

**KNOW ALL BY THESE PRESENTS:**

§

**COUNTY OF WILLIAMSON**

§

**COUNTY OF TRAVIS**

§

THAT THIS AGREEMENT for purchase of goods and services for the City's Employee Award and Recognition Program (referred to herein as the "Agreement"), is made and entered into on this the 3rd day of the month of September, 2020 by and between the CITY OF ROUND ROCK, a Texas home-rule municipality, whose offices are located at 221 East Main Street, Round Rock, Texas 78664-5299 (referred to herein as the "City"), and MTM RECOGNITION, a corporation whose address is 3201 SE 29<sup>th</sup> Street, Oklahoma City, Oklahoma 73115 (referred to herein as the "Vendor").

**RECITALS:**

WHEREAS, City desires to purchase goods and services related to the City's Employee Award and Recognition Program; and

WHEREAS, City has issued its "Request for Proposal" for the provision of said goods and services; and

WHEREAS, the City has determined that the Vendor provides the best value to the City and desires to procure said goods and services from the Vendor; and

WHEREAS, the parties desire to enter into this Agreement to set forth in writing their respective rights, duties, and obligations;

NOW, THEREFORE, WITNESSETH:

That for and in consideration of the mutual promises contained herein and other good and valuable consideration, the sufficiency and receipt of which are hereby acknowledged, it is mutually agreed between the parties as follows:

**1.01 DEFINITIONS**

A. **Agreement** means the binding legal contract between City and Vendor whereby City is obligated to buy specified goods and services and Vendor is obligated to provide same. The Agreement includes the following: (a) City's Request for Proposal, designated Solicitation

Number 20-018 dated May 2020 (“RFP”); (b) Vendor’s Response to RFP; (c) contract award; and (d) any exhibits, addenda, and/or amendments thereto. Any inconsistencies or conflicts in the contract documents shall be resolved by giving preference in the following order:

- (1) This Agreement;
- (2) Vendor’s Response to RFP;
- (3) City’s RFP, exhibits, and attachments.

B. **City** means the City of Round Rock, Williamson and Travis Counties, Texas.

C. **Effective Date** means the date upon which the binding signatures of both parties to this Agreement are affixed.

D. **Force Majeure** means acts of God, strikes, lockouts, or other industrial disturbances, acts of the public enemy, orders of any kind from the government of the United States or the State of Texas or any civil or military authority, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, hurricanes, storms, floods, restraint of the government and the people, civil disturbances, explosions, or other causes not reasonably within the control of the party claiming such inability.

E. **Goods and services** mean the specified services, supplies, materials, commodities, or equipment.

F. **Vendor** means MTM Recognition, its successor or assigns.

## **2.01 EFFECTIVE DATE, TERM**

A. This Agreement shall be effective on the date this Agreement has been signed by each party hereto, and shall remain in full force and effect unless and until it expires by operation of the term indicated herein, or is terminated or extended as provided herein.

B. The term of this Agreement shall be for sixty (60) months from the effective date hereof.

C. City reserves the right to review the relationship at any time, and may elect to terminate this Agreement with or without cause or may elect to continue.

## **3.01 CONTRACT DOCUMENTS AND EXHIBITS**

City selected Vendor to supply the goods and services as outlined in the Part IV, Scope of Work, of the RFP, and the Response to RFP submitted by Vendor as described in Attachment A: Proposal Submittal Form of Exhibit “A.” The intent of these documents is to formulate an Agreement listing the responsibilities of both parties as outlined in the RFP and as offered by Vendor in its Response to the RFP.

The goods and services which are the subject matter of this Agreement are described in Exhibit “A” and, together with this Agreement, comprise the total Agreement and they are fully a part of this Agreement as if repeated herein in full.

#### **4.01 ITEMS AWARDED; AND SCOPE OF WORK**

For purposes of this Agreement, City has issued documents delineating the required goods and services (specifically RFP 20-018 dated May 2020). Vendor has issued its response agreeing to provide all such required goods and services in all specified particulars. All such referenced documents are included in Exhibit “A” attached hereto and made a part hereof for all purposes. When taken together with the appended exhibits, this Agreement shall evidence the entire understanding and agreement between the parties and shall supersede any prior proposals, correspondence or discussions.

Vendor shall satisfactorily provide all goods and services described under the attached exhibits within the contract term specified in Section 2.01. Vendor’s undertakings shall be limited to providing goods and performing services for City and/or advising City concerning those matters on which Vendor has been specifically engaged. Vendor shall perform its services in accordance with this Agreement, in accordance with the appended exhibits, in accordance with due care, and in accordance with prevailing industry standards for comparable services.

#### **5.01 COSTS**

A. In consideration for the goods and services to be performed by Vendor, City agrees to pay Vendor the amounts set forth in “Attachment D: Cost Proposal Worksheet” of the attached Exhibit “A.”

B. The City shall be authorized to pay the Vendor an amount not-to-exceed a total of **One Hundred Ninety-Two Thousand Five Hundred Thirty-Five and No/100 Dollars (\$192,535.00)** for the term of this Agreement.

#### **6.01 INVOICES**

All invoices shall include, at a minimum, the following information:

- A. Name and address of Vendor;
- B. Purchase Order Number;
- C. Description and quantity of items received or services provided; and
- C. Delivery or performance dates.

## **7.01 INTERLOCAL COOPERATIVE CONTRACTING / PURCHASING**

Authority for local governments to contract with one another to perform certain governmental functions and services, including but not limited to purchasing functions, is granted under Government Code, Title 7, Chapter 791, Interlocal Cooperation Contracts, Subchapter B and Subchapter C, and Local Government Code, Title 8, Chapter 271, Subchapter F, Section 271.101 and Section 271.102.

Other governmental entities within the State of Texas may be extended the opportunity to purchase off of the City's bid, with the consent and agreement of the successful vendor(s) and the City. Such agreement shall be conclusively inferred for the Vendor from lack of exception to this clause in the Vendor's response. However, all parties hereby expressly agree that the City is not an agent of, partner to, or representative of those outside agencies or entities and that the City is not obligated or liable for any action or debts that may arise out of such independently-negotiated "piggyback" procurements.

## **8.01 NON-APPROPRIATION AND FISCAL FUNDING**

This Agreement is a commitment of City's current revenues only. It is understood and agreed that City shall have the right to terminate this Agreement at the end of any City fiscal year if the governing body of City does not appropriate funds sufficient to purchase the goods and services as determined by City's budget for the fiscal year in question. City may affect such termination by giving Vendor a written notice of termination at the end of its then current fiscal year.

## **9.01 PROMPT PAYMENT POLICY**

In accordance with Chapter 2251, V.T.C.A., Texas Government Code, payment to Vendor will be made within thirty (30) days of the day on which City receives the performance, supplies, materials, equipment, and/or deliverables, or within thirty (30) days of the day on which the performance of services was complete, or within thirty (30) days of the day on which City receives a correct invoice for the performance and/or deliverables or services, whichever is later. Vendor may charge interest on an overdue payment at the "rate in effect" on September 1 of the fiscal year in which the payment becomes overdue, in accordance with V.T.C.A., Texas Government Code, Section 2251.025(b); however, this Policy does not apply to payments made by City in the event:

- A. There is a bona fide dispute between City and Vendor, a contractor, subcontractor or supplier about the goods delivered or the service performed that cause the payment to be late; or
- B. The terms of a federal contract, grant, regulation, or statute prevent City from making a timely payment with federal funds; or
- C. There is a bona fide dispute between Vendor and a subcontractor or between a subcontractor and its supplier about the goods delivered or the service performed



that causes the payment to be late; or

- D. Invoices are not mailed to City in strict accordance with instructions, if any, on the purchase order or the Agreement or other such contractual agreement.

#### **10.01 GRATUITIES AND BRIBES**

City may, by written notice to Vendor, cancel this Agreement without liability to Vendor if it is determined by City that gratuities or bribes in the form of entertainment, gifts, or otherwise were offered or given by Vendor or its agents or representatives to any City officer, employee or elected representative with respect to the performance of this Agreement. In addition, Vendor may be subject to penalties stated in Title 8 of the Texas Penal Code.

#### **11.01 TAXES**

City is exempt from Federal Excise and State Sales Tax; therefore, tax shall not be included in Vendor's charges.

#### **12.01 ORDERS PLACED WITH ALTERNATE VENDORS**

If Vendor cannot provide the goods as specified, City reserves the right and option to obtain the products from another supplier or suppliers.

#### **13.01 INSURANCE**

Vendor shall meet all insurance requirements set forth Part II of RFP No. 20-018 and on the City's website at:

[https://www.roundrocktexas.gov/wp-content/uploads/2014/12/corr\\_insurance\\_07.20112.pdf](https://www.roundrocktexas.gov/wp-content/uploads/2014/12/corr_insurance_07.20112.pdf)

#### **14.01 CITY'S REPRESENTATIVES**

City hereby designates the following representatives authorized to act in its behalf with regard to this Agreement:

Tyler Jarl  
Benefits Manager  
231 East Main Street  
Round Rock, Texas 78665  
512-341-3143  
[tjarl@roundrocktexas.gov](mailto:tjarl@roundrocktexas.gov)

#### **15.01 RIGHT TO ASSURANCE**

Whenever either party to this Agreement, in good faith, has reason to question the other party's intent to perform hereunder, then demand may be made to the other party for written

assurance of the intent to perform. In the event that no written assurance is given within the reasonable time specified when demand is made, then and in that event the demanding party may treat such failure as an anticipatory repudiation of this Agreement.

## **16.01 DEFAULT**

If Vendor abandons or defaults under this Agreement and is a cause of City purchasing the specified goods elsewhere, Vendor agrees that it may be charged the difference in cost, if any, and that it will not be considered in the re-advertisement of the service and that it may not be considered in future bids for the same type of work unless the scope of work is significantly changed.

Vendor shall be declared in default of this Agreement if it does any of the following:

- A. Fails to make any payment in full when due;
- B. Fails to fully, timely and faithfully perform any of its material obligations under this Agreement;
- C. Fails to provide adequate assurance of performance under the “Right to Assurance” section herein; or
- D. Becomes insolvent or seeks relief under the bankruptcy laws of the United States.

## **17.01 TERMINATION AND SUSPENSION**

A. City has the right to terminate this Agreement, in whole or in part, for convenience and without cause, at any time upon thirty (30) days’ written notice to Vendor.

B. In the event of any default by Vendor, City has the right to terminate this Agreement for cause, upon ten (10) days’ written notice to Vendor.

C. Vendor has the right to terminate this Agreement only for cause, that being in the event of a material and substantial breach by City, or by mutual agreement to terminate evidenced in writing by and between the parties.

D. In the event City terminates under subsections (A) or (B) of this section, the following shall apply: Upon City’s delivery of the referenced notice to Vendor, Vendor shall discontinue all services in connection with the performance of this Agreement and shall proceed to cancel promptly all existing orders and contracts insofar as such orders and contracts are chargeable to this Agreement. Within thirty (30) days after such notice of termination, Vendor shall submit a statement showing in detail the goods and/or services satisfactorily performed under this Agreement to the date of termination. City shall then pay Vendor that portion of the charges, if undisputed. The parties agree that Vendor is not entitled to compensation for services it would have performed under the remaining term of the Agreement except as provided herein.

## **18.01 INDEMNIFICATION**

Vendor shall defend (at the option of City), indemnify, and hold City, its successors, assigns, officers, employees and elected officials harmless from and against all suits, actions, legal proceedings, claims, demands, damages, costs, expenses, attorney's fees, and any and all other costs or fees arising out of, or incident to, concerning or resulting from the fault of Vendor, or Vendor's agents, employees or subcontractors, in the performance of Vendor's obligations under this Agreement, no matter how, or to whom, such loss may occur. Nothing herein shall be deemed to limit the rights of City or Vendor (including, but not limited to the right to seek contribution) against any third party who may be liable for an indemnified claim.

## **19.01 COMPLIANCE WITH LAWS, CHARTER AND ORDINANCES**

A. Vendor, its agents, employees and subcontractors shall use best efforts to comply with all applicable federal and state laws, the Charter and Ordinances of the City of Round Rock, as amended, and with all applicable rules and regulations promulgated by local, state and national boards, bureaus and agencies.

B. In accordance with Chapter 2270, Texas Government Code, a governmental entity may not enter into a contract with a company for goods and services unless the contract contains written verification from the company that it: (1) does not boycott Israel; and (2) will not boycott Israel during the terms of this contract. The signatory executing this Agreement on behalf of Vendor verifies Vendor does not boycott Israel and will not boycott Israel during the term of this Agreement.

## **20.01 ASSIGNMENT AND DELEGATION**

The parties each hereby bind themselves, their successors, assigns and legal representatives to each other with respect to the terms of this Agreement. Neither party shall assign, sublet or transfer any interest in this Agreement without prior written authorization of the other party.

## **21.01 NOTICES**

All notices and other communications in connection with this Agreement shall be in writing and shall be considered given as follows:

1. When delivered personally to the recipient's address as stated in this Agreement;  
or
2. Three (3) days after being deposited in the United States mail, with postage prepaid to the recipient's address as stated in this Agreement.

**Notice to Vendor:**

MTM Recognition  
3201 SE 29<sup>th</sup> Street  
Oklahoma City, OK 73115

**Notice to City:**

Laurie Hadley, City Manager  
221 East Main Street  
Round Rock, TX 78664

Stephan L. Sheets, City Attorney  
AND TO: 309 East Main Street  
Round Rock, TX 78664

Nothing contained herein shall be construed to restrict the transmission of routine communications between representatives of City and Vendor.

**22.01 APPLICABLE LAW; ENFORCEMENT AND VENUE**

This Agreement shall be enforceable in Round Rock, Texas, and if legal action is necessary by either party with respect to the enforcement of any or all of the terms or conditions herein, exclusive venue for same shall lie in Williamson County, Texas. This Agreement shall be governed by and construed in accordance with the laws and court decisions of the State of Texas.

**23.01 EXCLUSIVE AGREEMENT**

This document, and all appended documents, constitutes the entire Agreement between Vendor and City. This Agreement may only be amended or supplemented by mutual agreement of the parties hereto in writing, duly authorized by action of the City Manager or City Council.

**24.01 DISPUTE RESOLUTION**

City and Vendor hereby expressly agree that no claims or disputes between the parties arising out of or relating to this Agreement or a breach thereof shall be decided by any arbitration proceeding, including without limitation, any proceeding under the Federal Arbitration Act (9 USC Section 1-14) or any applicable state arbitration statute.

**25.01 SEVERABILITY**

The invalidity, illegality, or unenforceability of any provision of this Agreement or the occurrence of any event rendering any portion or provision of this Agreement void shall in no way affect the validity or enforceability of any other portion or provision of this Agreement. Any void provision shall be deemed severed from this Agreement, and the balance of this Agreement shall be construed and enforced as if this Agreement did not contain the particular portion or provision held to be void. The parties further agree to amend this Agreement to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this section shall not prevent this entire Agreement from being void should a provision which is of the essence of this Agreement be determined void.

## 26.01 MISCELLANEOUS PROVISIONS

**Standard of Care.** Vendor represents that it employs trained, experienced and competent persons to perform all of the services, responsibilities and duties specified herein and that such services, responsibilities and duties shall be performed in a manner according to generally accepted industry practices.

**Time is of the Essence.** Vendor understands and agrees that time is of the essence and that any failure of Vendor to fulfill obligations for each portion of this Agreement within the agreed timeframes will constitute a material breach of this Agreement. Vendor shall be fully responsible for its delays or for failures to use best efforts in accordance with the terms of this Agreement. Where damage is caused to City due to Vendor's failure to perform in these circumstances, City may pursue any remedy available without waiver of any of City's additional legal rights or remedies.

**Force Majeure.** Neither City nor Vendor shall be deemed in violation of this Agreement if it is prevented from performing any of its obligations hereunder by reasons for which it is not responsible as defined herein. However, notice of such impediment or delay in performance must be timely given, and all reasonable efforts undertaken to mitigate its effects.

**Multiple Counterparts.** This Agreement may be executed in multiple counterparts, any one of which shall be considered an original of this document; and all of which, when taken together, shall constitute one and the same instrument.

[Signatures on the following page.]

IN WITNESS WHEREOF, City and Vendor have executed this Agreement on the dates indicated.

