**3 SUPPLIER RESPONSE** Supplier must supply the following information in order for the Principal Procurement Agency to determine Supplier’s qualifications to extend the resulting Master Agreement to Participating Public Agencies through OMNIA Partners.

**3.1 Company**

A. Brief history and description of Supplier.

Founded in 1986 with the opening of its first retail store in Fort Lauderdale, Florida, Office Depot has gradually become a leading global provider of products, services, and solutions for every workplace, whether that be the office, home, school or car. From the late 1980s and throughout the 1990s, Office Depot developed its structure and customer base by acquiring various office supply companies and expanding its reach to global markets. Having established its prominent e-commerce presence continuing into the new millennium, Office Depot sustained its growth by merging with OfficeMax Incorporated in late 2013 and remains a leader in offering excellence in quality workplace products, services, and solutions. With the acquisition of CompuCom in 2017, Office Depot is expanding its capabilities as a leading omnichannel provider of business services and supplies, products and technology solutions.

Office Depot, Inc. is a resource and a catalyst to help customers work better. We are a single source for everything customers need to be more productive, including the latest technology, core office supplies, print and document services, business services, workspace facilities, furniture & interiors, and school essentials.

The company has combined annual sales of approximately $11 Billion, employs 46,000 associates, and serves consumers and businesses in North America and abroad with nearly 1,400 retail stores, award-winning e-commerce sites, and dedicated business-to-business sales professionals and technicians – all delivered through a global network of wholly owned operations, joint ventures, franchisees, licensees and alliance partners. Through its banner brands, including Office Depot, OfficeMax, CompuCom, and Grand & Toy, the company offers its customers the tools and resources they need to focus on their passion for starting, growing, and running their business. The company’s portfolio of exclusive product brands includes TUL, Foray, Brenton Studio, Ativa, WorkPRO, Realspace, and HighMark.

B. Total number and location of sales persons employed by Supplier.

Office Depot has approximately 1,200 Sales Representatives and Sales Support Team members supporting the contract customers including those that would be covered by the proposed contract.  The Public Sector and this contract are supported directly by a special team of the most highly qualified and experienced representatives on our contract Sales Representatives Team.

C. Number and location of support centers (if applicable) and location of corporate office.

Office Depot has approximately 65 sales offices located in the USA at the following locations.  There are a few more Sales Representatives who operate from their homes in more remote locations and we do not publish those addresses.

|  |  |  |  |
| --- | --- | --- | --- |
| **State** | **City** | **Address** | **Zip Code** |
| **AL** | Birmingham  | 124 Green Springs Highway  | 35209  |
| **AZ** | Phoenix  | 602 South 63rd Avenue  | 85043  |
| **CA** | Burbank  | 3500 W. Olive Ave., Ste 322,322a,322b&324  | 91505  |
| **CA** | Menlo Park  | 1315 O'Brien Drive  | 94025  |
| **CA** | San Francisco  | 303 Second Street, South Towner, Suite 450  | 94017  |
| **CA** | San Diego  | 6170 Cornerstone Court East, Suite 180  | 92121  |
| **CA** | Fremont  | 6700 Automall Parkway  | 94538  |
| **CA** | Signal Hill  | 3366 East Willow Street  | 90755  |
| **CA** | Sacramento  | 4720 Northgate Boulevard  | 95834  |
| **CA** | Santa Rosa  | 1960 Santa Rosa Avenue  | 95407  |
| **CA** | Irvine  | 2855 Michelle Drive  | 92606   |
| **CA** | San Ramon  | 3000 Executive Parkway, Suite 175  | 94583  |
| **CO** | Denver  | 4600 Havana Street  | 80239  |
| **CO** | Denver  | 4690 Geneva St  | 80238  |
| **CT** | Naugatuck  | 50 Rado Drive  | 06770  |
| **FL** | **Boca Raton – Corporate HQ**  | **6600 North Military Trail**  | **33496**  |
| **FL** | Tampa  | 1907 US Highway 301 N. Suite 190  | 33619  |
| **FL** | Weston  | 2925 West Corporate Lakes Boulevard  | 33331  |
| **FL** | Tallahassee  | 4300-2 West Tennessee Street  | 32395  |
| **FL** | Orlando  | 1801 Cypress Lake Drive  | 32837  |
| **FL** | Miramar  | 10004 Premier Parkway  | 33025  |
| **GA** | Norcross  | 190 Technology Parkway  | 30092  |
| **HI** | Hilo   | 280 Makaala Street  | 96720  |
| **HI** | Lihue   | 3145 Oihana St  |  96766  |
| **Hi** | Kahului  | 80 S. Hana Highway  | 96732  |
| **IL** | Chicago  | 300 West Hubbard Street, Suite 202  | 60654  |
| **IL** | Carol Stream  | 515 Kehoe Blvd  | 60188  |
| **IL** | Lombard  | 455 Eisenhower Lane South  | 60173  |
| **IL** | Itasca  | 800 West Bryn Mawr  | 60143  |
| **IN** | Clarksville  | 706 E LEWIS AND CLARK  | 47129  |
| **IN** | Indianapolis  | 3233 N. Post Road  | 46226  |
| **KS** | Edwardsville  | 2401 Midpoint Drive  | 66111  |
| **KY** | Louisville  | 2700 Stanley Gault Parkway  | 40245  |
| **LA** | Metairie  | 6851 Veterans Memorial Blvd.  | 70003  |
| **MA** | Billerica  | 16 Progress Rd.  | 01821  |
| **MD** | Columbia  | 6304 Woodside Court, Suite 6304-A  | 21046  |
| **ME** | Caribou  | 84 Access Highway  | 04736  |
| **MI** | Northville  | 17335 Haggerty Road  | 48168  |
| **MN** | Plymouth  | 1105 Xenium Lane  | 55441  |
| **MN** | Maple Grove  | 7500 Meridian Circle North  | 55369  |
| **MO** | Manchester  | 79 National Way Shopping Center  | 63011  |
| **NC** | Charlotte  | 8658 J. W. Clay Boulevard  | 28262  |
| **NE** | Omaha  | 2809 South 125th Avenue, Suites 390 & 395  | 68144  |
| **NJ** | Clifton  | 4 Brighton Road  | 07012  |
| **NM** | Albuquerque  | 1409 Renaissance Boulevard, NE  | 87107  |
| **OH** | Hamilton  | 4700 Mulhauser Road  | 45069  |
| **OH** | Cleveland  | 3200 Euclid Avenue  | 44115  |
| **OR** | Portland  | 3621 NW Yeon Avenue  | 97210  |
| **PA** | Moon Township  | 200 Cherrington Corporate Center  | 15108  |
| **PA** | Bristol  | 3001 Frost Rd.  | 19007  |
| **PA** | Cranberry  | 250 W Kensinger  | 16066  |
| **TX** | Fort Worth  | 14600 Trinity Boulevard, Suite 300  | 76155  |
| **TX** | Houston  | 6225 West by Northwest Boulevard  | 77040  |
| **TX** | Frisco  | 3880 Parkwood Blvd, Suite 406  | 75034  |
| **TX** | Austin  | 9501 Amberglen Boulevard-Ste 100 & 200 & 150  | 78729  |
| **TX** | El Paso  | 1313 George Dieter Drive, Unit B  | 79936  |
| **TX** | Brownsville  | 585 East Morrison Road  | 78526  |
| **TX** | Houston  | 1990 Post Oak Blvd.  | 77056  |
| **TX** | Houston  | 1246 Silber Road  | 77055  |
| **UT** | South Salt Lake City  | 300 West 2100 South  | 84115  |
| **VA** | Bristol  | 380 Bonham Road  | 24201  |
| **VA** | Chesapeake  | 520A Woodlake Circle  | 23320  |
| **VA** | Richmond  | 7870 Villa Park Drive  | 23228  |
| **WA** | Kent  | 6805 S. 217th Street  | 98032  |
| **WA** | Seattle  | 1016 1st Ave South, Suite 300  | 98134  |
| **WI** | Brookfield  | 16085 West Bluemound Road  | 53005  |

Corporate Headquarters:
6600 North Military Trail
Boca Raton, FL 33496

D. Annual sales for the three previous fiscal years.

|  |  |
| --- | --- |
| **Office Depot Gross Revenue Year** | **Amount in US Dollars** |
| **2018** | $11,015,000,000 |
| **2017** | $10,240,000,000  |
| **2016** | $11,021,000,000  |

E. Submit FEIN and Dunn & Bradstreet report.

Office Depot’s FEIN is 59-2663954.

We have attached a recent Dun & Bradstreet report.

F. Describe any green or environmental initiatives or policies.

Green Products

All green products are classified according to their environmental attributes and are assigned a Light, Mid or Dark Green shade. We have a dedicated section on the website for information, resources, and solutions that will guide you toward making environmentally-smart decisions.

Products classified as green possess, and are labeled with, at least one of the following environmental attributes:

**Save Resources/Avoid Waste**

  **Recycled**– contains post-consumer and/or post-industrial recycled materials

  **Remanufactured**– made from quality components of previously used products

  **Recycling Solutions** – designed to make recycling simple and convenient

  **Designed For Recyclability** – easily disassembled by you after use

  **Helps Avoid Waste** – reduces or eliminates material waste and/or chemical use

  **Leadership Forestry** – made with fibre from Forest Stewardship Council (FSC) certified forests or sourcing programs

  **Responsible Agriculture** – source from farms that meet specific leadership standards

  **Plant-Based/Biobased Materials** – made using tree-free agricultural products or by-products

  **Compostable** – made from materials that can quickly break down into organic matter (within commercial composting facilities)

  **Refills/Refillables** – designed for continued use, helping avoid single-use disposables

  **Reusables and Avoid Disposables** – designed to be used repeatedly, helping avoid single-use disposables

  **Rechargeable and Avoid Disposable** – designed to be used repeatedly, helping avoid single-use disposables

**Save Energy Avoid Emissions**

**Energy Efficient/Helps Conserve Energy** – designed to use less energy used by other products

**Renewably Powered** – designed to work without relying on an electric connection or disposable batteries

**Made With Renewable Energy** – manufactured using either solar, wind, geothermal or fuel cell energy

**Carbon-Balanced** – all or part of the carbon dioxide emissions have been calculated and offset with credible carbon offsets

**Use Safer Chemicals/Avoid Exposure**

**Reduced Harsh Chemicals** – made with fewer harsh chemicals, or safer chemicals than typical alternatives

**Chlorine Free** – unbleached or bleached with Process Chlorine Free (PCF) or Total Chlorine Free (TCF) methods

**Plant-Based/Biobased Materials** – made using tree-free agricultural products or by-products

**Biodegradable in Water** – safely breaks down in freshwater or marine environments after use

Providing our customers with green options and education is important to Office Depot. Our green programs are below, followed by details of a few of our programs that help enable customers to purchase greener.

