Office DEPOT

CompuCom

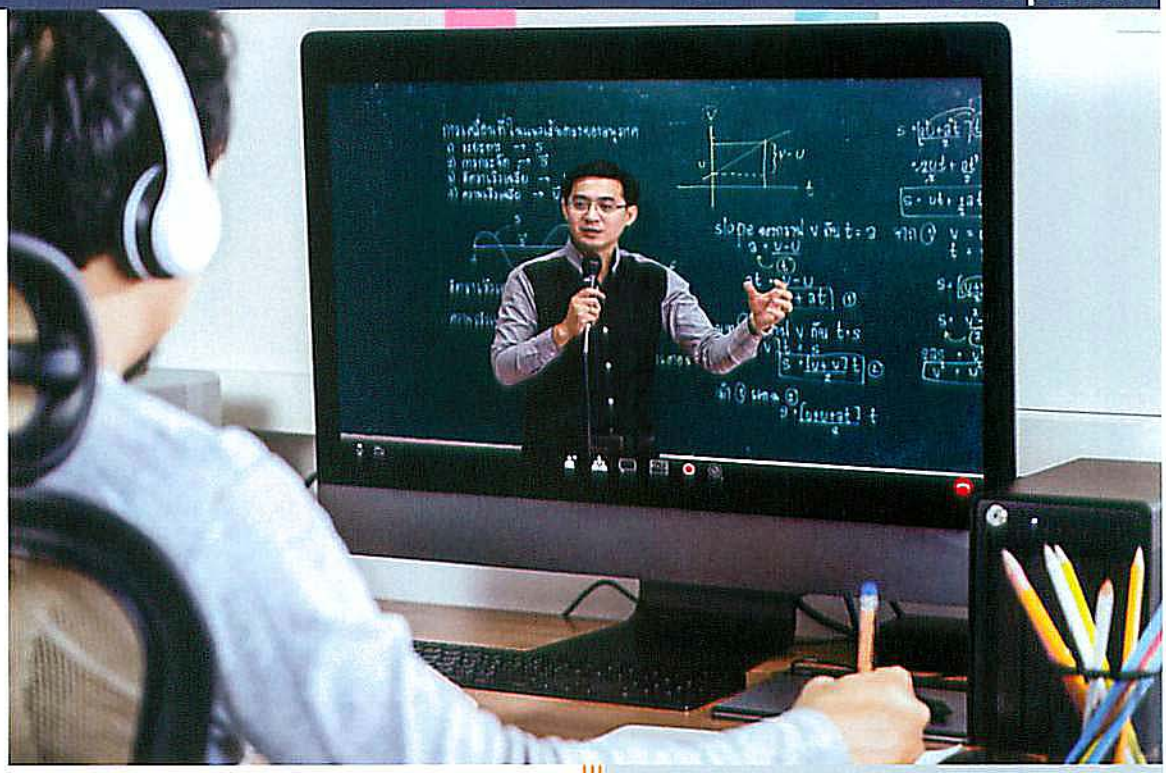
TAB 4
QUALIFICATIONS & EXPERIENCE

RFP 21-04

Technology Solutions, Products and Services

01-19-2021 10:00am Central Time

Proposal



COMMITTED TO LEARNING
One Student at a Time
Office DEPOT

region 4

OMNIA PARTNERS

c) Qualification and Experience

i. Provide a brief history of the Offeror, including year it was established and corporate office location.

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 remaining 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, LLC 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 $10.6 billion, employs approximately 38,000 associates, and serves consumers and businesses in North America and abroad with 1,200+ retail stores, award-winning ecommerce 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.

ii. Describe Offeror's reputation in the marketplace.

One reflection of a company's reputation in the marketplace is its ability to retain customers over many contract terms and product categories. Office Depot has an enviable retention rate for our larger customers (Region 4 ESC and its Participating Agencies are among our largest) even in this highly competitive economic situation. Customers understand that the very lowest price sometimes comes at considerable expense in service and support. Office Depot provides the total package, equaling a highly competitive Total Cost of Ownership.

iii. Describe Offeror's reputation of products and services in the marketplace.

Office Depot is proud of our industry-leading and highly respected B2B sales organization. We boast the largest sales footprint in the industry; combining Field and Inside sales personnel to offer 360-degrees of coverage to our customer's needs. The sales construct within Technology Solutions is no different; providing nationwide field sales presence and a canvassed inside sales approach to managing our customer accounts. Our sales personnel are uniquely experienced, and partner with our customers to identify and respond to all their IT business needs.

Austin, TX is home to Office Depot's Inside Sales Organization (ISO). The ISO encompasses Technology Sales Representatives (TSR's) and Sales Support personnel; providing collaborative support for our technology customers as well as our regionally aligned field sales personnel.

Our technology field presence consists of Solutions Development Managers, and Business Development Managers; each tasked with bridging the technology gap between 1,500+ traditional Office Depot Sales Representatives and our customer base, as well as providing in-depth expertise and access to technology solutions for the entirety of vertical market customers. Supporting this entire workforce is the Technology Solutions and Strategy Team and Lead Technology Consultants specifically aligned to product and segment categories.

As an Office Depot Business Solutions Division customer whose procurement needs include Technology, your account management team members are your primary contacts; personnel who can provide:

- Product information, literature and comparison data
- Extranet customization
- Pricing Analysis, Review & Design
- IT Solution Consultations and Bid Response
- Pre-Sales Support; including product knowledge and order placement
- Post-Sales Support; including ETA attainment, Return Merchandise Authorizations (RMA), order tracking and invoicing

Office Depot has acquired CompuCom, a marketing-leading provider of award-winning IT services, products and solutions. CompuCom procures, installs and manages the life cycle of hardware and software for businesses. Working together, Office Depot and CompuCom offer IT support services such as remote help desk, data centers and on-site IT professionals.

- Expert multidevice management
- Procurement, configuration, deployment, support and disposal

- Self-help options
- Workplace support services
- Cloud services, backup, collaboration and data recovery
- New technology, rollouts and migration
- Analytics and insights
- Automation

We are here when you need us with more than 6,000 technicians Solution Café® centers and Persona Portal services. We support 5.15 million end users and 6.5 million devices and are dedicated to helping TMN achieve dream outcomes.

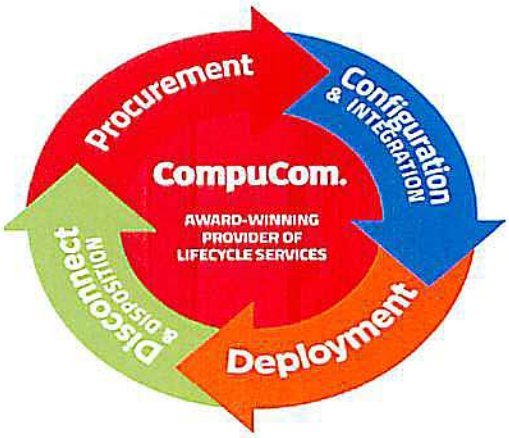
Designed for the future of work. Elevating the Employee Experience with the workplace of today and tomorrow.

CompuCom's Vision

At CompuCom, we:

1. Enable a ready-now experience
2. Deliver a concierge outcome
3. Strive for zero dispatch edge
4. Live green

CompuCom provides full life cycle support:



What sets CompuCom apart from the competitors in the ITAD Space:

- Complete disposition process with Single Point of Contact
- 20+ years of Proven ITAM Experience
  - Award winning, well established services with 15 + years of Industry accolades, including #1 for end-user device support from Gartner's Magic Quadrant Managed Workplace Services, N. America, 2017 & 2018
- Known name with quality results to protect clients brand
- Consultation to determine when and whether assets can be refurbished and resold or securely recycled
- 70% of resale proceeds returned to clients, on average

iv. Describe the experience and qualification of key employees.

Office Depot has assembled an experienced and qualified team of professionals to support the Region 4 ESC contract.

PROGRAM SALES TEAM

Brian Abromovage

- VP, Business Development & Public Sector, Buying Groups
- 11+ Years w/ Office Depot
- Kings College - Marketing
- (570) 613-0461 - brian.abromovage@officedepot.com
- Responsible for development of strategic customers, Healthcare GPO's, Private Buying Groups, Federal Government/Military Stores, and International Business

Valya Broyer

- Director – Strategic Partnerships
- 30+ Years w/ Office Depot
- (303) 704-8107 - valya.broyer@officedepot.com
- Cultivates and manages the OMNIA partnership to increase organizational engagement and grow the cooperative portfolio public & private. Manages team of K-12 experts to grow in segment.

Billy Grimmett

- Program Manager, Public Sector Education, and Government
- 21+ Years w/ Office Depot
- BS – East Carolina University
- 704) 236-4409 - billy.grimmett@officedepot.com
- Responsible for growing public sector through cooperative contracts/additional focus and support specific to K12 growth within OMNIA Partners with a focus on the City of Tamarac and Region 4 contracts.

Drew Tuller

- Program Manager, Public Sector Education, and Government
- 15 + Years industry experience
- BS – Daniel Webster College
- 518-538-1948 - drew.tuller@officedepot.com
- Responsible for the growth and management of OMNIA Partner contracts with a focus on Region 4 ESC contracts. Drives growth by working with the agency, cooperative partner, and local sales teams.

Frank Zarrillo

- K-12 Instructional Lead Consultant
- 15+ Years industry experience
- BA – Rowan University
- United States Marine Core – 3 years' service
- (908) 894-0556 - frank.zarrillo@officedepot.com
- Drives initiatives within K-12 districts by working closely with Senior Administrators on their strategic plan.

Sales Support

Les Levy

- Service Consultant- Public Sector & International
- 25+ Years – Office Supply Industry Experience (5 years with Office Depot)
- 646-573-1004 – les.levy@officedepot.com
- Responsible for supporting the OMNIA partner contracts and clients in the Public Sector.

Diane Turley

- Global Service Consultant
- 14+ Years w/ Office Depot
- BA – University of Texas (Arlington)
- (817) 475-2079 - diane.turley@officedepot.com
- Responsible for supporting the OMNIA partner contracts and clients.

TECHNOLOGY LEADERSHIP TEAM

Glenn Brower

- Vice President, Technology / MPS Sales, Operations, and Support
- In 3rd year w/ ODP
- 17 years w/ NEC/Sony and over 30 years' experience in technology and services industries
- (770) 296-8621 – glenn.brower@officedepot.com
- Glenn leads Technology and Managed Print Services sales for our Business Solutions Division. Glenn's team consists of both field/inside sales associates and operations/support/services teams that ensure our Customers have the best possible and continuously improving experiences working w/ ODP. Prior to joining ODP, Glenn led sales organizations for NEC and an NEC/Sony joint venture (total of 17 years, including building a storage business from the ground up as a sales rep->VP), Seagate, and ModusLink, and through his teams has driven well over $6B in sales, so has extensive experience in technology, services, and supply chain which help us best leverage ODP strengths/assets for customers like Region 4.

Jimmy Montalto

- Director of Technology Sales, Western Region
- 16-years w/ Office Depot
- (913)710-3361 - james.montalto@officedepot.com
- Lead a field sales team of Solution Development Managers (Tech) for Western US. Execute sales strategy, ensure team is achieving new business development, and internal growth of existing accounts.

Bill Rigby

- Director of Technology Sales East Region
- 18 Years with Office Depot
- bill.rigby@officedepot.com
- 781 789 2909
- Responsible to lead a team of Technology Development Managers in the eastern half of the United States. The team is responsible to develop services and solutions which support the overall technology needs of our customers.

Trish Pettrone

- Sr Director Managed Print Services
- 10 Year w/ Office Depot
- 13 years with Molex Corporation
- (331-330-732) - trish.pettrone@officedepot.com
- Joined OfficeMax in 2010 to accelerate growth in Managed Print Services (MPS). Her team is responsible for enabling Office Depot customers with cost savings and productivity gains through Managed Print Services.
- Trish graduated from University of Kansas in 1993 where she received a Bachelors in Science in Sociology and Psychology with a minor in Business.

Charlie Huda

- Lead Sales Operations & Support Consultant
- Charlie.Huda@OfficeDepot.com
- 15 Years w/ Office Depot
- BS – Western CT State University

Mike Evans

- Dir. Technology Sales
- 4 years with Office Depot
- 3 years with Insight – Public Sector
- 10 year with Dell Technologies
- 512-785-2979 – mike.evans@officedepot.com
- Mike leads a team of Sr. Sales Managers and Technology Sales Reps supporting Office Depot customers nationally.
- Prior to joining Office Depot, Mike lead a Public Sector/Education focused sales team for Insight Public Sector covering the United States.
- Prior to Joining Insight, Mike lead a Sales team for Dell Technologies covering Public Sector customers in the Mid-Atlantic region of the US.

Pushkar Durve

- Director – Global Strategic Sourcing, Technology
- 3 Years with Office Depot
- 15 Years of Global Sourcing, Supply Chain and Product Development Experience
- 561-331-2240 - Pushkar.Durve@officedepot.com
- Pushkar leads a team of Strategic Sourcing Managers and Bid Managers supporting BSD Sales Reps with sourcing Technology Products.
- MBA - Supply Chain Management from Nova Southeastern University (NSU)
- B.S. - Computer Engineering from the Pennsylvania State University (Penn State)

Marketing

Sharon Bobowski

- Senior Manager - Marketing
- 8+ Years w/ Office Depot
- MBA – Lynn University (Marketing & Finance)
- (561) 438-4421 - sharon.bobowski@officedepot.com
- Manages team of public sector marketing analysts. Leveraging expertise in strategic planning, process improvement, analytics and metric reporting to drive performance and add value and insights for our OMNIA partner contract relationships

Charles Kasprzak

- Senior Marketing Analyst
- 14+ Years w/ Office Depot
- BBA – Florida Atlantic University
- (561) 438-2906 - charles.kasprzak@officedepot.com
- Support Marketing strategies and annual operating plans by working with GPO/Co-Op partners and field sales leaders. Works closely with the Creative team to build marketing materials and supporting collateral. Engages with merchants and vendors to develop collateral for adjacency sales. Supports Marketing efforts for "Federation" members – recent office supply company acquisitions by Office Depot.

Carla Fulmore

- Senior Marketing Analyst
- 12+ Years w/ Office Depot
- MBA – Florida International University
- (561) 438-4904 - carla.fulmore@officedepot.com
- Responsible for developing and implementing the K-12 marketing strategy. Manages K-12 Association sponsorships and partnerships. Coordinates local campaigns, community initiatives, and season BTS events.

Financial Reporting

Richard Calhoun

- Sr. Manager, Customer Rebates
- 8 Years w/ Office Depot
- BS in Accounting, Northeastern University
- (561) 395-4001 - richard.calhoun@officedepot.com
- Rich manages the Customer Rebate Team for the Business Solutions Division. He works closely with the Sales Team to develop pricing and rebate structures best suited to the customer's served under the Region 4 Program and with his team, Sales, Accounting and Finance to assure that all rebate calculations and reporting are accurate and that payments are made on a timely basis.

Executive Support

Stephen Mohan

- Executive Vice President; BSD
- Nearly one Year w/ Office Depot
- BA – Bridgewater State University
- (561) 438-4800 - stephen.mohan@officedepot.com
- Develop strategies and tactics to support BSD sales teams and create value for our Public-Sector customers. Works cross-functionally to make sure all departments within Office Depot BSD are aligned and supporting the partnership goals and objectives.

Steve Blyth

- Sr. Vice President, BSD
- 1 Year w/ Office Depot
- 22 years with Cintas Corporation
- (630-418-0217 - Steven.blyth@officedepot.com
- Steve was named Senior Vice President of the Business Service Division in February 2020. He is responsible for Office Depot's growth strategy in North America for the mid-market and strategic customer segment which includes acquisition and retention. Before taking on this current role, Steve served in various Senior leadership roles over a 22 year career with Cintas.

v. Describe Offeror's experience working with the government sector.

Office Depot is positioned to strategically source and deliver office supplies and services to federal, state, and local governments by meeting the potential opportunities of the unique requirements of government agencies. We strive to maximize the potential savings and achieve the optimal

performance meeting agreement terms of service, delivery, technology, and continuous improvement of our customers' programs. Office Depot is a partner that has a demonstrated ability to perform while achieving customer initiatives in the following areas.

- Core list that includes an assortment of Javits-Wagner-O'Day (JWOD/AbilityOne) items, as an approved supplier.
- Tier I and Tier II partner engagement through our industry-leading, multi-dimensional approach.
- MWDVE/HUB product inclusion through catalog diverse supply vendors and mentor program.
- GREEN, environmentally friendly product assortment to meet sustainability/eco-label spend tiers.
- Performance-driven delivery service and retail stores in all 50 states including Hawaii and Puerto Rico.
- Delivery service direct to U.S. Government Agencies in 35 other countries.
- Proven ability to meet the highly varied ordering and paperwork requirements of different agencies.
- Customer Care Desks/support teams committed to providing exceptional customer care.
- Security features and measures to operate a secure and safe delivery system.
- Areas of services and support to reduce costs, as a total cost of ownership leader.
- Powerful, tracking reports detailing customer purchasing history for all channels and visibility to spend, specific to the overall program.

Local Government

Office Depot has decades of experience in providing the best pricing and efficiency to local government. We have the resources with a wide variety of commonly purchased items, and expertise in specialty products, technology, environmental preferable products, bulk-purchased items such as paper, and recycled-content items. With many categories of product and services sourced by local government, complexity of centralized or decentralized procurement, Office Depot's strategic alliance provides greater efficiencies while delivering integrated solutions as a sole-source supplier. In addition, we commit that everything in the procurement program happens the way it should from order to order, including engaging MWVDE participation. From government buy-programs, cooperatives, and other purchase initiative programs, Office Depot is a critical business partner delivering the best overall value. Our organization's expertise in the local government market brings together program compliance with revenue-generating campaigns, and reduction in maverick spend.

K-12 Education

As an industry leader, Office Depot is in a unique position to optimize your "dollar" through the vast scope of our business capabilities. We have decades of experience with K-12 customers through our vast selection of supplies as well as value-added programs for administrators and teachers. We offer everything from furniture including classroom and learning footprints, school and office products, to technology and printing, as well as facility resources and breakroom supplies uniquely designed to lower the cost of procurement for education. A brief overview of our K-12 competencies is presented in the following image.

Higher Education

Our expertise in the higher education market allows us to share a rich supply of proprietary information we developed over the years on hundreds of colleges and universities. This state-of-the-art insight will give you an insider's view into the benchmarking and behavior of other colleges your size – and we can use this benchmark data together to monitor spend in certain categories, your customer service levels as compared to others in your industry, your item usage, your interaction history and your return on sales. Office Depot has a success story for all types of higher education institutions. In a recent year, we have had 800+ Private and Public Higher Education accounts and 4,221 Higher Education accounts total.

vi. Describe in detail what level of assistance will be provided to a Participating Agency to secure e-rate funding. Identify how much effort will be required in obtaining this funding. Specify the services available to the agency for project planning, specialized program assistance, and other services provided to the agency dealing with the e-rate program.

Federal Funding Solutions

Office Depot's education experts can help you make sense out of current federal funding initiatives such as Title 1, E-rate, and No Child Left Behind. Office Depot's early reading programs, math skills development courses, and writing development programs can help close the gap between our most disadvantage youth and their peers.

Modern technology now plays a key role in the development of children competing to meet state academic standards. Office Depot can help keep your school current with the latest computer hardware, software, peripherals, and accessories from our extensive technology offerings.

Rely on our education experts to help you find just the right products to fit your needs and budget and meet federal requirements.

vii. Describe past litigation, bankruptcy, reorganization, state investigations of entity or current officers and directors.

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.

Office Depot has never filed for bankruptcy and, to our knowledge there are no investigations of our company or its current officers and directors at this time.

viii. Provide a minimum of 10 customer references relating to the products and services within this RFP. Include entity name, contact name and title, contact phone and email, city, state, years serviced, description of services and annual volume.

Office Depot References:

Reference 1:

Entity name: Mt Diablo USD
Contact name: Elizabeth McClanahan
Title: Director of Purchasing Warehouse
Contact phone: (925) 825-7440
Email: mcclanahane@mdusd.org
City & State: Concord, CA
Years serviced: 15 Years
Description of services: Office Supplies, Print, Furniture and Technology Annual volume: $1,200,000.00
Segment: K-12

Reference 2:

Entity name: University of Washington
Contact name: Tricia Olsen-Demarest
Title: Contracts Manager
Contact phone: Office 206-543-5817
Email: triciaod@uw.edu
City & State: Seattle WA
Years serviced: Continuously, at least since 1993
Description of services: Office Supplies, Print, Furniture and Technology
Annual volume: 2019 $2,504,029; YTD 2020 $1,319,113
Segment: Higher Education

Reference 3:

Entity name: Desert Sands Unified School District
Contact name: Vickie Haddox
Title: Main Buyer
Contact phone: (760) 771-8567
Email: vickie.haddox@desertsands.us
City & State: La Quinta, CA
Years serviced: 10 Years
Description of services: Office Supplies, Print, Furniture and Technology Annual volume: $600,000.00
Segment: K-12

Reference 4:

Entity name: IDEA Public Schools
Contact name: Elliott Nguyen
Title: VP of Region and School Launch
Contact phone: (512) 701-2077

Email: Viet.Nguyen@ideapublicschools.org
City & State: Austin, TX
Years serviced: 10 Years
Description of services: Office Supplies, Print, Furniture and Technology Annual volume: $5,000,000.00
Segment: K-12

Reference 5:
Entity name: Ysleta ISD
Contact name: Christine Gerlach/Shelley Smallwood
Title: Director of Procurement/Director of Innovative Learning
Contact phone: 915.434.0288/915.434.0671
Email: cgerlach@yisd.net/ssmallwood@yisd.net
City & State: El Paso, TX
Years serviced: 12 Years
Description of services: Office Supplies, Print, Furniture and Technology Annual volume: $700,000
Segment: K-12

Reference 6:
Entity name: Georgetown ISD
Contact name: Lannon Heflin
Title: Chief of Technology and Innovation
Contact phone: 512-943-5016
Email: heflinl@georgetownisd.org
City & State: Georgetown, TX
Years serviced: 1 Year
Description of services: Chromebooks, technology peripherals, extended warranty/services. $1.4M
Segment: K-12

Reference 7:
Entity name: Magnolia ISD
Contact name: Adam Stearns, MBA, CTSBO
Title: Director of Purchasing
Contact phone: (281) 252-2194
Email: astearns@magnoliaisd.org
City & State: Magnolia, Texas
Years serviced: 5 Years
Description of services: Office Supplies, Print, Furniture and Technology Annual volume: $1,000,000.00
Tech represents 85% of total annual volume spend
Segment: K-12

Reference 8:
Entity name: Californians Dedicated to Education Foundation
Contact name: Jessica Howard
Title: CEO
Contact phone: (866) 259-0521
Email: jessica@cdefoundation.org

City & State: REDWOOD CITY, CA
Years serviced: 1 Year
Description of services: Technology & Annual volume: $10,000,000.00
Segment: K-12 Non-Profit

Reference 9:
Entity name: Central Unified School District
Contact name: Chris Martinez
Title: Director of IT
Contact phone: (559) 276-3130
Email: chrismartinez@centralunified.org
City & State: Fresno, CA
Years serviced: 10 Years
Description of services: Office Supplies, Print, Furniture and Technology Annual volume: $2,000,000
Segment: K-12

Reference 10:
Entity name: San Mateo County
Contact name: sjohnson@smcgov.org
Title: Director of Risk Management
Contact phone: (650) 363-4343
Email: sjohnson@smcgov.org
City & State: Redwood City, CA
Years serviced: 15 Years
Description of services: Office Supplies, Print, Furniture and Technology Annual volume: $3,000,000
Segment: Local Government

Reference 11:
Entity name: The Rhodes School
Contact name: Jamaal Lockett
Title: IT Manager
Contact phone: (281) 458-4334
Email: JLockett@rhodesschool.org
City & State: Houston, Texas
Years serviced: 3 Years
Description of services: Office Supplies, Print, Furniture and Technology Annual volume: $435,000
Segment: K-12, Charter, School of Performing Arts

Reference 12:
Entity name: Sacramento City Unified School District
Contact name: Dan Sanchez, C.P.M
Title: Purchasing Manager
Contact phone:916/643-9465
Email: dan-sanchez@scusd.edu
City & State: Sacramento, CA
Years serviced: 10 Years

Description of services: Office Supplies, Print, Furniture and Technology Annual volume: $5,000,000.00
Segment: K-12

Reference 13:
Entity name: Chicago Public Schools
Contact name: Charles Mayfield
Title: Executive Director - Procurement
Contact phone: (773) 553-2901
Email: cemayfield@cps.edu
City & State: Chicago, IL
Years serviced: 15+ Years
Description of services: Office Supplies, Print, Furniture Annual volume: $8,500,000.00
Segment: K-12

Reference 14:
Entity name: Boulder Valley School District
Contact name: Matt Elder
Title: IT Director Vendor / Budget Services
Contact phone: 720.561.5196
Email: matthew.elder@bvsd.org
City & State: Boulder, CO
Years serviced: 12 Years
Description of services: Office Supplies, Furniture and Technology current annual volume: $650,000.00
Segment: K-12

Reference 15:
Entity name: Madera County Superintendent of Schools
Contact name: Dennis Lingo
Title: Chief Information / Technology Officer
Contact phone: 559-662-6234
Email: dlingo@mcsos.org
City & State: Madera, CA
Years serviced: 18 Years
Description of services: Technology Annual volume: $250k+
Segment: K-12

Reference 16:
Entity name: Beatrice Mayes Institute (BMI)
Contact name: Christopher Mayes
Title: Superintendent
Contact phone: (713) 747-5629
Email: cdmayes@bmischool.org
City & State: Houston, Texas
Years serviced: 1 year
Description of services: Office Supplies, Print, Furniture and Technology Annual volume: $250k+
Segment: K-12, Charter

Reference 17:
Entity name: The Rhodes School
Contact name: Jamaal Lockett
Title: IT Manager
Contact phone: (281) 458-4334
Email: JLockett@rhodesschool.org
City & State: Houston, Texas
Years serviced: 3 Years
Description of services: Office Supplies, Print, Furniture and Technology Annual volume: $435,000
Segment: K-12, Charter, School of Performing Arts
Chromebooks, Elitebooks, Docking, Monitors & Micro-Servers

Reference 18:
Entity name: Glendale Unified School District
Contact name: Frank Schluter
Title: Director, Educational Technology & Information Services
Glendale Unified School District | www.gusd.net
(818) 241-3111 x1577
FSchlueter@gusd.net
City & State: Glendale, CA
Years serviced: 13
Description of services: Office Supplies, Print, Furniture and Technology Annual volume: $4,200,000.00
Segment: K-12

ix. Provide any additional information relevant to this section.

At Office Depot, we believe in high-quality business frameworks. This means improving efficiency to reallocate resources towards procurement solutions, growth, and sustainability. We understand the importance of being great stewards of public funding, and we offer an array of services and solutions to help public agencies manage costs and operate more efficiently. Our commitment to serving Public Sector Agencies is evident in our deployment to service and experience serving those that have entrusted us to provide innovative solutions and world-class contract compliance.

We understand that today's procurement officers are not only being challenged to do more with less; they are also making shifts in procurement methodologies, demands from the constituencies they serve, and a changing workforce. Office Depot has been successfully partnering with the agencies we serve to bring them the products and services they need to support these shifts.

The cooperative contracting platform continues to gain momentum and acceptance in the marketplace amongst the most respected public procurement professionals, while allowing us to adapt to the changes and needs of our valued public agency customers. We continue to refine our contract offering to meet the demands in the marketplace with industry leading contract compliance while offering the right products through related contracts.

We are proud to be an incumbent contract holder of several Region 4/OMNIA Partner current contracts. We do not take this privilege lightly – as we compete for this award once again, our entire sales organization is actively engaged in promoting existing agreements. Our team is committed to providing a comprehensive collection of solutions to the Region 4 ESC and OMNIA Partners contracting label. This market approach supports the desire of many public procurement officials to reduce vendor count while giving them the benefits of the solutions that we currently offer and are proposing in this solicitation.

Office DEPOT

CompuCom

TAB 5
VALUE ADD

RFP 21-04

Technology Solutions, Products and Services

01-19-2021 10:00am Central Time

Proposal

COMMITTED TO LEARNING
One Student at a Time
Office DEPOT

region 4

OMNIA PARTNERS

d) Value Add

i. Provide any additional information related to products and services Offeror proposes to enhance and add value to the Contract.

The following pages include the comprehensive solutions that Office Depot can provide to public sector agencies. We are truly a "one-stop shop" that facilitates time and cost savings through supplier consolidation opportunities and provides a significant variety of product, services, and solutions to our customers. We believe this detail demonstrates how Office Depot continually invests in new products, services and solutions to meet the ever-changing needs of the workplace. Adapting to the needs of our customers has been our legacy and will be our future.

Comprehensive Public Procurement Solutions
A Look into the Office Depot Value Added Services

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The cooperative contracting platform continues to gain momentum and acceptance in the marketplace amongst the most respected public procurement professionals while allowing us to adapt to the changes and needs of our valued public agency customers. We continue to refine our contract offering

to meet the demands in the marketplace with industry leading contract compliance while offering the right products through related contracts.

We are proud to be an incumbent contract holder of the current Technology & Interactive Whiteboards contract (R160204). We do not take this privilege lightly – as we compete for this award once again, our entire sales organization is actively engaged in promoting the entire suite of Region 4 ESC contract awards. Our team is committed to providing a comprehensive market basket of cost-saving solutions under the Region 4 ESC and OMNIA Partners contracting label. This market basket approach supports the desire of many public procurement officials to reduce vendor count while giving them the benefits of the solutions that we currently offer and are proposing in this solicitation.

Six Contracts – One Account Number

As we work to serve the needs of our public agencies and provide them with competitively solicited and awarded cooperative contracts, Office Depot has elected to monitor and respond to cooperative contract solicitations lead by Region 4 ESC to provide a unique customer contracting solution. To date, our team has responded to and has been awarded six (6) contracts with Region 4 ESC. This unique strategy aligned with the vast and growing number of product categories, solutions and services we provide allow us to provide our customers with all six (6) contracts utilizing a single account number. This supports several initiatives our public agencies have today; vendor consolidation, simplified buying and billing experience and peace of mind that the category has been competitively solicited and awarded, thus meeting the procurement standards as set forth by the various agencies we serve. We like to refer to this solution as Six in One.

Office Depot's current Region 4 ESC Contract portfolio has been carefully developed as we responded to and were awarded the six contracts we are able to offer our public sector customer base today. As we continue to listen to the needs of our public sector customers, it is our intent to continue to respond to solicitations that can provide further value while streamlining the procurement process for the agencies we are privileged to serve.

Only at Office Depot

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

- Certificates for trees planted or carbon offsets purchased by the Agencies, which they can post or publish under the TreeUp program based on purchasing thresholds of paper by the Agency. The Arbor Day Foundation TreeUp program is described in our sustainability program; see Tab 3 – *Performance Capability* of this proposal.

- In-Store self-printing capability using Participating Agencies' Credit Cards enables 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 that 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 & Interiors
- Over 275,000 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 middle men that add cost to the sell 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 Care team with a One-Call-Resolution process
- 25 U.S. Distribution Centers and a network of delivery points to provide local reliable next business day service
- Supply Chain Excellence with industry-leading inventory turns
- Single-order platform for all products and services
- World-Class Business B2B 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 Agency locations, from the main offices to the smallest location, a level of service that exceeds the Agencies' expectations.

Solutions and Programs

In addition to our Tab 2 – *Products and Pricing Overview* for, Office Depot has core pillar solutions that are organizational strengths and curated specifically for public sector. With the addition of CompuCom, we also offer a greater technology offering and modern solutions for safety and security through Information Technology.

COPY & PRINT SERVICES

Besides the specific curriculum solution mentioned in Tab 2, *Products and Pricing*, Office Depot also provides comprehensive print and promotional product solutions to meet all your agency's needs. For more than 30 years, our customers have utilized our Copy and Print Depot to save an average of 25% to 40% on their print spend while also streamlining their procurement process.

Our solutions include:

- Digital print services
- Promotional products
- Signs and banners
- School spirit backpack programs
- School-specific stationery items
- Stamps and daters
- Direct mail services for mass mailing
- Consultative services

Office Depot specializes in helping Curriculum Departments manage the ordering, production, and distribution of instructional materials. We provide classroom consumables, testing materials, and professional development materials. We enable school districts to order exact quantities needed at an aggressive price point and deliver to point of need (whether that be a central warehouse or to the school level, packaged by grade level). We have helped many school districts free up thousands of dollars and hundreds of hours of teacher's time. The services we provide for our traditional educators transcend to our public agencies in the areas of training, employee manuals, human resource materials, community outreach materials and more.

Our state-of-the art production equipement allows us to take on your curriculum & testing needs and deliver on time and when you need it. Our largest facility in Grand Prairie, TX, worked with a school district to help them prepare for the 2018-19 School year; that project netted more than 87,000 workbooks. Our project managers worked along-side the curriculum department to ensure the right materials were printed, packed and labeled for delivery to the district. Imagine the possibilities, then think differently when it comes to producing your next print project.

Our Web-based Online Print Center is an innovative print ordering service that helps public agencies meet their 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 1,300+ Office Depot or OfficeMax retail locations or customers can opt to save time and mailing costs by having their order shipped to their preferred destination. Region 4 ESC contract users can place orders online 24/7 from any computer with and web connection.

MyFiles Digital Archiving

Agencies can conveniently reorder documents by storing preconfigured files in their own secure File Cabinet, an online digital document archiving service provided at no cost to Region 4 ESC customers. Benefits of this Digital Archiving service include:

- Allows employees to spend more time focusing on their core competencies and less time preparing materials
- Order only the quantity needed thus saving budget dollars

- Decentralize the print procurement process
- Allow specific departments to control the content of printed materials directly from the desktop
- Enhance version control

We understand this, so one of the main goals of our solution is to provide a more streamlined procurement process. Performing core job competencies is the goal and our print programs not only give more time back to your employees it also stretches their budget dollars, so they have the all the necessary materials to complete their assigned tasks. We accomplish this by offering a completely integrated print/promo solution located directly on our Office Depot business website. Our solutions can help you:

- Repurpose staff – Office Depot can suggest ways in which agencies can retain key personnel and, in some cases, subsidize payroll dollars through supplemental revenue streams.
- Rationalize copier fleets – Office Depot can share our expertise and understanding of machine utilization down to the school level. Our Total Cost of Ownership analysis will help you determine what equipment is necessary. Enabling you to make informed buying decisions.
- Increase productivity – Office Depot can modernize the fulfillment of printed materials utilizing state of the art technology. Our hands-on approach to taking an active role in training individual agencies and departments results in increased compliance.
- Reduce waste & obsolescence – Statistics show that waste and obsolescence factor run high in the Education Market as well as other public agencies. Often reaching the 18-20% realm. Blending your current strategy and our customized programs together we can work to minimize the financial impact well into the single digits.
- Complement existing state – Office Depot can introduce additional products and services that enhance your current offering.

At Office Depot, we don't teach, prepare lesson plans, build roads, remove snow, or train our first responders. But we can help you do what you do best by taking printing and copying chores off your hands.

MANAGED PRINT SERVICES

In today's challenging economy, organizations are continually looking for ways to reduce expenses and improve productivity. For many organizations, the printing environment represents an untapped opportunity to save money. Nevertheless, the total cost of managing and printing documents along with the pathway to driving improvements remains a challenge.

Office Depot understands the issues and opportunities associated with typical printing environments and highlights the value-added services available from Office Depot that can help organizations take the logical steps to meaningful savings and improvements in productivity.

In organizations that have successfully implemented Managed Print Services, the breakdown of service requests begins to reveal what it takes to support an office printing environment.

By utilizing the Office Depot Managed Print Services Program, organizations can:

1) control and manage toner spend
2) optimize the printing environment
3) enhance printing and document services

This three-step approach, combined with 30 years of account implementation experience, enables Office Depot to address today's printing-related challenges with comprehensive solutions, and dedicated support.

Controlling and managing toner spend represents a natural starting point. Getting this right, addresses a large portion of the total print spend. For example, Office Depot ships approximately 1.7 million toner cartridges to Region 4 ESC Participating Agencies per year, at a cost of $100 million. Each order for a toner cartridge requires an employee to make a phone call or go online to submit the order using up valuable man-hours.

A new value-added service from Office Depot, the Auto Toner Replenishment service, automates the ordering process for Region 4 ESC Participating Agencies who purchase toner.

Auto Toner Replenishment is a free service that enables Office Depot to ship toner just-in-time, based on requests received directly from the printers on the organization's network.

Benefits of Auto Toner Replenishment include:

- No need for employees to place toner orders – giving valuable time back to the organization
- Reduction in onsite toner inventory
- Next-business-day delivery, using Office Depot's world-class logistics and distribution network
- Improved printer up-time and efficiency – printers will always have the toner they need when they need it
- Most network printers are supported by a large assortment of national brands and Office Depot® brand products – more than 3,000 ink & toner choices in stock
- Reduction of old supply waste by utilizing the Office Depot recycling program for supplies and equipment.
- Comprehensive reporting and insight providing data to further optimize the organization's printing environment

After Auto Toner Replenishment has been running for 30 days, your organization will receive the initial Office Depot Print Assessment, which includes the following:

- Usage and performance data for the entire printer/MFP fleet
- Total cost of ownership (TCO)

- Recommendations for optimization and further cost savings

The Office Depot Print Assessment provides facts on key areas to optimize the print environment, including:

- Saving more on toner spend: Using high-yield toner cartridges and establishing the right balance between Original Equipment Manufacturer (OEM) toner and Office Depot® Brand remanufactured toner could save 15-20% on current toner spend.
- Freeing IT from printer-related issues: With an Office Depot Managed Print Services contract, break-fix services can be outsourced, which will enable IT to focus on higher-value projects. Office Depot provides a 4-hour response and typically restores printers to operating order within one day.
- Optimizing equipment: Printer purchases have historically been decentralized, enabling the total number of devices to grow unchecked. Larger multifunction devices often have advanced capabilities that are largely unused. The data from an Office Depot Print Assessment coupled with insights on employee workflow will help create the roadmap for ongoing cost savings and productivity gains. Equipment optimization can include: rebalancing print volume to more productive equipment, replacing aging printers and multifunction devices, or remapping the entire print environment to drive significant cost savings.

As an unbiased and vendor-neutral advisor, Office Depot is in a unique position to help optimize organizations print environment. Backed by dedicated Account Managers who understand the challenges associated with the printing environment and strategic partnerships with Hewlett Packard, Lexmark, Xerox and others, Office Depot can provide the most comprehensive solutions the industry has to offer.

Office Depot can enhance Printing and Document Services

In an effort to reduce expenses and increase productivity, Office Depot can enhance your printing and document services. With dedicated national Public Sector print consultants, school districts can be assured that Office Depot understands institution-specific needs.

Office Depot can assist organizations leverage today's technologies along with their existing Region 4 ESC contract pricing to save up to an additional 40% on their true cost of print procurement. This assists Public Sector customers in the following ways:

- Save up to 40% over your internal print costs on larger run print jobs
- Decrease the need for large production-style technology. As Xerox's second largest customer in the U.S., Office Depot has already invested in today's latest and greatest technology so customers don't need to
- Move to a just-in-time print procurement model to save dollars and reduce waste
- Increase the ability to track and control print spends
- Consolidate print spends and increase rebates via a complete suite of custom printing offerings, including print on demand, Virtual File Cabinet, stationery items, custom stamps, promotional products and more

The Copy & Print Depot™ team provides a free Total Cost of Ownership analysis to give organizations a comprehensive view of the true cost of their printed materials. Participating 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: Most organizations are not aware of their true cost to produce a copy. Office Depot will show the effects of a copy and print program on rebate dollars and bottom line.
- Comprehensive implementation: A 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.

At Office Depot™, highly-trained Xerox® -Certified Print Specialists will create powerful tools to help organizations communicate their messages clearly and effectively. With 1,300+ retail locations, 4 commercial printing facilities, 6 closed-door printing facilities, and online printing capabilities, Office Depot provides all the resources and convenience organizations need.

Products and services include:

- Black & White and color copies
- Free document archiving
- Flyers, newsletters & brochures
- NCR Forms & labels
- Banners and Posters

Copy & Print Depot also provides a complete list of finishing services, including:

- Binding
- Collating
- Cutting
- Stapling
- Laminating
- Mounting
- Folding
- Hole-punching

With today's decreased budgets, organizations are looking for strategies to maintain their print shops and personnel. The Copy & Print Depot™ team specializes in introducing products and services that can enhance print shop capabilities. They pay for the high-cost technology, software, and labor.

And, organizations gain access to state-of-the-art solutions from simple black & white copies to oversized signs and banners. These include:

- Enhanced product line up – organizations can take advantage of new and exciting products and services without the capital investment.

- Creation of revenue streams to support print shop personnel
- Ability to outsource short-run labor-intensive jobs that require added assistance
- Free distribution throughout your organization
- A ready partner for the organization's peak seasons: Office Depot has the capacity to provide a host of comprehensive services when it is needed most.

The combined power of Managed Print Services and Copy & Print Depot™ allows Office Depot to enhance the printing environment with a Total Document Solution. Office Depot is one of the only companies focused on making the print procurement process less expensive and more efficient while consulting with organizations on how to decrease their capital investments on copy and print hardware.

ENVIRONMENTAL STRATEGY SUMMARY

Office Depot's global environmental strategy can be summarized in a simple statement: We strive to Buy Greener, Be Greener, and Sell Greener. Our GreenerOffice Program provides solutions to help our customers pursue these goals.

With no universal definition for 'green' office products, we have gone to great lengths to create one. Office Depot has not only measurably improved our own environmental performance but also enabled our suppliers and customers to do the same. We aim to understand our customers' environmental needs through meetings, surveys, focus groups, and seminars, and leverage these insights to create greener products and programs to serve our customers' needs.

We market products with meaningful eco-attributes and eco-labels in multiple ways, including through our industry-first *GreenBook*, an exclusive catalog filled with our greenest products; our GreenerOffice website, a website with all our greener choices in one place; onsite and online webinars; and onsite vendor shows. Most of our environmental metrics are independently reviewed by PricewaterhouseCoopers—and have been since 2007, adding further credibility to our environmental claims. We work to:

Reduce our waste footprint.

Reduce our facilities carbon footprint.

Reduce our transportation carbon footprint.

Reduce our water footprint.

Products include:

- Greener ink and toner solutions, including quality reman products.
- Greener Managed Print Services solutions.
- Energy Star-qualified printers and monitors.
- Duplex printing, pay only for actual pages printed (no charge for scans and electronic files not printed)
- Recycling solutions, including free pick up of depleted toner.
- Working with our vendors on product Life Cycle Analysis (LCA).
- Supplies delivery by paper bag instead of a cardboard box.

- Water filtering solutions that serve as alternatives to bottled water.
- Additional initiatives include:
- GreenerOffice Rating: a rating system for greener products.
- Greener Alternatives Tool: a report to identify greener alternatives for high-volume products.
- Green Select Cart: online functionality that encourages greener choices.
- Reports on green purchases, including:
- Green Business Review: comprehensively documents green purchasing.
  - LEED Credit Report: tracks purchases that support LEED for existing buildings.
  - Federal CPG/Executive Order Reports: Federal CPG/Executive Order Reports: purchases that meet Federal green standards.
  - AASHE STARS Report tracks purchases for STARS credits.

RECOGNITION: Office Depot's efforts to BE GREEN have been recognized for several years. Our environmental awards and affiliations include:

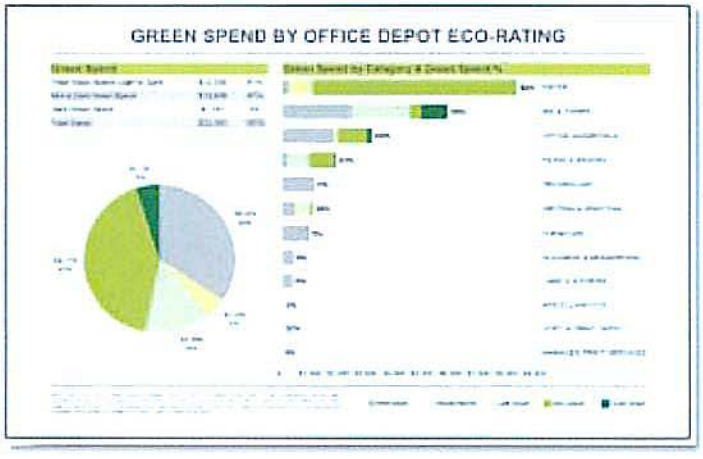
2016 LEED EB Gold Certification

2015 Sustainable Purchasing Leadership Council (SPLC) Supplier

2013 Climate Leadership Award from U.S. Environmental Protection Agency Protection Agency: recognized for achieving 29% Carbon Footprint Reduction in the U.S., aggressively beating its 20% reduction goal one year ahead of schedule.

IN SUMMARY

Printing is a critical component of any organization. Ensuring the right supplies are on hand and printer fleets are working at peak efficiency will enhance overall productivity, while cutting costs.



TECHNOLOGY

Office Depot sells more than $4 billion annually in technology products and solutions in North America (all channels).

This buying power, combined with partnerships with the top manufacturers and distributors of technology products positions us to compete for a wide spectrum of the school customers' information technology (IT) needs, along with all our solutions, providing convenience and scale.

Our highly trained/certified team of dedicated sales and solutions professionals and our world-class B2B web platform enables us to serve as a trusted advisor for one of the most strategic categories of investment of most schools, vital to their operations continuity and success.

The Technology Solutions division of Office Depot helps define and deliver solutions that help our customers meet their goals, are innovative and relevant, and are backed by industry-leading support and customer service.

The areas of focus for our technology solutions include instructional tools, infrastructure, devices, professional development, digital building, safety & security, and furniture.

- CompuCom™ - As mentioned, Office Depot has extended the depth and breadth of our technology and technology service portfolio with the acquisition of the highly respected technology company; CompuCom.
- Devices – Office Depot offers a wide range of devices that support an enriched learning environment and that help connect digital curriculum and the product used to deliver it.
- Infrastructure – Get the design, efficiency, power, and value you need with top-brand servers and other IT essentials
- Tech Tools and Manipulatives – Our cutting-edge tech tools help you powerfully present and explain ideas by enabling cooperative
- Professional Development – We provide training for teachers and administrators on how to bridge the gap between curriculum and technology in the classroom through digital content and device training.
- Furniture – Office Depot offers customized furniture solutions for the classroom that are flexible to support various learning styles and stations, as well as support the technology that resides in the classroom.
- Digital Building and Digital Classroom – For capital projects, Digital Building technology from CompuCom delivers upfront construction savings, significantly lower operating costs, and modern digital learning spaces that drive collaboration, efficiency, and engagement. Partner with us to leverage building automation, Internet of Things (IoT), Power over Ethernet (PoE), and other emerging technologies to create an interconnected, safe & secure building that'll be the foundation of your digital transformation.

Communication and Connectivity Offerings

- *System and Technology Individual and Integrated Services* – Audio Visual, Communication and Connectivity, Controls and Automation, Security and Life Safety
- *Strategy and Tech Plan Creation Services* – Current State and Future State alignment.
- *Program Management Services* – Administration of your real estate and District IT Projects.
- Remote Monitoring Services
- *Disposition Services* – Office Depot can help agencies dispose of technology equipment in a safe and environmentally responsible manner. By taking advantage of our recycling and disposal services, they can turn unwanted or obsolete technology into useful raw materials.
- *Document and Image Management* – Office Depot 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. We help to protect data with powerful document and security records management tools to meet the needs of Region 4 ESC and Participating Agencies
- *Website* – As an ecommerce pioneer, Office Depot has connected more than 325,500 customers with over 1,388,000 users. Ninety-five percent (95%) of our national account business is processed via the Internet. By utilizing our knowledge and experience, you can integrate systems that make online ordering not only simple for you but fast for your users too!

Office Depot offers a full suite of services to help all aspects of the IT Lifecycle from the cost-effective planning, acquisition, and deployment of a school's technology assets, to their efficient funding, management, and disposal. Our value-added services allow our educational customers to focus more on reaching their instructional and learning goals.

FURNITURE PROGRAM OVERVIEW

Office Depot furniture has been a key solution with the Region 4 ESC General Supply Agreement from the start. The Region 4 ESC furniture assortment is comprised of our full service (Workspace Interiors) concept to completion offerings combined with stocked, private and name brand and catalog selection, and represents over 12,000 unique items. With our in-house furniture (non-wholesaler) inventory, we are a leading distributor in quick-ship, stocked furniture in the USA core assortment (1,200 items), with a selection of school furniture, and full-line of office furnishing and accessories, lighting, ergonomic tools from our catalog assortment was added in 2009, and is represented in our Region 4 ESC Furniture Solutions Catalog, Education version, designed to meet the needs of school customers.

WORKSPACE Interiors by Office DEPOT

Workspace Interiors is the only furniture dealership in North America designed and structured with their own resources rather than alliances, in place to handle large, complex clients with multiple locations nationwide. The shared service model of Workspace Interiors allows our customer to easily leverage both local and national resources as you need them. This

ensures the customer is given the personal attention your business needs on a local level, backed by comprehensive national support.

Our Workspace Interiors mission statement reads: "Think Customer First" through: Integrity and Accountability | Teamwork and Trust | Focus and Discipline | A Sense of Urgency. Our mission and core values are all directly driven by our customer's needs. We strongly believe that—by having one direct contact person and supporting team in place—we are the best able to service the needs of the customer. This individual will be able connect you with Workspace Interiors furniture experts, designers, workspace planners, and project managers nationwide in a collective effort to provide you with the best solution and service possible.

Workspace Interiors works on a national scale, we have regional offices in 38 major metropolitan areas throughout the United States—putting the people in place with an in-depth understanding of your local market and just about any other market your business operates. We have more than 200 team members who are cross trained in project management, design, and order support.

- STEAM and STEM Spaces
- Maker Spaces
- Media Centers
- "Real World" Inspired Spaces
- Educator Planning and Meeting Spaces
- Community/Learner Spaces
- Locker and break room equipment
- Training room furniture
- Modern Common Areas
- Specific Learning Environment –paired supplies and tools

Our approach is to provide a complete product and service solution for schools, from K-12 through Higher Education, including classrooms to cafeterias, reception areas to private offices, as well as libraries, dorm rooms, computer labs, auditoriums, art rooms, STEAM spaces, MakerSpaces, and science labs, we're your one-stop provider. And, special programs including our in-house stock of classroom furniture in 12 distribution centers to accommodate our customers have furniture during the peak buying period, and prior to school opening.

With rapid changes in classroom and school design, driven by progressive teaching methods, increased classroom sizes, and technology, our customers requesting our value-add service package that includes complete specifications and standards development, and our Modern Classroom consulting package, demo, and detailed facility guidebooks. The focus for Schools has changed to complete facility design, flexible, modular designs aligned to instructional goals versus individual product.

Region 4 ESC has been a terrific partner, enabling us to engage with the customer early, and develop a complete solution and drive cost-saving specification, and an exciting partner to continue our growth in our School furniture business.

Commitment to Green Practices

Refurbishment, recycling, and Green Certified products are central to our program. We've partnered with ANEW, the Asset Network for Education Worldwide. ANEW provides reuse alternatives for surplus materials. Our programs are managed by our in-house LEED Certified Designers to ensure we meet our customer's goals. And, we offer in-house compliance software for tracking certification of renovation projects, under certification consideration.

Workspace Interiors has a proven process to manage projects of any size and complexity. The benefits of working with a single-source dealer can also be realized from a logistical standpoint. Our coast-to-coast distribution and installation network helps ensure your Participating Agencies receive consistent service anywhere in the country. Not only are we able to adapt to changing situations regarding Participating Agencies' projects, but also proactively share information across the network—allowing us to find effective solutions for these projects based on similar previous experience and expertise. We can quickly loop in team members from multiple disciplines across the country to assist. That means Participating Agency local contacts can reach out to our national network to solve any problem that may arise, providing specific answers regarding design, logistics, or any other relevant discipline.

Furniture Organization, Sales and Support Infrastructure

Office Depot's furniture division has experienced significant growth in resources, and capabilities since combining our Furniture & Interiors Divisions. Today, we have a unique position in the marketplace, as a true national distributor for Furniture products, representing over 350 furniture lines, with $450M in annual contract furniture (non-retail) sales. As a single-source furniture resource for schools, we provide a full-scope, turnkey options, including Transactional Furniture Programs, Contract Interiors Furnishing and Fixtures, Design-Build solutions, and Facility and Furniture Management, Delivery and Installation services.

Our team includes dedicated, and talented furniture professionals, plus, an Inside Furniture Support and Furniture Customer Service teams providing support to our customers. Our group is comprised of Furniture Sales & Account Managers, Furniture Vertical Market Managers (focused on standards development and cost-saving solutions), and School Specialists, Designers, and Project Coordinators, Project Managers, Inside Sales Support, and Customer Service staff. A complete furniture team and an organizational structure weighted heavily in support functions and built to provide exceptional customer support.

In 2009, we introduced a shared furniture services group for Design, and Inside Account Support Consultants to manage customer programs, including Region 4 ESC. These centralized teams are based in Chicago and Los Angeles and help us effectively manage fluctuating demand and drive many of our process management improvements to support national contracts. Unlike the static support model, our shared resource team provides the advantage of sharing the demands of local furniture teams, making these representatives more available to customers.

And, because we share the same systems, documented processes, and procedures across the country, you can always count on Office Depot furniture for consistent pricing and service. Furniture utilizes the same ordering platform as supplies, ensuring consistent pricing, reporting, and order tracking through invoicing. With our online ordering platform, we can create a customized ordering standard to comply with school buying guidelines. Office Depot has complimentary specifying and design programs (CAP, GIZA, and AutoCAD software) to support complete specifying, and planning of customized, project solutions from small projects, renovations, to new construction.

Locations – Furniture Showrooms

Our hub-and-spoke operational model means that every local and satellite office enjoys the support of a strategically positioned regional office. And, any office can tap into the extensive wealth of resources and knowledge spread out across our national network. So, no matter what services a Participating Agency needs, they can count on the same consistently high level of service. HUB locations and showrooms include Los Angeles, San Francisco, Seattle, Chicago, Houston, Columbus, Pittsburgh, and Atlanta, with furniture staff located in 13 Regional Office Depot locations.

Delivery, Installation, and Maintenance Services

Office Depot Furniture delivers coast to coast. Our professional delivery personnel are experienced in handling and assembling furniture. The benefits of working with a single-source national furniture dealer also can be realized from a logistical standpoint--ensuring Participating Agencies receive consistent service anywhere in the U.S., and allowing us the strategic advantage of managing Participating Agency orders, accommodating changes, delays storage, and follow-up maintenance services

We work closely with our 350 installation partners on accuracy and quality in all our labor services. Our installation team is provided with a packet of in-depth information—communicating every detail of each Participating Agency's project. And because our installation experts have been factory trained and certified in systems and modular installation, satisfaction is guaranteed. If a Participating Agency's project is delayed by construction, we have available facilities to safely house your investment.

Transactional furniture orders, including small custom orders, are managed, for our customers' convenience through our distribution centers and furniture delivery trucks. As part of the delivery service, we provide a notification call prior to delivery, and placement of furniture in a Participating Agency's room-of-choice.

School Furniture Program

Office Depot is proud of our school furniture program, an area that has been a primary focus of our program for the past 15 years. We are committed to growing and developing and investing in our school program which represents the fastest growing business segment in furniture since 2012. We have extensive experience, and a strong customer base of customers, like the Gilroy School District, GreenDot Schools, and Higher ED including UCLA, Brown, and Cal State Universities, to name a few.

Learning Environment Offering

We have learning environment solutions that are effective, efficient, and complementary to Region 4 ESC's current standards program. We offer a vast selection of manufacturers with the capabilities to address needs great and small—without sacrificing any existing standards programs. Choose from thousands of furniture, technology, and supply items and accessories to help reach your modern learning goals and accomplish strategic initiatives:

- Modern Classrooms
- CTE Spaces
- STEAM and STEM Spaces
- Maker Spaces

- Media Centers
- "Real World" Inspired Spaces
- Educator Planning and Meeting Spaces
- Community/Learner Spaces
- Locker and break room equipment
- Training room furniture
- Modern Common Areas
- Specific Learning Environment –paired supplies and tools

Our approach is to provide a complete product and service solution for schools, from K-12 through Higher Education, including classrooms to cafeterias, reception areas to private offices, as well as libraries, dorm rooms, computer labs, auditoriums, art rooms, STEAM spaces, MakerSpaces, and science labs, we're your one-stop provider. And, special programs including our in-house stock of classroom furniture in 12 distribution centers to accommodate our customers have furniture during the peak buying period, and prior to school opening.

With rapid changes in classroom and school design, driven by progressive teaching methods, increased classroom sizes, and technology, our customers requesting our value-add service package that includes complete specifications and standards development, and our Modern Classroom consulting package, demo, and detailed facility guidebooks. The focus for Schools has changed to complete facility design, flexible, modular designs aligned to instructional goals versus individual product.

Region 4 ESC has been a terrific partner, enabling us to engage with the customer early, and develop a complete solution and drive cost-saving specification, and an exciting partner to continue our growth in our School furniture business.

Commitment to Green Practices

Refurbishment, recycling, and Green Certified products are central to our program. We've partnered with ANEW, the Asset Network for Education Worldwide. ANEW provides reuse alternatives for surplus materials. Our programs are managed by our in-house LEED Certified Designers to ensure we meet our customer's goals. And, we offer in-house compliance software for tracking certification of renovation projects, under certification consideration.

CREATIVE SERVICES	PROJECT MANAGEMENT
• Space Planning • Specifications • 3D Views & Renderings • Finish Specifications • Installation Drawings	• Vision Session • Establishing Project Parameters • Managing Successful Project Support • Ongoing Support
LABOR SERVICE	**FINANCIAL SERVICES**

• Delivery	• Leasing
• Warehousing	• Renting
• Installation & Reconfiguration	• Financing
• Refurbishment	• Used Furniture Brokerage
• Move Management	
• Repair	
CUSTOM SOLUTIONS	**REPAIR SERVICES**
• Standards Program	• Requests for Repairs
• Sustainability / LEED	• Ongoing Services
• Ecommerce	• Project Inspections
	• Ergonomic Assessments

JANITORIAL

We understand that high morale and a sustainable clean, productive school environment is instrumental to efficiency and student achievement. Your Office Depot team will help ensure a clean and healthy environment for Participating Agency students and faculty. Our team of product matter experts will access and customize a program to meet Region 4 ESC goals.

Office Depot currently holds a Janitorial contract (R162102) with Region 4 ESC that has enjoyed significant acceptance and adherence in the two years since inception. The contract is currently in full force and effective through February 29, 2020, with two one-year extensions available after that date.

Our overall contract goals included:

- Healthy & Safe Schools
- Reduced Absenteeism & Productive 'Presenteeism'
- Faculty & Student Morale
- Budget Management & Fiscal Responsibility
- Sustainability & Effective Benchmarking

It is extremely important that we support the key drivers that drive our ability to achieve these goals and are aware of market trends where we can focus and help drive results. Our unparalleled expertise and supply chain can help to identify and correct any issues the customer may have and even have not been identified. There are many identified & unidentified opportunities we can certainly assist with, for instance, did you know?

- # of Days Lost in K-12: Common Cold: 22M Days Lost; Influenza: 38M Days Lost
- In K-12 there are 8-10 Colds per year/student
- Avg. Absences/Year in K-12 from Colds/Influenza: Students – 4.5 days & Teachers – 5.3 days
- Only 43.5% of school districts provide guidance for disease prevention and infections
- Students 7x more likely to drop out

- Teacher absences cost more than $25 billion annually
- Absenteeism is a hot topic at higher stakeholder levels
- Absenteeism impacts grant money & federal subsidies
- 'The Staff Lounge' is the origin of collaboration
- Impromptu meetings driven by better staff lounge environments are fundamental to morale and great ideas
- Creating social environments inside schools can create a positive effect on learning

Office Depot – Workspace Facilities

Office Depot provides a wide array of products and services, offering a customized solution to fit the complete facilities and breakroom needs of Participating Agencies and their end users. From breakroom products to core facility cleaning and appearance standards for consistency, Participating Agencies will find the solutions from one dependable source. Consolidating to Office Depot provides Region 4 ESC with opportunities for overall control of operations and reducing costs that you may not have thought possible.

By allowing Office Depot to manage Participating Agencies' facility products and services solutions, they will be able to allocate more resources toward their core business instead of toward maintaining how their 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 Region 4's single resource for the latest in facility products to maximize your efficiencies. Our facility products experts will find the right solution for Region 4.

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 stakeholder's needs, initiatives, and decision-making criteria to propose a customized solution that satisfies your objectives. Our goal is to translate Participating Agencies' 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 business day delivery. From equipment to food, furniture to upgrade Participating Agencies' 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 – Participating Agencies can rely on Office Depot for all their cleaning and breakroom needs.

Facilities Solutions:

Office Depot's Workspace Facilities assortment features quality products for all Participating Agency 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 Participating Agency 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 Products & Services

Office Depot can offer a variety of nationwide facility services for beverage station installation, and break/fix brewers or filtered water systems. We have everything Participating Agencies 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 Participating Agencies make a difference in their facilities. By understanding their environmental goals, we can help them 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.

The Office Depot Difference:

Office Depot is committed to consistently delivering world-class service in everything we do for Region 4 ESC Participating Agencies – that includes providing everything they need for their facilities, cleaning, and the breakroom. The impact of business made personal – *that's the Office Depot difference.*

Safety and Security

As schools shift to modern learning and modern environments, a top priority is the safety and security of the students, staff, and faculty, no matter where they are within the school. And, in the 21st century, school safety also relies on safeguarding critical information, assets, and systems. Safe schools have a sense of comfort and are more conducive to preparing children for the demands of a competitive, global workforce.

How Do You Get There? Schools typically follow this roadmap to improve the safety and security of their campuses. First, they use the network as the platform to achieve effectively, efficient collaboration and information sharing. Next, they deliver all services over a centrally managed, converged IP network. They implement well-planned, robust network architectures and infrastructures for improved communications between faculty members, students, and staff. Finally, use of wired and wireless technologies to ensure that physical environments are safe and network environments are secure.

This roadmap is dependent on various factors such as budget, time, foundation, change management, and overall Region 4 ESC Participating Agency capacity. Office Depot and CompuCom work alongside District leadership teams and their stakeholders to innovation roadmap, achievable and sustainable pathways for our Region 4 Agencies.

Efficiency Solutions

Customer-Centric Business Review

Office Depot provides planning meetings with our public agencies. Our Business Review process is a high-level summary which ties together all the statistical information that we gather on our performance and resulting time/cost savings. We will provide Region 4 Participating Agencies specific performance data based off our programs. This process also allows us to compare each agencies

performance to find best practices, innovations and ensure all departments are performing to established standards.