**City of Round Rock, Texas**

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date Signed: \_\_\_\_\_

**Attest:**

By: \_\_\_\_\_

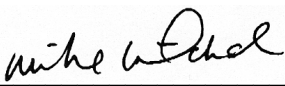
Sara L. White, City Clerk

**For City, Approved as to Form:**

By: \_\_\_\_\_

Stephan L. Sheets, City Attorney

**MTM Recognition**

By:  \_\_\_\_\_

Printed Name: Mike Ketcherside

Title: VP of Sales

Date Signed: 8/3/2020



**City of Round Rock, Texas**  
**Purchasing Division**  
221 East Main Street  
Round Rock, Texas 78664-5299  
[www.roundrocktexas.gov](http://www.roundrocktexas.gov)

**REQUEST FOR PROPOSAL (RFP)**

**EMPLOYEE AWARD AND RECOGNITION  
PROGRAM**

**SOLICITATION NUMBER 20-018**

**MAY 2020**

**EMPLOYEE AWARD AND RECOGNITION PROGRAM  
PART I  
GENERAL REQUIREMENTS**

1. **PURPOSE:** The City of Round Rock, herein after "the City" seeks proposals from firms experienced in administering employee award and recognition programs.
2. **SOLICITATION PACKET:** This solicitation packet is comprised of the following:

Description	Index
Part I – General Requirements	Page(s) 1-5
Part II – Definitions, Standard Terms and Conditions and Insurance Requirements	Page 6
Part III – Supplemental Terms and Conditions	Page(s) 7-9
Part IV – Scope of Work	Page(s) 10-12
Part V – Proposal Preparation Instructions and Evaluation Factors	Page(s) 13-15
Attachment A – Proposal Submittal Form and Execution	Page 16
Attachment B – Reference Sheet	Page 17
Attachment C – Subcontractor Information Form	Page 18
Attachment D – Cost Proposal Worksheet	*Separate Attachment
Attachment E – Award and Recognition 5-yr and 15-yr Examples	*Separate Attachment
Attachment F – Retirement Package	*Separate Attachment
Attachment G – City Logo	*Separate Attachment
Attachment H – Example of Work Anniversary Notification	*Separate Attachment

\*Separate attachments are found under this solicitation posting on the City's website at <http://www.roundrocktexas.gov/bids>

3. **AUTHORIZED PURCHASING CONTACTS:** For questions or clarification of specifications, you may contact:

**Cheryl Kaufman**  
Purchasing Supervisor  
Purchasing Division  
City of Round Rock  
Phone: 512-218-5417  
E-mail: [ckaufman@roundrocktexas.gov](mailto:ckaufman@roundrocktexas.gov)

**Adam Gagnon**  
Purchaser  
Purchasing Division  
City of Round Rock  
Phone: 512-218-5456  
Email: [agagnon@roundrocktexas.gov](mailto:agagnon@roundrocktexas.gov)



The individuals listed above are the only authorized contacts for this solicitation. They may be contacted by e-mail for clarification of the specifications only. No authority is intended or implied that specifications may be amended, or alterations accepted, prior to solicitation opening without written approval of the City of Round Rock through the Purchasing Division.

4. **SCHEDULE OF EVENTS:** It is the City's intention to follow the solicitation timeline below.

EVENT	DATE
Solicitation released	May 7, 2020
Deadline for submission of questions	May 18, 2020 @ 5:00 PM, CST
City responses to questions or addendums	May 20, 2020 @ 5:00 PM, CST
<b>Deadline for submission of responses</b>	<b>May 28, 2020 @ 3:00 PM, CST</b>

All questions regarding the solicitation shall be submitted in writing by 5:00 PM, CST on the due date noted above. A copy of all the questions submitted and the City's response to the questions shall be posted on the City's webpage in the form of an addendum at:

<https://www.roundrocktexas.gov/businesses/solicitations>.

Questions shall be submitted in writing to the "Authorized Purchasing Contacts." The City reserves the right to modify these dates. Notice of date change will be posted to the City's website at:

<http://www.roundrocktexas.gov/bids>.

5. **SOLICITATION UPDATES:** Respondents shall be responsible for monitoring the City's website at <http://www.roundrocktexas.gov/bids> for any updates pertaining to the solicitation described herein. Various updates may include addendums, cancellations, notifications, and any other pertinent information necessary for the submission of a correct and accurate response. The City will not be held responsible for any further communication beyond updating the website.
6. **RESPONSE DUE DATE:** Signed and sealed responses are due at or before 3:00 PM, on the due date noted in PART I, Section 4 – Schedule of Events. Mail or hand deliver sealed responses to:

**City of Round Rock  
Attn: Cheryl Kaufman  
Purchasing Division  
221 E. Main Street  
Round Rock, Texas 78664-5299**

- A. Sealed responses shall be clearly marked on the outside of packaging with the RFP Solicitation title, number, due date and "DO NOT OPEN".
- B. Facsimile or electronically transmitted responses are not acceptable.
- C. Responses cannot be altered or amended after opening.
- D. No response can be withdrawn after opening without written approval from the City for an acceptable reason.
- E. The City will not be bound by any oral statement or offer made contrary to the written proposal.
- F. Samples and/or copies shall be provided at the Respondent's expense and shall become the property of the City.
- G. Receipt of all addenda to this RFP must be acknowledged, signed, and included with the proposal response.
- H. Late Proposal(s) will not be considered under any circumstances and will be returned unopened, if a return address is provided.

7. **RESPONDENT REQUIREMENTS:** The City of Round Rock makes no warranty that this checklist is a full comprehensive listing of every requirement specified in the solicitation. This list is only a tool to assist participating Respondents in compiling their final responses. Respondents are encouraged to carefully read the entire solicitation.
- A. Respondent shall submit one (1) evident signed "Original" and two (2) identical-to-the-original electronic copies of the RFP response on a flash drive. The submittal is required to include all addendums and requested attachments. The RFP response along with samples and/or copies shall be provided at the Respondents expense and shall become the property of the City.
  - B. This request for proposal (RFP) does not commit the City to contract for any supply or service. Respondents are advised that the City will not pay for any administrative costs incurred in response of preparation to this RFP; all costs associated with responding to this RFP will be solely at the interested parties' expense. Not responding to this RFP does not preclude participation in any future RFP/RFQ/IFB.
  - C. **For your RFP submittal to be considered responsive, the attachments identified below shall be submitted with your proposal.**
    - o **Addendums:** Addendums may be posted to this solicitation. Respondents are required to submit signed addendums with their sealed response. The Respondent shall be responsible for monitoring the City's website at <http://www.roundrocktexas.gov/bids> for any updates pertaining to the solicitation.
    - o **Attachment A: PROPOSAL SUBMITTAL FORM AND EXECUTION:** Failure to complete, sign, and return the proposal submittal form and execution with your offer by the deadline will result in the disqualification of your proposal.
    - o **Attachment B: REFERENCE SHEET:** Provide the name, address, telephone number and **E-MAIL** of at least three (3) valid Municipal, Government agencies or firms of comparable size that have utilized services that are similar in type and capacity within the last two (2) years. City of Round Rock references are not applicable. References may be checked prior to award. If references cannot be confirmed or if any negative responses are received it may result in the disqualification of submittal.
    - o **Attachment C: SUBCONTRACTOR INFORMATION FORM:** Provide a signed copy of the Subcontractor Information Form with your response.
    - o **Attachment D: COST PROPOSAL WORKSHEET:** The cost proposal worksheet must be completed in order for the submittal to be considered responsive.
8. **CONFIDENTIALITY OF CONTENT:** As stated in Section 16 of City of Round Rock Purchasing Definitions, Standard Terms and Conditions, all documents submitted in response to a solicitation shall be subject to the Texas Public Information Act. Following an award, responses are subject to release as public information unless the response or specific parts of the response can be shown to be exempt from the Texas Public Information Act. Pricing is not considered to be confidential under any circumstances.
- A. Information in a submittal that is legally protected as a trade secret or otherwise confidential must be clearly indicated with stamped, bold red letters stating "CONFIDENTIAL" on that section of the document. The City will not be responsible for any public disclosure of confidential information if it is not clearly marked as such.
  - B. If a request is made under the Texas Public Information Act to inspect information designated as confidential, the Respondent shall, upon request from the City, furnish sufficient written reasons and information as to why the information should be protected from disclosure. The matter will then be presented to the Attorney General of Texas for final determination.
9. **SUSPENSION OR DEBARMENT CERTIFICATION:** The provisions of the Code of Federal Regulations 2 CFR part 180 suspension and debarment may apply to this agreement. The City of Round Rock is prohibited from contracting with or making prime or sub-awards to parties that are suspended or debarred or whose principals are suspended or debarred from doing business with the Federal Government, State of Texas, or the City of Round Rock.

10. **CERTIFICATE OF INTERESTED PARTIES:** Section 2252.908 of the Texas Government Code requires the successful offeror to complete a Form 1295 "Certificate of Interested Parties" that is signed for a contract award requiring council authorization. The "Certificate of Interested Parties" form must be completed on the Texas Ethics Commission website, printed, signed and submitted to the City by the authorized agent of the Business Entity with acknowledgment that disclosure is made under oath and under penalty of perjury prior to final contract execution. Link to Texas Ethics Commission Webpage: [https://www.ethics.state.tx.us/whatsnew/elf\\_info\\_form1295.htm](https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm)

**PART II  
DEFINITIONS, STANDARD TERMS AND CONDITIONS,  
AND INSURANCE REQUIREMENTS**

1. **DEFINITIONS, STANDARD TERMS AND CONDITIONS:** By submitting a response to this solicitation, the Respondent agrees that the City's Definitions, Standard Terms and Conditions, in effect at the time of release of the solicitation, shall govern unless specifically provided otherwise in a separate agreement or on the face of a purchase order. Said Definitions, Terms and Conditions are subject to change without notice. It is the sole responsibility of Respondents to stay apprised of changes. The City's Definitions, Standard Terms and Conditions can be viewed and downloaded from the City's website at: <https://www.roundrocktexas.gov/departments/purchasing/>
2. **INSURANCE:** Insurance does not apply to this solicitation.

**PART III**  
**SUPPLEMENTAL TERMS AND CONDITIONS**

1. **AGREEMENT TERM:** The terms of the awarded agreement shall include but not be limited to the following:
  - A. The term of the Agreement shall begin from date of award and shall remain in full force for sixty (60) months.
  - B. Upon expiration of the contract term, the Contractor agrees to hold over under the terms and conditions of this agreement for such a period as is reasonably necessary to re-solicit and/or complete the project up to 120 days.
2. **RESPONDENT QUALIFICATIONS:** The City has established the following minimum qualifications. Respondents who do not meet the minimum qualifications will not be considered for award. The Respondent shall:
  - A. Be firms, corporations, individuals or partnerships normally engaged in providing Employee Award and Recognition products and services as specified herein and have adequate organization, facilities, equipment, financial capability, and personnel to ensure prompt and efficient service to the City;
  - B. Be domiciled in or have a home office inside the United States. Respondents domiciled outside the United States, or not having a home office inside the United States will not be included for consideration in this RFP process.
3. **SUBCONTRACTORS:** If Subcontractors will be used the Respondent is required to complete and submit with their bid response Attachment D: Subcontractor Information Form. The Contractor shall be fully responsible to the City for all acts and omissions of the Subcontractors just as the Contractor is responsible for the Contractors own acts and omissions. The Contractor shall:
  - A. Require that all deliverables to be provided by the Subcontractor be provided in strict accordance with the provisions, specifications and terms of the Contract;
  - B. Require that all Subcontractors obtain and maintain, throughout the term of their agreement, primary insurance in the type and amounts specified for the Contractor, with the City being named as an additional insured; and
  - C. Require that the Subcontractor indemnify and hold the City harmless to the same extent as the Contractor is required to indemnify the City.
  - D. Awarded Contractor is required to submit a list of all subcontractors for approval by the City prior to use of any subcontractors throughout the term of the contract.
4. **WORKFORCE:** Successful Respondent shall:
  - A. Ensure Respondent's employees perform the services in a timely, professional and efficient manner;
  - B. Employ all personnel for work in accordance with the requirements set forth by the United States Department of Labor. The City reserves the right to verify citizenship or right to work in the United States.
5. **PRICE INCREASE:** Contract prices for Employee Award and Recognition Program shall remain firm throughout the initial twelve (12) month term of the contract. A price increase to the agreement may be considered on the anniversary date of the Contract each year and shall be equal to the consumer price index for that year, but at no time can the increase be greater than 10% for any single line item.

- A. **Consumer Price Index (CPI):** Price adjustments will be made in accordance with the percentage change in the U.S. Department of Labor Consumer Price Index (CPI-U) for all Urban Consumers. The price adjustment rate will be determined by comparing the percentage difference between the CPI in effect for the base year six-month average (January through June OR July through December); and each (January through June OR July through December six month average) thereafter. The percentage difference between those two CPI issues will be the price adjustment rate. No retroactive contract price adjustments will be allowed. The Consumer Price Index (CPI) is found at the Bureau of Labor Statistics, Consumer Price Index website: <http://www.bls.gov/cpi/>.

B. **Procedure to Request Increase:**

- i. Mail the written price increase request with the rate detail comparison and comprehensive calculation and any supporting documentation to the designated City Contract Specialist a minimum of 45 days prior to the annual Contract anniversary date. The detailed written calculation will be verified and confirmed. All written requests for increases must include the City of Round Rock contract number, solicitation reference information and contact information for the authorized representative requesting the increase. Price increase requests shall be sent by mail to:

**City of Round Rock  
Purchasing Department  
Attn: Contract Specialist  
221 E Main Street  
Round Rock, TX 79664-5299**

- ii. Upon receipt of the request, the City reserves the right to either accept the escalation and make change to the purchase order within 30 days of the request, negotiate with the Contractor, or cancel the agreement or purchase order if an agreement cannot be reached on the value of the increase.

6. **ACCEPTANCE/INSPECTION:** Acceptance inspection should not take more than five (5) working days. The awarded respondent will be notified within the time frame if the services delivered are not in full compliance with the specifications. In the event the services are not performed to the satisfaction of the City the Contractor shall agree to reperform services to specification at no additional cost to the City. If any agreement or purchase order is cancelled for non-acceptance, the needed services may be purchased elsewhere.

7. **PERFORMANCE REVIEW:** The City reserves the right to review the awarded respondents' performance anytime during the contract term.

8. **POINT OF CONTACT / DESIGNATED REPRESENTATIVE:**

- A. **Contractor's point of contact:** In order to maintain consistent standards of quality work performed across the City, the City shall be provided with a designated and identified point of contact upon award of the contract to include contact information. The City's designated representative shall be notified by the Respondent immediately should the point of contact change.

- B. The City's designated representative is:

**Tyler Jarl  
Benefits Manager  
Human Resources Department  
Phone: (512) 341-3143  
E-mail: [tjarl@roundrocktexas.gov](mailto:tjarl@roundrocktexas.gov)**

**9. INTERLOCAL PURCHASING AGREEMENTS:**

- A. The City has entered into Interlocal Agreements with other Governmental agencies pursuant to the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code. The Contractor agrees to offer the same price and terms and conditions to other eligible agencies that have an interlocal agreement with the City.
- B. The City does not accept any responsibility or liability for the purchases by other government agencies through an interlocal cooperative agreement

**PART IV  
SCOPE OF WORK**

1. **BACKGROUND:** The City of Round Rock, Texas herein after "City", is soliciting request for proposals to enter into an agreement with a qualified Individual, Firm, or Corporation, (Respondent), to provide an Employee Award and Recognition Program, herein after referred to as "Services". All pricing structures and rates shall be negotiated and agreed upon in writing by both parties prior to execution.

The City of Round Rock is located in Central Texas and employs approximately 1,000 employees. The City's employee recognition program is currently administered by MTM Recognition. The program provides recognition to employees based upon their years of employment with the City, their annual work anniversary and birthday, and also provides gifts to employees who retire from the City of Round Rock and employees who reach designated years of service as defined in Section 3 of this scope of work. The program budget is set annually by the City Council.

2. **PROJECT SCOPE:** The specifications contained herein shall be construed as the minimum acceptable standards for an Employee Award and Recognition Program. All exceptions or equivalencies must be clearly labeled, fully explained or documented, and included on a separate sheet of paper with your response.

Contractor is responsible for the overall approach of the Employee Award and Recognition Program.

Contractor will be required to work in conjunction with City staff throughout the project. Contractor shall meet as requested to resolve any issues/problems that may occur.

Contractor shall be responsible for providing all necessary components, including but not limited to, equipment, mechanical material, electrical material, all labor, miscellaneous materials, subcontract costs and any other parts required and/or necessary in order to provide a complete and operational Employee Award and Recognition Program for the City.

3. **AWARD ITEMS:** For an employee with 5 years of service the successful Contractor shall supply a 5-year pin and certificate on a monthly basis. Starting with the employee's 10-year anniversary the successful Contractor shall provide a selection of six (6) products per anniversary year (or a set number determined by service provider) within a minimum of four (4) price point categories. The City desires to limit the quantity of choices at each level unless the Contractor has documented success with more options at each award level. The City desires to implement a program that allows for recognition at 5 years of service, 10 years of service, 15 years of service, 20 years of service, 25 years of service, 30 years of service, 35 years of service, 40 years of service, and a separate retirement award that includes a retiree pin, certificate, and retirement gift ordering instructions. Examples of the current 5-year and 15-year packets can be found in Attachment E. An example of the current retirement packet appears in Attachment F.

