



STATE OF MISSOURI
 OFFICE OF ADMINISTRATION
 DIVISION OF PURCHASING AND MATERIALS MANAGEMENT

NOTIFICATION OF STATEWIDE CONTRACT

12/17/10

CONTRACT TITLE: OFFICE SUPPLIES

CURRENT CONTRACT PERIOD: JANUARY 1, 2011 through MARCH 31, 2011

BUYER INFORMATION: Laurie Borchelt
 (573) 751-1702
 Laurie.borchelt@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	01/01/10 through 12/31/10	12/31/12

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.
 PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS **PREFERRED** FOR ALL STATE AGENCIES.
*This contract has been established for the convenience of state agencies.
 Local Purchase Authority may be used to purchase supplies/services included in this contract
 from an alternative source at the discretion of the agency.*

The entire contract document may be viewed and printed from the Division of Purchasing & Materials Management's
Public Record Search and Retrieval System located on the Internet at <http://www.oa.mo.gov/purch>.

~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~.

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C109242001	5926639542 D	Office Depot, Inc. 6600 North Military Trail Boca Raton, FL 33496-2434 Contact Customer Service Representatives for all questions regarding product/ordering needs at the following numbers: <ul style="list-style-type: none"> • Order by Phone: (888) 777-4044 • Order by Fax: (800) 973-3376 • Order on Web: http://business.officedepot.com 	NO	YES

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
		<p><i>Additional Contacts:</i></p> <p>Todd Hinderliter (Account Manager)</p> <ul style="list-style-type: none"> • Email: todd.hinderliter@officedepot.com • Phone: (800) 613-4624 X: 5014 <p>Colleen Barber (Service Consultant)</p> <ul style="list-style-type: none"> • Email: colleen.barber@officedepot.com • Phone: (800) 668-3861 X: 3046 <p>E-Commerce Support:</p> <ul style="list-style-type: none"> • Phone: (800) 269-6888 		

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
01/01/11-03/31/11	12/17/10	Contract renewal through 03/31/11. Product substitutions (line items 060, 061, 107, and 121). Product deletion (line item 063).
01/01/10-12/31/10	12/10/10	Fixed price item product substitutions. (Line items 059, 062, 065, and 117)
01/01/10-12/31/10	08/12/10	Fixed price item product substitutions. (Line items 041, 058, 064, 108, and 154)
01/01/10-12/31/10	07/29/10	Product category deletion/additions, product substitutions, and reminder about MVE purchases (paragraph 1.1.3).
01/01/10-12/31/10	03/04/10	See updated language in paragraph 1.3.3 describing catalog price file.
01/01/10-12/31/10	01/07/10	Added additional contact information, account setup information (see paragraph 1.16), minimum order requirements (see paragraph 1.17), ordering Office Depot catalogs - #178443 (Contract Line Item 276), and deletion of In-Store Ordering.
01/01/10-12/31/10	12/29/09	New contract established. Replaces Contract C106003001.

1.1 Preferred Use of Contract:

- 1.1.1 This contract (C109242001) for Office Supplies shall be considered a “preferred use” contract, which means that state agencies should use this contract when pricing, delivery, and other contractual terms and conditions are in the agency’s best interest to do so. Agencies are encouraged to use this contract but in rare instances where the state agency can obtain like or similar products that meet the state agency’s needs at a better price, then the agency has authority to purchase the items from other sources so long as the provisions of the Local Purchasing Authority Delegation is followed.
- 1.1.2 The state agency contract-user is advised that other contracts are in place for some items that may be also available from this contract, e.g., computer supplies and peripherals, envelopes, paper, toner supplies, etc. Note: The statewide contract for Paper is intended for bulk, pallet-sized purchases. State agencies should be purchasing paper from the Paper contract when the volumes meet the minimums specified in the contract. Paper purchases made from the Office Supplies contract are intended for smaller volume purchases (reams and/or cartons).
- 1.1.3 **MVE PRODUCTS AND THE NEED FOR AN MVE WAIVER:** In the event products or services available on Contract C109242001 are also available from Missouri Vocational Enterprises (MVE), the state agency must acquire the items from MVE as required by section 217.575 RSMo and in accordance with MVE’s Release (Waiver) Process Instructions (see <http://oa.mo.gov/mo/samii/fin/bulletins/MVEReleaseForm021805.pdf>) unless the state agency has obtained a waiver from MVE. It is the agency’s responsibility to check the MVE catalog (<http://doc.mo.gov/mve/index.htm>) prior to making a purchase from Contract C109242001. If the products/services are available from MVE, the state agency must place the order with MVE.
- 1.1.4 **Toner:** The Division of Purchasing and Materials Management has awarded a Toner Supplies contract with Beyond Technology, C108322001. It too, is a “preferred use” contract. Agencies should not use this Office Supplies contract for the purchase of toner supplies. If agencies are unable to obtain product due to pricing, delivery, or other contractual terms and conditions under the existing Toner Supplies contract with Beyond Technology, agencies will need to procure the items under your local authority or through competitive bid as applicable.