Summary of Green Programs

**Greener Purchasing Solutions:**

* Office Depot GreenerOffice Rating – an industry first green rating system
* Green Book – an industry first, first published in 2003 and an all-virtual version debuted in 2016
* Greener Purchasing Program Guide – designed for customers interested in purchasing greener but not sure where to start
* Greener Office website with over 14,000 eco-conscious products
* Greener Alternatives Tool – Greener Alternatives report with greener choices
	+ Green Select Cart – a web-based “Green Smart Cart” that helps end-users identify greener alternatives at the point of purchase
	+ Green Purchasing Policy Templates – prewritten best-practice greener purchasing policy templates that can be modified for your own initiatives

**Greener Operations:**

* GreenerOffice Delivery Service – an innovative and industry first, reusable tote and bag delivery program
* Recycling solutions – take back and fee-based recycling options for products
* Reusable promotional products
* Energy-saving power strips
* Water filtering solution
* Minimum Order Value Incentives

**Green Reporting & Communication:**

* Green Business Review – Our quarterly Green Business Review (GBR) shows purchasing baseline so we can discuss options for improvement
* LEED Credit Report – We support buildings pursuing LEED for Existing Buildings (EB) with pre- and post-performance period LEED EB Credit Reports
* Custom Green Spend Reports – Personalized reports uniquely suited for each customer’s need
* Paper calculator – We can help you understand the environmental footprint of your paper choices

Detail of Selected Programs

* *Green Product Assortment*: Office Depot was the first in our industry to introduce a “green” catalog called “The Green Book™” in 2003, which has been published every year since.  Our overall green assortment from 2003 – 2018 on our website, catalogs and special orders has grown from 2,000 products to over 14,000.  Additionally, we have a dedicated green storefront on our website to help make finding greener choices easier, featuring products with greener attributes and eco-labels in nearly all categories from supplies to furniture and cleaning products.
* *Green Reporting*: You can’t manage what you don’t measure; hence the importance of green spend reports and tracking for our customers.  We help customers evaluate their green spend at a glance with our Green Business Reviews (GBRs).  This report shows your purchasing history according to the Office Depot GreenerOffice Rating system so customers can decide when and where to go greener.
* *TreeUp Program:* Office Depot has teamed up with the Arbor Day Foundation to offer TreeUp — a simple program designed to help your organization reduce its impact on the environment and meet sustainability goals. Here’s how it works:
1. We use a custom paper calculator to estimate the amount of wood used and carbon emissions created by your paper purchase.
2. You choose how you want to offset your environmental impact, through either planting trees or offsetting carbon.
3. The Arbor Day Foundation will either plant trees for $1 per tree or offset carbon at a rate of $7 per ton.
4. We provide you with an invoice from the Arbor Day Foundation for the trees planted or tons of carbon offset.



1. You will also receive a certificate highlighting your impact on our planet through tree planting and carbon offsets.

It’s a straightforward approach to more sustainable paper purchasing. Talk to your Office Depot representative about planting trees and offsetting carbon through TreeUp today.

**Sustainability Report**

Office Depot has published a report since 2003 detailing our Environmental and Social Sustainability Programs and metrics.  The 2018 version is viewable on our website at [Office Depot 2018 Sustainability Report](https://www.officedepot.com/fm/files/od/tiles/2018/week_26/sustainability_report_web.pdf?cm_sp=marketing-_-sustainabilityreport_viewreport_-_-help_sustainability-report_main_4_0_0).

(<https://www.officedepot.com/fm/files/od/tiles/2018/week_26/sustainability_report_web.pdf?cm_sp=marketing-_-sustainabilityreport_viewreport_-_-help_sustainability-report_main_4_0_0> )

G. Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program.

Office Depot provides a wide range of diversity programs for consideration by the Participating Agencies as described in H. immediately following.  When selecting products from Tier 2 Diversity Suppliers there is no effect on the quoted pricing.  When electing to involve a Tier 1 Diversity Partner there is usually a cost increase based on the discussions with the Partner.  These increases can vary by region and by Diversity Partner and will be discussed during the negotiations with the selected Partner.  Office Depot does not dictate those increases.

**Tier One Alternative:**  Office Depot has developed a diversity purchasing initiative ("Tier 1 Program") that can be utilized by end customers to purchase products and services from small businesses, minority-or women-owned suppliers and service-disabled veteran suppliers. We appreciate the opportunity to help our Tier 1 diversity partners while assisting City of Tamarac Participating Agencies to achieve their diversity spending goals.  Our proposed program maintains the structure of known auditable pricing that City of Tamarac contracts provide Participating Agencies while meeting the diversity needs of the Tier 1 Partners.

In the event a Participating Agency wishes to purchase under the City of Tamarac Contract but also elects to utilize an Office Depot Tier 1 partner in connection with such purchases, City of Tamarac shall permit the Participating Agency to participate in Office Depot's Tier 1 program, provided such participation is in accordance with the terms of the City of Tamarac Contract. The parties agree that the Participating Agency shall pay a fee in addition to the pricing offered under the Contract in order to participate in the Tier 1 Program. The final unit price for the invoice will be the City of Tamarac contract sell price plus the Tier 1 program fee which shall be negotiated among the Participating Agency, the Tier 1 partner and Office Depot.

H. Describe any historically underutilized business certifications supplier holds and the certifying agency. This may include business enterprises such as minority and women owned, small or disadvantaged, disable veterans, etc.

Office Depot does not hold any historically underutilized business certifications; however, we offer the availability of our partnerships with numerous regionally located historically underutilized businesses certified by recognized agencies as applicable to each in all categories.  These partnerships are Tier 1 diversity relationships and the participating public agency may choose which, if any, they wish to include in their relationship with Office Depot to meet their specific Diversity Goals.

Office Depot is committed to the economic development of the communities in which we work and live.  This commitment is evident in our industry-leading multi-dimensional approach to small business development. Our Supplier Diversity Program assists diverse suppliers in building community, business, and customer relationships that inspire organizational growth and empowerment within every aspect of our business.

The goals of Office Depot’s Supplier Diversity Program are to:

* Form strong partnerships with diverse suppliers.
* Pursue nationally certified diverse suppliers that reflect today's diverse global marketplace.
* Ensure that diverse suppliers are well represented in our product assortment and have an equal opportunity in our supplier selection process.



* Affiliate with national organizations such as the National Minority Supplier Development Council (NMSDC), the Women's Business Enterprise National Council (WBENC), the Small Business Administration (SBA) as well as other organizations that share our goal of making a positive impact on economic development through supplier diversity.
* Effectively highlight the products of diverse suppliers in our national full-line catalog.
* Empower diverse suppliers to become self-sustaining providers of goods and services to our customers and us.

Office Depot is proud to offer the most comprehensive Supplier Diversity model of its kind. To give diverse suppliers the best opportunities to grow and prosper, we actively seek out promising diverse suppliers, which include: Certified minority, women, disabled, veteran, and small [SBA 8(a), SDB, and HUB Zone] enterprises to ensure equal opportunity in our supplier selection process.

Our Supplier Diversity team includes:

* Darryl Thomas, Director, Supplier Diversity
* Michael Barbee, Diversity Accounts Manager responsible for Tier I
* Alexandra Most, Principal Consultant Supplier Diversity Operation
* Tira Mann, Consultant, Supplier Diversity Strategy Operations
* Suzanne Lynch, Consultant, Supplier Diversity Strategy Operations
* Carmen Deale, Program Manager, Supplier Diversity Merchandising Tier II

Our program is made up of three dimensions: Tier I, Tier II (vendor diversity), and Supplier Diversity (indirect procurement). The three dimensions of our Supplier Diversity model have set the following standards to help us to measure and maintain the success of this process:

* + Enhance capabilities of diverse suppliers
	+ Expand the capacity of diverse suppliers to compete more effectively
	+ Increase turnover of all diverse supplier products
	+ Leverage efforts with other corporations to create large-scale diverse supplier opportunities
	+ Increase market reach and density
	+ Increase purchases from diverse suppliers
	+ Reduce buying costs of doing business for all suppliers and vendors

Vendor Diversity (Tier II)

The Office Depot Vendor Development team is committed to satisfying our customers' needs and exceeding expectations by offering the highest quality products at the lowest delivered cost, while fulfilling their diversity purchasing needs.

To support our commitment, the Office Depot vendor development process is organized into five key strategies. They include:

* Seeking out diverse suppliers through vendor fairs and tradeshows
* Offering diverse suppliers an equal opportunity in the vendor selection process
* Forming partnerships with diverse businesses and HUB member organizations including the National Minority Supplier Development Council (NMSDC), Women's Business Enterprise National Council (WBENC), the Small Business Administration (SBA), and National Gay’ & Lesbian Chamber of Commerce (NGLCC)
* Marketing diverse suppliers to provide them with national exposure through Office Depot‘s national catalogs, including our Diverse Supplier catalog, www.officedepot.com, business.officedepot.com,  and various diversity magazines that focus on the business of diversity
* Empowering diverse suppliers by raising their capabilities and making them the best source from which to buy

The Office Depot Vendor Development team has officially been in place since December of 1999 and in that time has generated over $3.5 billion in sales.

Supplier Diversity

The Office Depot Supplier Diversity team works to provide opportunities for qualified, competitive small businesses, and women- and minority-owned businesses.  Examples of the team’s achievements:

The Office Depot procurement team has participated with the NMSDC and WBENC in several capacities in the pursuit of advancing the supplier diversity initiative at Office Depot and within other corporations, including sitting on the Board of Directors of various local councils.

Diverse supplier sales in recent years have been:

**2017:**

* Tier 1 Sales for 2017 = $170,819,000
* Total Tier II Sales for 2017 = $284,000,000

**2016:**

* Tier I Sales for 2016 = $220,000,000
* Total Tier II Sales for 2016 = $312,228,158

**2015:**

* Tier I Sales for 2015 = $266 million
* Total Tier II Sales for 2015 = $ 217 million

Tier I Reseller Program

The goal of the Office Depot Tier I Reseller program is committed to providing the following to interested customers. Office Depot is committed to:

* Developing an alternative growth vehicle that increases market share by providing:
* Choice – The reseller network has many certifications available to customers to help them meet their diversity corporate goals.
* Collaboration – The Office Depot Sales team, diversity reseller, and the customer work together and develop a program which meets everyone’s goals.
* Innovation – The diversity reseller uses a consultative approach to provide best practices, technology, and develops new solutions to support a customer’s needs.
* Strengthening our position within minority, women, and small business segments
* Initiating job creation, economic, and business development in markets served
* Facilitating the establishment of new minority- and women-owned businesses

A prominent feature that sets the Office Depot Tier I program apart from our competitors is the mentor-protégé support we provide our partners. This benefit allows for training and development of our Tier I partners leading to their long-term growth and economic viability.

We combine world-class e-commerce, distribution, and product assortment capabilities to give Tier I partners a superior position in the marketplace and maximum opportunity for profitable growth. Office Depot provides product, order fulfillment, and a shared services package (customer service, sales, and marketing support, etc.) that benefits our Tier I partners with:

* Brand association
* Purchasing power
* Efficient supply chain
* Marketing expertise
* Training expertise
* E-commerce platform
* Mentor-protégé support
* Customer Benefits

Our Tier I Reseller Program provides customers with a legitimate and viable solution to their supplier diversity needs. Tier I customers benefit from:

* Broader product assortment
* Easier order entry options
* Enhanced distribution capabilities
* Enhanced customer service
* MWDVE purchasing credit

In the event a Participating Agency wishes to purchase under the City of Tamarac Contract but also elects to utilize an Office Depot Tier 1 partner in connection with such purchases, City of Tamarac shall permit the Participating Agency to participate in Office Depot's Tier 1 program, provided such participation is in accordance with the terms of the City of Tamarac Contract. The parties agree that the Participating Agency shall pay a fee in addition to the pricing offered under the Contract in order to participate in the Tier 1 Program. The final unit price for the invoice will be the City of Tamarac contract sell price plus the Tier 1 program fee which shall be negotiated among the Participating Agency, the Tier 1 partner and Office Depot.

I. Describe how supplier differentiates itself from its competitors.

Office Depot’s unique offerings bring unusual value to Participating Agencies in areas which may be highly important to those Members, providing them opportunities not available from other suppliers.  These include:

* **Certificates for trees planted or carbon offsets purchased in the Members name** which they can post or publish under the **TreeUp** **program** based on purchasing thresholds of paper by the Member.  Office Depot will purchase the trees or carbon offsets and provide the Member the Certificates.  The Arbor Day Foundation TreeUp program is described in our sustainability program under 3.2.F.
* **In-Store self-printing capability using Members Credit Cards** enabling quick printing of small jobs in the Office Depot / OfficeMax Retail Store near you.  Pay directly at the printer using your pre-registered card to receive your contract pricing and no waiting in line for a sales associate to help you.  You can send the print job to a drop box and just enter the code at the printer, or you can bring the job with you on a flash drive.  Most Stores have printers waiting for you.  Large print jobs are best handled by the print specialist in each Store.
* **A new group in Office Depot specializes in customer satisfaction.**  The emphasis is on Participating Agencies and their satisfaction is monitored by new tools and techniques that are highly sensitive to customer inputs and takes quick action in response to anything less than complete satisfaction.
* **All Office Depot / OfficeMax Retail Stores offer all customers the opportunity to donate** a portion of their total purchase value to a pre-registered local qualified school of their choice at the time of purchase (usually 5% with some restrictions).  The donated funds are provided to the school on a periodic schedule in the form of credits for supplies purchases from Office Depot.