Our review will be customized to provide the specific format and metrics that Region 4 Participating Agencies would like to evaluate. The goal of these reviews is to provide more than "raw data." Our objective is to create documents that will show in one page how we are doing in meeting objectives within the goals of the partnership such as cost reduction, purchasing efficiency, end-user spend, service levels, reallocation of resources into strategic plans.

The Office Depot account management team will assist each Region 4 Participating Agency location by analyzing spending and usage data. This process helps you by providing a consistent quarterly focus to drive greater usage to their core product list, identify rogue spend outside their endorsed contract stationer and analyze actual product usage.

Business Reviews include:

- Our customer's initial objectives
- Previous time-period accomplishments and objectives for the next reporting period

Performance Statistics:

- Purchases by product group
- Sales by location
- Average monthly sales
- Special categories

Performance Measurements:

- Customer Report Card
- Customer Quarterly Review
- Customer Evaluation Survey
- Office Depot's plan of action to ensure customer satisfaction

Strategic Planning

- Initiatives review
- Budgeting and reallocation
- Next steps & planning

Independent Business Reviews:

- Customer Focus Groups
- Customer Interviews
- Customer Telephone Surveys

GIVE BACK TO SCHOOLS PROGRAM

Office Depot is committed to education across our omnichannel network: retail, direct, and contract, where we are promoting our 5% back to the school's program. This is an opportunity for our Region 4 ESC Participating Agencies to achieve additional reallocation by earning 5% back through a School Promo ID and retail purchasing.

Office Depot also helps schools spread the word by providing free tools they can use in their School community.

Shoppers can simply make a purchase of qualifying school supplies, provide their school's ID at checkout (in-store and online) and the designated school will receive 5% back in credits for FREE supplies. It's a small act that can make a huge difference.

This is a meaningful way that the entire District community can participate in advancing their School's educational mission.

Future Orders Program

Planning, budgeting, and staffing are important factors in maximizing school resources. Office Depot supports advanced bulk ordering that helps schools do just that.

Schools can plan and maximize budgets by taking advantage of our Future Order capabilities to order back-to-school supplies for a future date, delivered 21-180 days out— and have the peace of mind that their order will be there when they need it.

Best of all, we're committed to having items in stock and we'll provide a consolidated statement for convenience.

Future Order Program features at a glance:

- **Curated school supply list**
  Choose from 2,000 school supplies that you need most
- **In stock and ready**
  Rest assured that our in-stock select items are ready when you need them
- **Delivery**
  Schedule your order to be delivered by your requested time frame
- **Extended cancellation window**
  Take advantage of more time to cancel your order, should you need it
- **Statement consolidation**
  Keep your Future Order items together with one consolidated statement

Stocked Assortment:

Driven by usage from our Region 4 ESC contract, we stock the 2,000 SKUs in the school supplies customers need the most during this season.

Closing Commitment

Our Commitment

We commit to providing our Region 4 ESC partners our creative and professional best and treating them with integrity and respect. We commit to upholding and enhancing our company's reputation for excellence. We customize each endeavor to ensure that what is offered is the best match for the holistic need of the district, teaching teams, educator, and most importantly the learner!

- Committed to Service
- Committed to Solutions
- Committed to YOU!

With all of this, we believe that Office Depot is the right choice for Region 4 ESC and its Participating Agencies. We thank you for this opportunity!

1. Competitive Range: It may be necessary to establish a competitive range. Factors from the predetermined criteria will be used to make this determination. Responses not in the competitive range will not receive further award consideration. Region 4 ESC may determine establishing a competitive range is not necessary.

2. Past Performance: An Offeror's past performance and actions are relevant in determining whether or not the Offeror is likely to provide quality goods and services; the administrative aspects of performance; the Offeror's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the Offeror's businesslike concern for the interests of the customer may be taken into consideration when evaluating proposals, although not specifically mentioned in the RFP.

3. Additional Investigations: Region 4 ESC reserves the right to make such additional investigations as it deems necessary to establish the capability of any Offeror.

Office Depot understands

Office DEPOT

CompuCom

TAB 6
ADDITIONAL REQUIRED DOCUMENTS
APPENDIX C

RFP 21-04

Technology Solutions, Products and Services

01-19-2021 10:00am Central Time

Proposal

COMMITTED TO LEARNING
One Student at a Time
Office DEPOT

region 4

OMNIA PARTNERS

APPENIDX C

ADDITIONAL REQUIRED DOCUMENTS

DOC #1 Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy

DOC #2 Antitrust Certification Statements (Tex. Government Code § 2155.005)

DOC #3 Implementation of House Bill 1295 Certificate of Interested Parties (Form 1295)

DOC #4 Texas Government Code 2270 Verification Form

ORIGINAL

Appendix C, Doc #1

ACKNOWLEDGMENT AND ACCEPTANCE
OF REGION 4 ESC's OPEN RECORDS POLICY

OPEN RECORDS POLICY

All proposals, information and documents submitted are subject to the Public Information Act requirements governed by the State of Texas once a Contract(s) is executed. If an Offeror believes its response, or parts of its response, may be exempted from disclosure, the Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt and include detailed reasons to substantiate the exemption. Price is not confidential and will not be withheld. Any unmarked information will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 4 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the Offeror are not acceptable. Region 4 ESC must comply with the opinions of the OAG. Region 4 ESC assumes no responsibility for asserting legal arguments on behalf of any Offeror. Offeror is advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

Signature below certifies complete acceptance of Region 4 ESC's Open Records Policy, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy below:

☐ We acknowledge Region 4 ESC's Open Records Policy and declare that no information submitted with this proposal, or any part of our proposal, is exempt from disclosure under the Public Information Act.

☐ XX We declare the following information to be a trade secret or proprietary and exempt from disclosure under the Public Information Act.

(Note: Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, Offeror must include detailed reasons to substantiate the exemption(s). Price is not confident and will not be withheld. All information believed to be a trade secret or proprietary must be listed. It is further understood that failure to identify such information, in strict accordance with the instructions, will result in that information being considered public information and released, if requested under the Public Information Act.)

1/6/2021 — *Date*

Vice President, BSD — *Authorized Signature & Title*

Appendix C, Doc #2

ORIGINAL

ANTITRUST CERTIFICATION STATEMENTS
(Tex. Government Code § 2155.005)
Attorney General Form

I affirm under penalty of perjury of the laws of the State of Texas that:

1. I am duly authorized to execute this Contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;

2. In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;

3. In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and

4. Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Company

	Office Depot, LLC

Address

	6600 North Military Trail
	Boca Raton, FL 33496

Phone 561-438-4800

Fax _____

Contact

Official Authorizing

Signature
James Tuller

Printed Name
Manager, Program, Public

Position with Company

Signature
Brian Abromovage

Printed Name
Vice President, BSD

Position with Company

Appendix C, DOC # 3

mplementation of House Bill 1295 Certificate

of Interested Parties (Form 1295):

In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. The law applies only to a contract of a governmental entity or state agency that either (1) requires an action or vote by the governing body of the entity or agency before the contract may be signed or (2) has a value of at least $1 million. The disclosure requirement applies to a contract entered into on or after January 1, 2016.

The Texas Ethics Commission was required to adopt rules necessary to implement that law, prescribe the disclosure of interested parties form, and post a copy of the form on the commission's website. The commission adopted the Certificate of Interested Parties form (Form 1295) on October 5, 2015. The commission also adopted new rules (Chapter 46) on November 30, 2015, to implement the law. The commission does not have any additional authority to enforce or interpret House Bill 1295.

Filing Process:

Staring on January 1, 2016, the commission made available on its website a new filing application that must be used to file Form 1295. A business entity must use the application to enter the required information on Form 1295 and print a copy of the completed form, which will include a certification of filing that will contain a unique certification number. An authorized agent of the business entity must sign the printed copy of the form. The completed Form 1295 with the certification of filing must be filed with the governmental body or state agency with which the business entity is entering into the contract.

The governmental entity or state agency must notify the commission, using the commission's filing application, of the receipt of the filed Form 1295 with the certification of filing not later than the 30th day after the date the contract binds all parties to the contract. This process is known as acknowledging the certificate. The commission will post the acknowledged Form 1295 to its website within seven business days after receiving notice from the governmental entity or state agency. The posted acknowledged form does not contain the declaration of signature information provided by the business.

A certificate will stay in the pending state until it is acknowledged by the governmental agency. Only acknowledged certificates are posted to the commission's website.

Electronic Filing Application: https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

Frequently Asked Questions:
https://www.ethics.state.tx.us/resources/FAQs/FAQ_Form1295.php

Changes to Form 1295: https://www.ethics.state.tx.us/data/filinginfo/1295Changes.pdf

CERTIFICATE OF INTERESTED PARTIES

ORIGINAL

FORM 1295

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

OFFICE USE ONLY
CERTIFICATION OF FILING

Certificate Number:
2021-703403

Date Filed:
01/06/2021

Date Acknowledged:

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

Office Depot, LLC
Boca Raton, FL United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

Region 4 ESC

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

21-04
Technology Solutions, Products & Services

4 Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
		Controlling	Intermediary

5 Check only if there is NO Interested Party. [X]

6 UNSWORN DECLARATION

My name is Brian Abromovage, and my date of birth is 9/2/1966.

My address is 407 Wyoming Avenue, Wyoming, Pa, 18644, USA
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in _____ County, State of _____, on the _____ day of _____ (month), 20_____ (year).

Signature of authorized agent of contracting business entity
(Declarant)

Appendix C, DOC # 4

ORIGINAL

Texas Government Code 2270 Verification Form

House Bill 89 (85R Legislative Session), which adds Chapter 2270 to the Texas Government Code, provides that a governmental entity may not enter into a contract with a company without verification that the contracting vendor does not and will not boycott Israel during the term of the contract.

Furthermore, Senate Bill 252 (85R Legislative Session), which amends Chapter 2252 of the Texas Government Code to add Subchapter F, prohibits contracting with a company engaged in business with Iran, Sudan or a foreign terrorist organization identified on a list prepared by the Texas Comptroller.

I, Brian Abromovage, Vice President, BSD_____, as an authorized representative of

Office Depot, LLC, a contractor engaged by

Insert Name of Company

Region 4 Education Service Center, 7145 West Tidwell Road, Houston, TX 77092, verify by this writing that the above-named company affirms that it (1) does not boycott Israel; and (2) will not boycott Israel during the term of this contract, or any contract with the above-named Texas governmental entity in the future.

Also, our company is not listed on and we do not do business with companies that are on the Texas Comptroller of Public Accounts list of Designated Foreign Terrorists Organizations found at https://comptroller.texas.gov/purchasing/docs/foreign-terrorist.pdf.

I further affirm that if our company's position on this issue is reversed and this affirmation is no longer valid, that the above-named Texas governmental entity will be notified in writing within one (1) business day and we understand that our company's failure to affirm and comply with the requirements of Texas Government Code 2270 et seq. shall be grounds for immediate contract termination without penalty to the above-named Texas governmental entity.

I swear and affirm that the above is true and correct.

Signature of Named Authorized Company Representative

1/6/2021
Date

Office DEPOT

CompuCom

TAB 1 APPENDIX A
CONTRACT OFFER AND
SIGNATURE FORM

RFP 21-04

Technology Solutions, Products and Services

01-19-2021 10:00am Central Time

Proposal

COMMITTED TO LEARNING
One Student at a Time
Office DEPOT

region 4

OMNIA PARTNERS

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APPENDIX A ___

CONTRACT

This Contract ("Contract") is made as of_____, 2020~~0~~1 by and between Office Depot, LLC ("Contractor") and Region 4 Education Service Center ("Region 4 ESC") for the purchase of Technology Solutions, Products and Services_("the products and services").

RECITALS

WHEREAS, Region 4 ESC issued Request for Proposal ("RFP") Number 21-04, to which Contractor provided a response ("Proposal"); and

WHEREAS, Region 4 ESC selected Contractor's Proposal and wishes to engage Contractor in providing the services/materials described in the RFP and Proposal;

WHEREAS, both parties agree and understand the following pages will constitute the Contract between the Contractor and Region 4 ESC, having its principal place of business at 7145 West Tidwell Road, Houston, TX 77092.

WHEREAS, Contractor included, in writing, any required exceptions or deviations from these terms, conditions, and specifications; and it is further understood that, if agreed to by Region 4 ESC, said exceptions or deviations are incorporated into the Contract.

WHEREAS, this Contract consists of the provisions set forth below, including provisions of all attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any attachment, the provisions set forth below shall control.

WHEREAS, the Contract will provide that any state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit ("Public Agencies") may purchase products and services at prices indicated in the Contract upon the Public Agency's registration with OMNIA Partners.

1) Term of agreement. The term of the Contract is for a period of three (3) years unless terminated, canceled or extended as otherwise provided herein. Region 4 ESC shall have the right to renew the Contract for two (2) additional one-year periods or portions thereof. Region 4 ESC shall review the Contract prior to the renewal date and notify the Contractor of Region 4 ESC's intent renew the Contract. Contractor may elect not to renew by providing ~~three hundred sixty-five~~ ninety days' (~~365~~90) notice to Region 4 ESC. Notwithstanding the expiration of the initial term or any subsequent term or all renewal options, Region 4 ESC and Contractor may mutually agree to extend the term of this Agreement. Contractor acknowledges and understands Region 4 ESC is under no obligation whatsoever to extend the term of this Agreement.

2) Scope: Contractor shall perform all duties, responsibilities and obligations, set forth in this agreement, and described in the RFP, incorporated herein by reference as though fully set forth herein.

3) Form of Contract. The form of Contract shall be the RFP, the Offeror's proposal and Best and Final Offer(s).

4) Order of Precedence. In the event of a conflict in the provisions of the Contract as accepted by Region 4 ESC, the following order of precedence shall prevail:

   i. This Contract
   ii. Offeror's Best and Final Offer
   iii. Offeror's proposal
   iv. RFP and any addenda

5) Commencement of Work. The Contractor is cautioned not to commence any billable work or provide any material or service under this Contract until Contractor receives a purchase order for such work or is otherwise directed to do so in writing by Region 4 ESC.

6) Entire Agreement (Parol evidence). The Contract, as specified above, represents the final written expression of agreement. All agreements are contained herein and no other agreements or representations that materially alter it are acceptable.

7) Assignment of Contract. No assignment of Contract may be made without the prior written approval of Region 4 ESC. Contractor is required to notify Region 4 ESC when any material change in operations is made (i.e. bankruptcy, change of ownership, merger, etc.).

8) Novation. If Contractor sells or transfers all assets or the entire portion of the assets used to perform this Contract, a successor in interest must guarantee to perform all obligations under this Contract. Region 4 ESC reserves the right to accept or reject any new party. A change of name agreement will not change the contractual obligations of Contractor.

9) Contract Alterations. No alterations to the terms of this Contract shall be valid or binding unless authorized and signed by Region 4 ESC.

10) Adding Authorized Distributors/Dealers. Contractor is prohibited from authorizing additional distributors or dealers, other than those identified at the time of submitting their proposal, to sell under the Contract without notification and prior written approval from Region 4 ESC. Contractor must notify Region 4 ESC each time it wishes to add an authorized distributor or dealer. Purchase orders and payment ~~can only~~shall be made to the ~~Contractor~~Authorized Distributor/Dealer unless otherwise approved by ~~Region 4 ESC~~Contractor. Pricing provided to members by added distributors or dealers must also be less than or equal to the Contractor's pricing.

11) TERMINATION OF CONTRACT

   a) Cancellation for Non-Performance or Contractor Deficiency. Region 4 ESC may terminate the Contract if purchase volume is determined to be low volume in any 12-month period. Region 4 ESC reserves the right to cancel the whole or any part of this Contract due to failure by Contractor to carry out any obligation, term or condition of the contract. Region 4 ESC ~~may~~shall issue a written deficiency notice to Contractor for acting or failing to act in any of the following:

      i. Providing material that does not meet the specifications of the Contract;
      ii. Providing work or material was not awarded under the Contract;
      iii. Failing to adequately perform the services set forth in the scope of work and specifications;
      iv. Failing to complete required work or furnish required materials within a reasonable amount of time;

v. Failing to make progress in performance of the Contract or giving Region 4 ESC reason to believe Contractor will not or cannot perform the requirements of the Contract; or
vi. Performing work or providing services under the Contract prior to receiving an authorized purchase order.

Upon receipt of a written deficiency notice, Contractor shall have ten (10) days to provide a satisfactory response to Region 4 ESC. Failure to adequately address all issues of concern may result in Contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by Contractor under the Contract shall immediately become the property of Region 4 ESC.

b) Termination for Cause. If, for any reason, Contractor fails to fulfill its obligation in a timely manner, or Contractor violates any of the covenants, agreements, or stipulations of this Contract Region 4 ESC reserves the right to terminate the Contract immediately and pursue all other applicable remedies afforded by law. Such termination shall be effective by delivery of notice, to the Contractor, specifying the effective date of termination. In such event, all documents, data, studies, surveys, drawings, maps, models and reports prepared by Contractor will become the property of the Region 4 ESC. If such event does occur, Contractor will be entitled to receive just and equitable compensation for the satisfactory work completed on such documents.

c) Delivery/Service Failures. Failure to deliver goods or services within the time specified, or within a reasonable time period as interpreted by the purchasing agent or failure to make replacements or corrections of rejected articles/services when so requested shall constitute grounds for the Contract to be terminated. In the event Region 4 ESC must purchase in an open market, ~~Contractor agrees to reimburse Region 4 ESC, within a reasonable time period, for all expenses incurred.~~

d) Force Majeure. If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or the State of Texas or any civil or military authority; insurrections; riots; epidemics; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty.

e) Standard Cancellation. ~~Region 4 ESC~~Either party may cancel this Contract in whole or in part by providing written notice to the other party. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order.

12) Licenses. Contractor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by Contractor. Contractor

shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the Contract. Region 4 ESC reserves the right to stop work and/or cancel the Contract if Contractor's license(s) expire, lapse, are suspended or terminated.

13) Survival Clause. All applicable software license agreements, warranties or service agreements that are entered into between Contractor and Region 4 ESC under the terms and conditions of the Contract shall survive the expiration or termination of the Contract. All Purchase Orders issued and accepted by Contractor shall survive expiration or termination of the Contract.

14) Delivery. Conforming product shall be shipped within 7 days of receipt of Purchase Order. If delivery is not or cannot be made within this time period, the Contractor must receive authorization for the delayed delivery. The order may be canceled if the estimated shipping time is not acceptable. All deliveries shall be freight prepaid, F.O.B. Destination and shall be included in all pricing offered unless otherwise clearly stated in writing. Office Depot will commit to the lead time provided at the time of order placement for non-stock, custom items. Additional freight charges may apply for items exceeding certain height and weight, furniture, bulk items, Hawaii, Alaska and Puerto Rico orders, special orders and/or rush deliveries. Office Depot shall institute a Fifty Dollar ($50.00) minimum order value per delivered order. Orders that do not comply with such minimum order value will be processed subject to a special handling fee.

15) Inspection & Acceptance. If defective or incorrect material is delivered, Region 4 ESC may make the determination to return the material to the Contractor at no cost to Region 4 ESC in accordance to the terms and conditions of Contractor's return policy located at www.officedepot.com and incorporated by reference. The Contractor agrees to pay all shipping costs for the return shipment. Contractor shall be responsible for arranging the return of the defective or incorrect material.

16) Payments. Invoices are due twenty (20) days from the date of invoice. Contractor shall establish Region 4 ESC's credit limit, which may be lowered (or Contractor may refuse to ship any orders) if at any time: (a) Region 4 ESC is delinquent in making payments to Contractor; (b) Region 4 ESC r is in breach of any resulting agreement; or (c) Region 4 ESC's credit standing becomes impaired or reasonably unsatisfactory to Contractor. Payment shall be made after satisfactory performance, in accordance with all provisions thereof, and upon receipt of a properly completed invoice.

17) Price Adjustments. Should it become necessary or proper during the term of this Contract to make any change in design or any alterations that will increase price, Region 4 ESC must be notified ~~immediately~~. Core Price increases must be approved by Region 4 ESC and no payment for additional materials or services, beyond the amount stipulated in the Contract shall be paid without prior approval. All core price increases must be supported by manufacturer documentation, or a formal cost justification letter. ~~Contractor must honor previous prices for thirty (30) days after approval and written notification from Region 4 ESC.~~ It is the Contractor's responsibility to keep all pricing up to date and on file with Region 4 ESC. All price changes must be provided to Region 4 ESC, using the same format as was provided and accepted in the Contractor's proposal.

Price reductions may be offered at any time during Contract. Special, time-limited reductions are permissible under the following conditions: 1) reduction is available to all users equally; 2) reduction is for a specific period, normally not less than thirty (30) days; and 3) original price is not exceeded after the time-limit. ~~Contractor shall offer Region 4 ESC any published price reduction during the Contract term~~. Office Depot agrees to provide thirty (30) days' written notice and manufacturer documentation for price increases on core items. Region 4 ESC shall respond to the proposed price increase by the end of the thirty (30) day notice, and to the extent that Region 4 ESC does not respond within that time period, their silence shall be deemed acceptance of the proposed price change. In the event of extenuating market conditions, Office Depot reserves the right to adjust Region 4ESC's prices commensurately.

18) Audit Rights. ~~Contractor shall, at its sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Contract. Region 4 ESC reserves the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. Region 4 ESC shall have the authority to conduct random audits of Contractor's pricing at Region 4 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing being offered that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall have the ability to conduct an extensive audit of Contractor's pricing at Contractor's sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 4 ESC~~ Contractor shall, at its sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Contract. Region 4 ESC Subject to confidentiality agreements between Contractor and third parties, and no more than annually, Region 4 ESC, at its expense reserves the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. Region 4 ESC shall have the authority to conduct random audits of Contractor's pricing at Region 4 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing being offered that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall have the ability to conduct an extensive audit of Contractor's pricing at Contractor's sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm. Any third-party auditor used must be approved by Contractor and must execute a non-disclosure agreement. Contractor may dispute the results of any audit and will refund any overcharges to Region 4 ESC and Region 4 ESC will refund any undercharges to Contractor. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 4 ESC.~~

19) Discontinued Products. If a product or model is discontinued by the manufacturer, Contractor may substitute a new product or model if the replacement product meets or exceeds the specifications and performance of the discontinued model and if the discount is the same or greater than the discontinued model.

20) New Products/Services. New products and/or services that meet the scope of work may be added to the Contract. ~~Pricing shall be equivalent to the percentage discount for other products~~. Contractor may replace or add product lines if the line is replacing or supplementing products, is equal or superior to the original products~~, is discounted similarly or greater than the original discount~~, and if the products meet the requirements of the Contract. No products and/or services may be added to avoid competitive procurement requirements. Region 4 ESC may require additions to be submitted with documentation from Members demonstrating an interest in, or a potential requirement for, the new product or service. Region 4 ESC may reject any additions without cause.

21) Options. Optional equipment for products under Contract may be added to the Contract at the time they become available under the following conditions: 1) the option is priced at a discount similar to other options; 2) the option is an enhancement to the unit that improves performance or reliability.

22) Warranty Conditions. ~~All supplies, equipment and services shall include manufacturer's minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing~~ Contractor's warranties will be limited to Contractor-branded products only, and for all other products, Contractor will pass through to Region 4 ESC all manufacturer-supplied end-user warranties.

23) Site Cleanup. Contractor shall clean up and remove all debris and rubbish resulting from their work as required or directed. Upon completion of the work, the premises shall be left in good repair and an orderly, neat, clean, safe and unobstructed condition.

24) Site Preparation. Contractor shall not begin a project for which the site has not been prepared, unless Contractor does the preparation work at no cost, or until Region 4 ESC includes the cost of site preparation in a purchase order. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.

25) Registered Sex Offender Restrictions. For work to be performed at schools, Contractor agrees no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Contractor agrees a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at Region 4 ESC's discretion. Contractor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

26) Safety measures. Contractor shall take all reasonable precautions for the safety of employees on the worksite and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Contractor shall post warning signs against all hazards created by its operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

27) Smoking. Persons working under the Contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.

28) Stored materials. Upon prior written agreement between the Contractor and Region 4 ESC, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials must be provided to Region 4 ESC prior to payment. Such materials must be stored and protected in a secure location and be insured for their full value by the Contractor against loss and damage. Contractor agrees to provide proof of coverage and additionally insured upon request. Additionally, if stored offsite, the materials must also be clearly identified as property of Region 4 ESC and be separated from other materials. Region 4 ESC must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary. Until final acceptance by Region 4 ESC, it shall be the Contractor's responsibility to protect all materials and equipment. Contractor warrants and guarantees that title for all work, materials and equipment shall pass to Region 4 ESC upon final acceptance.

29) Funding Out Clause. A Contract for the acquisition, including lease, of real or personal property is a commitment of Region 4 ESC's current revenue only. Region 4 ESC retains the right to terminate the Contract at the expiration of each budget period during the term of the Contract and is conditioned on a best effort attempt by Region 4 ESC to obtain appropriate funds for payment of the contract.

30) Indemnity. Contractor shall protect, indemnify, and hold harmless both Region 4 ESC and its administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the Contractor, Contractor employees or subcontractors in the preparation of the solicitation and the later execution of the Contract. Any litigation involving either Region 4 ESC, its administrators and employees and agents will be in Harris County, Texas.

31) Marketing. Contractor agrees to allow Region 4 ESC to use their name and logo within website, marketing materials and advertisement. Any use of Region 4 ESC name and logo or any form of publicity, inclusive of press releases, regarding this Contract by Contractor must

have prior approval from Region 4 ESC.

32) Certificates of Insurance. Certificates of insurance shall be delivered to the Region 4 ESC prior to commencement of work. The Contractor shall give Region 4 ESC a minimum of ten (10) days' notice prior to any modifications or cancellation of policies. The Contractor shall require all subcontractors performing any work to maintain coverage as specified.

33) Legal Obligations. It is Contractor's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services and shall comply with all laws while fulfilling the Contract. Applicable laws and regulation must be followed even if not specifically identified herein.

OFFER AND CONTRACT SIGNATURE FORM

The undersigned hereby offers and, if awarded, agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing.

Company Name	Office Depot, LLC
Address	6600 North Military Trail
City/State/Zip	Boca Raton, FL 33496
Telephone No.	561-438-4800
Email Address	_____
Printed Name	_____
Title	Vice President
Authorized Signature	_____

Accepted by Region 4 ESC:

Contract No. _____

Initial Contract Term_____to _____

_____ _____
Region 4 ESC Authorized Board Member Date

_____
Print Name

_____
Region 4 ESC Authorized Board Member Date

ORIGINAL

OFFER AND CONTRACT SIGNATURE FORM

The undersigned hereby offers and, if awarded, agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing.

Company Name: Office Depot, LLC

Address: 6600 North Military Trail

City/State/Zip: Boca Raton, FL 33496-2434

Telephone No.: 561-438-4800

Email Address: Brian.Abromovage@officedepot.com

Printed Name: Brian Abromovage

Title: Vice President, BSD

Authorized signature: _____

Accepted by Region 4 ESC:

Contract No. _____

Initial Contract Term _____ to _____

_____ _____

Region 4 ESC Authorized Board Member Date

_____

Print Name

_____ _____

Region 4 ESC Authorized Board Member Date

_____

Print Name

region4

7145 West Tidwell Road ~ Houston, Texas 77092
(713)-462-7708
www.esc4.net

NOTICE TO OFFEROR

ADDENDUM NO. 1

Solicitation Number 21-04

Request for Proposal ("RFP")
by

Region 4 Education Service Center ("ESC")
for
Technology Solutions, Products and Services

SUBMITTAL DEADLINE: Tuesday, January 19, 2021 @ 10:00 AM CST

This Addendum No. 1 amends the Request for Proposals (RFP) for Technology Solutions, Products and Services 21-04 ("Addendum"). To the extent of any discrepancy between the original RFP and this Addendum, this Addendum shall prevail.

This Addendum No. 1 is hereby issued to address the following:

1) **Submittal Deadline**: The submittal deadline for this RFP is hereby changed from Thursday, January 14, 2021 @ 10:00 AM Central Time and extended as indicated below and above:

   - Tuesday, January 19, 2021 @ 10:00 AM CST

2) **Virtual Non-Mandatory Pre-Proposal Conference:** The pre-proposal conference time for this RFP is hereby changed from December 15, 2020 @ 10:00 AM CST to:

   - December 15, 2020 @ 11:00 AM CST

All other details remain unchanged.

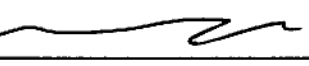
☐ ORIGINAL

RECEIPT OF ADDENDUM NO. 1 ACKNOWLEDGEMENT

Offeror shall acknowledge this addendum by signing below and include in their proposal response.

Company Name Office Depot, LLC

Contact Person Brian Abromovage

Signature 

Date 1/6/2021

Crystal Wallace
Region 4 Education Service Center
Business Operations Specialist

Office DEPOT.

OFFICE DEPOT, LLC

ASSISTANT SECRETARY'S CERTIFICATE

The undersigned, Joseph White, hereby certifies that he is the Assistant Secretary of Office Depot, LLC, a limited liability company formed under the Delaware Limited Liability Company Act (the "LLC"), and that, as such, he is authorized to execute this Certificate on behalf of the LLC, and further certifies that:

1. The LLC is a limited liability company duly formed and in good standing under the laws of the State of Delaware; and

2. Brian B. Abromovage serves as Vice President, Business Development, and as such, he is authorized to execute bids and contracts for the sale of office supplies on behalf of the LLC.

IN WITNESS WHEREOF, the undersigned has hereunder set his hand as of this 15th day of January, 2021.

OFFICE DEPOT, LLC

By: _____
Joseph White
Assistant Secretary

Office DEPOT

CompuCom

TAB 1 APPENDIX A
a. TERMS AND CONDITIONS ACCEPTANCE FORM

RFP 21-04

Technology Solutions, Products and Services

01-19-2021 10:00am Central Time

Proposal

COMMITTED TO LEARNING
One Student at a Time
Office DEPOT

region 4

OMNIA PARTNERS

APPENDIX B

TERMS & CONDITIONS ACCEPTANCE FORM

Signature on the Offer and Contract Signature form certifies complete acceptance of the terms and conditions in this solicitation and draft Contract except as noted below with proposed substitute language (additional pages may be attached, if necessary). The provisions of the RFP cannot be modified without the express written approval of Region 4 ESC. If a proposal is returned with modifications to the draft Contract provisions that are not expressly approved in writing by Region 4 ESC, the Contract provisions contained in the RFP shall prevail.

Check one of the following responses:

. Offeror takes no exceptions to the terms and conditions of the RFP and draft Contract.

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

X Offeror takes the following exceptions to the RFP and draft Contract. All exceptions must be clearly explained, reference the corresponding term to which Offeror is taking exception and clearly state any proposed modified language, proposed additional terms to the RFP and draft Contract must be included:

(Note: Unacceptable exceptions may remove Offeror's proposal from consideration for award. Region 4 ESC shall be the sole judge on the acceptance of exceptions and modifications and the decision shall be final.

If an offer is made with modifications to the contract provisions that are not expressly approved in writing, the contract provisions contained in the RFP shall prevail.)

Section/Page	Term, Condition, or Specification	Exception/Proposed Modification	Accepted (For Region 4 ESC's use)
Section 22/Page 11	22. Samples at no charge within 7 days of request. Offeror certifies that all materials conform to requirements of the RFP and those required by law. Offer agrees to bear the costs for laboratory testing.	Depending on the product/project size, Office Depot will work directly with the manufacturers to assist the Customer in providing samples and/or demonstration of the product. Office Depot isn't the manufacturer of the products offered; therefore we aren't able to certify the materials or bear the cost of testing. Customer will need to work with the manufacturer.	
Section 2. a./Page 12	2. a) Products/Pricing.	Office Depot takes exception to "not to exceed pricing". Vendor agrees to this section as it relates to Not to Exceed Pricing, however, to the extent that a lower price is granted by Vendor to a Member, such pricing shall apply to only that single order and any future pricing offers will be reviewed by Vendor, as needed, and it will be Vendor's sole decision as to whether to provide any pricing that is lower than the Not to Exceed Pricing offered in response to the RFP. "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. i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners). ii. 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. iii. 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). iv. If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal." In the event of extenuating market conditions, Office Depot reserves the right to adjust Customer's prices commensurately.	
Section 2. b) xi./Page 13	2. b) xi. Payment terms	Office Depot payment terms are Net 20 days from date of invoice. Office Depot shall establish Customer's credit limit, which may be lowered (or Office Depot may refuse to ship any orders) if at any time: (a) Customer is delinquent in making payments to Office Depot; (b) Customer is in breach of any resulting agreement; or (c) Customer's credit standing becomes impaired or reasonably unsatisfactory to Office Depot.	
Section 2. c) vii./Page 14	2. c) vii. Past litigation.	As a large global company, Office Depot is frequently involved in litigation in the ordinary course of business. Any material litigation is disclosed in our public filings set forth on the SEC's public website. There are no matters which would adversely affect our ability to perform under this contract if selected as a vendor.	
Draft Contract Section 11) Page 2	11) Termination of Contract. c) Delivery/Service Failures. If Contractor fails to perform, Region 4 ESC may purchase goods in the open market, and Contractor agrees to reimburse for all expenses.	Office Depot strikes "and Contractor agrees to reimburse for all expenses", but are open to discussing other options.	
Draft Contract Section 14) Page 4	14) Delivery. All product shall be shipped within 7 days of receipt of order. All deliveries shall be FOB and freight included in the price unless otherwise clearly stated in writing.	Office Depot will commit to the lead time provided at the time of order placement for non-stock, custom items. Additional freight charges may apply for items exceeding certain height and weight, furniture, bulk items, Hawaii, Alaska and Puerto Rico orders, special orders and/or rush deliveries. Office Depot shall institute a Fifty Dollar ($50.00) minimum order value per delivered order. Orders that do not comply with such minimum order value will be processed subject to a special handling fee.	
Draft Contract Section 17) Page 4	17) Price Adjustments. Price increases must be approved by Region 4 ESC and no payment for additional materials or services, beyond the amount stipulated in the Contract shall be paid without prior approval. All price increases must be supported by manufacturer documentation, or a formal cost justification letter. Contractor must honor previous prices for thirty (30) days after approval and written notification from Region 4 ESC.	Office Depot agrees to provide thirty (30) days' written notice and manufacturer documentation for price increases on core items. Region 4 ESC shall respond to the proposed price increase by the end of the thirty (30) day notice, and to the extent that Region 4 ESC does not respond within that time period, their silence shall be deemed acceptance of the proposed price change. In the event of extenuating market conditions, Office Depot reserves the right to adjust Region 4ESC's prices commensurately.	
Draft Contract Section 18 Page 4	Section 18) Audit Rights.	Contractor shall, at its sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Contract. Region 4 ESC Subject to confidentiality agreements between Contractor and third parties, and no more than annually, Region 4 ESC, at its expense reserves the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of	

		termination. Region 4 ESC shall have the authority to conduct random audits of Contractor's pricing at Region 4 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing being offered that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall have the ability to conduct an extensive audit of Contractor's pricing at Contractor's sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm. Any third-party auditor used must be approved by Contractor and must execute a non-disclosure agreement. Contractor may dispute the results of any audit and will refund any overcharges to Region 4 ESC and Region 4 ESC will refund any undercharges to Contractor. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 4 ESC.	
Draft Contract Section 22 Page 5	22) Warranty Conditions. One year manufacturer and labor warranty unless otherwise agreed to in writing.	Office Depot's warranties will be limited to Office Depot-branded products only, and for all other products, Office Depot will pass through to Customer all manufacturer-supplied end-user warranties	

Office DEPOT

CompuCom

TAB 2

PRODUCTS/SERVICES/PRICING

RFP 21-04

Technology Solutions, Products and Services

01-19-2021 10:00am Central Time

Proposal

COMMITTED TO LEARNING
One Student at a Time
Office DEPOT

region 4

OMNIA PARTNERS

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I. EVALUATION PROCESS AND CRITERIA

1. A committee will review and evaluate all responses and make a recommendation for award of Contract(s). The recommendation for Contract awards will be based on the predetermined criteria factors outlined in this section, where each factor is assigned a point value based on its importance. In evaluating the responses, the following predetermined criteria is considered:

   a) Products/Pricing (40 Points)
   b) Performance Capability (30 Points)
   c) Qualification and Experience (20 Points)
   d) Value Add (10 Points)

Office Depot acknowledges.

2. Offeror's proposal should, at a minimum, include the following for Region 4 ESC's evaluation:

   a) **Products/Pricing**
      i. Offerors shall provide pricing based on a discount from a manufacturer's price list or catalog, or fixed price, or a combination of both with indefinite quantities. Prices listed will be used to establish the extent of a manufacturer's product lines, services, warranties, etc. that are available from Offeror and the pricing per item. Multiple percentage discounts are acceptable if, where different percentage discounts apply, they different percentages are specified. Additional pricing and/or discounts may be included. Products and services proposed are to be priced separately with all ineligible items identified. Offerors may elect to limit their proposals to any category or categories.

This proposal includes the full breadth of technology products, solutions and services available from Office Depot & CompuCom. Office Depot acquired CompuCom in 2017 and has expanded its capabilities as a leading omnichannel provider of business services and supplies, products and technology solutions.

Pricing for the Office Depot catalog technology assortment of items will be reflected at the time of order entry on our private contract website, business.officedepot.com. Our invoicing capabilities allow for full pricing detail to further provide price verification.

For purposes of differentiating the offerings from Office Depot & CompuCom we will refer to the offering as follows:

Pricing Methodology, Products:

Catalog Offering: All references for the purposes of our pricing proposal as it pertains to a catalog offering will be made to our current primary printed catalog in use for account customer (also known as "contract customers") of the Business Solutions Division and/or the Contract Division known as the BSD Catalog assortment available at the time of order ("BSD").

Core List Pricing: Office Depot is offering and has provided 220 net priced core list items in our accompanying pricing file. The Core List items are the most popular, transactional technology products currently being purchased. Core list items will be designated with the "Best Value" icon on the BSD Website. Notwithstanding any other provision herein, Region 4 ESC and Office Depot may add or remove core list items from time to time by mutual written agreement of the parties (including email).

Please refer to the Flash Drive attachment, *Tab 2 – Pricing – Technology Core List*

Non-Core BSD Catalog Pricing: Office Depot is offering web less discount pricing by category as outlined on the Flash Drive, Tab 2- Pricing – Technology Non-Core Pricing for all Non-Core items listed in the current Office Depot printed BSD Catalog. Office Depot will take a snapshot of web pricing, apply category discounts outlined in file, and lock pricing for the quarter. Pricing for Non-Core BSD Catalog will be set forth on Office Depot's Business Solutions Division website located at www.officedepot.com ("BSD Website"). All Non-Core BSD Catalog items shall be designated with the "Contract Item" icon on the BSD Website.

Please refer to the Flash Drive attachment, *Tab 2 – Pricing – Non-Core Pricing*

Non-Core, Non-BSD Catalog Items: Non-Core, Non-BSD Catalog Items which are identified on www.officedepot.com, will be priced at the regular sales price (promotions excluded) set forth on www.officedepot.com at the time of the order, exclusive of bulk pricing discounts or other specials. Notwithstanding anything herein to the contrary, clearance items and promotional items, including, but not limited to, Instant Savings, Coupon Savings, Mail-In Savings, and Bundled Savings (collectively, "Excluded Categories"). Non-Core Items that are not identified in the BSD Catalog or on www.officedepot.com shall not be subject to the pricing methodology otherwise set forth in this Agreement. Rather, prices for such items, as well as Excluded Categories, will be established by Office Depot in its discretion and will be presented to the Participating Agency at the point of sale or otherwise at the time of order placement.

Hosted Catalog: For those Participating Agencies that require a static pricing solution to support complex and/or certain electronic procurement platform requirements Office Depot reserves the right to provide customized static pricing files to meet the needs of that individual Participating Agency on an as needed basis as mutually agreed upon with the Participating Agency. It is understood that such pricing shall not be offered to other participating agencies; and such customized pricing will not be identified as an unacceptable variance for purposes of an audit review.

Large/Project Orders: Technology changes quickly – Office Depot & CompuCom will quote large/projects at the time of opportunity to meet the specific needs of the participating agency.

Pricing Methodology, Services & Solutions:

CompuCom is a digital workplace managed services provider with decades of experience providing technology services to enterprise customers. We serve 4.7 million end users, support 7.6 million devices, and deploy 2.3 million devices a year.

Pricing for technology services and solutions has been provided per instructions on flash drive.

Please refer to the Flash Drive attachment, *Tab 2 – Pricing – Technology Services & Solutions Pricing*

In summary, the following pricing files are included on the flash drive enclosed in our bid packet:

Tab 2 – *Pricing – Technology Core List*

Tab 2 – *Pricing – Technology Non–Core Pricing*

Tab 2 – *Pricing – Technology Services & Solutions Pricing*

Office Depot & CompuCom has proposed our complete catalog of products and services including but not limited to, the following categories:

Computer Systems:

- 2-In-1 Laptops
- All-In-One Computers
- Chromebooks
- Desktop PCs
- E-Readers
- Gaming Desktops
- Laptops Computers
- LTE Tablets
- Mini PCs
- Refurbished Laptops
- Rugged Laptops
- Servers
- Tablets
- Tablets for Kids
- Thin Clients
- Touch Screen Laptops
- Ultrabooks

Monitors:

- LED
- LCD
- Gaming Monitors
- Touch Screen Monitors
- Monitor Accessories

Network Equipment:

- Routers
- Switches
- Wireless Access Points
- Firewalls/Security Appliances
- Network Attached Storage (NAS)
- Network Interface Cards
- Network Print Servers
- Power Protection
- Cables

Printers/Scanners:

- 3D Printers
- Laser Printers
- Inkjet Printers
- Barcode & Label Printers
- Card Printers
- Dot Matrix Printers
- Receipt Printer
- 3D Scanners
- Barcode Scanner
- Document Scanners
- Fax Machine & Copiers
- Flatbed Scanners
- Specialized Scanners
- Labels & Label Makers

Peripherals:

- Keyboards
- Mice
- Touchscreen
- Pen tablet
- Joystick
- MIDI keyboard
- Scanner
- Digital cameras
- Video cameras
- Microphones
- Monitors
- Projectors
- Fax Machines
- Hard Drives
- Flash Drives
- TV screens
- Printers
- Plotters
- Speakers
- Media card readers
- Digital camcorders
- Digital mixers

ESports: As the world of competitive gaming continues its rapid growth in popularity, it's becoming more common for schools (K-12) and colleges to offer esports clubs and even varsity teams. According to the National Federation of State High School Associations (NFHS), nearly 200 colleges in the United States and Canada are actively recruiting and offer scholarships for esports. Esports is so much more than game playing -– it can help promote strategic thinking, STEM learning, collaboration and communication. All students need is desire, skill and the top tools to unleash their competitive nature. That's where Office Depot comes in. With a wide selection of the latest equipment featuring fast processors, powerful RAM, dedicated graphics and SSDs, we'll help you get your esports programs set up for success. From mice and keyboards to hard core, top performing gaming desktops & laptops, Office Depot is your one stop shop for all things gaming!

- **Intelligent Entry Systems:** An all in one, intelligent entry control device designed to support the decision of whether or not to allow personnel to enter a facility. Powered by a high-performance AI processor, the IES 50 can quickly process facial recognition and approximate the surface temperatures of objects and personnel. The IES 50 can also rapidly detect a facial profile, even when that person is wearing a mask. Its compact footprint, accuracy, speed, and simple deployment make it an ideal access control solution for various environments, including retail, quick serve restaurants, convenience stores, grocery, business parks, university campuses, hotels, correctional facilities, warehouses, and factories.

- **Interactive Whiteboards:** A digital interactive whiteboard that connects to a computer via wireless or USB connectivity to improve the instruction and presentation. Typical board sizes range somewhere between 75" and 90".

- **Interactive Flat Panels:** Very similar to an interactive whiteboard, the panel is more like a TV or display with higher resolution, brighter display, and offers additional features like TV capabilities and digital signage. Some Interactive panels have a computer or media play built inside. Others allow you to connect a computer that runs the necessary applications.

- **Interactive Walls:** These are large scale interactive displays or multiple interactive displays. They transform public spaces into more dynamic environments. The touchscreen area can be one inclusive area or split up into separate active areas. This allows users to interact collectively or individually.

- **Interactive Tables:** An interactive table is similar to an interactive display, but in a table format. It allows for small group collaboration. For example, 4-8 students can stand around the table while collaborating on a project.

- **Digital Signage:** A display, LCD, LED and projection technology typically used to display content like digital images, videos, and other information. These can typically be found in public spaces, transportation, cafeterias or restaurants, museums, corporate and government buildings, and schools. Office Depot, LLC maintains a strategic portfolio of OEM (Original Equipment Manufacturers) partnerships to service the Interactive Display

- **Service Desk in a Box:** 24/7 monthly subscription-based, business level, end user support. Let our technicians aid your end users, via chat or telephony, on a wide range of hardware, software, connectivity and how too questions.

See Tab 2 – *CompuCom Service Desk Attachment 1*

- **Daas (Device as a Service):** Procurement, Selling, Leasing and Asset Management as a service – Full end to end Lifecycle management.

- **DaaSLE (Device as a Service Leasing Eliminated):** Office Depot provides Lifecycle management to customer owned equipment.

- **Professional Service Assessments:** A set of discrete workshops designed to showcase the art of the possible and, with our comprehensive readout and actionable recommendations, how to confidently make the right changes across your organization. Current Workshops: Network Readiness, Desktop Readiness, Collaboration & Productivity, Security w/Threat analysis, or Secure Remote Network.

- **ITAD (IT Asset Disposal) & Asset Life Cycle Services:** One time or ongoing disposal services/solutions that provide security for Participating Agencies data, assist with environmental compliance and leverages a greener footprint for recycled assets.

See Tab 2 – *CompuCom Asset Lifecycle Attachment 2*

- **One Time Installations:** Turn-key, time saving, printer, computer or network device installations performed efficiently by trained, professional technical specialists.

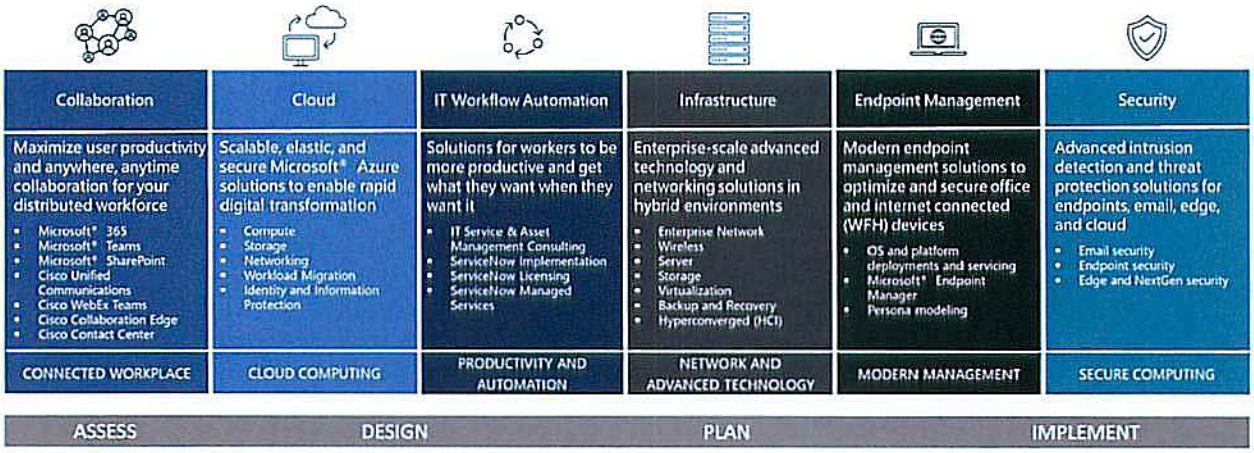
- **Onsite Support Services:** Convenient and efficient onsite diagnosis, troubleshooting and repair for desktops, laptops, and peripherals – a proactive solution for customer device management and IT infrastructure support.

See Tab 2 – *CompuCom Onsite Support Services Attachment 3*

- **Microsoft 365 Bundle - MS Licensing Bundles:** Good, Better, & Best monthly subscription-based MS Suite licensing and support packages.

See Tab 2 – *CompuCom* See Tab 2 –*PBCC – MS365 Bundle Details Attachment 4*

- **Professional Services:** CompuCom Professional Services provide turnkey, end-to-end technology and infrastructure design, deployment, and implementation services that enable our customers to maximize the return on their technology investments. Our multi-vendor consulting and integration services are delivered by expert solution architects, trusted advisors, and consultants who deliver full lifecycle, professionally managed projects to deliver solutions aligned to business objectives. Our comprehensive service portfolio comprises:



See Tab 2 – *CompuCom Professional Services Attachment 5*

Allow Office Depot's Technology Team to help simplify Participating Agencies' IT projects by using us as a resource to design their IT environment. Using our network of over 1,000 manufacturers and 5,000 field service technicians throughout the United States gives Participating Agencies a tremendous resource to streamline their Information Technology resources. We have robust manufacturer relationships that can serve all of the categories listed above.

Office Depot announced the $1 billion acquisition of CompuCom in 2017, which is a strong pivot into IT services. The deal adds 11,500 employees — including 6,000 licensed technicians. Office Depot CEO Gerry Smith is widely recognized as one of the global leaders in technology supply chain and operations. With decades of technology industry background at Lenovo and Dell, he has built an impressive résumé working with suppliers that will benefit Office Depot and CompuCom. Gerry Smith said "Technology is the office supply of the future. Today marks a significant milestone as we move to provide a unique business services platform for our current and future customers. Acquiring CompuCom is the first step in this new strategic direction. The combination of CompuCom's enterprise IT services with our millions of customers and approximately 1,400 distribution points gives us the credibility and scale to build a sustainable platform and stand apart from the competition. The company will create value for shareholders from a diversified revenue base with a clear opportunity to grow higher value services and business-to-business revenues."

In 2020, Office Depot unveiled powered by CompuCom an Office Depot Company. Powered by CompuCom provides all vertical markets with scalable technology, services, and solutions delivered by CompuCom, a leading provider of managed digital workplace services. The new portfolio can help customers evolve with the fast-changing business environment to better assess, acquire, deploy and manage their IT in a post-pandemic world.

Be powered by CompuCom - Tap into services from CompuCom, our technology solutions company that can design, implement, and support your entire eco-system of hardware, software, and digital assets. End-to-end managed services, technology, and consulting. A portfolio of IT solutions that provides scalable, easy to use technology. The wide range of services provided are shown in our attachments in Tab 2:

Summary of Attachments:

See Tab 2 – *CompuCom Service Desk Attachment 1*

See Tab 2 – *CompuCom Asset Lifecycle Attachment 2*

See Tab 2 – *CompuCom Onsite Support Services Attachment 3*

See Tab 2 –*PBCC – MS365 Bundle Details Attachment 4*

See Tab 2 – *CompuCom Professional Services Attachment 5*

See Tab 2 – *CompuCom Field Services Attachment 6*

Office Depot can provide participating members with any level of service they desire for their IT system including cradle to grave support. Send us your request and we will propose & price solutions.

Below are our preferred manufacturers:

- Acer
- Alienware
- Amazon Kindle
- AOC
- Apple
- Asus
- Aten
- Barracuda
- Checkpoint
- Cisco
- Dell
- Dragon Army
- Extreme Networks
- Fortinet
- Google
- HP
- Hewlett Packard Enterprise (HPE)
- Hypersign
- IBM
- Intellinet
- Lenovo
- Lexmark
- LG
- Linsay Digital
- Matervision
- Meraki
- Microsoft
- NEC

- Netgear
- Newline Interactive
- Panasonic
- Planar
- Promethean
- Ruckus
- Samsung
- SMART Technologies
- Sonicwall
- Tidel
- Toshiba
- TouchIT Technologies
- Trio
- Samsung
- SignageLive
- Viewsonic
- VMWare
- Watchguard

ii. Include an electronic copy of the catalog from which discount, or fixed price, is calculated. Electronic price lists must contain the following: *(if applicable)*

- Manufacturer part #
- Offeror's Part # (if different from manufacturer part #)
- Description
- Manufacturers Suggested List Price and Net Price
- Net price to Region 4 ESC (including freight)

Media submitted for price list must include the Offerors' company name, name of the solicitation, and date on a Flash Drive (i.e. Pin or Jump Drives).

Please refer to files on flash drive.
Tab 2 – *Pricing – Technology Core List*
Tab 2 – *Pricing – Technology Non–Core Pricing*
Tab 2 – *Pricing – Technology Services & Solutions Pricing*

iii. Is pricing available for all products and services?

Yes. Due to the nature of technology solutions and large technology projects, pricing may be quoted at the time of opportunity.

iv. Describe lease/rental options available including financing information

Office Dept maintains relationships with a network of financial service providers who can be brought in to assist customers with financing needs. The relationship would be between the Client and the financier directly.

v. Describe any shipping charges.

Expedited Delivery Service is available for certain technology items, and certain technology items may require additional time in transit. Free standard delivery for such technology items is 3-10 business days. Should You require faster service for these technology items, Next Business Day and Next Business Day AM delivery are available for an additional cost. Orders placed by 4:00 p.m. Eastern time on a business day will be delivered the next business day.

- For example, orders placed prior to 4:00 p.m. Eastern time on Monday will be delivered on Tuesday, while orders placed after 4:00 p.m. Eastern Time on Monday will be delivered on Wednesday.
- Orders placed on Friday after 4:00 p.m. Eastern time, Saturday or Sunday will be delivered on Tuesday. Business days do not include holidays.
- Expedited Delivery fees will be noted at checkout.

LARGE TECHNOLOGY ITEM Freight Delivery:

- Standard Delivery Service is available for large technology items (greater than 70 lbs.). In most instances, there is no fee for Standard Delivery. These items are delivered by freight trucks that are approximately 56 inches above the ground. These trucks are designed to load and unload items at a loading dock. Most items require a fork-lift.
- Liftgate Delivery Service is available at an additional fee.
- What is liftgate service? A liftgate is a device used to lower items from the tractor trailer level to the ground. It is ideal for deliveries to residential areas or commercial areas that do not have a loading dock.
- How do I determine if I need liftgate delivery? If your delivery location does not have a loading dock and/or a forklift to remove heavy items from the truck, you need a liftgate.
- If your delivery location has a loading dock, but the items in your shipment are too heavy for you to remove from the truck, and you do not have a forklift, you need a liftgate.
- If there is not a carrier terminal in your area and/or you cannot drive to the closest carrier terminal to pick up the freight from the carrier, you need a liftgate.
- If you need liftgate service, You should select the "Freight with Liftgate" option at checkout.
- Liftgate delivery fees are based on the carrier, delivery location and delivery service you request. Fees will be noted at time of quote or order.
- If you do not select Freight Delivery at checkout but you require liftgate service, your delivery may be delayed and additional charges will apply.

vi. Provide pricing for warranties on all products and services.

Office Depot warranties will be limited to Office Depot-branded products only, and for all other products, Office Depot will pass through to Customer all manufacturer-supplied end-user warranties.

vii. Describe any return and restocking fees.

At Office Depot, we want to be sure that every purchase is the right one for you. If you are dissatisfied with your purchase for any reason, you may return most technology items in their original packaging within 14 days of purchase for a replacement or full refund.

Exceptions:

Special order technology (non-code) products may not be returned or exchanged, this includes items that are not stocked in one of our warehouses and/or are indicated as SPECIAL ORDER. If the item is defective or incorrect material is delivered, we will work with the purchasing agency to resolve, repair or replace the item

To place a return online, click on the Order Number under Order Tracking. Click on the Begin Return link on the Order Detail page to start the return process. For further assistance in processing your return online, or if the order does not have a Begin Return link, please contact the Technical Support Desk at 800-269-6888.

*Please Note: Only one return per punch-out order may be processed online. If an additional return is required, please contact the Customer Care Desk at 888-263-3423.

viii. Describe any additional discounts or rebates available. Additional discounts or rebates may be offered for large quantity orders, single ship to location, growth, annual spend, guaranteed quantity, etc.

On large project/quantity orders we will provide discounts on quotes when they are available through our vendor partners.

Please note that this product category has highly competitive pricing and very low profitability and rebates are not available. The manufacturers and resellers price very competitively to be sure participating agencies are receiving excellent value.

ix. Describe how customers verify they are receiving Contract pricing. Describe payment methods offered.

At the time of order entry on our private contract website, business.officedepot.com, will show items that are part of the primary contract offering. Furthermore, this proposal includes our full breadth of product offering. Our invoicing capabilities allow for full pricing detail to further provide price verification.

All orders are price verified by Office Depot at time of order, and again at order acknowledgement to ensure the correct contract price. Our invoicing statements provide line-item detail.

Office Depot also has an industry leading contract compliance department, which is not a part of our sales organization. Office Depot made a significant investment in creating an organization, dedicated to ensuring accurate customer pricing set-up, timely maintenance of customer pricing and protecting the integrity of our agreements with our customers. To carry out those important responsibilities, we developed an on-line document management system which calendarizes the significant milestones of our legal agreements.

This provides us with visibility to those commitments that are time sensitive. In addition to our system enhancements, our team of Compliance Managers is responsible for establishing a consistent schedule of inspection ensuring that Region 4 Participating Agencies end users are receiving the service and pricing that Office Depot has committed to provide.

Payment Methods:

- Check
- Credit or Procurement Card (VISA, MasterCard, Discover, AMEX) only at point of sale
- EFT
- EDI

Office Depot offers Net 20 days payment terms. We will work with each customer to accept the payment methods that are mutually agreed and acceptable to the customer.

x. Propose the frequency of updates to the Offeror's pricing structure. Describe any proposed indices to guide price adjustments. If offering a catalog contract with discounts by category, while changes in individual pricing may change, the

category discounts should not change over the term of the Contract.

Pricing Updates Core and Non-Core BSD Catalog items: Pricing for products covered by this office technologies agreement will be adjusted as follows:

a) Core BSD Catalog items pricing will be updated on a quarterly basis in January, April, July and October of each year during the term of the Agreement. Core price changes shall be implemented after thirty (30) day notice to Region 4 ESC. Region 4 ESC shall respond to the proposed price increase by the end of the thirty (30) day notice, and to the extent that Region 4 ESC does not respond within that time period, their silence shall be deemed acceptance of the proposed price change.

b) Non-Core BSD Catalog items pricing will be updated on a quarterly basis in January, April, July and October of each year during the term of the Agreement. Items will be based upon the product assortment in the BSD Catalog at the time of order. Office Depot will take a snapshot of web pricing, apply category discounts as below and on Flash Drive Tab 2 – Technology Non-Core pricing and lock pricing for the quarter (until next update).

REGION 4 ESC TECHNOLOGY WEBLESS DISCOUNT		
DEPARTMENT	**CLASS**	**WEBLESS DISCOUNT**
AUDIO AND VIDEO	CAMCORDERS	10%
AUDIO AND VIDEO	CAMERA ACC	15%
AUDIO AND VIDEO	CAMERAS	10%
AUDIO AND VIDEO	HEADPHONES	15%
AUDIO AND VIDEO	PORT VIDEO DEVICES	15%
BUSINESS COMMUNICATN	HEADSETS	10%
BUSINESS COMMUNICATN	TELEPHONE ACC	10%
BUSINESS COMMUNICATN	TELEPHONES	10%
BUSINESS MACHINES	TYPEWRTR / WORD PROC	10%
DISPLAY	MONITORS	10%
DISPLAY	PROJECTORS	10%
FLASH STORAGE	BLANK MEDIA	25%
FLASH STORAGE	MEMORY CARDS	25%
FLASH STORAGE	USB FLASH DRIVES	25%
MOBILITY	OTHER ACCESSORIES	10%
MOBILITY	POWER AND CABLES	10%
MOBILITY	TABLET ACCESSORIES	10%
MOBILITY	NETWORKING	10%
MOBILITY	WIRED NETWORKING	10%
MOBILITY	WIRELESS NETWORKING	10%
PC ACCESSORIES	ACCESS/STORAGE	15%
PC ACCESSORIES	CARDS/COMPONENTS	15%
PC ACCESSORIES	INPUT DEVICES	15%
PC ACCESSORIES	SURGE/CABLES	15%
PC UPGRADES	HARD DRIVES	15%

PC UPGRADES	SSD	15%
PRINTERS	INKJET PRINTERS	10%
PRINTERS	LASER PRINTERS/FAX	10%
PRINTERS	SCANNERS	10%
SHREDDERS	COMMERCIAL	15%
SHREDDERS	PERSONAL	15%
SHREDDERS	SHREDDER ACCESSORIES	15%

c) Notification Process for all Non-Core BSD Catalog Product Category Increases: Office Depot shall give Region 4 ESC at least thirty (30) days written notice of such price increase before any price increases take effect. Office Depot shall provide Region 4 ESC with an updated web-less category discount file for all Non-Core BSD Catalog items to verify that product price adjustments are being appropriately passed through to Region 4 ESC for Non-Core BSD Catalog items. In the event of extenuating market conditions, Office Depot reserves the right to adjust Customer's prices commensurately.

d) Non-Core, Non-BSD Catalog Items: Non-Core, Non-BSD Catalog Items which are identified on www.officedepot.com, will be priced at the regular sales price (promotions excluded) set forth on www.officedepot.com at the time of the order, exclusive of bulk pricing discounts or other specials. Notwithstanding anything herein to the contrary, clearance items and promotional items, including, but not limited to, Instant Savings, Coupon Savings, Mail-In Savings, and Bundled Savings (collectively, "Excluded Categories"). Non-Core Items that are not identified in the BSD Catalog or on www.officedepot.com shall not be subject to the pricing methodology otherwise set forth in this Agreement. Rather, prices for such items, as well as Excluded Categories, will be established by Office Depot in its discretion and will be presented to the Participating Agency at the point of sale or otherwise at the time of order placement.

xi. Describe how future product introductions will be priced and align with Contract pricing proposed.

When future product introductions are needed, we will provide Region 4 ESC with the information concerning the product and the reasons for the introduction and the proposed pricing which will be based on the then current pricing structure within the contract unless there is no precedent, in which case we will propose pricing and negotiate in good faith to reach agreement.

Product, Services & Solutions Selection. In an effort to continuously improve its overall product selection, Office Depot reserves the right to add products, services and/or categories to the Contract that are related to the scope of the RFP and the Response, and/or which are related to the business that Office Depot provides to its customers from time to time. In such event, Office Depot will provide at least (30) days prior notice to Region 4 ESC.

xii. Provide any additional information relevant to this section.