There should be a recognizable increase in the value of items as the years of service increase. Proposer will have flexibility in suggesting the items to be offered for each service category and for retirement. In evaluation of these items, consideration will be given to the quality, variety, workmanship and appearance of selection of choices for each service category. Prior to final award of the contract, the City may request to see actual samples of the items for inspection and approval. The City's logo (See Attachment G) must be displayed on each service award item. Proposer must specify recommendation as to how and where the City logo should be displayed (e.g. etching, engraving, affixing emblem, etc.). Proposer must also specify how City logo will be included and/or represented in non-traditional awards for which the logo cannot be affixed. All items must have a guarantee of at least 90 days, or the manufacturers guarantee, whichever is longer. Proposed cost for each award level by year (5, 10, 15, 20, 25, 30, 35, 40, and retirement award/pin) must be provided in the Proposer's cost proposal.



4. **ANNIVERSARY AND BIRTHDAY RECOGNITION:** The City shall submit monthly, the names and contact information of the eligible employees for the month period in an excel format. Contractor shall contact each eligible employees' department director and City Manager by an individual e-mail as indicated on the monthly spreadsheet report within seven (7) days of the employee's birthday and work anniversary. The successful Contractor shall provide within the email options for the department director to send an electronic message to the employee with a personalized message relative to the employee's birthday and/or work anniversary, see Attachment H- Example of Work Anniversary Notification.

5. **CATALOG AND ORDERING REQUIREMENTS:** Catalog/brochure shall be available in an electronic (web-based) format. A matching hardcopy catalog is also desired if possible. All electronic and hardcopy catalogs/brochures shall contain the same information. All costs associated with creation, distribution, management, set-up, interface and delivery of all catalog/brochures shall be borne by the Contractor.

Contractor shall not require a minimum dollar level spend per year and will not require pre-payment of any gift orders. Contractor shall invoice for all gift orders after delivery.

Contractor shall develop and submit a preliminary list of gifts for each of the years of service categories. All gifts shall be able to display legibly the City of Round Rock approved logo (Attachment G). Should the logo change, the Contractor will be expected to make necessary modifications for future award items at a reasonable rate to the City. All employee recognition gifts shall be shipped with a personalized card or certificate approved and selected by the City.

The City shall submit monthly, the names and contact information of the eligible employees for the month period in an excel format. Contractor shall contact eligible employees by an individual preferred method (e-mail or U.S. Mail) as indicated on the monthly spreadsheet report within thirty (30) days.

For years of service awards the affected employees shall be eligible to order their gifts up to 12 months after the award ceremony on or about October 29<sup>th</sup> of each year. Retirees shall have up to 12 months from their date of retirement to place their gift order. After three (3) verifiable attempts are made by the Contractor to contact an employee within the 12-month time frame to redeem their recognition award are unsuccessful, the City will be notified, and the employee will forfeit their gift.

The City reserves the right to change benefit levels. Contractor shall provide new groupings of gifts within thirty (30) days of notification of change of benefit levels.

**A. Electronic (Web-based) Catalogs/Brochures:**

- i. Contractor shall provide internet versions available as a Universal Resource Locator (URL) or Portable Document Format (PDF).
- ii. Contractor shall provide part numbers and descriptions (photo required) of all products or groups of products being offered under a specified group.
- iii. Eligible employee shall order a recognition award gift either on the custom web-based site or print an order form and return to Contractor for processing.

**B. Electronic Ordering System used by both the City and the employee:**

- i. Contractor shall provide the use of an Electronic Data Interchange (EDI) system or secured internet/web portal for the City to place their orders and for the employees to redeem their gift selection.
- ii. Use of such systems shall be at no cost to the City.
- iii. Contractor shall bear all costs associated with the maintenance and support of the Electronic Ordering system and website for the City.
- iv. Contractor shall provide technical assistance and program administration for the City at no additional expense.

**C. Hardcopy Catalogs (optional):**

- i. Contractor shall provide a draft catalog for the City's review within 30 days of the award of project. No monetary value will appear in the catalogs.
- ii. Contractor shall provide hard copy catalogs at the request of the City. Catalogs shall contain part numbers and descriptions (photos required) of all products or groups of products being offered under a respective group of gifts.

**6. REPORTS AND INVOICING:**

- A. Contractor shall invoice for products after delivery. No pre-payment of any orders shall be allowed.
- B. Contractor shall provide, at a minimum, an itemized invoice for each individual employee award shipment.
- C. Contractor shall provide to the City a quarterly cost analysis report showing the number of awards purchased in each award category, the average costs for each category, and all other costs incurred.

**7. DELIVERY:** Delivery of gift selection shall be in the name of the employee, the department in which that employee works, and delivered within three (3) weeks of order placement to the City's Human Resources Department. Retired employees shall have their gift shipped/delivered to their personal home address as provided to the Contractor.

**8. OTHER SERVICES:** All details of services not specifically mentioned which are regularly furnished in order to complete this type of work will be furnished at the proposed pricing and shall confirm in quality, workmanship and service level to that provided by the practice as specified in the Request for Proposals. The Proposer's proven track record and approach towards the successful implementation of these services are critical factors in the selection process.

**PART V  
PROPOSAL PREPARATION INSTRUCTIONS  
AND EVALUATION FACTORS**

1. **Proposal Acceptance Period:** All proposals are valid for a period of one hundred and twenty (120) calendar days subsequent to the RFP closing date unless a longer acceptance period is offered in the proposal.
2. **Proprietary Information:** All material submitted to the City becomes public property and is subject to the Texas Open Records Act upon receipt. If a Proposer does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.
3. **Exceptions:** Be advised that exceptions to any portion of the Solicitation may jeopardize acceptance of the Proposal.
4. **Proposal Preparation Costs:** All costs directly or indirectly related to preparation of a response to the RFP or any oral presentation required to supplement and/or clarify a proposal which may be required by the City shall be the sole responsibility of the Proposer.
5. **Proposal Response:** Responses shall be clear and concise and shall include at a minimum: title page, transmittal letter, index or table of contents, dividers for each section and all required attachments. One page shall be interpreted as one side of a double-spaced, printed, 8 1/2" X 11" sheet of paper. It is recommended that responses be submitted in ringed binders, metal spirals, or another bound format that best contains all required documentation for submission.
6. **Proposal Format:** Prefacing the proposal, the Proposer shall provide an Executive Summary of three (3) pages or less, which gives in brief, concise terms, a summation of the proposal. The proposal itself shall include a title page, index or table of contents, dividers for each section and all required attachments and addendums to be organized in the following format by Tab and informational sequence:
  - A. Tab 1 - Business Organization: State full name and address of your organization and identify parent company if you are a subsidiary. Specify the branch office or other subordinate element which will perform, or assist in performing, work herein. Indicate whether you operate as a partnership, corporation, or individual. Include the State in which incorporated or licensed to operate.
  - B. Tab 2 - System Concept and Solution: Define in detail your understanding of the requirement presented in the Scope of Work of this request for proposal and your system solution. Provide all details as required in the Scope of Work and any additional information you deem necessary to evaluate your proposal.
  - C. Tab 3 - Program: Describe your technical plan for accomplishing required work. Include such time-related displays, graphs, catalog samples, ordering procedures or any other information related to the Scope of Work and your plan for accomplishment. Specifically address the following:
    - i. Describe your award item offerings. Include color pictures and descriptive information. Include a description of award items for each tier level: 5, 10, 15, 20, 25, 30, 35 and 40 years of service and retiree packages.
    - ii. Provide examples of anniversary and birthday recognition emails sent to the City.
    - iii. Include in your proposal a sample of the following items:
      - A personalized color certificate of appreciation with the City's logo, sample employee name, years of service, and sample signature.
      - A representative sample of a letter, brochure, order form, and 5-year kit including a certificate and pin (4 items).

## Exhibit "A"

- iv. A statement of your compliance with all applicable rules and regulations of Federal, State and Local governing entities. The Proposer must state their compliance with the terms of this Request for Proposal (RFP) or clearly document any exceptions.
- E. Tab 4 - Prior Experience: Describe only relevant corporate experience and individual experience for personnel who will be actively engaged in the project. Do not include corporate experience unless personnel assigned to this project actively participated. Supply the project title, year, and reference name, title, present address, and phone number of principal persons for whom prior projects were accomplished.
- F. Tab 5 - Personnel: Include names, qualifications, and resumes of all professional personnel who will be assigned to the account. State the primary work assigned to each person and the percentage of time each person will devote to this work. Identify key persons by name and title.
- G. Tab 6 - Authorized Negotiator: Include name, address, and telephone number of the person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters.
- H. Tab 7 - Attachments and Addendum: including Attachment A – Proposal Submittal Form, Execution, Attachment B – Reference Sheet, Attachment C – Subcontractor Form, and Attachment D – Cost Proposal Worksheet, and signed addendums (if applicable).
- I. Tab 8 - Cost Proposal: Information described in the following subsections is required from each Proposer. Your method of costing may or may not be used but should be described. A firm fixed price or not-to-exceed Contract is contemplated, with payment being made upon receipt of the award and recognition items. Complete Attachment D - Cost Proposal Worksheet.
- Itemized Cost of Award and Recognition Program for each service level; 5, 10, 15, 20, 25, 30, 35, and 40 years of service.
  - Cost of retiree package.
  - Total (not to exceed) Cost
7. **EVALUATION CRITERIA**: The intent of the City is to award to one Respondent in accordance with the evaluation criteria below. The purpose of this evaluation criteria is to determine which proposal best meets the requirements and provides the best overall value to the City.
- A. Evaluation Criteria:
- |  |               |
|--|---------------|
| Award and Recognition Program Concept and Solution | 30 pts        |
| Contractor Experience and Qualifications           | 30 pts        |
| <u>Total Program Cost</u>                          | <u>40 pts</u> |
| Maximum Weight:                                    | 100 pts       |
- B. An evaluation committee will be established to evaluate the proposal. The committee will include employees of the City and may include other impartial individuals who are not City employees. The evaluation committee will determine if discussions, interviews, and/or Best and Final Offers (BAFO) are necessary. Award of a contract may be made without discussions or BAFO, if in the best interest of the City. The evaluation committee may determine that discussions are necessary to clarify or verify a written proposal response. The City may, at its discretion, elect to have respondents provide oral presentations of their proposal. A request for a BAFO is at the sole discretion of the City and will be requested in writing. The evaluation committee will evaluate the finalists and make a recommendation for award.
- C. The City reserves the right to reject any or all proposals submitted, or to award to the respondent who in the City's opinion, offers the best value to the City. The City also reserves the right to cancel the RFP process and pursue alternate methods for providing the requirements.
- D. The City reserves the right to conduct studies and other investigations as necessary to evaluate any proposal.

- E. The City reserves the right to waive any minor technicality, irregularities or informalities noted in the submission process. Submission of proposal confers no legal rights upon any Respondent.
- F. The City reserves the right to request further documentation or information and to discuss proposal response with any Respondent in order to answer questions or to clarify any aspects of the proposal.
- G. The City may develop a "short list" of qualified proposal and may determine that the Respondent(s) should submit a Best and Final Offer (BAFO). Each "short listed" Respondent will be given a reasonable opportunity for discussion, interview and/or presentation, and revision of their proposal.

**8. AGREEMENT NEGOTIATIONS AND AWARD PROCESS:**

- A. A proposal presented in response to this RFP is subject to negotiation concerning any issues deemed relevant by the City. The City reserves the right to negotiate any issue with any party. Any contact by the Respondent with the City regarding this RFP, other than those submitted in writing, will result in disqualification of the Respondent's proposal.
- B. Submission of proposal indicates the Respondent's acceptance of the evaluation process and recognition that the City may make subjective judgments in evaluating the proposal to determine the best value for the City.
- C. If negotiations are successful, the City and Respondent may enter into an agreement. Final agreement requires approval by the Round Rock City Council. A representative knowledgeable of the offer MUST attend the City Council meeting, at no cost to the City, when their item is being presented.
- D. If negotiations are unsuccessful, the City may formally end negotiations with that Respondent. The City may then:
  - i. Select the next most highly qualified Respondent and attempt to negotiate an agreement at fair and reasonable terms, conditions and cost with that Respondent.
  - ii. The City shall continue this process until an agreement is entered into or all negotiations are terminated.
- E. The City also reserves the right to reject any or all submittals, or to accept any submittal deemed most advantageous, or to waive any irregularities or informalities in the submittal received.
- F. An independent signed authorized contract will be sent to the successful Respondent. Execution of a City of Round Rock contract is required prior to starting work and processing any payments to the awarded Respondent.

**9. POST AWARD MEETING:** The City and the Respondent may schedule a post award meeting to discuss, but not be limited to the following:

- A. Provide City contact(s) information for implementation of the Agreement.
- B. Identify specific milestones, goals and strategies to meet objectives.



## PRESENTING A COMPREHENSIVE **EMPLOYEE RECOGNITION SOLUTION**

Designed for the **City of Round Rock** and all their reasons to celebrate and honor.



## Architects of comprehensive recognition solutions.

**Doug Smith**

Recognition Consultant  
1629 Smirl Dr. Suite 100  
Heath, TX 75032  
Mobile 469.556.9433  
Toll Free 1.877.686.7464 ext. 6844  
dougs@mtmrecognition.com  
mtmrecognition.com

**Marilyn Whiting**

National Account Director  
847.549.0573  
mwhiting@mtmrecognition.com

Thank you for the opportunity to continue a lasting partnership with the City of Round Rock! We are eager to expand your culture of excellence and to contribute to the excitement surrounding each and every achievement.

In partnering with the City of Round Rock, MTM Recognition will continue to:

- Provide a one-stop, technology-driven reward and recognition platform designed to keep employees engaged and involved in the City of Round Rock's vision
- Provide detailed, comprehensive reporting, tracking and employee engagement analysis
- Provide simple, flexible, and timely support
- Provide a tangible solution to enhance the user experience with exceptional product options, and guaranteed gift satisfaction
- Provide a growth mindset on all the latest trends and best practices in employee recognition to keep the City of Round Rock's approach fresh and effective
- Provide the absolute best customer service to the City of Round Rock.

You have our personal commitment and guarantee to provide the City of Round Rock with the best of MTM—price, quality, and service.

A handwritten signature in black ink, appearing to read "Mike Ketcherside", written in a cursive, flowing style.

**Mike Ketcherside**

*VP of Sales*

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## Executive Summary

MTM Recognition Corporation is a **wide-by-design** fully integrated reward and recognition company. We welcome this opportunity to highlight how unique MTM Recognition truly is – the only company in the industry that combines decades of market-tested experience, strategic-thinking, creativity, technology and results measurement with the most extensive in-house design, merchandising and sourcing capabilities in the industry – culminating in the best possible employee experience.

Click [Here](#) for more information about MTM.

### With MTM, you will:

- **Maintain your Unique Program** – with additional program options tailored to the City of Round Rock and aligned with your culture in your choice of awards, program type and presentation options
- **Tell the City of Round Rock's Story** – reinforce your message & drive engagement by tying your brand and core values into the design of your program
- **Make it Count** – make a lasting impression with meaningful awards
- **Enrich your Employee Experience** – increase interaction between manager and employee with distinct touchpoints – personal, organizational and technological
- **Drive ROI** – enhance your program based on extensive reporting & data analytics, product innovation, action planning, best practices & market research to fit your exact needs

### MTM Differentials

1. **Technology** – Our dedicated in-house IT team has developed a cutting edge, proprietary performance recognition & employee engagement platform to meet the City of Round Rock's needs.
2. **Product Selection** – Expansive retail award selection that your employees actually want – selected with your demographics in mind.
3. **Partnership** – We will form a full-service recognition partnership with the City of Round Rock to connect with your employees and cultural needs to effectively reduce program costs and raise the level of engagement of all your associates.
4. **Customer Service** – Our award-winning customer service team averages more than twenty-year's experience in the recognition industry.

*MTM will comply with all applicable rules and regulations of Federal, State and Local governing entities. MTM will also comply with the terms of this RFP.*

Exhibit "A"

**MTM RECOGNITION®**

Digital Distribution & Sales

Analysis

"There is no one who does just half, who waits after 5 and waits to have 5 simply because it's 5."

Learn about AR at event, consumer capturing all AR data through AR to enable further insight.