1.2 Pricing Terminology and SAM2:

- 1.2.1 There are two terms used to describe items and pricing available under contract: Fixed Price Items and Non-Fixed Price (Catalog) Items.
- 1.2.2 Fixed Price Items are specifically identified items considered to be higher usage items that is available at a contractual firm, fixed price. All Fixed Price Items can be found as a separate downloadable link from the Statewide Contract Notice site titled “C109242001 – Office Supplies (Fixed Price Items)”. Fixed Price Items and prices can also be found on the Office Depot website at <http://business.officedepot.com>. Each Fixed Price Item has a corresponding SAM2 line item for state agency orders and payments.
- 1.2.3 “Non-Fixed Price” Items are items found in Office Depot’s catalog. An item is classified by “Product Category” and each Product Category has an associated firm, fixed discount off the catalog list price. The discount is contractually fixed, although the base pricing found in the catalog is allowed to vary. A line item exists in SAM2 for each Product Category/Discount described below; the SAM2 line items are designed for total order amounts for catalog items. A separate price file is included as an attachment with the statewide showing all catalog items which includes, the catalog price, the applicable discount, and the resulting price to the state. This price file is updated every month with applicable price decreases offered by Office Depot.

1.3 Non-Fixed Price Item Discounts:

<u>Product Category</u>	<u>Discount</u>	<u>SAM2 Item No.</u>
Adhesives/Tapes	30%	258
Batteries	25%	259
Binders/Report Covers	56%	260
Calculators	43%	261
Correction Supplies	45%	262
Desk Top Essentials	48%	263
Electronic Media and Storage	45%	264
File Folders	56%	265
Non-Electronic Storage Supplies	55%	266
Furniture	42%	267
Labels/Packaging	35%	268
Office Equipment	42%	269
Self-Stick Pads	30%	270
Stationery/Paper	65%	271
Writing Instruments	45%	272
DELETED		273
Special Order/Promotional Imprinted Items	35%	274
Breakroom, Cleaning and Safety Supplies	35%	277
Calendars/Personal Organization Products	35%	278

1.4 Contract Items:

1.4.1 A customized Internet-based catalog may be accessed listing all available items on the contract. The Internet catalog has a section that identifies only the Fixed Price items and a separate section that identifies Non-Fixed Price items, (i.e., all other items available but sold to the state at the quoted discounts). The pricing the state agency sees for these items in the Internet catalog is the *already discounted price*. An auditing feature called a “net pricer” is available on-line, and it allows the state agency to determine whether or not the contractual discount is being accurately applied to the price of the Non-Fixed Price item from the catalog.

1.5 Website Capabilities:

1.5.1 Office Depot’s electronic catalog provides contract information to state agencies through a secured site (on-line catalog) specific to the State of Missouri. The website is <http://business.officedepot.com>. The following is a shared Login Name and Password that can be used to access the website for inquiry purposes only.

Login: Missouri inquiry
Password: Welcome

In addition to identifying all Fixed Price items and all available catalog items offered at the stated discounts in the electronic catalog, Office Depot includes the following online capabilities:

- Live inventory status – real-time inventory viewing all distribution centers based on end user shipping location.
- 12 months order history and tracking on-line.
- End user contract pricing on all items.
- Ability to build custom shopping lists containing best value (contract) items, favorites, frequently ordered items, etc.
- Browse customized State of Missouri catalog.
- Request returns and credit.
- Create and store individual custom shopping lists.