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 Region 4 ESC Participating Agencies to achieve their

diversity spending goals. Our proposed program maintains the structure of known auditable pricing that Region 4 ESC 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 Region 4 ESC Contract but also elects to utilize an Office Depot Tier 1 partner in connection with such purchases, Region 4 ESC 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 Region 4 ESC 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 Region 4 ESC contract sell price plus the Tier 1 program fee which shall be negotiated among the Tier 1 partner and Office Depot.

Special Order / Warehouse / Category Bids: For purposes of the Contract, "Special Order / Warehouse / Category Bids" are defined as warehouse, truckloads papers, recurring or non-recurring new opportunities (i.e. special projects) or other similar type of formal RFPs, RFQs or bids. Office Depot may respond to Participating Agencies who issue their own Special Order / Warehouse / Category Bids under their own terms and conditions, including bids for quantity discounts on products that may be delivered to a multiple locations and/or centralized warehouse location, in accordance with the following terms:

a. Pricing will be negotiated on a case-by-case basis.

b. If Office Depot is awarded a Special Order / Warehouse / Category Bid, a separate Office Depot account shall be set up for the relevant Participating Agency for those purchases made for the Special Order / Warehouse / Category Bids. Such separate account shall not be linked to the Participating Agency's Region 4 ESC account and, therefore, not subject to its volume/adjacency rebate or any other Office Depot rebate or incentives that are paid to participating agencies.

c. If, pursuant to a Special Order / Warehouse / Category Bid, a Participating Agency makes purchases of items from Office Depot, such purchases shall not be included in the quarterly calculation of Administrative Fee due to OMNIA Partners / Region 4 ESC.

d. Pricing which is offered or given by Office Depot as a result of such bids will have no effect on the pricing otherwise offered under the Contract.

e. In the event that Office Depot provides a Special Order / Warehouse / Category Bid it shall be submitted under the pricing terms and conditions of Special Order / Warehouse / Category Bid not the pricing terms and conditions of the Region 4 ESC contract.

Regional Promotions: Office Depot shall have the right to offer special pricing on certain items on a national or regional basis; provided, however, Office Depot will provide Region 4 ESC with thirty (30) day prior written notice of the items, pricing, relevant geographical region, and the time period in which the items and pricing will be available. Items will be added/updated according to the Region 4 ESC price update schedule set forth in the Contract. In the event of extenuating market conditions, Office Depot reserves the right to adjust Customer's prices commensurately. These items may be available in limited quantities and will be available to all Participating Agencies in the geographic region(s) identified. Purchases of items under any Regional Promotion will be counted toward the Spend used to calculate the Agency Annual Volume and Adjacency Rebates and the Administrative Fees due to Region 4 ESC under the Contract. The terms and conditions related to Regional Promotions shall be at the sole discretion of Office Depot.

Employee Purchase Program: In an effort to continuously improve its customer-focused offering, Office Depot reserves the right to offer market-competitive pricing on select products (i.e., certain educational materials, classroom supplies, and copy and printing services) to employees of Participating Agencies (including teachers). This purchasing program shall enable employees of Participating Agencies to create an employee account. Employee purchases will be priced at a discount of ten percent (10%) off the regular sales price (promotions excluded) set forth on www.officedepot.com at the time of the order.

Employee purchases may be made at Office Depot's U.S. retail store locations or online at www.officedepot.com. Employees will be required to use a personal credit card for all

purchases. Notwithstanding anything herein to the contrary, the aforementioned discount shall not apply to (i) products in the following categories (as such categories are identified on www.officedepot.com), Technology, Business Machines and Equipment, Custom Printing, Gift Cards, Shipping Services, Warranties, and U.S. Postage; and (ii) clearance items and promotional items, including, but not limited to, Instant Savings, Coupon Savings, Mail-In Savings, and Bundled Savings. Items that are not identified in the BSD Web Catalog shall not be subject to the discounts or pricing under the employee purchase program. Rather, prices for such items will be established by Office Depot in its discretion and will be presented to the relevant employee at the point of sale or otherwise at the time of order placement. Any employee account shall be subject to approval by the Participating Agency whose employee desires to open an account. Purchases made by employees shall not be included in calculating an Agency Annual Rebate or any other rebate that a Participating Agency is entitled under the Contract. However, purchases made by employees shall be included for purposes of calculating the administrative fee due to Region 4 ESC.

Under this program, there shall be no delivery fee for orders over $50.00, but orders below $50.00 will be subject to a small-order delivery fee consistent with Office Depot's standard delivery terms.

Not to Exceed Pricing. Region 4 ESC requests pricing be submitted as not to exceed pricing. Unlike fixed pricing, the Contractor can adjust submitted pricing lower if needed but, cannot exceed original pricing submitted. Contractor must allow for lower pricing to be available for similar product and service purchases. Cost plus pricing as a primary pricing structure is not acceptable.

Acknowledged by Office Depot.

SERVICE DESK
RFP Proposal Content

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Table of Contents

1 INTRODUCTION 3

1.1 WHAT SETS US APART? 4
1.2 BENEFITS TO YOU 4
1.3 A SHORT VIDEO – INTRODUCING COMPUCOM SERVICE DESK 5

2 SOLUTION OVERVIEW 6

2.1 BENEFITS 8
2.2 COMPUCOM DIFFERENTIATORS 8

3 SLA AND KPI'S 10

3.1 EXPERIENCE LEVEL INDICATORS (XLI'S) AND EXPERIENCE LEVEL ACCELERATORS (XLA'S) 10

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1 INTRODUCTION

The way we work is changing rapidly. The pandemic accelerated trends that were already underway, including more flexibility around where and when we work. Employees need to be able to move seamlessly between the office and remote locations. We're all connected via the digital workplace, and great technology is essential to maintaining productivity and enabling collaboration.

Employees want to be able to contribute from anywhere, anytime. When they have tech issues, they expect the same kind of easy-to-use assistance available for questions about the consumer products they use at home—options like in-person, online, over the phone, a courtesy call back, chat, text, and self-service portals. It means the end-user service experience is one of the biggest influencers of IT satisfaction. No one is better equipped to deliver Service Desk support in the way your employees expect than CompuCom.

Leveraging an approach that puts the employee—not the device—at the center of the support model, CompuCom's Service Desk delivers what today's employees demand: support that enhances their experiences with their corporate-owned and personal BYOD technologies regardless of where and when they're working. We optimize end-user productivity and reduces your overall support costs while minimizing downtime, improving security, and improving overall business performance.

CompuCom's Service Desk harnesses the power of our extensive network of service delivery centers to provide a single point-of-contact managed Service Desk to end users. We can support the full scope of the customer technology environment, including the intake, support, and management of all tickets, incidents, service requests, and questions related to hardware, software, connectivity, standard off-the-shelf applications, and agreed-upon proprietary applications and devices.

COMPUCOM SERVICE DESK OFFERS

Access The Right Expertise, Wherever You Are	Our Service Desk is positioned to provide your employees with certified, technical expertise in the distributed workforce. Our fast, accurate, and easy-to-engage support solutions are geared to support end users anytime, anywhere, from any device.
Round-The-Clock Coverage	24/7/365 support provides consistent, reliable access for end users, wherever they are located.
Omni-Channel Communication	Personalized contact methods, including voice, chat, web, mobile app and self-service portal, and email allow end users to engage with technicians through their preferred channels, improving first-time success rates.
Workflow-Based Automation	Advanced search, chatbot, and remote-control capabilities provide streamlined response methods, ensuring rapid resolution of technical issues.
Customer eXperience Office (CXO)	Ongoing data collection and analysis provide valuable trends and insights, driving continuous improvement so you can meet your long-term performance goals.

Striking the perfect balance between live support tools and automation, CompuCom's Service Desk empowers end-users to achieve high performance and productivity levels through robust service and standardized features derived from IT Service Management (ITSM) processes. At the same time, we leverage continual service improvement processes and frameworks to reduce incidents and issues.

Service Desk's channel-driven and consumption-based support and pricing structure further contribute to increased employee productivity while simultaneously reducing company expenditures over time. End-users can leverage support processes at the most appropriate channel for a given level of urgency, thus leading to effective and efficient support interactions every time the need arises.

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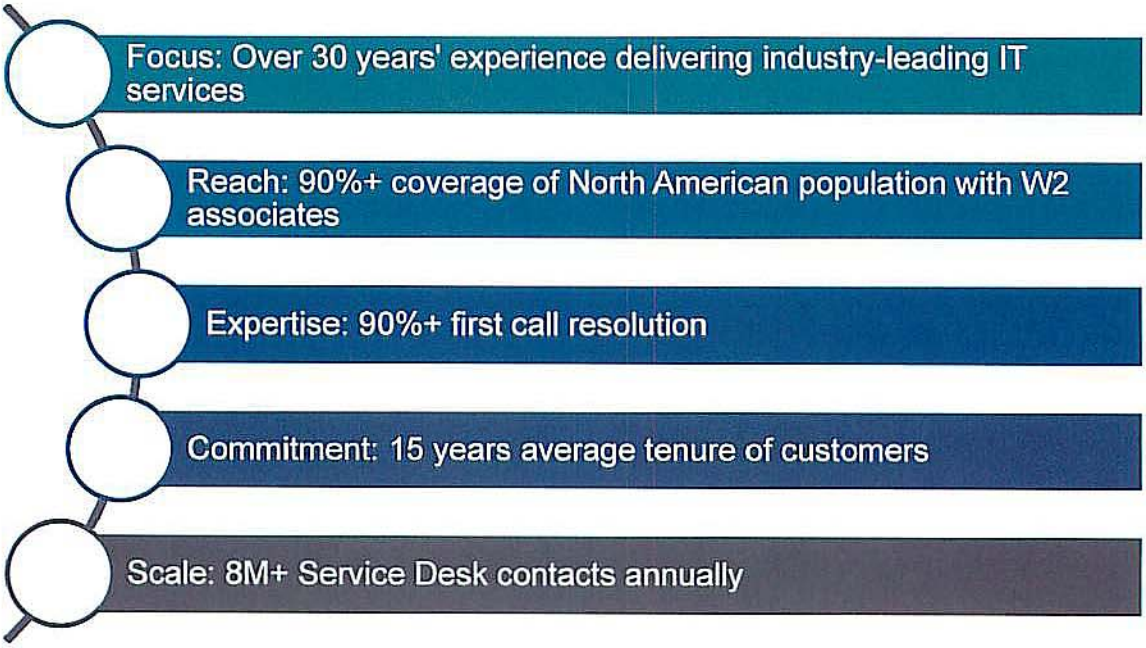
1.1 What sets us apart?

The differentiator for CompuCom is the level of personalized, customized service that we deliver. Our proven system begins by working with you from the start of the solution process to educate ourselves about your business, customers, infrastructure, environment, people, processes, applications, equipment, and culture. We learn not only what you do and how you do it, but why your customers count on you and why you are vital to your industry. We work to understand the keys to your success and incorporate them into your solution. Our education about your environment never stops. We constantly update our knowledge and continuously train our agents to keep pace with your business as you adopt new technologies and as your industry evolves.



We couple your information with best-in-class tools and processes in the hands of trained, experienced agents to become an extension of your IT department. Utilizing Endpoint Intelligence and Control tool, our agents can perform remote remediation for common device issues. Endpoint Intelligence and Control is a cloud-based service designed to elevate the employee experience by preventing device issues before they happen. Issues requiring higher-level expertise go to our Level 2 remote resolution team. In situations where physical support is required, our service desk agents coordinate with our on-site support services team to resolve end-user issues.

CompuCom agents who serve your end-users not only know your environment and what's important to you, but they balance that with the soft skills needed to professionally and expertly handle contacts with your employees whether they're on the phone, an online chat, in person, or through a self-service portal.

1.2 Benefits to you

No matter the issue, whether it's related to remote work, tech upgrades, security, or connectivity, your employees benefit from better access to user-centric support, and your organization wins too.

CompuCom's overarching value to any organization is that we enable user-centric support services across multiple engagement channels for a consistent, exceptional customer experience. Specifically, with CompuCom Service Desk, you get:

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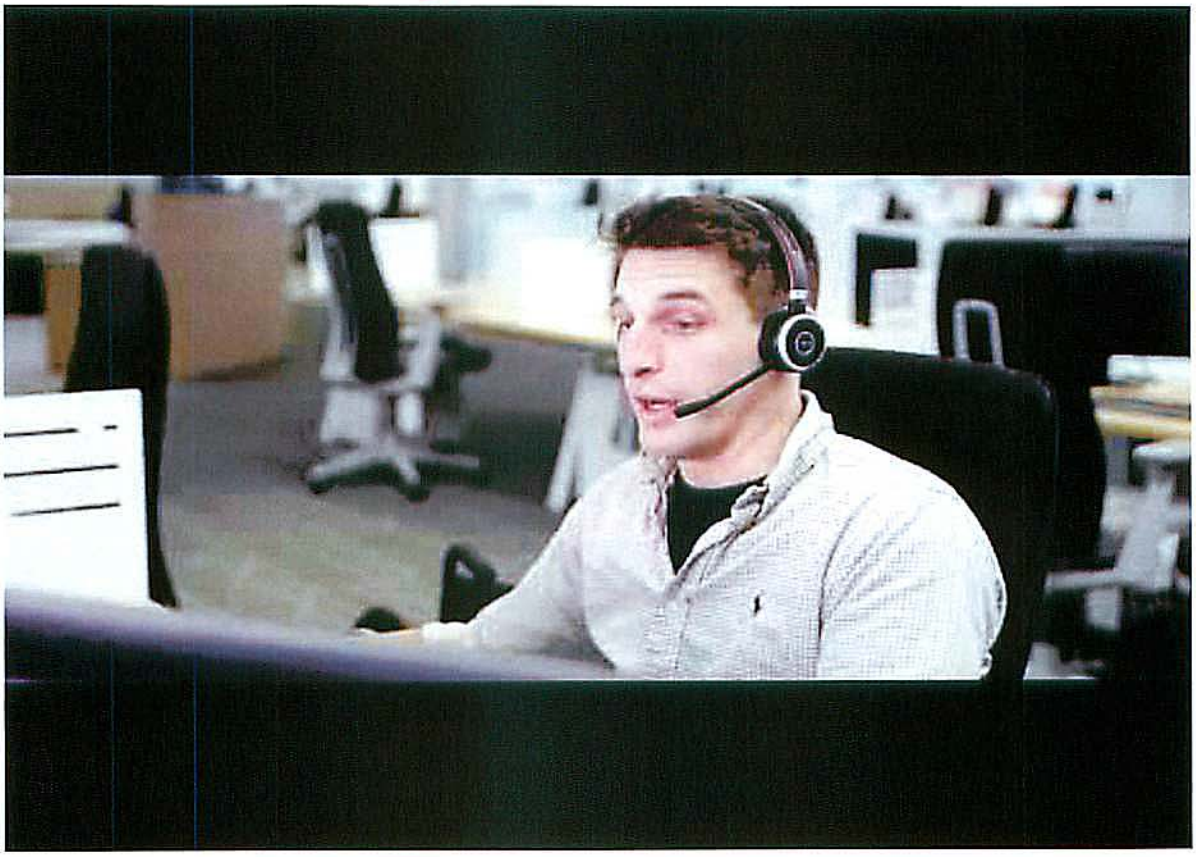
- Anywhere, anytime, any device support
- Speedy issue resolution and improved productivity
- Continual service improvement
- Actionable analytics
- Simplification of vendors
- Pay-per-use pricing with low setup cost

1.3 A short video – Introducing CompuCom Service Desk



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2 SOLUTION OVERVIEW

CompuCom fully managed Service Desk integrates our global service delivery center network with advanced software tools, disciplined ITIL processes, integrated workflow, and designated teams of skilled resources. Service Desk leverages our multi-tenant ServiceNow environment and is configured to fully support the process of managing and tracking tickets (incidents and requests), including their status and escalation. Incident and knowledge management becomes seamless while problem management, reporting, and identified trends feed continual service improvement. We've also integrated multi-channel contact methods so that your end users can get support on their terms while engaging the most cost-effective avenue toward resolving their issues.

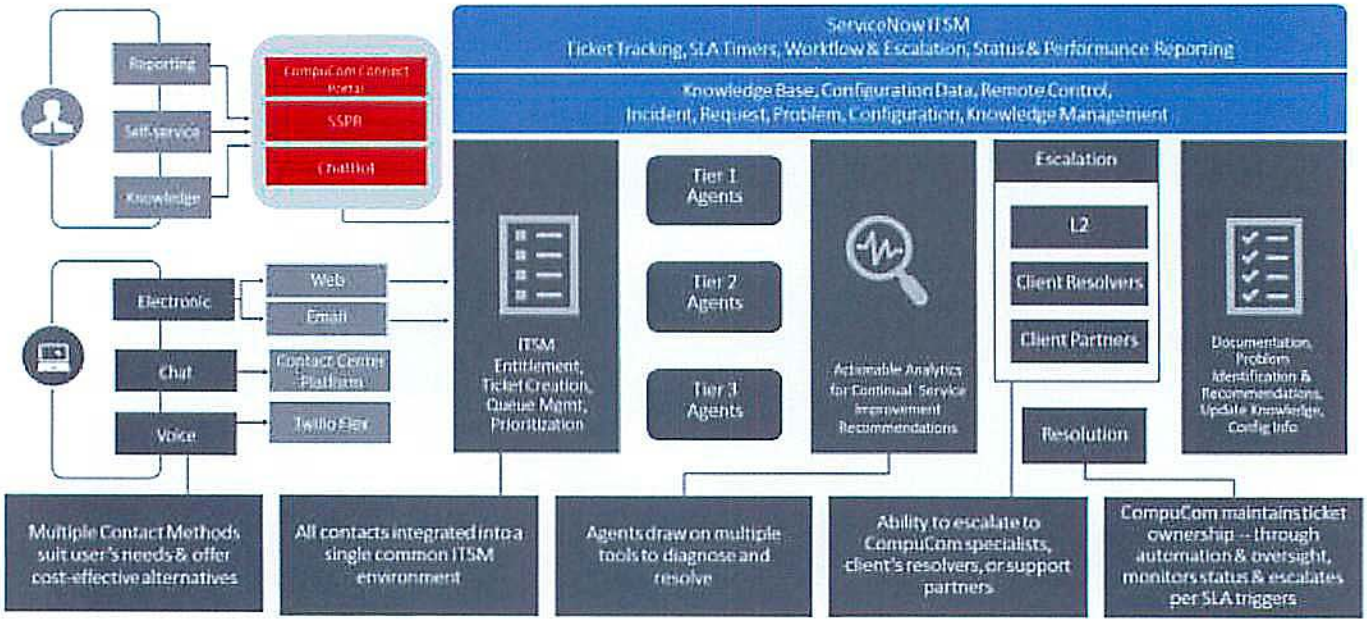

Figure 1 Service Desk resolution workflow and service delivery model enables streamlined, cost-effective support

CompuCom's Service Desk is designed to provide flexible service delivery as it supports end users anywhere, anytime, on any device, and on their terms. It includes multiple contact options, including voice, chat, email, web, mobile app, and self-service portal. Our trained, experienced agents become a standard extension of your IT department, supporting your end users according to your business environment and requirements. Our agents leverage knowledge and soft skills to professionally and expertly manage contacts with your employees.

CompuCom's Service Desk reduces your overall total cost of support by providing the tools, resources, and best practices that streamline processes, improve productivity, and optimize efficiency.

Service Desk incorporates ITIL processes as the foundation of its services and bolts on technology, automation, and Actionable Analytics to feed quality management and continual service improvement initiatives. Our Customer eXperience Office closely works with our Service Desk teams to continuously recommend, plan, identify, and achieve continuous improvement goals within your environment. As part of the Service Desk, our agents work to educate your end users during each contact to promote our suite of self-service features available via CompuCom's Connect Portal and mobile application (available in app stores).

These interfaces act as the one-stop place for support and also serve as the gateway into services like our self-service password reset and an 18,000+ article-strong knowledge base that provides answers to a multitude of technical support issues on topics ranging from Office 365 to Google Apps, and even mobile operating systems. The natural language search of the knowledge base is continually refreshed as new technologies are brought to

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market. As the usage of the knowledge base increases, intelligent processes highlight topics that are of particular importance to your specific environment and ensure that they enjoy increased visibility. Your account is also closely monitored for recurring issues, and knowledgebase articles are then added that deal specifically with these topics to further assist the shift to more self-reliant employees.

Managers and their designees are provided with authenticated access into our CompuCom Connect and Actionable Analytics tool, where they can create personalized dashboard views with visibility into a ticket, process, and metric details. CompuCom Service Desk provides you with a Business Intelligence (BI) Dashboard as the standard method to deliver innovative reporting and analytics. The BI Dashboard provides an enhanced end-user experience compared to traditional reports by using a regularly updated automated data feed and consolidating metrics into one combined interactive location.

As part of our Service Desk, we conduct regular customer satisfaction surveys and publish those results quarterly. Our disciplined governance structure will keep you fully informed of the status of your environment and support landscape, and we will conduct regular meetings and reviews to manage both daily and longer-term performance goals jointly.

Over the next few months, CompuCom is strengthening and enhancing its remote remediation capabilities through the releases of Endpoint Intelligence and Control and Endpoint Management Assistant (EMA) solutions to continually strive. Endpoint Intelligence and Control is a new endpoint service designed to elevate employee support by preventing device issues before they happen and offering real-time insights and analytics into device health. Endpoint Intelligence and Control offer customizable automation and scheduled maintenance for common device issues, real-time monitoring and collection of telemetry and event data to track the health of operating systems, and automated alerts that will improve the efficiency of Service Desk technicians by identifying the root cause of issues.

Intel vPro with Endpoint Management Assistant (EMA), like Endpoint Intelligence and Control, is designed to reduce the costly need for new devices or on-site support and reduce employee downtime by providing access to devices outside of the operating system and corporate network. EMA is a cloud solution that eases the configuration of the Intel vPro chips for hardware-level access to securely and remotely manage Intel vPro devices beyond the firewall. It can resolve issues that would otherwise require a dispatch or advanced exchange, such as errors prohibiting the OS from loading correctly. It can also manage power settings, including resetting or powering on devices, perform remote diagnostics, wake & patch, and remote reimaging. L2 Remote Resolution (L2RR) support refers to the support of software issues related to desktops, laptops, and peripherals, such as a keyboard, monitor, or mouse. Support issues are typically assigned to L2RR support by the Service Desk when the Service Desk is unable to resolve the issue remotely by lack of knowledge, access, expertise, defined scope, or by AHT limitations.

This support can be provided by the L2RR team if it does not requires physical touch or is a hardware-related issue. It will help to significantly decrease the number of tickets being routed to on-site or dispatch technicians, which will lower the cost and resolution time of the contact by avoiding commute times and enabling work on multiple tickets simultaneously.

L2RR is designed to work closely with the Service Desk to provide feedback for missing/incomplete troubleshooting done in the first interaction to improve the quality of the Service Desk resolution. This feedback will drive the quality of L1 troubleshooting and documentation standards.

As part of the Continual Service Improvement (CSI) initiative, the L2RR team will continually work to find shift left opportunities for Service Desk scope and FCR to increase and improve the end-user experience. Making the L1 more effective and increase its resolution and value-added proposition.

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2.1 Benefits

With CompuCom Service Desk support, you can:

- Enhance end-user satisfaction through consistent, personalized interactions
- Improve end user productivity through an advanced remote resolution for faster resolution and fulfillment
- Support bring your device (BYOD) initiatives while improving adherence with security and IT policies
- Reduce your total cost of support through optimized service delivery and automation tools
- Align your business to implement new technology trends
- Increase visibility to the value of the end-user experience and total ROI

CompuCom Service Desk integrates with our complete suite of IT Lifecycle solutions to deliver a reinvented, personalized service experience that supports both IT-endorsed devices and BYOD technology. Our Service Desk capabilities include:

- A single point of contact (SPOC) for end-user issues and service requests
- Service Desk services across the full lifecycle of IT products, projects, and services
- Remote resolution technologies
- High call resolution rates: More than 90 percent of first-call Commercial Off-the-Shelf (COTS) on average
- Quality Management — including call recording and customer interaction evaluations

2.2 CompuCom Differentiators

CompuCom's Service Desk integrates with our complete suite of Digital Workplace Solutions, delivering a reinvented, personalized service experience that speeds resolution time, optimizes user productivity, and reduces overall support costs.

CompuCom delivers a flexible Service Desk solution. Rather than delivering traditional B2B-style service, CompuCom's Service Desk supports end users in an immersive, B2C-type experience that's personalized to their unique needs and is consistent across all channels, from our portal and walk-up solutions to our Service Desk centers. Our remote resolution capabilities mean issues are addressed faster and more efficiently because they can be handled immediately rather than having to dispatch a field technician. That reduces downtime and promotes sustainability when technician vehicles emit less pollution.

When end users know they will receive exceptional customer service in each interaction with Service Desk Solutions, they engage more and will have confidence in the IT support offerings you provide. This is significant because trends show business units are drifting away from corporate IT offerings because of poor customer experiences. Better solutions allow IT to restore that confidence as well as support compliance and consumption of their strategic offerings, strengthening IT's value to the business.

CompuCom Service Desk stands apart from other providers based on the following advantages:

- Certified Expertise: Our many long-term recognitions by industry analysts and certifications exceed those of our peers and prove our continued quality service capabilities.
- Industry-leading customer satisfaction: Service desk perception drives user satisfaction with IT, and CompuCom consistently performs at superior levels in independent surveys.
- Skilled Professionals: Our highly skilled Service Desk agents receive customer-specific certifications as well as ongoing training on new technologies and platforms to support their customer environments.

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- High Employee Retention: CompuCom's Service Desk agent attrition rate is less than 15 percent compared to an industry average of 30 percent to 40 percent. This nets you more experience, improved service quality, process consistency, and knowledge retention on our Service Desk.
- Knowledge Management: Based on our KCS methodology, knowledge content is shared across all delivery teams as well as customers for "self-assist."
- Our Customer Experience Office (CXO) approach helps in improving user experience and service satisfaction
- The BI Dashboards enhances the reporting experience and drive business insights that can lead to meaningful change
- Flexible Service Delivery: Our Service Desk is designed to provide support to end users anywhere, anytime, and on any device.

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3 SLA AND KPI'S

CompuCom's Service Desk is based on a set of standard optimized SLAs that represent the needs and expectations of our customers. We have established these SLA targets based on our experience in providing Service Desk support to customers of all sizes and representing all industries. We've balanced the need to respond quickly to incidents and manage call volume against the cost of "just in case" staffing.

Key Performance Indicator	Standard Service Level
Time to Answer (Phone)	80% Answered within 60 Seconds
Call Abandon Rate	Less than 6%
Time to Respond (Chat)	80% Answered within 60 Seconds
Time to Respond (Web/Email)	90% Responded to within 2 Business Hours
User Administration Requests (Add or Change)	90% Resolved within 3 Business Days
User Administration Request (Termination)	80% Resolved within 4 Business Hours
Emergency Account Deletion Request	90% Resolved within 2 Business Hours
First Contact Closure Rate	90% of Resolvable Tickets
CSAT	Equal or greater than 4.5 out of 5

3.1 Experience Level Indicators (XLI's) and Experience Level Accelerators (XLA's)

Traditional IT SLAs are good at measuring the availability, reliability, and serviceability of contracted services between an IT service provider and the customer. SLAs usually focus on the operational aspects of service and, by design, are transactional. Traditional SLAs do not measure the experience of employees that are using the service, nor are they aligned to the consumer-like experience that is demanded in today's workplace.

User experience has become a cornerstone of strategy in many companies as they understand the cost and long-term implications of a poor user experience. Experience-based metrics (XLAs) are used to bridge the disconnect between the user's expectations and traditional service metrics. Traditional SLAs are still critical in measuring the performance of services. Therefore, CompuCom recommends measuring both traditional SLAs and XLAs for a holistic service view.

CompuCom has a defined set of user experience indicators, designed from the perspective of the end user. The four dimensions of user experience shown below articulate what today's multi-generational workforce expects from the modern workplace and aligns with their need to work from anywhere, any time, with any device. Experience metrics are evolutionary and will continue to evolve with the industry as new features and tools become available. Although these indicators are typically applied to corporate environments using personas, the indicators are customizable to any business or business goals.

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Dimensions of Employee Experience

Employee engagement and enablement

Technology Choice

Users can access devices, data, and services that best fit their work style and work needs, with the ability to easily and securely integrate personal technology into their workplace ecosystem

EXAMPLE METRICS

- Technology issues impacting productivity
- Age of devices
- Browser usage

Self Sufficiency

Users are empowered by having the option to complete most tasks independently which have been simplified through technology and automation

EXAMPLE METRICS

- Self-service resolutions
- Account issues
- Knowledge usage
- Contacts per user

Well Supported

Users have access to trusted, experienced ambassadors reachable through multiple channels, in a friendly and welcoming manner suiting user preference and current context

EXAMPLE METRICS

- Sentiment
- Response times
- Onboarding

Workplace Flexibility

Regardless of user location, they have access to technology and services necessary to be productive in manner that is easy and secure

EXAMPLE METRICS

- Cloud utilization
- VPN usage
- Peripheral access

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ASSET LIFECYCLE SERVICES

Standard Proposal Content

PROPRIETARY STATEMENT

The information contained in this document, and the other documents submitted in our response, contain confidential and proprietary information and are the property of CompuCom Systems, Inc. ("CompuCom"). This document was prepared for the requesting party for the sole purpose of evaluating the products and services proposed. It is submitted to you in confidence, on the condition that you and your representatives have, by receiving it, agreed not to reproduce or copy it, in whole or in part, or to furnish such information to others, or to make any other use of it except for the evaluation purposes stated above, and to return it to CompuCom upon request. The previous statement shall not apply to the extent that such a statement violates any federal or state laws requiring such information to be made available to the public.

The offerings and prices presented in this document, excluding any leasing quotes or rates, shall remain valid for a period of 90 days from the document date unless CompuCom Systems, Inc. authorizes an extension.

Table of Contents

1. WORKPLACE TECHNOLOGY SOLUTIONS 4

1.1. ASSET LIFECYCLE SERVICES 4
1.1.1. CompuCom Difference 4
1.2. WHY COMPUCOM 5
1.3. WAREHOUSE OPERATIONS 6
1.3.1. CompuCom Facilities and Fulfillment Center 6
1.3.2. Fulfillment Solutions 8
1.4. CONFIGURATION SERVICES 8
1.4.1. First Article Testing 8
1.4.2. Base Image Processing with Birth Certificate 9
1.4.3. Configuration Optional Services 10
1.5. DEPOT SERVICES 10
1.5.1. Refurbishment 10
1.5.2. Repair 11
1.5.3. Lease Returns 11
1.5.4. ITAD Services 11

1. WORKPLACE TECHNOLOGY SOLUTIONS

Whether employees contribute from the office, home, or a hybrid mix of both, the digital workplace keeps them all linked and productive. It's what allows them to work seamlessly and securely wherever they are. Effective digital workplaces combine the right equipment and applications with excellent experiences. CompuCom understands. For over 30 years, we've helped our customers achieve better business outcomes with cutting-edge digital workplace solutions.

- Our offerings are the building blocks that our customers need to build great employee experiences
- We enable device choice because we're brand agnostic and work with the top manufacturers
- Our end-to-end device lifecycle services do it all—cradle to grave—and from one provider to lessen complexity
- We're always focused on the end user to make sure they're getting the technology and support they must have to be successful
- We offer industry-leading innovation to help our customers be agile
- Our unmatched expertise helps guide our customers to digital workplace transformation solutions that meet their needs.

1.1. Asset Lifecycle Services

Many organizations source their IT assets from multiple vendors using different providers to do various accompanying services. Using a single-source provider lessens the complexity. It also improves integration and strategic planning. CompuCom offers a single-source approach with the convenience of a smooth, integrated, ITIL®-based single-point-of-contact solution.

Not only do we manage the entire lifecycle of every IT asset in the organization from the moment it enters the enterprise until it's retired—including the procurement of the right hardware and configuration—but we also offer every possible service that our customers might require in the process. We continue to drive costs down with complementary automated, intertwined solutions, and best practices. We can protect, manage, and support devices with our contactless solutions that use endpoint automation and analytics tools to identify and fix issues remotely regardless of where equipment is. We're a single-source provider that can manage every aspect of an asset's journey throughout its lifespan.

1.1.1. CompuCom Difference

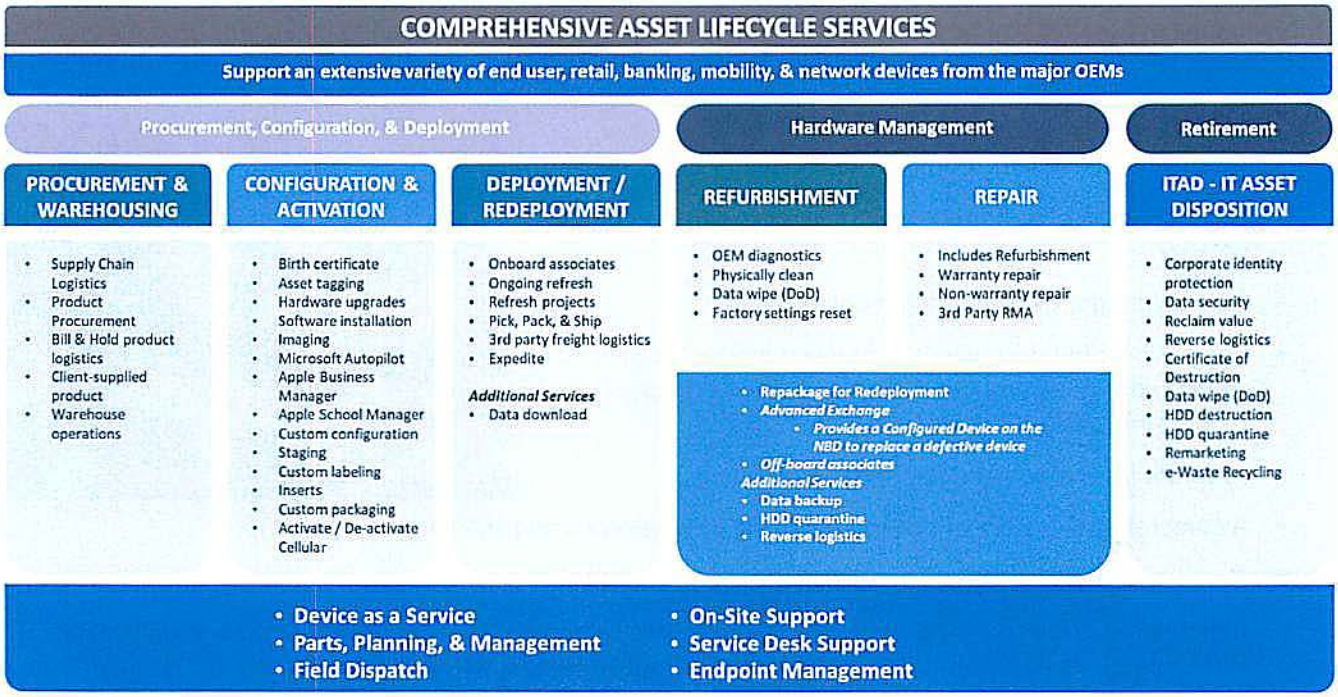
CompuCom is a digital workplace managed services provider with decades of experience providing technology services to enterprise customers. We serve **4.7 million end users**, support **7.6 million devices,** and deploy **2.3 million devices** a year.

Our comprehensive IT Asset Lifecycle Services focus on the employee. With CompuCom, our customers will experience:

- Comprehensive, vendor-neutral sourcing and service for IT equipment
- Cross-platform, multi-device, and multi-technology expertise

- Improved IT asset visibility with a single-source provider approach to integrated lifecycle services
- Reduction in IT asset obsolescence
- Detailed departmental cost tracking and reporting
- Improved asset utilization, which leads to lower maintenance costs
- On-time installations
- Better regulatory compliance and appropriate tax assignment at the time of product deployment

CompuCom's comprehensive full IT Asset Lifecycle Services include the following:



1.2. Why CompuCom

We carefully manage the technology acquisition cycle to reduce costly delays, shorten order cycle time, and ensure accuracy. Several factors set CompuCom apart from other providers as the partner of choice for Asset Lifecycle Services:

FULL LIFECYCLE SERVICES	Our unique value chain covers the end-to-end lifecycle of IT services—from hardware procurement to the configuration, deployment, and management of complex IT environments. Our "birth certificate" approach ensures unparalleled visibility into the lifecycle of customers' assets, from procurement through IT Asset Disposition.
INDUSTRY RECOGNITION	As a recognized leader in managed workplace services, CompuCom strives to provide the highest service delivery and support quality, and that's netted us industry-leading customer satisfaction scores. We employ one of the largest field services organizations in North America and have been recognized as a leader in end-user device support for many years.

INTEGRATED SERVICE DELIVERY

CompuCom's integrated delivery model for product lifecycle and managed workplace services addresses the complex support needs of today's end users. We partner with our customers to plan long-term strategies for growth and change. Our well-tested delivery model provides the framework for an organization to grow from individual support silos of inefficiency to an integrated support model giving many options for improvement in productivity and quality.

1.3. Warehouse Operations

CompuCom provides just-in-time warehousing and fulfillment services to deploy IT equipment to business sites or directly to employees. We handle all the storage, tracking, and scheduling needed to meet deployment schedules at minimum cost. We source the optimal carriers and are a single point of contact for delivery management.

We provide:

- A single warehousing source for multi-vendor equipment
- A broad range of preferred carriers for convenient and fast delivery
- Delivery programs using freight optimization
- The ability to handle customer-supplied product (CSP), vendor-consigned product (VSP), and standard stock product for resale
- Accurate inventory management and reporting
- A comprehensive suite of transportation logistics services and solutions

1.3.1. CompuCom Facilities and Fulfillment Center

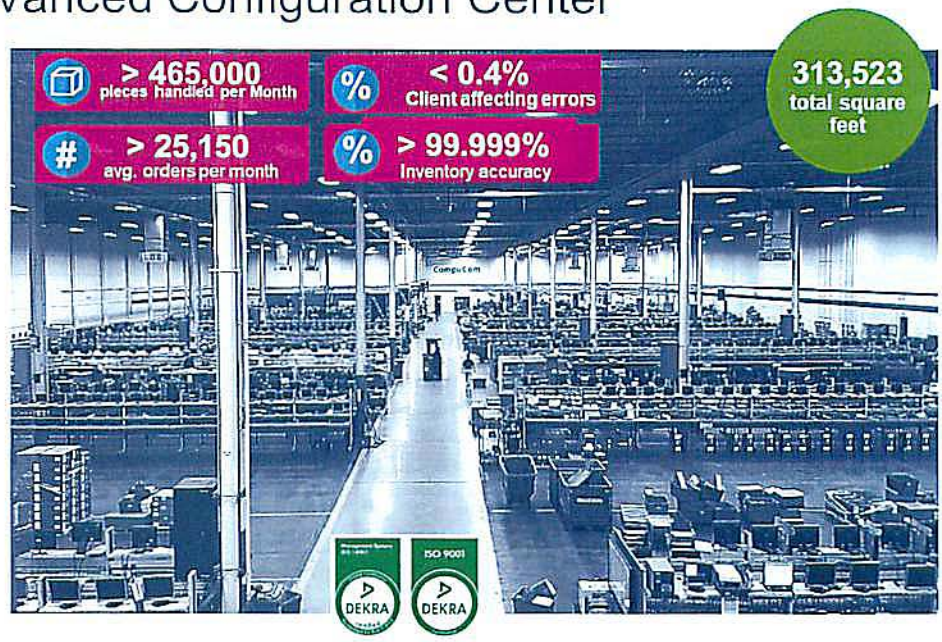
CompuCom has two primary facilities in North America. The primary location for warehousing and fulfillment, configuration, image management, and depot services is our 313,000 square foot Advanced Configuration Center located in Paulsboro, New Jersey. It's an ISO 9001 and ISO 14001 certified facility. Our Canadian 25,000 square foot Configuration Center in Markham, Ontario, handles all warehousing and fulfillment, configuration, and depot services across Canada. Our fulfillment center in Louisville, Kentucky, is our central hub for technician parts fulfillment.

Physical space

Our Advanced Configuration Center in Paulsboro:

Paulsboro, NJ Advanced Configuration Center

- **313,523 sq. ft.**
  Total Facility
- **170,249 sq. ft.**
  Warehouse
- **66,951 sq. ft.**
  Configuration
- **34,401 sq. ft.**
  Depot
- **19,698 sq. ft.**
  IT Asset disposition



Our Configuration Center in Toronto/Markham

1.3.2. Fulfillment Solutions

CompuCom provides a single source for warehousing multi-vendor equipment available for immediate order placement, hand-off to configuration services, or pick-and-ship operations with pass through into several major distributors. CompuCom has two centers in North America. Each configuration center stores products and performs value-added services for our customers. Most of the product held in each warehouse is for forecasted projects, consigned to a specific customer or customer-owned. Standard commodity items are shipped directly from distribution partners in the region to reduce transportation time and cost. CompuCom's configuration centers are in Paulsboro, New Jersey, and Markham, Ontario.

1.4. Configuration Services

CompuCom offers full lifecycle services from a simple procure and asset tag to a fully customized end-to-end solution. Our Configuration Centers incorporate robust project management services and project tracking capabilities. All the testing and integration allows us to provide true plug-and-play solutions for easy installation.

CompuCom's staging services buffer the supply chain by avoiding lost time and cost because it delivers accurate pre-established configurations directly to the employee, redefines the model, and substantially reduces the time and money required to accomplish new equipment rollouts. This process can be integrated with the traditional or modern management imaging processes leveraged by the organization. Traditional management includes platforms such as Microsoft SCCM and ManageEngine or an offline image. Modern management platforms include Microsoft Autopilot, Apple Business/School Manager, or any other mobile device management platform to deliver the level of customization needed right to the end user.

The configuration engineering group's objective is to eliminate any hardware assembly, software installation, and testing at the employee's desk. This objective is achieved by bringing these processes into a central, controlled environment focused on best practice operations and building efficiency into improving quality and reducing cost.

1.4.1. First Article Testing

CompuCom works with our customers during the transition period to perform a First Article Testing (FAT) to qualify and test the core images on initial production items to ensure the effectiveness of the manufacturing process, equipment, and procedures. The test is repeated when there are any changes to the process or design.

First Article order is a proof of concept process for setup, documentation, control, and guidelines to certify an image/process for deployment. First Article and change processes are documented and subject to ISO audit. The FAT process transitions the customer's solution from "concept" to "production release." Our team of engineers, quality engineers, project transition coordinators, and developers operate in a dedicated lab environment to develop repeatable production environment solutions that meet our customers' requirements.

The customer approves the first article order before releasing any orders for configuration services.

Outputs of the FAT process include:

- A test order sent to the customer for approval
- A unique SKU identifier for each production solution
- A gold record capture of the first article build
- A documented work instruction for the production environment
- Production environment readiness. (i.e. image and media availability, specialized applications, customer connectivity, etc.)

All production releases require:

- Quality inspector approval
- Customer consent

Quality inspection in the engineering environment requires assurance that:

- All customer's requirements have been met
- Work instructions are thorough, structured, and production environment ready
- The production environment has been adequately enabled (media, image availability, etc.)
- The gold capture record is available
- Any risks to successful release are identified, assessed, documented, communicated to all stakeholders, and addressed

These methods reduce the amount of time spent performing hardware assembly, software installations, and tests at the employee's desk. This helps reduce overall order cycle time and achieve maximum uptime necessary to enhance the end user experience and productivity.

For traditional management with a connected build, we work with the customer to define the requirements to establish connectivity to the Configuration Center staging facilities.

- The customer provides a deployment distribution point and infrastructure capable of deploying the OS and applications
- The customer defines the capacity of and then orders both a VPN appliance and a WAN link to establish connectivity between their infrastructure and CompuCom's Configuration Center
- The customer provides validated user and application information to enable devices to be configured and built to the application layer at the Configuration Center

1.4.2. Base Image Processing with Birth Certificate

CompuCom follows the staging and customization procedures defined in the FAT.

- For Traditional Management, the approved base core image and additional applications to the specific end-user customization are loaded, while Modern Management allows the device to be enrolled and pre-provisioned as requested
- Bios updates
- Configuration settings
- Serial number capture
- MAC address capture
- Equipment burn-ins
- Process birth certificate (unique asset management feature that maintains substantial, specific information about the asset's configuration, such as its random-access memory, employee, location, and other factors) on every configured system and perform a 100% quality assurance
- Provide a detailed report of the order, serial number, asset tag, and user information are available in CompuCom's data warehouse. This data is available and can be used to populate the customer's CMDB

Gold birth certificate records captured during the FAT and change processing are positioned on a local server. Each production instance of a product build is also electronically scanned and captured. The production scan capture is compared to the original gold record. Any inconsistency is identified in the summary report published back to the user running the production scan. Inconsistencies must be resolved before shipping release. All scan records are kept and are available to the customer.

1.4.3. Configuration Optional Services

Flexibility is an essential element CompuCom offers as a leading provider of IT services in today's marketplace. Configuration services are set up to provide customers the flexibility to deliver their systems exactly the way they want them.

CompuCom's custom configuration services include:

- Asset tagging (the customer or CompuCom's provided)
- Basic hardware installation/upgrades
- Inserts such as 'read me first' documents
- Kitting – combine product into a single box
- Inclusion of prepaid shipping labels for reverse logistics
- Custom packaging
- Custom labeling
- Server configuration, network devices, storage devices condensed into a fully populated rack build that includes custom labeling.
- New store/branch services include complete staging before deployment

1.5. Depot Services

Our services, which are available individually or as a comprehensive package, include redeployment services, repair services, data retention, and IT asset disposition services for our customers' IT assets. CompuCom offers a full range of repair and maintenance services that support our customers' workforce and retail locations.

Our redeployment services extend the useful life of each asset. We also offer crucial data retention services that protect customers from losing valuable data during asset transitions. Finally, provides IT asset disposition services at the end of the asset's lifecycle.

A brief description of each of the services we can offer is included below.

1.5.1. Refurbishment

CompuCom works with our customers to understand and document the rules of engagement (master equipment list) for each device that is being returned to the facility for refurbishment and redeployment. The documented rules include equipment type, models that are approved for the process, and cosmetic guidelines that must be adhered to. CompuCom's depot processes assets retrieved from each customer or retail location so that they may be re-deployed to another employee or location. Services include warranty repairs, non-warranty repairs for the pre-approved amount, external and internal cleaning of the unit, and a Department of Defense-level (DOD) data wipe of hard drives and resetting to factory standards.

When a customer requests redeployment of their refurbished product, CompuCom fulfills the request via our Configuration Centers.

1.5.2. Repair

We can repair or replace any device we have deployed that does not work as it should at our facilities. We can also provide repair services for customers' existing install bases. We can customize our depot repair services specifically for customers' needs to keep devices and other hardware in good working order. Depot repair starts with a failure during the diagnostic process in refurbishment. If the device can be repaired within the threshold level set for the device, it is routed for repair.

Warranty Repairs

Because the repairs performed at CompuCom's depots include refurbishment, the warranty repair service level exceeds that of the OEMs for major Tier 1 OEMs and many Tier 2 OEMs.

Certifications held at the depot include Apple, Cisco, Dell, HPE, Lenovo, Lexmark, Panasonic, and Xerox, among other OEMs. CompuCom's certified technicians perform the repairs as per the OEM requirements. Warranty entitlement is verified, parts are ordered from the OEM, and the product's warranty status is protected and maintained.

Non-warranty Repairs

CompuCom's depots can perform non-warranty repairs on devices in warranty as well as repair devices no longer covered by the OEM warranty. For the non-warranty repair of devices not supported at the depot, CompuCom will facilitate and manage the return to the vendor (either OEM or 3rd-party repair partner) for replacement and repair services.

3rd Party Repairs

For warranty and non-warranty repairs of devices not supported at the depot, CompuCom will facilitate and manage the return to the vendor (either OEM or 3rd-party repair partner) for replacement and repair services.

1.5.3. Lease Returns

In instances where leased assets are due to be returned to the leasing company, CompuCom prepares the assets for return. These activities can vary based upon the lessor. At a minimum a DOD-level data wipe is performed, the device is reset to factory standards, and any identifying labels are removed. Additional services include full refurbishment and repair based on the terms of the lease.

1.5.4. ITAD Services

Asset De-installation

The decommissioning of hardware, including disconnecting, unplugging, packaging, and physical removal of IT assets, is available through our field dispatch and onsite service.

Receipt and Inventory

CompuCom confirms receipt of assets based on pack list/inventory and performs system transactions that check-in and create an inventory of assets received at CompuCom's facility. All assets designated for serialized tracking (serialized assets), in whole or in part, shall be inventoried and tracked by the manufacturer's original serial number, manufacturer, and model.

All assets not designated for serialized tracking (non-serialized) shall be weighed and reported on by total weight

Serialized Assets	**Include PC desktop, laptop, server, network equipment (i.e., router, switches, and hubs), printers, tablet computers, and mobile phones.**

Non-Serialized Assets	Include cables/wires, loose media, docking stations, flat-panel monitors, CRT monitors, and facsimile machines, document scanners, office phones, AC adapters, Uninterruptable Power Supplies ("UPS") and other bulk e-Waste.

Data Security

Before the disposition of any asset, CompuCom ensures the highest level of data security by executing a DOD-level data wipe, which renders data unrecoverable, for assets that still have market value or hard drives that will be re-deployed.

Data wipe (DoD)

For products requiring secure erasure, CompuCom performs a hard disk wipe procedure leveraging our secure erasure software (KillDisk or other similar software). Hard drive wipes undergo a minimum of 3 passes using 5220.22-M DOD (and 20+ more international standards) standards. After completing each hard drive wipe, we produce a wipe certificate confirming the completed erasure.

Date Destruction and Corporate Identity Protection

In all instances, our ITAD experts destroy hard drives and remove corporate identities, asset tags, and other identification labels before disposition. CompuCom provides certificates of destruction and certification of recycling for all assets destined for transfer to a certified partner for Environmental Protection Agency-compliant, environmentally friendly disposal, and e-Waste recycling.

e-Waste Recycling

CompuCom, through its recycling partners, supports our customers in disposal and recycling activities. We partner with organizations that specialize in IT Asset Disposal. Our teams have decades of disposal and secondary market experience that bring value to our customers. CompuCom provides the overall project management and scheduling of disposal activities, ensuring the most cost-effective solution to our customers.

Our recycling partners and recycling vendors hold the proper certifications such as R2, e-Stewards, and abide by the respective municipal/provincial/state/federal programs to allow them to recycle the assets following the law and in support of environmental stewardship initiatives.

In Canada, any E-waste is diverted via each provincial recycling management authority. For example, OES in Ontario, Alberta Recycling Management Authority in Alberta, and similar recycling management authorities in British Columbia and Quebec. All processing activities are closely monitored, audited, and sanctioned by respective provincial government authorities.

High-value Asset Remarketing/Donation

CompuCom manages assets that are to be resold on behalf of our customers. Our remarketing program identifies assets with resale value. To maximize the remarket value, CompuCom has established strategic buyers that understand the wholesale and e-commerce markets and the products that we sell on behalf of our customers. We also provide a full list of sold assets as proof of a change in custody of the assets. Remarketing assets is the most environmentally sustainable disposition option. Remarketing also reduces the customer's total costs of ownership by optimizing the value of the ITAD assets.

Our charitable donation program handles the donation of appropriate assets to nonprofit organizations on your behalf if you should choose that option.

ONSITE SUPPORT SERVICES
RFP Proposal Content

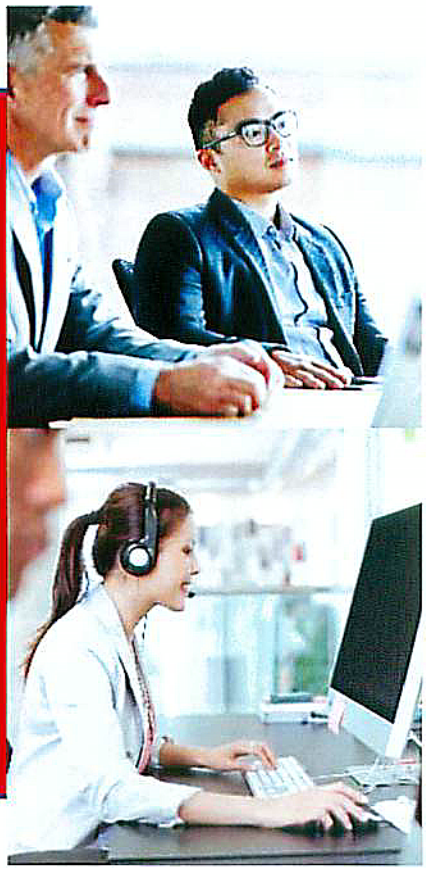


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TABLE OF CONTENTS

1 INTRODUCTION 3

KEY PARTNERS AND CERTIFICATIONS 4

2 OVERVIEW 5

WHAT SET'S OUR ONSITE SUPPORT SERVICES APART FROM THE REST? 7

EXPERIENCE THE BENEFITS 8

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1 INTRODUCTION

Technology demands within organizations have never been as diverse as they are today. Whether it's at a large campus, distributed locations, or working remotely, employees require digital tools that are easy to use and work seamlessly regardless of location.

User experience is everything. Good employee experiences drive productivity, morale, engagement, revenue, and company culture. Because technology is such a large part of the employee experience, robust end-to-end support is critical.

CompuCom is uniquely positioned to support your technology regardless of location or how your organization is structured. Our 6,500+ technical resources cover 90 percent of the postal codes in the U.S. and Canada with service offerings like dispatch services, campus-based services, walk-in support centers, staffed Solution Cafés, digital lockers, and vending for a contactless end-user experience, and residential support for corporate end-users.

CompuCom elevates the employee experience with our consumer-style (per device fee) onsite support services that offer greater choice, flexibility, and support for anywhere, anytime work environments.

We strive for zero-dispatch through remote real-time resolution. CompuCom first attempts to solve technical issues remotely through our Field Operations Center (FOC). For problems that cannot be resolved remotely, our field technicians are dispatched directly to your corporate, branch, store, or residential location.

CompuCom offers walk-up technical support for end-users in our Solution Cafés and Enterprise Walk-In Centers. Through digital lockers and vending, we can provide instant access to equipment and services for remote end-user onboarding and off boarding.

CompuCom creates added convenience and flexibility by offering optional same-day service for both in-warranty and out-of-warranty hardware and software.

With more than 80,000+ certifications, a 85-percent plus first-time fix rate, and embedded Six Sigma processes, CompuCom has earned the trust of five of the top 10 fortune 500 companies, including four of the top six retail services, five of the top 10 healthcare services, and six of the top 10 financial services companies in North America. No other provider can match CompuCom's commitment to our customers, our 30-plus years of industry experience or our deep investment in IT support solutions. What sets us apart as a market leader are our highly skilled technicians, service delivery excellence and governance, and the breadth of certified support we offer across vendors and technologies.

CompuCom is an authorized service provider for most major server, desktop, and laptop manufacturers. Besides, we support network equipment, peripherals, and point-of-sale devices deployed across customer environments.

Our technology independence allows us to leverage the right partnership at the right time to ensure clients have access to the best technology & talent.

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Key Partners and Certifications

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2 OVERVIEW

CompuCom's onsite support services are structured to meet your day-to-day critical needs. Gartner predicts more than 80 percent of companies will allow at least some remote work post-pandemic[1]. With distributed workforces being the new normal, employees need a ready-now seamless support experience for devices, network access, and security, wherever they are located.

Onsite Support Solutions – Comprehensive solution for evolving end-user requirements.

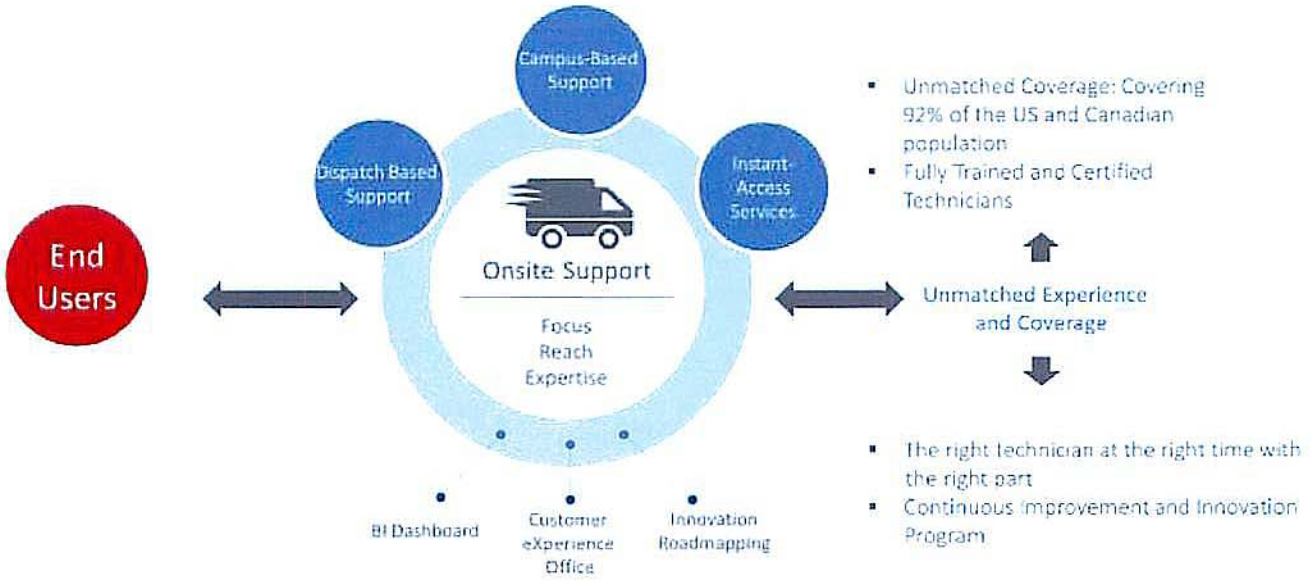

Figure 1 CompuCom onsite support services: addressing the needs of an evolving distributed workforce

Our onsite support services provides your organization with the support they need whether they work in the office or a remote environment. Our FOC, fully-trained, certified, and badged technicians utilize the latest technologies and AI platforms to ensure the right technical support and the correct parts are delivered quickly where and when you need them, every time.

With our complete onsite support approach, your employees have multiple ways to access onsite support services. For remote users, we offer dispatch services, campus-based support provides concierge-level services for your business locations and finally Instant-access services provides a consumer-like experience to your employees.

[1] https://www.gartner.com/en/newsroom/press-releases/2020-07-14-gartner-survey-reveals-82-percent-of-company-leaders-plan-to-allow-employees-to-work-remotely-some-of-the-time

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Dispatch Based Support	Campus-Based Support	Instant-Access Services
▪ Hardware break/fix, in and out of warranty ▪ Software break/fix ▪ Install, move, add, change, and disposition (IMACD) ▪ Smarthands support ▪ Walk-in support ▪ Residential onsite support	▪ Hardware break/fix, in and out of warranty ▪ Software break/fix ▪ Install, move, add, change, and disposition (IMACD) ▪ Smarthands support ▪ Digital Lockers and Vending ▪ Solution Café ▪ Staff Augmentation	▪ Enterprise walk-in support Centers through Office Depot ▪ Digital Lockers and Vending ▪ Real-time remote analytics and intelligence

- **Dispatch-based Support** sends the field technician and the right part to your location for a repair incident to restore service within the agreed-upon timeline. This covers both in-warranty and out-of-warranty repairs. To meet the varying needs and budgets of our customers, we offer both Responsive and as well as Scheduled Maintenance support. Responsive support comes with the following options: same-day response, flexible coverage, non-warranty parts procurement, and time and materials pricing. Preventative Support provides regularly scheduled visits by a field technician to perform defined maintenance and repair services efficiently and cost-effectively. It is designed to proactively resolve issues, preventing business downtime, and improving device productivity and health.
- **Campus-based Support** provides an onsite field technician dedicated to your Campus. If a campus has a large number of incidents per year, a dedicated field technician is recommended to provide original equipment manufacturer (OEM) hardware support (in and out of warranty), device repair, software break/fix, install, move, add, change or disposition, smarthands support, and VIP support.
- **Installs, Moves, Adds, Changes, and Disposal (IMACD) Service** provides on-site installation, moves, adds, changes, and asset disposal services. Field technicians can manage the IMACD request to resolution, according to the priority level assigned to the ticket and perform IMACD services to the workstation as defined in the established SLAs. IMACD services can be performed in compliance with OEM warranty guidelines. CompuCom can provide a mechanism for expedited handling of high business priority project IMACDs.
- **Smarthands Service** sends a CompuCom field technician at your site for a pre-arranged amount of time to act as your 'hands and eyes' or those of a remote expert technician These services include and are not limited to technical support, who while physically in front of the affected system, is receiving instructions from certified technicians, subject matter experts, and support services either over the phone, via chat, or written in email or documentation. Smarthands support for servers, network equipment, telephony, and AV systems are considered standard.
- **Enterprise Walk-In Support** offers concierge-level support and rapid incident resolution for employees, including hardware troubleshooting, software support, basic how-to, and loaner or replacement devices inside select Office Depot locations
- **Solution Café** provides the design, build, and staffing of a walk-up service located at a customer campus. Services include hardware break fix (in and out of warranty), software break fix, smarthands support, how

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to support, and other services determined by the customer. Solution Cafés are staffed, at all times, with two CompuCom Employees, with one employee focused on technical support, while the other is focused on greeting customers elevating the employee experience. Overall, Solution Cafes offer an elevated support experience and increased efficiency at closing support cases.

- **Residential Onsite Support** provides flexible support for corporate remote employees. It includes but is not limited to PC hardware repairs (in and out of warranty), PC software repairs, reconfiguration and upgrades, hardware upgrades, and install, add, or change.
- **Digital Lockers** deliver a number of flexible solutions for employees including but not limited to break fix repair with the onsite advanced exchange, onboarding and offboarding of employees, e-waste and package drop off and pick up. Network cabling and USB charging can be placed in each locker for charging and network connectivity. UV lighting can be placed in each locker to help destroy bacteria and pathogens. Standard and customized reports and anylitcs provides the ablity to track assets, employee interactions,and improve cost controls.
- **Digital Vending** offers a customizable contactless experience for employees to procure IT peripherals, office supplies, and other work-related products. Products can be procured using an employee badge or credit card. Customizable reports and analytics provide the ability to track inventory, manage products, and collect purchasing data.
- **Staff Augmentation Services** provide the customer with an on-demand workforce to augment their IT staff. The customer provides the onsite management of these staff members, determining the direction and tasks these staff members are doing. We have a dedicated business unit – eXcell to fulfill the staff augmentation requirements of our customers.
- **Project Services** facilitate large scale IT infrastructure deployments. Under guidance of our Project Management Office, our field technicans can deliver turn-key projects including but not limited to - store rollouts, store refresh, large scale IT infrastructure deployments, adhoc-projects, smarthands projects and specialized projects, for our customers.