Office Depot’s other main areas of distinction include:

* World-Class Reporting Capabilities
* Leading Diversity program with three-dimensional approach
* Benchmark Environmental program
* Other key differentiators include:
* Largest portfolio of products and services in the industry with value-adds:
	+ Janitorial & Breakroom Supplies
	+ Single-Cup Coffee Program (K-Cups and Commercial Keurig Brewers)
	+ Print-on-Demand
	+ Virtual File Cabinet
	+ Brand Identity
	+ Managed Print Services
	+ Promotional Products
	+ National copy and print program for in-store use
	+ Furniture
	+ Over 200,000 technology products competitively priced
* Employee Discount Programs
* Office Depot stocks and buys more items directly than any supplier in the industry. This approach allows us to minimize the use of wholesalers and other middlemen that add cost to the sale price.
* Distinctive, experienced Account Management and Implementation Teams that provide more on-site support and services.
* Customer Centric Business Reviews presented with cost savings and continuous improvement opportunities
* Well-Seasoned Customer Service team with a One-Call-Resolution process
* 26 U.S. Distribution Centers and a network of delivery points to provide local reliable next-day service
* Supply Chain Excellence with industry-leading inventory turns
* Single-order platform for all products and services
* World-Class Business Contract Website offering multiple features and cost savings benefits
* Unique customized solutions for your business that will stay flexible throughout the life of our agreement.
* Contract Compliance organization, which monitors all customer agreements. This shows Participating Agencies our commitment to total transparency in our pricing. We are the only major supplier that has developed this solution for our customers.
* Retail Synergy Program affords contract pricing to customers when shopping our 1,300+ stores throughout the U.S.

These combined resources will provide all Participating Agencies locations, from the Main Offices to the smallest location, a level of service that exceeds Member expectations.

J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.

Office Depot is a large, publicly traded company with many retail operations, which subjects it to legal proceedings and business litigation of many types. However, there are no pending legal proceedings or any pending business litigation that would affect Office Depot’s ability to support our customers or affect our ability to meet the stated requirements in this RFP.

K. Felony Conviction Notice: Indicate if the supplier

1. is a publicly held corporation and this reporting requirement is not applicable;
2. is not owned or operated by anyone who has been convicted of a felony; or
3. is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions.

Office Depot is a publicly held corporation and this reporting requirement is not applicable.

L. Describe any debarment or suspension actions taken against supplier

Office Depot is not subject to debarment or suspension actions to the best of our knowledge.

**3.2 Distribution, Logistics**

A. Describe the full line of products and services offered by supplier.

With 30 years of experience partnering with local government and school districts, Office Depot continues to evolve our portfolio. We continue as your trusted supply partner, but we recognize that modern supplies are beyond tradition. Therefore, Office Depot invests in partners and resources to best identify and offer a new spectrum of supply curations and solutions. From tools to tech to interiors to healthy school solutions; our goal is to offer “modern supplies” and services that best drive our belief in high-quality teaching, learning, and business frameworks.  With this, we look forward to our work with City of Tamarac and a future of empowering modern districts and learners across the country.

True to our mission of helping our customers work better, Office Depot has invested in understanding the challenges of working in the modern Education landscape. Our organization continues to expand and refine our services to Education through our Commitment to Learning™ initiatives!  To do this better, we have established an internal professional learning community including prior educators who work as “voice of educator” with our business teams. In this, Office Depot is better equipped to listen and understand key educational insights to best support the work of learners and educators across the country.

As a full-service supply company, a national furniture dealer (Workspace Interiors by Office Depot™), and with recent investment in our innovative technology company CompuCom™ we are proud to share a full spectrum of modern, relevant, and holistic services.  Below you will find the full spectrum and explanation of our K-12 offerings: Healthy Schools, Modern Learning Resources, Services, and of course supplies!

**Paper**

Office Depot has aligned ourselves with the largest copy paper suppliers in North America to best support our customers and distribution centers.  Our primary partners, being Boise & Domtar, who have been Office Depot’s vendors of choice for years.  By funneling as much business as possible through these resources, we have lowered the cost-to-serve for Office Depot and have become the single largest paper buyer for this supplier.  In fact, Office Depot is one of the largest buyers of paper in the world today.  This guarantees us aggressive pricing in the market, which in turn we pass on to our City of Tamarac members.

Our strategic relationships have also improved the efficiency of our supply chain and have allowed for more accurate forecasting of our purchases.  As a result, the flow of goods is much smoother for our vendors, without the peaks, valleys and spot buys of the past leading to consistent access for School operations.  Our vendor relationships allow us to provide bulk buy paper solutions to include pallet and truckload pricing on select cut-sheet papers.

Due to the volatility of the paper market, we have no formal written agreement with any of our paper suppliers.  We will continue to react as the market changes and work to offer City of Tamarac members the most advantageous cost in the bid process.  Our strategic relationships and large volume will work in our favor when the paper market changes.  With our partnerships securely in place, we will be assured steady shipments of goods when other suppliers may be struggling.

Office Depot offers many recycled paper solutions and has several enhancements to its branded lineup of copy, inkjet and laser papers that may be of interest to City of Tamarac members.  Office Depot also offers 100% recycled Office Depot paper and Domtar FSC Earth choice paper.

Office Depot’s enhanced branded offerings consist of the following papers: Premium White Copy Paper, Premium Enviro Copy Recycled Copy Paper, Platinum Super White Copy Paper, Premium Inkjet Paper, Premium Laser Paper, Platinum Color Inkjet Paper, Platinum Color Laser Paper, and Platinum Color Copy Paper.

Approximately 90% of the cut-sheet papers sold by Office Depot is certified by one of the four main responsible forestry certification standards, CSA, FSC, PEFC or SFI.

**Non-Cut Sheet Paper Solutions**: Office Depot offers over 1,000 non-cut sheet paper products in the

**Green Book.**

Office Depot introduced Office Depot Green, a line of products including paper, that is designed to be very Green with environmentally friendly packaging and high recycled content in the product and packaging.

Increased Recycled Content:  Perhaps the most noteworthy change in the Office Depot lineup concern environmental performance is that all red top copy paper is 0% PCW and the Green top copy paper is currently at 30%.

Additionally, all Office Depot brand paper is now elemental chlorine free, employing an advanced brightening process to reduce pollution while enabling the production of bright, white paper.

**Toner**

Office Depot sells more ink and toner worldwide than any other reseller. We use this buying power as leverage to acquire the best volume discounts, as well as promotional support to drive down costs and increase sales in the category. We typically order in pallet and/or truckload quantity, allowing us to have the lowest unit price. Office Depot has a low-cost structure for receiving, picking, packing and delivering product to the end user.

Office Depot offers both OEM, remanufactured, and third-party OEM toner products.  We offer a comprehensive toner reference in both our hard copy and online catalogs.  Our print catalog clearly identifies whether an item is OEM, remanufactured, or third-party OEM and provides both the manufacturer and the manufacturer’s part number.

Our website identifies product descriptions, toner yields, and the status of the toner cartridge as either OEM, remanufactured, or third-party OEM.

Office Depot branded cartridges are an important way for customers to save procurement dollars while maintaining the same quality as OEM products:

Quality: Independent industry experts regularly test Office Depot brand cartridges.  Our cartridges provide print quality and page yield equal to the National brands.

Remanufactured – Not Refilled: The plastic core of the ink and toner cartridges is refurbished while ALL critical components are replaced or refurbished and 100% post-production tested.

**IT peripherals**

Office Depot, Inc. is a highly qualified vendor for Technology Products, Services, and Solutions.  We can accommodate a nationwide demand for product/services and fulfill the obligations for our customers nationwide. Office Depot, Inc. will provide the products and associated services offered in this RFP response. Therefore, Office Depot, Inc. hereby offers our complete catalog of products and services, including but not limited to the following categories:

**Computer Hardware**

**Servers, Desktops, Notebooks, Laptops, Tablets**

Computers have become an absolutely essential aspect of our everyday life. Whether it’s a desktop computer, a lightweight laptop/notebook, or a touch-tablet, there is a device to fit all needs. Not only has the personal style of computers changed, but the processing power of these machines has consistently advanced under a ‘doubling effect’ (known as Moore’s Law).

The K-12 space has experienced some of the most significant impacts.  Environments consisting of a single teacher operating a single desktop quickly morphed into an entire computer lab environment, augmenting the actual curriculum to include ‘computer training’ like any other field of study.  Fast forward to the modern age and computers ‘as a field of study’ have shifted to computers ‘as a learning tool.’  1-to-1 and BYOD environments are now a standard for the modern classroom, and the advent of the Chromebook Android devices is propelling us toward an Internet-based learning space.

Technology and its components are a universal language; all entities and organizations within all vertical segments depend on being communication, research, and collaboration.  Behind the scenes of every user-device (or ‘client’) is the device that manages them; the server.  Servers are the backbone of the client device and are available in a wide variety of forms factors and functionalities.  Tower, rack or blade designs can be infused with remote, power or safety management features, all of which make it possible to manage a network, share files across the user-spectrum, manage resource access rights, send/receive email, host a website, manage a cloud environment, or simply maintain smooth print management.

Office Depot, Inc. has strategic relationships with the top market leaders in the computer systems industry.  Our Technology Solutions professionals are trained and expertly positioned to meet the needs and demands of the modern-age Public Sector organization.

**School equipment**

Learning is now student driven and active. To best accommodate modern learning, environments today transcend the confines of the traditional "classroom". Office Depot has curated a variety of modern environment concepts. These concepts, designed by Office Depot with insights from our education team and feedback from our educator partners across the country, reflect common modern learning trends.

Office Depot provides complete classroom furniture solutions. Whether the need is centered on matching and expanding existing facilities or providing new progressive classroom solutions, Office Depot has products to the meet your style and budgetary requirements to furnish the needs of your Participating Schools. We offer an in-stock program for those times that you just can’t wait, along with quick-ship options and custom capabilities. We also offer Modern Learning Concepts that are aligned with instructional practices for modern learners.  Our goal is to free up your time for the learning/teaching environment while we take care of your planning, design, and furnishing requirements at contract value pricing.

**Office Depot – Workspace Facilities (Cleaning and Breakroom)**

As part of the awarded contract, Office Depot is pleased to offer a Workspace Facilities solution to City of Tamarac/OMNIA Partners.

Office Depot provides a wide array of products and services, offering a customized solution to fit the complete facilities and breakroom needs of your organization and its end users. From breakroom products to core facility cleaning and appearance standards for consistency, you’ll find the solutions from one dependable source. Consolidating to Office Depot provides you with opportunities for overall control of operations and reducing costs that you may not have thought possible.

By allowing Office Depot to manage your facility products and services solutions, you will be able to allocate more resources toward your core business instead of toward maintaining how your business is conducted. Office Depot offers a professional level of product knowledge, technical expertise, and service capabilities within the industry. We have the capability and strategic sourcing to eliminate costs, maximize resources, and delivers overall results. We are your single resource for the latest in facility products to maximize your efficiencies. Our facility products experts will find the right solution for you.

**Approach**



Our facility experts will help uncover and reduce the hidden costs associated with multiple suppliers. Our team of product matter experts will conduct on site assessments to fully understand the current products and processes. We then will actively listen to your stakeholders needs, initiatives, and decision-making criteria to propose a customized solution that satisfies your objectives. Our goal is to translate your desires into a cost-effective reality.

**The Right Products at the Ready**

Office Depot is one of the very few providers to offer a ready breakroom and cleaning selection that is available for next day delivery. From equipment to food, furniture to upgrade your physical space, the liners and receptacles that are breakroom appropriate, and a complete offering of cleaning products for jobs as simple as wiping off tables, to as complex as total cleaning solutions per dilution systems − you can rely on Office Depot for all your cleaning and breakroom needs.