AR Consumption growth

Average user base

Social Networks growth in marketing

Product relative effectiveness

Social networks influence

Community involvement

Content Consumption

The dashboard displays the following data:

- AR Consumption growth:** A bar chart showing growth over five quarters (Q1 to Q5). The growth is +89%.
- Average user base:** A line graph showing the average user base over time, with a peak in Q4.
- Social Networks growth in marketing:** A bar chart showing growth over five quarters (Q1 to Q5). The growth is +33%.
- Product relative effectiveness:** Four donut charts showing the relative effectiveness of different products. The values are 61%, 63%, 72%, and 67%.
- Social networks influence:** A bar chart showing the influence of social networks on marketing. The values are +33%, +23%, and +18%.
- Community involvement:** A bar chart showing the involvement of the community in marketing. The values are +33%, +23%, and +18%.
- Content Consumption:** A bar chart showing the consumption of content in marketing. The values are +33%, +23%, and +18%.

Exhibit "A"

**MTM RECOGNITION®**

Digital Distribution & Sales

Analysis

"There is no one who does just half, who waits after 5 and waits to have 5 simply because it's 5."

Learn about AR at event, consumer capturing all AR data through AR to create profiles

Image usage is low on phones. There is a lot of AR data, but it's not being used properly.

AR usage is not growing, performance metrics of AR, AR data is not being used properly.

Product relative effectiveness

AR Consumption growth

Average user base

Social Networks growth in marketing

Social networks influence

Community involvement

Content Consumption

# Business Organization

## Organization Information

MTM Recognition Corp.

3201 SE 29<sup>th</sup> Street

Oklahoma City, OK 73115

C Corp. – Incorporated in the State of Oklahoma

Exhibit "A"

**MTM**  
RECOGNITION®



# System Concept & Solution

## Proposed Implementation

### *Keep It Simple*

As MTM Recognition is the incumbent, any updates to your current program will occur with no interruption in the process.



## How It Works

### Flexible Administration Systems

*Build around your unique requirements*



### Process Flow

1. **Employee Data** – The customer's employee data is forwarded to MTM Recognition **on a schedule specified by the customer**. MTM recommends that interfaces to retrieve data take place via SFTP file transfer. We recommend this solution because it significantly reduces security concerns, upgrade concerns, and simplifies and expedites the implementation process.
2. **Solicitation Process** – Scheduled employee solicitation cycles are initiated as specified in the customer profile. The customer profile is a document that describes all program specifications and drives how the program is to be administered. This document will include, but will not necessarily be limited to, descriptions of: MTM Recognition Account Coordinator, City of Round Rock's Program Coordinator Name and contact information, program duration, collateral components, database requirements and frequency, award packet, solicitation requirements and schedule, shipping requirements, reporting needs, and invoice requirements. This document will be completed and managed by MTM Recognition under advisement from City of Round Rock's Program Manager(s).

3. MTM Recognition will search the customer database and select eligible employees to receive solicitations via the website or email. Hard copy packages are available for recipients that do not have access to the internet.
4. **Solicitation Packages** – The customer has several Solicitation package options, which include a personalized message, custom personalized certificate, award brochure, and ordering instructions. Specific options are determined during the set-up phase. Recipients can also be solicited via email with web site address, instructions and a unique ID to enter the site. HR Contact is sent emails of recipients that have been solicited to advise them of their upcoming recognition events.
5. **Award Recipient Orders** – After selecting a recognition award gift, the employee submits the order. The employee has several options to place an order including the internet, phone, e-mail, or mail. “Help” assistance is provided with the internet to simplify the process and minimize questions. After a recipient has made the award selection, the HR Contact and recipient will receive an email order confirmation of the recipient’s selection.
6. **Order Fulfillment** – Orders are shipped daily *either directly to the employee or a designated manager/supervisor as specified in the Customer Profile.*
7. **Management Reports** – A portfolio of management reports is available for the customer to select for their own needs at no additional cost to the program.

## Website

MTM Recognition will continue to provide City of Round Rock with a custom website containing the catalog and ordering mechanism and will be maintained by MTM Recognition. The website will also provide the following capabilities other than those shown previously:

- Manager notification of solicitation and delivery of awards
- Selection analysis for information on budgeting
- Instant tracking of award via link to shipper
- Ecards available for instant recognition
- Satisfaction Survey available for each awardee. Results will be available to the program manager.
- Moments site will be available to remind you of birthdays and anniversaries

Inquiries from a program administrator about their site or program can expect a response within 24 hours or less from their Account Manager. Customer service inquiries can expect the same.

## Other Award Processing Considerations

### Shipping and Tracking

Awards can be shipped to either the work location or the Employee's Home Address. ***The average time from receipt of order to shipment is one day to three weeks.*** MTM Recognitions prioritizes shipping to meet award presentation dates. Whenever possible the average ship date will be shortened to accommodate the presentation date. Orders are shipped daily either directly to the employee or a designated manager/supervisor as specified in the Customer Requirements. If necessary, many awards can ship within 24 hours to accommodate a rush situation.

### Packaging

Most awards are packaged in attractive black packaging. Very large items such as the grandfather clock or large art prints are not packaged in presentation boxes, but are shipped directly to the recipient's home or office by the manufacturer.

In addition, MTM Recognition award packaging features the following:

- Gift enclosure card packed inside every award, congratulating the recipient on his/her achievement.
- Silver seals embossed with the City of Round Rock's logo
- Silver ribbon to enhance many award selections
- **Environmentally safe materials that include recycled papers and water-soluble packing.**





## Drive ROI

### We Love Research

Our assessments, surveys, and other scientifically valid tools provide insights into performance. Our commitment to analysis compels us to collect baseline data before each program. If engagement, profitability or other target metrics fail to respond, we course-correct and adjust initiatives to ensure we deliver on our promise to elevate performance.

Check out these examples of our most popular assessments. Don't see what you need on the list? All assessments are customized to provide you with information you need to move the engagement needle of your organization, and we have the chops to build a survey or dig into research in any area of human performance where you need clarity.

**Team Member Engagement** – Are your people plugged in? If you're like most US workplaces, over half of employees aren't fully engaged\*. Finding out the level of effort your employees are giving sets the stage for the transformative work of changing the story. Worried that measuring engagement leads to catering to low performers? You should be. It can be very tempting to address the lowest items on an organization-wide survey and accidentally end up tailoring the employee experience for the loudest complainers. We use statistically valid instruments to segment engagement results. This allows you to design your people practices to engage and retain the high performers in your organization.

**Team Member Satisfaction** – Employee expectations keep rising. Sometimes it's hard to know if you've kept up with the offerings many companies have added as basic amenities. Similarly, it can be hard to build a supervisor training program without having baseline scores that provide a glimpse into team member satisfaction with the leadership practices of your enterprise. Including satisfaction as a recurring measure of workforce health to keep up with the trends emerging in a rapidly changing employment landscape.

**Talent Assessment** – You have goals and need talented people to execute them. Do you have a high potential workforce to draw from? Who has the potential to develop into the next senior leader? Will you need to attract talent from outside? Most organizations don't understand the leadership potential of current team members.\*\*\* We assess people to help you understand the balance of your "talent bank" so you can develop your high performers for maximum results.

**Internal Brand Perception** – What does your brand “feel like” to the people you charge with stewarding it? Are your values perceived as real, meaningful and concrete enough to drive daily decision-making? If perception is reality, it's critical to understand team members' perceptions to become intentional in shaping the narrative. Take control of the story about your brand being told to and by your team members.

**Leadership Practices** – Less than 20% of managers have the critical skills to lead effectively.\*\* For most leaders, the ability to motivate, create a culture of accountability and build trust must be intentionally developed. How does your company measure up? What leadership practices does your organization embrace and are they working?

\*Gallup's State of the American Workplace (2018)

\*\*Gallup's State of The American Manager (2015)

\*\*\*Turning Potential into Success: The Missing Link in Leadership Development, Harvard Business Review, Nov 2017

## Reporting & Measurement

MTM will continue to provide City of Round Rock with these service award reports.

- Extended Cost Analysis

Report is used for budget forecasting and reflects

- item selections with YTD totals
- down selected items per level
- percent of program by year level
- percent of program
- percent of year level
- cost per item
- extended cost per item
- weighted average per year level
- summary totals per year level.
- summary analysis which includes
  - total number of associates solicited
  - total program responses
  - non-responses
  - response percentage for program
  - multiple / auto select units
  - bulk units
  - total program units
  - weighted average for program
  - total dollar volume for program

- Items Not Selected

Report is generally used in an account renewal process for brochure product determination. Report reflects only items that have not been selected within a given time frame.



**Whirl Summary of All Year Levels**

Program	Award Year	Number of Selected Items	Average Item Cost	Cost for Selected Items	Number of Auto Items	Cost of Auto Items	Total Cost
(00000)	5 Year Collection	295 (33%)	\$61.66	\$18,189.70	265	\$4,982.00	\$23,171.70
(00000)	10 Year Collection	160 (17%)	\$109.16	\$16,373.63	126	\$2,360.00	\$18,733.63
(00000)	15 Year Collection	108 (12%)	\$194.95	\$21,054.60	99	\$1,861.20	\$22,915.80
(00000)	20 Year Collection	90 (10%)	\$302.20	\$27,198.00	85	\$1,598.00	\$28,796.00
(00000)	25 Year Collection	113 (13%)	\$410.45	\$46,380.85	100	\$1,880.00	\$48,260.85
(00000)	30 Year Collection	84 (9%)	\$496.76	\$41,727.84	76	\$1,428.80	\$43,156.64
(00000)	35 Year Collection	40 (40%)	\$510.40	\$20,416.00	36	\$676.80	\$21,092.80
(00000)	40 Year Collection	18 (2%)	\$504.11	\$9,073.98	16	\$338.40	\$9,412.38
(00000)	45 Year Collection	1 (0%)	\$499.95	\$499.95	1	\$18.80	\$518.75
(00000)	50 Year Collection	0 (0%)	\$0.00	\$0.00	0	\$0.00	\$0.00
<b>TOTAL:</b>		<b>899 (100.0%)</b>	<b>\$233.49</b>	<b>\$206,913.95</b>	<b>805</b>	<b>\$15,134.00</b>	<b>\$216,047.95</b>

Created/Revised: 05/2011 / Reporting: July 1, 2014 through December 31, 2014

MTM RECOGNITION



# Program

When choosing a recognition partner, look for one that offers smart solutions to meet your business goals.

MTM knows that today's diverse workforce is motivated by many different factors, but one constant remains – excellence thrives where it is recognized.

Look for smart employee engagement solutions that are significant, long-lasting and impactful. Then start making a difference with MTM. In no time your employees (and you), will be having the *Best Day Ever*.

## Maintain your Unique Program

### Philosophy of Thought Leadership and Innovation

Our extensive data and market research has revealed one thing above all others.

The ideal solution should be *tailored for your organization and aligned with your culture*, and should not be a platform you have to fit into.

Over 48 years of experience and client feedback through employee engagement surveys, trends, usage reports and marketplace analysis drives our product innovation and best practices.

***As your current recognition provider, MTM Recognition understands the nature of your program and will continue to work with the City of Round Rock to align your Employee Recognition Services program with your culture to fit your exact needs. MTM will comply with the terms of this RFP.*** MTM's industry leading in-house capabilities and resources open up unlimited possibilities for delivering the right solutions quickly for the City of Round Rock.

### Best Practices

- **Unbeatable Customer Service**
- **Simple invoicing** with no hidden fees
- **Single sign on**, mobile app usage & countless other technology upgrades at no additional cost
- **SFTP** bi-directional automated feeds
- **In-house creative design team and printing** for manual recognition
- **Additional program options** to fit your exact organizational needs
- **Automatic management, maintenance and updates** to your recognition site
- **Continuous communication** to ensure excitement and a feeling of appreciation
- **Continually evolving and expanding Product Selection**
- **Custom symbolic awards** which can be added to your program catalog
- Awards designed for **on-boarding through retirement**
- **Program Builder®**, designed to tailor your awards to your ever-changing demographics
- **Employee engagement surveys** to measure program success
- **Extensive ROI research & analytics from PPG**
- **Moments suite** to recognize non-milestone years and other events

## Program Development Options

### Lifecycle Recognition

Whether it is through our custom symbolic awards, presentation options or our service award solution, MTM offers employee engagement options from onboarding through retirement.



### Presentation & Engagement Options

MTM has a number of presentation options and engagement solutions available for the City of Round Rock.

- **Moments®** – free online engagement tool to help managers connect with their employees
- **Storyboard** – reinforce your story at every milestone
- **Momentum** – cost-effective presentation & packaging solution
- **Non-monetary Awards** –no cost awards at non-milestone levels and for daily performance: Moments and ecards
- **Momento** – recognition at a moment's notice

### Custom Awards Based on your Brand

As the largest recognition awards manufacturer, we combine artisanal craftsmanship with leading-edge technology to create meaningful, outstanding symbolic items that tell your story. If you can imagine it, we can create it!

### Anniversary Recognition

Through MTM's Moments® system, the manager is notified of each anniversary. This information is also displayed enterprise wide so employees may send e-cards to recognize non-milestone years.

***Moments® is an additional value available to the City of Round Rock!***



## Award Types & Other Considerations

### Gift Cards (Travel, Tickets, Cash & Experiences)

- MTM offers many gift cards in point & tiered choice programs.
- Gift Card delivery varies by program.
- Over 200 options to choose from.



### Lifestyle (Name Brand & Luxury Items)

- Build your own catalog with Program Builder.
- Offers over 4,000 products \$6 to \$10,000.
- Most products ship within a week.



### Symbolic (Customized Keepsakes & Company Branded Awards)

- MTM is the largest and most diversified manufacturer of awards in North America. Our rings, Jewelry, Gemstones and Montreux® Medallion Watches are guaranteed for Life.
- Following design and sample approval, customized symbolic items ship in 2 to 3 weeks









*Partial List of 1000+ Retail Partners*





## Award Customization

Customization is a very important part of an award and MTM Recognition has been customizing awards and other products since our inception. We employ a number of customization methods, which are based on the specific type of item.

		
<p><b>Laser Engraving</b></p> <p>Logo and/or text is engraved on the case.</p>	<p><b>Debossing</b></p> <p>A subtle way to display a logo on leather items. Available on leather business pieces and luggage tags.</p>	<p><b>Personalized Text Plate</b></p> <p>Logo, name, # years of service and year date etched on brass or nickel silver plates. Sent unattached with clocks, globes, etc.</p>
		
<p><b>Dimensional Logo</b></p> <p>Showcase your brand name with crisp, embossed and raised details. Available in an assortment of metals and finishes.</p>	<p><b>Crest</b></p> <p>Provides a sterling silver, 10-kt. or 14-kt. gold logo crest on jewelry and other products. Featured as a dangle, charm, or at the clasp of a bracelet, necklace or on the clip of a writing instrument.</p>	<p><b>Embroidery</b></p> <p>Logo is tastefully replicated in the color of your choice.</p>

Other decoration capabilities:

- Silk screening
- Paper sculpture
- Laser etching
- Decaling
- Acid etching
- Sublimation
- Sculpting / Casting
- Sand etching
- Water jet cutting

## Service Award Solution

### Milestones Matter

Career milestones play a vital part of the employee experience. They are excellent opportunities for an organization to recognize an employee's achievements, accomplishments and anniversaries.

Best of all, MTM offers programs that can be designed to fit virtually any budget.

### Choose the Service Award Experts

With more than five million people engaged in our programs and more than four decades of experience, we know what works.

To ensure your program's success, we assemble a dedicated team of specialists to work with your organization before, during and after implementation:

**A Recognition Consultant** will advise and support you through your recognition journey.

**In-house Customer Care Associate** will be there for you each time you call. Since they know every detail of your program, you can count on a consistent experience.

**Professional Merchandisers** curate a collection of awesome merchandise just for you, then they keep your program up-to-date.

This team provides you with a world-class recognition experience.