What set's our onsite support services apart from the rest?

- **Focus:** At CompuCom, we view our customers as trusted partners because their successful employee experience depends on our success with the services we deliver. We pride ourselves on our long-tenured partnerships, growing and evolving together, to always meet the needs and ever-changing requirements of your employees and your business. Over the past 30+ years, we have partnered with our customers to provide comprehensive solutions that deliver positive business outcomes and elevates the employee experience, and drives customer satisfaction. Our dedicated focus on the employee experience gives us the unique insight to deliver and support optimal, customer-centric processes that seamlessly connect people with the technology that they need to be productive, wherever they are.
- **Reach:** CompuCom has unmatched coverage in the U.S. and Canada. We have 6,500+ highly qualified, technical resources, providing support to over 90 percent of the US and Canadian population centers.
- **Expertise:** Our field technicians are CompuCom badged employees who have been thoroughly vetted to meet our strict competence guidelines. All resources must pass required background checks before they are hired. Our technicians undergo extensive technical and customer service training before they set foot on any customer site. They are required to obtain a CompTIA A+ certification within 90 days of being hired and are also required to obtain manufacturer OEM warranty certifications for each piece of equipment they service. Collectively, our technicians possess over 80,000 certifications from all major OEMs. CompuCom sends you the best resources, who deliver the best support in the most secure manner possible.

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- **Flexible and Scalable:** CompuCom's onsite support services have the flexibility to meet your support requirements, including critical same day services, to support anywhere-anytime work styles. We can scale our service level acceptance to changes in your environment, whether it's a large undertaking, an acquisition, or a refresh project. In addition to our regular hours of service, we can provide same-day service within two business hours or four business hours, along with after-hours and weekend support to repair your critical IT devices.
- **High First-time Fix Rate**: We ensure IT issues are resolved as quickly as possible, so your employees can get back to work as soon as possible. Through our process-driven methodology and analytics, the FOC first undertakes triage and remote resolution. If necessary, they identify the required part, which is provided by our SMARTParts team. This enables the field technician to arrive on-site and solve the issue on the first visit. On average, our first-time fix rate exceeds 85 percent.
- **Driving Excellence with our Customer Experience Office (CXO):** For each customer account, our CXO creates and implements a holistic program for continuous improvement and quality management to increase service efficiency and elevate the customer experience. It is an integral component of our onsite support model and consists of Analytics & IT Service Management (ITSM), Knowledge Management & Optimization, Quality Management, Training, and Workforce Management & Optimization.
- **Analytics and Reporting:** CompuCom believes a robust, predictive analytics and reporting solution elevates the employee experience and is a critical necessity for a thriving Modern Workplace. CompuCom has made significant enhancements to our inventory forecasting tool, Prophet, and recently rolled out the Business Intelligence (BI) Dashboard. CompuCom continually refines Prophet to improve SLA attainment, customer experience and avoid costly, unnecessary product purchases. The BI Dashboard enhances the reporting experience by combining all data feeds and metrics into one interactive location. We enable our customers and users to determine what information is presented and how through tailored views to meet their constantly changing, unique business needs with a fast and responsive interface. The BI Dashboard takes advantage of the consolidation of information to drive business insights that can lead to meaningful change.
- **Automation**: CompuCom is strengthening and enhancing its remote remediation capabilities through the release of Endpoint Intelligence and Control to continually strive for a zero-dispatch edge. Endpoint Intelligence and Control is a new endpoint service, designed to elevate end-user support by preventing device issues before they happen and offering real-time insights and analytics into device health. Endpoint Intelligence and Control offers customizable automation and scheduled maintenance for common device issues, real-time monitoring and collection of telemetry and event data to track the health of operating systems, and automated alerts. As a future best practice, CompuCom recommends combining Endpoint Intelligence and Control with our preventative support service to prioritize which devices should be included in each preventative support schedule based on issues identified through real-time monitoring and/or automated alerts.
- **Integrated Supply Chain:** CompuCom's advanced supply chain operations, including advanced configuration centers in the U.S. and Canada, are uniquely positioned to support large scale deployments of the new technology of network components, deskside support, new store openings, and store refreshes. Our advanced configuration centers coordinate with our onsite support services to stage, configure, and deploy new technology for a seamless experience. Through our 30+ years of expertise and leadership in asset lifecycle services, configuring and shipping over 1,000 + devices a day, we deliver an exceptional experience evidenced by our over 99.99% configuration success rate.

Experience the Benefits

Scalable and responsive, CompuCom's onsite support services can complement in-house capabilities or manage all of your IT requirements. CompuCom's onsite support services have been specifically developed to address the challenges facing organizations today.

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Business Challenge	CompuCom's Advantage
High cost of supporting smaller sites with < 300 devices	▪ CompuCom offers savings of more than 80 percent using our dispatched technician's model for smaller sites (< 300 devices) over traditional dedicated on-site support. ▪ With our advanced triage, with remote assistance over 90% of software issues can be resolved remotely without dispatching a field technician to your location. ▪ The Remote FOC team in collaboration with the SMARTParts team manages the parts logistics so that parts are available at employee location before technician pays a visit.
Maintaining widely deployed employees anywhere, anytime	▪ Extensive North American presence with 6,500+ certified technical resources in over 90 percent of U.S. and Canada population. ▪ Scalable and flexible support services to maintain changes in the environment. ▪ We offer a responsive service to meet any business need, including full 5x9, 6x12, 7x24, and others.
Supporting wide device type diversity	▪ CompuCom has the "deep bench" to match the skills, training, and certification needed for every engagement. ▪ Expertly trained and highly certified field technicians for all major manufacturers' products. ▪ Multi-vendor support — we support all major OEM' products ranging from PCs, laptops, printers, infrastructure devices, point-of-sale equipment, digital signage, and more.
Increasing business complexity and competition	▪ Manufacturer warranty management along with parts and spares management. ▪ Your single-source provider, we offer established processes and procedures developed through years of experience and aligned to ITIL and Six Sigma best practices. ▪ Automated, customized, and integrated tools that enable efficiency and accuracy. ▪ Innovation and transformation through CXO program, close account governance, communication, and cooperation.
Need for Better Customer Satisfaction	▪ The right technician at the right time with the right parts plus spares at your location to quickly and completely resolve your IT issues. Unlike most providers, CompuCom's field technicians are badged employees. We offer consistency and accountability. Plus, all CompuCom technicians have extensive training and certifications to provide the highest quality service. ▪ Our FOCs triage all service calls to verify the issue, determine any potential parts needs, identify the correct skills and personnel needed, coordinate with the end-user or other service providers, and track the whole process to make sure the repair is done right the first time. All this leads to customer satisfaction with a high rate of first-time problem resolution. ▪ Our Customer eXperience Office (CXO) drives excellence and continuous improvements as well as enhancing customer experience. Additionally, it manages operational efficiencies to ensure SLA attainment, improved incident resolution, and reductions in the mean time to repair and contact volumes.

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powered by CompuCom.

Powered By CompuCom - MicroSoft 365 Bundle Details

Bundle Details - MS Licensing

Productivity Essentials
Microsoft 365 Business Standard
$12.50/license/month
Up to 300 Users

Bundle Differentiators

- Exchange Online — Plan 1, 50GB
- SharePoint Online — Plan 1
- Teams
- OneDrive — 1TB
- Mile IQ
- Bookings
- Azure AD Basic

Security & Compliance
Microsoft 365 Business Premium
$19.99/license/month
Up to 300 Users

Bundle Differentiators

- Exchange Online — Plan 1, 50GB
- SharePoint Online — Plan 1
- Teams
- OneDrive — 1TB
- Mile IQ
- Bookings
- Azure ATP — Plan 1
- Azure AD — Limited
- Operating System — Pro
- Legal Compliance Features
- Microsoft InTune
- Windows Defender Antivirus
- Windows Autopilot
- Outlook Customer Manager

Enterprise Features
Microsoft 365 E3
$32.00/license/month
Up to 500 Users

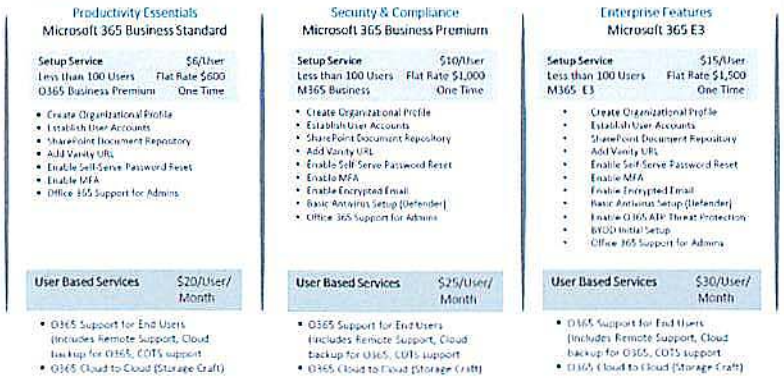
Bundle Differentiators

- Exchange Online — Plan 2, 100GB
- SharePoint Online — Plan 2
- Teams
- OneDrive — 1-5TB
- Bookings
- Azure ATP — Plan 1
- Azure AD — Plan 1
- Operating System — Enterprise
- Legal Compliance Features
- Microsoft InTune
- Windows Defender Antivirus
- Windows Autopilot
- Windows Analytics, Device Health
- Windows Defender, Application Guard
- Windows Defender, Credential Guard

MS 365 Bus Std	MS 365 Bus Prem	MS 365 E3	Service	Service Description
✓			Azure AD Basic	Azure AD free version included with Office subscription for identity management.
	✓		Azure AD Limited	Azure AD Limited: Self Service Password Reset, MFA, Conditional Access (MDM).
		✓	Azure AD Plan 1	Azure AD Plan 1: Conditional Access, Self Service PW Reset with On Prem Write Back.
	✓	✓	Azure ATP Plan 1	Microsoft Office 365 Advanced Threat Protection (ATP) is a cloud-based email filtering service that helps protect your organization against unknown malware and viruses by providing robust zero-day protection, and includes features to safeguard your organization from harmful links in real time.
✓	✓	✓	Bookings	Application to simplify how customers schedule and manage appointments.
✓	✓		Exchange Online Plan 1	Microsoft Cloud Email (50gb mailbox) provides integration with all Office Applications as well as provides access to email via a browser using the web app.
		✓	Exchange Online Plan 2	Microsoft Cloud Email (100gb mailbox) provides integration with all Office Applications as well as provides access to email via a browser using the web app.
	✓	✓	Legal Compliance Features	Archiving is used to retain messages of period of time default - enables more storage per mailbox by creating an archive mailbox Legal Hold used to retain all email messages for a user, whether they delete it on their side or not.
	✓	✓	Microsoft InTune	Cloud based unified endpoint management of both corporate and employee owned devices. Provide management capabilities, enforced compliance and restrictions, conditional access. (User must meet certain conditions in order for access to be granted - ex. safe location, known network, etc.)
✓	✓		Mile IQ	Accurate mileage tracking and reporting application.
		✓	OneDrive 1-5TB	Secure Online Storage of Files that can be synced to your local machine or accessed from a browser with your Microsoft Login.
✓	✓		OneDrive 1TB	Secure Online Storage of Files that can be synced to your local machine or accessed from a browser with your Microsoft Login.
		✓	Operating System Enterprise	Windows 10 Enterprise Licensing.

	✓		Operating System Pro	Windows 10 Professional Licensing.
	✓		Outlook Customer Manager	Added functionality to Outlook to show customer communication history, surface important tasks and reminders, and track deal activities in one place to enable teams to stay on top of customer relationships.
✓	✓		SharePoint Online Plan 1	Cloud Storage for Company Documents and Security 1TB per of OneDrive storage per user.
		✓	SharePoint Online Plan 2	Cloud Storage for Company Documents and Security Unlimited OneDrive Cloud storage per user.
✓	✓	✓	Teams	Teams is a chat-based collaboration tool that provides global, remote, and dispersed teams with the ability to work together and share information via a common space. You can utilize features like document collaboration, one-on-one chat, team chat, and more.
		✓	Windows Analytics, Device Health	This service uses diagnostic data to provide such insights without additional infrastructure requirements to proactively remediating end-user issues.
	✓	✓	Windows Autopilot	A collection of technologies used to set up (deploy) and pre-configure new Windows 10 devices.
	✓	✓	Windows Defender Antivirus	Built into Windows 10, a comprehensive, ongoing and real-time protection against software threats like viruses, malware and spyware across email, apps, the cloud and the web.
		✓	Windows Defender, Application Guard	Application Guard helps to isolate enterprise-defined untrusted sites, protecting your company while your employees browse the Internet.
		✓	Windows Defender, Credential Guard	Credential Guard uses virtualization-based security to isolate secrets so that only privileged system software can access them.

Bundle Details - Services



Productivity Essentials
Microsoft 365 Business Standard

Setup Service	$6/User
Less than 100 Users	Flat Rate $600
O365 Business Premium	One Time

- Create Organizational Profile
- Establish User Accounts
- SharePoint Document Repository
- Add Vanity URL
- Enable Self-Serve Password Reset
- Enable MFA
- Office 365 Support for Admins

User Based Services	$20/User/ Month

- O365 Support for End Users (Includes Remote Support, Cloud backup for O365, COTS support
- O365 Cloud to Cloud (Storage Craft)

Security & Compliance
Microsoft 365 Business Premium

Setup Service	$10/User
Less than 100 Users	Flat Rate $1,000
M365 Business	One Time

- Create Organizational Profile
- Establish User Accounts
- SharePoint Document Repository
- Add Vanity URL
- Enable Self Serve Password Reset
- Enable MFA
- Enable Encrypted Email
- Basic Antivirus Setup (Defender)
- Office 365 Support for Admins

User Based Services	$25/User/ Month

- O365 Support for End Users (Includes Remote Support, Cloud backup for O365, COTS support
- O365 Cloud to Cloud (Storage Craft)

Enterprise Features
Microsoft 365 E3

Setup Service	$15/User
Less than 100 Users	Flat Rate $1,500
M365 E3	One Time

- Create Organizational Profile
- Establish User Accounts
- SharePoint Document Repository
- Add Vanity URL
- Enable Self Serve Password Reset
- Enable MFA
- Enable Encrypted Email
- Basic Antivirus Setup (Defender)
- Enable O365 ATP Threat Protection
- BYOD Initial Setup
- Office 365 Support for Admins

User Based Services	$30/User/ Month

- O365 Support for End Users (Includes Remote Support, Cloud backup for O365, COTS support
- O365 Cloud to Cloud (Storage Craft)

MS 365 Bus Std	MS 365 Bus Prem	MS 365 E3	Setup Service	Service Description
✓	✓	✓	Add Vanity URL	Configure the service to use the customer's existing domain or domains (yoururl.com).
	✓	✓	Basic Antivirus Setup	Setup for Windows Defender. Configure updates, scan frequency, and policy to handle events.
		✓	BYOD Initial Setup	Basic InTune configuration for Bring Your Own Device (BYOD), SmartPhones, and Tablets. Restrict and/or Secure access to company resources for Email, Microsoft Office Applications, and SharePoint Online. Requires devices to be secure before accessing the service.
✓	✓	✓	Create Organizational Profile	Setup customer information, contact information, customer provided terms and conditions, branding (if provided), and support information.
	✓	✓	Enable Encrypted Email	Encrypted email would primarily be used for HIPAA (Medical), Financial, (other industries?) Provides secure email that requires the user to authenticate to read the message.
✓	✓	✓	Enable MFA	Extra Security that requires a code or authenticator prompt on a mobile device or email address to provide access to resources. Mobile device or personal email required.
		✓	Enable O365 ATP Threat Protection	Microsoft Office 365 Advanced Threat Protection (ATP) is a cloud-based email filtering service that helps protect your organization against unknown malware and viruses by providing robust zero-day protection, and includes features to safeguard your organization from harmful links in real time.
✓	✓	✓	Enable Self Serve Password Reset	Allows Users to go to Office Online and reset their own password if they have forgotten it.
✓	✓	✓	Establish User Accounts	Establishes user accounts, aliases, and assigns licenses. This will be completed at the time of tenant creation or mail migration.
✓	✓	✓	Office 365 Support for Admins	The remote support team will work with the Tenant Administrator to remediate tenant Issues and enable new features and services.
✓	✓	✓	SharePoint Document Repository	Cloud Storage for company documents and general purpose sharing, included in new tenant creation.

User Based Services

MS 365 Bus Std	MS 365 Bus Prem	MS 365 E3	User Based Services	Service Description
✓	✓	✓	O365 Support for End Users	Includes: Remote Help Desk*, Cloud backup for O365, COTS support, Screen Share.
✓	✓	✓	O365 Cloud to Cloud***	Backup via StorageCraft cloud. Microsoft 365 business data is at risk of incidents such as: • An employee deleting a file by mistake and then closing the application • A disgruntled employee purposely destroying information that is useful to the company • Someone gaining unauthorized access to company data and deleting files StorageCraft Cloud Backup for O365 features: • Backup Includes user data for: Exchange Online, Sharepoint online, OneDrive for Business • Provides automated daily backups of Data • Protects data against user errors, malicious attacks, and system problems

Bundle Details - Add-On Services

Productivity Essentials
Microsoft 365 Business Standard

Add-On Services

☐ User Email Migration	$125/Mailbox
☐ Monitoring Service Setup	$12.50/device
☐ Monitoring Service	$7.00/dev/mo
☐ Folder Redirection	$397
☐ Azure AD Join	$199/device
☐ Azure AD Connect	$238
☐ Custom Projects	$79/hr
• Document Migration	
• Sharepoint Document Migration	
• Domain Consolidation	
• Microsoft Modern Group	

Security & Compliance
Microsoft 365 Business Premium

Add-On Services

☐ User Email Migration	$125/Mailbox
☐ Monitoring Service Setup	$12.50/device
☐ Monitoring Service	$7.00/dev/mo
☐ Folder Redirection	$397
☐ Azure AD Join	$199/device
☐ Base DLP Policies	$199
☐ MDM Initial Setup (BYOD)	$40
☐ Azure Information Protection	$635
☐ Azure AD Connect	$238
☐ Custom Projects	$79/hr
• Document Migration	
• Sharepoint Document Migration	
• Domain Consolidation	
• Microsoft Modern Group	

Enterprise Features
Microsoft 365 E3

Add-On Services

☐ User Email Migration	$125/Mailbox
☐ Monitoring Service Setup	$12.50/device
☐ Monitoring Service	$7.00/dev/mo
☐ Folder Redirection	$397
☐ Azure AD Join	$199/device
☐ Base DLP Policies	$199
☐ MDM Initial Setup (BYOD)	$40
☐ Azure Information Protection	$635
☐ Azure AD Connect	$238
☐ Custom Projects	$79/hr
• Document Migration	
• Sharepoint Document Migration	
• Domain Consolidation	
• Microsoft Modern Group	

MS 365 Bus Std	MS 365 Bus Prem	MS 365 E3	Add-On Services	Service Description
✓	✓	✓	Azure AD Connect	Sync engine that extends on-premises directories to Azure Active Directory. Password hash synchronization and same sign on.
✓	✓	✓	Azure AD Join	Joins an existing user's PC or new PC to the cloud Active Directory. NOTE: This enables same sign-on for Microsoft software and services, Microsoft Hello, enterprise state roaming, (ex. Sync browser settings, favorites, personal settings, etc.) and folder redirection.
	✓	✓	Azure Information Protection	Provides document security for Office 365 documents for your organization, where users can classify their data.
	✓	✓	Base DLP Policies	Data loss prevention (DLP) policy in the Office 365 Security & Compliance Center, to identify, monitor, and automatically protect sensitive information across Office 365, Email, SharePoint, OneDrive and Teams.
✓	✓	✓	Folder Redirection	Folder Redirection: Redirect known local folders to OneDrive for a named group of users. (ex. My Documents, Photos, etc.)
	✓	✓	MDM Initial Setup (BYOD)	Basic InTune configuration for Bring Your Own Device (BYOD), SmartPhones, and Tablets. Restrict and/or Secure access to company resources for Email, Microsoft Office Applications, and SharePoint Online. Requires devices to be secure before accessing the service.
✓	✓	✓	Monitoring Service	Patch Management, routine proactive maintenance, remote management, inventory (software & hardware), remote configuration.
✓	✓	✓	Monitoring Service Setup	ConnectWise Automate remote agent software installation (required to enable the Monitoring Service).**
✓	✓	✓	User Email Migration	Migrate existing email, contacts and calendars to Exchange online.

Bundle Detail - Custom Projects

MS 365 Bus Std	MS 365 Bus Prem	MS 365 E3	Custom Project	Service Description
✓	✓	✓	Document Migration	Migrate documents from local device or cloud storage to OneDrive for business.
✓	✓	✓	Domain Consolidation	Migrating or combining existing Active Directory infrastructure with the Azure Active Directory services.
✓	✓	✓	Microsoft Modern Group	Modern groups is a cross application membership service within Office 365 where members can collaborate with a Sharepoint team site, a shared mailbox, planner, and OneNote.
✓	✓	✓	Sharepoint Document Migration	Migrate documents to SharePoint online.

*Included with Remote Help Desk Support

- 24/7 365 Remote Support for contracted devices and users.
- End-user support for Microsoft 365 deployed applications.
- Phone, email, and chat support to provide support for common off the shelf software.
- Tuning operating system level settings, cleaning out temporary files, unwanted files, disabling unnecessary start-up items, and installing the latest updates on your Windows workstations.
- Ensuring users have the latest Windows patches and updates installed via the " MS Windows Updates" tool.
- Diagnosis and removal of viruses, spyware, and other malware via "Windows Defender".[1]
- Configuration of security software and settings for Windows workstations, including Windows Defender antivirus/antispyware and firewall, repairing driver issues.
- Ensuring that Microsoft Windows, Office applications (such as Word, Excel, PowerPoint), and Microsoft email clients (such as Outlook or supported email clients for Windows 8-10) launch and run correctly.
- Office 365 licensing administration.
- Office 365 user account administration.
- Cloud to Cloud backup support for Office 365 with StorageCraft "Cloud to Cloud" backup solution
- VPN Support - Desktop level (dependent on VPN setup parameters).[1]
- Add/remove programs (Windows OS-compatible software).
- Workstation network connectivity issues.[1]
- Peripheral connectivity issues (OS-related connectivity issues).[1]
- Workstation OS support.[1]
- Remote monitoring via Automate agent deployed during O365 deployment.
- Remote control access for end-user machines via ConnectWise "Control".

[1]Best effort support

**Included with Automate Remote Monitoring Agent

- **Easy Remote Desktop**
  - Configurable toolbox
  - Easy file transfer to/from
  - Chat ability in tool
  - Voice Comms in Tool
  - Reverse Desktop Share (user education)
  - Phone Camera Share in Real time (when a tech needs to see a physical device, like a router modem – requires end user control of the phone)*
  - Restricted Access Mode (User gets prompted to allow access) on Per Customer or Per Machine basis. (more scopes could be created)
- **Remote Reactive Maintenance** (Scheduled or Real Time)
- **Proactive Maintenance** (Scheduled)
- **Patch Management & Patch Testing** (testing = We evaluate patches before release)
  - Full patch management and testing for MSFT OSes
  - Limited patch management for Apple and Linux (No Testing)
  - Limited to supported Third Party Programs (3PP) (No Testing)
- **AV Monitoring and Management** (Officially limited to Vipre for the moment; could be expanded)
- **Scheduled OS Configuration**
- **Software Installation and Configuration**
- **Limited/Basic Network device Monitoring** (only in applicable environments)
- **Performance Monitoring** (Would require effort per machine (consultative))
- **Regularly Scheduled Software Inventory and Reporting**
- **Regularly Scheduled Hardware Inventory and Reporting**
- **Multiple Reporting Options** (one offs and regularly scheduled)
- **Extensive customization of many aspects of Automate** on a per customer basis when needed
- **Multitude of Plug-Ins** for additional management features
- **End user can initiate chats and tickets** (may not want to do tickets) **from** Automate Agent
- **Customer's Internal IT staff can use Automate** too (limited permissions)

***Advantages of Cloud to Cloud Backup

Despite its location in the cloud, Microsoft Office 365 data remains vulnerable to acts of human nature.

Microsoft Office 365, which stores files and data in the cloud, demands the same high level of data backup and recovery functions as Microsoft's on-premises version. Office 365 backup solutions must ensure data is protected in the cloud and encrypted while being flexible and easy to use.
https://www.storagecraft.com/products/cloud-backup-office-365

PROFESSIONAL SERVICES STANDARD PROPOSAL CONTENT

Table of Contents

1 INTRODUCTION 3

2 SERVICES OVERVIEW 4

CONNECTED WORKPLACE – COLLABORATION 4
CLOUD COMPUTING 5
INFRASTRUCTURE TECHNOLOGY AND NETWORK SOLUTIONS 6
IT WORKFLOW AUTOMATION 6
ENDPOINT MANAGEMENT 7
SECURE COMPUTING 8

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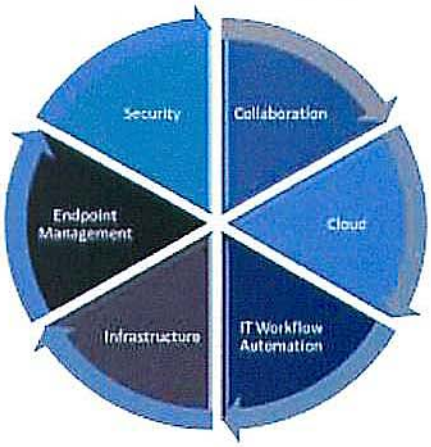
1 INTRODUCTION

New technology can transform employee and customer experiences, drive sales, improve productivity, and bring strategic growth. But implementing change is often a daunting challenge. You don't have to go it alone. What better way to help ensure success than with a trusted partner who has all the needed expertise and experience required? Whether it's a large or small project, CompuCom takes away the stress.

Our Professional Services include consulting and project work that delivers innovative solutions for meeting customer business objectives. CompuCom's expert solution architects, trusted advisors, and experienced consultants offer:



- Full lifecycle services (assess, design, plan, and implement)
- High-quality professional project management that is on time and on budget

As trusted advisors and technology implementation experts, we are committed to IT's strategic alignment to business goals. Our solutions enhance technology effectiveness, drive efficiencies, and optimize execution. We offer our customers knowledge-based consulting services that leverage our methodology and portfolio of services, including assessments, design, planning, and implementation. We have:

- A proven track record of delivering large enterprise deployments successfully on time
- Industry subject matter experts with wide-ranging technical knowledge
- Competitive pricing with the ability to scale to meet our customers' commitments and timelines

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2 SERVICES OVERVIEW

CompuCom Professional Services provide turnkey, end-to-end technology and infrastructure design, deployment, and implementation services that enable our customers to maximize the return on their technology investments. Our multi-vendor consulting and integration services are delivered by expert solution architects, trusted advisors, and consultants who deliver full lifecycle, professionally managed projects to deliver solutions aligned to business objectives. Our comprehensive service portfolio comprises:

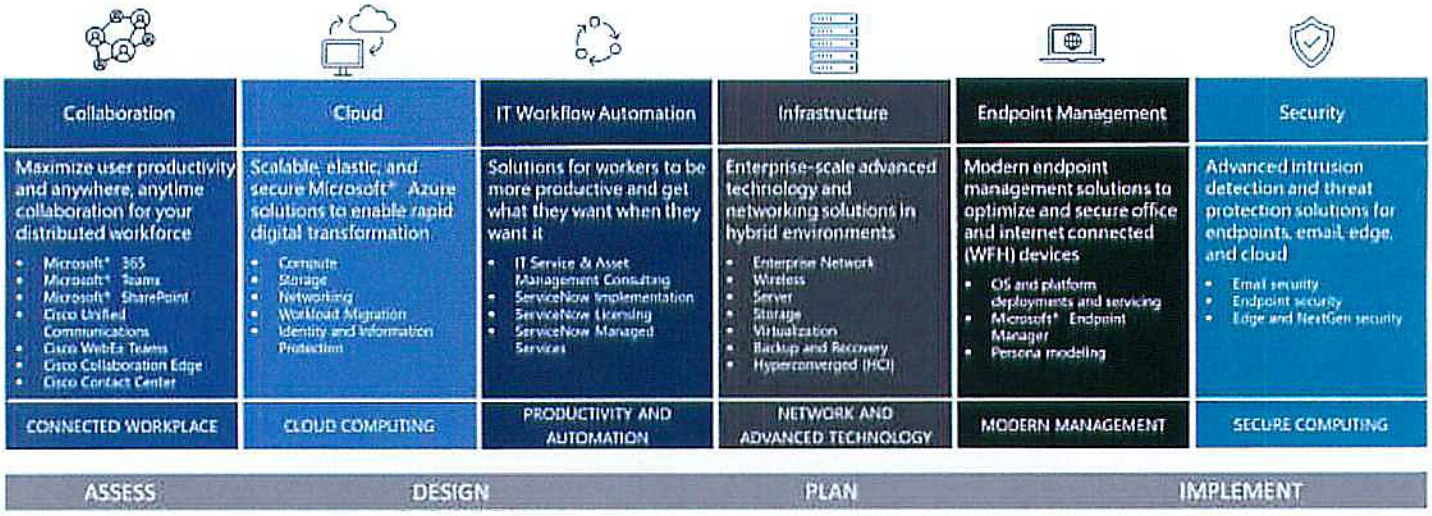

Figure 1: CompuCom Professional Services Portfolio.

A brief overview of the services offered is as follows.

Connected workplace – collaboration

In the digital workplace, a distributed workforce of remote and onsite employees puts tremendous pressure on IT leaders to enable workers to connect seamlessly and securely with the collaboration applications and data they need anywhere, any time, and from any device.

Our Connected Workplace solutions are delivered by CompuCom experts who design and deploy industry-leading collaboration solutions tailored to the organization's requirements.

We partner with technology leaders—including Cisco, Intel, Microsoft, and Apple to provide full lifecycle collaboration devices and services that support the collaboration tools necessary to drive the best end-user experiences and cost optimization.

We provide the following services to our customers:

Service	Description
Microsoft 365	Microsoft 365 / Office 365 (M365/O365) assessment/consulting/deployment/migration professional services project. Includes online services: Exchange (email/calendar), OneDrive, Teams, Yammer, enterprise apps (Word/Excel/PowerPoint)

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Service	Description
Microsoft Teams	Microsoft Teams assessment/consulting/deployment/migration professional services project
Microsoft SharePoint	Microsoft SharePoint assessment/consulting/deployment/migration professional services project
Cisco Unified Communications	Cisco Unified Communications (UC) assessment/consulting/deployment/migration professional services project. Cisco UC is an IP-based communications system integrating voice, video, data, and mobility
Cisco Webex Teams	Cisco WebEx calling (cloud calling and team collaboration) assessment/consulting/deployment/migration professional services project
Cisco Collaboration Edge	Cisco Collaboration Edge assessment/consulting/deployment/migration professional services project. Includes Cisco ACI (software-defined networking), orchestration, and edge infrastructure
Cisco Contact Center	Cisco Unified Contact Center Express (UCCX) assessment/consulting/deployment/migration professional services project. UCCX is a "contact center in a box" customer interaction management solution for up to 400 agents

Cloud computing

CompuCom is a Microsoft authorized Tier1 Cloud Solution Provider (CSP) and Cloud Platform Gold Competency Partner. We advise our customers in Microsoft Cloud to help them innovate and support their digital transformation efforts. Our Professional Services team has strong expertise and implementation experience in Microsoft Azure solutions, identity and information protection, and Windows Virtual Desktop (WVD). Our industry-proven solutions and methodologies are designed to assist our customers in all stages of their cloud lifecycle.

We provide the following services to our customers:

Service	Description
Microsoft Azure	Microsoft Azure Infrastructure as a Services (IaaS) assessment/consulting/deployment/migration. This service includes, but is not limited to, compute, storage, networking, and workload migration
Identity and Information Protection	Active Directory / Azure Active Directory / Azure Information Protection assessment/consulting/design/deployment/migration

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Service	Description
Windows Virtual Desktop (WVD)	Windows Virtual Desktop (WVD) assessment/consulting/design/deployment/migration

Infrastructure Technology and Network Solutions

IT Infrastructure is the backbone of any modern organization. It may consist of dozens of complex and evolving systems that have to connect and work together to deliver a secure, scalable, and resilient foundation that provides maximum value to the business. Users require fast, reliable, and secure IT infrastructures and networks to collaborate, build, and grow.

CompuCom infrastructure technology and network solutions help our customers achieve their digital transformation journey goals. Our Professional Services team provides turnkey solutions comprising assessment, design, deployment, and migration of enterprise network, server, storage, wireless network, backup, and recovery solutions. By combining innovation, industry best practices, and integration with CompuCom OEM procurement, lifecycle services, and managed support services, we provide comprehensive solutions for our customers.

We provide the following services to our customers:

Service	Description
Enterprise Network	Enterprise network assessment/survey/consulting/design/deployment/migration of LAN, WAN, data center, software-defined networking (SDN) infrastructure
Wireless	Wireless networking assessment/survey/design/deployment/migration
Server	Server (Cisco, HPE, Lenovo, Dell) assessment/consulting/deployment/migration
Storage	Enterprise storage assessment/consulting/deployment/migration
Virtualization	Server virtualization (Microsoft/VMware/Citrix) assessment/consulting/deployment/migration
Backup and Recovery	Enterprise backup and recovery (Rubrik, Cohesity, Dell, Veeam, Commvault) assessment/consulting/deployment/migration
Hyperconverged (HCI)	Hyperconverged Infrastructure (Nutanix, HPE, Cisco, Microsoft, Dell HCI) assessment/consulting/deployment/migration

IT workflow automation

CompuCom has been a ServiceNow Premier Partner since 2006. We are one of ServiceNow's largest customers/resellers and one of the first external service providers on record to adopt ITIL practices (via ISO 2000 compliance). Our ServiceNow Professional Services consultants are ITSM, CSM & ITOM experts committed to delivering excellent customer and user experience. Our team can provide all types of ServiceNow engagements

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ranging from a customer-owned managed service program, process consulting, greenfield implementation, upgrades, license procurement, and maintenance and support. We have delivered over 150+ ITSM implementation projects with excellent results. CompuCom's ServiceNow engagement managers have many years of experience leading ServiceNow engagements. Our consultants are trained in ITIL, Project Management Institutes (PMI) methodologies, and/or Agile Scrum as a framework for planning and delivering ServiceNow projects.

We provide the following services to our customers:

Service	Description
IT Service and Asset Management Consulting	IT Service Management (ITSM) and IT Asset Management (ITAM) process consulting professional services. Workshop and consultative service with recommendations and future state roadmap for people, process, and tools
ServiceNow Implementation	ServiceNow Assessment/consulting/development/deployment/migration/health check/upgrade professional services project
ServiceNow Licensing	ServiceNow SaaS license resale through CompuCom's ServiceNow Premier Partner reseller relationship
ServiceNow Managed Services	ServiceNow operational administrative support and/or complete managed service that includes operational product management, architecture, development, and administrative support

Endpoint management

CompuCom's endpoint management solutions for Windows, MacOS, and mobile devices provide comprehensive deployment and full lifecycle management of end-user devices. Our solution starts with a persona modeling offering designed to provide an understanding and ongoing management of end-users' technical and service requirements to both right-size the utilization of IT resources and provide users what they need to be productive.

Our OS deployment solutions provide turnkey OS and device deployments, upgrades, and OS servicing using traditional imaging and modern Autopilot provisioning.

Our Unified Endpoint Management (UEM) Solutions, based on the Microsoft Endpoint Manager (MEM) tools, enable secure management of any device inside an organization's network at corporate, branch locations, or remotely accessing the network from anywhere on the internet.

CompuCom's professional services team will work with internal IT groups to plan, design, build, and deploy an endpoint management solution tailored to the organization's unique requirements.

We provide the following services to our customers:

Service	Description
OS platform deployments and servicing	Windows 10 operating system deployments/migrations and servicing solutions (i.e., creating servicing plans to form deployment rings and keep Windows 10 systems up to date when new builds are released)

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Service	Description
Microsoft Endpoint Manager	Microsoft Endpoint Manager (MEM) assessment/consulting/deployment/migration professional services project. MEM is a unified management platform that includes Endpoint Configuration Manager, Intune, Autopilot, desktop analytics, Microsoft Defender for Endpoint, Azure AD
Persona modeling	Consultative professional services to identify, define and measure personas and persona-based end-user services that align the needs of the customer's business and end users via a persona-based framework

Secure computing

Modern digital workplace experiences require modern connectivity solutions. Fast and reliable network availability across multiple sites and devices is critical, but it also opens the door to increased cybersecurity threats. Our secure computing solutions help keep the organization connected while providing security that helps to safeguard both employees and the business. We help our customers assess, design, and implement security solutions for their end-user devices, online cloud services, and edge computing networks.

We provide the following services to our customers:

Service	Description
Email Security	Assessment/consulting/deployment of advanced email threat protection solutions using Microsoft Defender for Office 365
Endpoint Security	Endpoint security assessment/consulting/deployment/migration professional services project. Endpoint security solutions to manage threats and vulnerabilities, detection and response, antivirus/malware, etc. Includes Microsoft Defender for Endpoint, Defender Advanced Threat Protection (ATP), BitLocker encryption, Cisco AMP
Edge and NextGen Security	Edge and nextgen security assessment/consulting/deployment/migration professional services project. Includes Security Information and Event Management (SIEM), firewalls (network/edge security) solutions (Cisco Firepower, Palo Alto, Fortinet), Cisco Umbrella (CASB, DNS-layer security, threat intelligence), Azure Sentinel (SIEM)

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CONNECTING PEOPLE, TECHNOLOGY, AND THE EDGE WITH A SEAMLESS EXPERIENCE

At CompuCom, we've seen the "office" as we've known it for decades change rapidly. Without reliable support, collaboration, and connectivity strategies for their increasingly distributed workforce, organizations will get left behind.

OUR FOCUS ON THE END USER

Whether you're a bank branch employee, a retail cashier, or a corporate user at home and the office, you need technology always-on and ready to work when and how you need it, seamlessly.

Our emphasis is on easy-to-use and reliable solutions for the end user that create and support the true digital workplace. This focus enables flexibility, speed, and dexterity, so your people effortlessly connect with the right technology from wherever they work.

OUR GUIDING PRINCIPLES

- **Enable a Ready Now Experience** by providing and supporting uninterrupted solutions and services
- **Deliver a Concierge Outcome** through people and automation, driving increased end-user productivity
- **Strive for a Zero Dispatch Edge** by delivering solutions that reduce the need for onsite services
- **Live Green** by minimizing ours and our customers' environmental impact through sustainable technology, innovation, and processes

OUR SOLUTIONS

- **Workplace Technology** enables the best employee experiences and increases productivity
- **Employee and Technology Support** delivers personalized support through omni-channel options
- **Digital Edge and Security** brings reliable and secure connectivity to any device, anywhere, and anytime
- **Connected Workplace** promotes productivity and ease of collaboration through technology
- **Elite Employee Experience** provides end-to-end services configured to the needs of your business and users
- **IT Staffing Services** offering staff augmentation, direct and contract hiring for your IT needs

As the digital workplace continues to grow and mature, CompuCom, as your trusted partner, will focus on the technology so you and your employees can focus on growing your business.

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FOCUS. REACH. EXPERTISE.

FIELD SUPPORT

CompuCom's field support services provide your organization with the expertise you need to increase efficiencies, overcome business continuity challenges, and stay ahead of the competition.

Our fully-trained, certified, badged technicians utilize the latest technologies and AI platforms to ensure the right technical support and the correct parts, are quickly delivered where and when you need them, every time.

OUR SERVICES

CompuCom Field Services include:

- Dedicated onsite technicians
- Dispatch services
- Solution Cafés and walk-in support

OUR TECHNICIANS

Unmatched coverage spanning North America, with the most accessible white-glove support in the industry

Over 6,500 certified, badged technicians in the US and Canada

- Supporting over 4.5 million end users
- Supporting over 7.5 million devices

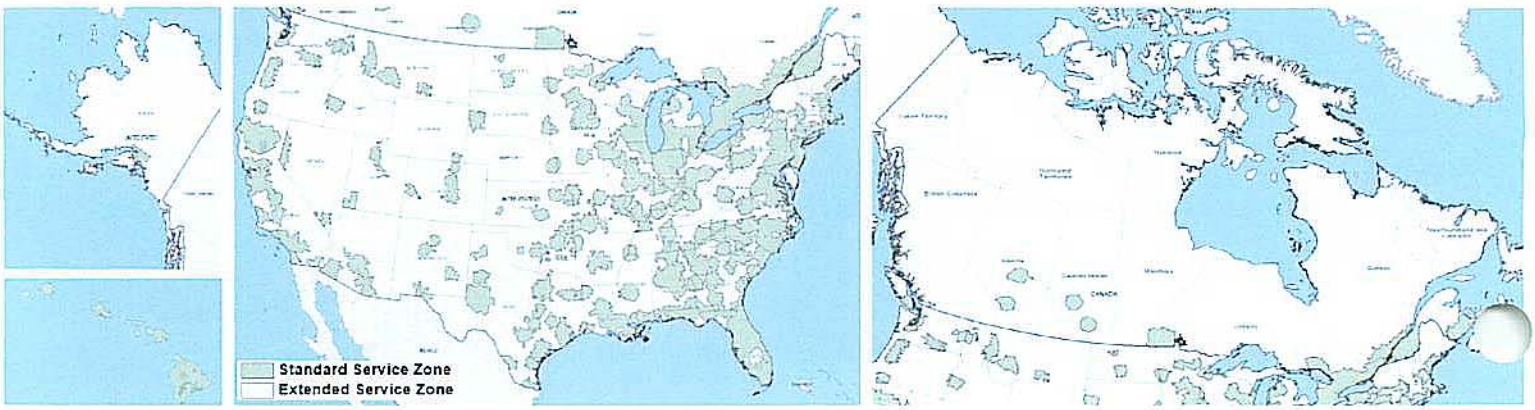
OUR TECHNOLOGY

Proprietary platforms drive dynamic scheduling engines

Artificial Intelligence (AI), Business Intelligence (BI), and dynamic analytics power device lifecycle management

- Providing customized instructions for every customer, site, and instance

Bar code tracking ensures accurate device histories, location and contact information



COVERAGE MAPS FOR THE UNITED STATES AND CANADA

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Office DEPOT

CompuCom

TAB 3
a. APPENDIX D
OMNIA PARTNERS
DOCUMENTS
EXHIBITS A - H

RFP 21-04

Technology Solutions, Products and Services

01-19-2021 10:00am Central Time

Proposal

COMMITTED TO LEARNING
One Student at a Time
Office DEPOT

region 4

OMNIA PARTNERS

APPENDIX D

OMNIA® PARTNERS

NATIONALIPA U.S. COMMUNITIES

REQUIREMENTS FOR NATIONAL COOPERATIVE CONTRACT TO BE ADMINISTERED BY OMNIA PARTNERS

The following documents are used in evaluating and administering national cooperative contracts and are included for Supplier's review and response.

Exhibit A – RESPONSE FOR NATIONAL COOPERATIVE CONTRACT

Exhibit B – ADMINISTRATION AGREEMENT, EXAMPLE

Exhibit C – MASTER INTERGOVERNMENTAL COOPERATIVE PURCHASING AGREEMENT, EXAMPLE

Exhibit D – PRINCIPAL PROCUREMENT AGENCY CERTIFICATE.

EXAMPLE Exhibit E – CONTRACT SALES REPORTING TEMPLATE

Exhibit F – FEDERAL FUNDS CERTIFICATIONS

Exhibit G – NEW JERSEY BUSINESS COMPLIANCE

Exhibit H – ADVERTISING COMPLIANCE REQUIREMENT

EXHIBIT A
RESPONSE FOR NATIONAL COOPERATIVE CONTRACT

1.1 Scope of National Cooperative Contract

Capitalized terms not otherwise defined herein shall have the meanings given to them in the Master Agreement or in the Administration Agreement between Supplier and OMNIA Partners.

1.2 Requirement

The Region 4 Education Service Center ("ESC") (hereinafter defined and referred to as "Principal Procurement Agency"), on behalf of itself and the National Intergovernmental Purchasing Alliance Company, a Delaware corporation d/b/a OMNIA Partners, Public Sector ("OMNIA Partners"), is requesting proposals for Technology Solutions, Products and Services. The intent of this Request for Proposal is any contract between Principal Procurement Agency and Supplier resulting from this Request for Proposal ("Master Agreement") be made available to other public agencies nationally, including state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit ("Public Agencies"), through OMNIA Partners' cooperative purchasing program. The Principal Procurement Agency has executed a Principal Procurement Agency Certificate with OMNIA Partners, an example of which is included as Exhibit D, and has agreed to pursue the Master Agreement. Use of the Master Agreement by any Public Agency is preceded by their registration with OMNIA Partners as a Participating Public Agency in OMNIA Partners' cooperative purchasing program. Registration with OMNIA Partners as a Participating Public Agency is accomplished by Public Agencies entering into a Master Intergovernmental Cooperative Purchasing Agreement, an example of which is attached as Exhibit C, and by using the Master Agreement, any such Participating Public Agency agrees that it is registered with OMNIA Partners, whether pursuant to the terms of the Master Intergovernmental Purchasing Cooperative Agreement or as otherwise agreed to. The terms and pricing established in the resulting Master Agreement between the Supplier and the Principal Procurement Agency will be the same as that available to Participating Public Agencies through OMNIA Partners.

All transactions, purchase orders, invoices, payments etc., will occur directly between the Supplier and each Participating Public Agency individually, and neither OMNIA Partners, any Principal Procurement Agency nor any Participating Public Agency, including their respective agents, directors, employees or representatives, shall be liable to Supplier for any acts, liabilities, damages, etc., incurred by any other Participating Public Agency. Supplier is responsible for knowing the tax laws in each state.

This Exhibit A defines the expectations for qualifying Suppliers based on OMNIA Partners' requirements to market the resulting Master Agreement nationally to Public Agencies. Each section in this Exhibit A refers to the capabilities, requirements, obligations, and prohibitions of competing Suppliers on a national level in order to serve Participating Public Agencies through OMNIA Partners.

These requirements are incorporated into and are considered an integral part of this RFP. OMNIA Partners reserves the right to determine whether or not to make the Master Agreement awarded by the Principal Procurement Agency available to Participating Public Agencies, in its sole and absolute discretion, and any party submitting a response to this RFP acknowledges that any award by the Principal Procurement Agency does not obligate OMNIA Partners to make the Master Agreement available to Participating Procurement Agencies.

1.3 Marketing, Sales and Administrative Support

During the term of the Master Agreement OMNIA Partners intends to provide marketing, sales, partnership development and administrative support for Supplier pursuant to this section that directly promotes the Supplier's products and services to Participating Public Agencies through multiple channels, each designed to promote specific products and services to Public Agencies on a national basis.

OMNIA Partners will assign the Supplier a Director of Partner Development who will serve as the main point of contact for the Supplier and will be responsible for managing the overall relationship between the Supplier and OMNIA Partners. The Director of Partner Development will work with the Supplier to develop a comprehensive strategy to promote the Master Agreement and will connect the Supplier with appropriate stakeholders within OMNIA Partners including, Sales, Marketing, Contracting, Training, and Operations & Support.

The OMNIA Partners marketing team will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through channels that may include:

A. Marketing collateral (print, electronic, email, presentations)

B. Website

C. Trade shows/conferences/meetings

D. Advertising

E. Social Media

The OMNIA Partners sales teams will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through initiatives that may include:

A. Individual sales calls

B. Joint sales calls

C. Communications/customer service

D. Training sessions for Public Agency teams

E. Training sessions for Supplier teams

The OMNIA Partners contracting teams will work in conjunction with Supplier to promote the Master Agreement to both existing Participating Public Agencies and prospective Public Agencies through:

A. Serving as the subject matter expert for questions regarding joint powers authority and state statutes and regulations for cooperative purchasing
B. Training sessions for Public Agency teams
C. Training sessions for Supplier teams
D. Regular business reviews to monitor program success
E. General contract administration

1.4 Estimated Volume

The dollar volume purchased under the Master Agreement is estimated to be approximately $500 million annually. While no minimum volume is guaranteed to Supplier, the estimated annual volume is projected based on the current annual volumes among the Principal Procurement Agency, other Participating Public Agencies that are anticipated to utilize the resulting Master Agreement to be made available to them through OMNIA Partners, and volume growth into other Public Agencies through a coordinated marketing approach between Supplier and OMNIA Partners.

1.5 Award Basis

The basis of any contract award resulting from this RFP made by Principal Procurement Agency will, at OMNIA Partners' option, be the basis of award on a national level through OMNIA Partners. If multiple Suppliers are awarded by Principal Procurement Agency under the Master Agreement, those same Suppliers will be required to extend the Master Agreement to Participating Public Agencies through OMNIA Partners. Utilization of the Master Agreement by Participating Public Agencies will be at the discretion of the individual Participating Public Agency. Certain terms of the Master Agreement specifically applicable to the Principal Procurement Agency (e.g. governing law) are subject to modification for each Participating Public Agency as Supplier, such Participating Public Agency and OMNIA Partners shall agree without being in conflict with the Master Agreement. Participating Agencies may request to enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in the Master Agreement (i.e. invoice requirements, order requirements, specialized delivery, diversity requirements such as minority and woman owned businesses, historically underutilized business, governing law, etc.) ("Supplemental Agreement"). It shall be the responsibility of the Supplier to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the Participating Agency. It shall further be the responsibility of the Supplier to monitor the

preva
iling wage rates as established by the appropriate department of labor for any increase in rates during the term of the Master Agreement and adjust wage rates accordingly. In instances where supplemental terms and conditions create additional risk and cost for Supplier, Supplier and Participating Public Agency may negotiate additional pricing above and beyond the stated contract not-to-exceed pricing so long as the added price is commensurate with the additional cost incurred by the Supplier. Any supplemental agreement developed as a result of the Master Agreement is exclusively between the Participating Agency and the Supplier (Contract Sales are reported to OMNIA Partners).

All signed Supplemental Agreements and purchase orders issued and accepted by the Supplier may survive expiration or termination of the Master Agreement. Participating Agencies' purchase orders may exceed the term of the Master Agreement if the purchase order is issued prior to the expiration of the Master Agreement. Supplier is responsible for reporting all sales and paying the applicable administrative fee for sales that use the Master Agreement as the basis for the purchase order, even though Master Agreement may have expired.

1.6 Objectives of Cooperative Program

This RFP is intended to achieve the following objectives regarding availability through OMNIA Partners' cooperative program:

A. Provide a comprehensive competitively solicited and awarded national agreement offering the Products covered by this solicitation to Participating Public Agencies;

B. Establish the Master Agreement as the Supplier's primary go to market strategy to Public Agencies nationwide;

C. Achieve cost savings for Supplier and Public Agencies through a single solicitation process that will reduce the Supplier's need to respond to multiple solicitations and Public Agencies need to conduct their own solicitation process;

D. Combine the aggregate purchasing volumes of Participating Public Agencies to achieve cost effective pricing.

2.1 REPRESENTATIONS AND COVENANTS

As a condition to Supplier entering into the Master Agreement, which would be available to all Public Agencies, Supplier must make certain representations, warranties and covenants to both the Principal Procurement Agency and OMNIA Partners designed to ensure the success of the Master Agreement for all Participating Public Agencies as well as the Supplier.

2.2 Corporate Commitment

Supplier commits that (1) the Master Agreement has received all necessary corporate authorizations and support of the Supplier's executive management, (2) the Master Agreement is Supplier's primary "go to market" strategy for Public Agencies, (3) the Master Agreement will be promoted to all Public Agencies, including any existing customers, and Supplier will transition existing customers, upon their request, to the

Master Agreement, and (4) that the Supplier has read and agrees to the terms and conditions of the Administration Agreement with OMNIA Partners and will execute such agreement concurrent with and as a condition of its execution of the Master Agreement with the Principal Procurement Agency. Supplier will identify an executive corporate sponsor and a separate national account manager within the RFP response that will be responsible for the overall management of the Master Agreement.

2.3 Pricing Commitment

Supplier commits the not-to-exceed pricing provided under the Master Agreement pricing is its lowest available (net to buyer) to Public Agencies nationwide and further commits that if a Participating Public Agency is eligible for lower pricing through a national, state, regional or local or cooperative contract, the Supplier will match such lower pricing to that Participating Public Agency under the Master Agreement.

2.4 Sales Commitment

Supplier commits to aggressively market the Master Agreement as its go to market strategy in this defined sector and that its sales force will be trained, engaged and committed to offering the Master Agreement to Public Agencies through OMNIA Partners nationwide. Supplier commits that all Master Agreement sales will be accurately and timely reported to OMNIA Partners in accordance with the OMNIA Partners Administration Agreement. Supplier also commits its sales force will be compensated, including sales incentives, for sales to Public Agencies under the Master Agreement in a consistent or better manner compared to sales to Public Agencies if the Supplier were not awarded the Master Agreement.

3.1 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.

3.2 Company

A. Brief history and description of Supplier to include experience providing similar products and services.

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 ecommerce presence continuing into the new millennium, Office Depot sustained its growth by merging with OfficeMax Incorporated in late 2013 and remaining 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, LLC 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 $10.6 billion, employs approximately 38,000 associates, and serves consumers and businesses in North America

and abroad with 1,300+ retail stores, award-winning ecommerce 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.

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

Office Depot has approximately 55+ sales offices located in the U.S. at the following locations. There are also 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	92121

		East, Suite 180	
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 Office	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	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

C. Annual sales for the three previous fiscal years.

2019	**$10,640,000,000**
2018	**$11,015,000,000**
2017	**$10,240,000,000**

a. Submit FEIN and Dunn & Bradstreet report.

Office Depot's FEIN is 59-2663954.

We have attached a recent Dun & Bradstreet report as *Attachment 3.3D.1* at the end of this tab.

C. Describe any green or environmental initiatives or policies.

Our environmental policy aligns directly with our strategy and is designed to ensure implementation: We have a global environmental policy to buy greener, be greener and sell greener. Central environmental teams initiate, integrate and communicate environmental efforts, but core functions own the actions.

Office Depot has developed a sophisticated program to monitor, measure, and report the results of our sustainability programs and efforts since we committed to this effort in 2003. At the close of each calendar year, we gather data and metrics to provide transparency around our practices as an organization.

Our 2019 Corporate Sustainability Report is available online: http://www.officedepot.com/sustainabilityreport.

We Believe in Sustainability

Office Depot believes that sustainability plays an essential role in the success of our company, our industry and our communities, now and for future generations.

We utilize a "triple bottom line" approach as the framework for our sustainability initiatives – Planet (environmental), People (social) and Prosperity (economic). While the environmental and social aspects help us lower emissions, capture our community impacts, and quantify many other metrics, they ultimately impact our company's success by creating greater business value.

Example Environmental Results

Office Depot has launched our first set of public-facing Sustainable Development Goal (SDG) aligned sustainability goals around energy consumption, transportation emissions and local communities.

- 25% of total customer purchases were products with at least one meaningful green attribute or eco-label.
- 4.4 million pounds of e-waste was recycled for our customers (3.1M Office Depot, 1.3M

CompuCom, 177 Grand & Toy)

- 11% reduction in energy consumption (kWh) since 2017, 21 reduction since 2016.
- Sourced 14,000 products with green attributes in the U.S., of those 1,500 products were rated Dark Green, 4,900 are third-party certified by an eco-label.
- Sourced over 10,000 products with recycled/remanufactured content.
- Recycled over 19 million ink and toner cartridges from customers, equaling over 3,800 metric tons
- Our recycling rate reached 64% of our total waste. We are recycling more of our waste than we are sending to landfills.
- Avoided over 2,000 trees from being cut and reduced our greenhouse gases by over 5 million lbs. of CO2 by shipping customer orders using our GreenerOffice delivery service.

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 fiber 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

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.

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.

D. 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. If there are any diversity programs, provide a list of diversity alliances and a copy of their certifications.

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 II Diversity Suppliers there is no effect on the quoted pricing. When electing to involve a Tier I 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 I 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 I diversity partners while assisting OMNIA/Region 4 ESC Participating Agencies to achieve their diversity spending goals. Our proposed program maintains the structure of known auditable pricing that Region 4 ESC contracts provide Participating Agencies while meeting the diversity needs of the Tier I Partners.

In the event a Participating Agency wishes to purchase under the Region 4 Contract but also elects to utilize an Office Depot Tier I partner in connection with such purchases, Region 4 shall permit the Participating Agency to participate in Office Depot's Tier I program, provided such participation is in accordance with the terms of the OMNIA/Region 4 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 I Program. The final unit price for the invoice will be the OMNIA contract sell price plus the Tier 1 program fee which shall be negotiated among the Participating Agency, the Tier 1 partner and Office Depot.

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.

Corporate Diversity Council Partnerships - National and Regional Affiliations

WBENC nglcc NMSDC

- 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:

- Michael Barbee, Strategic Diversity Manager Tier 1
- Tira Mann, Consultant, Supplier Diversity Strategy Tier I Operations
- Suzanne Lynch, Consultant, Supplier Diversity Strategy Tier I Operations
- Kelly Byrd, Sr Manager Implementation Svs, Tier I
- John Rogers, Director Customer Implementation, Tier I
- Mary Ellen Mitchell, Director, Indirect Procurement
- Carmen Deale, Supplier Diversity Program Manager

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

2019

Tier I Sales for 2019 = $128,000,000

Total Tier II Sales for 2019 = $187,799,532

2018:

Tier I Sales for 2018 = $143,303,873

Total Tier II Sales for 2018 = $311,869,155

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

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 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 ecommerce, 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
- Ecommerce 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

A. Indicate if supplier holds any of the below certifications in any classified areas and include proof of such certification in the response:

a. Minority Women Business Enterprise

Yes ☐ **X** No ☐

If yes, list certifying agency: _____

b. Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)

☐ Yes ☐ **X** No

If yes, list certifying agency: _____

c. Historically Underutilized Business (HUB)

Yes ☐ **X** No ☐

If yes, list certifying agency: _____

d. Historically Underutilized Business Zone Enterprise (HUBZone)

Yes ☐ **X** No ☐

If yes, list certifying agency: _____

e. Other recognized diversity certificate holder

Yes ☐ **X** No ☐

If yes, list certifying agency: _____

B. List any relationships with subcontractors or affiliates intended to be used when providing services and identify if subcontractors meet minority-owned standards. If any, list which certifications subcontractors hold and certifying agency.

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.

E. Describe how supplier differentiates itself from its competitors.

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

Certificates for trees planted or carbon offsets purchased in the Agencies name, which they can post or publish under the TreeUp program based on purchasing thresholds of paper by the Agency. 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 3.1.F.

In-Store self-printing capability using Agencies 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 that 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 275,000 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 middle men that add cost to the sell price.
- Distinctive, experienced Account Management and Implementation Teams that provide more on-site support and services.
- Quarterly Business Reviews presented with cost savings and continuous improvement opportunities
- Well-Seasoned Customer Service team with a One-Call-Resolution process

- 25 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.

F. 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.

G. Felony Conviction Notice: Indicate if the supplier

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

b. is not owned or operated by anyone who has been convicted of a felony; or

c. 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.

H. 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.

3.3 Distribution, Logistics

A. Each offeror awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier.

With 34+ 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 Region 4 ESC 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 Committed 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.

IT peripherals

Office Depot, LLC 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, LLC will provide the products and associated services offered in this RFP response. Therefore, Office Depot, LLC 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, LLC 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 to 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.

COPY AND PRINT SOLUTIONS

Office Depot's Print Services and Solutions offer OMNIA/Region 4 ESC a differentiated experience through our unique blend of Integrated Content Management and Print Supply Chain capabilities. Office Depot combines the best of our world-class e-commerce platform tools with the supply chain and distribution services our customers have come to expect. We use an omni-channel approach to project management that enables our customers to build a custom set of services to leverage online, onsite, in-store, and call center points of presence to meet specific needs. We feature both "just in time" and pre-planned procurement of integrated print and promotional products.

In addition, Office Depot's expertise and scale in digital print manufacturing, combined with extensive scale in purchasing print and promotional items, enables us to offer solutions that range from offset forms to on demand programs, to online content presentation. Our dedicated client services team further deepens the fit between Region ESC Partners' content and document needs by assigning a group of dedicated professionals to both design your solutions set and operate each component to the specific needs of your staff.

Managed Print Services

At our core, Office Depot is a supplier and service provider for the office environment. The largest commodities we sell are paper and toner, giving us a unique level of expertise in the print solutions marketplace. Unlike other office supply companies, as well as direct supplies and equipment manufacturers, the Office Depot business strategy is focused on being a consultant and true business partner for the office procurement environment—and we designed our Managed Print Services (MPS) program with this goal in mind.

As one of the few vendor-neutral MPS providers, Office Depot is able to focus on and deliver a more effective print management program by leveraging our expertise in managing print supplies and service spend. We partner with best-in-class OEMs to offer you the hardware solution that best fits your need, not the hardware we manufacture.

Office Depot MPS is a division of our Copy Print Depot (CPD) offering, your complete, comprehensive print solution delivering complete visibility and control over print activity at all levels of an organization. Participating Agencies will have access to a comprehensive, differentiated print program unlike any other in the marketplace.

Office Depot is a $3 billion value-added reseller for technology devices and consumables. Our 30 years in the printing industry and expertise in the MPS marketplace is shown by the 16,000 active print output devices we manage across thousands of locations nationwide, more than 50 million units of ink and toner sold annually, over 5,000 printers sold daily, and more than 1 million transactions per week in printing related products.

FURNITURE

As part of its full complement of business service programs, Office Depot features a full-service furniture division specializing in the supply, service, and management of contract business interior products and programs. The Furniture Division works in tandem with the Office Supply, Technology, Design/Print/Ship, and Retail divisions to offer our clients comprehensive well-managed solutions for supporting their businesses. Office Depot supports our clients' corporate, regional, local, home office, and individual needs wherever they may be. We provide services and products for all business types, including corporate office, hospitality, learning, government, offering specific product and service packages for businesses of all sizes.

Our comprehensive product offering, including furniture and art, can be blended and tailored to meet all functional and/or financial requirements. Seasoned, knowledgeable management and support staff provide a complete offering of services including: Interior Design, Project Management and Coordination, Moving, and all other services you would expect from a full service Business Furniture and Services Dealer.

Office Depot works closely with our clients to determine their exact needs and preferences. This information is developed and communicated to our manufacturers, offering products manufactured to specification. Sales professionals, project managers, and designers are all trained on our varied complement of vendors offering product manufactured to spec. We employ a wide variety of methods to communicate and confirm the details associated with development of customized solutions, including written specification, 2D, and 3D drawings. Rendering and virtual walkthrough programs are sometimes utilized to demonstrate complex details and concepts. Customized furniture and furniture programs are part of the foundation that drives Office Depot's furniture business. We welcome all inquiries and treat every request with a high level of importance.