Features of the web site include:

- Multiple search/order functions.
- Search for functions including search by feature and compare functions and order by item number.
- Online backorder options
- Online returns
- Online account/user administration - “super user”
- Individual user profiles define parameters/capabilities for each user
- Group log-in identities
- Online reporting
- Order history and tracking sort functions
- MobileCast/GPS – order status/tracking, including online delivery verification, electronic signature capture and exact delivery details
- Online email notification and email order approval release (HTML)
- Hierarchy/Approval/Workflow process levels
- Best value/contract item identification
- Account customization fields for all orders/billing documents
- Restricted item purchases at various user levels by department, class, item and/or dollar amounts
- Ability to define dollar amounts and expiration dates for PO’s and cost centers
- Customer bulletin board
- Flexible delivery dates
- Real-time credit card authorization

1.5.2 The website provides current product and pricing information and includes the following:

- Manufacturer, brand, product/part number and Office Depot SKU
- Product description
- Picture of product (if applicable)
- Unit of measure
- An identifier that indicates each item’s status as a Fixed Price or Non-Fixed Price item
- The ability to identify Essentials line item number (once assigned by the state)
- Expected delivery time (in days)

1.6 **Hard Copy Catalogs:**

1.6.1 Office Depot is offering their Business Solution Division general line catalog with items available at discounts indicated above in Section 1.3 for the applicable product category.

1.6.2 Hard copies of the current Office Depot catalog are available upon the state agency’s request. These catalogs will be delivered to each state agency requesting the hard-copy catalog within five (5) business days of the request at no additional charge. **Use contract line item 276 (Office Depot #178443) when ordering your free catalog.**

1.7 **Customer Support:**

1.7.1 Office Depot provides a single point of contact assigned to assist in contract administration day-to-day activities. Agencies initial contact regarding ordering, questions, and/or product issues shall be through the Office Depot Customer Service Representatives (CSRs) at the toll free customer service number listed on the first page of this notice. The CSRs are skilled and experienced to resolve any issue. CSRs can escalate any issue to the proper level to get an answer. Office Depot’s system creates a Customer Resolution Form (CRF) on any issue that is escalated. The CRF requires that the customer be updated at least every 4 business hours until the issue is satisfactorily resolved. Additional levels or resources will be brought into the resolution as the situation dictates.

1.8 **Ordering:**

- 1.8.1 Office Depot maintains an official ordering system so all ordering modes have the same experience whether they order by mail, phone, fax, or online. Agencies can use purchase orders or the state procurement card using any of these ordering modes.
- 1.8.2 **Phone Orders:** Office Depot provides for phone orders through the use of a toll free number (888) 777-4044 to the Office Depot customer service team. Information necessary for fast and accurate phone-in orders include, account number, shipping address, contact name and phone number, billing information (i.e. purchase order number, department/cost center), and order items.
- 1.8.3 **Fax Orders:** Office Depot provides for fax orders through the use of a toll free number (800) 973-3376. Office Depot has a Core Requisition Form to assist in this process. Agencies complete the form identifying the quantity, the Office Depot SKU, unit of measure, and a product description.
- 1.8.4 **Mail Orders:** Office Depot provides for mail orders through the U.S. Postal Service. As with fax orders, Office Depot has a Core Requisition Form to assist in this process. Agencies complete the form identifying the quantity, the Office Depot SKU, unit of measure, and a product description.
- 1.8.5 **Website Orders:** Office Depot offers an online ordering system via <http://business.officedepot.com>. Agencies may place their order by accessing this site. See website ordering capabilities 1.5.1 above.

1.9 Delivery Time-Frames:

- 1.9.1 Office Depot will provide **next-day delivery** on all Fixed Price item orders placed before 4:00 p.m. Central Time for the following delivery areas. For the purposes of the contract, “next-day” shall mean the next business day. All orders for Non-Fixed Price items (catalog purchases) placed before 4:00 p.m. for deliveries made in these areas must be delivered **within three (3) business days**.
- Jefferson City, Missouri and within 35-mile radius
 - St. Louis City and St. Louis County and within a 35-mile radius of county border
 - Kansas City and Jackson County and within a 35-mile radius of county border
 - Springfield, Missouri and within a 35-mile radius
- 1.9.2 Office Depot will provide **second-day delivery** on all Fixed Price item orders placed before 4:00 p.m. Central Time for all other locations within the State of Missouri. For the purposes of the contract “second-day” shall mean two (2) business days. All orders for Non-Fixed Price catalog purchases (with the exception of special order/promotional items) placed before 4:00 p.m. for deliveries made to all other locations within the State must be delivered **within four (4) business days**. Office Depot will provide state agencies with anticipated delivery schedules for all special order/promotional imprinted items.

NOTE: Second-day delivery is provided for all locations not listed in 1.9.1 a. through d. above.