**Facilities Solutions:**

Office Depot’s Workspace Facilities assortment features quality products for all of your facilities − cleaning, breakroom, and facility supply needs;

* Ensures satisfaction with products from well-known manufacturers in the industry − Kimberly-Clark, Georgia-Pacific, Cascade®, AEP, Betco®, Clorox®, GOJO®, Keurig®, Solo Cup®, Coca-Cola®, etc.;
* Includes Office Depot branded products that provide superior performance and great value across multiple product categories.
* Offers products to help meet your needs, including sustainability with products made from recycled material, that are recyclable, reduce overall use and waste, or that are made from rapidly renewable fiber;

**Breakroom Services**

Office Depot can offer a variety of nationwide facility services for beverage station installation, and break/fix your brewer or filtered water system. We have everything you need to streamline the entire procurement process. Our facility experience and expertise can assist your business with a full spectrum of customized solutions.

* Equipment / **Coffee Brewers.** We provide brewer options for both traditional coffee as well as single cup systems.
* Water Filtration. We provide water filtration systems in both countertop and floor models. The combination of clean drinking water and a modest environmental footprint in comparison to bottled water frequently makes sense in both economic and sustainability goals.
* Service. We have an in-house service group that makes installs and break/fix service cost-effective. Our in-house team confirms all installations or service calls prior to scheduling. We coordinate the installations and communicate to your end users as required for broken equipment. All installation billing is from Office Depot and we are your single point of contact.
* Breakroom Essentials
* Snacks and Food. Over 300 items ranging from healthy snacks to traditional pick-me ups like candy, cookies, and salty snacks, as well as single-serve breakfast and lunch items.

**Green Solutions:**

Office Depot offers a premier selection of eco-conscious products to help you make a difference in your facility. By understanding your environmental goals, we can help you choose the right products with green attributes.



* Paper products from 100% recycled materials
* Hundreds of products with LEED® credits
* Eco-conscious cleaning products from plant and mineral-based ingredients
* National eco-conscious brands, including GreenWorks® and Seventh Generation™, Office Depot ® Brand greener choices and more

Office Depot offers a growing range of GreenSeal Certified cleaning products designed to improve indoor air quality (IAQ) by the reduction of toxic chemicals used in manufacturing and the toxins released into the air while in use. The certifications mean that an independent organization monitors and verifies that the products do improve IAQ. We can also provide reporting on cleaning products purchased through Office Depot that are GreenSeal or EcoLogo certified.

**Health Workplace Solutions**

Office Depot understands that high morale and a sustainably clean, productive school environment is instrumental to advance student achievement, skill mastery and equal access. Your Office Depot team will help ensure a clean and healthy environment for your students and faculty. Our team of product matter experts will access and customize a program with goals to include:

* Healthy & Safe Schools
* Student Achievement & Teacher Effectiveness
* Reduced Absenteeism & Productive ‘Presenteeism’
* Faculty & Student Morale
* Budget Management & Fiscal Responsibility
* Sustainability & Effective Benchmarking

**The Office Depot Difference:**

Office Depot is committed to consistently delivering world-class service in everything we do for you – that includes providing everything you need for your facilities, cleaning, and the breakroom. The impact of business made personal ***− that’s the Office Depot® difference.***

As part of the awarded contract, Office Depot is pleased to offer a Copy and Print Services solution to City of Tamarac/OMNIA Partners.

**Office Depot – Copy and Print Services**

**Copy and Print Services**:

The following is an overview of the Copy and Print services we will provide to our City of Tamarac participating and eligible agencies:

Solution Overview

* High-quality, low-cost document services
* Everyday low prices on digital copying and printing
* Additional high-volume discount pricing
* Leverage print spend to increase the City of Tamarac rebate
* Forms management
* Digital document archiving
* Sales collateral, including flyers, brochures, handouts, and other items
* Specialty printing
* State-of-the-art marketing services
* Stationery programs: business cards, letterhead, and envelopes
* Promotional products like apparel, branded give-aways, and mugs
* Business identity programs, including name plates, badges, and memo pads
* Stamps and daters
* Signs, posters, and banners
* Direct mail and marketing services
* Free consultative services for City of Tamarac participants
* Dedicated print support
* Total cost of ownership print spend analysis
* Print shop partnership services: revenue stream generation and outsourcing services
* Copier fleet analysis, with an emphasis on reduction opportunities

**Document Services**

Our web-based Online Print Center is an innovative print ordering service that helps public agencies and non-profits meet everyday printing needs, as well as time-sensitive or confidential print orders.  With our integrated, multi-channel Online Print Center program, print orders can be picked up at any of the 1,400 Office Depot or OfficeMax retail locations or customers can opt to save time and mailing cost by having their orders shipped to their preferred destination.  Public agencies can place orders online 24/7 from any computer with an internet connection, and upload files to [http://business.officedepot.com](http://business.officedepot.com/).  The Online Print Center requires no initial setup to access an array of digital options that includes:

* Black & white or full-color printing
* A variety of paper types and colors, including carbonless paper, linen, cardstock, certificate paper and others
* A selection of document sizes from letter size to large format banners and posters
* Multiple binding options: Spiral, Perfect, Comb, Tape, Saddle Stitch
* Laminating, folding, stapling, Padding, Binder insertion, CD burning, and more
* “My Files” Digital Document Archiving
* Public sector agencies can conveniently reorder documents by storing preconfigured files in their own secure File Cabinet, an online digital document archiving service that is provided at no cost to City of Tamarac customers. Benefits of this Digital Archiving service include:
* Black & white or full color printing
* A variety of paper types and colors, including carbonless paper, linen, cardstock, certificate paper and others
* Secure online storage
* Store/Add/Delete/Update and manage files easily online
* Pre-determined users can Access remotely and collaborate from multiple locations
* Easily retrieve documents for reprint
* Preview and access your files securely 24/7
* Files are backed-up automatically
* No need to worry about file size limitations
* Decentralize your print procurement process

**Retail Locations**

Office Depot has a national network of 1,300 digitally connected retail Copy & Print Centers that can assist our public sector customers on an as-needed basis. They provide:

* Walk-in convenience for copying and project consultation
* Ad hoc and emergency support for even the most unexpected situations
* Locked-in ultra-competitive rates: The City of Tamarac price list is one of the lowest in the marketplace and valid at all retail locations
* Participating Agencies can do smaller, quick print projects at the new self-serve pay by card printers in our more than 1,300 retail stores in the USA without involving a store associate or waiting in line at the print counter

**Regional Print Facilities**

Office Depot has six regional print facilities strategically located across the U.S. These closed-door facilities include some the most advanced technology Xerox offers today. Through these six fully networked facilities, job sharing efficiencies can be maximized for high-volume, fast turn and distribution projects.

Consultative Services

**Dedicated Print Support**

Office Depot has a team of over 3,000 in-house Xerox-certified print specialists to support public agencies’ specific print initiatives.  With dedicated national public sector program managers, agencies can be assured that Office Depot understands their specific needs.

**Print Spend Analysis**

The Office Depot Copy & Print team provides a free Total Cost of Ownership analysis to give agencies a comprehensive view of the true cost of their printed materials. Participating public agencies can use this analysis to get a better understanding of how to utilize the Copy & Print Depot print services and leverage copier fleet expenditures, create internal revenue streams, and more.

* **Financial impact study:** Office Depot will show the effects of a Copy & Print program on your rebate dollars and bottom line.
* **Comprehensive implementation:** our detailed list will identify all tasks required to enable a successful launch and smooth transition.
* **Flexible configuration:** Office Depot will accommodate specific agency needs, whether we come on-site, align near-site or a blend of both.

**Print Shop Supplementation**

The Office Depot Copy & Print team specializes in introducing products and services that enhance the capabilities of public agencies. We pay for the high-cost technology, software, and labor, and our customers gain access to state of the art solutions from simple black-and-white copies to oversized signs and banners.

* **Enhanced product line up**: agencies can take advantage of new and exciting products and services without the capital investment.
* **Free shipping:** For digital printing and finishing services orders over $50.00
* **A ready partner for agencies’ peak seasons:** Office Depot has the capacity when agencies need us the most.

**Additional Solutions**

**MWBE Spend**s: Office Depot has multiple minority vendor partners across the United States to help you meet your diversity spend requirements.

**Specialized printing**: Customers can use Office Depot’s nationwide print vendor network to handle their large specialized projects to save budget dollars and ease product distribution.

Green Solutions for Copy and Print

As a company, we’re proud to be an industry leader in helping participating and eligible agencies meet their green initiatives. Like our office supply offering, Office Depot’s Copy and Print Solution offers the following green benefits:

* Office Depot currently defaults to 30% post-consumer waste paper for printing
* Business cards, forms, letterhead, stationery, and folders are made from varying degrees of postconsumer or recycled content
* Using the Online Print Center and File Cabinet reduces waste when printing only the quantity that is needed
* Fuel and greenhouse gases are reduced when uploading and approving jobs online
* Green promotional products range from organic T-shirts to pens made from recycled-material to reusable tote bags, coffee tumblers and water bottles
* Packaging is 100% recycled, uncolored cardboard
* Green line stamps contain a minimum of 80% recycled plastic
* Green line daters contain a minimum of 75% recycled plastic

**Disclaimers**

* Additional signatures: Office Depot reserves the right to require additional customer signatures when providing copy and print solutions that require inventory liability, onsite services, or forms management.
* Specialty printing and promotional products may require specific vendor sourcing depending on customer needs. Shipping charges may apply and will be expressed at the time of order.
* Pricing represents the maximum charge and Office Depot reserves the right at its discretion to offer lower pricing based on job size and specifications

**Promotional Materials and Services**: Items shall include but not limited to various novelty, accessories, wearable, screen printing, engraving

Custom Imprints Online

Office Depot provides public sector agencies with the ability to simplify their custom imprint procurement by using our online custom imprints solution. Our specialized assortment includes printed products that are often of nominal or low dollar unit cost, but which can be costly to acquire through traditional manual processes. The Office Depot online solution eliminates those costs.

Products include:

* Custom stamps
* Personalized stationery
* Business envelopes
* Business cards
* Labels and standard forms
* Name plates and badges
* Calendars and greeting cards
* Sticky notes and legal pads
* Imprinted binders and folders

Promotional Products

Office Depot offers a simple way for City of Tamarac customers, schools and non-profits to create and order promotional products. With over 1,200 promotional products to choose from, customers can find a good solution that suits any budget and style. Our ordering process is simple, with promotional product experts who can help agencies identify the most appropriate products to promote and reinforce their message. For example, agencies can print or engrave information on items such as:

* Writing instruments
* Drinkware
* Calendars
* Desk accessories
* Gifts and awards
* Shirts, hats and other apparel
* Uniforms; school & work
* Sprit & motivational items

Promotional products are available to our City of Tamarac Participating Agencies both online and as custom special orders.

* Online ordering solution
* Shop by category
* Product assortment updates frequently
* Easy on-line customization
* Start / Customize / Finalize
* Bulk Buy Savings – the more you buy, the more you save
* Minimum purchases (piece counts) may apply on certain items
* Custom special order
* Expanded assortment
* Customize your agencies marketing / branding message

Brand Identity

Brand Identity offers City of Tamarac customers an integrated online solution for acquiring organizational identity items like business cards, letterhead, and envelopes.

Office Depot representatives will work with participating public agencies to coordinate a set of agency identity products tailored to their brand and specifications. Once live on the website, identity products can easily be personalized and ordered at the same time as other office supply products. This makes it simple to create professional correspondence at reasonable costs with online instant pricing, ordering, proofing, and browser-based file uploading. There’s an added-bonus: when participating in the Brand Identity Flex or On-Demand programs, no additional signatures are required because there’s no inventory liability.