PAPER

Office Depot has aligned ourselves with the largest copy paper supplier in North America to best support our customers and distribution centers. This partner is Domtar, who has been Office Depot's vendors of choice for years. By funneling as much business as possible through this resource, 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 Region 4 Participating Agencies.

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.

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 Region 4 Participating Agencies the most advantageous cost in the bid process. Our strategic relationship 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 Region 4 Participating Agencies. 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 are 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 authorized 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 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.

WORKSPACE FACILITIES (CLEANING AND BREAKROOM)

Office Depot provides a wide array of products and services, offering a customized solution to fit the complete 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 you need to maintain your office or warehouse 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.

Approach

We have a team of trained cleaning & breakroom specialists dedicated to fully understanding the needs and aspirations of each customer's facilities. We generally will conduct site assessments so we can fully understand the current situation. 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.

Equipment

Coffee Brewers. We provide brewer options for both traditional coffee as well as single cup systems. We stock an array of brewing systems that allow us to provide the right equipment for the expected usage as well as the space available by breakroom. In addition to brewers, we provide associated equipment like airpots and carafes to round out the brewing process. Equipment may be eligible for significant discounts based on committed volumes. Please speak with your Office Depot Solution Development Manager to discuss your needs and incentives.

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.

Appliances

Office Depot is your source for breakroom basics like refrigerators, microwaves, and other small appliances that are available with fast lead times and easy ordering.

Hot Beverages

We have hundreds of coffee choices in a variety of pack sizes including well known consumer favorites like Folgers and Maxwell House, premium brands including Starbucks and Gevalia, and our own blends

of Executive Suite, a private brand produced exclusively for Office Depot. We also carry one of the largest selections of Keurig single-serve products available. In addition, we have an extensive selection of teas and hot cocoa in both traditional and single-serve packets.

Breakroom Essentials

We have a full complement of products to enhance the hot beverage experience with sweeteners and condiments, a variety of supplies to keep the breakroom organized.

In addition, we provide multiple choices of hot and cold cups, napkins, disposable tableware, and cutlery. We source these products from industry leaders like Dixie, Georgia Pacific, as well as Office Depot brands. Many of our own products are from highly sustainable sources so you can combine cost-savings with social responsibility.

Cold Beverages

In addition to bottled water and soda, we stock a significant selection of teas, energy drinks, juices, and sparkling water. Office Depot offers over 150 different products of this type are available for next day delivery.

Snacks and Food

You can select from 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.

The Right Products at the Ready

Office Depot is one of the very few providers to offer a ready cleaning and breakroom selection. 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. In addition, our facility experts will explore your options to uncover and reduce the hidden costs associated with multiple suppliers.

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.

Healthy 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.

Efficient LED Lighting:

Office Depot now offers a comprehensive line of LED Lighting solutions. LED lighting provides a wide range of immediate benefits to all customers. Our prices are very competitive; power utility rebates are still available, and we'll help securing them. LED bulbs, tubes and fixtures can last from 8 to 25 times longer than incandescent and fluorescent bulbs while using a fraction of the wattage of other bulbs. Return on investment is within 1 to 2 years.

Some of your budget benefits are:

- Much lower energy costs for lighting; Your power bill will drop by 50% at least
- Much lower maintenance costs, no need to replace bulbs, keep backroom stock
- Less heat means lower air-conditioning costs
- There may be power utility rebates for changing to LEDs
- Third-party financing available

- Third-party installation coordination
- Non-financial benefits:
- Higher, more reliable light levels with superior light color
- Easier disposal, LEDs are not classified as hazardous waste
- Multi-year warranty on bulbs from manufacturers
- In-House Consultants from LED Lighting Consulting available to help select appropriate LED systems

Your Office Depot Account Manager will assist you with your LED decisions. See our LED Lighting Story on this link. >> Office Depot LED Lighting Story

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 U.S. 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. Describe how Participating Agencies are ensured they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.

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, 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, OMNIA Region 4 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 25 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.

Distribution and Ordering Channels

With more than 32 years of experience continually driving improved ordering processes, Office Depot has developed several ordering tools for our customers. We offer significant order entry flexibility and automation. Available options are discussed below.

Phone, Fax, Email

Office Depot provides nationwide toll-free service for both phone and fax orders. Our Customer Service Representatives are empowered professionals who have complete product knowledge and a drive for providing exceptional service. Requisition forms are also available; you need only to write in the requested quantities.

Internet Ordering

The Office Depot internet ordering system stands out in the industry for how easily it can be configured to meet workflow requirements. Our internet ordering system offers a full online catalog, as well as ordering tools such as live inventory, order history and custom shopping lists. The website is secure and encrypted from the time of login to the time of exit for any Office Depot customer who orders via the internet. Please find a description of our online ordering website provided in our proposal.

Electronic Data Interchange (EDI)

EDI technology has been used since 1989 by Office Depot customers to speed purchasing, invoicing, and banking. Typically, EDI systems employed by our customers are often linked directly to corporate accounting systems. EDI users have the option to create their order in an interactive mode using the search and browse capabilities of the Office Depot Internet catalog. After you create the order, it is routed back to your EDI system. There, it is converted to the universally accessible ANSI x.12 format before being sent through the standard EDI processing.

E-Procurement Integration

Office Depot processes well over 100,000 orders per week via third-party e-procurement platforms. We can integrate through EDI or XML for a dynamic punchout experience. We are one of the largest suppliers on the Ariba network and the Perfect Commerce platform. We have agreements with all of the major players in the third-party e-procurement market, including PeopleSoft, Jaggaer (SciQuest), Oracle, Data Stream, and SAP.

Store Purchasing Card (SPC)

Office Depot has more than 1,200 conveniently located retail stores. Our national retail program allows our Business Customers to shop at any of our retail locations for emergency, after-hour, and weekend purchases, including our order online – pick-up in an hour feature. Our Store Purchasing Card (SPC) is distributed to approved users, permitting them to make retail purchases in an Office Depot superstore while receiving your negotiated contract pricing. Functionality within our network has been developed to provide multiple payment options, including:

- account billing only;
- cash,
- check, or
- credit card; and
- both account billing and other payment.

Auditing and Compliance

Office Depot agrees to provide OMNIA Region 4 Participating Agencies the necessary information to verify contract compliance throughout the life of the agreement. We have made a significant investment in creating an organization dedicated to ensuring accurate customer set-up, timely maintenance of customer pricing, and protecting the integrity of our agreements with our customers. To carry out those important responsibilities, we developed an online document management system to calendarize the significant milestones of our legal agreements. This provides us with visibility to time sensitive commitments. In addition to our system enhancements, our Contract Compliance Organization monitors all customer agreements and is responsible for establishing a consistent schedule of inspection, ensuring that Participating Agency end users receive the service and pricing Office Depot has committed to provide. We are the only major supplier that has developed this solution for our customers.

We provide 12-month online order history with complete pricing information so you can review it at any time. This history can be downloaded to an Excel file and used for reporting and audit purposes. We also provide a live, online Bill Management tool as an efficient method to manage your billing.

D. 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.

Workspace Interiors partners with contractors through a national preferred partnership, monitored at our corporate office. The contractors range from electricians, furniture installers and moving companies, to various service partners our clients have requested as a project progresses. We have the contractor undergo a complete analysis of their organization, staffing models, financial data and performance prior to becoming a partner of Workspace Interiors. We look for the "Best in Class" in our partners and require each to complete reports used to provide a performance matrix, which is monitored annually by our corporate office.

The benefits of working with a single-source dealer can also be realized from a logistical standpoint. Our coast-to-coast distribution and installation network help ensure that your organization receives consistent service anywhere in the country. Not only are we able to adapt to changing situations regarding your project, but also proactively share information across the network—allowing us to find effective solutions for your project based on similar previous experience and expertise. We can quickly loop in team members from multiple disciplines across the country to assist. That means your local contacts can reach out to our national network—through a process we call WI Inquiry—to solve any problem that may arise, providing you with specific answers regarding design, logistics, or any other relevant discipline.

We work closely with our nationwide network of preferred installation partners to ensure consistency, accuracy, and quality in all of our labor services. Our installation team is provided with a packet of in-depth information, communicating every detail of your project. Because our installation experts have been factory-trained and certified in systems installation, satisfaction is guaranteed.

E. 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 25 Distribution Centers (warehouses) for customer delivery. Our distribution centers, ranging in size from 20,000 to over 600,000 square feet, all use 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.

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**	Cincinnati DC #1170 4700 Mulhauser Road Hamilton, OH 45011
Atlanta (Buford) DC #1214 **2500 Mill Center Parkway** **Buford, GA 30518**	**Waipahu DC #96797** **94-1489 Moaniani Street** **Waipahu, HI 96797**
Phoenix DC #5101 **602 South 63rd Avenue** **Phoenix, AZ 85043**	**Hilo DC #6888** **280 Maka'ala Street** **Hilo, HI 96720**
Los Angeles (Signal Hill) DC #5125 **3366 East Willow Street** **Signal Hill, CA 90755**	**Lihue DC #6889** **3145 Oiahana Street** **Lihue, HI 96766**
Newville DC #5910 **950 Centerville Road** **Newville, PA 17241**	**Kahului DC #6890** **80 South Hana Highway** **Kahului, HI 96732**
	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 1,200 Office Depot and OfficeMax Retail Stores in the USA, which will provide Participating Agencies end users products and services at the contracted prices upon presentation of a pre-registered Credit Card at the time of purchase. Retail stores average 20,000 square feet in size. Participating Agencies can find the closest retail location by using our online store locater: https://www.officedepot.com/storelocator/findStore or by calling 1.888.GO.DEPOT.

Utilize one of our Workspace Interiors national showrooms to aid in the design of your project. You can find inspiration for your project in our installation offices, workstations, conference rooms and common areas—all furnished with a variety of top manufacturers.

CompuCom Locations include:

CompuCom Headquarters
8106 Calvin Hall Road
Fort Mill, SC 29707

Advanced Configuration Center
1225 Forest Parkway, Suite 500
Paulsboro, NJ 08066

Bellevue WA - IT Staffing
170 120th Ave. NE, Ste. 203
Bellevue, Washington 98005

Louisville Technical Operations Center
10100 Linn Station Road, Suite 400
Louisville, KY 40223

CompuCom is a digital workplace managed services provider with decades of experience providing technology services to enterprise customers. We serve 4.7 million end users, support 7.6 million devices, and deploy 2.3 million devices a year. We have approximately 6500 service representatives serving our customers in the USA.

3.4 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:

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.

Our proposed 90-day strategic nationwide plan is detailed in our response to Appendix D question 3.3 B. viii. Sales reps will be made aware of the contact award through corporate announcements, conference calls, email 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 regional and local 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. Executive leadership is kept fully informed of this opportunity and will be prepared with their go-to-market strategy.

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 20 days by utilizing Microsoft Teams meetings, conference calls, regional meetings, Corporate communications, executive leadership announcements and our new collateral management system, Seismic, which will make training materials 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 in this section 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 OMNIA/Region 4 ESC 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.

ii. Announcement, Master Agreement 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 on 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 sales representatives' ability to search, locate and send collateral to new and perspective customers, we have adopted a collateral management system. Seismic collateral management has expanded search capabilities and will allow materials to be sent via email directly from Salesforce – our 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 OMNIA Partners at all national events, including the NIGP Annual Forum, NPI Conference, as well as regional events, including Chapter Meetings, Regional Summits, etc.

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

Additionally, we support the Region 4 ESC Teacher and Principal recognition events through direct sponsorship and supplying give-way items for the teachers and principals who attend the events.

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 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.

Office Depot has also historically participated in the following conferences to drive public sector awareness of solutions available including the use of cooperative agreements; ASBO, CASBO, AESA, Ed Spaces & ITSE. Each year participation is determined based on a variety of factors.

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 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 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 OMNIA Partners to further the contract adoption. Please see the marketing calendar for the first 12 contract months under the following 3.3.B.viii.

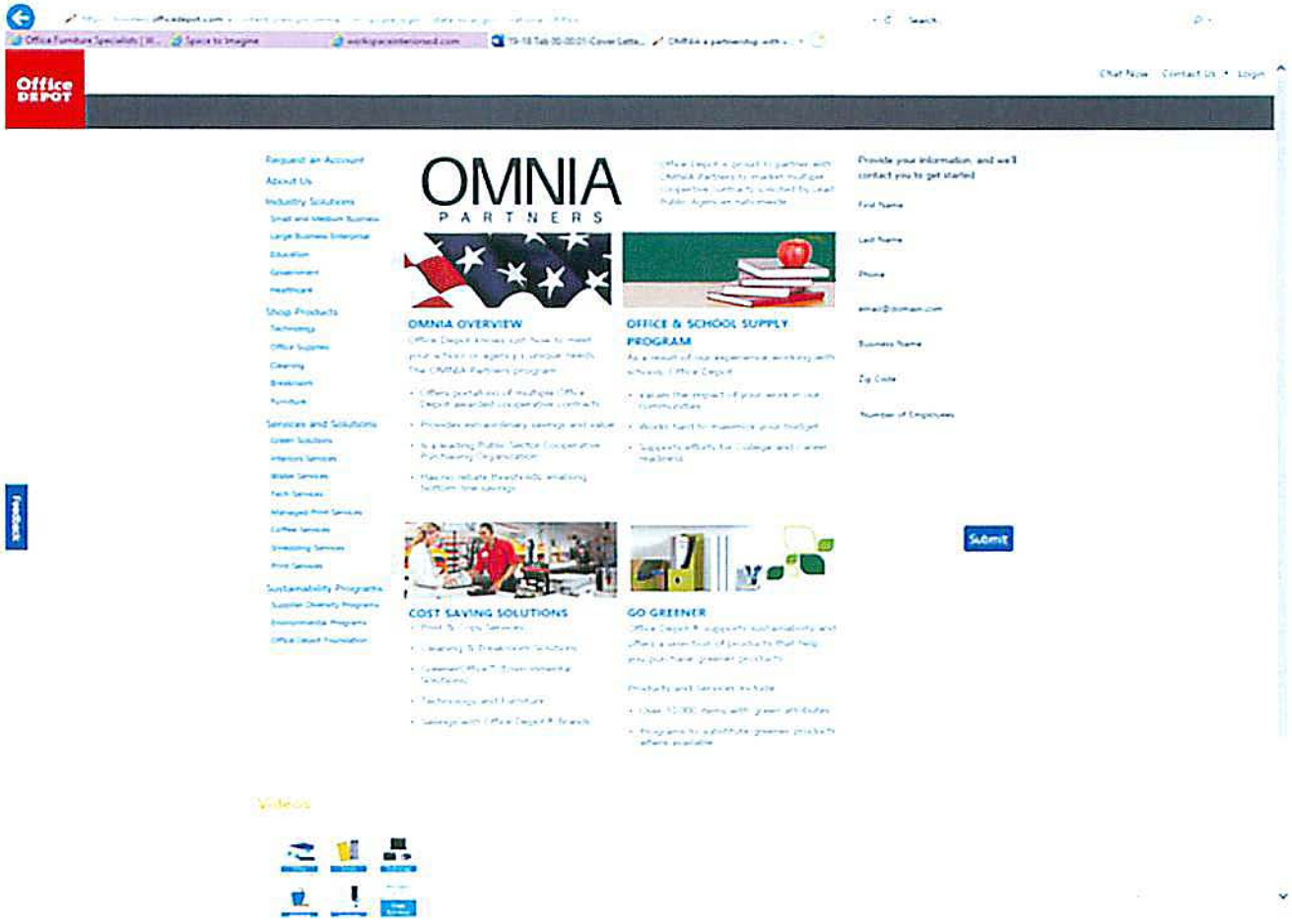
viii. Dedicated OMNIA Partners internet web-based homepage on Supplier's website with:

- OMNIA Partners standard logo;
- Copy of original Request for Proposal;
- Copy of Master Agreement 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 currently maintains a dedicated OMNIA Partners web-based home page on our business.officedepot.com website. Specific web address:
https://business.officedepot.com/a/content/prelogin/omnia/?cm_sp=pre_login-_-state_local_gov-_-

national_OMNIA. See following page for screen shot of current site. Office Depots commits to keep content fresh and relevant.

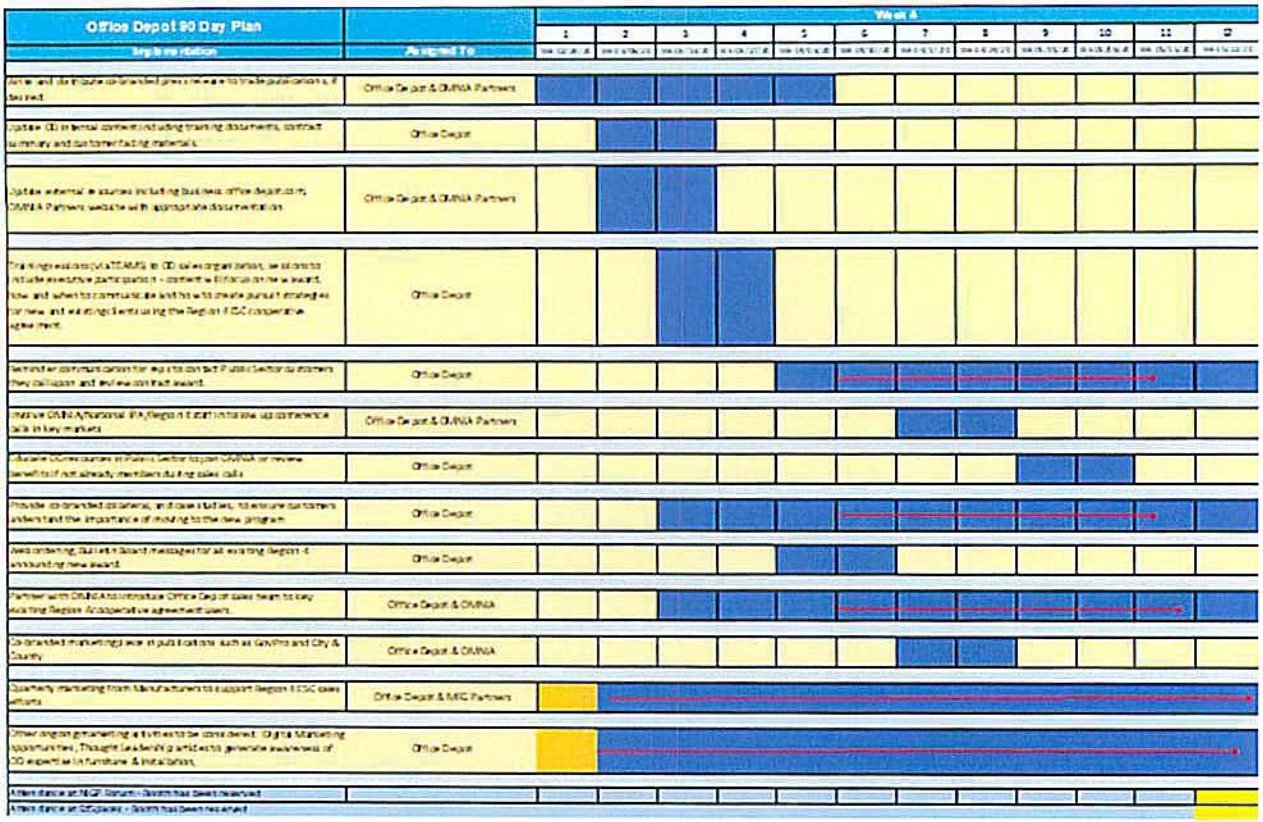
We will use a logo that OMNIA Region 4 ESC has pre-approved and it will include all of the items listed under viii. above, as requested.



Office Depot - OMNIA Partners - Website

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

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 OMNIA Partners.



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

C. 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.

The following page shows 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 - R190502	Fixed Pricing	06/30/2022	~ $4 Million
Region 4 ESC - OMNIA Partners - Office Supplies – R190303	Fixed Pricing	06/30/2024	~ $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 R19-12R	Discount by Category	10/23/2023	~ $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

D. 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 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 OMNIA Partners logo will only be done with your permission.

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

E. 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:

i. Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency

ii. Best government pricing

iii. No cost to participate

iv. Non-exclusive

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

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

i. Key features of Master Agreement

ii. Working knowledge of the solicitation process

iii. Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners

iv. Knowledge of benefits of the use of cooperative contracts

Office Depot understands. 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 Account Managers will be responsible for the implementation of the OMNIA Region 4 ESC Contract. This dedicated team of 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 OMNIA Region 4 ESC contracts. Training will include webinars highlighting the details of the program and positioning of the OMNIA Region 4 ESC furniture & installation offering.

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.

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

i. Executive Support

Executive Support

Stephen Mohan

Executive Vice President; BSD

Nearly 1 year w/ Office Depot

BA – Bridgewater State University

(561) 438-4800 I stephen.mohan@officedepot.com

Develop strategies and tactics to support BSD sales teams and create value for our Public Sector customers. Works cross-functionally to ensure all departments within Office Depot BSD are aligned and supporting the partnership goals and objectives.

Steve Blyth

Sr. Vice President, BSD

1 Year w/ Office Depot

22 years with Cintas Corporation

630-418-0217 - Steven.blyth@officedepot.com

Steve was named Senior Vice President of the Business Service Division in February 2020. He is responsible for Office Depot's growth strategy in North America for the mid-market and strategic customer segment which includes acquisition and retention. Before taking on this current role, Steve served in various Senior leadership roles over a 22-year career with Cintas.

ii. Marketing

Marketing

Sharon Bobowski

- Senior Manager - Marketing
- 8+ Years w/ Office Depot
- MBA – Lynn University (Marketing & Finance)
- (561) 438-4421 - sharon.bobowski@officedepot.com
- Manages team of public sector marketing analysts. Leveraging expertise in strategic planning, process improvement, analytics and metric reporting to drive performance and add value and insights for our OMNIA partner contract relationships

Charles Kasprzak

- Senior Marketing Analyst
- 14+ Years w/ Office Depot
- BBA – Florida Atlantic University
- (561) 438-2906 - charles.kasprzak@officedepot.com
- Support Marketing strategies and annual operating plans by working with GPO/Co-Op partners and field sales leaders. Works closely with the Creative team to build marketing materials and supporting collateral. Engages with merchants and vendors to develop collateral for adjacency sales. Supports Marketing efforts for "Federation" members – recent office supply company acquisitions by Office Depot.

Carla Fulmore

- Senior Marketing Analyst
- 12+ Years w/ Office Depot
- MBA – Florida International University
- (561) 438-4904 - carla.fulmore@officedepot.com
- Responsible for developing and implementing the K-12 marketing strategy. Manages K-12 Association sponsorships and partnerships. Coordinates local campaigns, community initiatives, and season BTS events.

iii. Sales

PROGRAM SALES TEAM

Brian Abromovage

- VP, Business Development & Public Sector, Buying Groups
- 11+ Years w/ Office Depot
- Kings College - Marketing
- (570) 613-0461 - brian.abromovage@officedepot.com
- Responsible for development of strategic customers, Healthcare GPO's, Private Buying Groups, Federal Government/Military Stores, and International Business

Valya Broyer

- Director – Strategic Partnerships
- 30+ Years w/ Office Depot
- (303) 704-8107 - valya.broyer@officedepot.com
- Cultivates and manages the OMNIA partnership to increase organizational engagement and grow the cooperative portfolio public & private. Manages team of K-12 experts to grow in segment.

Billy Grimmett

- Program Manager, Public Sector Education, and Government
- 21+ Years w/ Office Depot
- BS – East Carolina University
- 704) 236-4409 - billy.grimmett@officedepot.com
- Responsible for growing public sector through cooperative contracts/additional focus and support specific to K12 growth within OMNIA Partners with a focus on the City of Tamarac and Region 4 contracts.

Drew Tuller

- Program Manager, Public Sector Education, and Government
- 15 + Years industry experience
- BS – Daniel Webster College
- 518-538-1948 - drew.tuller@officedepot.com
- Responsible for the growth and management of OMNIA Partner contracts with a focus on Region 4 ESC contracts. Drives growth by working with the agency, cooperative partner, and local sales teams.

Frank Zarrillo

- K-12 Instructional Lead Consultant
- 15+ Years industry experience
- BA – Rowan University
- United States Marine Core – 3 years' service
- (908) 894-0556 - frank.zarrillo@officedepot.com
- Drives initiatives within K-12 districts by working closely with Senior Administrators on their strategic plan.

TECHNOLOGY SALES LEADERSHIP TEAM

Glenn Brower

- Vice President, Technology / MPS Sales, Operations, and Support
- In 3rd year w/ ODP
- 17 years w/ NEC/Sony and over 30 years' experience in technology and services industries
- (770) 296-8621 – glenn.brower@officedepot.com
- Glenn leads Technology and Managed Print Services sales for our Business Solutions Division. Glenn's team consists of both field/inside sales associates and operations/support/services teams that ensure our Customers have the best possible and continuously improving experiences working w/ ODP. Prior to joining ODP, Glenn led sales organizations for NEC and an NEC/Sony joint venture (total of 17 years, including building a storage business from the ground up as a sales rep->VP), Seagate, and ModusLink, and through his teams has driven well over $6B in sales, so has extensive experience in technology, services, and supply chain which help us best leverage ODP strengths/assets for customers like Region 4.

Jimmy Montalto

- Director of Technology Sales, Western Region
- 16-years w/ Office Depot
- (913)710-3361 - james.montalto@officedepot.com
- Lead a field sales team of Solution Development Managers (Tech) for Western US. Execute sales strategy, ensure team is achieving new business development, and internal growth of existing accounts.

Bill Rigby

- Director of Technology Sales East Region
- 18 Years with Office Depot
- bill.rigby@officedepot.com
- 781 789 2909
- Responsible to lead a team of Technology Development Managers in the eastern half of the United States. The team is responsible to develop services and solutions which support the overall technology needs of our customers.

Trish Pettrone

- Sr Director Managed Print Services
- 10 Year w/ Office Depot
- 13 years with Molex Corporation
- (331-330-732) - trish.pettrone@officedepot.com
- Joined OfficeMax in 2010 to accelerate growth in Managed Print Services (MPS).
- Trish graduated from University of Kansas in 1993 where she received a Bachelors in Science in Sociology and Psychology with a minor in Business.

Charlie Huda

- Lead Sales Operations & Support Consultant
- Charlie.Huda@OfficeDepot.com
- 15 Years w/ Office Depot
- BS – Western CT State University

Mike Evans

- Dir. Technology Sales
- 4 years with Office Depot
- 3 years with Insight – Public Sector
- 10 year with Dell Technologies
- 512-785-2979 – mike.evans@officedepot.com
- Mike leads a team of Sr. Sales Managers and Technology Sales Reps supporting Office Depot customers nationally.
- Prior to joining Office Depot, Mike lead a Public Sector/Education focused sales team for Insight Public Sector covering the United States.
- Prior to Joining Insight, Mike lead a Sales team for Dell Technologies covering Public Sector customers in the Mid-Atlantic region of the US.

Pushkar Durve

- Director – Global Strategic Sourcing, Technology
- 3 Years with Office Depot
- 15 Years of Global Sourcing, Supply Chain and Product Development Experience
- 561-331-2240 - Pushkar.Durve@officedepot.com

- Pushkar leads a team of Strategic Sourcing Managers and Bid Managers supporting BSD Sales Reps with sourcing Technology Products.
- MBA - Supply Chain Management from Nova Southeastern University (NSU)
- B.S. - Computer Engineering from the Pennsylvania State University (Penn State)

iv. Sales Support

Sales Support

Les Levy

- Service Consultant- Public Sector & International
- 25+ Years – Office Supply Industry Experience (5 years with Office Depot)
- 646-573-1004 – les.levy@officedepot.com
- Responsible for supporting the OMNIA partner contracts and clients in the Public Sector.

Diane Turley

- Global Service Consultant
- 14+ Years w/ Office Depot
- BA – University of Texas (Arlington)
- (817) 475-2079 - diane.turley@officedepot.com
- Responsible for supporting the OMNIA partner contracts and clients.

v. Financial Reporting

Financial Reporting

Richard Calhoun

- Sr. Manager, Customer Rebates
- 8 Years w/ Office Depot
- BS in Accounting, Northeastern University
- (561) 395-4001 - richard.calhoun@officedepot.com
- Rich manages the Customer Rebate Team for the Business Solutions Division. He works closely with the Sales Team to develop pricing and rebate structures best suited to the customer's served under the Region 4 Program and with his team, Sales, Accounting and Finance to assure

that all rebate calculations and reporting are accurate and that payments are made on a timely basis.

vi. Accounts Payable

Accounts Payable Team

Accounts Payable Team

Hours of Operation: 8 am – 5 pm Eastern

Location: Office Depot Corporate Headquarters

(844) 259-9131

Two groups in Accounts Payable provide support to our Vendors. The AP Rep group provides support for Expense Vendors. The AP Tech group provides support for Merchandise Vendors.

vii. Contracts

Contracts & Contract Compliance

Valya Broyer

- **Director – Buying Groups**
- **30+ years w/ Office Depot**
- **(303) 704-8107 I valya.broyer@officedepot.com**
- **Team manages private sector buying groups and public sector cooperatives ultimately responsible for management of contracts.**

Jean P. Davis

- Sr. Consultant Sales Contract BSD, Pricing Compliance
- 20+ Years w/ Office Depot
- Chesapeake College – Paralegal Studies
- (443) 889-7670 I jean.davis@officedepot.com
- Manage and maintain contract & pricing compliance. Works directly with the selling organization to provide structure and compliance for the various levers within the contract. Serves as a liaison between the legal department, sales, and the client.

H. 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 (BDMs) that target new customers and Strategic Account Managers (SAMs) that work with strategic existing customers to ensure customer satisfaction and grow the partnerships where mutually beneficial.

Field Account Management Team

We have over 1,200 Sales Representatives to help design an office program to meet business requirements. In addition, we have over 1,300 Customer Care Representatives, 55+ sales offices and 25 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.

Our Regional Sales Directors include: Brad Warren, Erica McFadyen, Mark Moehlenkamp, and Steve Smith. Our Senior Director of Furniture Operations is Dave Gabriel. We have 60 business development

managers across the United States. We have 32 designers, 20 project managers and 41 additonal support staff to support each project.

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 executive in charge of this contract;

Brian Abromovage

- VP, Business Development & Public Sector, Buying Groups
- 11+ Years w/ Office Depot
- Kings College - Marketing
- (570) 613-0461 - brian.abromovage@officedepot.com
- Responsible for development of strategic customers, Healthcare GPO's, Private Buying Groups, Federal Government/Military Stores, and International Business

I. 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 20,000 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 OMNIA/Region 4 ESC 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 Region 4 ESC contract, the value Office Depot provides and our commitment to public sector:

- Email
- Web
- Social Media

- Direct Mail
- Co-branded on-line catalogs
- DemoFlick video - An infographic style video

I. 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 OMNIA/Region 4 ESC/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 OMNIA/Region 4 ESC/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 OMNIA/Region 4 ESC 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

J. 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.

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 OMNIA partners have developed a significant partnership, we will continue to provide agency reporting as required and outlined in Appendix D, Exhibit E.

K. 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, 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, OMNIA Region 4 ESC 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 25 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 website for use by our contract customers in a highly controlled, secure ecommerce 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 ecommerce 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 website, as well as extensive third-party ERP integration experience, with over 1,500 third-party integrations and punchout solutions. Our contract customer website 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 "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 can 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-To's
- 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-to's
- 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 highly innovative 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 OMNIA Region 4 ESC.

M. 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.

i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).

ii. 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.

iii. 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).

iv. 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 M (2). 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.

EXHIBIT F
FEDERAL FUNDS CERTIFICATIONS

FEDERAL CERTIFICATIONS
ADDENDUM FOR AGREEMENT FUNDED BY U.S. FEDERAL GRANT

TO WHOM IT MAY CONCERN:

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. This form should be completed and returned.

DEFINITIONS

Contract means a legal instrument by which a non–Federal entity purchases property or services needed to carry out the project or program under a Federal award. The term as used in this part does not include a legal instrument, even if the non–Federal entity considers it a contract, when the substance of the transaction meets the definition of a Federal award or subaward

Contractor means an entity that receives a contract as defined in Contract.

Cooperative agreement means a legal instrument of financial assistance between a Federal awarding agency or pass-through entity and a non–Federal entity that, consistent with 31 U.S.C. 6302–6305:

(a) Is used to enter into a relationship the principal purpose of which is to transfer anything of value from the Federal awarding agency or pass-through entity to the non–Federal entity to carry out a public purpose authorized by a law of the United States (see 31 U.S.C. 6101(3)); and not to acquire property or services for the Federal government or pass-through entity's direct benefit or use;

(b) Is distinguished from a grant in that it provides for substantial involvement between the Federal awarding agency or pass-through entity and the non–Federal entity in carrying out the activity contemplated by the Federal award.

(c) The term does not include:

(1) A cooperative research and development agreement as defined in 15 U.S.C. 3710a; or

(2) An agreement that provides only:

(i) Direct United States Government cash assistance to an individual;

(ii) A subsidy;

(iii) A loan;

(iv) A loan guarantee; or

(v) Insurance.

Federal awarding agency means the Federal agency that provides a Federal award directly to a non–Federal entity

Federal award has the meaning, depending on the context, in either paragraph (a) or (b) of this section:

(a)(1) The Federal financial assistance that a non–Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability; or

(2) The cost-reimbursement contract under the Federal Acquisition Regulations that a non–Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability.

(b) The instrument setting forth the terms and conditions. The instrument is the grant agreement, cooperative agreement, other agreement for assistance covered in paragraph (b) of § 200.40 Federal financial assistance, or the cost-reimbursement contract awarded under the Federal Acquisition Regulations.

(c) Federal award does not include other contracts that a Federal agency uses to buy goods or services from a contractor or a contract to operate Federal government owned, contractor operated facilities (GOCOs).

(d) See also definitions of Federal financial assistance, grant agreement, and cooperative agreement.

Non–Federal entity means a state, local government, Indian tribe, institution of higher education (IHE), or nonprofit organization that carries out a Federal award as a recipient or subrecipient.

Nonprofit organization means any corporation, trust, association, cooperative, or other organization, not including IHEs, that:

(a) Is operated primarily for scientific, educational, service, charitable, or similar purposes in the public interest;

(b) Is not organized primarily for profit; and

(c) Uses net proceeds to maintain, improve, or expand the operations of the organization.

ORIGINAL

Obligations means, when used in connection with a non–Federal entity's utilization of funds under a Federal award, orders placed for property and services, contracts and subawards made, and similar transactions during a given period that require payment by the non–Federal entity during the same or a future period.

Pass-through entity means a non–Federal entity that provides a subaward to a subrecipient to carry out part of a Federal program.

Recipient means a non–Federal entity that receives a Federal award directly from a Federal awarding agency to carry out an activity under a Federal program. The term recipient does not include subrecipients.

Simplified acquisition threshold means the dollar amount below which a non–Federal entity may purchase property or services using small purchase methods. Non–Federal entities adopt small purchase procedures in order to expedite the purchase of items costing less than the simplified acquisition threshold. The simplified acquisition threshold is set by the Federal Acquisition Regulation at 48 CFR Subpart 2.1 (Definitions) and in accordance with 41 U.S.C. 1908. As of the publication of this part, the simplified acquisition threshold is $250,000, but this threshold is periodically adjusted for inflation. (Also see definition of § 200.67 Micro-purchase.)

Subaward means an award provided by a pass-through entity to a subrecipient for the subrecipient to carry out part of a Federal award received by the pass-through entity. It does not include payments to a contractor or payments to an individual that is a beneficiary of a Federal program. A subaward may be provided through any form of legal agreement, including an agreement that the pass-through entity considers a contract.

Subrecipient means a non–Federal entity that receives a subaward from a pass-through entity to carry out part of a Federal program; but does not include an individual that is a beneficiary of such program. A subrecipient may also be a recipient of other Federal awards directly from a Federal awarding agency.

Termination means the ending of a Federal award, in whole or in part at any time prior to the planned end of period of performance.

The following certifications and provisions may be required and apply when Participating Agency expends federal funds for any purchase resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Participating Agency and the Participating Agency's subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

APPENDIX II TO 2 CFR PART 200

(A) Contracts for more than the simplified acquisition threshold currently set at $250,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Pursuant to Federal Rule (A) above, when a Participating Agency expends federal funds, the Participating Agency reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does offeror agree? YES_____ Initials of Authorized Representative of offeror

(B) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of $10,000)

Pursuant to Federal Rule (B) above, when a Participating Agency expends federal funds, the Participating Agency reserves the right to immediately terminate any agreement in excess of $10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror as detailed in the terms of the contract.

Does offeror agree? YES_____ Initials of Authorized Representative of offeror

(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

ORIGINAL

Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

Does offeror agree to abide by the above? YES BA Initials of Authorized Representative of offeror

(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of $2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non- Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

Pursuant to Federal Rule (D) above, when a Participating Agency expends federal funds during the term of an award for all contracts and subgrants for construction or repair, offeror will be in compliance with all applicable Davis-Bacon Act provisions.

Does offeror agree? YES BA Initials of Authorized Representative of offeror

(E) Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Pursuant to Federal Rule (E) above, when a Participating Agency expends federal funds, offeror certifies that offeror will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by Participating Agency resulting from this procurement process.

Does offeror agree? YES BA Initials of Authorized Representative of offeror

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Pursuant to Federal Rule (F) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (F) above.

Does offeror agree? YES BA Initials of Authorized Representative of offeror

(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended— Contracts and subgrants of amounts in excess of $150,000 must contain a provision that requires the non- Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA)

ORIGINAL

Pursuant to Federal Rule (G) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency member resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (G) above.

Does offeror agree? YES BA Initials of Authorized Representative of offeror

(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the Executive Office of the President Office of Management and Budget (OMB) guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Pursuant to Federal Rule (H) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency. If at any time during the term of an award the offeror or its principals becomes debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency, the offeror will notify the Participating Agency.

Does offeror agree? YES BA Initials of Authorized Representative of offeror

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Pursuant to Federal Rule (I) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term and after the awarded term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

(1) No Federal appropriated funds have been paid or will be paid for on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding $100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

Does offeror agree? YES BA Initials of Authorized Representative of offeror

RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by Participating Agency for any contract resulting from this procurement process, offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.333. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.333 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

Does offeror agree? YES BA Initials of Authorized Representative of offeror

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When Participating Agency expends federal funds for any contract resulting from this procurement process, offeror certifies that it will comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

Does offeror agree? YES BA Initials of Authorized Representative of offeror ☐ ORIGINAL

CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, offeror certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

Does offeror agree? YES BA Initials of Authorized Representative of offeror

CERTIFICATION OF ACCESS TO RECORDS – 2 C.F.R. § 200.336

Offeror agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any documents, papers, or other records of offeror that are pertinent to offeror's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to offeror's personnel for the purpose of interview and discussion relating to such documents.

Does offeror agree? YES BA Initials of Authorized Representative of offeror

CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does offeror agree? YES BA Initials of Authorized Representative of offeror

Offeror agrees to comply with all federal, state, and local laws, rules, regulations and ordinances, as applicable. It is further acknowledged that offeror certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted above.

Offeror's Name: Office Depot, LLC

Address, City, State, and Zip Code: 6600 North Military Trail, Boca Raton, FL 33496

Phone Number: 561-438-4800 Fax Number:

Printed Name and Title of Authorized Representative: Brian Abromovage, Vice President, BSD

Email Address: Brian.Abromovage@officedepot.com

Signature of Authorized Representative: B C Date: 1/6/2021

FEMA SPECIAL CONDITIONS

Awarded Supplier(s) may need to respond to events and losses where products and services are needed for the immediate and initial response to emergency situations such as, but not limited to, water damage, fire damage, vandalism cleanup, biohazard cleanup, sewage decontamination, deodorization, and/or wind damage during a disaster or emergency situation. By submitting a proposal, the Supplier is accepted these FEMA Special Conditions required by the Federal Emergency Management Agency (FEMA).

"Contract" in the below pages under FEMA SPECIAL CONDITIONS is also referred to and defined as the "Master Agreement".

"Contractor" in the below pages under FEMA SPECIAL CONDITIONS is also referred to and defined as "Supplier" or "Awarded Supplier".

Conflicts of Interest

No employee, officer, or agent may participate in the selection, award, or administration of a contract supported by a FEMA award if he or she has a real or apparent conflict of interest. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties, has a financial or other interest in or a tangible personal benefit from a firm considered for award. 2 C.F.R. § 200.318(c)(1); See also Standard Form 424D, ¶ 7; Standard Form 424B, ¶ 3. i. FEMA considers a "financial interest" to be the potential for gain or loss to the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties as a result of the particular procurement. The prohibited financial interest may arise from ownership of certain financial instruments or investments such as stock, bonds, or real estate, or from a salary, indebtedness, job offer, or similar interest that might be affected by the particular procurement. ii. FEMA considers an "apparent" conflict of interest to exist where an actual conflict does not exist, but where a reasonable person with knowledge of the relevant facts would question the impartiality of the employee, officer, or agent participating in the procurement. c. Gifts. The officers, employees, and agents of the Participating Public Agency nor the Participating Public Agency ("NFE") must neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to subcontracts. However, NFE's may set standards for situations in which the financial interest is de minimus, not substantial, or the gift is an unsolicited item of nominal value. 2 C.F.R. § 200.318(c)(1). d. Violations. The NFE's written standards of conduct must provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the NFE. 2 C.F.R. § 200.318(c)(1). For example, the penalty for a NFE's employee may be dismissal, and the penalty for a contractor might be the termination of the contract.

Contractor Integrity

A contractor must have a satisfactory record of integrity and business ethics. Contractors that are debarred or suspended as described in Chapter III, ¶ 6.d must be rejected and cannot receive contract awards at any level.

Public Policy

A contractor must comply with the public policies of the Federal Government and state, local government, or tribal government. This includes, among other things, past and current compliance with the:

a. Equal opportunity and nondiscrimination laws

b. Five affirmative steps described at 2 C.F.R. § 200.321(b) for all subcontracting under contracts supported by FEMA financial assistance; and FEMA Procurement Guidance June 21, 2016 Page IV- 7

c. Applicable prevailing wage laws, regulations, and executive orders

Affirmative Steps

For any subcontracting opportunities, Contractor must take the following Affirmative steps:

1. Placing qualified small and minority businesses and women's business enterprises on solicitation lists;

2. Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
3. Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
4. Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises; and
5. Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

Prevailing Wage Requirements

When applicable, the awarded Contractor (s) and any and all subcontractor(s) agree to comply with all laws regarding prevailing wage rates including the Davis-Bacon Act, applicable to this solicitation and/or Participating Public Agencies. The Participating Public Agency shall notify the Contractor of the applicable pricing/prevailing wage rates and must apply any local wage rates requested. The Contractor and any subcontractor(s) shall comply with the prevailing wage rates set by the Participating Public Agency.

Federal Requirements

If products and services are issued in response to an emergency or disaster recovery the items below, located in this FEMA Special Conditions section of the Federal Funds Certifications, are activated and required when federal funding may be utilized.

2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II, Required Contract Clauses

1. Termination for Convenience:

The right to terminate this Contract for the convenience of the Participating Public Agency is retained by the Participating Public Agency. In the event of a termination for convenience by the Participating Public Agency, the Participating Public Agency shall, at least ten (10) calendar days in advance, deliver written notice of the termination for convenience to Contractor. Upon Contractor's receipt of such written notice, Contractor immediately shall cease the performance of the Work and shall take reasonable and appropriate action to secure and protect the Work then in place. Contractor shall then be paid by the Participating Public Agency, in accordance with the terms and provisions of the Contract Documents, an amount not to exceed the actual labor costs incurred, the actual cost of all materials installed and the actual cost of all materials stored at the project site or away from the project site, as approved in writing by the Participating Public Agency but not yet paid for and which cannot be returned, and actual, reasonable and documented demobilization costs, if any, paid by Contractor and approved by the Participating Public Agency in connection with the Scope of Work in place which is completed as of the date of termination by the Participating Public Agency and that is in conformance with the Contract Documents, less all amounts previously paid for the Work. No amount ever shall be owed or paid to Contractor for lost or anticipated profits on any part of the Scope of Work not performed or for consequential damages of any kind.

2. Equal Employment Opportunity:

The Participating Public Agency highly encourages Contractors to implement Affirmative Action practices in their employment programs. This means Contractor should not discriminate against any employee or applicant for employment because of race, color, religion, sex, pregnancy, sexual orientation, political belief or affiliation, age, disability or genetic information.

During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during

empl
oyment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following: Employment, upgrading, demotion, or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the

(3) contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(4) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.

(5) The contractor will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice to be provided by the agency contracting officer, advising the labor union or workers' representative of the contractor's commitments under section 202 of Executive Order 11246 of September 24, 1965, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(6) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(7) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(8) In the event of the contractor's non-compliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(9) The contractor will include the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as may be directed by the Secretary of Labor as a means of enforcing such provisions including sanctions for noncompliance: *Provided,* however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

3. "During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard

to

their race, color, religion, sex, or national origin. Such action shall include, but not be limited to the following: Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive considerations for employment without regard to race, color, religion, sex, or national origin.

(3) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(4) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(5) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(6) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions as may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(7) The contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance: Provided, however, That in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency the contractor may request the United States to enter into such litigation to protect the interests of the United States."

4. Davis Bacon Act and Copeland Anti-KickbackAct.

a.

Applicability of Davis-Bacon Act. The Davis-Bacon Act only applies to the emergency Management Preparedness Grant Program, Homeland Security Grant Program, Nonprofit Security Grant Program, Tribal Homeland Security Grant Program, Port Security Grant Program, and Transit Security Grant Program. **It does not apply to other FEMA grant and cooperative agreement programs, including the Public Assistance Program**.

b. All prime construction contracts in excess of $2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. §§ 3141-3144 and 3146-3148) as supplemented by Department of Labor regulations at 29 C.F.R. Part 5 (Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction)). See 2 C.F.R. Part 200, Appendix II, ¶ D.

c. In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week.

d. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

e. In contracts subject to the Davis-Bacon Act, the contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations at 29 C.F.R. Part 3 (Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States). The Copeland Anti- Kickback Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to FEMA.

f. The regulation at 29 C.F.R. § 5.5(a) does provide the required contract clause that applies to compliance with both the Davis-Bacon and Copeland Acts. However, as discussed in the previous subsection, the Davis-Bacon Act does not apply to Public Assistance recipients and subrecipients. **In situations where the Davis-Bacon Act does not apply, neither does the Copeland "Anti-Kickback Act."** However, for purposes of grant programs where both clauses do apply, FEMA requires the following contract clause:

"Compliance with the Copeland "Anti-Kickback" Act.

(1) Contractor. The contractor shall comply with 18 U.S.C. § 874, 40U.S.C. § 3145, and the requirements of 29 C.F.R. pt. 3 as may be applicable, which are incorporated by reference into this contract.

(2) Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as the FEMA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all of these contract clauses

reach. A breach of the contract clauses above may be grounds for termination of the contract, and for debarment as a contractor and subcontractor as provided in 29
C.F.R. § 5.12."

5. Contract Work Hours and Safety Standards Act.

a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.

b. Where applicable (see 40 U.S.C. § 3701), all contracts awarded by the non-Federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations at 29 C.F.R. Part 5. See 2 C.F.R. Part 200, Appendix II, ¶ E.

c. Under 40 U.S.C. § 3702, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the workweek.

d. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

e. The regulation at 29 C.F.R. § 5.5(b) provides the required contract clause concerning compliance with the Contract Work Hours and Safety Standards Act:

"Compliance with the Contract Work Hours and Safety Standards Act.

(1) Overtime requirements. No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.

(2) Violation; liability for unpaid wages; liquidated damages. In the event of any violation of the clause set forth in paragraph (1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph
(1) of this section, in the sum of $10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.

(3) Withholding for unpaid wages and liquidated damages. The (write in the name of the Federal agency or the loan or grant recipient) shall upon its own action or

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n written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this section.

(4) Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (1) through (4) of this section."

6. Rights to Inventions Made Under a Contract or Agreement.

a. Stafford Act Disaster Grants. This requirement **does not apply to the Public Assistance**, Hazard Mitigation Grant Program, Fire Management Assistance Grant Program, Crisis Counseling Assistance and Training Grant Program, Disaster Case Management Grant Program, and Federal Assistance to Individuals and Households – Other Needs Assistance Grant Program, as FEMA awards under these programs do not meet the definition of "funding agreement."

b. If the FEMA award meets the definition of "funding agreement" under 37 C.F.R.§ 401.2(a) and the non-Federal entity wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the non-Federal entity must comply with the requirements of 37 C.F.R. Part 401 (Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements), and any implementing regulations issued by FEMA. See 2 C.F.R. Part 200, Appendix II, ¶ F.

c. The regulation at 37 C.F.R. § 401.2(a) currently defines "funding agreement" as any contract, grant, or cooperative agreement entered into between any Federal agency, other than the Tennessee Valley Authority, and any contractor for the performance of experimental, developmental, or research work funded in whole or in part by the Federal government. This term also includes any assignment, substitution of parties, or subcontract of any type entered into for the performance of experimental, developmental, or research work under a funding agreement as defined in the first sentence of this paragraph.

7. Clean Air Act and the Federal Water Pollution Control Act. Contracts of amounts in excess of $150,000 must contain a provision that requires the contractor to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 U.S.C.§§ 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. §§ 1251-1387). Violations must be reported to FEMA and the Regional Office of the Environmental Protection Agency. See 2 C.F.R. Part 200, Appendix II, ¶ G.

a. The following provides a sample contract clause concerning compliance for contracts of amounts in excess of $150,000:

"Clean Air Act

he contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C.§ 7401 et seq.

(2) The contractor agrees to report each violation to the (name of the state agency or local or Indian tribal government) and understands and agrees that the (name of the state agency or local or Indian tribal government) will, in turn, report each violation as required to assure notification to the (name of recipient), Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.

(3) The contractor agrees to include these requirements in each subcontract exceeding $150,000 financed in whole or in part with Federal assistance provided by FEMA.

Federal Water Pollution Control Act

(1) The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.

(2) The contractor agrees to report each violation to the (name of the state agency or local or Indian tribal government) and understands and agrees that the (name of the state agency or local or Indian tribal government) will, in turn, report each violation as required to assure notification to the (name of recipient), Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.

(3) The contractor agrees to include these requirements in each subcontract exceeding $150,000 financed in whole or in part with Federal assistance provided by FEMA."

8. Debarment and Suspension.

a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.

b. Non-federal entities and contractors are subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non procurement Debarment and Suspension).

c. These regulations restrict awards, subawards, and contracts with certain parties that are debarred, suspended, or otherwise excluded from or ineligible for participation in Federal assistance programs and activities. See 2 C.F.R. Part 200, Appendix II, ¶ H; and *Procurement Guidance for Recipients and Subrecipients Under 2 C.F.R. Part 200 (Uniform Rules): Supplement to the Public Assistance Procurement Disaster Assistance Team (PDAT) Field Manual* Chapter IV, ¶ 6.d, and Appendix C, ¶ 2 [hereinafter *PDAT Supplement*]. A contract award must not be made to parties listed in the SAM Exclusions. SAM Exclusions is the list maintained by the General Services Administration that contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. SAM exclusions can be accessed at www.sam.gov. See 2 C.F.R. § 180.530; *PDAT Supplement*, Chapter IV, ¶ 6.d and Appendix C, ¶ 2.

d. In general, an "excluded" party cannot receive a Federal grant award or a contract within the meaning of a "covered transaction," to include subawards and subcontracts. This includes parties that receive Federal funding indirectly, such as contractors to recipients and subrecipients. The key to the exclusion is whether there is a "covered transaction," which is any non-procurement transaction (unless excepted) at either a "primary" or

"secondary" tier. Although "covered transactions" do not include contracts awarded by the Federal Government for purposes of the non-procurement common rule and DHS's implementing regulations, it does include some contracts awarded by recipients and subrecipient.

e. Specifically, a covered transaction includes the following contracts for goods or services:

(1) The contract is awarded by a recipient or subrecipient in the amount of at least $25,000.

(2) The contract requires the approval of FEMA, regardless of amount.

(3) The contract is for federally required audit services.

(4) A subcontract is also a covered transaction if it is awarded by the contractor of a recipient or subrecipient and requires either the approval of FEMA or is in excess of
$25,000.

d. The following provides a debarment and suspension clause. It incorporates an optional method of verifying that contractors are not excluded or disqualified:

"Suspension and Debarment

(1) This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such the contractor is required to verify that none of the contractor, its
principals (defined at 2 C.F.R. § 180.995), or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R.§ 180.940) or disqualified (defined at 2 C.F.R. § 180.935).

(2) The contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.

(3) This certification is a material representation of fact relied upon by (insert name of subrecipient). If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to (name of state agency serving as recipient and name of subrecipient), the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.

(4) The bidder or proposer agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions."

9. Byrd Anti-Lobbying Amendment.

a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.

b. Contractors that apply or bid for an award of $100,000 or more must file the required certification. See 2 C.F.R. Part 200, Appendix II, ¶ I; 44 C.F.R. Part 18; *PDAT Supplement*, Chapter IV, 6.c; Appendix C, ¶ 4.

c. E

ach tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. § 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. See *PDAT Supplement*, Chapter IV, ¶ 6.c and Appendix C, ¶ 4.

d. The following provides a Byrd Anti-Lobbying contract clause:

"Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended)

Contractors who apply or bid for an award of $100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31
U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient."

APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements (To be submitted

with each bid or offer exceeding $100,000)

The undersigned [Contractor] certifies, to the best of his or her knowledge, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form- LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction

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Lobbying," in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

The Contractor, Office Depot, LLC_____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. § 3801 *et seq.*, apply to this certification and disclosure, if any.

Signature of Contractor's Authorized Official

Brian.Abromovage Vice President, BSD
Name and Title of Contractor's Authorized Official

1/6/2021
Date"

10. Procurement of Recovered Materials.

a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.

b. A non-Federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, Pub. L. No. 89-272 (1965) (codified as amended by the Resource Conservation and Recovery Act at 42 U.S.C. § 6962). See 2 C.F.R. Part 200, Appendix II, ¶ J; 2 C.F.R. § 200.322; *PDAT Supplement*, Chapter V, ¶7.

c. The requirements of Section 6002 include procuring only items designated in guidelines of the EPA at 40 C.F.R. Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $10,000 or the value of the quantity acquired by the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

d. The following provides the clause that a state agency or agency of a political subdivision of a state and its contractors can include in contracts meeting the above contract thresholds:

"(1) In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA- designated items unless the product cannot be acquired—

(i) Competitively within a timeframe providing for compliance with the

2) Information about this requirement, along with the list of EPA- designate items, is available at EPA's Comprehensive Procurement Guidelines web site, https://www.epa.gov/smm/comprehensive- procurement-guideline-cpg-program."

11. Additional FEMA Requirements.

a. The Uniform Rules authorize FEMA to require additional provisions for non- Federal entity contracts. FEMA, pursuant to this authority, requires or recommends the following:

b. Changes.

To be eligible for FEMA assistance under the non-Federal entity's FEMA grant or cooperative agreement, the cost of the change, modification, change order, or constructive change must be allowable, allocable, within the scope of its grant or cooperative agreement, and reasonable for the completion of project scope. FEMA recommends, therefore, that a non-Federal entity include a changes clause in its contract that describes how, if at all, changes can be made by either party to alter the method, price, or schedule of the work without breaching the contract. The language of the clause may differ depending on the nature of the contract and the end-item procured.

c. Access to Records.

All non-Federal entities must place into their contracts a provision that all contractors and their successors, transferees, assignees, and subcontractors acknowledge and agree to comply with applicable provisions governing Department and FEMA access to records, accounts, documents, information, facilities, and staff. See DHS Standard Terms and Conditions, v 3.0, ¶ XXVI (2013).

d. The following provides a contract clause regarding access to records:

"Access to Records. The following access to records requirements apply to this contract:

(1) The contractor agrees to provide (insert name of state agency or local or Indian tribal government), (insert name of recipient), the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

(2) The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

(3) The contractor agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract."

12. DHS Seal, Logo, and Flags.

a. A

ll non-Federal entities must place in their contracts a provision that a contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval. See DHS Standard Terms and Conditions, v 3.0, ¶ XXV (2013).

b. The following provides a contract clause regarding DHS Seal, Logo, and Flags: "The contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre- approval."

13. Compliance with Federal Law, Regulations, and Executive Orders.

a. All non-Federal entities must place into their contracts an acknowledgement that FEMA financial assistance will be used to fund the contract along with the requirement that the contractor will comply with all applicable federal law, regulations, executive orders, and FEMA policies, procedures, and directives.

b. The following provides a contract clause regarding Compliance with Federal Law, Regulations, and Executive Orders: "This is an acknowledgement that FEMA financial assistance will be used to fund the contract only. The contractor will comply will all applicable federal law, regulations, executive orders, FEMA policies, procedures, and directives."

14. No Obligation by Federal Government.

a. The non-Federal entity must include a provision in its contract that states that the Federal Government is not a party to the contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract.

b. The following provides a contract clause regarding no obligation by the Federal Government: "The Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract."

15. Program Fraud and False or Fraudulent Statements or Related Acts.

a. The non-Federal entity must include a provision in its contract that the contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the contract.

b. The following provides a contract clause regarding Fraud and False or Fraudulent or Related Acts: "The contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the contractor's actions pertaining to this contract."

ORIGINAL

Additional contract clauses per 2 C.F.R. § 200.325

For applicable construction/reconstruction/renovation and related services: A payment and performance bond are both required for 100 percent of the contract price. A "performance bond" is one executed in connection with a contract to secure fulfillment of all the contractor's obligations under such contract. A "payment bond" is one executed in connection with a contract to assure payment as required by law of all persons supplying labor and material in the execution of the work provided in the contract.

Offeror agrees to comply with all terms and conditions outlined in the FEMA Special Conditions section of this solicitation.

Offeror's Name: _Office Depot, LLC_____

Address, City, State, and Zip Code:
6600 North Military Trail, Boca Raton, FL 33496

Phone Number: 561-438-4800_____Fax Number: _____

Printed Name and Title of Authorized Representative: Brian Abromovage, Vice President, BSD

Email Address:
Brian.Abromovage@officedepot.com

Signature of Authorized Representative: _____

Date: 1/6/2021

EXHIBIT G
NEW JERSEY BUSINESS COMPLIANCE

NEW JERSEY BUSINESS COMPLIANCE

Suppliers intending to do business in the State of New Jersey must comply with policies and procedures required under New Jersey statues. All offerors submitting proposals must complete the following forms specific to the State of New Jersey. Completed forms should be submitted with the offeror's response to the RFP. Failure to complete the New Jersey packet will impact OMNIA Partners' ability to promote the Master Agreement in the State of New Jersey.

DOC #1	Statement of Ownership Disclosure
DOC #2	Non-Collusion Affidavit
DOC #3	Affirmative Action Affidavit
DOC #4	Political Contribution Disclosure Form
DOC #5	Stockholder Disclosure Certification
DOC #6	Certification of Non-Involvement in Prohibited Activities in Iran
DOC #7	New Jersey Business Registration Certificate
DOC #8	EEOAA Evidence
DOC #9	McBride-Principles

New Jersey suppliers are required to comply with the following New Jersey statutes when applicable:

- all anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38;
- Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act;
- Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26; and
- Bid and Performance Security, as required by the applicable municipal or state statutes.

Due to COVID-19, documents requiring a notary seal may be obtained later upon request

DOC #1

STATEMENT OF OWNERSHIP DISCLOSURE

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

Name of Organization: Office Depot, LLC

Organization Address: 6600 North Military Trail, Boca Raton, FL 33496

Part I Check the box that represents the type of business organization:

☐ Sole Proprietorship (skip Parts II and III, execute certification in Part IV)

☐ Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)

☐ For-Profit Corporation (any type) ✠ Limited Liability Company (LLC)

☐ Partnership ☐ Limited Partnership ☐ Limited Liability Partnership (LLP)

☐ Other (be specific): _____

Part II

X The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. (**COMPLETE THE LIST BELOW IN THIS SECTION**)

OR

○ No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. (**SKIP TO PART IV**)

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Home Address (for Individuals) or Business Address
The ODP Corporation	6600 North Military Trail, Boca Raton, FL 33496

ORIGINAL

Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed.**

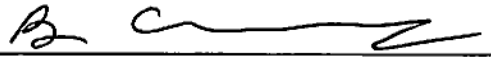
Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above.** The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address
BlackRock Fund Advisors	New York, NY
The Vanguard Group, Inc.	Valley Forge, PA

Part IV Certification

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the ***<name of contracting unit>*** is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with ***<type of contracting unit>*** to notify the ***<type of contracting unit>*** in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the ***<type of contracting unit>*** to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print):	Brian Abromovage	Title:	Vice President, BSD
Signature:		Date:	1/6/2021

DOC #2

NON-COLLUSION AFFIDAVIT

STANDARD BID DOCUMENT REFERENCE	
	Reference: VII-H
Name of Form:	**NON-COLLUSION AFFIDAVIT**
Statutory Reference:	No specific statutory reference State Statutory Reference N.J.S.A. 52:34-15
Instructions Reference:	Statutory and Other Requirements VII-H
Description:	The Owner's use of this form is optional. It is used to ensure that the bidder has not participated in any collusion with any other bidder or Owner representative or otherwise taken any action in restraint of free and competitive bidding.

NON-COLLUSION AFFIDAVIT

ORIGINAL

State of New Jersey
County of _____ ss:

I, Brian Abromovage (name of affiant) residing in Wyoming (name of municipality)
in the County of Luzerne and State of Pennsylvania of full age, being duly sworn according to law on my oath depose and say that:

I am Vice President, BSD (title or position) of the firm of Office Depot, LLC (name of firm)

_____ the bidder making this Proposal for the bid

entitled 21-04, Technology Solutions, Products, & Services, and that I executed the said proposal with (title of bid proposal)
full authority to do so that said bidder has not, directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above named project; and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that the Purchasing Agency (name of contracting unit) relies upon the truth of the statements contained in said Proposal and in the statements contained in this affidavit in awarding the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by Office Depot, LLC.