## Service Award Selection

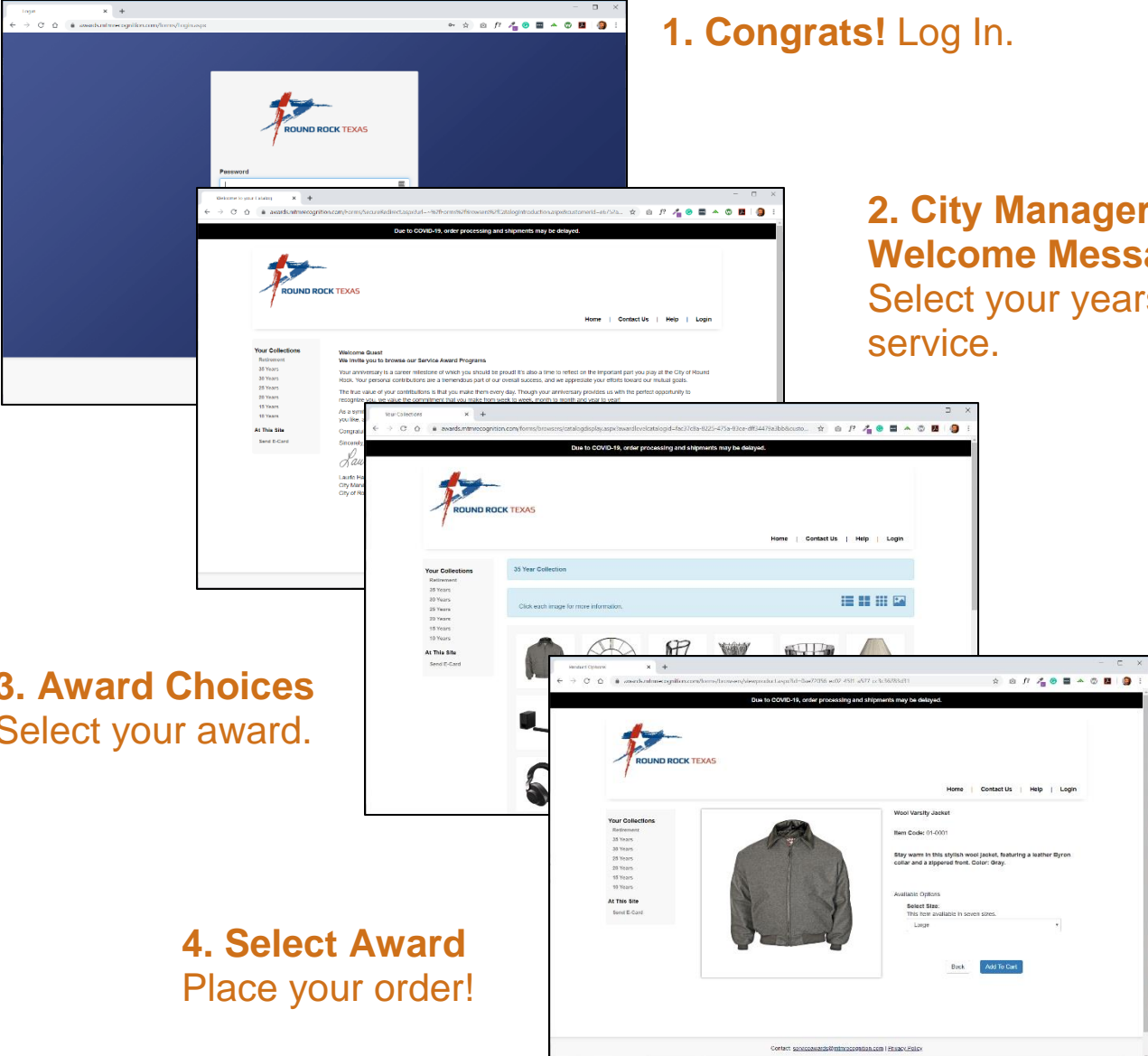
Orders may be placed by phone, by sending in the ordering card included in the ordering brochure, or by logging onto the City of Round Rock's custom ordering website.

## Service Award Website Functionality

MTM Recognition will continue to furnish the City of Round Rock with a user-friendly ordering system with the following functionality:

- A custom theme will be developed for the City of Round Rock program. A web splash page will be designed as part of the total program.
- The website can be available in other languages through Google translator.
- All recipients are email solicited with website address, instructions and a unique ID to enter the site.
- All recipients are greeted by a personalized congratulatory welcome message with the recipient's name and his or her recognition event from the City of Round Rock data.
- Personalized "My Award Level" navigation is programmed to take the recipient directly to the awards they are eligible to order.
- Enlarged award description pages with "Add to Cart" button is only visible on pages the recipient is eligible to order.
- "Add to Cart" button automatically passes merchandise order information to the MTM Recognition database.
- The order page fields are customized to accommodate any merchandise personalization like ring size, initials, or text for engraving on selected merchandise.
- *All City of Round Rock's awards can be shipped to the manager's attention for presentation or to the recipient's home.*
- Entry fields on the order page are automatically pre-displayed from the customer database for recipient review and update.
- After a recipient has made his or her selection, he or she will receive a timely email order confirmation of his or her selection(s).
- All managers receive an emailed service anniversary notification describing what the employee has selected and the anniversary date for each of their employees.

- Browse-only capabilities to the City of Round Rock's website allow the ability to communicate the award program and the selections with the added security of not being able to place an order.
- The help information can be accessed at any time and provides answers to FAQ (frequently asked questions), customer service support and more. Inquiries from a program administrator about their site or program can expect a response within 24 hours or less from their Account Manager. Customer service inquiries can expect the same.
- City of Round Rock's HR Contact and recipients have the ability to check on the status of their order. Recipients can access their order status by re-entering the site using their unique password after placing their order. The Coordinator can check on the order status of all recipients using a number of filters to reduce or broaden their search.



**1. Congrats! Log In.**

**2. City Manager Welcome Message**  
Select your years of service.

**3. Award Choices**  
Select your award.

**4. Select Award**  
Place your order!

## Tell Your Story

### Communication Material

A strong program theme will be supported by collateral material that communicates your message to your recipients. MTM Recognition's nationally recognized designers deliver material that is motivational, attractive and sensitive to the needs of your organization.

MTM uses its world class FlexCom® system to provide a wide range of materials available throughout the awards program process. Posters, payroll stuffers, newsletters and reminder cards are available to encourage awareness and participation. Personalized announcement letters can be sent to award qualifiers accompanied by promotional material requested by the City of Round Rock. In many situations, emails are the best and most efficient method of announcing accomplishments.

Because of our streamlined and state-of-the-art systems, the production is economical and without waste. No inventories of collateral that can become out of date will be created. Collateral will be produced one-at-a-time only as needed. All can be communicated electronically as well.

### Creative Design Group

Our award-winning Creative Design Group will work collaboratively with the City of Round Rock to design materials that effectively deliver the individual City of Round Rock message of recognition to employees. The materials provide reinforcement of your vision, mission and goals. Our Creative staff serves as our internal marketing company to design:

- |                      |                                |                       |
|----------------------|--------------------------------|-----------------------|
| - Brochures          | - Websites                     | - Packaging           |
| - Presentation Tools | - Program Themes               | - Ecards / Note Cards |
| - Certificates       | - Reminder Cards               | - Website Design      |
| - Posters            | - Other Promotional Collateral |                       |

### Recognition Theme

Everything communicates! Our creative designers will work with you to develop a custom theme that will be utilized across all areas/programs of your Recognition Program.

**MTM can provide an updated custom design for your program. Below are some examples of what we are currently providing you for your review.**

## Current Login Option

The screenshot shows a web browser window with the address bar displaying "awards.mtmrecognition.com/forms/Login.aspx". The page has a dark blue background. In the center, there is a white login form. At the top of the form is the "ROUND ROCK TEXAS" logo, which features a stylized red and blue graphic above the text. Below the logo is a "Password" label and a text input field. Under the input field is a blue "Login" button. Below the button is a white "Guest" button. Further down is a "Select Language" dropdown menu with a downward arrow, followed by the text "Powered by Google Translate". At the bottom of the form are two links: "Help" and "Contact Us". The footer of the page, in a light gray bar, contains the text "Contact: serviceawards@mtmrecognition.com | Privacy Policy" and "Copyright © 2002 - 2020 MTM Recognition Corporation".

Login

awards.mtmrecognition.com/forms/Login.aspx

**ROUND ROCK TEXAS**

Password

Login

Guest

Select Language

Powered by Google Translate

Help | Contact Us

Contact: serviceawards@mtmrecognition.com | Privacy Policy

Copyright © 2002 - 2020 MTM Recognition Corporation

## Current Brochure



### Now, it's time to choose your award.

Join us in celebrating your achievement! MTM Recognition, the leader in helping people reward performance and commemorate experiences, has created the following award selections especially for you.

To select your award you may place your order online at [awards.mtmrecognition.com/cityofroundrock](http://awards.mtmrecognition.com/cityofroundrock)  
Your password to enter the website is: **12345678**

Can't get online? You can mail us the enclosed prepaid order card.

If you have any questions regarding product information you may contact customer service at 1-800-898-9956. If an award is discontinued, it will be replaced with an item of like quality and value.

*Please order your award within two weeks to ensure it will be available for timely presentation to you!*

Your anniversary is a career milestone of which you should be proud! It's also a time to reflect on the important part you play at the City of Round Rock. Your personal contributions are a tremendous part of our overall success, and we appreciate your efforts toward our mutual goals.

The true value of your contributions is that you make them every day. Though your anniversary provides us with the perfect opportunity to recognize you, we value the commitment that you make from week to week, month to month and year to year!

As a symbol of our appreciation, please choose an award from the enclosed catalog. In it you'll find a variety of high-quality items. Pick out the one you like, and remember to be proud of what you do, because we are! Congratulations on your achievement!

Sincerely,

**Laurie Hadley**  
City Manager  
City of Round Rock, Texas

## Current Certificate



## Current Email Notification

**From:** noreply@mtmrecognition.com  
**Sent:** Monday, May 18, 2020  
**To:** manager@company.com  
**Cc:** sample@company.com  
**Subject:** Celebrate the Moments

The following people have an anniversary tomorrow:

JAMIE SAMPLE: 15th anniversary

Please click on the link below to send an e-card to them.

<https://mtmrecognition.com/ecards/roundrock/>



## Enrich the Experience

### Momentum

#### Give the Moment *Momentum*

Make a memorable impression by recognizing your employee's accomplishments in a fun and cost effective way. This 5x8 inch packet is compact but substantial, making it great for service award celebrations, performance based recognition and more!

#### Key Benefits

- Cost effective
- Easy online ordering
- Eco-friendly
- Unified contemporary design
- Up-to-date product offerings
- Friendly, appreciative message
- Reversible certificate display
- Customizable options



*"It's all in the presentation".*

MTM provides affordable, immediate recognition solutions with Celebration Kits designed to meet the needs and budget of any award presentation. There are several variations available with kits that include personalized certificates or mission cards, customized silver seals, and different award packaging selections—all featuring your logo.

For the ultimate in customization, our in-house designers can create one-of-a-kind award packaging.



# Storyboard

is a meaningful way  
to recognize *any* great accomplishment—  
a company milestone,

a great sales achievement,  
or an employee's years of service.

**Tell Your Story**

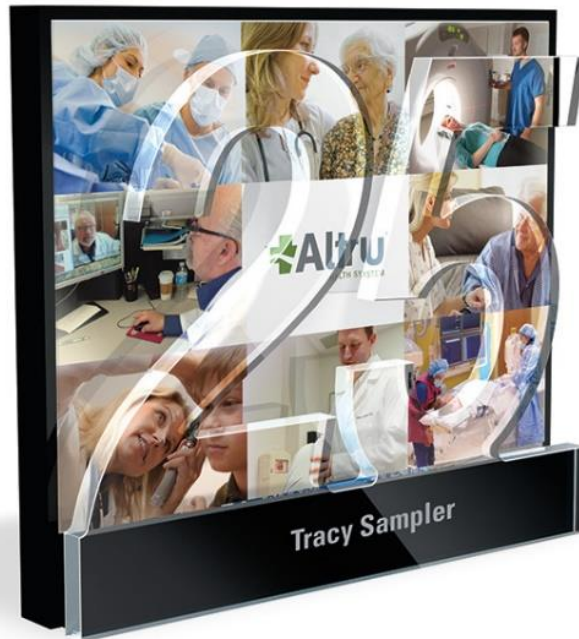




Exhibit "A"

**MTM**  
RECOGNITION®

# Prior Experience

## Company Experience & Qualifications

MTM Recognition Corporation has designed and administered reward and recognition programs for corporations, public agencies, government clients, organizations and sports teams *for over 48 years.*

Over five million individuals participate in MTM-designed and administered programs.

### About Us



### Value to our Clients

By being vertically integrated we control costs, quality and delivery time.



### What Sets MTM Apart?

- ✓ The **ONLY** true all-inclusive service solution in the industry
- ✓ Over **48 years of experience**
- ✓ We offer an **in-house, dedicated customer service team**
- ✓ We're **broad!** We have you covered from onboarding to retirement with everything from promotional products to custom rings and charitable donations.
- ✓ A cutting edge **customizable multi-program recognition platform**
- ✓ **ROI driven product innovation and best practices** based on our extensive data & market research to build a program to fit your exact needs
- ✓ We offer **detailed reporting and analysis.**
- ✓ Award winning **web, collateral, and award design**
- ✓ **Brand name** suppliers
- ✓ We offer best practice expertise and **manager training**
- ✓ We have **flexible billing and shipping** options.
- ✓ We offer **simple & flexible transition plans** to fit your schedule
- ✓ Proprietary **lean manufacturing** processes



## Over 9,000 Clients



"MTM Recognition is an organization that is experienced in designing and servicing many different types of award programs – from on-the-spot reinforcement to point-based performance programs to service and retirement recognition. Their ability to consult, collaborate, design and deliver is second to none. Whatever challenge we present – from designing a custom jacket for thousands of our employees, to developing a strategy to replace our points-for-service program to creating a totally new performance-based program to provide immediate impact - they deliver. We value our partnership with them."

*Director of Compensation, SuperValu*

"MTM Recognition is our trusted partner when honoring Adobe employees for length of service. We have partnered with them for many years and lean heavily on their creativity, expertise and knowledge, especially in regions outside of the U.S. They have been able to help us craft a unique program, produce our beautiful symbolic crystal award and built a custom web page that is easy for employees to use. They are a joy to work with and we appreciate their ability to deliver quality products and services for Adobe."

*Senior Manager, Benefits and Compliance*

"MTM Recognition always put the customer first. As a national organization with locations having different processes and systems, MTM's has been very flexible in handling our data and delivery requirements. In addition to responsive customer service and creative features like free electronic cards, we value their ability to customize so much of our program for each of our hospitals – a remarkable task given that each of our hospitals has different executives, images, titles and signatures. They have the ability to smoothly manage a significant amount of detail while delivering excellent value."

*Vice President of Human Resources*

## A Few of our Government Partners



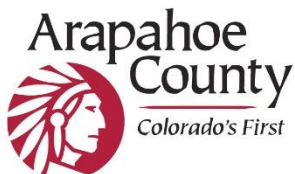
City of Dallas



Colorado Springs Utilities  
*It's how we're all connected*



U.S. AIR FORCE



## Quality of MTM Recognition's Goods & Services



### Our quality philosophy is one of continuous improvement.

We employ the Malcolm Baldrige National Quality Award criteria to guide our business system and ISO principles and standards to develop our quality management system.



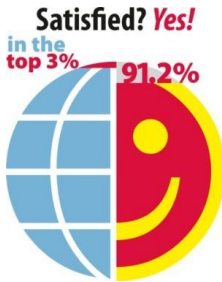
### We are ISO9001:2015 certified.

All of MTM's vertically integrated components of customer care, manufacturing, materials, and distribution comply with the new standard. It also validates that MTM's vertical integration for our product and service performance meets and/or exceeds ISO certification standards.



### Lincoln Award

MTM Recognition was recognized for its commitment to the Baldrige criteria by being awarded the prestigious Lincoln Award by Lincoln Foundation for Performance Excellence.



### Client Satisfaction Survey

In our continuous efforts to improve and provide world-class recognition product, programs, and service, we wanted to ask our valued clients how we are doing.

*The results were overwhelming. Benchmarking by The Leadership Factor, an independent research firm, placed us among the best in the world in customer satisfaction - top 3%.*



### Oklahoma Quality Award

The Oklahoma Quality Foundation (OQF) recently awarded MTM the Oklahoma Quality Award. These awards are given to organizations that demonstrate high standards of excellence worthy of recognition.



### HRO Today Baker's Dozen

MTM Recognition is proud to announce we have earned the prestigious honor of ranking in best recognition providers on the HRO Today Baker's Dozen list!



### American Graphic Design Awards

The Creative Design staff at MTM is recognized annually for designs they create for MTM.



Exhibit "A"

**MTM**  
RECOGNITION®

# Personnel

## Customer Service

MTM Recognition will continue to provide a Program Management Team that averages more than twenty years' experience. MTM Recognition has been recognized by FedEx, Bayer and John Deere for "Outstanding Strategic Partners" for exceptional customer service.

### Our City of Round Rock Account Management Team



**Doug Smith – Local Recognition Consultant**, joined MTM in 2019 after spending 19 years as VP of Sales Special Markets for Fossil Group's World HQ in Richardson Texas. Prior to Fossil, Doug worked for the Gillette Company as their Sales Manager for the South Central Region based in Dallas. He is the primary contact for all business development and sales operations in the North Texas region for MTM Recognition. Doug has worked with companies and organizations of all sizes worldwide making sure their experience exceeds expectations.



**Marilyn Whiting - National Accounts**, is the National Account Director for West and Midwestern Region for MTM Recognition. She has been with Jostens and now MTM Recognition since 1995. Her position with MTM Recognition is to work both external and internal in forming corporate relationships that assist in the development of new programs and to enhance existing recognition programs to insure employment involvement and meet client needs.