Products include, but are not limited to:

* Business Stationary
* Business cards
* Letterhead
* No. 10 envelopes
* Monarch letterhead
* Monarch envelopes
* Personalized Office Essentials
* Stamps
* Name plates
* Mailing labels
* Badges
* Memo pads

Direct Mail

We understand that many of our public-sector agencies have direct mailing needs.  Whether it’s communications to the parents of a school district, mailings to students, city communications to residents, we have you covered.  Regardless of mailing size, we have the printing, sorting, and mailing capabilities to handle any direct mail application.

Copy and Print Depot also offers its “Personalized Postcards” solution.  This solution solves custom marketing needs by leveraging a turnkey process

* A turn‐key solution that offers Office Depot customers the ability to reach out to their students or residence via postcard direct marketing.
* A personalized marketing solution that delivers efficiently and effectively for businesses providing them the ability to use personalization in the marketing communications.
* A customized solution that is designed to match the clients list/target selections, product design preference, and production facilitation.

Content Delivery & Marketing Services

* Integrated marketing services
* Content and learning management technology
* Campaign strategy services & support
* Brand and document design
* Consulting for effective integrated communication programs
* Digital publishing creation-strategy and deployment services
* Customizable promotional products

**Technology Products and Services**

As part of the awarded contract, Office Depot is pleased to offer a Technology Products and Services solution to City of Tamarac/OMNIA Partners.

Our unique technology solution, Office Depot Technology, provides our customers with hardware and software. Using the industry’s first virtual warehousing model of over $10 billion ensures we will always have the latest technology available for immediate shipment at the best price point. As with our other  product offerings, this capability is consolidated with our broad range of product groups to provide City of Tamarac/OMNIA Partners the efficiency of an integrated network.

Office Depot Technology showcases an extraordinary selection of products including desktop and

notebook computers, storage and networking devices, digital imaging solutions, servers, printers,

software, accessories and so much more. We are dedicated to meeting the unique technology

requirements of your business. Office Depot Technology strives to make your buying experience simple and straightforward by offering intelligent product choices, top brands and competitive prices, with the support you demand.

Office Depot Technology is recognized as a leading direct marketer of computer hardware and software products, serving thousands of businesses, government agencies, and educational institutions nationwide. Backed by the unequaled, multi-billion dollar buying power of Office Depot, Office Depot Technology can offer products, services, and solutions, tailored to fit your specific needs.

Some of the advantages set us apart:

* Over 300,000 products from over 500 manufacturers
* Expert Account Management teams specializing in technology solutions
* Dedicated Product Specialists
* Key authorizations from top technology manufacturers
* FREE 24/7 online technical support
* Customized extranet that reflect your buying habits
* Shipping from 42 technology warehouses nationwide
* Bid Department for large opportunities and unique requests

Office Depot, Inc. is a highly qualified vendor for Technology Products, Services and Solutions. We can accommodate a nationwide demand for product/services and fulfill obligations for our customers

nationwide. Office Depot, Inc. will provide the products and associated services offered in this RFP

response. Therefore, Office Depot, Inc. hereby offers our complete catalog of products and services,

including but not limited to the following categories:

**Computer Hardware**

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Office Depot, Inc. has strategic relationships with the top market leaders in the computer systems industry. Our Technology Solutions professionals are trained and expertly positioned to meet the needs and demands of the modern-age Public Sector organization. Below is a listing of common computer system categories that Office Depot, Inc. offers, as well as a short-list of major OEM partners. A comprehensive listing of partners can be found at the end of this Tab section.

**Business Solutions Division: Technology Solutions**

Technology Solutions is a dedicated adjacency within Office Depot’s Business Solutions Division. Its

function is to own, maintain and grow the technology business through expansion of the current

customer’s portfolio as well as through acquisition of new customers and new customer business.

BSD Technology Solutions can be visualized as consisting of (5) dedicated specialty arms.

Responsibility for driving business through sales-focused initiatives are the Global Business Development Team, the Solutions Development Team, and the Inside Sales Organization. Supporting these teams strategically falls to the Strategic Solutions Team; while more administrative-based support comes from the Technology Sales Support Team.

**Tech Warranties & Protection**

While most technology comes with a standard manufacturer’s warranty, products often have predicted life spans well beyond original warranties and service periods. From simple devices to commercial grade items, we offer protection that works as hard as agencies do. Office Depot provides world-class service and support to help protect most technology products.

* Up to 3-year coverage (select products & services)
* Next-day on-site service available
* Mechanical and electrical failure protection
* Normal wear and tear breakdown coverage
* Power surge protection
* Cracked printer screen protection
* Accidental drops and spills coverage
* Laptop battery replacement
* 24/7/365 customer service

**Document and Security Management**

Office Depot, Inc. delivers quality document imaging, microfilming, secure storage and shredding. We scan paper of any size, shape and condition as well as photos, microfilm, oversized maps and more. In addition, we help to protect data with powerful document and security records management tools to meet the needs of our customers.

* Scan on demand
* Workflow consulting
* Data conversion
* Optical character recognition
* Import images and metadata
* Secure document storage and shredding
* Installation, training and support for document/content management systems

**CompuCom Division**

The CompuCom Division was formed during the fourth quarter of 2017 after completion of our acquisition of CompuCom and includes all of the activities of CompuCom.

CompuCom procures, installs, and manages the lifecycle of hardware and software for businesses, and offers IT support services, including remote help desk, data centers, and on-site IT professionals to North American enterprise organizations in the United States, Canada, and Costa Rica. The largest service offering is end-user computing, which provides on-site services to assist corporate end users with their IT support needs. CompuCom provides a single point of contact for the management of the customers’ IT infrastructure, including platform selection, provisioning, deployment and maintenance.

**Office Furniture Solution**

As part of the awarded contract, Office Depot is pleased to offer a complete Furniture solution to City of Tamarac/OMNIA Partners.

Furniture shall include but not be limited to: desk, chairs, conference, tables, filing cabinets and bookshelves, include installation, special orders.  Office Depot offers a wide range of products from in catalog quick ship items to full Custom-Interior solutions via our various special-order furniture partners.

Office Depot has selected key vendors partners to help deliver a total solution package to the participating agencies inclusive of: Pre-K, K-12, Higher Education, State and Local Government Agencies as well as non-profit organizations. These vendors deliver a combination of value-based solutions as well high design and custom options. In conjunction with Office Depot each of these vendors will deliver commercial grade products nationally to help City of Tamarac participating agencies secure products to meet todays every changing need.  We have carefully selected and partnered with these vendors knowing that they will work together with Office Depot and City of Tamarac to create a comprehensive solution with compelling values at the highest level of integrity and contract compliance for the City of Tamarac participating agencies.

The manufacturers we have submitted offer full line capabilities based on the products they manufacturer. The offering is a total solution from each of them as well as being able to provide new product introductions as they happen at approved discounts.  We would also like to include our total line offering as a supplemental offering to round out a total project solution as needed. As required, and requested by a purchasing agency, we may be able to provide ancillary items in outside the primary manufacturer partners we have selected; pricing for these items is set at fair market value and presented and confirmed with a Participating Agency prior to processing any purchase orders.  Office Depot will continue to update and refine our manufacturer partner list as new solutions become available to the market place.

Furniture Solutions are available in the following categories:

* Audio/Visual Furniture
* Cafeteria
* Casegoods
* Classroom & Library
* Dormitory
* Ergonomic Solutions
* Filing & Storage
* Lounge/Reception
* Related Products and Support Services
* Science Lab
* Seating / Chairs
* Tables/Meeting Conference Room
* Technology Support Furniture
* Workstation

Office Depot has a number of measures in place that will provide for a best in class value for City of Tamarac Participating Agencies. This value does not stop with product or product cost, as it also includes our design services, sales and project management services.

**Please see Attachment A- COT K-12 Program Offering Section for additional information on our K-12 programs.**

B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

Office Depot proposes to provide products and services offered to all 50 USA States and to the territory of Puerto Rico.

Office Depot operates a Business-to-Business Delivery Network that allows us to maintain a local, regional, and national presence. Our delivery network consists of our own trucks, UPS, and contracted and dedicated third-party carriers to ensure complete nationwide delivery coverage.

Office Depot fills and delivers over 100,000 deliveries a day with an on-time delivery rate of 99% based on reconciled manifests. That accuracy is possible because we have a fully integrated warehousing system and operate our own coast-to-coast distribution and delivery network.

Office Depot has the latest order cutoff times in our industry.  Orders placed on a business day for in-stock items will be delivered on the promised next delivery schedule for the ship-to location (usually next business day) and the times vary depending on the ordering channel used:

* Online website ordering, 5:00 PM local time
* EDI ordering, 6:00 PM local time
* Toll-free telephone ordering 5:00 PM local time
* Fax and email orders, 3:00 PM Eastern Time
* Mail orders, 3:00 PM Eastern Time
* Your authorized buyers can purchase items in an Office Depot or OfficeMax retail store at contract prices any time the store is open

C. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.

Office Depot, without obtaining written consent from Customer, may subcontract duties under any resulting contract to those subcontractors who are generally involved in the day-to-day business operations of Office Depot, including, but not limited to, third-party logistics vendors, delivery carriers, and customer service providers.

Office Depot uses our own vehicles and dedicated third-party carriers for most of our outsourced deliveries.  Several of these carriers have worked with us for 10 years or more.  Our primary dedicated third-party carriers are:

* Exel Logistics / DHL
* Cardinal Logistics
* Dynamex Inc.
* Hazen Transport
* Courier Express
* First Choice
* Elite
* Alpha Logistics
* Eagle One
* Capital
* DPX
* Lasership

All dedicated carriers are required to:

* Wear co-branded uniforms
* Use co-branded trucks
* Use Office Depot’s GPS Tracking on all deliveries.  GPS Tracking Includes:
* Wireless 2-way communication
* Package scanning (to truck and to customer)
* Real-time “proof-of-delivery” tracking (signature and time stamp)
* Real-time GPS tracking and monitoring
* Real-time updated forecast of probable delivery window
* Maintain a 99.5 on-time delivery percentage
* Run routes as scheduled by Office Depot via RoadNet

Office Depot tracks and monitors all third-party dedicated routes on a real-time basis in a centralized dispatch office.  We track and monitor routes in order to proactively address any delivery issues.

Office Depot also contracts with several regional carriers for less dense routes where it is more cost effective to load share with other packages.  These carriers are not co-branded on their trucks or their uniforms but are still responsible to provide Office Depot’s world-class service.  These providers include:

* Kruse
* Priority
* Dunham
* Valley Courier

Office Depot uses UPS for small orders on less dense routes.  Often, although not always, the UPS tracking number shows on the Office Depot order tracking screen and you can locate your shipment if it is in the UPS system, just like you can locate shipments that show in Office Depot’s GPS tracking system.

D. Provide the number, size and location of Supplier’s distribution facilities, warehouses and retail network as applicable.