Subscribed and sworn to

before me this day

_____, 2____

_____
Notary public of

My Commission expires _____

(Seal)

_____
Signature

Brian Abromovage
(Type or print name of affiant under signature)

ORIGINAL

DOC #3

AFFIRMATIVE ACTION AFFIDAVIT
(P.L. 1975, C.127)

Office Depot, LLC

Street: 6600 North Military Trail

City, State, Zip Code: Boca Raton, FL 33496

Proposal Certification:

Indicate below company's compliance with New Jersey Affirmative Action regulations. Company's proposal will be accepted even if company is not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:

Procurement, Professional & Service Contracts (Exhibit A)
Vendors must submit with proposal:

1. A photo copy of their Federal Letter of Affirmative Action Plan Approval

   OR

2. A photo copy of their Certificate of Employee Information Report

   OR

3. A complete Affirmative Action Employee Information Report (AA302) _____

Public Work – Over $50,000 Total Project Cost:

A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form AA201-A upon receipt from the

B. Approved Federal or New Jersey Plan – certificate enclosed

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

1/6/2021
Date

VP, BSD
Authorized Signature and Title

DOC #3, continued

P.L. 1995, c. 127 (N.J.A.C. 17:27)
MANDATORY AFFIRMATIVE ACTION LANGUAGE

PROCUREMENT, PROFESSIONAL AND SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of it testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

Senior Vice President, BSD

Signature of Procurement Agent

DOC #4

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Public Agency Instructions

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information on the process is available in Local Finance Notice 2006-1 (http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). Please refer back to these instructions for the appropriate links, as the Local Finance Notices include links that are no longer operational.

1. The disclosure is required for all contracts in excess of $17,500 that are **not awarded** pursuant to a "fair and open" process (N.J.S.A. 19:44A-20.7).

2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.

3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.

4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.

    a. The Division has prepared model disclosure forms for each county. They can be downloaded from the "County PCD Forms" link on the Pay-to-Play web site at http://www.nj.gov/dca/divisions/dlgs/programs/lpcl.html#12. They will be updated from time-to-time as necessary.
    b. A public agency using these forms **should edit them to properly reflect the correct legislative district**(s). As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
    c. Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
    d. The form may be used "as-is", subject to edits as described herein.
    e. The "Contractor Instructions" sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
    f. The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.

5. It is recommended that the contractor also complete a "Stockholder Disclosure Certification." This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract (See Local Finance Notice 2006-7 for additional information on this obligation at http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. NOTE: This section is not applicable to Boards of Education.

DOC #4, continued

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Contractor Instructions

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a "fair and open" process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee*
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
    - of the public entity awarding the contract
    - of that county in which that public entity is located
    - of another public entity within that county
    - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county

The disclosure must list reportable contributions to any of the committees that exceed $300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an "interest" ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs).

When the business entity is a natural person, "a contribution by that person's spouse or child, residing therewith, shall be deemed to be a contribution by the business entity." [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure.

Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report.

The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor's responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement.

The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor's submission and is disclosable to the public under the Open Public Records Act.

The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law. **NOTE: This section does not apply to Board of Education contracts.**

* N.J.S.A. 19:44A-3(s): "The term "legislative leadership committee" means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures."

ORIGINAL

DOC #4, continued

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Required Pursuant to N.J.S.A. 19:44A-20.26

This form or its permitted facsimile must be submitted to the local unit no later than 10 days prior to the award of the contract.

Part I – Vendor Information

Vendor Name:	Office Depot, LLC		
Address:	6600 North Military Trail		
City:	Boca Raton	State: FL	Zip: 33496

The undersigned being authorized to certify, hereby certifies that the submission provided herein represents compliance with the provisions of N.J.S.A. 19:44A-20.26 and as represented by the Instructions accompanying this form.

Signature	Brian Abromovage	Vice President, BSD
	Printed Name	Title

Part II – Contribution Disclosure

Disclosure requirement: Pursuant to N.J.S.A. 19:44A-20.26 this disclosure must include all reportable political contributions (more than $300 per election cycle) over the 12 months prior to submission to the committees of the government entities listed on the form provided by the local unit.

☐ Check here if disclosure is provided in electronic form

Contributor Name	Recipient Name	Date	Dollar Amount
None			$

☐ Check here if the information is continued on subsequent page(s)

DOC #4, continued

List of Agencies with Elected Officials Required for Political Contribution Disclosure
N.J.S.A. 19:44A-20.26

County Name:
State: Governor, and Legislative Leadership Committees
Legislative District #s:
State Senator and two members of the General Assembly per district.

County:

Freeholders	County Clerk	Sheriff
{County Executive}	Surrogate	

Municipalities (Mayor and members of governing body, regardless of title):

None required. We made no contributions.

USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD FROM THE PAY TO PLAY SECTION OF THE DLGS WEBSITE A COUNTY-BASED, CUSTOMIZABLE FORM.

ORIGINAL

DOC #5

STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

○ **XX** I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

○ I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

☐ Partnership ☐ Corporation ☐ Sole Proprietorship

☐ Limited Partnership ✠ Limited Liability Corporation ☐ Limited Liability Partnership

☐ Subchapter S Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Name: The ODP Corporation Home Address: 6600 North Military Trail, Boca Raton, FL 33496	Name: Home Address:
Name: Home Address:	Name: Home Address:
Name: Home Address:	Name: Home Address:

Subscribed and sworn before me this____day of _____, 2__.

(Notary Public)

My Commission expires:

(Affiant)

Brian Abromovage, VP, BSD

(Print name & title of affiant)

(Corporate Seal)

DOC #6

Certification of Non-Involvement in Prohibited Activities in Iran

Pursuant to N.J.S.A. 52:32-58, Offerors must certify that neither the Offeror, nor any of its parents, subsidiaries, and/or affiliates (as defined in N.J.S.A. 52:32 – 56(e) (3)), is listed on the Department of the Treasury's List of Persons or Entities Engaging in Prohibited Investment Activities in Iran and that neither is involved in any of the investment activities set forth in N.J.S.A. 52:32 – 56(f).

Offerors wishing to do business in New Jersey through this contract must fill out the Certification of Non-Involvement in Prohibited Activities in Iran here:
http://www.state.nj.us/humanservices/dfd/info/standard/fdc/disclosure_investmentact.pdf.

Offerors should submit the above form completed with their proposal.

ORIGINAL

STATE OF NEW JERSEY – DIVISION OF PURCHASE AND PROPERTY
DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN

Quote Number: 21-04 Technology **Bidder/Offeror:** _____

PART 1: CERTIFICATION

BIDDERS MUST COMPLETE PART 1 BY CHECKING EITHER BOX.

FAILURE TO CHECK ONE OF THE BOXES WILL RENDER THE PROPOSAL NON-RESPONSIVE.

Pursuant to Public Law 2012, c. 25, any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must complete the certification below to attest, under penalty of perjury, that neither the person or entity, nor any of its parents, subsidiaries, or affiliates, is identified on the Department of Treasury's Chapter 25 list as a person or entity engaging in investment activities in Iran. The Chapter 25 list is found on the Division's website at http://www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf. Bidders must review this list prior to completing the below certification. **Failure to complete the certification will render a bidder's proposal non-responsive.** If the Director finds a person or entity to be in violation of law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party

PLEASE CHECK THE APPROPRIATE BOX:

☑ **I certify, pursuant to Public Law 2012, c. 25, that neither the bidder listed above nor any of the bidder's parents, subsidiaries, or affiliates is listed** on the N.J. Department of the Treasury"s list of entities determined to be engaged in prohibited activities in Iran pursuant to P.L. 2012, c. 25 ("Chapter 25 List"). I further certify that I am the person listed above, or I am an officer or representative of the entity listed above and am authorized to make this certification on its behalf. **I will skip Part 2 and sign and complete the Certification below.**

OR

☐ **I am unable to certify as above because the bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the Department's Chapter 25 list. I will provide a detailed, accurate and precise description of the activities in Part 2 below and sign and complete the Certification below.** Failure to provide such will result in the proposal being rendered as non-responsive and appropriate penalties, fines and/or sanctions will be assessed as provided by law.

PART 2: PLEASE PROVIDE FURTHER INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN

You must provide a detailed, accurate and precise description of the activities of the bidding person/entity, or one of its parents, subsidiaries or affiliates, engaging in the investment activities in Iran outlined above by completing the boxes below.

EACH BOX WILL PROMPT YOU TO PROVIDE INFORMATION RELATIVE TO THE ABOVE QUESTIONS. PLEASE PROVIDE THOROUGH ANSWERS TO EACH QUESTION. IF YOU NEED TO MAKE ADDITIONAL ENTRIES, CLICK THE "ADD AN ADDITIONAL ACTIVITIES ENTRY" BUTTON.

Name _____ Relationship to Bidder/Offeror _____

Description of Activities _____

_____

Duration of Engagement _____ Anticipated Cessation Date _____

Bidder/Offeror Contact Name _____ Contact Phone Number _____

ADD AN ADDITIONAL ACTIVITIES ENTRY

Certification: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I attest that I am authorized to execute this certification on behalf of the above-referenced person or entity. I acknowledge that the State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the State to notify the State in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the State of New Jersey and that the State at its option may declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print): Brian Abromovage Signature: _____

Title: Vice President, BSD Date: 1/6/2021

DOC #7

NEW JERSEY BUSINESS REGISTRATION CERTIFICATE
(N.J.S.A. 52:32-44)

Offerors wishing to do business in New Jersey must submit their State Division of Revenue issued Business Registration Certificate with their proposal here. Failure to do so will disqualify the Offeror from offering products or services in New Jersey through any resulting contract.

https://www.njportal.com/DOR/BusinessRegistration/

STATE OF NEW JERSEY
BUSINESS REGISTRATION CERTIFICATE

Taxpayer Name:	OFFICE DEPOT, INC.
Trade Name:	
Address:	6600 NORTH MILITARY TRAIL BOCA RATON, FL 33496-2434
Certificate Number:	0094745
Effective Date:	July 01, 1994
Date of Issuance:	May 20, 2020

For Office Use Only:

20200520093157288

DOC #8

ORIGINAL

EEOAA EVIDENCE

Equal Employment Opportunity/Affirmative Action
Goods, Professional Services & General Service Projects

EEO/AA Evidence

Vendors are required to submit evidence of compliance with N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 in order to be considered a responsible vendor.

One of the following must be included with submission:

- Copy of Letter of Federal Approval
- Certificate of Employee Information Report
- Fully Executed Form AA302
- Fully Executed EEO-1 Report

See the guidelines at: http://www.state.nj.us/treasury/contract_compliance/pdf/pa.pdf for further information.

I certify that my bid package includes the required evidence per the above list and State website.

Name: Brian Abromovage Title: Vice President, BSD

Signature: [signature] Date: 1/6/2021

ORIGINAL

DOC #9

MCBRIDE-PRINCIPLES

STATE OF NEW JERSEY DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY

33 WEST STATE STREET, P.O. BOX 230
TRENTON, NEW JERSEY 08625-0230

MACBRIDE PRINCIPALS FORM

BID SOLICITATION #:21-04_____ **VENDOR/BIDDER: Office Depot, LLC**

VENDOR'S/BIDDER'S REQUIREMENT TO PROVIDE A CERTIFICATION IN COMPLIANCE WITH THE MACBRIDE PRINCIPALS AND NORTHERN IRELAND ACT OF 1989

Pursuant to Public Law 1995, c. 134, a responsible Vendor/Bidder selected, after public bidding, by the Director of the Division of Purchase and Property, pursuant to N.J.S.A. 52:34-12, must complete the certification below by checking one of the two options listed below and signing where indicated. If a Vendor/Bidder that would otherwise be awarded a purchase, contract or agreement does not complete the certification, then the Director may determine, in accordance with applicable law and rules, that it is in the best interest of the State to award the purchase, contract or agreement to another Vendor/Bidder that has completed the certification and has submitted a bid within five (5) percent of the most advantageous bid. If the Director finds contractors to be in violation of the principals that are the subject of this law, he/she shall take such action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

The undersigned, on behalf the Vendor/Bidder, certify pursuant to N.J.S.A. 52:34-12.2 that:

CHECK THE APPROPRIATE BOX

☐ **XX** The Vendor/Bidder has no business operations in Northern Ireland; or

OR

☐ The Vendor/Bidder will take lawful steps in good faith to conduct any business operations it has in Northern Ireland in accordance with the MacBride principals of nondiscrimination in employment as set forth in section 2 of P.L. 1987, c. 177 (N.J.S.A. 52:18A-89.5) and in conformance with the United Kingdom's Fair Employment (Northern Ireland) Act of 1989, and permit independent monitoring of its compliance with those principals.

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor/Bidder, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor/Bidder is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I will be subject to criminal prosecution under the law, and it will constitute a material breach of **my** agreement(s) with the State, permitting the State to declare any contract(s) resulting from this certification to be void and unenforceable.

Signature — Date: 1/6/2021

ian Abromovage, Vice President, BSD

Print Name and Title

EXHIBIT H
ADVERTISING COMPLIANCE REQUIREMENT

Pursuant to certain state notice provisions, including but not limited to Oregon Revised Statutes Chapter 279A.220, the following public agencies and political subdivisions of the referenced public agencies are eligible to register with OMNIA Partners and access the Master Agreement contract award made pursuant to this solicitation, and are hereby given notice of the foregoing request for proposals for purposes of complying with the procedural requirements of said statutes:

Nationwide:

State of Alabama	State of Hawaii	State of Massachusetts	State of New Mexico	State of South Dakota
State of Alaska	State of Idaho	State of Michigan	State of New York	State of Tennessee
State of Arizona	State of Illinois	State of Minnesota	State of North Carolina	State of Texas
State of Arkansas	State of Indiana	State of Mississippi	State of North Dakota	State of Utah
State of California	State of Iowa	State of Missouri	State of Ohio	State of Vermont
State of Colorado	State of Kansas	State of Montana	State of Oklahoma	State of Virginia
State of Connecticut	State of Kentucky	State of Nebraska	State of Oregon	State of Washington
State of Delaware	State of Louisiana	State of Nevada	State of Pennsylvania	State of West Virginia
State of Florida	State of Maine	State of New Hampshire	State of Rhode Island	State of Wisconsin
State of Georgia	State of Maryland	State of New Jersey	State of South Carolina	State of Wyoming
District of Columbia				

Lists of political subdivisions and local governments in the above referenced states / districts may be found at http://www.usa.gov/Agencies/State_and_Territories.shtml and https://www.usa.gov/local-governments.

Certain Public Agencies and Political Subdivisions:

CITIES, TOWNS, VILLAGES AND BOROUGHS INCLUDING BUT NOT LIMITED TO:

BAKER CITY GOLF COURSE, OR
CITY OF ADAIR VILLAGE, OR
CITY OF ASHLAND, OR
CITY OF AUMSVILLE, OR CITY OF AURORA, OR CITY OF BAKER, OR
CITY OF BATON ROUGE, LA
CITY OF BEAVERTON, OR
CITY OF BEND, OR
CITY OF BOARDMAN, OR
CITY OF BONANAZA, OR
CITY OF BOSSIER CITY, LA
CITY OF BROOKINGS, OR
CITY OF BURNS, OR
CITY OF CANBY, OR
CITY OF CANYONVILLE, OR
CITY OF CLATSKANIE, OR
CITY OF COBURG, OR
CITY OF CONDON, OR
CITY OF COQUILLE, OR
CITY OF CORVALLI, OR
CITY OF CORVALLIS PARKS AND RECREATION DEPARTMENT, OR
CITY OF COTTAGE GROVE, OR
CITY OF DONALD, OR
CITY OF EUGENE, OR
CITY OF FOREST GROVE, OR
CITY OF GOLD HILL, OR
CITY OF GRANTS PASS, OR
CITY OF GRESHAM, OR
CITY OF HILLSBORO, OR
CITY OF INDEPENDENCE, OR
CITY AND COUNTY OF HONOLULU, HI
CITY OF KENNER, LA
CITY OF LA GRANDE, OR
CITY OF LAFAYETTE, LA
CITY OF LAKE CHARLES, OR
CITY OF LEBANON, OR
CITY OF MCMINNVILLE, OR
CITY OF MEDFORD, OR CITY OF METAIRIE, LA
CITY OF MILL CITY, OR CITY OF MILWAUKIE, OR
CITY OF MONROE, LA CITY OF MOSIER, OR
CITY OF NEW ORLEANS, LA
CITY OF NORTH PLAINS, OR
CITY OF OREGON CITY, OR
CITY OF PILOT ROCK, OR
CITY OF PORTLAND, OR
CITY OF POWERS, OR
CITY OF PRINEVILLE, OR
CITY OF REDMOND, OR
CITY OF REEDSPORT, OR
CITY OF RIDDLE, OR
CITY OF ROGUE RIVER, OR
CITY OF ROSEBURG, OR
CITY OF SALEM, OR
CITY OF SANDY, OR
CITY OF SCAPPOOSE, OR
CITY OF SHADY COVE, OR
CITY OF SHERWOOD, OR
CITY OF SHREVEPORT, LA
CITY OF SILVERTON, OR
CITY OF SPRINGFIELD, OR
CITY OF ST. HELENS, OR
CITY OF ST. PAUL, OR
CITY OF SULPHUR, LA
CITY OF TIGARD, OR
CITY OF TROUTDALE, OR

CITY OF TUALATIN, OR CITY OF WALKER, LA CITY OF WARRENTON, OR CITY OF WEST LINN, OR CITY OF WILSONVILLE, OR CITY OF WINSTON, OR CITY OF WOODBURN, OR
LEAGUE OF OREGON CITES
THE CITY OF HAPPY VALLEY OREGON
ALPINE, UT
ALTA, UT
ALTAMONT, UT
ALTON, UT
AMALGA, UT
AMERICAN FORK CITY, UT
ANNABELLA, UT
ANTIMONY, UT
APPLE VALLEY, UT
AURORA, UT
BALLARD, UT
BEAR RIVER CITY, UT
BEAVER, UT
BICKNELL, UT
BIG WATER, UT
BLANDING, UT
BLUFFDALE, UT
BOULDER, UT
CITY OF BOUNTIFUL, UT
BRIAN HEAD, UT
BRIGHAM CITY CORPORATION, UT
BRYCE CANYON CITY, UT
CANNONVILLE, UT
CASTLE DALE, UT
CASTLE VALLEY, UT
CITY OF CEDAR CITY, UT
CEDAR FORT, UT
CITY OF CEDAR HILLS, UT
CENTERFIELD, UT
CENTERVILLE CITY CORPORATION, UT
CENTRAL VALLEY, UT
CHARLESTON, UT
CIRCLEVILLE, UT
CLARKSTON, UT
CLAWSON, UT
CLEARFIELD, UT
CLEVELAND, UT
CLINTON CITY CORPORATION, UT
COALVILLE, UT
CORINNE, UT
CORNISH, UT
COTTONWOOD HEIGHTS, UT
DANIEL, UT
DELTA, UT
DEWEYVILLE, UT
DRAPER CITY, UT
DUCHESNE, UT
EAGLE MOUNTAIN, UT
EAST CARBON, UT
ELK RIDGE, UT
ELMO, UT
ELSINORE, UT
ELWOOD, UT
EMERY, UT
ENOCH, UT
ENTERPRISE, UT
EPHRAIM, UT
ESCALANTE, UT
EUREKA, UT FAIRFIELD, UT FAIRVIEW, UT
FARMINGTON, UT FARR WEST, UT FAYETTE, UT FERRON, UT FIELDING, UT FILLMORE, UT
FOUNTAIN GREEN, UT FRANCIS, UT
FRUIT HEIGHTS, UT
GARDEN CITY, UT
GARLAND, UT
GENOLA, UT
GLENDALE, UT
GLENWOOD, UT
GOSHEN, UT
GRANTSVILLE, UT
GREEN RIVER, UT
GUNNISON, UT
HANKSVILLE, UT
HARRISVILLE, UT
HATCH, UT
HEBER CITY CORPORATION, UT
HELPER, UT
HENEFER, UT
HENRIEVILLE, UT
HERRIMAN, UT
HIDEOUT, UT
HIGHLAND, UT
HILDALE, UT
HINCKLEY, UT
HOLDEN, UT
HOLLADAY, UT
HONEYVILLE, UT
HOOPER, UT
HOWELL, UT
HUNTINGTON, UT
HUNTSVILLE, UT
CITY OF HURRICANE, UT
HYDE PARK, UT
HYRUM, UT
INDEPENDENCE, UT
IVINS, UT
JOSEPH, UT
JUNCTION, UT
KAMAS, UT
KANAB, UT
KANARRAVILLE, UT
KANOSH, UT
KAYSVILLE, UT
KINGSTON, UT
KOOSHAREM, UT
LAKETOWN, UT
LA VERKIN, UT
LAYTON, UT
LEAMINGTON, UT
LEEDS, UT
LEHI CITY CORPORATION, UT
LEVAN, UT
LEWISTON, UT
LINDON, UT
LOA, UT
LOGAN CITY, UT
LYMAN, UT
LYNNDYL, UT

MANILA, UT MANTI, UT
MANTUA, UT
MAPLETON, UT
MARRIOTT-SLATERVILLE, UT MARYSVALE,
UT
MAYFIELD, UT
MEADOW, UT
MENDON, UT
MIDVALE CITY INC., UT MIDWAY, UT
MILFORD, UT MILLVILLE, UT
MINERSVILLE, UT MOAB, UT
MONA, UT MONROE, UT
CITY OF MONTICELLO, UT
MORGAN, UT
MORONI, UT
MOUNT PLEASANT, UT
MURRAY CITY CORPORATION, UT MYTON,
UT
NAPLES, UT NEPHI,
UT
NEW HARMONY, UT
NEWTON, UT
NIBLEY, UT NORTH LOGAN,
UT NORTH OGDEN, UT
NORTH SALT LAKE CITY, UT
OAK CITY, UT OAKLEY, UT
OGDEN CITY CORPORATION, UT OPHIR, UT
ORANGEVILLE, UT
ORDERVILLE, UT OREM,
UT PANGUITCH, UT
PARADISE, UT
PARAGONAH, UT PARK
CITY, UT PAROWAN, UT
PAYSON, UT PERRY, UT
PLAIN CITY, UT
PLEASANT GROVE CITY, UT
PLEASANT VIEW, UT
PLYMOUTH, UT PORTAGE,
UT PRICE, UT PROVIDENCE,
UT
PROVO, UT RANDOLPH,
UT REDMOND, UT
RICHFIELD, UT
RICHMOND, UT RIVERDALE,
UT RIVER HEIGHTS, UT
RIVERTON CITY, UT
ROCKVILLE, UT ROCKY
RIDGE, UT
ROOSEVELT CITY CORPORATION, UT ROY, UT
RUSH VALLEY, UT
CITY OF ST. GEORGE, UT SALEM,
UT

SALIN
A, UT
SALT LAKE CITY CORPORATION, UT
SANDY, UT
SANTA CLARA, UT
SANTAQUIN, UT
SARATOGA SPRINGS, UT
SCIPIO, UT
SCOFIELD, UT
SIGURD, UT
SMITHFIELD, UT
SNOWVILLE, UT
CITY OF SOUTH JORDAN, UT
SOUTH OGDEN, UT
CITY OF SOUTH SALT LAKE, UT
SOUTH WEBER, UT
SPANISH FORK, UT
SPRING CITY, UT
SPRINGDALE, UT
SPRINGVILLE, UT
STERLING, UT
STOCKTON, UT
SUNNYSIDE, UT
SUNSET CITY CORP, UT
SYRACUSE, UT
TABIONA, UT
CITY OF TAYLORSVILLE, UT
TOOELE CITY CORPORATION, UT
TOQUERVILLE, UT
TORREY, UT
TREMONTON CITY, UT
TRENTON, UT
TROPIC, UT
UINTAH, UT
VERNAL CITY, UT
VERNON, UT
VINEYARD, UT
VIRGIN, UT
WALES, UT
WALLSBURG, UT
WASHINGTON CITY, UT
WASHINGTON TERRACE, UT
WELLINGTON, UT
WELLSVILLE, UT
WENDOVER, UT
WEST BOUNTIFUL, UT
WEST HAVEN, UT
WEST JORDAN, UT
WEST POINT, UT
WEST VALLEY CITY, UT
WILLARD, UT
WOODLAND HILLS, UT
WOODRUFF, UT
WOODS CROSS, UT

COUNTIES AND PARISHES INCLUDING BUT NOT LIMITED TO:

ASCENSION PARISH, LA
ASCENSION PARISH, LA, CLEAR OF COURT
CADDO PARISH, LA
CALCASIEU PARISH, LA
CALCASIEU PARISH SHERIFF'S OFFICE,
LA CITY AND COUNTY OF HONOLULU,
HI CLACKAMAS COUNTY, OR
CLACKAMAS COUNTY DEPT OF
TRANSPORTATION,
OR
CLATSOP COUNTY, OR
COLUMBIA COUNTY, OR

COOS COUNTY, OR
COOS COUNTY HIGHWAY DEPARTMENT, OR
COUNTY OF HAWAII, OR
CROOK COUNTY, OR
CROOK COUNTY ROAD DEPARTMENT, OR CURRY COUNTY, OR
DESCHUTES COUNTY, OR
DOUGLAS COUNTY, OR
EAST BATON ROUGE PARISH, LA GILLIAM COUNTY, OR
GRANT COUNTY, OR
HARNEY COUNTY, OR
HARNEY COUNTY SHERIFFS OFFICE, OR HAWAII COUNTY, HI
HOOD RIVER COUNTY, OR
JACKSON COUNTY, OR JEFFERSON COUNTY, OR JEFFERSON PARISH, LA
JOSEPHINE COUNTY GOVERNMENT, OR
LAFAYETTE CONSOLIDATED GOVERNMENT, LA
LAFAYETTE PARISH, LA
LAFAYETTE PARISH CONVENTION & VISITORS COMMISSION
LAFOURCHE PARISH, LA KAUAI COUNTY, HI
KLAMATH COUNTY, OR LAKE COUNTY, OR
LANE COUNTY, OR LINCOLN COUNTY, OR LINN COUNTY, OR LIVINGSTON PARISH, LA
MALHEUR COUNTY, OR MAUI COUNTY, HI
MARION COUNTY, SALEM, OR MORROW COUNTY, OR MULTNOMAH COUNTY, OR
MULTNOMAH COUNTY BUSINESS AND COMMUNITY SERVICES, OR
MULTNOMAH COUNTY SHERIFFS OFFICE, OR
MULTNOMAH LAW LIBRARY, OR
ORLEANS PARISH, LA
PLAQUEMINES PARISH, LA POLK COUNTY, OR RAPIDES PARISH, LA
SAINT CHARLES PARISH, LA
SAINT CHARLES PARISH PUBLIC SCHOOLS, LA
SAINT LANDRY PARISH, LA
SAINT TAMMANY PARISH, LA
SHERMAN COUNTY, OR
TERREBONNE PARISH, LA
TILLAMOOK COUNTY, OR
TILLAMOOK COUNTY SHERIFF'S OFFICE, OR
TILLAMOOK COUNTY GENERAL HOSPITAL, OR
UMATILLA COUNTY, OR
UNION COUNTY, OR WALLOWA COUNTY, OR
WASCO COUNTY, OR WASHINGTON COUNTY, OR WEST BATON ROUGE PARISH, LA WHEELER COUNTY, OR
YAMHILL COUNTY, OR COUNTY OF BOX ELDER, UT COUNTY OF CACHE, UT COUNTY OF RICH, UT COUNTY OF WEBER, UT COUNTY OF MORGAN, UT COUNTY OF DAVIS, UT
COUNTY OF SUMMIT, UT COUNTY OF DAGGETT, UT COUNTY OF SALT LAKE, UT COUNTY OF TOOELE, UT COUNTY OF UTAH, UT COUNTY OF WASATCH, UT COUNTY OF DUCHESNE, UT COUNTY OF UINTAH, UT COUNTY OF CARBON, UT COUNTY OF SANPETE, UT COUNTY OF JUAB, UT COUNTY OF MILLARD, UT COUNTY OF SEVIER, UT COUNTY OF EMERY, UT COUNTY OF GRAND, UT COUNTY OF BEVER, UT COUNTY OF PIUTE, UT COUNTY OF WAYNE, UT COUNTY OF SAN JUAN, UT COUNTY OF GARFIELD, UT COUNTY OF KANE, UT COUNTY OF IRON, UT COUNTY OF WASHINGTON, UT

OTHER AGENCIES INCLUDING ASSOCIATIONS, BOARDS, DISTRICTS, COMMISSIONS, COUNCILS, PUBLIC CORPORATIONS, PUBLIC DEVELOPMENT AUTHORITIES, RESERVATIONS AND UTILITIES INCLUDING BUT NOT LIMITED TO:

ADAIR R.F.P.D., OR
ADEL WATER IMPROVEMENT DISTRICT, OR
ADRIAN R.F.P.D., OR
AGNESS COMMUNITY LIBRARY, OR
AGNESS-ILLAHE R.F.P.D., OR
AGRICULTURE EDUCATION SERVICE EXTENSION DISTRICT, OR
ALDER CREEK-BARLOW WATER DISTRICT NO. 29, OR
ALFALFA FIRE DISTRICT, OR
ALSEA R.F.P.D., OR
ALSEA RIVIERA WATER IMPROVEMENT DISTRICT, OR
AMITY FIRE DISTRICT, OR
ANTELOPE MEADOWS SPECIAL ROAD DISTRICT, OR
APPLE ROGUE DISTRICT IMPROVEMENT COMPANY, OR
APPLEGATE VALLEY R.F.P.D. #9, OR
ARCH CAPE DOMESTIC WATER SUPPLY DISTRICT, OR
ARCH CAPE SANITARY DISTRICT, OR
ARNOLD IRRIGATION DISTRICT, OR
ASH CREEK WATER CONTROL DISTRICT, OR
ATHENA CEMETERY MAINTENANCE DISTRICT, OR
AUMSVILLE R.F.P.D., OR
AURORA R.F.P.D., OR
AZALEA R.F.P.D., OR
BADGER IMPROVEMENT DISTRICT, OR
BAILEY-SPENCER R.F.P.D., OR
BAKER COUNTY LIBRARY DISTRICT, OR
BAKER R.F.P.D., OR
BAKER RIVERTON ROAD DISTRICT, OR
BAKER VALLEY IRRIGATION DISTRICT, OR
BAKER VALLEY S.W.C.D., OR
BAKER VALLEY VECTOR CONTROL DISTRICT, OR
BANDON CRANBERRY WATER CONTROL DISTRICT, OR
BANDON R.F.P.D., OR

BANKS FIRE DISTRICT, OR BANKS FIRE DISTRICT #13, OR
BAR L RANCH ROAD DISTRICT, OR
BARLOW WATER IMPROVEMENT DISTRICT, OR
BASIN AMBULANCE SERVICE DISTRICT, OR BASIN TRANSIT SERVICE TRANSPORTATION DISTRICT, OR
BATON ROUGE WATER COMPANY BAY AREA HEALTH DISTRICT, OR
BAYSHORE SPECIAL ROAD DISTRICT, OR BEAR VALLEY SPECIAL ROAD DISTRICT, OR
BEAVER CREEK WATER CONTROL DISTRICT, OR
BEAVER DRAINAGE IMPROVEMENT COMPANY, INC., OR
BEAVER SLOUGH DRAINAGE DISTRICT, OR
BEAVER SPECIAL ROAD DISTRICT, OR BEAVER WATER DISTRICT, OR
BELLE MER S.I.G.L. TRACTS SPECIAL ROAD DISTRICT, OR
BEND METRO PARK AND RECREATION DISTRICT
BENTON S.W.C.D., OR
BERNDT SUBDIVISION WATER IMPROVEMENT DISTRICT, OR
BEVERLY BEACH WATER DISTRICT, OR BIENVILLE PARISH FIRE PROTECTION DISTRICT 6, LA
BIG BEND IRRIGATION DISTRICT, OR
BIGGS SERVICE DISTRICT, OR
BLACK BUTTE RANCH DEPARTMENT OF POLICE SERVICES, OR
BLACK BUTTE RANCH R.F.P.D., OR
BLACK MOUNTAIN WATER DISTRICT, OR
BLODGETT-SUMMIT R.F.P.D., OR
BLUE MOUNTAIN HOSPITAL DISTRICT, OR BLUE MOUNTAIN TRANSLATOR DISTRICT, OR
BLUE RIVER PARK & RECREATION DISTRICT, OR
BLUE RIVER WATER DISTRICT, OR BLY R.F.P.D., OR
BLY VECTOR CONTROL DISTRICT, OR
BLY WATER AND SANITARY DISTRICT, OR
BOARDMAN CEMETERY MAINTENANCE DISTRICT, OR
BOARDMAN PARK AND RECREATION DISTRICT
BOARDMAN R.F.P.D., OR
BONANZA BIG SPRINGS PARK & RECREATION DISTRICT, OR
BONANZA MEMORIAL PARK CEMETERY DISTRICT, OR
BONANZA R.F.P.D., OR
BONANZA-LANGELL VALLEY VECTOR CONTROL DISTRICT, OR
BORING WATER DISTRICT #24, OR
BOULDER CREEK RETREAT SPECIAL ROAD DISTRICT, OR
BRIDGE R.F.P.D., OR
BROOKS COMMUNITY SERVICE DISTRICT, OR
BROWNSVILLE R.F.P.D., OR
BUELL-RED PRAIRIE WATER DISTRICT, OR
BUNKER HILL R.F.P.D. #1, OR
BUNKER HILL SANITARY DISTRICT, OR
BURLINGTON WATER DISTRICT, OR
BURNT RIVER IRRIGATION DISTRICT, OR
BURNT RIVER S.W.C.D., OR CALAPOOIA R.F.P.D., OR
CAMAS VALLEY R.F.P.D., OR
CAMELLIA PARK SANITARY DISTRICT, OR
CAMMANN ROAD DISTRICT, OR
CAMP SHERMAN ROAD DISTRICT, OR CANBY AREA TRANSIT, OR
CANBY R.F.P.D. #62, OR
CANBY UTILITY BOARD, OR CANNON BEACH R.F.P.D., OR
CANYONVILLE SOUTH UMPQUA FIRE DISTRICT, OR
CAPE FERRELO R.F.P.D., OR
CAPE FOULWEATHER SANITARY DISTRICT, OR
CARLSON PRIMROSE SPECIAL ROAD DISTRICT, OR
CARMEL BEACH WATER DISTRICT, OR
CASCADE VIEW ESTATES TRACT 2, OR
CEDAR CREST SPECIAL ROAD DISTRICT, OR CEDAR TRAILS SPECIAL ROAD DISTRICT, OR CEDAR VALLEY - NORTH BANK R.F.P.D., OR CENTRAL CASCADES FIRE AND EMS, OR
CENTRAL CITY ECONOMIC OPPORTUNITY CORP, LA
CENTRAL LINCOLN P.U.D., OR
CENTRAL OREGON COAST FIRE & RESCUE DISTRICT, OR
CENTRAL OREGON INTERGOVERNMENTAL COUNCIL
CENTRAL OREGON IRRIGATION DISTRICT, OR
CHAPARRAL WATER CONTROL DISTRICT, OR
CHARLESTON FIRE DISTRICT, OR CHARLESTON SANITARY DISTRICT, OR CHARLOTTE ANN WATER DISTRICT, OR
CHEHALEM PARK & RECREATION DISTRICT, OR
CHEHALEM PARK AND RECREATION DISTRICT
CHEMULT R.F.P.D., OR
CHENOWITH WATER P.U.D., OR CHERRIOTS, OR
CHETCO COMMUNITY PUBLIC LIBRARY DISTRICT, OR
CHILOQUIN VECTOR CONTROL DISTRICT, OR
CHILOQUIN-AGENCY LAKE R.F.P.D., OR
CHINOOK DRIVE SPECIAL ROAD DISTRICT, OR
CHR DISTRICT IMPROVEMENT COMPANY, OR
CHRISTMAS VALLEY DOMESTIC WATER DISTRICT, OR
CHRISTMAS VALLEY PARK & RECREATION DISTRICT, OR
CHRISTMAS VALLEY R.F.P.D., OR
CITY OF BOGALUSA SCHOOL BOARD, LA
CLACKAMAS COUNTY FIRE DISTRICT #1, OR
CLACKAMAS COUNTY SERVICE DISTRICT #1, OR
CLACKAMAS COUNTY VECTOR CONTROL DISTRICT, OR
CLACKAMAS RIVER WATER
CLACKAMAS RIVER WATER, OR CLACKAMAS S.W.C.D., OR
CLATSKANIE DRAINAGE IMPROVEMENT COMPANY, OR
CLATSKANIE LIBRARY DISTRICT, OR CLATSKANIE P.U.D., OR
CLATSKANIE PARK & RECREATION DISTRICT, OR
CLATSKANIE PEOPLE'S UTILITY DISTRICT
CLATSKANIE R.F.P.D., OR
CLATSOP CARE CENTER HEALTH DISTRICT, OR
CLATSOP COUNTY S.W.C.D., OR
CLATSOP DRAINAGE IMPROVEMENT COMPANY #15, INC., OR
CLEAN WATER SERVICES CLEAN WATER SERVICES, OR CLOVERDALE R.F.P.D., OR
CLOVERDALE SANITARY DISTRICT, OR
CLOVERDALE WATER DISTRICT, OR COALEDO DRAINAGE DISTRICT, OR

COBURG FIRE DISTRICT, OR COLESTIN RURAL FIRE DISTRICT, OR COLTON R.F.P.D., OR
COLTON WATER DISTRICT #11, OR
COLUMBIA 911 COMMUNICATIONS DISTRICT, OR
COLUMBIA COUNTY 4-H & EXTENSION SERVICE DISTRICT, OR
COLUMBIA DRAINAGE VECTOR CONTROL, OR
COLUMBIA IMPROVEMENT DISTRICT, OR
COLUMBIA R.F.P.D., OR
COLUMBIA RIVER FIRE & RESCUE, OR
COLUMBIA RIVER PUD, OR
COLUMBIA S.W.C.D., OR
COLUMBIA S.W.C.D., OR
CONFEDERATED TRIBES OF THE UMATILLA INDIAN RESERVATION
COOS COUNTY AIRPORT DISTRICT, OR COOS COUNTY AIRPORT DISTRICT, OR
COOS COUNTY AREA TRANSIT SERVICE DISTRICT, OR
COOS COUNTY AREA TRANSIT SERVICE DISTRICT, OR
COOS FOREST PROTECTIVE ASSOCIATION
COOS S.W.C.D., OR
COQUILLE R.F.P.D., OR
COQUILLE VALLEY HOSPITAL DISTRICT, OR
CORBETT WATER DISTRICT, OR
CORNELIUS R.F.P.D., OR
CORP RANCH ROAD WATER IMPROVEMENT, OR
CORVALLIS R.F.P.D., OR
COUNTRY CLUB ESTATES SPECIAL WATER DISTRICT, OR
COUNTRY CLUB WATER DISTRICT, OR
COUNTRY ESTATES ROAD DISTRICT, OR
COVE CEMETERY MAINTENANCE DISTRICT, OR
COVE ORCHARD SEWER SERVICE DISTRICT, OR
COVE R.F.P.D., OR CRESCENT R.F.P.D., OR
CRESCENT SANITARY DISTRICT, OR
CRESCENT WATER SUPPLY AND IMPROVEMENT DISTRICT, OR
CROOK COUNTY AGRICULTURE EXTENSION SERVICE DISTRICT, OR
CROOK COUNTY CEMETERY DISTRICT, OR CROOK COUNTY FIRE AND RESCUE, OR
CROOK COUNTY PARKS & RECREATION DISTRICT, OR
CROOK COUNTY S.W.C.D., OR
CROOK COUNTY VECTOR CONTROL DISTRICT, OR
CROOKED RIVER RANCH R.F.P.D., OR
CROOKED RIVER RANCH SPECIAL ROAD DISTRICT, OR
CRYSTAL SPRINGS WATER DISTRICT, OR CURRY COUNTY 4-H & EXTENSION SERVICE DISTRICT, OR
CURRY COUNTY PUBLIC TRANSIT SERVICE DISTRICT, OR
CURRY COUNTY S.W.C.D., OR
CURRY HEALTH DISTRICT, OR
CURRY PUBLIC LIBRARY DISTRICT, OR
DALLAS CEMETERY DISTRICT #4, OR DARLEY DRIVE SPECIAL ROAD DISTRICT, OR
DAVID CROCKETT STEAM FIRE COMPANY #1, LA
DAYS CREEK R.F.P.D., OR
DAYTON FIRE DISTRICT, OR
DEAN MINARD WATER DISTRICT, OR DEE IRRIGATION DISTRICT, OR
DEER ISLAND DRAINAGE IMPROVEMENT COMPANY, OR
DELL BROGAN CEMETERY MAINTENANCE DISTRICT, OR
DEPOE BAY R.F.P.D., OR
DESCHUTES COUNTY 911 SERVICE DISTRICT, OR
DESCHUTES COUNTY R.F.P.D. #2, OR
DESCHUTES PUBLIC LIBRARY DISTRICT, OR
DESCHUTES S.W.C.D., OR
DESCHUTES VALLEY WATER DISTRICT, OR
DEVILS LAKE WATER IMPROVEMENT DISTRICT, OR
DEXTER R.F.P.D., OR
DEXTER SANITARY DISTRICT, OR
DORA-SITKUM R.F.P.D., OR
DOUGLAS COUNTY FIRE DISTRICT #2, OR DOUGLAS S.W.C.D., OR
DRAKES CROSSING R.F.P.D., OR
DRRH SPECIAL ROAD DISTRICT #6, OR
DRY GULCH DITCH DISTRICT IMPROVEMENT COMPANY, OR
DUFUR RECREATION DISTRICT, OR
DUMBECK LANE DOMESTIC WATER SUPPLY, OR
DUNDEE R.F.P.D., OR
DURKEE COMMUNITY BUILDING PRESERVATION DISTRICT, OR
EAGLE POINT IRRIGATION DISTRICT, OR EAGLE VALLEY CEMETERY MAINTENANCE DISTRICT, OR
EAGLE VALLEY R.F.P.D., OR EAGLE VALLEY S.W.C.D., OR
EAST FORK IRRIGATION DISTRICT, OR
EAST MULTNOMAH S.W.C.D., OR EAST SALEM SERVICE DISTRICT, OR
EAST UMATILLA CHEMICAL CONTROL DISTRICT, OR
EAST UMATILLA COUNTY AMBULANCE AREA HEALTH DISTRICT, OR
EAST UMATILLA COUNTY R.F.P.D., OR EAST VALLEY WATER DISTRICT, OR
ELGIN COMMUNITY PARKS & RECREATION DISTRICT, OR
ELGIN HEALTH DISTRICT, OR ELGIN R.F.P.D., OR
ELKTON ESTATES PHASE II SPECIAL ROAD DISTRICT, OR ELKTON R.F.P.D., OR EMERALD P.U.D., OR
ENTERPRISE IRRIGATION DISTRICT, OR
ESTACADA CEMETERY MAINTENANCE DISTRICT, OR
ESTACADA R.F.P.D. #69, OR EUGENE R.F.P.D. # 1, OR
EUGENE WATER AND ELECTRIC BOARD EVANS VALLEY FIRE DISTRICT #6, OR FAIR OAKS R.F.P.D., OR
FAIRVIEW R.F.P.D., OR
FAIRVIEW WATER DISTRICT, OR
FALCON HEIGHTS WATER AND SEWER, OR FALCON-COVE BEACH WATER DISTRICT, OR
FALL RIVER ESTATES SPECIAL ROAD DISTRICT, OR
FARGO INTERCHANGE SERVICE DISTRICT, OR
FARMERS IRRIGATION DISTRICT, OR
FAT ELK DRAINAGE DISTRICT, OR
FERN RIDGE PUBLIC LIBRARY DISTRICT, OR
FERN VALLEY ESTATES IMPROVEMENT DISTRICT, OR
FOR FAR ROAD DISTRICT, OR

FOREST GROVE R.F.P.D., OR
FOREST VIEW SPECIAL ROAD DISTRICT, OR FORT ROCK-SILVER LAKE S.W.C.D., OR
FOUR RIVERS VECTOR CONTROL DISTRICT, OR
FOX CEMETERY MAINTENANCE DISTRICT, OR
GARDINER R.F.P.D., OR
GARDINER SANITARY DISTRICT, OR
GARIBALDI R.F.P.D., OR GASTON R.F.P.D., OR
GATES R.F.P.D., OR GEARHART R.F.P.D., OR
GILLIAM S.W.C.D., OR
GLENDALE AMBULANCE DISTRICT, OR GLENDALE R.F.P.D., OR
GLENEDEN BEACH SPECIAL ROAD DISTRICT, OR
GLENEDEN SANITARY DISTRICT, OR GLENWOOD WATER DISTRICT, OR
GLIDE - IDLEYLD SANITARY DISTRICT, OR GLIDE R.F.P.D., OR
GOLD BEACH - WEDDERBURN R.F.P.D., OR GOLD HILL IRRIGATION DISTRICT, OR GOLDFINCH ROAD DISTRICT, OR
GOSHEN R.F.P.D., OR
GOVERNMENT CAMP ROAD DISTRICT, OR
GOVERNMENT CAMP SANITARY DISTRICT, OR
GRAND PRAIRIE WATER CONTROL DISTRICT, OR
GRAND RONDE SANITARY DISTRICT, OR
GRANT COUNTY TRANSPORTATION DISTRICT, OR
GRANT S.W.C.D., OR
GRANTS PASS IRRIGATION DISTRICT, OR GREATER BOWEN VALLEY R.F.P.D., OR
GREATER ST. HELENS PARK & RECREATION DISTRICT, OR
GREATER TOLEDO POOL RECREATION DISTRICT, OR
GREEN KNOLLS SPECIAL ROAD DISTRICT, OR
GREEN SANITARY DISTRICT, OR GREENACRES R.F.P.D., OR
GREENBERRY IRRIGATION DISTRICT, OR
GREENSPRINGS RURAL FIRE DISTRICT, OR
HAHLEN ROAD SPECIAL DISTRICT, OR
HAINES CEMETERY MAINTENANCE DISTRICT, OR
HAINES FIRE PROTECTION DISTRICT, OR
HALSEY-SHEDD R.F.P.D., OR
HAMLET R.F.P.D., OR HARBOR R.F.P.D., OR
HARBOR SANITARY DISTRICT, OR HARBOR WATER P.U.D., OR
HARNEY COUNTY HEALTH DISTRICT, OR HARNEY S.W.C.D., OR
HARPER SOUTH SIDE IRRIGATION DISTRICT, OR
HARRISBURG FIRE AND RESCUE, OR
HAUSER R.F.P.D., OR
HAZELDELL RURAL FIRE DISTRICT, OR
HEBO JOINT WATER-SANITARY AUTHORITY, OR
HECETA WATER P.U.D., OR
HELIX CEMETERY MAINTENANCE DISTRICT #4, OR
HELIX PARK & RECREATION DISTRICT, OR
HELIX R.F.P.D. #7-411, OR
HEPPNER CEMETERY MAINTENANCE DISTRICT, OR
HEPPNER R.F.P.D., OR
HEPPNER WATER CONTROL DISTRICT, OR
HEREFORD COMMUNITY HALL RECREATION DISTRICT, OR
HERMISTON CEMETERY DISTRICT, OR HERMISTON IRRIGATION DISTRICT, OR
HIDDEN VALLEY MOBILE ESTATES IMPROVEMENT DISTRICT, OR
HIGH DESERT PARK & RECREATION DISTRICT, OR
HIGHLAND SUBDIVISION WATER DISTRICT, OR
HONOLULU INTERNATIONAL AIRPORT
HOOD RIVER COUNTY LIBRARY DISTRICT, OR HOOD RIVER COUNTY TRANSPORTATION DISTRICT, OR
HOOD RIVER S.W.C.D., OR
HOOD RIVER VALLEY PARKS & RECREATION DISTRICT, OR
HOODLAND FIRE DISTRICT #74 HOODLAND FIRE DISTRICT #74, OR HORSEFLY IRRIGATION DISTRICT, OR HOSKINS-KINGS VALLEY R.F.P.D., OR
HOUSING AUTHORITY OF PORTLAND
HUBBARD R.F.P.D., OR
HUDSON BAY DISTRICT IMPROVEMENT COMPANY, OR
I N (KAY) YOUNG DITCH DISTRICT IMPROVEMENT COMPANY, OR
ICE FOUNTAIN WATER DISTRICT, OR IDAHO POINT SPECIAL ROAD DISTRICT, OR
IDANHA-DETROIT RURAL FIRE PROTECTION DISTRICT, OR
ILLINOIS VALLEY FIRE DISTRICT
ILLINOIS VALLEY R.F.P.D., OR
ILLINOIS VALLEY S.W.C.D., OR
IMBLER R.F.P.D., OR INTERLACHEN WATER P.U.D., OR IONE LIBRARY DISTRICT, OR IONE R.F.P.D. #6-604, OR
IRONSIDE CEMETERY MAINTENANCE DISTRICT, OR
IRONSIDE RURAL ROAD DISTRICT #5, OR
IRRIGON PARK & RECREATION DISTRICT, OR IRRIGON R.F.P.D., OR
ISLAND CITY AREA SANITATION DISTRICT, OR ISLAND CITY CEMETERY MAINTENANCE DISTRICT, OR
JACK PINE VILLAGE SPECIAL ROAD DISTRICT, OR
JACKSON COUNTY FIRE DISTRICT #3, OR JACKSON COUNTY FIRE DISTRICT #4, OR JACKSON COUNTY FIRE DISTRICT #5, OR JACKSON COUNTY LIBRARY DISTRICT, OR
JACKSON COUNTY VECTOR CONTROL DISTRICT, OR
JACKSON S.W.C.D., OR
JASPER KNOLLS WATER DISTRICT, OR JEFFERSON COUNTY EMERGENCY MEDICAL SERVICE DISTRICT, OR
JEFFERSON COUNTY FIRE DISTRICT #1, OR JEFFERSON COUNTY LIBRARY DISTRICT, OR JEFFERSON COUNTY S.W.C.D., OR
JEFFERSON PARK & RECREATION DISTRICT, OR
JEFFERSON R.F.P.D., OR
JOB'S DRAINAGE DISTRICT, OR JOHN DAY WATER DISTRICT, OR
JOHN DAY-CANYON CITY PARKS & RECREATION DISTRICT, OR
JOHN DAY-FERNHILL R.F.P.D. #5-108, OR JORDAN VALLEY CEMETERY DISTRICT, OR
JORDAN VALLEY IRRIGATION DISTRICT, OR
JOSEPHINE COMMUNITY LIBRARY DISTRICT, OR
JOSEPHINE COUNTY 4-H & EXTENSION SERVICE DISTRICT, OR
JOSEPHINE COUNTY 911 AGENCY, OR JUNCTION CITY R.F.P.D., OR
JUNCTION CITY WATER CONTROL DISTRICT, OR

JUNIPER BUTTE ROAD DISTRICT, OR
JUNIPER CANYON WATER CONTROL DISTRICT, OR
JUNIPER FLAT DISTRICT IMPROVEMENT COMPANY, OR
JUNIPER FLAT R.F.P.D., OR
JUNO NONPROFIT WATER IMPROVEMENT DISTRICT, OR
KEATING R.F.P.D., OR
KEATING S.W.C.D., OR
KEIZER R.F.P.D., OR
KELLOGG RURAL FIRE DISTRICT, OR
KENO IRRIGATION DISTRICT, OR
KENO PINES ROAD DISTRICT, OR
KENO R.F.P.D., OR
KENT WATER DISTRICT, OR
KERBY WATER DISTRICT, OR K-GB-LB WATER DISTRICT, OR
KILCHIS WATER DISTRICT, OR
KLAMATH 9-1-1 COMMUNICATIONS DISTRICT, OR
KLAMATH BASIN IMPROVEMENT DISTRICT, OR
KLAMATH COUNTY DRAINAGE SERVICE DISTRICT, OR
KLAMATH COUNTY EXTENSION SERVICE DISTRICT, OR
KLAMATH COUNTY FIRE DISTRICT #1, OR
KLAMATH COUNTY FIRE DISTRICT #3, OR
KLAMATH COUNTY FIRE DISTRICT #4, OR
KLAMATH COUNTY FIRE DISTRICT #5, OR KLAMATH COUNTY LIBRARY SERVICE DISTRICT, OR
KLAMATH COUNTY PREDATORY ANIMAL CONTROL DISTRICT, OR
KLAMATH DRAINAGE DISTRICT, OR
KLAMATH FALLS FOREST ESTATES SPECIAL ROAD DISTRICT UNIT #2, OR
KLAMATH INTEROPERABILITY RADIO GROUP, OR
KLAMATH IRRIGATION DISTRICT, OR
KLAMATH RIVER ACRES SPECIAL ROAD DISTRICT, OR
KLAMATH S.W.C.D., OR
KLAMATH VECTOR CONTROL DISTRICT, OR KNAPPA-SVENSEN-BURNSIDE R.F.P.D., OR
LA GRANDE CEMETERY MAINTENANCE DISTRICT, OR
LA GRANDE R.F.P.D., OR
LA PINE PARK & RECREATION DISTRICT, OR LA PINE R.F.P.D., OR
LABISH VILLAGE SEWAGE & DRAINAGE, OR
LACOMB IRRIGATION DISTRICT, OR LAFAYETTE AIRPORT COMMISSION, LA LAFOURCHE PARISH HEALTH UNIT – DHH-OPH REGION 3
LAIDLAW WATER DISTRICT, OR LAKE CHINOOK FIRE & RESCUE, OR
LAKE COUNTY 4-H & EXTENSION SERVICE DISTRICT, OR
LAKE COUNTY LIBRARY DISTRICT, OR LAKE CREEK R.F.P.D. - JACKSON, OR LAKE CREEK R.F.P.D. - LANE COUNTY, OR LAKE DISTRICT HOSPITAL, OR
LAKE GROVE R.F.P.D. NO. 57, OR LAKE GROVE WATER DISTRICT, OR
LAKE LABISH WATER CONTROL DISTRICT, OR
LAKE POINT SPECIAL ROAD DISTRICT, OR
LAKESIDE R.F.P.D. #4, OR LAKESIDE WATER DISTRICT, OR LAKEVIEW R.F.P.D., OR
LAKEVIEW S.W.C.D., OR
LAMONTAI IMPROVEMENT DISTRICT, OR LANE FIRE AUTHORITY, OR
LANE LIBRARY DISTRICT, OR LANE TRANSIT DISTRICT, OR
LANGELL VALLEY IRRIGATION DISTRICT, OR LANGLOIS PUBLIC LIBRARY, OR
LANGLOIS R.F.P.D., OR LANGLOIS WATER DISTRICT, OR
LAZY RIVER SPECIAL ROAD DISTRICT, OR LEBANON AQUATIC DISTRICT, OR
LEBANON R.F.P.D., OR LEWIS & CLARK R.F.P.D., OR
LINCOLN COUNTY LIBRARY DISTRICT, OR LINCOLN S.W.C.D., OR
LINN COUNTY EMERGENCY TELEPHONE AGENCY, OR
LINN S.W.C.D., OR
LITTLE MUDDY CREEK WATER CONTROL, OR LITTLE NESTUCCA DRAINAGE DISTRICT, OR
LITTLE SWITZERLAND SPECIAL ROAD DISTRICT, OR
LONE PINE IRRIGATION DISTRICT, OR LONG PRAIRIE WATER DISTRICT, OR
LOOKINGGLASS OLALLA WATER CONTROL DISTRICT, OR
LOOKINGGLASS RURAL FIRE DISTRICT, OR LORANE R.F.P.D., OR
LOST & BOULDER DITCH IMPROVEMENT DISTRICT, OR
LOST CREEK PARK SPECIAL ROAD DISTRICT, OR
LOUISIANA PUBLIC SERVICE COMMISSION, LA
LOUISIANA WATER WORKS LOWELL R.F.P.D., OR
LOWER MCKAY CREEK R.F.P.D., OR LOWER MCKAY CREEK WATER CONTROL DISTRICT, OR
LOWER POWDER RIVER IRRIGATION DISTRICT, OR LOWER SILETZ WATER DISTRICT, OR
LOWER UMPQUA HOSPITAL DISTRICT, OR LOWER UMPQUA PARK & RECREATION DISTRICT, OR
LOWER VALLEY WATER IMPROVEMENT DISTRICT, OR
LUCE LONG DITCH DISTRICT IMPROVEMENT CO., OR
LUSTED WATER DISTRICT, OR LYONS R.F.P.D., OR
LYONS-MEHAMA WATER DISTRICT, OR
MADRAS AQUATIC CENTER DISTRICT, OR MAKAI SPECIAL ROAD DISTRICT, OR MALHEUR COUNTY S.W.C.D., OR
MALHEUR COUNTY VECTOR CONTROL DISTRICT, OR
MALHEUR DISTRICT IMPROVEMENT COMPANY, OR
MALHEUR DRAINAGE DISTRICT, OR
MALHEUR MEMORIAL HEALTH DISTRICT, OR
MALIN COMMUNITY CEMETERY MAINTENANCE DISTRICT, OR
MALIN COMMUNITY PARK & RECREATION DISTRICT, OR
MALIN IRRIGATION DISTRICT, OR MALIN R.F.P.D., OR
MAPLETON FIRE DEPARTMENT, OR MAPLETON WATER DISTRICT, OR
MARCOLA WATER DISTRICT, OR
MARION COUNTY EXTENSION & 4H SERVICE DISTRICT, OR

MARION COUNTY FIRE DISTRICT #1, OR MARION JACK IMPROVEMENT DISTRICT, OR MARION S.W.C.D., OR
MARY'S RIVER ESTATES ROAD DISTRICT, OR
MCDONALD FOREST ESTATES SPECIAL ROAD DISTRICT, OR
MCKAY ACRES IMPROVEMENT DISTRICT, OR
MCKAY DAM R.F.P.D. # 7-410, OR MCKENZIE FIRE & RESCUE, OR MCKENZIE PALISADES WATER SUPPLY CORPORATION, OR
MCMINNVILLE R.F.P.D., OR MCNULTY WATER P.U.D., OR MEADOWS DRAINAGE DISTRICT, OR
MEDFORD IRRIGATION DISTRICT, OR
MEDFORD R.F.P.D. #2, OR MEDFORD WATER COMMISSION MEDICAL SPRINGS R.F.P.D., OR
MELHEUR COUNTY JAIL, OR
MERLIN COMMUNITY PARK DISTRICT, OR
MERRILL CEMETERY MAINTENANCE DISTRICT, OR MERRILL PARK DISTRICT, OR
MERRILL R.F.P.D., OR
METRO REGIONAL GOVERNMENT METRO REGIONAL PARKS
METROPOLITAN EXPOSITION RECREATION COMMISSION
METROPOLITAN SERVICE DISTRICT (METRO)
MID COUNTY CEMETERY MAINTENANCE DISTRICT, OR
MID-COLUMBIA FIRE AND RESCUE, OR
MIDDLE FORK IRRIGATION DISTRICT, OR
MIDLAND COMMUNITY PARK, OR
MIDLAND DRAINAGE IMPROVEMENT DISTRICT, OR MILES CROSSING SANITARY SEWER DISTRICT, OR MILL CITY R.F.P.D. #2-303, OR
MILL FOUR DRAINAGE DISTRICT, OR
MILLICOMA RIVER PARK & RECREATION DISTRICT, OR
MILLINGTON R.F.P.D. #5, OR
MILO VOLUNTEER FIRE DEPARTMENT, OR
MILTON-FREEWATER AMBULANCE SERVICE AREA HEALTH DISTRICT, OR
MILTON-FREEWATER WATER CONTROL DISTRICT,
OR
MIROCO SPECIAL ROAD DISTRICT, OR MIST-BIRKENFELD R.F.P.D., OR
MODOC POINT IRRIGATION DISTRICT, OR
MODOC POINT SANITARY DISTRICT, OR MOHAWK VALLEY R.F.P.D., OR MOLALLA AQUATIC DISTRICT, OR MOLALLA R.F.P.D. #73, OR
MONITOR R.F.P.D., OR MONROE R.F.P.D., OR
MONUMENT CEMETERY MAINTENANCE DISTRICT, OR
MONUMENT S.W.C.D., OR
MOOREA DRIVE SPECIAL ROAD DISTRICT, OR
MORO R.F.P.D., OR
MORROW COUNTY HEALTH DISTRICT, OR
MORROW COUNTY UNIFIED RECREATION DISTRICT, OR
MORROW S.W.C.D., OR MOSIER FIRE DISTRICT, OR
MOUNTAIN DRIVE SPECIAL ROAD DISTRICT, OR
MT. ANGEL R.F.P.D., OR
MT. HOOD IRRIGATION DISTRICT, OR
MT. LAKE CEMETERY DISTRICT, OR MT. VERNON R.F.P.D., OR
MULINO WATER DISTRICT #1, OR
MULTNOMAH COUNTY DRAINAGE DISTRICT #1, OR
MULTNOMAH COUNTY R.F.P.D. #10, OR MULTNOMAH COUNTY R.F.P.D. #14, OR MULTNOMAH EDUCATION SERVICE DISTRICT MYRTLE CREEK R.F.P.D., OR
NEAH-KAH-NIE WATER DISTRICT, OR NEDONNA R.F.P.D., OR
NEHALEM BAY FIRE AND RESCUE, OR
NEHALEM BAY HEALTH DISTRICT, OR NEHALEM BAY WASTEWATER AGENCY, OR NESIKA BEACH-OPHIR WATER DISTRICT, OR
NESKOWIN REGIONAL SANITARY AUTHORITY, OR
NESKOWIN REGIONAL WATER DISTRICT, OR
NESTUCCA R.F.P.D., OR
NETARTS WATER DISTRICT, OR NETARTS-OCEANSIDE R.F.P.D., OR
NETARTS-OCEANSIDE SANITARY DISTRICT, OR NEW BRIDGE WATER SUPPLY DISTRICT, OR NEW CARLTON FIRE DISTRICT, OR
NEW ORLEANS REDEVELOPMENT AUTHORITY, LA
NEW PINE CREEK R.F.P.D., OR NEWBERG R.F.P.D., OR
NEWBERRY ESTATES SPECIAL ROAD DISTRICT, OR
NEWPORT R.F.P.D., OR
NEWT YOUNG DITCH DISTRICT IMPROVEMENT COMPANY, OR
NORTH ALBANY R.F.P.D., OR NORTH BAY R.F.P.D. #9, OR
NORTH CLACKAMAS PARKS & RECREATION DISTRICT, OR
NORTH COUNTY RECREATION DISTRICT, OR NORTH DOUGLAS COUNTY FIRE & EMS, OR NORTH DOUGLAS PARK & RECREATION DISTRICT,
OR
NORTH GILLIAM COUNTY HEALTH DISTRICT, OR
NORTH GILLIAM COUNTY R.F.P.D., OR
NORTH LAKE HEALTH DISTRICT, OR
NORTH LEBANON WATER CONTROL DISTRICT, OR
NORTH LINCOLN FIRE & RESCUE DISTRICT #1, OR
NORTH LINCOLN HEALTH DISTRICT, OR
NORTH MORROW VECTOR CONTROL DISTRICT, OR
NORTH SHERMAN COUNTY R.F.P.D, OR NORTH UNIT IRRIGATION DISTRICT, OR
NORTHEAST OREGON HOUSING AUTHORITY, OR
NORTHEAST WHEELER COUNTY HEALTH DISTRICT, OR
NORTHERN WASCO COUNTY P.U.D., OR NORTHERN WASCO COUNTY PARK & RECREATION DISTRICT, OR
NYE DITCH USERS DISTRICT IMPROVEMENT, OR
NYSSA ROAD ASSESSMENT DISTRICT #2, OR NYSSA RURAL FIRE DISTRICT, OR
NYSSA-ARCADIA DRAINAGE DISTRICT, OR
OAK LODGE WATER SERVICES, OR OAKLAND R.F.P.D., OR
OAKVILLE COMMUNITY CENTER, OR OCEANSIDE WATER DISTRICT, OR
OCHOCO IRRIGATION DISTRICT, OR OCHOCO WEST WATER AND SANITARY AUTHORITY, OR
ODELL SANITARY DISTRICT, OR
OLD OWYHEE DITCH IMPROVEMENT DISTRICT, OR
OLNEY-WALLUSKI FIRE & RESCUE DISTRICT, OR
ONTARIO LIBRARY DISTRICT, OR