**Mike Ketcherside – VP of Sales** has been with MTM since 1988. He oversees our team of Recognition Specialists and our National Account Directors focusing on helping companies and organizations achieve desired results through effective engagement and performance solutions. Some of the clients he has worked with include Lowes, Sonic, Bank of America, FedEx, McDonald's, Chesapeake Energy, Sherwin-Williams, Walmart, Amtrak, Harley Davidson, Williams-Sonoma, Special Olympics, etc. He will be the primary point of contact for all aspects of the program.



**Patty Vladika – Customer Care Manager** started with MTM in 1977. Her tenure has been entirely in Customer Service. Patty's function is to oversee the day-to-day operations of the Customer Service Teams and their respective support groups. She ensures that our customers are satisfied and interfaces with the manufacturing and distribution teams to secure a smooth order flow from receipt of order to final shipment. Patty will support you from the Princeton, IL facility.



**Dawn Dabbler - Your dedicated Customer Care Associate will continue to be assigned to your program.** A team of Customer Care Coordinators will continue to support your CCA. They are available through a dedicated toll-free phone line, a toll-free fax line, email, US mail and voice mail.

***Please see the Attachments and Addendum section for our Team's resumes.***

### **We're Here to Help**

Our first line of contact, the Customer Service Coordinators are empowered to make decisions and to enhance our customer's experience. If, however there is an issue, the Customer Service Manager will then engage all resources, including but not limited to corporate resources for final resolution.

*Inquiries from a program administrator about their site or program can expect a response within 24 hours or less from their Account Manager. Customer service inquiries can expect the same.*



Exhibit "A"

**MTM**  
RECOGNITION®

# Authorized Negotiator

## The City of Round Rock Dedicated Authorized Negotiator

**Marilyn Whiting**  
*National Account Director*  
847.549.0573  
mwhiting@mtmrecognition.com  
mtmrecognition.com

**Supported by an Award-winning Support Team**





Exhibit "A"

**MTM**  
RECOGNITION®



# Attachments & Addendum

**ATTACHMENT A  
PROPOSAL SUBMITTAL FORM AND EXECUTION**

*NOTE: RESPONDENTS SHALL COMPLETE AND RETURN THIS ATTACHMENT WITH THEIR PROPOSAL. FAILURE TO DO SO WILL RESULT IN DISQUALIFICATION OF THE PROPOSAL.*

**By signature hereon, the Respondent certifies that:**

All statements and information prepared and submitted in the response to this RFP are current, complete and accurate.

He/she has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan gratuity, special discount, trip, favor, or service to a City employee in connection with the submitted response. Failure to sign the Execution of Proposal or signing it with a false statement shall void the submitted offer or any resulting contracts.

Respondent represents and warrants that the individual signing this Execution of Proposal is authorized to sign this document on behalf of the Respondent and to bind the Respondent under any contract resulting from this request for proposals.

**RESPONDENT (COMPANY):** MTM Recognition Corp.

**SIGNATURE (IN INK):** 

**NAME (TYPED/PRINTED)** Mike Ketcherside

**TITLE:** VP of Sales **DATE:** 5/20/2020

**STREET:** 3201 SE 29th Street

**CITY/STATE/ZIP:** Oklahoma City, OK 73115

**TELEPHONE AND FACSIMILE NO.:** 1-877-686-7464

**E-MAIL ADDRESS:** ketch@mtmrecognition.com

**FEDERAL TAX IDENTIFICATION NUMBER (FIN):** 73-1078841

By submitting a response to this solicitation, the Respondent agrees that the City's standard Definitions, Terms and Conditions, in effect at the time of release of the solicitation, shall govern unless specifically provided otherwise in a separate agreement or on the face of a purchase order. Said Definitions, Terms and Conditions are subject to change without notice. It is the sole responsibility of respondents to stay apprised of changes. In addition to the above General Terms and Conditions listed in Section IV, the City's Definitions, Terms and Conditions shall be enforced and part of the contract and can be obtained from the City's website at: <https://www.roundrocktexas.gov/departments/purchasing/>

**ATTACHMENT B  
REFERENCE SHEET**

**PLEASE COMPLETE AND RETURN THIS FORM WITH THE SOLICITATION RESPONSE**

**SOLICITATION NUMBER:** 20-018

**RESPONDENT'S NAME:** MTM Recognition Corp. **DATE:** 5/20/2020

Provide the name, address, telephone number and **E-MAIL** of at least three (3) valid Municipal, Government agencies or firms of comparable size that have utilized services that are similar in type and capacity within the last two (2) years. City of Round Rock references are not applicable. References may be checked prior to award. If references cannot be confirmed or if any negative responses are received it may result in the disqualification of submittal.

1. Company's Name City of Waco  
Name of Contact Lisa Wilcox  
Title of Contact HR Generalist  
**E-Mail Address** lwilcox@wacotx.gov  
Present Address 300 Austin Ave  
City, State, Zip Code Waco, Texas 76702  
Telephone Number ( ) (254) 750-5789 Fax Number: ( ) (254) 750-5736
  
2. Company's Name Washington Metropolitan Area Transit Authority  
Name of Contact William Cattlet  
Title of Contact   
**E-Mail Address** wcatlett@wmata.com  
Present Address 3500 Pennsy Drive, RM B287  
City, State, Zip Code Hyattsville, MD 20785  
Telephone Number ( ) 240.487.3686 Fax Number: ( ) 301.618.1296
  
3. Company's Name Prince William County  
Name of Contact Nicole Brown  
Title of Contact Assistant Director of Communications  
**E-Mail Address** nbrown@pwcgov.org  
Present Address 1 County Complex Court  
City, State, Zip Code Prince William, VA 22192  
Telephone Number ( ) 703-792-6992 Fax Number: ( )

FAILURE TO PROVIDE THE REQUIRED INFORMATION WITH THE SOLICITATION RESPONSE MAY AUTOMATICALLY DISQUALIFY THE RESPONSE FROM CONSIDERATION FOR AWARD.



**ATTACHMENT C**  
**SUBCONTRACTOR INFORMATION FORM**  
**COMPLETE AND RETURN THIS FORM WITH THE SOLICITATION RESPONSE**

**SOLICITATION NUMBER:** 20-018

**RESPONDENT'S NAME:** MTM Recognition Corp. **DATE:** 5/20/2020

- **CIRCLE ONE: NO, I WILL NOT USE SUBCONTRACTORS ON THIS CONTRACT**

**NO**

**YES, I INTEND TO USE SUBCONTRACTORS ON THIS CONTRACT**

**YES**

If yes complete the information below

1. Subcontractor Name \_\_\_\_\_  
Name of Contact \_\_\_\_\_  
E-Mail Address \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number (       )                      Fax Number: (       )  
Describe work to be performed \_\_\_\_\_  
Percentage of contract work to be performed                      %  
\_\_\_\_\_
  
2. Subcontractor Name \_\_\_\_\_  
Name of Contact \_\_\_\_\_  
Title of Contact \_\_\_\_\_  
E-Mail Address \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number (       )                      Fax Number: (       )  
Describe work to be performed \_\_\_\_\_  
Percentage of contract work to be performed                      %  
\_\_\_\_\_

- *Add additional pages as needed*

Exhibit "A"



ADDENDUM  
CITY OF ROUND ROCK, TEXAS

---

Solicitation: RFP 20-018

Addendum No: 1

Date of Addendum: May 20, 2020

---

This addendum is to incorporate the following changes to the above referenced solicitation:

I. **Questions:**

Q1. Are you open to a smaller sized certificate and brochure?

**A1. Yes, but we would need to have a sample certificate and brochure submitted with your offer.**

Q2. Would you please provide the budget levels?

**A2. Last year the City spent approximately \$40,000 on the Employee Award and Recognition Program. Future spend is expected to be similar.**

II. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

APPROVED BY:

Cheryl Kaufman  
Cheryl Kaufman, Purchasing Supervisor  
Purchasing Office, 512-218-5417

May 20, 2020

By the signature affixed below this addendum is hereby incorporated into and made a part of the above referenced solicitation.

ACKNOWLEDGED BY:

Mike Ketcherside  
Name

Mike Ketcherside  
Authorized Signature

5/20/2020  
Date

**RETURN ONE SIGNED COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE WITH YOUR SEALED PROPOSAL. FAILURE TO DO SO MAY AUTOMATICALLY DISQUALIFY YOUR RESPONSE FROM CONSIDERATION FOR AWARD.**

## Exhibit "A"

Doug Smith  
Recognition Consultant  
469-556-9433  
[dougs@mtmrecognition.com](mailto:dougs@mtmrecognition.com)

A business leader who leverages strategic vision and entrepreneurial drive to bring new products to market, open new revenue channels, and cultivate long-term financial success. Excels in defining and communicating corporate direction to employees and stakeholders, leveraging tactical plans to increase both top and bottom lines. Excels in training and cultivating peak-performing teams in startup/early-stage and established settings.

CORE STRENGTHS: C-LEVEL ENGAGEMENT – BUSINESS DEVELOPMENT – BUSINESS INTELLIGENCE – BOARD PARTICIPATION MARKET DEVELOPMENT – PRODUCT DEVELOPMENT – FUNDRAISING – TEAM BUILDING – STARTUP LEADERSHIP – PROPOSALS TOTAL QUALITY MANAGEMENT – PROCESS SAFETY MANAGEMENT – BEHAVIOR MANAGEMENT – STRATEGIC PLANNING COMMUNICATIONS – PROJECT MANAGEMENT – PUBLIC RELATIONS – TERRITORY DEVELOPMENT/SALES – CLIENT RELATIONS

MTM PERFORMANCE – • Develop and manage performance driven technology platforms for major US companies; promote proprietary product to clients in order to improve team results and employee engagement. • Consult on design and delivery of recognition products, presentation, and awards. • Manage national branding programs and merchandise licensing.

## Marilyn Whiting, National Accounts Director

<b>Role and Location</b>	<ul style="list-style-type: none"><li>• Corporate Director for US-based global initiatives and partnerships.</li><li>• Design and recommend recognition programs and systems for corporations.</li><li>• Manage Regional and National sales consultants and teams.</li><li>• Present recognition initiatives to both external and internal clients.</li><li>• Review programs quarterly/annually with clients to assure that we are meeting and exceeding the customer's requirements. Example – reviews and product shows- Sara Lee, Disney, Con-way, McDonald's.</li><li>• Develop a Strategic Recognition platform in the recognition area: train, educate and establish criteria for implementation through to execution, fulfillment and program analysis.</li><li>• Research and recommend solutions for clients based on experience, adapting to marketplace trends and the economy.</li><li>• Work with all areas of client and partner relations: Senior Management, Human Resources, Procurement, IS, Compensations and Benefits and International Relations.</li><li>• Supports clients from her office in Chicago, IL</li></ul>
<b>Summary of Qualifications and Experience</b>	<ul style="list-style-type: none"><li>• Experience in the recognition and incentive industry since 1991; Employed by MTM since 2001.</li><li>• Served on the MTM Client Relationship Management Team</li><li>• Served on the Jostens/MTM Recognition Transition Team</li></ul>
<b>Professional Memberships</b>	<ul style="list-style-type: none"><li>• Human Resources Management Association of Chicago.</li><li>• Member of Society for Human Resource Management.</li></ul>
<b>Education</b>	<ul style="list-style-type: none"><li>• Neely Business College</li></ul>
<b>Accolades</b>	<ul style="list-style-type: none"><li>• MTM Recognition President's Club- Two time recipient</li></ul>

## Exhibit "A"

### Mike Ketcherside, Vice President of Sales

<b>Role and Location</b>	<ul style="list-style-type: none"><li>• Works with clients to offer solutions for rewarding and recognizing employees for their behaviors and contributions that support the Mission, Vision, Values and Goals of the organization.</li><li>• Oversees MTM's National Accounts Directors and a team of Recognition Professionals.</li><li>• Mike is located at the Corporate Offices in Oklahoma City, Oklahoma.</li></ul>
<b>Summary of Qualifications / Experience</b>	<ul style="list-style-type: none"><li>• Has been with MTM 1988. Most of his involvement has been in the area of Sales Performance, becoming the VP of Sales in 2007.</li><li>• Some of the clients he has worked with include Lowes, Chesapeake Energy, McDonalds, SpiritAerosystems, Mercy Health, Murphy USA, CSX and Farmers Insurance.</li></ul>
<b>Professional Memberships</b>	<ul style="list-style-type: none"><li>• SMEI</li><li>• National SHRM</li><li>• OKSHRM</li><li>• Recognition Professionals International</li><li>• OKC Chamber of Commerce</li><li>• Jim Thorpe Executive Council</li></ul>
<b>Education</b>	<ul style="list-style-type: none"><li>• Mike holds a B.S. in Marketing from Oklahoma Christian University.</li></ul>
<b>Accolades</b>	<ul style="list-style-type: none"><li>• Jack Holt Leadership Award</li><li>• The Lion Heart Award</li><li>• Chairman's Award</li></ul>

## Exhibit "A"

### Patty Vladika, Customer Care Manager

<b>Role and Location</b>	<ul style="list-style-type: none"><li>• Oversees Customer Care Teams day-to-day operations</li><li>• Sets and monitors quality goals for Customer Care Teams</li><li>• Develops and implements strategic goals for Customer Care Teams</li><li>• Participates in Client visits representing Customer Care</li><li>• Supports Customer and Customer Care in problem solving difficult issues</li><li>• Plays a key role in the escalation process</li><li>• Acts as a liaison between clients and the manufacturing and fulfillment operations</li><li>• Shares the leadership for overall quality for of the Princeton facility</li></ul>
<b>Summary of Qualifications</b>	<ul style="list-style-type: none"><li>• Customer Care Manager with 30 years experience within the Recognition Awards business</li><li>• Manages/Supervises Customer Care teams</li><li>• Project Management</li><li>• General office skills</li><li>• Marketing and sales knowledge</li><li>• Professional presentation skills and Team building skills</li><li>• Technical skills include working in the IS Series 5 Platform. Also experienced with the Oracle operating system and Mapics operating system</li><li>• Assistant Quality Leader for the Princeton Plant</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Employed by MTM since 1977</li><li>• Previously Held Office Manager Position</li><li>• Previously Held Product Specialist Position</li><li>• Served as lead person representing Customer Care in two system conversions</li></ul>
<b>Professional Memberships</b>	<ul style="list-style-type: none"><li>• Member of CCW</li></ul>
<b>Education</b>	<ul style="list-style-type: none"><li>• Certifications Illinois Valley Community College</li></ul>
<b>Accolades</b>	<ul style="list-style-type: none"><li>• Jostens Eagle Award</li></ul>

## Exhibit "A"

### Dawn Dabler, Customer Care Associate

<b>Role and Location</b>	<ul style="list-style-type: none"><li>• Dawn Dabler is a dedicated Customer Care Associate</li><li>• Her day to day jobs include answering the phone, returning emails and processing orders.</li><li>• Offices out of Princeton, IL</li></ul>
<b>Summary of Qualifications and Experience</b>	<ul style="list-style-type: none"><li>• Has 13 years of experience</li><li>• She has been a Customer Care Associate for the last 5 years and the CCA for City of Round Rock for the last 3 years.</li><li>• Customer Service Coordinators are empowered to make decisions and to enhance our customer's experience</li></ul>
<b>Accolades</b>	<ul style="list-style-type: none"><li>• Received the MTM Production Unit of the Year and the MTM Sales Unit of the Year</li></ul>

Exhibit "A"

**MTM**  
RECOGNITION®



# Cost Proposal



## Proposed Updated Product Selection & Pricing

MTM Recognition custom designs all offerings according to the City of Round Rock's budget to better fulfill your needs.

Our experienced merchandisers, based upon your provided budget levels and program requirements, can design an updated award selection should you decide on different products than what is currently in your program. Because it can be custom designed by MTM for the City of Round Rock, these awards can be changed, modified, or added to at any time - whatever works best to meet your needs.

**Please see the updated Pricing Page & our Proposed Product below.**

MTM will work with the City of Round Rock to meet whatever budgets and milestone levels are required.

### City of Round Rock - Account Summary

Follow this link to review your account:

<http://programbuilder.mtmapps.com/Summary.aspx?linkId=CityofRoundRock51735>

**Attachment D - Exhibit "A"  
Cost Proposal Worksheet  
RFP 20-018**

**Employee Award and Recognition Program**

The cost of items listed below should include all product, ordering, processing, administrative, and shipping charges.