Office Depot owns and operates a nationwide network of 26 Distribution Centers (warehouses) for customer delivery. Our distribution centers have a state-of-the-art Warehousing System. We offer next business day delivery in most delivery areas and a goal of high fill rates. Our distribution centers are in the following cities across the United States.

|  |
| --- |
| **Office Depot Distribution Center Locations** |
| **Anchorage DS #557****201 E 6TH Avenue,  Anchorage, AK 99501** | **Fairbanks DS #6466** **24 College Road** **Fairbanks, AK 99701**  |
| **Seattle (Kent) DC #1078****6805 South 217th Street Kent, WA 98032** | **Juneau DS #6858** **8745 Glacier Highway #103** **Juneau, AK 99801**  |
| **Dallas (Grand Prairie) DC #1079****2220 North Highway 360 Grand Prairie, TX 75050** | **Chicago (Itasca) DC #6869** **800 W Bryn Mawr Avenue** **Itasca, IL 60143**  |
| **Denver DC #1080****4600 Havana Street Denver, CO 80239** | **Bristol DC #6871** **3001 Frost Road** **Bristol, PA 19007**  |
| **Houston DC #1127****6225 West by Northwest Boulevard Houston, TX 77040** | **Orlando DC #6876** **1801 Cypress Lake Drive** **Orlando, FL 32837**  |
| **Fremont DC #1135****6700 Automall Parkway****Fremont, CA 94538** | **Columbus DC #6877** **1331 Boltonfield Street** **Columbus, OH 43228**  |
| **Ft. Lauderdale (Weston) DC #1165****2925 West Corporate Lake Boulevard Weston, FL 33331** | **Portland DC #6881** **125 Industrial Way** **Portland, ME 04103**  |
| **Cincinnati DC #1170****4700 Mulhauser Road Hamilton, OH 45011** | **Waipahu DC #96797** **94-1489 Moaniani Street** **Waipahu, HI 96797**  |
| **Atlanta (Buford) DC #1214****2500 Mill Center Parkway Buford, GA 30518** | **Hilo DC #6888** **280 Maka’ala Street** **Hilo, HI 96720**  |
| **Phoenix DC #5101****602 South 63rd Avenue Phoenix, AZ 85043** | **Lihue DC #6889** **3145 Oiahana Street** **Lihue, HI 96766**  |
| **Los Angeles (Signal Hill) DC #5125****3366 East Willow Street Signal Hill, CA 90755** | **Kahului DC #6890** **80 South Hana Highway** **Kahului, HI 96732**  |
| **Newville DC #5910****950 Centerville Road Newville, PA 17241** | **Carolina DC #6891** **887 Km 3.0 Barrio San Anton** **Carolina, PR 00984**  |

DC = Distribution Center
DS = Delivery Store

Corporate Headquarters:
6600 North Military Trail
Boca Raton, FL 33496

Office Depot operates more than 1,300 Office Depot and OfficeMax Retail Stores in the USA which will provide Participating Agencies products and services at the contracted prices upon presentation of a pre-registered Credit Card at the time of purchase.

**3.3 Marketing and Sales**

A. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as supplier’s primary go to market strategy for Public Agencies to supplier’s teams nationwide, to include, but not limited to:

Implementing the new City of Tamarac/Omnia Partners contract with Office Depot will be fast, easy, and painless.

Office Depot has been the primary office products supplier for the City of Tamarac and the Southeast Florida Governmental Purchasing Cooperative for over 19 years, and in addition is the current contractor for the City of Tamarac/Omnia Partners national cooperative. Our partnership with the City of Tamarac and Omnia Partners has resulted in significant contract growth, with the contract currently being utilized by 1.347 state and local government, K-12, higher education and political subdivision customers. These accounts placed 823,459 orders that we delivered to 19,360 locations in 35 states. Awarding the new contract to Office Depot continues this partnership and will result in a seamless transition as the time consuming & expensive work to implement a new contract will not be required. These customers are already setup in our system with established ordering, delivery and invoicing based on their individual requirements and are fully trained and utilizing our ecommerce platforms.

Office Depot will assign a Project Manger for the new contract implementation. Project plans will outline each stage of implementation including the assessment of the IT integration steps (if necessary), procurement plan, logistical/inventory requirements for each location, & confirmation of service levels for the new contract. Our implementation timetable will be adjusted to accommodate each customers needs during the new contract implementation, however, the timeline required to implement this contract should be very short. Within 2 weeks after award Office Depot will:

* Schedule meetings with key customer decision makers to review current account settings & develop enhancement plans Customization of our standard Implementation work plan (almost all steps have been completed)
* Develop an outreach program to the active buyers for 1,347 accounts to introduce the new contract through the use of e-mails, Webinars, & onsite training sessions. Communications will be approved by & coordinated with the City of Tamarac and Omnia Partners.
* Provide downloadable information to reinforce training sessions
* Leverage our national network of dedicated public sector sales specialists to provide direct local implementation support to contract users

Customers will not need to learn new ordering systems & processes and the implementation will be operationally seamless & largely transparent to all current City of Tamarac/Omnia Partners contract users.

Our expectation is that the new contract can be fully implemented within 30-45 days from notice

Upon award of the contract Office Depot has a detailed ninety-day plan with our go-to-market strategy to implement the Master Agreement as a supplier and make Public Agencies aware of the contract award.

Office Depot has implemented new tools for Sales reps to access collateral and sales related materials.   The new system, called Seismic, will allow sales reps to easily locate and send, via e-mail, contract related collateral as well as offers and sales materials.

Sales reps will be made aware of the contact award through corporate announcements, conference calls, e-mail announcements, and Regional sales meetings.

 i Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days

Office Depot will involve executive leadership to endorse the award of the contract and communicate to the entire sales team the go-to-market strategy within the first 10 days of the contract.

ii Training and education of Supplier’s national sales force with participation from the Supplier’s executive leadership, along with the OMNIA Partners team within first 90 days

Office Depot will begin training and education of the sales force within the first 90 days by utilizing SKYPE meetings, conference calls, regional meetings, and Corporate communications and announcements and our new collateral management system, called Seismic.  Seismic will allow training materials to be accessible to all field reps at any time needed, thus furthering the reach of the training materials.

B. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:

Upon award of the contract Office Depot has a detailed ninety-day plan to market the contract to all participating Public Agencies, both existing agencies as well as customers who are not yet cooperative members.  Office Depot has implemented new tools for Public Sector reps to access collateral and sales related materials.

The new system, called Seismic, will allow sales reps to easily locate and send out contract related collateral as well as offers and sales materials to both new and perspective customers.  Please see our proposed 90 day plan under 3.3.B.viii.

i Creation and distribution of a co-branded press release to trade publications

Office Depot will create a press release with quotes from City of Tamarac/OMNIA Partners and Office Depot executives announcing the contract and highlighting benefits of the partnership. Office Depot will create and distribute a co-branded press release both internally and to trade publications – including, but not limited to, American City & County, Government Procurement, etc.

ii Announcement, contract details and contact information published on the Supplier’s website within first 90 days

Within 90 days of contract award the contract information and details will be available to you at tin the business.officedepot.com website.

iii Design, publication and distribution of co-branded marketing materials within first 90 days

Office Depot is committed to providing our sales teams with the tools they need to successfully communicate the values of this contract upon award.  Our marketing team has developed a robust plan to ensure we deliver these elements.

To better serve reps ability to search, locate and send collateral to new and perspective customers a new system for collateral management has been adopted by Office Depot.   Seismic, the new collateral management system, has expanded search capabilities and will allow materials to be sent via e-mail directly from Salesforce – out CRM system.

iv Commitment to attendance and participation with OMNIA Partners at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement

Office Depot is committed to supporting City of Tamarac/OMNIA Partners at all national events, including the NIGP Annual Forum, NPI Conference, etc., as well as Regional Events including Chapter Meetings, Regional Summits, etc.

Furthermore, Office Depot has already committed to our NIGP Sponsorship and our place at the NIGP Annual Forum in August.

v Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by OMNIA Partners for partner suppliers. Booth space will be purchased and staffed by Supplier. In addition, Supplier commits to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by OMNIA Partners.

Office Depot has already committed to participate in the NIGP Annual Forum and has selected our booth space, which will be staffed by Office Depot representatives including support from Marketing and local area sales representatives.

As in the past Office Depot will assist with promotion and marketing efforts for the Forum including advertising in trade publications as well as direct support for the sponsor lounge and other projects as directed by City of Tamarac/OMNIA Partners.  In the past we have provided technical assistance with the sponsor lounge, involving our vendors to supply monitors, etc.

Office Depot historically has procured a 20x20 booth at the NIGP Forum, served refreshments in the booth, and provided games and give away items for the show attendees.   Our booth continues to be one of the most popular at the show.

Office Depot also attends Business Council events at the NIGP Forum including panel discussions and planning meetings.

vi Design and publication of national and regional advertising in trade publications throughout the term of the Master Agreement

Arrangements are already in place for advertising in trade publications to support the contract throughout various terms of the agreement.  Additional advertising will be purchased to support various marketing efforts in conjunction with City of Tamarac/OMNIA Partners.  These publications include, for example, American City & County and Government Procurement.

vii Ongoing marketing and promotion of the Master Agreement throughout its term (case studies, collateral pieces, presentations, promotions, etc.)

Office Depot is committed to providing our sales teams with ongoing marketing and promotional materials to support the contract throughout its term.    Throughout the term of the agreement collateral pieces will be newly designed to support initiatives and updated to continue the support of existing programs.  All collateral will be presented to City of Tamarac/OMNIA Partners for approval before distribution.  Our new collateral management system, Seismic, will be key in allowing sales reps unhindered access to presentations and promotional materials, as well as an efficient way to send to customers directly from Salesforce, our standard CRM tool.

In 2018 a newly designed collateral piece was designed specifically for rural school districts and co-branded with National IPA.   This is but one example of the collateral that will be produced and co-branded with City of Tamarac/OMNIA Partners to further the contract adoption.  Please see the marketing calendar for the first 12 contract months under 3.3.B.viii.

viii Dedicated OMNIA Partners internet web-based homepage on Supplier’s website with:

* OMNIA Partners standard logo;
* Copy of original Request for Proposal;
* Copy of contract and amendments between Principal Procurement Agency and Supplier;
* Summary of Products and pricing;
* Marketing Materials
* Electronic link to OMNIA Partners’ website including the online registration page;
* A dedicated toll-free number and email address for OMNIA Partners

Office Depot agrees to provide a dedicated City of Tamarac/OMNIA Partners web-based home page on our website similar to the current page we provide on [http://www.officedepot.com](http://www.officedepot.com/) for the City of Tamarac homepage.  See a draft mock-up following.  We will use a logo that you have pre-approved and it will include all of the items listed under viii. above, as requested.

Mockup of the proposed City of Tamarac/OMNIA page on Office Depot’s website with all the elements required in paragraph viii above.



Mockup of the proposed City of Tamarac/OMNIA Partners page on Office Depot’s website with all the elements required in paragraph viii above.



During contract implementation Office Depot will use this 90-day calendar to ensure the described events occur as required.  We will be pleased to consider adjustments based on discussions with City of Tamarac/OMNIA Partners.



This is the proposed Office Depot Marketing Calendar for the first 12 months of an awarded contract from City of Tamarac/OMNIA Partners.

ix Describe how Supplier will transition any existing Public Agency customers’ accounts to the Master Agreement available nationally through OMNIA Partners. Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.

Office Depot has developed a comprehensive cooperative portfolio to allow public agencies to utilize cooperative contracting that most aligns with their current methodologies, geographical regions, segment alignment, and procurement initiatives.  In developing this portfolio, Office Depot has utilized a limited number of cooperative partners.  Today, Office Depot’s primary cooperative partner is OMNIA Partners, having been awarded nine (9) contracts with which both organizations actively promote to provide value to the agencies they serve.  Office Depot continues and will continue to serve public sector agencies using the “best fit” methodology, which may include National & Regional cooperative contracts as well as providing stand-alone contracting solutions for those agencies that need/require this contracting method.  Office Depot has fully embraced and will continue to embrace cooperative contracting as a meaningful procurement solution for public agencies.

Below is Office Depot’s current National Cooperative portfolio.

|  |
| --- |
| CONTAINS CONFIDENTIAL AND PROPRIETARY FINANCIAL INFORMATION AND TRADE SECRETS - EXEMPT FROM DISCLOSURE UNDER THE PUBLIC RECORDS ACT |

|  |  |  |  |
| --- | --- | --- | --- |
| **Cooperative / State Agency** | **Discount Offered** | **Expires** | **Annual Sale Volume** |
| **Region 4 ESC - OMNIA Partners -  Janitorial Supplies - R162102** | Fixed Pricing  | 2/28/2023  | ~ $35 Million  |
| **Region 4 ESC - OMNIA Partners - Technology Supplies - R160204** | Discount by Category  | 8/1/2021  | ~ $40 Million  |
| **Region 4 ESC- OMNIA Partners - School Supplies - R141605** | Fixed Pricing   | 2/28/2020  | ~ $4 Million   |
| **Region 4 ESC - OMNIA Partners - Office Supplies - R141703** | Fixed Pricing   | 2/28/2020  | ~ $375 Million   |
| **Region 4 ESC - OMNIA Partners - Furniture & Installation - R142212** | Fixed Pricing (Catalog) Discount by Category (Special Order)  | 5/1/2020  | ~ $50 Million   |
| **Region 4 ESC - OMNIA Partners - Managed Print Solutions - R171404** | Fixed Pricing   | 2/28/2023  | ~ $1 Million   |
| **City of Tamarac - OMNIA Partners - Office & School Supplies** | Discount by Category  | 10/18/2019  | ~ $85 Million  |
| **State of Florida - OMNIA Partners - Office Supplies** | Discount by Category  | 4/17/2027  | ~ $26 Million  |
| **Oregon State University - OMNIA Partners - Office Supplies & Furniture** | Fixed Pricing (&) Discount by Category  | 12/31/2023  | ~ $25 Million  |
| **State of Oregon - NASPO-ValuePoint - Office Supplies** | Discount by Category  | 1/4/2023  | ~ $65 Million  |
| **Oakland County, MI - America Saves - Office & School Supplies** | Fixed Pricing (&) Web Less by Catalog  | 9/24/2025  | ~ $30 Million  |

x Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well.