- 1.9.3 In individual instances where Office Depot fails to provide said delivery or orders to be corrected due to Office Depot negligence or error, Office Depot shall expedite delivery of the order at no additional cost to the state. In the case of expedited deliveries not prompted in an effort to correct an error, Office Depot shall be entitled to allowable freight premiums for emergency, special, or rush orders based on the prior approval of the end user. Proof of actual freight/shipping costs must be provided to the end user.
- 1.9.4 Partial deliveries can be accommodated. The end user can choose this option during the ordering process when there are partial amounts in stock. An option will be provided to accept the available inventory and place the balance on backorder. An order confirmation will confirm the selection and the delivery date(s).

1.10 Product Returns:

- 1.10.1 Individual items may be returned to Office Depot provided the items are in re-saleable condition (in original manufacturer's container) and are returned within 30 days of receipt of the order.
- 1.10.2 The original receipt is required for all returns or exchanges of technology and furniture. Technology products may be returned or exchanged within 14 days of the purchase in the original packaging and with the UPC code intact. If the box has been opened, Office Depot will offer an exchange only. Opened software may be exchanged for the same item only. Furniture in new condition, unassembled, in original packaging may be returned within 14 days of the purchase.
- 1.10.3 Office Depot will not charge restocking fees except on selected special order items and heavy furniture. The customer will be advised at the time of order placement when they select items which are subject to any restocking fees, or have a "no return" status.
- 1.10.4 For items shipped in error, Office Depot will arrange for the return of the item(s) at no cost to the customer.
- 1.10.5 Agencies must contact Office Depot's CSRs for the return of any product. Return's can also be processed online.
- 1.10.6 Any returned item will be credited back within two (2) working days through a credit invoice or toward the agency's P-Card account.

1.11 Product Warranty:

- 1.11.1 Office Depot has a "no questions asked" return policy during the initial 30 days after ordering on most products. Office Depot's CSRs will assist the end user with contacting the manufacturer for any warranty claims on National Brand products.

1.12 Material Safety Data Sheets (MSDS):

- 1.12.1 Material Safety Data Sheets (MSDS) are available on-line.

1.13 Backorders:

- 1.13.1 Office Depot will notify the end user of items on backorder on the order confirmation that is sent to the customer within 24 hours of receipt of the order. The order confirmation will indicate an anticipated backorder delivery date. Customers may also contact Office Depot for this information. Most backorders are delivered within 5 to 6 business days of the normal delivery date.

1.14 Packing Labels/Packing Slips:

- 1.14.1 A packing label will be affixed to each package visible on the outside of the box. A second packing slip will be inside each box. Each label will include the end users name, contact information, location, order number and contents, cost center, product, cost, etc.

1.15 Training/Support:

- 1.15.1 Office Depot will provide contract-user training as necessary on all aspects of the ordering, delivery, return, and customer service processes, including training sessions, webinars, and assistance from the customer support team.
- 1.15.2 Office Depot will provide training of new hires and new-to-position personnel in one-on-one phone/website sessions through the CSRs.

1.16 Account Setup:

1.16.1 Agencies must set up their accounts prior to placing orders online. Customers who have ordered from Office Depot prior to the establishment of this contract must also setup a new account(s) in order to receive the new State of Missouri pricing. The following website should be used for setting up new accounts:

http://odams.officedepot.com/accounts/state_of_mo/info/index.php

1.17 Minimum Orders:

1.17.1 The minimum order without handling charge is \$50.00. A \$9.95 handling charge per order shall be applied on orders less than the minimum. **Use contract line item 275 (Handling Charge).**

Remember: Fixed Price items are in a separate downloadable spreadsheet. See C109242001 - Office Supplies (Fixed Price Items).

**State of Missouri
Office of Administration
Division of Purchasing and Materials Management
Contract Performance Report**

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve products and services available to state agency users. **Comments should include those of the product's end user.**

Contract No.: C109242001 **Contractor:** Office Depot

Describe Product Purchased (include Item No's., if available): _____

Rating Scale: 5 = Excellent, 4 = Good, 3 = Average, 2 = Poor, 1 = Fails to meet expectations

Product Rating	Rate 1-5, 5 best
Product meets your needs	
Product meets contract specifications	
Pricing	

Contractor Rating	Rate 1-5, 5 best
Timeliness of delivery	
Responsiveness to inquiries	
Employee courtesy	
Problem resolution	
Recall notices handled effectively	

Comments: _____

Prepared by: _____ Title: _____ Agency: _____

Date: _____ Phone: _____ Email: _____

Address: _____

Please detach or photocopy this form & return by FAX to 573/526-9816, or mail to:

Office of Administration
Division of Purchasing and Materials Management
301 West High Street, RM 630
PO Box 809
Jefferson City, Missouri 65102
You may also e-mail form to the buyer as an attachment at
laurie.borchelt@oa.mo.gov