Section I - Program Administration Fees				
Item	Award Recognition Program Administration	Estimated Annual Qty	Unit Cost	Unit Cost
1	5 Years of Service (monthly)	50	\$54.29	\$2,714.50
2	10 Years of Service (annual)	55	\$126.05	\$6,932.75
3	15 Years of Service (annual)	60	\$150.99	\$9,059.40
4	20 Years of Service (annual)	35	\$199.05	\$6,966.75
5	25 Years of Service (annual)	10	\$254.68	\$2,546.80
6	30 Years of Service (annual)	10	\$295.28	\$2,952.80
7	35 Years of Service (annual)	5	\$345.05	\$1,725.25
8	40 Years of Service (annual)	5	\$345.05	\$1,725.25
9	Retirement (as needed)	20	\$194.15	\$3,883.00
<b>Total:</b>				<b>\$38,506.50</b>

Section II - Estimated Gift Value for Each Tier			
This section will not be evaluated but will become part of the contract for billing purposes.			

Item	Gift Option Value per Tier	Range of Value (minimum value)	Range of Value (maximum value)
1	5 Year pin and certificate (min = max)	\$10.25	\$10.25
2	10 Years of Service	\$118.54	\$134.80
3	15 Years of Service	\$141.82	\$162.07
4	20 Years of Service	\$183.47	\$209.32
5	25 Years of Service	\$227.23	\$271.69
6	30 Years of Service	\$275.60	\$316.93
7	35 Years of Service	\$325.67	\$362.28
8	40 Years of Service	\$325.67	\$362.28
9	Retirement Gift	\$166.07	\$216.57

Note: The proposer may include pricing for optional goods or services on a separate sheet of paper.

For Information Only: 2019 Ordering Data Below

Total 5 year pins: Qty 48  
 Total 10 year kits: Qty 52  
 Total 15 year kits: Qty 57  
 Total 20 year kits: Qty 32  
 Total 25 year kits: Qty 7  
 Total 30 year kits: Qty 5  
 Total 35 year kits: Qty 2  
 Total 40 year kits: Qty 2  
 Total retirement kits: Qty 14

## Exhibit "A"

Item Code	Short Item Description	Long Item Description w/Dimensions	Price
<b>10 Years of Service Kit</b>			
CK-10	Kit	7" x 9" Kit with Lapel Pin and 3" x 5" Certificate With Holder	\$58.37
<b>15 Years of Service Kit</b>			
CK-15	Kit	7" x 9" Kit with Lapel Pin and 3" x 5" Certificate With Holder	\$71.69
<b>20 Years of Service Kit</b>			
CK-20	Kit	7" x 9" Kit with Lapel Pin and 3" x 5" Certificate With Holder	\$85.00
<b>25 Years of Service Kit</b>			
CK-25	Kit	7" x 9" Kit with Lapel Pin and 3" x 5" Certificate With Holder	\$98.31
<b>30 Years of Service Kit</b>			
CK-30	Kit	7" x 9" Kit with Lapel Pin and 3" x 5" Certificate With Holder	\$122.25
<b>35 Years of Service Kit</b>			
CK-35	Kit	7" x 9" Kit with Lapel Pin and 3" x 5" Certificate With Holder	\$122.25
<b>40 Years of Service Kit</b>			
CK-40	Kit	7" x 9" Kit with Lapel Pin and 3" x 5" Certificate With Holder	\$122.25
<b>Retirement Kit</b>			
CK-RET	Kit	7" x 9" Kit with Lapel Pin and 3" x 5" Certificate With Holder	\$55.68

### Additional Options

CK-54	Kit	7 x 9 kit with Acrylic Frame	\$28.75*
Storyboard	Kit	7 x 9 Kit with Storyboard Award	\$48.00*

\* Pricing includes shipping based on FedEx information.

## Exhibit "A"

### 10 Years of Service



#### 48-0718 Man's Remix® by Fossil® Watch

Accent your sporty or formal attire with this fashionable, elegant timepiece crafted in two-tone stainless steel. Water resistant to 50 meters. [B] Accented with company logo engraved on caseback. [C] Accented with company logo imprinted on dial.

#### 24-2620-A Blue Topaz Necklace

A sensual swirl in sterling silver surrounds a genuine blue topaz in this stunning pendant, suspended from an 18" cable chain with spring ring clasp. [A] Accented with company logo on a sterling silver charm.



#### 48-0564 Woman's Remix® by Fossil® Watch

Accent your sporty or formal attire with this fashionable, elegant timepiece crafted in two-tone stainless steel. Water resistant to 50 meters. [B] Accented with company logo engraved on caseback. [C] Accented with company logo imprinted on dial.

#### 26-2262-A Anne Klein Jewelry Ensemble

These elegant gold tone earrings feature pave crystals and lever backs. The 7-1/2" l. gold tone flat bracelet features a toggle clasp. This gold tone flat collar necklace will add a sophisticated touch to your outfit. Lobster clasp; 17" l. with 3" extension. [A] Accented with company logo on a gold-plated charm.



#### 48-0100 Woman's Bulova® Watch

This distinctive black and gold-tone watch is accented by a single sparkling diamond. The watch features a black dial with gilt stick markers, a gold-tone bezel, and a genuine leather strap. Water resistant to 30 meters. [B] Accented with company logo engraved on caseback.

#### 48-0791 Man's Bulova® Watch

A distinctive black dial accented with a sparkling diamond complements the gold-tone bezel, hands, and markers on this handsome man's watch. A black leather strap completes the package. Quartz movement and water resistant to 30 meters. [B] Accented with company logo engraved on caseback.



#### 11-2080-A Howard Miller® Wall Clock

The Lacy II wrought iron wall clock features stamped Roman numerals in an open, bold design. Quartz movement. AA battery not included. 14" dia. [A] Accented with company logo on rhodium plated crest.

#### 11-2026-A Bulova® Clock

Elegantly styled, this Cambria mantel clock features a curved profile in a traditional design. Complemented by classic Roman numerals, the rich, solid wood case has an Antique Walnut finish. A Westminster melody chimes on the hour. 7-3/4" h. x 12" w. x 3-1/4" d. [A] Accented with company logo on gold-plated crest.

## Exhibit "A"

### 10 Years of Service



#### **38-1165 High Sierra® Backpack**

Sleek and minimalistic, this backpack features a large main compartment, fleece lined laptop sleeve and TECH SPOT tablet sleeve, gusseted front pocket, side beverage pocket, zippered accessory pocket and padded shoulder straps. 18" h. x 12" w. x 6-1/2" d. **⚠WARNING:** This product can expose you to chemicals including Di(2-ethylhexyl)phthalate (DEHP), which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov). [B] Accented with company logo debossed on luggage tag.

#### **38-0270 Samsonite® Wheeled Duffel**

For effortless mobility when traveling, this wheeled duffel features a locking pull handle, smooth rolling wheels, multiple exterior grab handles, water resistant end pocket and corner protectors. 24" h. x 14-1/2" w. x 14" d. Color: Moss green/black [B] Accented with company logo debossed on luggage tag.

## Exhibit "A"

### 15 Years of Service



22-2151-A



48-1007

#### **22-2151-A Woman's Bracelet**

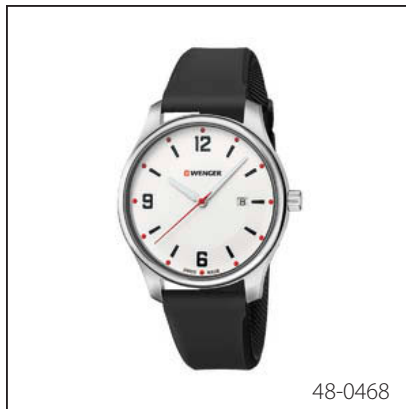
Faceted sterling silver beads create a dazzling display of light. Completed by a lobster closure. 7-1/2" l. [A] Accented with company logo on a sterling silver charm.

#### **48-1007 Man's Caravelle New York Watch**

Go sporty or dressy with this handsome watch. It features stainless steel construction, serrated-edge bezel, dark brown leather strap and quartz movement. Water resistant to 30 meters. [B] Accented with company logo engraved on caseback.



48-1348



48-0468

#### **48-1348 Woman's Citizen® Watch**

Perfect for every day wear, this classic stainless steel bracelet timepiece features a push button fold over clasp and quartz movement. Water resistant to 50 meters. [B] Accented with company logo engraved on caseback.

#### **48-0468 Woman's Wenger® Watch**

Designed with a sporty aesthetic, this timepiece features a black silicone strap and quartz movement. Water resistant to 30 meters. [B] Accented with company logo engraved on caseback.



24-0226-A



11-2087-A

#### **24-0226-A Sterling Silver Necklace**

This sparkling woman's sterling silver chain features a box blue topaz pendant. 18" l. [A] Accented with company logo on a sterling silver charm.

#### **11-2087-A Bulova® Clock**

Clean and contemporary styling makes this Emporia mantel clock a stunning room accent. The solid bamboo case in a walnut and natural finish is complemented by chrome and spun aluminum accents. 9-1/4" h. x 10" w. x 4" d. [A] Accented with company logo on rhodium plated crest.

#### **11-0186-A Bulova® Wall Clock**

An elegant accent for your home, this handsome wall clock is crafted in wood with dual walnut and mahogany finishes and features a brushed aluminum pendulum and protective glass lens. 23-1/2" h. x 8-3/4" w. x 3" d. [A] Accented with company logo on rhodium plated crest.



11-0186-A



18-0045-A

#### **18-0045-A Replogle® "Carlyle" Desk Globe**

This 12" diameter globe has all the most sought after features such as illumination, raised-relief and antique design encompassed in this beautiful desk globe. 13" h. [A] Accented with company logo on gold-plated crest.

## Exhibit "A"

### 15 Years of Service



#### **38-1069 Bugatti™ Duffel Bag**

Crafted in fine Italian leather, this black duffel bag features cotton canvas trim, numerous pockets, adjustable shoulder strap, and reinforced hard bottom. 9" h. x 21" w. x 14" d. [B] Accented with company logo debossed on luggage tag.

#### **38-0860 Computer Travel Ensemble**

The ultimate in preparedness, this ensemble is perfect for your next trip. Free up your outlets and charge your mobile technology with this slim and lightweight Zoom® wall charger featuring two outlets and two USB ports. The Wenger® backpack is designed to protect your 16" laptop and features an iPod® pocket, headset port, key and phone holders, and air-flow back padding. [B] Accented with company logo debossed on luggage tag.



## Exhibit "A"

### 20 Years of Service



48-0512



47-0211-C

#### 48-0512 Woman's Fossil® Watch

Add a touch of glamour to your wardrobe with this stainless steel timepiece featuring a slim two-tone bracelet, crystal accented bezel and quartz movement. Water resistant to 50 meters. [B] Accented with company logo engraved on caseback. [C] Accented with company logo imprinted on dial.

#### 47-0211-C Man's Montreux® Watch

Man's quartz watch featuring a two-tone bracelet and case, index black dial, and 5 ATM water resistant. [C] Accented with company logo imprinted on dial. [B] Accented with company logo engraved on caseback.



48-0826



22-2143-A

#### 48-0826 Man's Tommy Hilfiger® Watch

Sporty yet fashionably designed, this handsome, sterling silver timepiece features a brown leather strap and quartz movement. Water resistant to 50 meters. [T] Engraved name, years of service and year date on caseback. [B] Accented with company logo engraved on caseback.

#### 22-2143-A Diane Katzman Bracelet

For a modern eclectic style, this sterling silver toggle bracelet features glass pearls, Swarovski® crystals and Czech glass accents. 8" l. [A] Accented with company logo on a sterling silver charm.



24-2329-A



11-0283-A

#### 24-2329-A Diamond Necklace

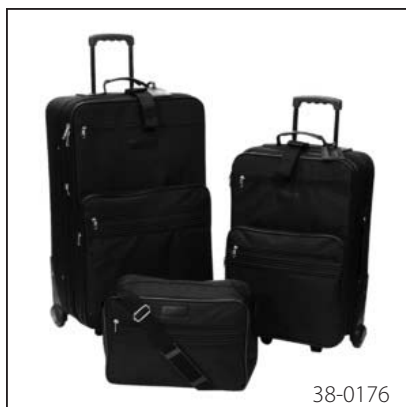
An alluring ring of black-plated sterling silver is suspended by sparkling pave set diamonds and glides on a sterling silver cable chain. 0.11ctw. 18" l. [A] Accented with company logo on a sterling silver charm.

#### 11-0283-A Howard Miller® Wall Clock

This tastefully contemporary Gwyneth two-tone pendulum wall clock features brushed nickel and satin black finishes. The black dial smartly contrasts with the silver Arabic numerals and hands. The pendulum has a spun silver-finished bob suspended on a silver-tone metal stick. 33" h. x 12-1/2" w. x 3" d. [A] Accented with company logo on rhodium plated crest.



11-2024



38-0176

#### 11-2024 Bulova® Mantel Clock

Inspired by the Frank Lloyd Wright® Collection, this walnut finish mantel clock creates an adaptation of a window from the Willits house prairie-style masterpiece. 13" h. x 8" w. x 4" d. [B] Accented with company logo on an engraved plate, shipped unattached.

#### 38-0176 Luggage Ensemble

Travel easier with this 3-piece black luggage ensemble made of 600 Denier. Includes expandable carry-on (20" h. x 14" w. x 7-1/2" d.), expandable pullman (25" h. x 18" w. x 9-1/2" d.) and tote (15" h. x 10" w. x 5-1/2" d.) [B] Accented with company logo debossed on luggage tag.



## Exhibit "A"

### 20 Years of Service



#### **38-0532 Latico® Messenger Bag**

This luxurious and stylish leather bag features several interior pockets and a padded laptop compartment. Adjustable shoulder strap. 10" h. x 13-1/2" w. x 3-1/2" d. [B] Accented with company logo debossed on luggage tag.

#### **40-0034-A Cross® Ball Pen & Pencil Set**

You'll be proud to display this Cross® 10-kt. gold-filled ball pen and pencil set. [A] Accented with company logo on a gold-plated crest.

## Exhibit "A"

### 25 Years of Service



#### 48-0823 Man's Lacoste Watch

Definitely masculine, this handsome timepiece features a stainless steel case, stainless steel and black silicone bracelet, push button deployment clasp and quartz movement. Water resistant to 30 meters. [B] Accented with company logo engraved on caseback.

#### 24-2324 Sterling Silver Necklace

Shimmering diamonds encircle the faceted synthetic emerald on this gorgeous sterling silver necklace. Lobster clasp. 0.015ctw. 18" l.



#### 22-2264-A Pearl Bracelet

Hand knotted on silk blend thread, this 7.5-8mm potato-shaped freshwater cultured pearl bracelet features a sterling silver with rhodium finish and white topaz oval clasp. 7-1/2" l. [A] Accented with company logo on a sterling silver charm.

#### 48-0513 Man's Bulova® Watch

Enhance your wardrobe with this handsome timepiece featuring a stainless steel case, scratch-resistant mineral crystal and a brown leather strap. Water resistant to 30 meters. [B] Accented with company logo engraved on caseback.

#### 48-0744 Woman's Bulova® Watch

The classic simplicity of this silver tone watch will enhance any outfit. It features stainless steel construction, deployment closure and quartz movement. Water resistant to 30 meters. [B] Accented with company logo engraved on caseback. [D] Medallion dial accented with company logo.



#### 11-2197-A Howard Miller® Wall Clock

With a merlot cherry finish and brushed nickel accents, this contemporary-styled wall clock features a glass crystal and quartz movement. Requires two AA sized batteries (not included). 35" h. x 12" w. x 3" d. [A] Accented with company logo on rhodium plated crest.

#### 11-2023 Bulova® Mantel Clock

Not only enjoy the clock's form and function, but stream music through the wireless Bluetooth® speaker. This handsome clock is crafted in a natural wood veneer with a brown cherry finish. 13" h. x 11" w. x 5-1/4" d. [B] Accented with company logo on an engraved plate, shipped unattached.



#### 38-0656 American Tourister® Luggage Set

Take an overnight trip with this four-piece luggage set. Large Upright: 25" h. x 16-1/2" w. x 8" d.; Small Upright: 21" h. x 14" w. x 7" d.; Boarding bag: 10" h. x 15" w. x 6-1/2" d.; Wheeled duffel: 11-1/2" h. x 23" w. x 12" d. [B] Accented with company logo debossed on luggage tag.

## Exhibit "A"

### 25 Years of Service



#### **38-1259 Latico® Leathers Tote**

Stay fashionable and organized with this luxurious leather tote. It features two 1" wide carry handles, recessed top zip entry with leather pull and numerous pockets. 15" h. x 12" w. x 4-1/2" d. [B] Accented with company logo debossed on luggage tag.