Office Depot agrees to provide its logo(s) to City of Tamarac/OMNIA Partners and agrees to provide permission for reproduction of such logo(s) in marketing communication and promotions within the logo guidelines we will specify.  We agree that our use of the City of Tamarac/OMNIA Partners logo will only be done with your permission.

xi Confirm Supplier will be proactive in direct sales of Supplier’s goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier’s sales initiatives should communicate:

1. Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency
2. Best government pricing
3. No cost to participate
4. Non-exclusive contract

 Office Depot acknowledges and agrees to xi within the terms of our final agreement.

C. Confirm Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include:

1. Key features of Master Agreement
2. Working knowledge of the solicitation process
3. Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners
4. Knowledge of benefits of the use of cooperative contracts

Immediate mobilization of Office Depot cross-functional departments responsible for the successful launch and support of the new program will include:

Sales Training

Office Depot’s dedicated team of Cooperative Contract National Program Managers will be responsible for the implementation of the City of Tamarac/OMNIA Partners Contract. This dedicated team of seven (7) people will work closely with our local sales representatives as well as our inside sales representatives, ensuring that all teams are properly trained to service customers participating in the City of Tamarac/OMNIA Partners office supplies program. Training will include webinars highlighting the details of the program and positioning of the City of Tamarac/OMNIA Partners office supplies offer.  Sales team training is a continuous process commencing with the contract implementation and continuing through the term of the contract including any renewals and extensions. All appropriate Sales Representatives are trained in special sessions or during the weekly regional sales meetings by the dedicated Cooperative National Sales Account Managers. All mutually agreed special promotions and programs will be introduced during these meetings and all local Account Managers will be provided the necessary Sales Sheets and other promotional material appropriate for their customer base.

D. Provide the name, title, email and phone number for the person(s), who will be responsible for:

1. Executive Support
2. Marketing
3. Sales
4. Sales Support
5. Financial Reporting
6. Accounts Payable
7. Contracts

Executive Support

**Tom Riccio**

* Sr. Vice President; Strategic Partnerships
* (407) 284-0131 I thomas.riccio@officedepot.com

**Susan Cummings**

* Vice President; Public Sector
* (248) 961-2440 I susan.cummings@officedepot.com

ii.Marketing

Marketing

**Sharon Bobowski**

* Senior Manager - Marketing
* (561) 438-4421 I sharon.bobowski@officedepot.com

**Charles Kasprzak**

* Senior Marketing Analyst
* (561) 438-2906 I charles.kasprzak@officedepot.com

**Carla Fulmore**

* Senior Marketing Analyst
* (561) 438-4904 I Carla.fulmore@officedepot.com

iii.Sales

Sales Team – National Sales Support

**Pam Pedler**

* Director – Public Sector Partnerships
* (860) 883-9281 I pam.pedler@officedepot.com

**Billy Grimmett**

* Program Manager, Public Sector Education, and Government
* (704) 236-4409 I billy.grimmett@officedepot.com

**Nancy Davis**

* National Program Manager, Public Sector – Region 4 ESC contract portfolio
* (602) 317-5257 I nancy.davis@officedepot.com

**Paul Martorella**

* Program Manager, Public Sector Education, and Government
* (562) 810-8270 I paul.martorella@officedepot.com

**Jennifer Jimenez**

* National Program Manager, Public Sector
* (408) 603-9011 I Jennifer.jimenez@officedepot.com

**John T. Saunders**

* National Program Manager, Public Sector
* (248) 497-6855 I john.saunders@officedepot

**Frank Zarrillo**

* K-12 Program Manager
* (908) 894-0556 I frank.zarrillo@officedepot.com

Sales Team – Local Sales Support

**Terry Sterck**

* Senior Director – Public Sector Partnerships, East Region
* (904) 699-6377 I terry.sterck@officedepot.com

**Kim Vilella**

* Director – Public Sector Partnerships, Southeast
* (305) 505-9343 I terry.sterck@officedepot.com

**Seth Kaminstein**

* Vertical Market Manager, Public Sector
* (561) 245-0297 I seth.kaminstein@officedepot.com

iv. Sales Support

Sales Support

**Andrea (Turner) Konopacki**

* Lead Consultant, Growth Strategy
* (561) 755-2621 I andrea.turner@officedepot.com

**Francine Staton**

* Lead Regional Performance Consultant – Public Sector
* (253) 693-8582 I francine.staton@officedepot.com

v.Financial Reporting

Financial Reporting

**Alfredo Rodriquez**

* Senior Rebate / Financial Analyst
* (561) 438-4414 I alfredo.rodriguez@officedepot.com

vi.Accounts Payable

Accounts Payable

**Accounts Payable Team**

* Hours of Operation: 8 am – 5 pm Eastern
* Location: Office Depot Corporate Headquarters
* (844) 259-9131

vii.Contracts

Contracts & Contract Compliance

**Billy Grimmett**

* Program Manager, Public Sector Education, and Government
* (704) 236-4409 I billy.grimmett@officedepot.com

**Jean P. Davis**

* Sr. Consultant Sales Contract BSD, Pricing Compliance
* (443) 889-7670 I jean.davis@officedepot.com

E. Describe in detail how Supplier’s national sales force is structured, including contact information for the highest-level executive in charge of the sales team.

Office Depot recognizes that an important aspect of a successful relationship is ensuring consistent fanatical customer service. That is why we have divided our Business Services Division (BSD) team into two regions across the U.S., with our Boca Raton, Florida based corporate headquarters as the operations site for BSD Program Support Services and the national Help Desk. Our team consists of over 50 field-based Strategic Business Development Managers (BDM’s) and Strategic Account Managers (SAM’s) available to give your business the personal attention it needs.

Furthermore, as an Office Depot BSD customer, we will assign a Strategic Business Development Manager to help you develop strategic business solutions. He or she will work to understand your business needs and craft effective solutions to help reach your goals. The extra benefits that come from doing business with us are why many companies choose Office Depot. Just consider what we have to offer you.

Field Account Management Team

We have approximately 1,200 Sales Representatives to help design an office supply-buying program to meet your business requirements. This is better than any other supplier who can help provide local support for your corporate initiatives and mold the design of an office supply-buying program to meet your business requirements. In addition, we have over 1,300 Customer Service Representatives, 50+ sales offices and 26 distribution warehouses/delivery stores nationwide to support our national account program.

**Onsite Field Support and Education**

We will provide each office with ongoing, cost-effective analysis of the products purchased and recommendations of the best assortment based on your buying trends. In addition, your end-users will receive our BSD Internet User’s Guide, a professional training guide with step-by-step instructions that supports both our direct ordering customers and punchout systems.

Your account team will help Member locations improve efficiencies and lower costs through customer education shows, product knowledge events, and other educational seminars for BSD customers. Also, we offer Business Reviews to ensure the right products are being ordered for the Member’s organization, that costs are minimized, recycled or MWDVE spend rates are on target, and value-added services are being provided.

**State-of-the-Art Technology**

We offer demand management to help Participating Agencies purchase best value products by electronically routing purchases of items that are a better value. We also offer a solution-oriented eProcurement platform, using third-party software systems such as Ariba, Commerce One, and Oracle that profile and maintain ordering channels of your account. Other customer offerings include customized billing, EDI mapping, and other electronic solutions.

The Office Depot Executive in charge of this program is:

Susan Cummings
Vice President, Strategy Solutions, K-12, Federal
6600 North Military Trail
Boca Raton, FL 33496-2434
Telephone: 561-438-4800
Email: Susan.Cummings@officedepot.comFAX: 800-593-8830

F. Explain in detail how the sales teams will work with the OMNIA Partners team to implement, grow and service the national program.

Office Depot has a loyal, long-standing cooperative public agency base of more than 13,500 public and non-profit agencies. The cooperative customer platform has historically been one of our best performing customer segments from an overall growth perspective. Office Depot will launch the City of Tamarac/OMNIA Partners and position itself as a leader in this space by leveraging the following strengths:

* A powerful brand name and loyal Office Depot customers
* Extensive K-12 knowledge and large customer base
* Efficient marketing and sales capabilities and execution
* Long term customer relationships
* Breadth of vendors/brands and vast selection of supplies and equipment
* Collaborative Marketing with industry leaders
* Showcase quality private brand program and environmentally preferable options

We will use the following marketing vehicles to communicate the benefits of the CITY OF TAMARAC contract, the value Office Depot provides and our commitment to public sector:

* E-mail
* Web
* Social Media
* Direct Mail
* Co-branded on-line catalogs
* DemoFlick video - An infographic style video

G. Explain in detail how Supplier will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, timely new Participating Public Agency account set-up, timely contract administration, etc.

Leveraging our relationships with more than 20,000 public sector entities, Office Depot will utilize our existing customer case studies and best practices, as well as demonstrate credibility through our associations with industry leaders and publications. We will also employ public relations efforts via interviews, news conferences and engagement with key media contacts and editorial reporters.

Office Depot takes a team approach to implementing and supporting a contract of this size and significance. Several groups within the Office Depot organization will be aligned to insure the seamless execution and ongoing management of our City of Tamarac/OMNIA Partners/Office Depot contract. This multi- disciplinary approach will include the following:

* Merchandising Team - goes to market focused specifically on the public sector
* Pricing Group – insures that items reflect contract pricing at all times
* Contract Compliance Team - ensures that all bidding and pricing practices are in compliance and uphold the City of Tamarac/OMNIA Partners/Office Depot partnership agreement
* Legal Team - provides guidance on contract execution and supports ongoing regulatory needs
* Marketing Team – is dedicated to providing timely communication, awareness and lead generation campaigns and supporting sales tools applicable to our public sector customers
* Green Staff – is committed to supporting public agencies with the tools and knowledge necessary to meet their green objectives
* eCommerce Team – continually offers innovative solutions to answer the ever-changing demands of today’s procurement professionals
* Training Organization - provides new and existing sales professionals with ongoing training solutions focused on public agency solutions
* Finance and Billing Departments - provide efficient reporting and billing solutions to meet the evolving needs of our City of Tamarac/OMNIA Partners Participating Agencies
* Customer Service Organization - understands the nuances of large contracts and works to provide participating agencies with top notch customer service
* Delivery Network - provides dependable next-day delivery supported by industry-leading order tracking solutions
* Sales Organization - is committed to delivering solutions that are relevant and timely for public agencies and always putting the customer’s needs first

H. State the amount of Supplier’s Public Agency sales for the previous fiscal year. Provide a list of Supplier’s top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each. City of Tamarac Purchasing and Contracts Division

As Office Depot does not publicly report account-specific data, it is our approach to maintain continuity is this reporting practice and elect to not provide that information in this response.  As Office Depot and City of Tamarac/OMNIA partners have developed a significant partnership, we will continue to provide agency reporting as required.

I. Describe Supplier’s information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.

Office Depot employs a seamless, nationwide operating system and superior operational technologies, resulting in total quality and consistency for Participating Agencies at every step in the process… order entry, on-time delivery, order accuracy, uniform prices/billing, payment processing, and reporting integrity.