ONTARIO R.F.P.D., OR OPHIR R.F.P.D., OR
OREGON COAST COMMUNITY ACTION
OREGON HOUSING AND COMMUNITY SERVICES
OREGON INTERNATIONAL PORT OF COOS BAY,
OR OREGON LEGISLATIVE ADMINISTRATION
OREGON OUTBACK R.F.P.D., OR
OREGON POINT, OR
OREGON TRAIL LIBRARY DISTRICT, OR OTTER
ROCK WATER DISTRICT, OR OWW UNIT #2
SANITARY DISTRICT, OR
OWYHEE CEMETERY MAINTENANCE DISTRICT,
OR OWYHEE IRRIGATION DISTRICT, OR
PACIFIC CITY JOINT WATER-SANITARY
AUTHORITY, OR
PACIFIC COMMUNITIES HEALTH DISTRICT, OR
PACIFIC RIVIERA #3 SPECIAL ROAD DISTRICT, OR
PALATINE HILL WATER DISTRICT, OR
PALMER CREEK WATER DISTRICT IMPROVEMENT
COMPANY, OR
PANORAMIC ACCESS SPECIAL ROAD DISTRICT,
OR PANTHER CREEK ROAD DISTRICT, OR
PANTHER CREEK WATER DISTRICT, OR
PARKDALE R.F.P.D., OR
PARKDALE SANITARY DISTRICT, OR PENINSULA
DRAINAGE DISTRICT #1, OR PENINSULA
DRAINAGE DISTRICT #2, OR
PHILOMATH FIRE AND RESCUE, OR
PILOT ROCK CEMETERY MAINTENANCE DISTRICT
#5, OR
PILOT ROCK PARK & RECREATION DISTRICT, OR
PILOT ROCK R.F.P.D., OR
PINE EAGLE HEALTH DISTRICT, OR
PINE FLAT DISTRICT IMPROVEMENT COMPANY,
OR PINE GROVE IRRIGATION DISTRICT, OR
PINE GROVE WATER DISTRICT-KLAMATH FALLS,
OR
PINE GROVE WATER DISTRICT-MAUPIN, OR PINE
VALLEY CEMETERY DISTRICT, OR PINE VALLEY
R.F.P.D., OR
PINEWOOD COUNTRY ESTATES SPECIAL ROAD
DISTRICT, OR
PIONEER DISTRICT IMPROVEMENT COMPANY, OR
PISTOL RIVER CEMETERY MAINTENANCE
DISTRICT, OR
PISTOL RIVER FIRE DISTRICT, OR PLEASANT HILL
R.F.P.D., OR
PLEASANT HOME WATER DISTRICT, OR
POCAHONTAS MINING AND IRRIGATION
DISTRICT, OR
POE VALLEY IMPROVEMENT DISTRICT, OR
POE VALLEY PARK & RECREATION DISTRICT, OR
POE VALLEY VECTOR CONTROL DISTRICT, OR
POLK COUNTY FIRE DISTRICT #1, OR
POLK S.W.C.D., OR
POMPADOUR WATER IMPROVEMENT DISTRICT,
OR PONDEROSA PINES EAST SPECIAL ROAD
DISTRICT,
OR
PORT OF ALSEA, OR PORT OF ARLINGTON, OR
PORT OF ASTORIA, OR PORT OF BANDON, OR
PORT OF BRANDON, OR
PORT OF BROOKINGS HARBOR, OR
PORT OF CASCADE LOCKS, OR PORT OF
COQUILLE RIVER, OR PORT OF GARIBALDI, OR
PORT OF GOLD BEACH, OR PORT OF HOOD RIVER, OR
PORT OF MORGAN CITY, LA PORT OF MORROW,
OR PORT OF NEHALEM, OR PORT OF NEWPORT,
OR PORT OF PORT ORFORD, OR PORT OF
PORTLAND, OR PORT OF SIUSLAW, OR PORT OF
ST. HELENS, OR PORT OF THE DALLES, OR
PORT OF TILLAMOOK BAY, OR PORT OF TOLEDO,
OR
PORT OF UMATILLA, OR PORT OF UMPQUA, OR
PORT ORFORD CEMETERY MAINTENANCE
DISTRICT, OR
PORT ORFORD PUBLIC LIBRARY DISTRICT, OR
PORT ORFORD R.F.P.D., OR
PORTLAND DEVELOPMENT COMMISSION, OR
PORTLAND FIRE AND RESCUE
PORTLAND HOUSING CENTER, OR POWDER
R.F.P.D., OR
POWDER RIVER R.F.P.D., OR
POWDER VALLEY WATER CONTROL DISTRICT, OR
POWERS HEALTH DISTRICT, OR
PRAIRIE CEMETERY MAINTENANCE DISTRICT, OR
PRINEVILLE LAKE ACRES SPECIAL ROAD
DISTRICT
#1, OR
PROSPECT R.F.P.D., OR
QUAIL VALLEY PARK IMPROVEMENT DISTRICT,
OR QUEENER IRRIGATION IMPROVEMENT
DISTRICT,
OR
RAINBOW WATER DISTRICT, OR RAINIER
CEMETERY DISTRICT, OR
RAINIER DRAINAGE IMPROVEMENT COMPANY,
OR
RALEIGH WATER DISTRICT, OR
REDMOND AREA PARK & RECREATION DISTRICT,
OR
REDMOND FIRE AND RESCUE, OR
RIDDLE FIRE PROTECTION DISTRICT, OR
RIDGEWOOD DISTRICT IMPROVEMENT
COMPANY, OR
RIDGEWOOD ROAD DISTRICT, OR
RIETH SANITARY DISTRICT, OR RIETH WATER
DISTRICT, OR
RIMROCK WEST IMPROVEMENT DISTRICT, OR
RINK CREEK WATER DISTRICT, OR
RIVER BEND ESTATES SPECIAL ROAD DISTRICT,
OR RIVER FOREST ACRES SPECIAL ROAD
DISTRICT, OR RIVER MEADOWS IMPROVEMENT
DISTRICT, OR RIVER PINES ESTATES SPECIAL
ROAD DISTRICT, OR
RIVER ROAD PARK & RECREATION DISTRICT, OR
RIVER ROAD WATER DISTRICT, OR
RIVERBEND RIVERBANK WATER IMPROVEMENT
DISTRICT, OR
RIVERDALE R.F.P.D. 11-JT, OR RIVERGROVE
WATER DISTRICT, OR
RIVERSIDE MISSION WATER CONTROL DISTRICT,
OR
RIVERSIDE R.F.P.D. #7-406, OR RIVERSIDE WATER
DISTRICT, OR ROBERTS CREEK WATER DISTRICT,
OR
ROCK CREEK DISTRICT IMPROVEMENT, OR
ROCK CREEK WATER DISTRICT, OR ROCKWOOD
WATER P.U.D., OR ROCKY POINT FIRE & EMS, OR

ROGUE RIVER R.F.P.D., OR
ROGUE RIVER VALLEY IRRIGATION DISTRICT, OR
ROGUE VALLEY SEWER SERVICES, OR
ROGUE VALLEY SEWER, OR
ROGUE VALLEY TRANSPORTATION DISTRICT, OR
ROSEBURG URBAN SANITARY AUTHORITY, OR
ROSEWOOD ESTATES ROAD DISTRICT, OR
ROW RIVER VALLEY WATER DISTRICT, OR
RURAL ROAD ASSESSMENT DISTRICT #3, OR
RURAL ROAD ASSESSMENT DISTRICT #4, OR
SAINT LANDRY PARISH TOURIST COMMISSION
SAINT MARY PARISH REC DISTRICT 2
SAINT MARY PARISH REC DISTRICT 3
SAINT TAMMANY FIRE DISTRICT 4, LA
SALEM AREA MASS TRANSIT DISTRICT, OR
SALEM MASS TRANSIT DISTRICT SALEM SUBURBAN R.F.P.D., OR SALISHAN SANITARY DISTRICT, OR
SALMON RIVER PARK SPECIAL ROAD DISTRICT, OR
SALMON RIVER PARK WATER IMPROVEMENT DISTRICT, OR
SALMONBERRY TRAIL INTERGOVERNMENTAL AGENCY, OR
SANDPIPER VILLAGE SPECIAL ROAD DISTRICT, OR
SANDY DRAINAGE IMPROVEMENT COMPANY, OR
SANDY R.F.P.D. #72, OR
SANTA CLARA R.F.P.D., OR
SANTA CLARA WATER DISTRICT, OR SANTIAM WATER CONTROL DISTRICT, OR SAUVIE ISLAND DRAINAGE IMPROVEMENT COMPANY, OR
SAUVIE ISLAND VOLUNTEER FIRE DISTRICT #30J, OR
SCAPPOOSE DRAINAGE IMPROVEMENT COMPANY, OR
SCAPPOOSE PUBLIC LIBRARY DISTRICT, OR
SCAPPOOSE R.F.P.D., OR
SCIO R.F.P.D., OR
SCOTTSBURG R.F.P.D., OR
SEAL ROCK R.F.P.D., OR
SEAL ROCK WATER DISTRICT, OR
SEWERAGE AND WATER BOARD OF NEW ORLEANS, LA
SHANGRI-LA WATER DISTRICT, OR
SHASTA VIEW IRRIGATION DISTRICT, OR
SHELLEY ROAD CREST ACRES WATER DISTRICT, OR
SHERIDAN FIRE DISTRICT, OR
SHERMAN COUNTY HEALTH DISTRICT, OR
SHERMAN COUNTY S.W.C.D., OR
SHORELINE SANITARY DISTRICT, OR
SILETZ KEYS SANITARY DISTRICT, OR
SILETZ R.F.P.D., OR
SILVER FALLS LIBRARY DISTRICT, OR
SILVER LAKE IRRIGATION DISTRICT, OR
SILVER LAKE R.F.P.D., OR
SILVER SANDS SPECIAL ROAD DISTRICT, OR
SILVERTON R.F.P.D. NO. 2, OR
SISTERS PARKS & RECREATION DISTRICT, OR
SISTERS-CAMP SHERMAN R.F.P.D., OR
SIUSLAW PUBLIC LIBRARY DISTRICT, OR
SIUSLAW S.W.C.D., OR
SIUSLAW VALLEY FIRE AND RESCUE, OR
SIXES R.F.P.D., OR
SKIPANON WATER CONTROL DISTRICT, OR
SKYLINE VIEW DISTRICT IMPROVEMENT COMPANY, OR
SL
EEPY HOLLOW WATER DISTRICT, OR
SMITH DITCH DISTRICT IMPROVEMENT COMPANY, OR
SOUTH CLACKAMAS TRANSPORTATION DISTRICT, OR
SOUTH COUNTY HEALTH DISTRICT, OR SOUTH FORK WATER BOARD, OR
SOUTH GILLIAM COUNTY CEMETERY DISTRICT, OR
SOUTH GILLIAM COUNTY HEALTH DISTRICT, OR
SOUTH GILLIAM COUNTY R.F.P.D. VI-301, OR SOUTH LAFOURCHE LEVEE DISTRICT, LA
SOUTH LANE COUNTY FIRE & RESCUE, OR SOUTH SANTIAM RIVER WATER CONTROL DISTRICT, OR
SOUTH SHERMAN FIRE DISTRICT, OR
SOUTH SUBURBAN SANITARY DISTRICT, OR SOUTH WASCO PARK & RECREATION DISTRICT, OR
SOUTHERN COOS HEALTH DISTRICT, OR SOUTHERN CURRY CEMETERY MAINTENANCE DISTRICT, OR
SOUTHVIEW IMPROVEMENT DISTRICT, OR
SOUTHWEST LINCOLN COUNTY WATER DISTRICT, OR
SOUTHWESTERN POLK COUNTY R.F.P.D., OR
SOUTHWOOD PARK WATER DISTRICT, OR SPECIAL ROAD DISTRICT #1, OR
SPECIAL ROAD DISTRICT #8, OR
SPRING RIVER SPECIAL ROAD DISTRICT, OR
SPRINGFIELD UTILITY BOARD, OR
ST. PAUL R.F.P.D., OR
STANFIELD CEMETERY DISTRICT #6, OR
STANFIELD IRRIGATION DISTRICT, OR
STARR CREEK ROAD DISTRICT, OR
STARWOOD SANITARY DISTRICT, OR
STAYTON FIRE DISTRICT, OR SUBLIMITY FIRE DISTRICT, OR
SUBURBAN EAST SALEM WATER DISTRICT, OR
SUBURBAN LIGHTING DISTRICT, OR SUCCOR CREEK DISTRICT IMPROVEMENT COMPANY, OR
SUMMER LAKE IRRIGATION DISTRICT, OR
SUMMERVILLE CEMETERY MAINTENANCE DISTRICT, OR
SUMNER R.F.P.D., OR
SUN MOUNTAIN SPECIAL ROAD DISTRICT, OR
SUNDOWN SANITATION DISTRICT, OR
SUNFOREST ESTATES SPECIAL ROAD DISTRICT, OR
SUNNYSIDE IRRIGATION DISTRICT, OR
SUNRISE WATER AUTHORITY, OR SUNRIVER SERVICE DISTRICT, OR
SUNSET EMPIRE PARK & RECREATION DISTRICT, OR
SUNSET EMPIRE TRANSPORTATION DISTRICT, OR
SURFLAND ROAD DISTRICT, OR
SUTHERLIN VALLEY RECREATION DISTRICT, OR
SUTHERLIN WATER CONTROL DISTRICT, OR
SWALLEY IRRIGATION DISTRICT, OR
SWEET HOME CEMETERY MAINTENANCE DISTRICT, OR
SWEET HOME FIRE & AMBULANCE DISTRICT, OR
SWISSHOME-DEADWOOD R.F.P.D., OR
TABLE ROCK DISTRICT IMPROVEMENT COMPANY, OR
TALENT IRRIGATION DISTRICT, OR
TANGENT R.F.P.D., OR
TENMILE R.F.P.D., OR
TERREBONNE DOMESTIC WATER DISTRICT, OR

THE DALLES IRRIGATION DISTRICT, OR THOMAS CREEK-WESTSIDE R.F.P.D., OR THREE RIVERS RANCH ROAD DISTRICT, OR THREE SISTERS IRRIGATION DISTRICT, OR TIGARD TUALATIN AQUATIC DISTRICT, OR TIGARD WATER DISTRICT, OR
TILLAMOOK BAY FLOOD IMPROVEMENT DISTRICT, OR TILLAMOOK COUNTY EMERGENCY COMMUNICATIONS DISTRICT, OR
TILLAMOOK COUNTY S.W.C.D., OR
TILLAMOOK COUNTY TRANSPORTATION DISTRICT, OR TILLAMOOK FIRE DISTRICT, OR
TILLAMOOK P.U.D., OR
TILLER R.F.P.D., OR
TOBIN DITCH DISTRICT IMPROVEMENT COMPANY, OR TOLEDO R.F.P.D., OR
TONE WATER DISTRICT, OR TOOLEY WATER DISTRICT, OR TRASK DRAINAGE DISTRICT, OR TRI CITY R.F.P.D. #4, OR
TRI-CITY WATER & SANITARY AUTHORITY, OR TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON
TRIMET, OR
TUALATIN HILLS PARK & RECREATION DISTRICT
TUALATIN HILLS PARK & RECREATION DISTRICT, OR TUALATIN S.W.C.D., OR
TUALATIN VALLEY FIRE & RESCUE TUALATIN VALLEY FIRE & RESCUE, OR TUALATIN VALLEY IRRIGATION DISTRICT, OR TUALATIN VALLEY WATER DISTRICT TUALATIN VALLEY WATER DISTRICT, OR TUMALO IRRIGATION DISTRICT, OR TURNER FIRE DISTRICT, OR
TWIN ROCKS SANITARY DISTRICT, OR
TWO RIVERS NORTH SPECIAL ROAD DISTRICT, OR TWO RIVERS S.W.C.D., OR
TWO RIVERS SPECIAL ROAD DISTRICT, OR
TYGH VALLEY R.F.P.D., OR
TYGH VALLEY WATER DISTRICT, OR
UMATILLA COUNTY FIRE DISTRICT #1, OR
UMATILLA COUNTY S.W.C.D., OR
UMATILLA COUNTY SPECIAL LIBRARY DISTRICT, OR UMATILLA HOSPITAL DISTRICT, OR UMATILLA R.F.P.D. #7-405, OR
UMATILLA-MORROW RADIO AND DATA DISTRICT, OR UMPQUA S.W.C.D., OR
UNION CEMETERY MAINTENANCE DISTRICT, OR
UNION COUNTY SOLID WASTE DISPOSAL DISTRICT, OR UNION COUNTY VECTOR CONTROL DISTRICT, OR UNION GAP SANITARY DISTRICT, OR
UNION GAP WATER DISTRICT, OR UNION HEALTH DISTRICT, OR
UNION R.F.P.D., OR
UNION S.W.C.D., OR
UNITY COMMUNITY PARK & RECREATION DISTRICT, OR
UPPER CLEVELAND RAPIDS ROAD DISTRICT, OR
UPPER MCKENZIE R.F.P.D., OR
UPPER WILLAMETTE S.W.C.D., OR
VALE OREGON IRRIGATION DISTRICT, OR VALE RURAL FIRE PROTECTION DISTRICT, OR VALLEY ACRES SPECIAL ROAD DISTRICT, OR VALLEY VIEW CEMETERY MAINTENANCE DISTRICT, OR
VALLEY VIEW WATER DISTRICT, OR VANDEVERT ACRES SPECIAL ROAD DISTRICT, OR
VERNONIA R.F.P.D., OR
VINEYARD MOUNTAIN PARK & RECREATION DISTRICT, OR
VINEYARD MOUNTAIN SPECIAL ROAD DISTRICT, OR, WALLA WALLA RIVER IRRIGATION DISTRICT, OR WALLOWA COUNTY HEALTH CARE DISTRICT, OR WALLOWA LAKE COUNTY SERVICE DISTRICT, OR
WALLOWA LAKE IRRIGATION DISTRICT, OR
WALLOWA LAKE R.F.P.D., OR
WALLOWA S.W.C.D., OR
WALLOWA VALLEY IMPROVEMENT DISTRICT #1, OR
WAMIC R.F.P.D., OR
WAMIC WATER & SANITARY AUTHORITY, OR
WARMSPRINGS IRRIGATION DISTRICT, OR
WASCO COUNTY S.W.C.D., OR
WATER ENVIRONMENT SERVICES, OR
WATER WONDERLAND IMPROVEMENT DISTRICT, OR
WATERBURY & ALLEN DITCH IMPROVEMENT DISTRICT, OR
WATSECO-BARVIEW WATER DISTRICT, OR
WAUNA WATER DISTRICT, OR
WEDDERBURN SANITARY DISTRICT, OR
WEST EAGLE VALLEY WATER CONTROL DISTRICT, OR
WEST EXTENSION IRRIGATION DISTRICT, OR
WEST LABISH DRAINAGE & WATER CONTROL IMPROVEMENT DISTRICT, OR WEST MULTNOMAH S.W.C.D., OR WEST SIDE R.F.P.D., OR
WEST SLOPE WATER DISTRICT, OR
WEST UMATILLA MOSQUITO CONTROL DISTRICT, OR
WEST VALLEY FIRE DISTRICT, OR
WESTERN HEIGHTS SPECIAL ROAD DISTRICT, OR
WESTERN LANE AMBULANCE DISTRICT, OR
WESTLAND IRRIGATION DISTRICT, OR
WESTON ATHENA MEMORIAL HALL PARK & RECREATION DISTRICT, OR
WESTON CEMETERY DISTRICT #2, OR WESTPORT FIRE AND RESCUE, OR
WESTRIDGE WATER SUPPLY CORPORATION, OR
WESTWOOD HILLS ROAD DISTRICT, OR
WESTWOOD VILLAGE ROAD DISTRICT, OR
WHEELER S.W.C.D., OR
WHITE RIVER HEALTH DISTRICT, OR WIARD MEMORIAL PARK DISTRICT, OR
WICKIUP WATER DISTRICT, OR WILLAKENZIE R.F.P.D., OR
WILLAMALANE PARK & RECREATION DISTRICT, OR
WILLAMALANE PARK AND RECREATION DISTRICT
WILLAMETTE HUMANE SOCIETY WILLAMETTE RIVER WATER COALITION, OR WILLIAMS R.F.P.D., OR
WILLOW CREEK PARK DISTRICT, OR
WILLOW DALE WATER DISTRICT, OR
WILSON RIVER WATER DISTRICT, OR
WINCHESTER BAY R.F.P.D., OR

WINCHESTER BAY SANITARY DISTRICT, OR
WINCHUCK R.F.P.D., OR
WINSTON-DILLARD R.F.P.D., OR
WINSTON-DILLARD WATER DISTRICT, OR WOLF CREEK R.F.P.D., OR
WOOD RIVER DISTRICT IMPROVEMENT COMPANY, OR
WOODBURN R.F.P.D. NO. 6, OR
WOODLAND PARK SPECIAL ROAD DISTRICT, OR
WOODS ROAD DISTRICT, OR
WRIGHT CREEK ROAD WATER IMPROVEMENT DISTRICT, OR
WY'EAST FIRE DISTRICT, OR YACHATS R.F.P.D., OR
YAMHILL COUNTY TRANSIT AREA, OR
YAMHILL FIRE PROTECTION DISTRICT, OR
YAMHILL SWCD, OR, YONCALLA PARK & RECREATION DISTRICT, OR YOUNGS RIVER-LEWIS & CLARK WATER DISTRICT,
OR, ZUMWALT R.F.P.D., OR

K-12 INCLUDING BUT NOT LIMITED TO:

ACADIA PARISH SCHOOL BOARD
BEAVERTON SCHOOL DISTRICT
BEND-LA PINE SCHOOL DISTRICT BOGALUSA HIGH SCHOOL, LA
BOSSIER PARISH SCHOOL BOARD BROOKING HARBOR SCHOOL DISTRICT CADDO PARISH SCHOOL DISTRICT CALCASIEU PARISH SCHOOL DISTRICT
CANBY SCHOOL DISTRICT
CANYONVILLE CHRISTIAN ACADEMY
CASCADE SCHOOL DISTRICT
CASCADES ACADEMY OF CENTRAL OREGON
CENTENNIAL SCHOOL DISTRICT
CENTRAL CATHOLIC HIGH SCHOOL
CENTRAL POINT SCHOOL DISTRICT NO.6
CENTRAL SCHOOL DISTRICT 13J
COOS BAY SCHOOL DISTRICT NO.9
CORVALLIS SCHOOL DISTRICT 509J COUNTY OF YAMHILL SCHOOL DISTRICT 29 CULVER SCHOOL DISTRICT
DALLAS SCHOOL DISTRICT NO.2
DAVID DOUGLAS SCHOOL DISTRICT DAYTON SCHOOL DISTRICT NO.8
DE LA SALLE N CATHOLIC HS
DESCHUTES COUNTY SCHOOL DISTRICT NO.6
DOUGLAS EDUCATIONAL DISTRICT SERVICE
DUFUR SCHOOL DISTRICT NO.29
EAST BATON ROUGE PARISH SCHOOL DISTRICT
ESTACADA SCHOOL DISTRICT NO.10B
FOREST GROVE SCHOOL DISTRICT
GEORGE MIDDLE SCHOOL
GLADSTONE SCHOOL DISTRICT
GRANTS PASS SCHOOL DISTRICT 7
GREATER ALBANY PUBLIC SCHOOL DISTRICT
GRESHAM BARLOW JOINT SCHOOL DISTRICT
HEAD START OF LANE COUNTY
HIGH DESERT EDUCATION SERVICE DISTRICT
HILLSBORO SCHOOL DISTRICT
HOOD RIVER COUNTY SCHOOL DISTRICT
JACKSON CO SCHOOL DIST NO.9
JEFFERSON COUNTY SCHOOL DISTRICT 509-J
JEFFERSON PARISH SCHOOL DISTRICT
JEFFERSON SCHOOL DISTRICT
JUNCTION CITY SCHOOLS, OR
KLAMATH COUNTY SCHOOL DISTRICT
KLAMATH FALLS CITY SCHOOLS LAFAYETTE PARISH SCHOOL DISTRICT LAKE OSWEGO SCHOOL DISTRICT 7J LANE COUNTY SCHOOL DISTRICT 4J LINCOLN COUNTY SCHOOL DISTRICT LINN CO. SCHOOL DIST. 95C
LIVINGSTON PARISH SCHOOL DISTRICT LOST RIVER JR/SR HIGH SCHOOL LOWELL SCHOOL DISTRICT NO.71 MARION COUNTY SCHOOL DISTRICT MARION COUNTY SCHOOL DISTRICT 103 MARIST HIGH SCHOOL, OR MCMINNVILLE SCHOOL DISTRICT NOAO MEDFORD SCHOOL DISTRICT 549C MITCH CHARTER SCHOOL
MONROE SCHOOL DISTRICT NO.1J
MORROW COUNTY SCHOOL DIST, OR
MULTNOMAH EDUCATION SERVICE DISTRICT
MULTISENSORY LEARNING ACADEMY
MYRTLE PINT SCHOOL DISTRICT 41
NEAH-KAH-NIE DISTRICT NO.56
NEWBERG PUBLIC SCHOOLS
NESTUCCA VALLEY SCHOOL DISTRICT NO.101
NOBEL LEARNING COMMUNITIES
NORTH BEND SCHOOL DISTRICT 13
NORTH CLACKAMAS SCHOOL DISTRICT
NORTH DOUGLAS SCHOOL DISTRICT
NORTH WASCO CITY SCHOOL DISTRICT 21
NORTHWEST REGIONAL EDUCATION SERVICE DISTRICT
ONTARIO MIDDLE SCHOOL
OREGON TRAIL SCHOOL DISTRICT NOA6
ORLEANS PARISH SCHOOL DISTRICT PHOENIX-TALENT SCHOOL DISTRICT NOA PLEASANT HILL SCHOOL DISTRICT
PORTLAND JEWISH ACADEMY
PORTLAND PUBLIC SCHOOLS
RAPIDES PARISH SCHOOL DISTRICT
REDMOND SCHOOL DISTRICT
REYNOLDS SCHOOL DISTRICT
ROGUE RIVER SCHOOL DISTRICT
ROSEBURG PUBLIC SCHOOLS
SCAPPOOSE SCHOOL DISTRICT 1J
SAINT TAMMANY PARISH SCHOOL BOARD, LA
SEASIDE SCHOOL DISTRICT 10
SHERWOOD SCHOOL DISTRICT 88J
SILVER FALLS SCHOOL DISTRICT 4J
SOUTH LANE SCHOOL DISTRICT 45J3
SOUTHERN OREGON EDUCATION SERVICE DISTRICT
SPRINGFIELD PUBLIC SCHOOLS
SUTHERLIN SCHOOL DISTRICT
SWEET HOME SCHOOL DISTRICT NO.55
TERREBONNE PARISH SCHOOL DISTRICT THE CATLIN GABEL SCHOOL
TIGARD-TUALATIN SCHOOL DISTRICT
UMATILLA MORROW ESD
WEST LINN WILSONVILLE SCHOOL DISTRICT
WILLAMETTE EDUCATION SERVICE DISTRICT
WOODBURN SCHOOL DISTRICT
YONCALLA SCHOOL DISTRICT
ACADEMY FOR MATH ENGINEERING & SCIENCE (AMES), UT
ALIANZA ACADEMY,
UT ALPINE DISTRICT,
UT
AMERICAN LEADERSHIP ACADEMY, UT

AMERICAN PREPARATORY ACADEMY, UT BAER CANYON HIGH SCHOOL FOR SPORTS & MEDICAL SCIENCES, UT
BEAR RIVER CHARTER SCHOOL, UT BEAVER SCHOOL DISTRICT, UT
BEEHIVE SCIENCE & TECHNOLOGY ACADEMY (BSTA) , UT
BOX ELDER SCHOOL DISTRICT, UT CBA CENTER, UT
CACHE SCHOOL DISTRICT, UT CANYON RIM ACADEMY, UT
CANYONS DISTRICT, UT CARBON SCHOOL DISTRICT, UT CHANNING HALL, UT
CHARTER SCHOOL LEWIS ACADEMY, UT
CITY ACADEMY, UT
DAGGETT SCHOOL DISTRICT, UT DAVINCI ACADEMY, UT
DAVIS DISTRICT, UT
DUAL IMMERSION ACADEMY, UT DUCHESNE SCHOOL DISTRICT, UT
EARLY LIGHT ACADEMY AT DAYBREAK, UT
EAST HOLLYWOOD HIGH, UT
EDITH BOWEN LABORATORY SCHOOL, UT
EMERSON ALCOTT ACADEMY, UT
EMERY SCHOOL DISTRICT, UT ENTHEOS ACADEMY, UT
EXCELSIOR ACADEMY, UT FAST FORWARD HIGH, UT FREEDOM ACADEMY, UT
GARFIELD SCHOOL DISTRICT, UT
GATEWAY PREPARATORY ACADEMY, UT
GEORGE WASHINGTON ACADEMY, UT GOOD FOUNDATION ACADEMY, UT GRAND SCHOOL DISTRICT, UT
GRANITE DISTRICT, UT
GUADALUPE SCHOOL, UT HAWTHORN ACADEMY, UT
INTECH COLLEGIATE HIGH SCHOOL, UT IRON SCHOOL DISTRICT, UT
ITINERIS EARLY COLLEGE HIGH, UT JOHN HANCOCK CHARTER SCHOOL, UT JORDAN DISTRICT, UT
JUAB SCHOOL DISTRICT, UT
KANE SCHOOL DISTRICT, UT
KARL G MAESER PREPARATORY ACADEMY, UT
LAKEVIEW ACADEMY, UT
LEGACY PREPARATORY ACADEMY, UT
LIBERTY ACADEMY, UT LINCOLN ACADEMY, UT LOGAN SCHOOL DISTRICT, UT
MARIA MONTESSORI ACADEMY, UT
MERIT COLLEGE PREPARATORY ACADEMY, UT
MILLARD SCHOOL DISTRICT, UT
MOAB CHARTER SCHOOL, UT MONTICELLO ACADEMY, UT
MORGAN SCHOOL DISTRICT, UT
MOUNTAINVILLE ACADEMY, UT MURRAY SCHOOL DISTRICT, UT NAVIGATOR POINTE ACADEMY, UT
NEBO SCHOOL DISTRICT, UT
NO UT ACAD FOR MATH ENGINEERING & SCIENCE (NUAMES), UT
NOAH WEBSTER ACADEMY, UT
NORTH DAVIS PREPARATORY ACADEMY, UT
NORTH SANPETE SCHOOL DISTRICT, UT NORTH STAR ACADEMY, UT
SUMMIT SCHOOL DISTRICT, UT ODYSSEY CHARTER SCHOOL, UT OGDEN PREPARATORY ACADEMY, UT OGDEN SCHOOL DISTRICT, UT
OPEN CLASSROOM, UT
OPEN HIGH SCHOOL OF UTAH, UT
OQUIRRH MOUNTAIN CHARTER SCHOOL, UT
PARADIGM HIGH SCHOOL, UT
PARK CITY SCHOOL DISTRICT, UT
PINNACLE CANYON ACADEMY, UT
PIUTE SCHOOL DISTRICT, UT
PROVIDENCE HALL, UT
PROVO SCHOOL DISTRICT, UT
QUAIL RUN PRIMARY SCHOOL, UT QUEST ACADEMY, UT
RANCHES ACADEMY, UT REAGAN ACADEMY, UT
RENAISSANCE ACADEMY, UT RICH SCHOOL DISTRICT, UT
ROCKWELL CHARTER HIGH SCHOOL, UT SALT LAKE ARTS ACADEMY, UT
SALT LAKE CENTER FOR SCIENCE EDUCATION, UT
SALT LAKE SCHOOL DISTRICT, UT
SALT LAKE SCHOOL FOR THE PERFORMING ARTS, UT
SAN JUAN SCHOOL DISTRICT, UT
SEVIER SCHOOL DISTRICT, UT
SOLDIER HOLLOW CHARTER SCHOOL, UT SOUTH SANPETE SCHOOL DISTRICT, UT SOUTH SUMMIT SCHOOL DISTRICT, UT SPECTRUM ACADEMY, UT
SUCCESS ACADEMY, UT
SUCCESS SCHOOL, UT
SUMMIT ACADEMY, UT
SUMMIT ACADEMY HIGH SCHOOL, UT
SYRACUSE ARTS ACADEMY, UT
THOMAS EDISON - NORTH, UT
TIMPANOGOS ACADEMY, UT
TINTIC SCHOOL DISTRICT, UT
TOOELE SCHOOL DISTRICT, UT
TUACAHN HIGH SCHOOL FOR THE PERFORMING ARTS, UT
UINTAH RIVER HIGH, UT
UINTAH SCHOOL DISTRICT, UT
UTAH CONNECTIONS ACADEMY, UT
UTAH COUNTY ACADEMY OF SCIENCE, UT
UTAH ELECTRONIC HIGH SCHOOL, UT
UTAH SCHOOLS FOR DEAF & BLIND, UT
UTAH STATE OFFICE OF EDUCATION, UT
UTAH VIRTUAL ACADEMY, UT
VENTURE ACADEMY, UT
VISTA AT ENTRADA SCHOOL OF PERFORMING ARTS AND TECHNOLOGY, UT
WALDEN SCHOOL OF LIBERAL ARTS, UT
WASATCH PEAK ACADEMY, UT
WASATCH SCHOOL DISTRICT, UT
WASHINGTON SCHOOL DISTRICT, UT
WAYNE SCHOOL DISTRICT, UT
WEBER SCHOOL DISTRICT, UT
WEILENMANN SCHOOL OF DISCOVERY, UT

HIGHER EDUCATION

ARGOSY UNIVERSITY
BATON ROUGE COMMUNITY COLLEGE, LA
BIRTHINGWAY COLLEGE OF MIDWIFERY
BLUE MOUNTAIN COMMUNITY COLLEGE
BRIGHAM YOUNG UNIVERSITY - HAWAII

CENTRAL OREGON COMMUNITY COLLEGE CENTENARY COLLEGE OF LOUISIANA CHEMEKETA COMMUNITY COLLEGE CLACKAMAS COMMUNITY COLLEGE, COLLEGE OF THE MARSHALL ISLANDS COLUMBIA GORGE COMMUNITY COLLEGE CONCORDIA UNIVERSITY
GEORGE FOX UNIVERSITY
KLAMATH COMMUNITY COLLEGE DISTRICT LANE COMMUNITY COLLEGE
LEWIS AND CLARK COLLEGE
LINFIELD COLLEGE
LINN-BENTON COMMUNITY COLLEGE LOUISIANA COLLEGE, LA
LOUISIANA STATE UNIVERSITY
LOUISIANA STATE UNIVERSITY HEALTH SERVICES MARYLHURST UNIVERSITY
MT. HOOD COMMUNITY COLLEGE MULTNOMAH BIBLE COLLEGE
NATIONAL COLLEGE OF NATURAL MEDICINE NORTHWEST CHRISTIAN COLLEGE
OREGON HEALTH AND SCIENCE UNIVERSITY OREGON INSTITUTE OF TECHNOLOGY
OREGON STATE UNIVERSITY OREGON UNIVERSITY SYSTEM PACIFIC UNIVERSITY
PIONEER PACIFIC COLLEGE
PORTLAND COMMUNITY COLLEGE PORTLAND STATE UNIVERSITY REED COLLEGE
RESEARCH CORPORATION OF THE UNIVERSITY OF
HAWAII
ROGUE COMMUNITY COLLEGE SOUTHEASTERN LOUISIANA UNIVERSITY SOUTHERN OREGON UNIVERSITY (OREGON UNIVERSITY SYSTEM)
SOUTHWESTERN OREGON COMMUNITY COLLEGE TULANE UNIVERSITY
TILLAMOOK BAY COMMUNITY COLLEGE UMPQUA COMMUNITY COLLEGE
UNIVERSITY OF HAWAII BOARD OF REGENTS UNIVERSITY OF HAWAII-HONOLULU COMMUNITY COLLEGE
UNIVERSITY OF OREGON-GRADUATE SCHOOL
UNIVERSITY OF PORTLAND UNIVERSITY OF NEW ORLEANS WESTERN OREGON UNIVERSITY
WESTERN STATES CHIROPRACTIC COLLEGE
WILLAMETTE UNIVERSITY XAVIER UNIVERSITY
UTAH SYSTEM OF HIGHER EDUCATION, UT UNIVERSITY OF UTAH, UT
UTAH STATE UNIVERSITY, UT WEBER STATE UNIVERSITY, UT SOUTHERN UTAH UNIVERSITY, UT SNOW COLLEGE, UT
DIXIE STATE COLLEGE, UT COLLEGE OF EASTERN UTAH, UT UTAH VALLEY UNIVERSITY, UT
SALT LAKE COMMUNITY COLLEGE, UT
UTAH COLLEGE OF APPLIED TECHNOLOGY, UT

STATE AGENCIES
ADMIN. SERVICES OFFICE BOARD OF MEDICAL EXAMINERS
HAWAII CHILD SUPPORT ENFORCEMENT AGENCY
HAWAII DEPARTMENT OF TRANSPORTATION

Office DEPOT

CompuCom

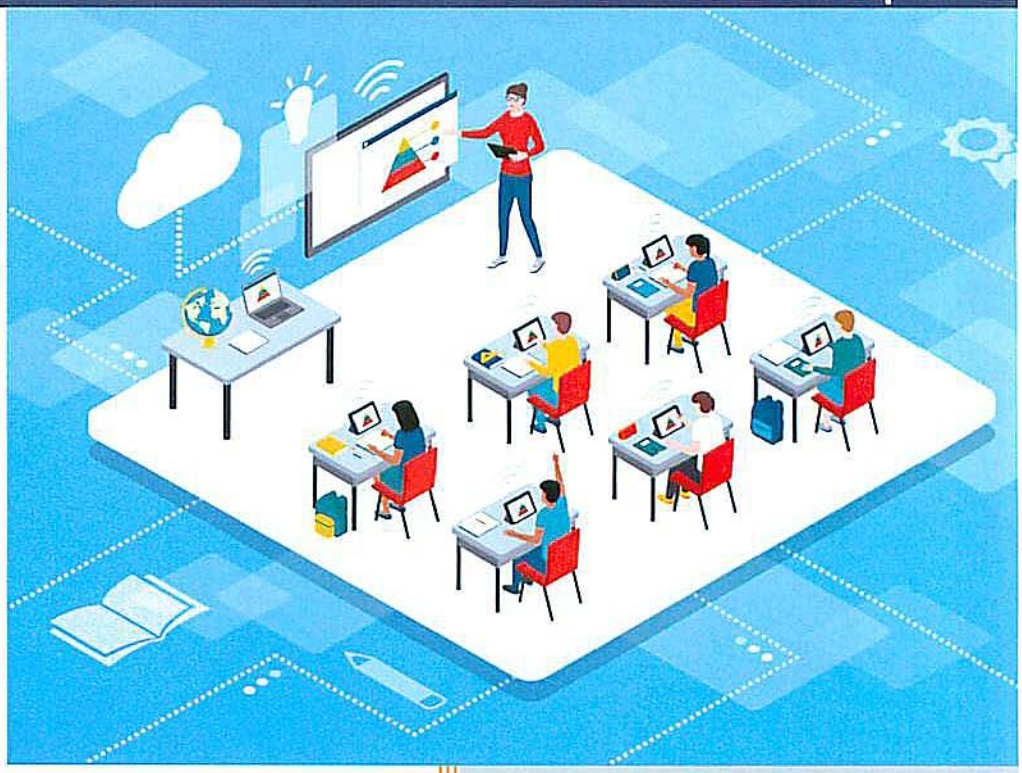
TAB 3
PERFORMANCE CAPABILITY

RFP 21-04

Technology Solutions, Products and Services

01-19-2021 10:00am Central Time

Proposal



COMMITTED TO LEARNING
One Student at a Time
Office DEPOT

region 4

OMNIA PARTNERS

a) **Performance Capability**

i. Include a detailed response to Appendix D, Exhibit A, OMNIA Partners Response for National Cooperative Contract. Responses should highlight experience, demonstrate a strong national presence, describe how Offeror will educate its national sales force about the Contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and reported to OMNIA Partners.

Office Depot has included our detailed response to Appendix D, Exhibit A, Response for National Cooperative Contract (Region 4 ESC), which includes Appendix D Exhibits as required.

Experience

Founded in 1986, 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. 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 remaining 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.

The company has combined annual sales of approximately $10.6 billion, employs approximately 38,000 associates, and serves consumers and businesses in North America and abroad with 1,200+ retail stores, award-winning ecommerce 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.

Strong national presence

Office Depot employs a seamless, nationwide operating system and superior operational technologies, resulting in total quality and consistency for Region 4 participating agencies at every step in the process...order entry, on-time delivery, order accuracy, uniform prices/billing, 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 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, Region 4 ESC pricing remains consistent nationwide. Your 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 25 distribution centers stocks 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 and Region 4 – A Partnership in Excellence

Office Depot is excited to provide Region 4 our proposal. We are confident you'll find Office Depot has the e-commerce technology and distribution infrastructure to provide Region 4 the best products, service and solutions at the most aggressive prices in the industry. By selecting Office Depot as your preferred provider, you will find a financially solid supplier that ensures the highest quality products, high fill rates (over 99% of orders delivered on time and complete), stable operating systems, leading-edge technology, and investment in a successful partnership. For more than 34 years, Office Depot has provided our valued customers with the very best in office products, solutions, and services. No other office supplier will earn your business like Office Depot. Our friendly, knowledgeable employees will personally provide Region 4 world-class account management, support, and solutions all designed to help you select the products and services that will best contribute to your growth and profitability.

Office Depot Tech Solutions provides our customer-base with hardware, software, and business services solutions to fit IT procurement needs in the modern environment. Our omnichannel and virtual warehouse modeling represents over $10 billion and ensures the latest technology products and services are available for immediate shipment at competitive of price points.

We recognize that each customers' technology requirements are unique, and we are dedicated to meeting these needs through extraordinary access to the widest assortment of products, services and categories of any competitor within the reseller space. Office Depot strives to make your buying experience simple and straightforward by offering intelligent product choices, top brands and competitive prices via Office Depot's eProcurement platform (www.business.officedepot.com). We deploy the most effective and knowledgeable technology sales personnel and will curate your procurement experience if/when an eProcurement solution is not the most advantageous to suit your technology purchasing requirements.

Training and educating our National Sales Force

Recognizing the value of the Region 4 ESC/ OMNIA Partners program for our current and potential customers, Office Depot partners to position and train our national sales force, especially those serving the public sector, in the benefits of the Region 4 ESC contracts. Our dedicated team of Cooperative Contract National Account Managers will be responsible for the implementation of the Region 4 ESC Contract. This dedicated team will work closely with our local sales representatives as well as our inside sales representatives, ensuring all teams are properly trained to service customers participating in the Region 4 ESC Technology Solutions, Products and Services program. Training includes webinars highlighting the details of the program and positioning the Region 4 ESC technology offering. 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 ongoing sessions by 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.

National Marketing Plan

Leveraging our relationships with more than 20,000 public sector entities, Office Depot will leverage our existing customer case studies and best practices and 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's national marketing plan includes social media announcements, direct mail campaigns, co-branded collateral materials, advertising the partnership in trade and industry publications nationwide, and participation in trade shows.

Office Depot's team approach to implementing and supporting a contract of this size and significance means we will align several groups within our organization to ensure the seamless execution and ongoing management of our Region 4 ESC / OMNIA Partners contract. This multi-disciplinary approach will include the following:

- Merchandising Team – focused on ensuring access to the products & services public sector requires
- Pricing Group – ensures items reflect contract pricing at all times
- Contract Compliance Team – ensures all bidding and pricing practices are in compliance and uphold the Region 4 ESC / OMNIA Partners / Office Depot partnership agreement
- Legal Team – provides guidance on contract execution and supports ongoing regulatory needs
- Marketing Team – dedicated to providing timely communication, awareness and lead generation campaigns and supporting sales tools applicable to our public sector customers
- Green Staff –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 Reporting– provide efficient reporting to meet the evolving needs of Region 4 ESC / National IPA.
- Customer Care Organization – understands the nuances of large contracts and works to provide participating agencies with top-notch customer care
- Delivery Network – provides dependable next-day delivery supported by industry-leading order tracking solutions
- Sales Organization – committed to delivering solutions that are relevant and timely for public agencies and always putting the customer's needs first

Office Depot will continue to educate government and education agencies on the benefits and efficiencies of cooperative contract purchasing through the Region 4 ESC program. Specifically, we have deployed additional resources to support business development activities and new agency acquisition in the following areas:

- Field Sales Team – Mid to large agency acquisition
- Inside Sales Team – Small agency acquisition

- Emails, web banners, pre-login content, videos, sell sheets, weekly marketing updates, BSD communications

The three-prong Region 4 ESC strategy will focus on participating agencies of all sizes:

1. Customers:

- Develop and evolve Region 4 ESC Participating Agencies' profile for targeting and sales deployment
- Develop nurturing strategy, emphasizing Region 4 ESC optimization messaging through decision stages
- Satisfy objectives and criteria of cross-functional decision makers (i.e., Finance, IT, Purchasing)

2. Products & Services:

- Build a services innovation engine and transform current product-focused business culture
- Drive growth opportunities through cross-sell of supplies, other products and services

3. Sales & Marketing:

- Continue developing product category expertise throughout sales organization
- Implement a comprehensive marketing strategy targeting new buyers within existing accounts
- Establish processes and tools enabling effective pipeline management and predictable revenue streams
- Become a brand name associated with Region 4 ESC within the target market

OMNIA Partners Tracking and Reporting

Office Depot offers a wide range of reports available to partners & customers. Office Depot is able to provide reporting down to the site level based on our account hierarchy utilization. Participating Agencies are linked to the Cooperative Contract as the highest level allowing Office Depot to provide required reporting to OMNIA Partners and every participating agency.

Office Depot will provide customer-centric business reviews and reports for our customers. Our Business Review process is a high-level summary that ties together the statistical information we gather on our performance and service levels. We will provide OMNIA Partners-specific performance data by Region 4 ESC participating agencies, geographic location or business unit. Each business review completed will then be rolled up into a master review of for entire cooperative. This process of creating multiple reviews allows us to compare each of your participating agency locations against one another to find best practices, innovations, and ensure all locations are performing to minimum Region 4 ESC standards.

Our review will be customized to provide the specific format and metrics that Region 4 ESC would like to evaluate. The goal of these reviews is to provide you with more than "raw data." Our objective is to create documents that will show you in one page how we are doing in meeting your objectives in the following areas: Achievement of your business goals, IT and systems interface performance, delivery, service-level, customer satisfaction, compliance and rogue spend, transition success and strategic development.

The Office Depot account management team will assist each Region 4 participating agency location by analyzing spending and usage data. This process helps you by providing a consistent regular customer

focus to drive greater usage to their core product list, identify rogue spend outside their endorsed contract stationer, and analyze actual product usage.

Business Reviews include:

- Our customers' initial objectives
- Previous time period accomplishments and objectives for the next reporting period

Purchase Statistics:

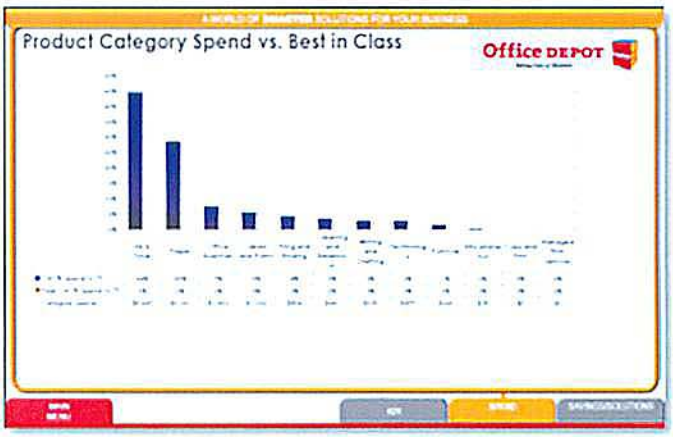
- Purchases by product group
- Sales by location
- Average monthly purchases
- Special categories

Performance Measurements:

- Customer Report Card
- Customer Quarterly Review
- Customer Evaluation Survey
- Office Depot's plan of action to ensure customer satisfaction

Independent Business Reviews:

- Customer Focus Groups
- Customer Interviews
- Customer Telephone Surveys
- Store Exit Interviews



Key performance indicators:

- Spend and average order analysis
- Fill rate and order accuracy

Purchasing trends and best-in-class comparison

- Net spend and product category spend
- Product category spend vs. peer group average
- Office Depot brand spend by product category
- Top product purchases
- Accounts receivable aging

Savings and solutions

- Diversity spend analysis
- Electronic orders and invoices
- Average order savings opportunities
- Office Depot GreenerOffice™ Dashboard

ii. The successful Offeror will be required to sign Appendix D, Exhibit B, OMNIA Partners Administration Agreement prior to Contract award. Offerors should have any reviews required to sign the document prior to submitting a response. Offeror's response should include any proposed exceptions to OMNIA Partners Administration Agreement on Appendix B, Terms and Conditions Acceptance Form.

Office Depot has reviewed Appendix D, Exhibit B, *Administration Agreement,* and outlined our proposed exceptions on the *Term and Conditions Acceptance Form* in Tab 1 as required.

iii. Include completed Appendix D, Exhibits F. Federal Funds Certifications and G. New Jersey Business Compliance.

Office Depot has executed Appendix D, *Exhibits F and G* and have incorporated them under Appendix D of Tab 3 as required.

iv. Describe how Offeror responds to emergency orders.

Office Depot is prepared to provide next-business-day delivery to over 95% of the U.S. Next-business-day delivery of your in-stock technology orders operates through three elements, and Office Depot offers you better performance in each area: Inventory, Order Cut-off times, and Delivery Network.

Inventory: Office Depot stocks, on average, more than 15,000 SKUs in our Delivery Centers. In addition, we consistently achieve over a 98% line item fill rate company wide.

Order Cut-Off Times: Office Depot's standard delivery lead time is next business day for stocked items on orders received by Office Depot online or via phone by 5:00 p.m. on a business day. Orders outside of our next-business-day delivery zone are shipped by UPS and delivered within 2 business days.

Delivery Network: Office Depot's B2B Delivery Network allows us to maintain a local, regional, and national presence. We outsource our deliveries with contracted and dedicated third-party carriers to ensure complete nationwide delivery coverage.

Office Depot fills and delivers more than 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

- Items may be purchased in an Office Depot or OfficeMax Retail Store at contract prices by your authorized buyers any time the store is open

Emergency Orders

Typically, Office Depot's turn-around time for emergency orders is 4 hours. Office Depot will offer same-day delivery within 30 miles of our stocking facilities direct-service markets at no additional charge if the emergency is due to our error. We can make same-day deliveries to these locations when we receive the order by 12:00 noon local time.

Courier charges will be added to the customer's account for emergency orders that are not due to an Office Depot service failure. Office Depot will not mark up the courier charges, only pass on any additional costs for same-day delivery.

v. What is Offeror's average Fill Rate?

- Order Fill Rate – The percentage of orders that were 100% filled on the first delivery schedule for the ship to location – 97.70%
- Line Fill Rate – The percentage of line items ordered that were 100% filled on the first delivery schedule for the ship to location – 99.22%

  On-Time Delivery – The percentage of deliveries that were made on the promised schedule for the ship-to location - 99.13%.

vi. What is Offeror's average on time delivery rate? Describe Offeror's history of meeting the shipping and delivery timelines.

The closest calculation to an on-time delivery percentage would be our percentage for Orders Delivered Next Day. Although we track this performance result, we do not tabulate it like we do our fill rates. Each warehouse location has a percentage of orders delivered next day. Depending on their location, they may service more remote locations than other warehouses. Overall, as a company, our on-time delivery percentage could be estimated at 99% and has historically ranged in the 97-99% range.

On-Time Delivery – The percentage of deliveries that were made on the promised schedule for the ship-to location – 99.13%

vii. Describe Offeror's return and restocking policy.

Your complete satisfaction is our primary concern. At Office Depot, we want to be sure that every purchase is the right one for you. If you are dissatisfied with your purchase for any reason, you may return most items in their original packaging within 30 days of purchase for a replacement or full refund.

To place a return online, click on the Order Number under Order Tracking. Click on the Begin Return link on the Order Detail page to start the return process. For further assistance in processing your return online, or if the order does not have a Begin Return link, please contact the Technical Support Desk at 800.269.6888.

*Please Note: Only one return per punch-out order may be processed online. If an additional return is required, please contact Customer Care at 888.263.3423.

Exceptions:

- Furniture, Computers, and Business Machines with accessories in original packaging can be returned within 14 days after purchase for a full refund.
- Notebooks, PCs, and open software (with accessories in original packaging) can be exchanged for the same item within 14 days of purchase.
- Special Order Products may not be returned or exchanged. This includes items that are not stocked in one of our warehouses and/or are indicated as SPECIAL ORDER.

viii. Describe Offeror's ability to meet service and warranty needs beyond manufacturers standard.

Office Depot works with technology partners to offer extended warranty programs.

An example of this would be through HP Warranty and enhanced HP Care Pack. Extended warranties are available to purchase by Participating Agencies on a number of HP products.

Where manufacturer partners are able to offer extended warranties Office Depot will work them and present the quotation to the Participating Agency.

ix. Describe Offeror's customer fulfillment process

Office Depot and Office Depot Services Powered by CompuCom provides a single source for warehousing multi-vendor equipment available for immediate order placement, hand-off to configuration services, or pick-and-ship operations with pass through into several major distributors. CompuCom has two centers in North America. Each configuration center stores products and performs value-added services for our customers. Most of the product held in each warehouse is for forecasted projects, consigned to a specific customer or customer-owned. CompuCom's configuration centers are in Paulsboro, New Jersey, and Markham, Ontario.

Standard commodity items are shipped directly from Office Depot distribution centers or partners in the region to reduce transportation time and cost.

x. Describe Offeror's customer service/problem resolution process. Include hours of operation, number of services, etc.

Catalog/Coded Technology

The National Customer Care Desk is available by toll-free phone, email, online CHAT, and toll-free fax Monday through Friday between the hours of 7:00 a.m. and 8:00 p.m. EST (CHAT 8:00 a.m. to 11:00 p.m. Eastern Time). We also provide online ordering 24/7/365, which includes, many friendly services such as live inventory status, customized shopping carts, full detailed descriptions of products, and variable

search parameters. Online "chat" assistance is currently available Monday through Friday from 8:00 a.m. - 11:00 p.m. EST for Contract customers.

Your Participating Agency's designated Account Management Team will be your primary contact for all account related issues or concerns that can't be resolved by the National Customer Care Desk. In the event, you cannot reach your Account Manager, please contact our Customer Care Department. Once your contract has been awarded, a customer-specific plan will be provided with contacts and phone numbers.

More than 90% of the queries to our Customer Care Team are resolved during the initial contact. Unless there are extenuating circumstances, most remaining issues are resolved within a four-hour timeframe.

We offer several levels of problem resolution:

- Immediate resolution on the phone
- Standard research/resolution time within two hours
- Extended research/resolution time within four hours
- Complex circumstances involving one or more departments and/or locations with mutual

Management involvement and/or approval may take several hours or days for final resolution.

Issue resolution and problem escalation will be managed through our formal Customer Resolution Form (CRF) process to ensure each issue is documented, tracked, and monitored until resolution. Office Depot's problem resolution CRF is a software system that tracks every issue not resolved on the first contact. This system ensures no problem goes unresolved. Every issue that can't be resolved on the initial phone call is identified as mission critical, urgent, or important and then escalated through the CRF process until resolved in our agreed-upon SLA terms.

Technology Solutions by Office Depot relies on our proven processes for quick resolutions to needs as they arise with implementation via a single platform on a national basis called TechConnect. These processes help us minimize risks by being a proactive partner from the start of all projects, regardless of size or scope. In the event of any issues that may arise, we would rely on our team of technology experts to respond with urgency, backed by our leaders within the organization. The regional sales director of Office Depot Technology is ultimately responsible for the overall success of every opportunity that runs through the organization. The sales director takes pride in empowering Technology sellers to grow professionally by increasing knowledge and capabilities to better serve and delight our customers. Team members are further empowered through open communication for collaboration and problem solving, backed by tools required to get the job done.

xi. Describe Offeror's invoicing process. Include payment terms and acceptable methods of payments. Offerors shall describe any associated fees pertaining to credit cards/p-cards.

Office Depot can provide Participating Agencies a complete Individual Invoice and Consolidated Billing program on a local, regional, or national level. Multiple fields can be customized to accommodate the specific terminology of your order process. Your account can be implemented to require and/or validate specific account information at the time of placing your order. Various options available depending on whether the billing is in paper or electronic format.

Invoice Billing

An invoice is generated for each order placed by the Participating Agency end user. The invoice can be sent either in daily, weekly, semi-monthly, or monthly intervals directly to the primary address or indirectly to the "Ship To" location(s). Also, any of the "Header Titles" that are listed under the optional information section can be renamed as necessary. This can be done by paper or electronic format.

Standard information on all invoices:

- Account Number
- Account Manager
- Order Number
- Order Date
- Ship Date

Optional information that can be added to the invoice:

- "Ship To" ID
- Department Name/Number
- PO Number
- Release Number
    - Desk Top Location

Media Types Available for Invoice Billing:

- Paper
- EDI
- ePDF
- eXLS
- eTXT
- CSV
    - FTP (File Transfer Protocol)

Consolidated Billing

A consolidated or summary bill is generated for all orders reconciled within a given time period. Your consolidated bill can be sent weekly, semi-monthly or in monthly intervals directly to the primary address or indirectly to the "Ship To" location(s) by paper or directly to the primary address

electronically. Summary bills can be sorted, totaled or have page breaks with any of our header options. Also, any of the header titles can be renamed as necessary.

If you select consolidated/summary bill, you must agree to pay the invoice in full. If you have any disputes, you simply need to advise Customer Care or your Sales Representative who will research and issue a credit memo for valid dispute(s), which will be reflected on the subsequent consolidated / summary invoice. You cannot short or partial pay consolidated / summary invoices.

- Annual spend must be $60K or greater, and electronic delivery is preferred.
- When Agencies send payment, simply include the consolidated / summary invoice number on your remittance.

eBill EDGE

Office Depot has developed an entirely new Green billing system. With eBill EDGE Region 4 ESC Participating Agencies will now be able to receive their billing documents in PDF or XLS format as a file attachment sent via email.

The advantages of eBill EDGE for you as a customer are listed below.

- Bills will be received more quickly via email than postal mail, allowing more time for processing.
- Bills can be emailed to multiple recipients, eliminating the need to produce and distribute paper copies.
- Bills can be stored electronically, eliminating the need for bulky physical storage.
- Agencies contribute to "green" initiatives by reducing their carbon footprint.
- Agencies can opt to receive in an Excel format that can be directly uploaded to their accounts payable system.

Office Depot has various eBill formats from which to choose to best fit Participating Agencies' needs.

PDF – We have three PDF formats to choose from:

1. PDF Invoice – Our most popular invoice format. Customers choosing this format can opt to sort the SKU items by cost center, ship to location, or purchase order.

2. PDF Consolidated with Detail – For those who wish to pay by consolidated bill, this format can sort and subtotal the invoices by cost center, ship to location, or purchase order.

3. PDF Consolidated with NO Detail – For those who wish to pay by consolidated bill and do not need to see line item detail. Offers the same sorting and subtotaling options in a summarized view.

XLS – We offer several Excel formats as well:

1. Excel with Detail and Logo – All order detail presented in a spreadsheet format with key data summarized at the top of the sheet. Sorting and subtotaling options are available.

2. Excel with Detail and NO Logo – Ideal for those looking for a file that is easily uploaded to their payables system. Can also be sent without column headings for a "data only" file.

3. Excel with NO Detail with Logo – Perfect for customers requiring an Excel format without item detail. Sorting and subtotaling options are available as is the ability to exclude summarized data and/or headings at the top of the sheet.

Signing up for eBill EDGE

If Participating Agencies would still like their current paper bill format and would like it sent via email, then either they or their Account Representative can send an email to billingsetup@officedepot.com with Agency Name, Contact Information (email and phone number), and Account Number. Ideally, a departmental mailbox like accounts.payable@mycompany.com should be used.

If you would like to change your bill format, please review the sample formats, select the one you prefer, and have your Account Representative send an email to billingsetup@officedepot.com with the necessary information.

Electronic Data Interchange (EDI)

EDI technology has been used since 1989 by Office Depot customers to speed purchasing, invoicing and banking. Typically, EDI systems employed by our customers are often linked directly to corporate accounting systems. EDI users have the option to create their order in an interactive mode using the search and browse capabilities of the Office Depot Internet catalog. After Participating Agencies create the order, it is routed back to their EDI system. There it is converted to the universally accessible ANSI x .12 format before being sent through the standard EDI processing.

E-Procurement Integration

Office Depot processes well over 100,000 orders per week via third-party e-procurement platforms. We can integrate through EDI or XML for a dynamic punchout experience. We are one of the largest suppliers on the Ariba network and the Perfect Commerce platform. We have agreements with all of the major players in the third-party e-procurement market, including Ariba, PeopleSoft, Jaggaer, Oracle, Data Stream, SAP, and more.

Store Purchasing Card (SPC)

We have approximately 1,200 Office Depot OfficeMax retail stores nationwide. Our national retail program allows our customers to shop at any of our retail locations for emergency, after hours and weekend purchases. Our Store Purchasing Card (SPC) is distributed to authorized users permitting them to make retail purchases in an Office Depot/OfficeMax retail store while receiving your negotiated contract pricing. Functionality within our network has been developed to provide multiple payment options including: Account Billing Only, Both Account Billing and Other Payment (cash, check or credit card) and Cash, Check, or Credit Card.