#### **38-0022 Cabin Duffel**

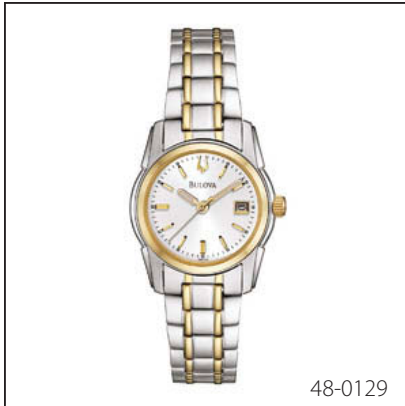
For an overnight visit or a trip to the gym, this elegant weekender will take you in style. Crafted in luxurious leather, it features multiple pockets to organize your belongings and an adjustable detachable padded shoulder strap. 12" h. x 21" w. x 9" d. [B] Accented with company logo debossed on luggage tag.

## Exhibit "A"

### 30 Years of Service



24-2625-A



48-0129

#### 24-2625-A Blue Topaz and Diamond Necklace

This elegant pendant is fashioned in sterling silver with a vintage look, features genuine blue topaz and diamonds, and is suspended from an 18" cable chain with a spring ring clasp. 0.02ctw. [A] Accented with company logo on a sterling silver charm.

#### 48-0129 Woman's Bulova® Watch

An elegant combination of gold and silver tones elevates this woman's watch to the level of instant classic. The two-tone stainless steel bracelet band offers a double push-button, fold-over clasp. Water resistant to 30 meters. [B] Accented with company logo engraved on caseback.



26-2039-A



48-0525

#### 26-2039-A Woman's Jewelry Ensemble

Sleek and fashionable, this stunning necklace with a sterling silver cable chain with 14-kt. gold overlay, a teardrop pendant with diamonds set in sterling silver and spring ring clasp pairs perfectly with matching earrings. Necklace: 0.02ctw. 18" l.; Earrings: 0.04ctw. [A] Accented with company logo on a sterling silver charm.

#### 48-0525 Man's Seiko® Watch

Harness the energy of all types of light with this solar-powered watch and never again change a battery. It features a striking black ion finished case and bracelet, as well as an energy-efficient movement with a 10-month power reserve. Water resistant to 100 meters. [B] Accented with company logo engraved on caseback.



11-2090-A



11-0105-A

#### 11-2090-A Bulova® Clock

Enhance your home's décor with this Mission-inspired chiming wall clock. Crafted in wood and wood veneer, it features a gold tone pendulum and glass front. 24" h. x 11-1/2" w. x 5-1/4" d. [A] Accented with company logo on rhodium plated crest.

#### 11-0105-A Bulova® Mantel Clock

This handsome Gentry mantel clock features a solid wood top and base, coated in a high gloss piano finish with a rich mahogany stain. Through the protective curved glass lens, the revolving pendulum and feet add visual interest in addition to the polished chrome finish inlaid accents. A spun aluminum finish dial provides a beautiful platform for raised chrome finish numerals on a black chapter ring. Takes two AA batteries (not included). 10-1/2" h. x 8-1/4" w. x 5-1/4" d. [A] Accented with company logo on rhodium plated crest.



15-0177



18-0034-A

#### 15-0177 Blomus® Mirror

The clean, modern look of this mirror's brushed stainless steel frame will add an elegant accent to your décor. 27-1/2" h. x 13-3/4" w. [B] Accented with company logo on an engraved plate, shipped unattached.

#### 18-0034-A Replogle® Floor Globe

This traditional bronze metallic globe features over 4,000 place names and distinctive political boundary markings. The 12" raised-relief globe includes a metal die-cast semi-meridian, and a chair-side stand with cherry finish and carved details. 35" h. x 18" w. x 18" d. [A] Accented with company logo on a rhodium-plated crest.

## Exhibit "A"

### 30 Years of Service



#### **38-0772 Luggage Ensemble**

This three gusset Samsonite® canvas business case includes a front organizer panel with quick stash feature. Also features a padded laptop compartment for 15.6" laptops and matte nickel hardware. Take an overnight trip with this four-piece American Tourister® luggage set. Samsonite® case: 12-1/2" x 17-1/2" x 6"; Large Upright: 25" h. x 16-1/2" w. x 8" d.; Small Upright: 21" h. x 14" w. x 7" d.; Boarding bag: 10" h. x 15" w. x 6-1/2" d.; Wheeled duffel: 11-1/2" h. x 23" w. x 12" d. [B] Accented with company logo debossed on luggage tag.

#### **44-0045 Chicago Cutlery® Set**

Take a peek into a professional chef's tool kit. These knives feature stainless steel, timeless handles and a Taper Grind™ Edge. Includes shears, 1 chef, bread, slicer, utility, peeler, 2 paring, 6 steak knives and a wood block. [A] Accented with company logo on rhodium plated crest.



## Exhibit "A"

### 35 Years of Service



22-2184-A



48-1043

#### 22-2184-A Gold Bracelet

An interesting combination of links and beads create a delicate 14-kt. gold bracelet. The 7-1/2" bracelet is finished with a lobster closure. [A] Accented with company logo on a gold-plated charm.

#### 48-1043 Woman's Bulova® Watch

An exquisite timepiece that shimmers with 68 Swarovski® crystals, this two-tone bangle creation features a Japanese quartz movement and mineral crystal. Not water resistant. [B] Accented with company logo engraved on caseback.



24-2138-A



48-1253

#### 24-2138-A Diamond Pendant

A sparkling diamond holds center stage in this ornate key pendant, designed in 14-kt. gold and trimmed in white gold. Accompanied by an 18" gold rope chain. 0.06ctw. [A] Accented with company logo on a gold-plated charm.

#### 48-1253 Man's Bulova® Watch

Inspired by vintage design, this stainless steel bracelet timepiece features a fold-over clasp with double push button and Japanese quartz movement. Water resistant to 30 meters. [B] Accented with company logo engraved on caseback.



11-2181-A



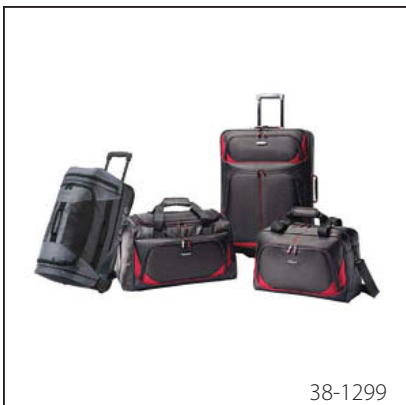
11-0177-A

#### 11-2181-A Howard Miller® Wall Clock

This beautiful gallery clock features applied Roman numerals and cast metal gears in an antique brass finish. The quartz movement requires one AA sized battery (not included). 30" dia. [A] Accented with company logo on rhodium plated crest.

#### 11-0177-A Howard Miller® Clock

Accent your room's décor with this elegant chiming clock featuring a Tuscan cherry finish and brass pendulum. 22-1/2" h. x 10-1/2" w. x 6-1/2" d. [A] Accented with company logo on gold-plated crest.



38-1299



38-0393

#### 38-1299 Samsonite® Luggage Ensemble

Travel in style with this sporty yet spacious boarding bag, upright, duffel and rolling duffel. Boarding bag: 17" x 12" x 6-1/2"; Upright: 24-1/2" x 18" x 8-1/2"; Duffel: 18" x 11" x 10"; Rolling duffel: 12" h. x 22" w. x 12-1/2" d. [B] Accented with company logo debossed on luggage tag.

#### 38-0393 Briggs & Riley™ Backpack

Simplicity is the name of the game with this fold over expandable backpack. It features easy access to contents, a streamlined design and fits a 15" laptop. 16" h. x 12" w. x 5-1/2" d. [B] Accented with company logo debossed on luggage tag.

## Exhibit "A"

### 35 Years of Service



#### **38-0768 Briggs & Riley™ Cabin Bag**

Bring all you need for an overnight trip or a visit to the gym in this roomy, expandable bag. It features multiple compartments and pockets to organize your belongings. 11" h. x 16-1/2" w. x 8" d. [B] Accented with company logo debossed on luggage tag.

#### **41-0387 Titleist® Golf Bag**

Crafted from abrasion-resistant materials for added durability, this slim golf bag features a forward-facing pocket design, seven-way top cuff with full-length dividers and numerous pockets. [B] Accented with company logo debossed on luggage tag.



## Exhibit "A"

### 40 Years of Service



22-2184-A



48-1043

#### 22-2184-A Gold Bracelet

An interesting combination of links and beads create a delicate 14-kt. gold bracelet. The 7-1/2" bracelet is finished with a lobster closure. [A] Accented with company logo on a gold-plated charm.

#### 48-1043 Woman's Bulova® Watch

An exquisite timepiece that shimmers with 68 Swarovski® crystals, this two-tone bangle creation features a Japanese quartz movement and mineral crystal. Not water resistant. [B] Accented with company logo engraved on caseback.



24-2138-A



48-1253

#### 24-2138-A Diamond Pendant

A sparkling diamond holds center stage in this ornate key pendant, designed in 14-kt. gold and trimmed in white gold. Accompanied by an 18" gold rope chain. 0.06ctw. [A] Accented with company logo on a gold-plated charm.

#### 48-1253 Man's Bulova® Watch

Inspired by vintage design, this stainless steel bracelet timepiece features a fold-over clasp with double push button and Japanese quartz movement. Water resistant to 30 meters. [B] Accented with company logo engraved on caseback.



11-2181-A



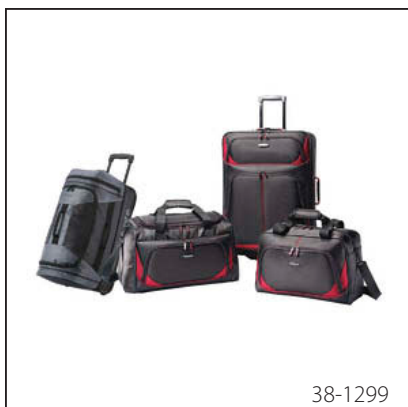
11-0177-A

#### 11-2181-A Howard Miller® Wall Clock

This beautiful gallery clock features applied Roman numerals and cast metal gears in an antique brass finish. The quartz movement requires one AA sized battery (not included). 30" dia. [A] Accented with company logo on rhodium plated crest.

#### 11-0177-A Howard Miller® Clock

Accent your room's décor with this elegant chiming clock featuring a Tuscany cherry finish and brass pendulum. 22-1/2" h. x 10-1/2" w. x 6-1/2" d. [A] Accented with company logo on gold-plated crest.



38-1299



38-0393

#### 38-1299 Samsonite® Luggage Ensemble

Travel in style with this sporty yet spacious boarding bag, upright, duffel and rolling duffel. Boarding bag: 17" x 12" x 6-1/2"; Upright: 24-1/2" x 18" x 8-1/2"; Duffel: 18" x 11" x 10"; Rolling duffel: 12" h. x 22" w. x 12-1/2" d. [B] Accented with company logo debossed on luggage tag.

#### 38-0393 Briggs & Riley™ Backpack

Simplicity is the name of the game with this fold over expandable backpack. It features easy access to contents, a streamlined design and fits a 15" laptop. 16" h. x 12" w. x 5-1/2" d. [B] Accented with company logo debossed on luggage tag.

## Exhibit "A"

### 40 Years of Service



#### **38-0768 Briggs & Riley™ Cabin Bag**

Bring all you need for an overnight trip or a visit to the gym in this roomy, expandable bag. It features multiple compartments and pockets to organize your belongings. 11" h. x 16-1/2" w. x 8" d. [B] Accented with company logo debossed on luggage tag.

#### **41-0387 Titleist® Golf Bag**

Crafted from abrasion-resistant materials for added durability, this slim golf bag features a forward-facing pocket design, seven-way top cuff with full-length dividers and numerous pockets. [B] Accented with company logo debossed on luggage tag.

## Exhibit "A"

### Retirement



48-1137-C



48-1345-C

#### 48-1137-C Woman's Fossil® Watch

A classic timepiece with a modern update, this watch creates the perfect wear-anywhere look. This timepiece features classy two-tone stainless steel. Water resistant to 50 meters. [C] Accented with company logo imprinted on dial.

#### 48-1345-C Man's Caravelle Watch

Timelessly designed, this gold-tone stainless steel timepiece features a comfort-fit expansion bracelet and quartz movement. Water resistant to 30 meters. [C] Accented with company logo imprinted on dial.



24-2096-A



26-2106-A

#### 24-2096-A Woman's Necklace

Simply irresistible, this delicate 14-kt. yellow gold rope necklace features a love knot pendant and a spring ring clasp. 18" l. [A] Accented with company logo on a gold-plated charm.

#### 26-2106-A Jewelry Ensemble

A cushion-cut, sapphire-blue cubic zirconia glows against sparkling white cubic zirconias in this elegant sterling silver necklace and earring ensemble. Necklace: 18" l. [A] Accented with company logo on a sterling silver charm.



22-2225-A



11-2209-A

#### 22-2225-A Pearl Bracelet

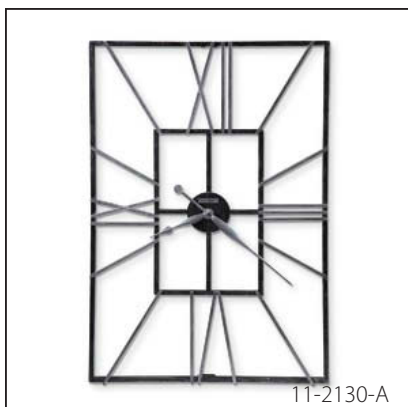
Alternating 6-7mm off-round pearls and 14-kt. yellow gold beads form this elegant bracelet that closes with a filigree clasp. 7-1/4" l. [A] Accented with company logo on a gold-plated charm.

#### 11-2209-A Howard Miller® Table Clock

Beautiful high-gloss, Rosewood Hall finished tabletop clock features an elegant curved, brushed and polished silver-tone metal sides and silver-tone base. It features a skeleton movement dial with working gears, quartz movement and includes an AA battery. 6-1/4" h. x 6-1/2" w. x 1-3/4" d. [A] Accented with company logo on rhodium plated crest.

#### 11-2130-A Howard Miller® Gallery Clock

This wrought iron wall clock features a charcoal frame with aged nickel-finished applied Roman numerals and hour markers. Quartz, battery-operated movement requires one AA sized battery (not included). 35-1/2" h. x 23-1/2" w. x 2-1/4" d. [A] Accented with company logo on rhodium plated crest.



11-2130-A



38-0632

#### 38-0632 Luggage Ensemble

Traveling will never be easier, with this matching, lightweight 3-piece luggage ensemble. Wheeling Duffel: 29" w.; Expandable Tote; and Expandable Upright: 20" h. [B] Accented with company logo debossed on luggage tag.

## Exhibit "A"

### Retirement



#### **38-0531 Latico® Tote**

Constructed of Vaquetta leather, this tote bag with top snap closure features a fully lined interior with organizer, 2 zip pockets, phone pocket and open pocket. Rounded shoulder straps, and contrast off-white stitching. Color; café. 12" h. x 15-1/2" l. x 5-1/2" d. [B] Accented with company logo debossed on luggage tag.

#### **38-0813 Samsonite® Upright Suitcase**

Sturdy and built to last, this polycarbonate suitcase absorbs impact by flexing, then popping back into its original shape. Features oversized zippers and a full-zip interior divider with organization pockets. 20" h. x 13-1/2" w. x 9-1/2" d. [B] Accented with company logo debossed on luggage tag.



## **SCHEDULE B**

### **Carousel Set Up Fee:**

One time implementation fee of \$3000 for the City of Round Rock for a no points program.

### **Monthly User Fees:**

Monthly user fees are charged for each active user. Active users are able to log in into the Carousel™ system. Inactive users are not able log in into the Carousel™ system. Active users are counted on a monthly basis.

<b>Active User Tier</b>	<b>Monthly User Fee</b>
1-249	\$499
250 – 499	\$599
500 – 999	\$699
1,000 – 2,499	\$899
2,500 – 4,999	\$1299
5,000 – 9,999	\$1699
10,000 +	Volume Pricing

# Value Adds

take our programs to world class!



## **Comprehensive Award Strategy**

Uniquely crafted to your unique needs.



## **Innovative Technology Solution**

Points, social recognition and choice platform.



## **International Recognition**

Global recognition solutions.



## **Measurements & Analysis**

Tools to track on-going results



## **Training**

Your recipients will feel appreciated and part of the team.



## **Moments**

Never miss a colleague's birthday or work anniversary.



## **Ecards**

Congratulate and recognize co-workers easily.



## **Commemorative and Symbolic Awards**

Only MTM is capable of designing and manufacturing custom awards.



## **Personal Customer Care**

Friendly care from a dedicated team ensures a superior service experience.



## **Distinctive Award Options**

Enhance your presentations with the distinctive Celebration Kit® award options.



## **Unique Design Collections**

Heirloom-quality jewelry and awards which go way beyond the attach-a-logo-to-everything concept.



## **Program Builder**

Choose your own award mix to fit your demographics..