Having one single operational platform/blueprint throughout the country, affords Participating Agencies the following benefits:

* *Consistent Operations/Service:*  Because every location in the Office Depot system uses the same WMS program, all of the warehouse and delivery operations are performed the same way across the country.
* *Consistent Pricing:*  Because every Office Depot facility uses the same WMS program and AOPS order entry system, City of Tamarac/OMNIA Partners pricing remains consistent nationwide.  Participating Agencies will share a single Custom Price List and pricing structure for all domestic locations.
* *Consistent Reporting/Integrity:*  Because every Office Depot facility uses the same AOPS order entry system, report consolidation is simple and accurate.  Super Users can view all order/pricing activity online throughout the country.
* *Consistent products:*  Each of Office Depot's 26 distribution centers stock similar mixes of 15,000+ products contained in our full-line, in-stock catalog.  The end-user product view on the contract website will be consistent throughout the country.

Office Depot offers a fully integrated, real-time, business-to-business website. The B2B site is an award-winning, OBI-compliant (Open Buying on the Internet), robust web site for use by our contract customers in a highly controlled, secure E-Commerce environment. The site is owned, managed, and maintained by Office Depot. Independent sources have repeatedly rated Office Depot’s site highest among all Internet retailers in the country.

The ever-evolving architecture of the site is designed to provide a one-stop reference/research tool, increase productivity, reduce expenses, and lower the overall cost of managing the office products commodities. The popularity of the site is evidence of its consumer acceptance. Today’s competitive business climate requires efficient, lean operations by doing more with less. With the constant updates/enhancements to the site, Office Depot continually offers added value and convenience with our World Class Electronic Commerce Solutions.

As an E-Commerce pioneer, Office Depot has connected more than 325,500 mid to large corporations with over 1,388,000 users.  Seventy-five percent (75%) of our contract business comes via the internet. By utilizing our knowledge and experience, you can integrate systems that make online ordering not only easy for Participating Agencies but for their users, too.

Our robust and award-winning website has been recognized as one of the Top 5 web sites on the Net for its features, user friendliness, and high volume of activity. We are a founding member of the OBI, and have the most advanced Internet ordering web site, as well as extensive third-party ERP integration experience, with over 1,500 third-party integrations and punch-out solutions. Our contract customer web site offers the following advantages:

**Excellent Management Tools Available:**

* **Bulletin Board** – to communicate program information and post your logo
* **Dashboard** – Spend analyses tool at your fingertips.  Compare month to month spend, User buying behavior, spend by ship-to, or accounting fields such as cost center or department.   Data updated monthly to provide rapid response and easy download.
* **Billing Information** – POD verification, reprints of invoices or packing slips
* **Set Spending Limits** – create hierarchy restrictions, approvals, workflow process levels
* **Restrict Items** – from being purchased at the user level by department, class, item and/or dollar amounts
* **Email Approval Release** – online email approval release (HTML)
* **Price Verification** – see your contract prices on all items
* Real-time credit card authorization
* **Administrator User** – approved management ‘super users’ have the ability to change personal profiles, ship-to’s, restrictions, approvals, etc.
* **Create Profiles** – define parameters/capabilities for each user as well as all their information
* **Group Login Identities** – optional single login for cost centers, locations, departments, etc.
* **GPS Order Status** – know exactly where your packages are from the time you ‘click’ your order to when the packages arrive at your desk, including electronic signature capture
* **Best Value Items** – all core items are identified and float to the top of all searches
* **4 Accounting Fields** – for customization and identification of cost centers and billing/orders information

**Easy to Use:**

* **Shopping Lists** – create Corporate wide ‘best value’ lists and Personal items lists
* **Real Time Inventory** – make informed choices based on real product shipping location inventory
* **Online Backorder** – intelligent backorder information, providing alternative options
* **Online Returns** – simplest and fastest method available for item pickup and credit
* **Order Reminders** – schedule reoccurring or one-time reminders
* **Future Orders –** flexible delivery dates, or build your shopping cart for later orders
* **Advanced Search** – narrow your results by product, category, description, use, price, size, etc.
* **Toner/Ink Find** – fast method to search by manufacturer, make, and model for those supplies that fit your machine.
* **Compare Items** – side-by-side comparisons, describing function, and capabilities
* **Order Notification** – detailed user information on your approved orders
* **Live Online Chat** – instant message our customer service for any questions you may have on a product recommendation, order status, or online web functionality
* **Many Categories – Huge Selection:**
* **Print on Demand** – download your customized jobs directly on the same site and have them delivered with your supplies
* **Technology Products** – we offer over 300,000 products from more than 500 manufacturers
* **Furniture** –we stock over 1,000 furniture items in our warehouses
* **Janitorial and Breakroom** –hundreds of the most common items you need
* **Promotional Items** – put your logo/brand or special event information on just about anything
* **Brand Identity** – download and create your own stationary, or pull from your private warehoused items we have already created

**Approval Routing**

By selecting the available “email confirmation” option during your internet account set-up, Participating Agencies can choose to have orders that exceed the users’ personal spending permissions forwarded to their predetermined manager, supervisor, or purchasing agent via email. Each decision maker will then have the ability to review, amend, delete, suspend, or release the order.

The B2B site allows for multi-tiered approval of orders, which includes the ability to route an order to up to 11 total levels. This feature allows Super Users to create workflows for each user for the tiered approval of orders according to pre-assigned dollar limits.

Approvers have the option to “Express Approve” (release) orders directly from the email notification page. Approvers may also assign “Proxy” users to release orders in their absence.

**Restrictions**

The Office Depot electronic ordering platform may be programmed to set dollar limits and product limitations by:

* Account (child and parent)
* Ship to location
* Purchase order numbers
* Cost center/Dept.
* Individual User (dollar limits only)
* Block Broad-based Department (i.e., business machines)
* Block Narrow Classes (i.e., laser printers, inkjet printers, printing calculators)
* Block Specific Items ( i.e., HP LaserJet 8100 #747-474)
* Set Item limitation (i.e., item not to exceed $150)
* Set Line Item Limitation (i.e., line item not to exceed $500)
* Set Order Value Limitation (i.e., order not to exceed $1,000)

If users attempt to place an order for restricted products, they will receive a “restricted item” message instructing them to contact Purchasing to order that item. If users attempt to exceed the pre-set dollar limit (by line item or order value), they will receive a message informing them that the order exceeds the pre-authorized account limits.  Note: Restricted items are clearly indicated with a special icon next to the description.

Alternatively, Participating Agencies can elect to allow users to create orders that contain restricted items or exceed their personal spending limits. Such orders will be forwarded to a designated Super-User/Manager with the authority to override all restrictions.

**User Profiles**

We will establish a unique User Profile for every user you authorize to utilize the B2B site. Their user profile will contain their contact, delivery and billing information as well as their ordering permissions.

**Super User Account Management Capabilities:**  This option allows pre-appointed Participating Agencies Super Users to control Account Management details such as:

* Activating or disabling passwords for internal users
* Controlling/monitoring Blanket POs usage
* Adding and deleting Ship-Tos
* Managing Cost Centers/Departments
* Updating User profiles
* Editing or removing users
* Placing orders for otherwise restricted items (due to product type or dollar limit)
* Creating multi-tiered approval workflow templates for each user
* Formatting and running usage reports
* View online Proof of Deliveries (includes name, date, and time received)

**Super User Authorized User Management:**  Key permissions are controllable on a user-by-user basis:

* Password
* Ability to Create Only or Place Orders
* Unit Price Dollar Limit
* Line Item Dollar Limit
* Order Total Dollar Limit
* Ability to Override Restrictions
* Management Notification/Approval Requirements (i.e., Single or multi-tiered approval process)
* Eligible and Default Ship-tos
* Eligible and Default Department Number
* Eligible and Default Purchase Oder (if necessary)
* Eligible and Default Release (if necessary)
* Payment Method (i.e., specific charge card number)
* History Viewing Capabilities
* Usage Report Viewing Capabilities

In addition to the above listed features and benefits of our online system, the following available features may benefit Participating Agencies.

**Smart Cart Feature:** Online shopping tool to help end-users compare items, save money, and go green. Three different Smart Cart tools can be activated at any time as a cost-saving feature:

* **Smart Value Cart** will remind end users of available core list items during the shopping process.  Example:  An end-user places a package of self-stick notes in their cart that is not part of the core list. If there is a comparable package of self-stick notes (e.g., standard yellow vs. the bright colored notes initially selected) on the core list, the cart will provide a pop-up alternative showing the item and the potential savings by changing the selected item to the core item.
* **Private Brand Cart,** like the Best Value Smart Cart, will make lower cost alternative suggestions during the shopping process; however, the key element recommends private brand, lower cost alternatives.  Example: An end user places the national brand Post-It sticky notes in their cart. If there is a comparable item in a private brand with a lower cost, then the alternative will be suggested.
* **Green Cart** works in a similar fashion as the other Smart Carts but may suggest items that have a higher initial cost.  Example: An end user selects a 12 pack of AA batteries. The smart cart may suggest a package of rechargeable AA batteries.  The rechargeable batteries may have a higher initial cost; however, due to the ability to recharge and reuse the batteries, overall cost per use goes down over the life of the battery.

Participating Agencies may select to have only one or any combination of all three Smart Carts loaded to their account based upon business needs.  The Smart Cart tools allow end users to make better purchasing decisions to meet their business needs.

**Online Smart-Dashboard:** This highlyinnovative self-service tool:

* Allows real-time access to important account information
* Displays year-to-date and monthly spend analysis by ship-to, cost center, and user
* Identifies opportunities to utilize additional Office Depot services that can result in cost savings
* Features real-time video overview of account activity and data export capability
* The dashboard shows your spending patterns with at-a-glance charts and graphs, helps identify your savings and office supply benchmarks, and provides insights to online user activity and behavior.

Transactions may be paid via EFT, P-Card Point-of-Sale Purchasing, or by credit card or check via electronic and/or mailed invoice (Summary or Standard).

Our goal is to maintain a 100% billing accuracy rate.  Anything below this is unacceptable!  Our system enhancements prevent the occurrence of billing errors common in the industry.

Office Depot holds a key advantage over its competitors on the management and billing of National Accounts. As we are one of the few companies to operate on a single platform with centralized control we do not experience billing issues that were common with national agreement in years past.

At the start of the agreement the contract is loaded into our AOPS system and audited for accuracy. Participating Agencies locations are loaded into the systems and tied to the contract. Once this is done the system is locked down. Any changes to the system must go through the national accounts department and be approved by City of Tamarac/OMNIA Partners.

J. Provide the Contract Sales (as defined in Section 10 of the National Intergovernmental Purchasing Alliance Company Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement (“Guaranteed Contract Sales”). $\_\_\_\_\_\_\_.00 in year one $\_\_\_\_\_\_\_.00 in year two $\_\_\_\_\_\_\_.00 in year three To the extent Supplier guarantees minimum Contract Sales, the administration fee shall be calculated based on the greater of the actual Contract Sales and the Guaranteed Contract Sales.

Office Depot has demonstrated over the years we have been partnering with City of Tamarac/Omnia Partners that we will produce strong results within the framework of the economic structures under which our Public Sector customers operate.  We do not believe it is within our ability to in any way control the funding of our customers’ budgets and have determined to actually guarantee any level of sales is not a step we can take as faithful representatives of our shareholders.  We would consider discussing this with you if you believe it is necessary.

K. Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.

1. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).
2. If competitive conditions require pricing lower than the standard Master Agreement not-to-exceed pricing, Supplier may respond with lower pricing through the Master Agreement. If Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners under the Master Agreement.
3. Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners).
4. If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal. Detail Supplier’s strategies under these options when responding to a solicitation.

Office Depot is unable to comply with the above Paragraph K.  Office Depot will respond to all Public Agency solicitations and requests respecting the commitments made in this offer and any subsequent contract based on this offer.  Agencies requesting a specific program will receive an offer for that program and, if they request a second offer, we may propose this program should we receive an award.  Most agencies do not accept multiple offers from a single vendor.