Procurement Cards (P-Cards)

Office Depot accepts credit card payments by Visa, MasterCard, or American Express. All Office Depot purchases can be paid with this card, whether by phone, fax, Internet or in-store shopping, including Copy & Print projects. We offer Level II and up to Level III data for procurement card purchases. The details of the Level III data reporting are worked out between our customers and their respective banks. This includes such information as – SKU number, quantity detail, purchase order number, department number, or other specified fields of information.

The customer is required to register each P-Card in order to be offered this service. The registration of P-Cards is done in bulk during contract implementation or on an individual basis when needed and does require an overnight system roll-up process, which means there is a one day wait required from registration before the initial use in a Retail Store.

Payment Terms

Our standard billing payment terms are Net 20 days from invoice date. We will work with each customer to accept the payment terms that are mutually agreed and acceptable to the customer.

xii. Describe Offeror's contract implementation/customer transition plan.

Office Depot will provide Region 4 ESC Participating Agencies a dedicated and experienced global implementation team to larger customers needing special account set-ups to ensure your new Technology Solutions, Products and Services contract is professionally and seamlessly implemented accurately and on time. Each member of our team will have specific responsibilities and progress milestones that will be identified and communicated to exceed implementation expectations.

Implementation Team Roles and Responsibilities:

- Introduce key stakeholders
- Review account performance requirements
- Identify required account set up information to be provided to the implementation team
- Review invoice and reporting requirements
- Review delivery requirements
- Review approval work flows

Implementation Project Plan and Checklist

Implementation Project Plan

The plan establishes a jointly agreed set of activities and timetable between Region 4 ESC Participating Agencies and Office Depot for all significant events, from awarding the contract to starting of full-scale service delivery. The plan will enable us to:

- Set project scope and requirements
- Agree on short, medium and long-term objectives and schedule reviews
- Outline roles and responsibilities for each activity
- Establish dependencies between key activities
- Control processes for monitoring and reporting progress
- Outline contract criteria between both parties
    - Confirm ordering methodologies and eBusiness strategies

Implementation Checklist

The checklist details all operational aspects of the contract, facilitating communication between all parties. It will provide a key method of monitoring progress against agreed objectives, which include:

- Outlining local account structure
- Collating data
- Planning customer site visits and onsite training requirements
- Tracking logistics and warehousing requirements

- Specifying local service-level agreements

Transition from Existing Supplier

Developing a thorough understanding of your contract is fundamental to a successful transition. Your implementation manager is responsible for working with the internal Office Depot teams, including key account managers, customer care and contract support teams, to effectively communicate contract objectives and ensure that each party meets their related responsibilities.

Communication Needs

Clear communication is vital to the successful transition of suppliers and the smooth implementation of your new contract. This includes:

- A list of stakeholders and their information requirements
- Reports, emails, and newsletters
- Key pieces of information related to the contract

Relationship with Incumbent Suppliers

The transfer phase is critical to successfully launching your new contract. Therefore, we place a high priority on establishing effective communication with incumbent suppliers.

Together, we will:

- Define the contract transfer strategy
- Agree to account enhancement and additional solutions
- Establish transfer dates

Program Launch and Marketing

As explained earlier in Section i. of this tab, to maximize contract compliance and value, Office Depot will provide a detailed program launch designed to make your end users aware of our new partnership. We will launch our program with a series of marketing activities including:

- Office Depot Welcome Letter introducing the benefits of the contract
- Schedule of live training
- Easy-to-understand online user guide
- Introduce Web Site Tutorials

Road Shows: We will hold training sessions at principal locations to be covered by the new contract. These sessions should be attended by members of the local team, including the implementation manager and global sales manager. Sessions will provide an opportunity to outline the benefits of the contract, highlight the savings and the industry-related environmental initiatives and improvements.

User Guides: We will agree to the format and distribution methods of user guides designed to communicate account details, order methods, return procedures, frequently asked questions, and service support team contacts. These guides will be available to end users during and after contract implementation.

Store Purchasing Card: The Store Purchasing Card enables your organization to take advantage of negotiated contract pricing at any of our 1,400 North American retail locations.

End-User Training

Our approach to end-user training and contract awareness incorporates a number of initiatives which include:

Onsite Training: We will schedule training at key locations to brief end users on how to buy office supplies with Office Depot ePurchasing tools.

Website User Guides: These comprehensive guides will be made available online in Adobe Acrobat PDF format.

Ongoing Support: Our eBusiness help desks and local customer care teams will be available to all your end users.

Website Tutorials: We will provide end users with simple-to-use online tutorials to assist them with ordering procedures.

Web Conferencing: Our eBusiness teams can establish a net conferencing training service for remote locations as needed.

QUALITY:

Office Depot services, solutions, and projects are powered by CompuCom.

Quality Management Methodology (QMM) is based on a combination of ISO, ITIL, BSC and Lean/Six Sigma standards. Our QMM is a service delivery cornerstone that is used in delivering solutions to our clients. Inherent in every engagement, the Quality Manager is responsible for ensuring that quality management processes are defined, documented and followed. The Quality Manager will work with the account/project team to identify areas for improvement and measure those improvements to success. Rigorous quality control, monitoring, testing, verification and reporting occur throughout the engagement lifecycle. Ultimately, each member of the account/project team is responsible for quality.

- Quality Planning will result in a Quality Management Plan that identifies which standards apply to the project and method(s) to achieve those standards.
- Quality Assurance ensures that the activities defined in the Quality Management Plan are performed to ensure that the quality standards are achieved.
- Quality Control is based on the monitoring and analysis of project work to determine if it meets the defined quality standards, and it necessary to establish quality improvements.
- At CompuCom, QMM is based on a continuous improvement model – DMAIC (Define, Measure, Analyze, Improve, and Control).

Quality Management Approach

Office Depot / CompuCom has invested heavily in its people, tools, technology and processes to increase the effectiveness of our services. We are committed to the quality of service by focusing on reducing incident volume, resulting in lower total cost through continued process improvements within an ITIL framework. We practice proactive process management and continuous service improvement (CSI) leveraging our Six Sigma heritage.

Quality Management encompasses all aspects of end-user contact and support. Starting on the go-live date, the quality team monitors and measures quality processes and is separate from service delivery teams to confirm the integrity of the process.

Office Depot / CompuCom also leverages our Quality circle approach to process improvements. It enables management to focus on Quality improvement efforts in targeted areas that will deliver the best results. The outcome of these improvement efforts is a set of common processes, data, information, measurements and analysis, which enable us to reduce costs, increase predictability and enhance customer satisfaction. The Quality Circle is made up of four components:

- ISO describes what we do. CompuCom processes are ISO certified for validity and effectiveness.
- ITIL describes how we do what we do. Real-time measurement of several service points and ITIL v3 processes defines what we do.
- Balanced Score Card (BSC) measures how well we do what we do. The BSC defines the essential operational benchmarks (Key Performance Indicators or (KPIs) and corporate goals) for measuring quality performance.
- Six Sigma improves what we do. This is the program currently adopted to continuously improve our service delivery methodologies, processes and standards.

The overall objective of Office Depot / CompuCom's Quality Management system is to improve all aspects of our operations from bid to billing ensuring the services provided throughout each contract lifecycle are delivered consistently and with high quality. It provides a clear way of implementing the Quality Management System within CompuCom merging ISO, ITIL, BSC and Lean/Six Sigma into a single coherent approach to continuous quality improvement. And ultimately, to provide the end-user with superior user experience.

xiii. Describe the financial condition of Offeror.

Effective June 30, 2020, Office Depot has become a subsidiary of The ODP Corporation æ The ODP Corporation is a new top-level holding company for Office Depot and all its businesses æ The ODP Corporation is a publicly-traded entity, and all shares of stock in Office Depot, LLC have automatically been converted to shares of The ODP Corporation. The members of the Board of Directors of The ODP Corporation are the same individuals that previously comprised the Board of Directors of Office Depot, LLC The ODP Corporation is not expected to have assets, contracts, or employees related to any ordinary activities of any Office Depot business.

Office Depot is one of the largest office products distributors in the world. On November 5, 2013, Office Depot and OfficeMax completed their merger of equals. By combining both companies, Office Depot, LLC, is a stronger, more efficient global provider of products, services and solutions, fully committed to setting a new standard for serving the workplace and home needs of today and tomorrow through innovation and exceptional customer experience. 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. The company has combined annual sales of approximately $10.2 billion.

Office Depot is a financially strong organization with the balance sheet to prove it. The Company stock trades publicly on the NASDAQ (ODP). We maintain the highest standards in our financial reporting with a very strong financial team that is fully engaged and dedicated to the highest standards of financial responsibility. In addition, Deloitte & Touche has audited Office Depot's balance sheets, thus ensuring our financial integrity and position in the marketplace.

Region 4 ESC Participating Agencies can assess Office Depot's financial standing in the marketplace with the following details:

- Office Depot's Federal Tax Identification number: 59-2663954
- Dun & Bradstreet number: 15-353-1108

Additional financial ratings, ratios, and corporate information are available to the public. Copies of our SEC Filings and Annual Reports can be accessed through the following link:

http://investor.officedepot.com/phoenix.zhtml?c=94746&p=irol-irhome

See Tab 3 *-1Dun & Bradstreet Report – Attachment 1*

xiv. Provide a website link in order to review website ease of use, availability, and capabilities related to ordering, returns and reporting. Describe the website's capabilities and functionality.

Office Depot offers a demonstration login. The information is as follows:

1. Type in: https://business.officedepot.com
2. LoginName: bid production
3. Password: production
4. Click: Login

Please note: The prices shown under this website do not reflect the prices offered in the proposal.

ONLINE WEBSITE ORDERING CAPABILITIES AND FUNCTIONALITY

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 website for use by our contract customers in a highly controlled, secure ecommerce 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 ecommerce 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 Region 4 ESC participating agencies but for their users, too.

Our Electronic Commerce Leadership and Experience

Our robust and award-winning website has been recognized as one of the Top 5 websites 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 website, as well as extensive third-party ERP integration experience, with over 1,500 third-party integrations and punchout solutions. Our contract customer website offers the following advantages:

Excellent Management Tools:

- Online Reporting – no need to ask for reports when they are at your fingertips. 12 months of downloadable and exportable order history (cost center, ship-to, user, item SKU, etc.)
- Bulletin Board – to communicate program information and post your logo
- 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 intelligent 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 care for any questions you may have on a product recommendation, order status, or online web functionality

Many Categories – Huge Selection:

- 30K items – available next business day
- 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 stationery, or pull from your private warehoused items we have already created

Much like our ecommerce and web-based procurement capabilities and functionality, we offer the same features for our own website, including authorization, approval routing, and 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 Region 4 ESC 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-To's
- 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-to's
- 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 features may benefit Region 4 ESC 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.

Region 4 ESC participating agencies may select to have only one or any combination of all three Smart Carts loaded to its account based upon business needs. The Smart Cart tools allow end users to make better purchasing decisions to meet their business needs.

Online Returns Process

Office Depot has a feature on our website allowing our customers the ease of processing online return requests. Online return requests may be created by following these steps:

- Click on order tracking towards the top of screen
- Then click on the order number you need to place a return on
- On the order detail page you click on submit return
- Then select the item or items you want to return and hit continue
- Last review the information for the return and hit submit return at which point you will get a confirmation number for the return

Purchasing Authorization

Our system offers an approval hierarchy capability – from a single approver up to 11 approval levels – that can be accomplished within an approval workflow set up and managed by the customer's authorized Administrator(s). Each approval level within a workflow can be directed to one approver or a group of approvers. If an end user tries to order something beyond his or her dollar limit, our system will automatically send an email to the person's approver or approver group for approval, and an additional email will be sent notifying the end user and approvers when the order has been approved on their approval level. A proxy approver feature allows workflow approvers who will be out of the office to designate someone else to approve in their behalf. Optionally, each workflow can be customized to bypass the approval process for orders that fall below a minimum dollar threshold, or for orders that contain only contract items. This automated approval process is implemented in the beginning stages of your account or can be added at any time.

Within the Office Depot system, each end-user has a unique identification number and password to ensure that only that person is authorized to access the Office Depot catalog. Each unique profile is tied to your specific cost centers, ship to locations, purchase levels and spending limits.

The Super User sets up a "User Profile" for each new user of the system. Each user is given "permissions" during the original implementation by the designated Super User.

At the bottom part of the screen, you will see a heading "User Settings and Permissions." Under each category, the user is given permission (or denied access) to each shopping decision.

For example, you will see drop-down menus following the words, "This user can..."

- Select Any, Use only Default or Select from Specified list of Ship To
- Select Any, Use only Default or Select from Specified list of PO Number
- Select Any, Use only Default or Select from Specified list of Release
- Select Any, Use only Default or Select from Specified list of Cost Center
- Place and Release Orders
- Query Any Placed Orders
- Modify Placed Orders
- Cannot purchase restricted items, etc.

This section is followed by "Dollar Limits" (Per Unit Price, Per Extended Line Item, Per Order). Participating Agencies can customize the permissions for a particular user using all of these criteria at the initial set up of the account.

ONLINE REPORTING/DASHBOARD

Online Smart-Dashboard: This highly innovative 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. Only general account and order information is available through the Internet for a period of 12 months.

Our system provides the ability to:

- Manage visibility to information based on your user roles
- Create, analyze, and print usage reporting
- Sort the history of the purchases by product type, PO, and ship-to location
- Manage and control your spending on office supplies

During the implementation phase, the Super User will designate those Region 4 ESC Participating Agencies end-users who will have access to view your online reports. We can also send you your reports electronically via email within 48-72 hours of your request. The general format is in Excel, but Region 4 ESC Participating Agencies can be set up to receive CSV files automatically by email. As an endorsed vendor, Office Depot will identify the reports required and their formats. They can be sent on

a prescheduled basis or by request. You are not limited to the formats and can request customized reports at any time.

The Dashboard, an innovative self-service tool identifying:

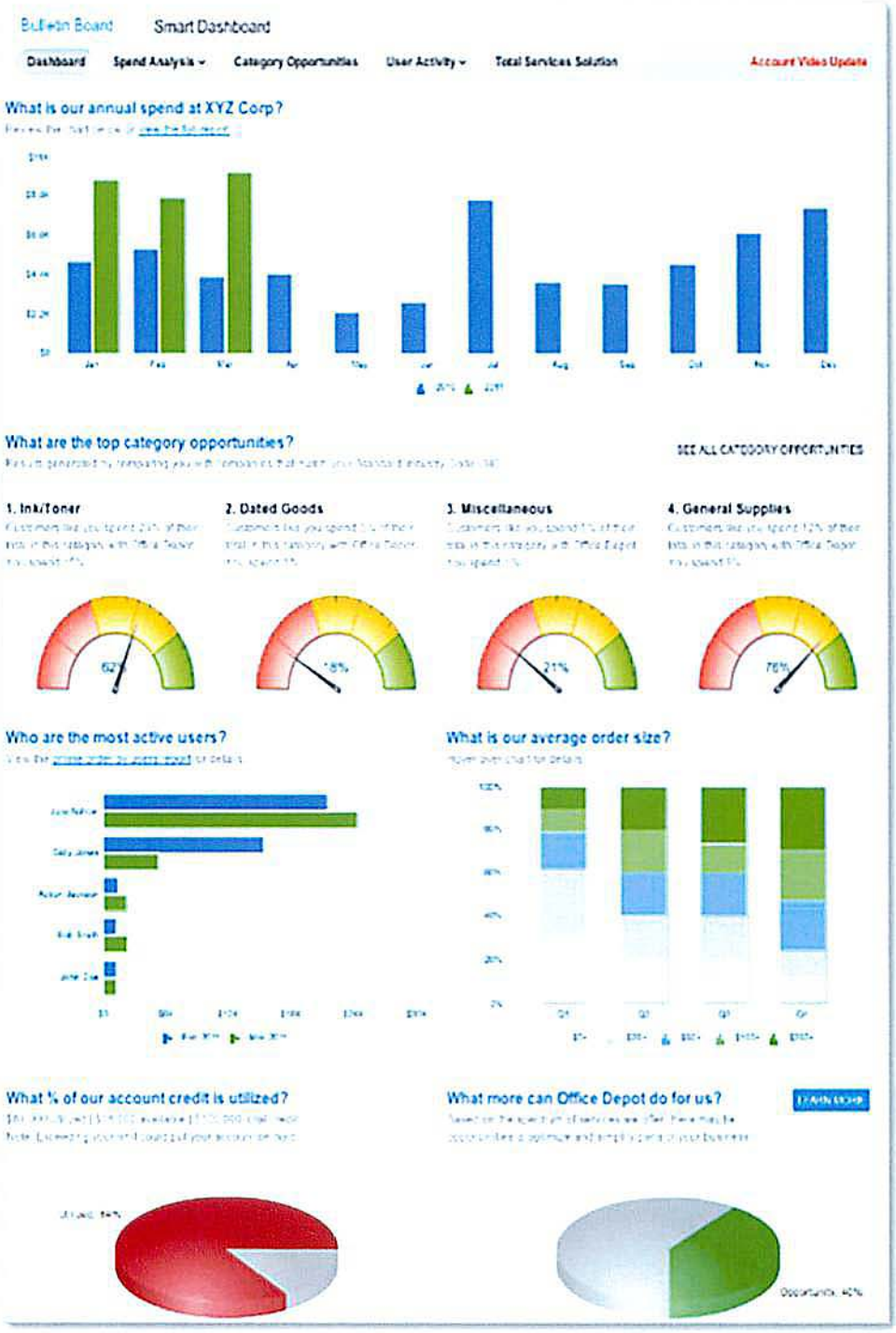
- Your spending patterns with at-a-glance charts and graphs
- Identifying your savings and office supply benchmarks
- Providing insights to online user activity and behavior

This dashboard has it all. Everything we've built into Office Depot's dashboard will make it simpler for you to manage your bottom line.

- Annual spend
- Spend by category and user
- Snapshot of user activity
- Average Order Value (AOV) overview
- A synopsis of Office Depot services, including: Copy & Print Depot™, Managed Print Services, eBilling, Store Purchasing Card, and Technology products
- Data refreshed monthly

Screenshots are provided in the next section.

Online Dashboard Screenshots



ECOMMERCE/WEB-BASED PROCUREMENT SYSTEMS

Office Depot continues to lead in the B2B eCommerce space. We support enterprise sales by winning new business, retaining/growing existing customers, and providing the right tools and online experience at the right time.

As mentioned, Office Depot has the most advanced internet ordering website as well as extensive third-party ERP integration experience, with over 1,500 third-party integrations and punchout solutions.

We have completed many integrations with customers using ReqLogic.

In addition, the following is a short list of companies/platforms which we've integrated:

ERP and Finance Systems:

- Banner
- Buy Efficient
- Financial Edge
- Great Plains
- Lawson
- Oracle
- Ormed
- PeopleSoft
- ReqLogic
- SAP
- Customers using IBM AS400 systems

We have also integrated with the following middleware providers who may also provide accounting/ financial services.

- Aeroxchange
- Allison Royce & Associates
- Ariba
- Coupa
- DSSI
- eSchool Mall / Mercury Commerce
- Elcom
- Epylon
- ePS (eProcurement Services)
- Hubspan/Liasion Technologies
- Hubwoo
- IBX
- Infor (aka Datastream)
- JP Morgan/XIGN
- OB10 (Tungsten Network)
- Ops Technology(RealPage)
- eProcurement Services
- Periscope/NIGP Codes
- Perfect Commerce
- P2P Solutions
- Procurement Partners
- Puridiom
- UNSPSC.org
- Quadrem
- Skyward
- Unimarket
- Verian
- Workday
- Adelpo Captial
- Spend Management
- Jaggaer (Sciquest)

Electronic Catalogs

Internet based catalogs:

- Round-trip – xCBL
- Punch-out – cXML
- Open Catalog Interface (OCI) - OCI
- Oracle Direct – Transparent Punch-out

Static/Hosted Catalogs:

As mentioned, Office Depot supports all types of delimited data-feeds, (i.e., txt, csv, pipe delimited). The below lists some of mainstream standard hosted catalog formats we support:

In addition, Office Depot will partner with our customers requiring a hosted catalog that is not part of this list. Our eContent Team will work closely with your technical team and share best practices to help you create a hosted catalog solution that suits your business needs.

Office Depot has supported online catalog access through Coupa via cXML a/k/a punchout. Office Depot also supports xcBL and OCI. Office Depot has implemented over 1,000 external interface relationship partnerships. These partnerships range from a simple Hosted catalog and EDI purchase order to a full XML solution including Direct catalog interface (Punch-out/Round-trip), purchase order, acknowledgment and billing. Lawson has the ability to produce electronic purchase orders in both EDI and XML format. The Lawson system supports both a Hosted Catalog and direct supplier catalog interface (Punch-out/Round-trip). Office Depot also supports both Hosted catalog and Direct web-catalog interface.

Hosted catalog content can be provided in Region 4 ESC custom format or Standard Lawson format. Office Depot supports various XML formats for direct catalog interface. We routinely implement cXML (Ariba format) xCBL (Commerce One/Perfect Commerce format) and numerous XML direct punch-out strategies. Our routine tests of Direct Connect and purchase order submit with Lawson have been very successful.

We support a diversity between Punchout format and purchase order submit; if Region 4 ESC Participating Agencies prefer to connect directly using XML format but would like to submit purchase orders in EDI format, Office Depot can easily accommodate.

Updates are instantaneous. Catalog information resides on an Office Depot web server, not on your desktop, so your system is not burdened by memory hogging downloads and updates. In addition, access to order information requires no special programming or additional help from MIS specialists.

Punchout

Office Depot has extensive experience with both punchout and customer-hosted catalogs. Office Depot has integrated punchout with more than 500 customers. We support CXML Punchout, OCI Roundtrip, and XML (Oracle) TapOut, as well as Transparent Punchout. Trust us to implement:

- Standard Punchout (one login and password for all of an organization's users), all users see all order history and shopping lists
- User-level Punchout (separate logins for each user, allowing for personalized shopping lists). Users also would view only their own orders on Order History

- Spend (demand) management functions such as the Top 50 items ordered list, default product search order, preferred (a/k/a Contract or Best Buy) items during search drill down, the ability to hide restricted items, and custom company information on email acknowledgements (e.g., the Office Depot account representative name and phone number displayed at the bottom of the email)

The advantages of punchout with Office Depot include: dynamic pricing, viewable real-time inventory, enhanced search functionality, access to all features and functions of the Office Depot B2B website, the ability to view icons for contract and restricted items, and the spend management capabilities described above.

Office Depot currently supports about 200 customer-hosted and third-party-hosted catalogs. Ariba, Workday ERP, Jaggaer, CIFs, Perfect Commerce PUPs and CUPS, and formats of most other third-parties are supported. We also support any flat file specification directly from customers. Hosted catalog formats are available as Excel or delimited files.

We can also:

- Supply an Excel file of all items and/or item changes via various electronic delivery formats
- Zip and email the catalog directly
- Supply images (via various electronic delivery formats) of items in .jpg or .bmp format

Our punchout capabilities include:

- Restrict Items – from being purchased at the user level by department, class, item and/or dollar amounts
- 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
- Shopping Lists – create corporate-wide 'best value' lists and personal items lists
- Real Time Inventory – make intelligent 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
- Advanced Search – narrow your results by product, category, description, use, price, and size
- 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 regarding product recommendation, order status, or online web functionality

KEY REPORTING CAPABILITIES

One of the most powerful tools Office Depot offers is extensive usage and tracking reports for everything you purchase from Office Depot. This information will be customized to your overall program for the entire account, covering all products and orders for each line of business you purchase from Office Depot. Office Depot and Region 4 ESC Participating Agencies will set up a customer-centric business review, which will include a rolled-up summary report for corporate purchasing summarizing local activities, performance, and compliance within the corporate program. We will assist you with analyzing spend and usage data as well as monitoring performance. This will allow you to drive greater usage to your core list, identify rogue spending outside preferred contract stationer, and see actual product usage.

Office Depot can easily accommodate your reporting needs. Historically and currently, there is no additional charge for these reports, which can be sorted in up to nine levels using a combination of any of these fields:

- Customer Number
- Customer Product Code
- Customer Department Number
- Office Depot Product Code
- Office Depot Catalog vs. Non-catalog products
- Contract vs. Non-Contract Products
- End-User Name of Desktop Location
- Office Depot Merchandise Department
- Parent Number if usage is rolled up by groups

Performance Measurements-Scorecard

Office Depot Business Solutions Division

December-18	
Description	YTD
Total Number of Orders	1,010
Total Number of Order Lines	4,388
Percent of Orders Delivered Next Day	99.80%
Percent of Lines Filled	99.75%
Average Amount Per Order	$178.12
Total Number of Backorder Lines	3
Average Number of Days BO Line	3.4
Total Amount Purchased	$179,899.26
Total Amount Stocked Inventory	$177,800.26
Total Amount Special Orders	$2,099.00
Total Amount Credit	$172.43
Total Number of Lines Credited	3
Total Number of Customer Return Lines	3
Total Number of Misfills By Line	1
Total Number of Damaged Items By Line	2

- Ship-to or Location Number
- Ship-to by City, State, or Zip
- Office Depot Product Categories
- Purchase Order Number
- Product Description
- Contact Name
- Order Source
- Customer Size

Formats and reports available include, but are not limited, to the following options:

Usage Reporting

- Item and dollar usage
- Descending dollar usage
- Descending times item sold
- Descending quantity usage
- Contract vs. Non-Contract
- Customer department number
- Desktop location or

Cost Savings Opportunity Reporting

- Customer product code
- Office Depot product code
- Office Depot merchandise department
- Office Depot product category
- Product description

Product Reporting

- Minority products
- Recycled products
- Manufacturer name
- Product description
- Unit of measure
- Quantity sold for period
- Dollar amount sold for period

- end-user name
- Ship-to or location number

Order Method Reporting

- Internet
- Fax
- Phone
- Store Purchasing Card
- Procurement Card

Distribution Cost Reporting (Average order size)

- Customer number
- Ship-to or location number

Office Depot has the ability to customize ordering websites for both in-stock and special order products to meet our customers specifications.

See Tab 3 *-2Office Depot Sample Reports 2020 Attachment 2*

i. Describe the Offeror's safety record.

The table below shows Office Depot OSHA Recordable Incident Rate (RIR) for 2017 through 2019.

Year	Avg. # of Employees	Hours Worked	Number of Recordable Cases	Incident Rate	OSHA Recordable Rate for your Industry	Number of Fatalities
2017	32,269	45,362,395	726	3.2	3.3	0
2018	29,595	41,535,320	663	2.3	3.5	0
2019	26,286	35,947,982	661	2.6	3.4	0

The table below shows Office Depot Lost Work Case incident rate for 2017 through 2019

Year	Avg. # of Employees	Hours Worked	Number of Recordable Cases	Incident Rate	OSHA Recordable Rate for your Industry	Number of Fatalities
2017	32,269	45,362,395	188	0.82	1.0	0
2018	29,595	41,535,320	206	0.95	1.1	0
2019	26,286	35,947,982	193	0.94	1.0	0

Office Depot is committed to providing a safe environment in which our associates work and our customer's shop. We continue to enhance our associates' skills, ensuring safe work practices through

effective associate education, training, communication, and supervision. Safety is an underlying value that we actively promote and practice every business day. Office Depot's Safety and Health program relies on each associate's active involvement to achieve our safety expectations.

The Office Depot safety program is led by our Senior Director of LP Systems Technology, Investigations and Safety & Supply Chain Safety Consultant, and Retail Safety Consultant who oversee safety processes for their respective businesses. Additionally, 45 Field Loss Prevention & Safety Managers help drive field safety leadership to both our retail and supply chain locations.

Safety training for all new associates during their orientation, in order to inform them of safe work practices, including but not limited to proper procedures when operating machinery, forklifts, and expected behaviors.

Required program maintenance and annual safety training for all associates, which includes lockout-tagout, powered industrial trucks, conveyor and dock safety, incident management, hazard communication, and behavioral safety.

Coordination of safety committees, documenting and investigating all incidents, maintaining continuous safety awareness training programs, and sharing and implementing best practices.

Performance metrics are integrated into leadership goals and compensation bonus structures. Monthly performance metrics are distributed to field and onsite leadership teams, as well as reviewed with executive management.

xv. Provide any additional information relevant to this section.

GREEN/SUSTAINABILITY

Green Products

Office Depot offers its customers an assortment of green products to add to their programs. 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 fiber 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, 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 econscious 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, Reviews & Communication:

- Green Business Review – Our 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. 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. Office Depot representative can speak with agencies about planting trees and offsetting carbon through TreeUp through this program..

Corporate Sustainability Report

Office Depot has published a Corporate Sustainability Report since 2003. The current Office Depot Corporate Citizenship Report and past issues are available online at http://www.officedepot.com/sustainabilityreport.

SOCIAL/DIVERSITY INITIATIVES

Office Depot's is a company practicing social and environmental responsibility as evident in our evolving, refining, and aligning of the following areas: planet, people, community, and prosperity. Our. current Corporate Sustainability Report provides a detailed glimpse into our practices. Please search on the link below for the latest copy of our Corporate Sustainability Report: www.officedepot.com/sustainabilityreport.

#depotdifference Overview

In 2018, Office Depot launched a new community investment mission, called #depotdifference. As our company changes and evolves in exciting ways, so has the way we impact our communities, and #depotdifference brings an employee-centric, hands-on approach to empower us all to make a difference. Led by our Community Ambassador Network in North America and guided by the Community Investment Team at corporate headquarters, #depotdifference strives to get all 50,000 associates involved in the communities we serve

and call home.

Through #depotdifference, Office Depot is focused on issues and causes that not only align with our business, but that speak to who we are as an organization; a company that enables opportunities for people to succeed, no matter their challenges or circumstances. Specifically, the #depotdifference program supports nonprofit and community organizations through volunteer and philanthropic initiatives primarily impacting three areas of focus:

Empowering Education: Supporting early childhood education, K-12 success and college/career attainment.

Championing Minority-Led Entrepreneurship: Supporting organizations that foster entrepreneurial leadership in economically distressed communities.

Strengthening Communities: Supporting local communities through our commitment to volunteerism, associate engagement, disaster relief and diversity.

This is our mission and our goal. Each of these cause areas are supported by robust employee-led volunteerism, with a focus on celebrating diversity of all kinds.

In our inaugural year, we launched a portfolio of #depotdifference programs that engaged thousands of associates and impacted many of our largest communities. Depot Day of Service, our company's first-ever, biggest volunteer service event of the year, was unveiled with over 2,000 associates, family members and friends serving tens of thousands of hours of volunteer service.

Elevate Together

ELEVATE TOGETHER
Powered by Round It Up America

To drive Office Depot's focus on Championing Minority Entrepreneurship, and in keeping with its long-standing history of serving local community businesses, The ODP Corporation is the founding partner of the Elevate Together initiative. The ODP Corporation will engage it's associates and customers in this mission and invite other like- minded corporations to partner in the initiative by leveraging their financial resources and business expertise to foster new opportunities for Black and Hispanic small businesses to grow and succeed.

Start Proud!, Office Depot's new back-to-school philanthropic initiative, partners with Title 1 schools to provide thousands of backpacks, supplies and other support to the students, parents and teachers of that school community. Mentorship Movement, gives interested associates committed, longer-term mentorship opportunities; creating relationships with great possibility of changing futures and impacting lives.

#depotdifference is just getting started! More new exciting announcements and programs will be

following, as we become even more involved in local communities.

#depotdifference Signature Programs:

Depot Day of Service

In spring 2018, Office Depot announced the launch of its flagship companywide volunteer celebration called "Depot Day of Service," which was piloted in eight markets across North America on April 28 and May 5. With over 2,000 volunteers participating in the inaugural year, Depot Day of Service became an instant tradition. During this annual, spring volunteer campaign, the company will host volunteer projects throughout the campaign week, leading-up to a large-scale community project, when all associates, family members and friends of Office Depot, nationwide, will be encouraged to come out in their red t-shirts, roll up their sleeves, and join in the fun of their local community service project.

In the South Florida headquarters region, Office Depot partnered with a variety of organizations on a series of service projects, including:

- Planting 11,000 plants to restore sea dunes in Pompano Beach with the Youth Environmental Alliance (YEA)
- Preparing meals for deserving youth in Boca Raton with Place of Hope
- Building homes for two deserving families in West Palm Beach with Habitat for Humanity's Women Build program
- Donating over 10,000 books to benefit the Literacy Coalition of Palm Beach County
- Hosting the largest volunteer event in Palm Beach County School District history, revitalizing a local elementary school in the heart of Delray Beach with the Palm Beach County Education Foundation

Additionally, Office Depot team members rolled up their sleeves in other major cities across North America volunteering to complete large-scale projects with local organizations, including:

- Sorting, packing and helping to ship donated food to local charities with Second Harvest Food Bank of Metrolina in Charlotte, North Carolina
- Refreshing local schools with Hands On Atlanta in Atlanta, Georgia and Keep Austin Beautiful in Austin, Texas
- Beautifying a local park with the Chicago Park District in Chicago, Illinois and farm with the San Francisco Recreation and Park Department in San Francisco, California
- Working with the Boys & Girls Club of Philadelphia to transform their Germantown Clubhouse with a fresh coat of paint and new landscaping in Philadelphia, Pennsylvania
- Preparing and serving dishes at Robin des Bois, a non-profit restaurant that donates all profits to local community organizations in Montreal, Canada

The Depot Day of Service program will expand to additional Office Depot communities in 2019 and beyond, so that more associates can have the opportunity to engage directly with their local communities and establish stronger and further-reaching relationships in the future.

Start Proud!

Office Depot has launched Start Proud!™, its new signature back-to-school philanthropic initiative. Start Proud!™ was created to help foster brighter beginnings for schools in low-income communities nationwide and to give students, parents and teachers the supplies they need to start the year confident, prepared and proud.

start proud!®
Helping students and teachers shine
Office DEPOT OfficeMax

This new program officially kicked-off in July 2018 when associates in South Florida, Atlanta, Austin, Charlotte, Chicago, Philadelphia and San Francisco hosted backpack bundling bashes in their markets.

At these bashes, associates, friends and family members came together to assemble 20,000 fully stocked backpacks for deserving students in their communities.

Atlanta-area associates held the first of 10 Start Proud! celebratory assemblies across the nation. These inspiring campus celebrations included remarks from Office Depot's senior executives, the school's principals, the district's superintendents, National PTA representatives. At each Start Proud! event hundreds of excited students gathered and cheered when it was announced they would all be receiving brand new backpacks with supplies. Office Depot also donated another 1,000 backpacks to each school district to assist with ongoing needs at other Title I schools in their area throughout the 2018-2019 school year. One "All-Star Teacher" from each school was also celebrated for their extraordinary efforts in the classroom and given approximately $1,000 worth of premium supplies.

Finally, teachers at each school were surprised with an additional donation of six palettes of classroom supplies to share and help them start the year off right.

The Start Proud! program will expand to additional districts and Title 1 elementary schools to engage more of our associates in this critical work to support deserving teachers, students and families.

Mentorship Movement

In September 2018, Office Depot was excited to announce its newest "pilot" Community Relations Initiative: Mentorship Movement! Presenting a completely different dimension to the #depotdifference commitment to education, the Mentorship Movement offers South Florida associates the opportunity to help change the lives of hundreds of local at-risk youth who are in need of a caring, responsible adult mentor.

Through a strategic partnership with the United Way of Palm Beach County's Mentoring Center, Office Depot selected five amazing mentoring charities to take part in our initiative, with a goal of matching over 50 Office Depot HQ associates (in this first pilot year) with a young person who is currently receiving support from one of these best-in-class charities.

Our five partner mentoring charities are:

- Boys & Girls Clubs of Palm Beach County (bgcpbc.org/programs)
- Healthy Mothers, Healthy Babies (hmhbpbc.org/mentor)
- Milagro Center's "Mentoring Miracles" (milagrocenter.org/programs/#mentors-and-volunteers)
- The Path to College (pathtocollege.org/mentor)

- • Take Stock in Children (takestockpalmbeach.org/how-to-get-involved/become-a-mentor)

Office Depot looks forward to growing this program to give associates in additional markets the opportunity to participate in the years to come!

Season of Service

While #depotdifference is a year-round program, our volunteer initiatives kick into high gear during the holiday season, when so many communities are in need of extra support. To spread our holiday cheer and put our passion into action, #depotdifference will host its very first holiday campaign, Season of Service, during the winter holiday season.

The Season of Service campaign includes heart-warming and meaningful volunteer and philanthropic projects, including:

- Collecting and distributing non-perishable food items for soup kitchens and food banks in our communities
- Serving meals at the Ronald McDonald House
- Collecting, delivering toys and celebrating the holiday season with Boys & Girls Clubs
- Local Ambassador Committees work with our community relations staff to design, plan and promote the Holidays campaign, so all associates and family members can get involved in making the season a bit brighter for our neighbors in need.

Annual Investment

Resources Donated:

Corp. Donations (t) - $1.5M

Customer Donations (Ed. 365/POS) (t) $215K

Product Donations (t) $21M

Diversity Initiatives

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.
- To pursue nationally certified diverse suppliers that reflect today's diverse global marketplace.
- To ensure that diverse suppliers are well represented in our product assortment and have an equal opportunity in our supplier selection process.

To 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.

- To effectively highlight the products of diverse suppliers in our national full line catalog.
- To empower diverse suppliers to become self-sustaining providers of goods and services to our customers and us.

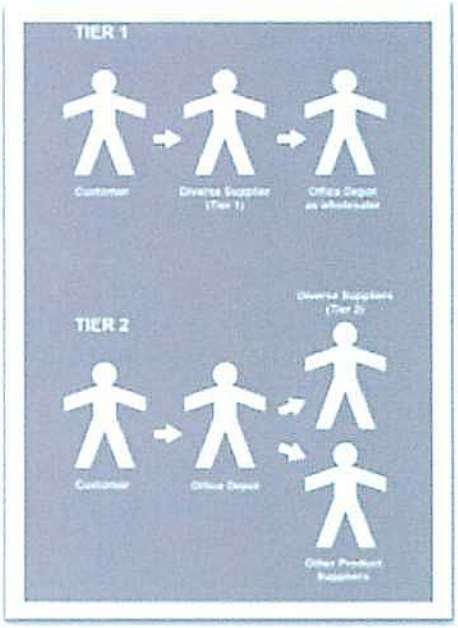
Office Depot is proud to offer the most comprehensive Supplier Diversity model of its kind, in order to give diverse suppliers the best opportunities to grow and prosper. We actively seek out promising diverse suppliers, which include: Certified minority, women, disabled, veteran, LGBT, and small [SBA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

Our Supplier Diversity team includes:

- Kelley Byrd, Sr Manager Implementation & Diversity manager responsible for Tier I Diversity Program
- Michael Barbee, Diversity Accounts Manager responsible for Tier I Sales
- Tira Mann, Consultant, Supplier Diversity Strategy Tier I 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 referrals, 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. The team was officially created in 2002, but has already achieved so much. For example:

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. Since its inception, supplier diversity has accumulated sales of products from diverse suppliers of over $2,795,000,000.

2019
Tier I Sales for 2019 = $128,000,000
Total Tier II Sales for 2019 = $187,799,532

2018:
- Tier I Sales for 2018 = $143,303,873
- Total Tier II Sales for 2018 = $311,869,155

2017:
- Tier I 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

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 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 that leads to their long-term growth and economic viability.

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

- Brand association
- Purchasing power
- Efficient supply chain
- Marketing expertise
- Training expertise
- Ecommerce 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 SUMMARY, THE OFFICE DEPOT® DIFFERENCE.

Your trusted advisor – Providing business solutions is all we do – it's not simply a part of what we do. Accessible anytime, anywhere – We offer world-class support from real humans. Be face-to-face with us. Chat with us. Text with us.

Quality control – While some mass online competitors deal directly with 3rd-party vendors, we deal directly with our vendors so you know our products can be trusted.

Multi-channel services – Shop at any of our stores, or order online and pick up in store within an hour. Why wait two days when you can get it now?

Pricing model – We offer incredible value with structured pricing you can rely on and build business plans around.

Supply chain success – We deliver to 97% of the US population next business day, including Alaska, Hawaii and Puerto Rico. Plus, you can conveniently pick up your order at any of our 1,300+ stores.

2/5/20 | BUSINESS PARTNERSHIP REVIEW CREATED FOR

12345678
ABC SAMPLE
10/01/2019 to 12/31/2019

Your Office Depot® Team

Get to know your Office Depot® team — dedicated consultants working behind the scenes with your Account Manager to provide best-in-class solutions and personalized customer service.

Title First name Last name	Title First name Last name	Title First name Last name
Title First name Last name	Title First name Last name	Title First name Last name

Agenda

1. Business update
2. Performance update
3. Areas of opportunity
4. Next steps
5. Appendix
   - Detailed data analysis
   - Detailed information on adjacencies
   - [Add additional information here]

ABC SAMPLE
Mission Statement

“”

ABC SAMPLE
Business Overview

- [Insert customer business objective 1]
- [Insert customer business objective 2]
- [Insert customer business objective 3]
  - [Supporting information (if needed)]

Office Depot® Business Overview

News, Announcements and Awards

- 9/23/19 Office Depot, Inc. Rolls Out Virtual Line Queuing System for Print and Copy Services
- 9/5/19 Office Depot to Present at Goldman Sachs Global Retailing Conference Thursday, September 5, 2019
- 8/7/19 Office Depot Declares Quarterly Cash Dividend of $0.025 Per Share
- 8/7/19 Office Depot Announces Second Quarter 2019 Results
- 8/6/19 Office Depot, Inc. Creates Alliance to Offer Identification and Background Check Services
- 7/24/19 Office Depot to Announce Second Quarter 2019 Results Wednesday, August 7, 2019
- 7/11/19 Office Depot Launches Programs to Help Teachers, Schools and Students Go 'Back to School Proud'
- 7/8/19 Office Depot Launches 'Back to School Proud' Campaign to Give Students the Advantage They Need to Succeed With Must-Have Supplies, Tech and Furniture

#depotdifference Initiatives:

- Depot Day of Service - Depot Day of Service is our company's flagship volunteer celebration each spring.
- Start Proud!™ is Office Depot's signature back-to-school philanthropic initiative.
- Mentorship Movement is a special dimension of the #depotdifference commitment to mentor youth.

Initiatives Since Last Review

Initiatives

- [Insert completed initiative since last review]
- [Insert completed initiative since last review]
- [Insert completed initiative since last review]
  - [Supporting information (if needed)]

Compliance Spend

- [Bullet points speak to performance against committed annual spend]
- [Add supporting copy]
  - [Add supporting copy]

Initiative Impact

Impact year-to-date: $xxx,xxx

Contribution by program

[Program 1]	xx%	$xxx,xxx
[Program 2]*	xx%	$xx,xxx
[Program 3]**	xx%	$xx,xxx

X improvements for [date here]:

- [Add supporting copy]
- [Add supporting copy]

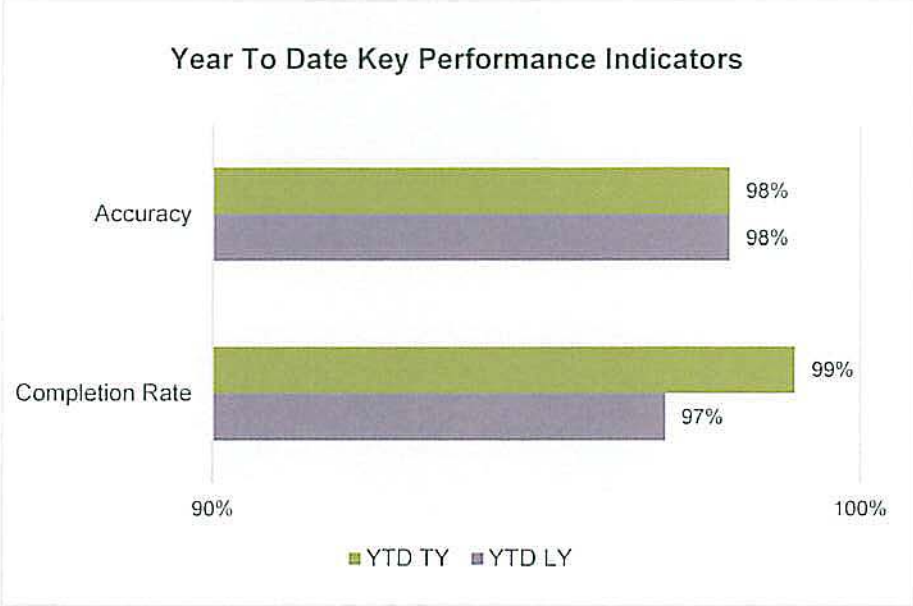
* *Assumption*
** *Assumption two*

Performance This Period

Objective

Summarize performance on KPIs within 1–2 sentences for this period.

- [KPI worthy of note]
- [KPI worthy of note]
- [KPI worthy of note, corrective action to be taken]



Note: Order Accuracy — Orders delivered without Office Depot related returns (e.g. item damaged, item missing, item arrived too late, etc.).

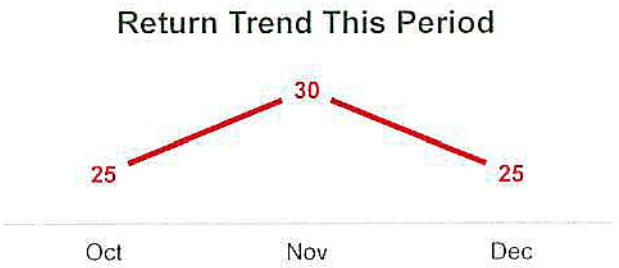
Order Completion Rate — Orders delivered complete without back orders.

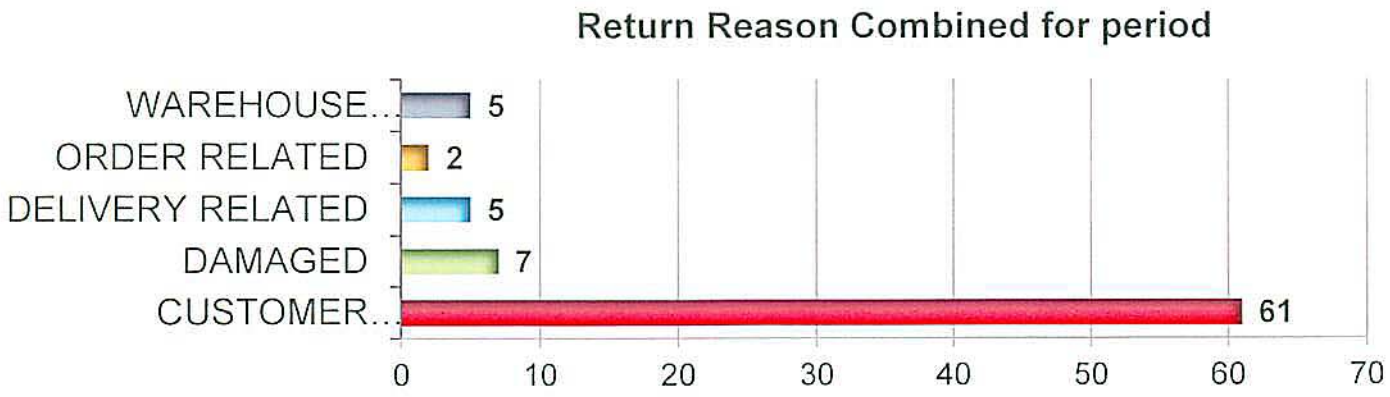
Performance This Period

Objective

"Returns" is an indicator of a product not meeting expectations.

- Combined analysis for this period
  - 5,898 total orders for period
  - 80 returns for period
  - 1.4% return rate for period





Office DEPOT

Accounts Receivable Aging

	OUTSTANDING	% OF TOTAL
CURRENT	$44,425	99%
1-30 DAYS PAST DUE	-$390	-1%
31-60 DAYS PAST DUE	$888	2%
61-90 DAYS PAST DUE	-$239	-1%
90+ DAYS PAST DUE	$164	0%

Performance — Non-Ordering Locations

*Note: This slide represents a calendar year-to-date snapshot and does not align to Review Comparison Periods chosen during review creation process.

Objective

The purpose of this slide is to identify locations that may not be aware that they should be making purchases through Office Depot.

- [Performance this reporting period — referencing summary data in table or trends]
- [Observations on the performance, what went well and what did not]
- [Suggest course of actions for next period — if required]
  - [Actions for Office Depot to take]
  - [Actions for customer to take]

Days	31–60	61–90	91–120	121+
Ship To %	3.2%	2.8%	2.5%	81.0%
Ship To #	283	253	223	7,231

Note: "Non-ordering locations" *is defined as known users or locations who did not place any orders with Office Depot during calendar year to date.*

Performance — Non-Ordering Users

*Note: This slide represents a calendar year-to-date snapshot and does not align to Review Comparison Periods chosen during review creation process.

Objective

The purpose of this slide is to identify account maintenance opportunities to keep our customer accounts secure and up to date.

- [Performance this reporting period — referencing summary data in table or trends]
- [Observations on the performance, what went well and what did not]
- [Suggest course of actions for next period — if required]
  - [Actions for Office Depot to take]
  - [Actions for customer to take]

Days	31–60	61–90	91–120	121+
Users %	5.9%	4.9%	3.9%	62.0%
Users #	310	257	203	3,238

Note: "Non-ordering users" *is defined as known users or locations who did not place any orders with Office Depot during calendar year to date.*

Performance This Period — [Initiative Name]

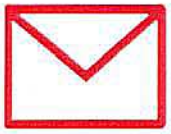
Objective

[Objective of initiative, with specific goals]

- [Performance this reporting period – referencing summary data in table or graph]
- [Observations on the performance, what went well and what did not]
- [Suggest course of actions for next period - if required]
  - [Actions for Office Depot to take]
  - [Actions for customer to take]

Communications Plan

Marketing activities to build awareness of initiatives across the organization



Monthly Direct Mailer

Monthly Company eNewsletter

Sample Box

Events

[Boston Regional Meeting, October 30, 2018]

[Customer's Annual Conference, November 10, 2018]

Face-to-Face Meetings

Calls

Initiatives to communicate this reporting period

- [Green initiative — recycled paper]
- [Adjacency awareness]
- [Small order "tip"]
- [Office Depot Exclusive brands]

New Initiative — Next adjacencies

The next adjacency offering selected for impact analysis

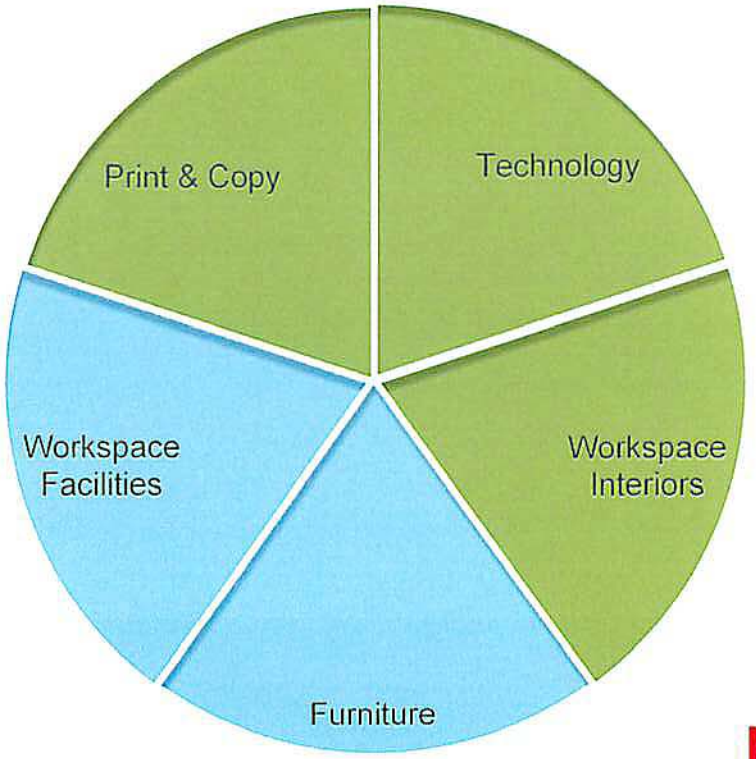
- Furniture and Workspace Facilities

Reasons

- [why chosen]
- [why chosen]

Benefits

- [mutually agreed to metric to track]
- [mutually agreed to metric to track]
- [mutually agreed to metric to track]



Office DEPOT

New Initiative — [Product, Solution or Name of Initiative]

Situation
[Short description of the business need]

Impact
[Business performance areas impacted]

Opportunity
[Overview of suggested initiative]

Suggested course of action
[Describe approach for initiative]

KPIs to measure success
[mutually agreed-to metrics to track success of the initiative]

Next Steps: [specific next steps to execute suggested course of action]

- [Office Depot actions]
- [customer actions]

GreenerOffice™ Solutions Overview

1

The GreenBook® Online
Our exclusive digital catalog that enhances your shopping experience

2

Greener Purchasing Program, starting with a customized analysis of your green spend

3

GreenerOffice™
web store with thousands of products with eco-attributes/eco-labels

4

GreenerOffice™ Delivery Service that replaces bulky cardboard boxes with lighter, recyclable paper bags

5

Greener product choices for cleaning, furniture, printing and technology

6

Recycling solutions for your ink/toner, small electronics and more

7

An experienced sustainability team available for support

Office DEPOT

Green Purchases by Office Depot® Eco-Rating

GREEN SPEND		
Light Green Spend	$101,593	16.8%
Mid Green Spend	$42,073	6.9%
Dark Green Spend	$5,139	0.8%
Total Green Spend	$148,804	24.6%
Total Spend	$605,970	100%

CATEGORY PURCHASES BY OFFICE DEPOT GREENEROFFICE™ ECO-RATING

Note: Office Depot has a Green Attribute Database (GAD) in which we capture vendor claims on the eco-attributes and eco-labels associated with their products. Based on these claims, on which our reporting is 100% reliant, we apply our GreenerOffice™ Eco-rating System to rate items as: Not Green, Meets Norms, Light Green, Mid-Green or Dark Green, based on the type and level of eco-attributes and eco-labels. More details are available on request. PURCHASES is sales net of returns.

Office Depot® Exclusive Brands

Well designed. Well made. Well priced.

Discover our family of brands that strive to offer high quality at an exceptional value.

Office Depot Brand Products
Quality national brand office essentials at a great value

TUL®
High performance writing instruments and custom note-taking system

WorkPro®
Multi-use commercial-grade furniture and seating

Realspace®
Affordable, versatile furniture and accessories for stylish workspaces

Highmark®
Quality, value-packed cleaning and breakroom supplies

Ativa®
Reliable shredders and intuitive tech accessories

High-Quality School Supplies
Trusted, high-quality school supplies, instruction books and more

See Jane Work®
Exclusive Brand Partner
Stylish desk sets, furniture and accessories for your organized workspace

Executive Suite®
Fresh, delicious coffees that rival national brands for taste and quality

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Product Subscription Services

With Office Depot® Product Subscription Services, you can save time and help ensure that you never run out of the supplies your business needs most.

Convenience you can count on

- Schedule and control automatic deliveries
- Simple to set up
- No commitments
  - Change or cancel at any time
- Zero fees
- Choose quantity and frequency of deliveries
  - Weekly, quarterly and everything in between

The products you need, when you need them

- Breakroom supplies
  - Coffee, water, snacks and more
- Cleaning supplies
  - Paper towels, trash bags, cleaners and more
- Office supplies
  - Paper, pens, binders, ink and toner and more

Valid credit card or account billing required. Recurring payments based upon your selected subscription frequency (weekly, monthly, quarterly, etc.) will be automatically billed to your method of payment until you cancel the subscription.

Contact your Account Manager or visit business.officedepot.com/subscriptions for more details.

Subscription Services: Office Supplies

With Office Depot® Product Subscription Services, you can save time and help ensure that you never run out of the office supplies you need most.

Convenience you can count on

- Schedule and control automatic deliveries
- Simple to set up
- No commitments
  - Change or cancel at any time
- Zero fees
- Choose quantity and frequency of deliveries
  - Weekly, quarterly and everything in between

The products you need, when you need them

- Paper
- Pens
- Binders
- Ink and toner
- And much more

Valid credit card or account billing required. Recurring payments based upon your selected subscription frequency (weekly, monthly, quarterly, etc.) will be automatically billed to your method of payment until you cancel the subscription.

Office DEPOT

Contact your Account Manager or visit business.officedepot.com/subscriptions for more details.

CompuCom® Digital Engagement Solutions

Office Depot® has acquired CompuCom, a market-leading provider of award-winning IT services, products and solutions. CompuCom procures, installs and manages the life cycle of hardware and software for businesses. Working together, Office Depot and CompuCom offer IT support services such as remote help desk, data centers and on-site IT professionals.

- Expert multidevice management
- Procurement, configuration, deployment, support and disposal
- Self-help options
- Workplace support services
- Cloud services, backup, collaboration and data recovery
- New technology rollouts and migration
- Analytics and insights
- Automation

Did you know?

We're here when you need us with more than 6,000 technicians, Solution Café® centers and Persona Portal services. We support 5.15 million end users and 6.4 million devices and are dedicated to helping you achieve your outcomes.

Making a #DepotDifference

In 2018, Office Depot launched a new community investment mission, called #depotdifference. As our company transforms and evolves in exciting ways, so is the way we impact our communities, and #depotdifference brings an employee-centric, hands-on approach to empower us all to make a difference.

Led by our Community Ambassador Network throughout North America, (who are guided by the Community Investment Team at Corporate HQ), #depotdifference engages Office Depot associates to get involved in the communities we serve and call home. The #depotdifference program supports nonprofit and community organizations through volunteer and philanthropic initiatives primarily impacting three areas of focus:

Empowering education

Supporting early childhood education, K-12 success and college/career attainment.

Championing minority-led entrepreneurship

Supporting organizations that foster entrepreneurial leadership in economically distressed communities.

Strengthening communities

Supporting local communities through our commitment to volunteerism, associate engagement, disaster relief and diversity.

#depot difference

Recap — Looking Forward

Let's run through what we agreed to work on next period:

[Add new initiative 1]		X	
[Add new initiative 2]		X	
[Add new initiative 3]		X	
[Add new initiative 4]		X	
[Add new initiative 5]		X	
[Add new initiative 6]		X	

Any questions?

I will send out an email with all the action items and timing.

Thank you for your time!

Office DEPOT

Let's work together to help your business be the best it can be!

Office DEPOT

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APPENDIX

DETAIL SPEND ANALYSIS SLIDES

DATA FROM 10/01/2019 TO 12/31/2019

Purchase Summary by Group

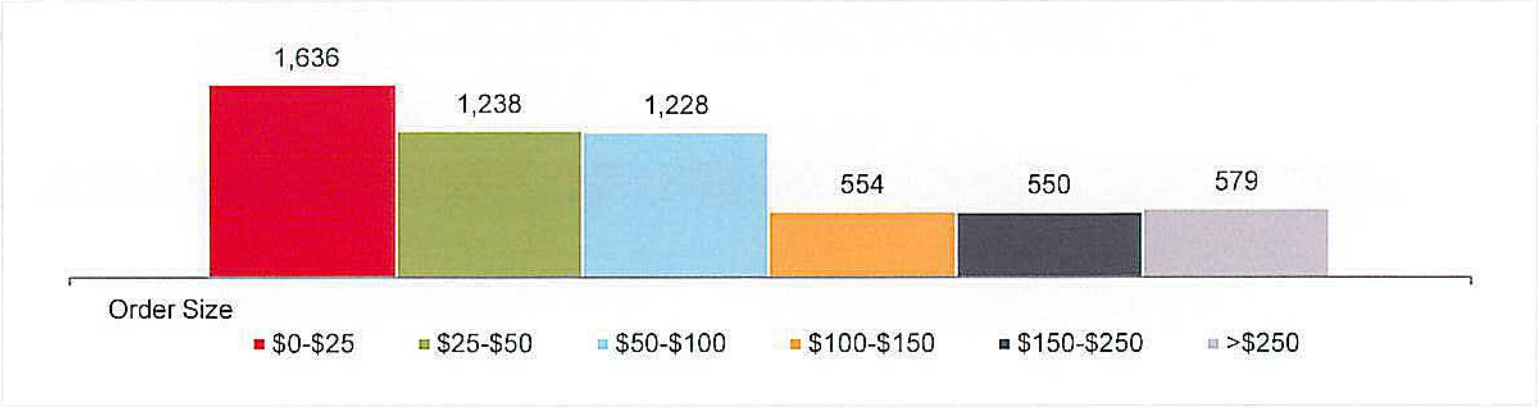
Category	10/01/2019 - 12/31/2019	10/01/2018 - 12/31/2018	Difference	% to Total Spend
Ink & Toner	$173,971	$153,465	13.4%	28.7%
Paper	$90,966	$90,721	0.3%	15.0%
Cleaning & Breakroom	$61,141	$56,537	8.1%	10.1%
Office Essentials	$60,237	$58,154	3.6%	9.9%
Labels & Forms	$54,190	$54,242	-0.1%	8.9%
Furniture	$47,320	$46,175	2.5%	7.8%
Technology	$47,073	$46,717	0.8%	7.8%
Writing & Drafting	$31,382	$29,272	7.2%	5.2%
Filing & Binding	$23,414	$26,090	-10.3%	3.9%
Misc	$13,730	$9,783	40.3%	2.3%
Copy & Print	$2,541	$2,557	-0.6%	0.4%
Managed Print Services	$0	$0	0.0%	0.0%
Total*:	**$605,969**	**$573,720**	**5.6%**	**100.0%**

*Some purchases fall outside of our predefined categories (e.g., Furniture, etc.) but are reflected in your total purchase.

Core Spend for Period

Category	10/01/2019 - 12/31/2019	10/01/2018 - 12/31/2018	Difference	% to Total
Core	$354,489	$356,294	-1%	58%
Non-Core	$251,480	$217,426	16%	42%
Total:	**$605,970**	**$573,721**	**6%**	**100%**

Small Order Breakdown



AVERAGE ORDER SIZE	AVG ORDER BELOW $50	# of ORDERS BELOW $50
$102.74	$23.64	2874

Furniture Products and Services

Get complete solutions for all of your furniture needs. Office Depot® is dedicated to providing a furniture solution to keep you and your staff satisfied, energized and productive every day.

- Comprehensive product assortment and services
- Partnerships with 300+ furniture industry leaders such as HON, Bush, Safco, Global and Iceberg
- Exclusive brands such as WorkPro® and Realspace®, which provide outstanding value and great quality and are part of our in-stock inventory available for fast delivery
- Ease of ordering via website, online, in-store pickup, customer service, Account Manager or Inside Furniture Specialist
- Enhanced delivery program
- Dedicated Inside Furniture Specialist*
  - Space planning
  - Product recommendations
  - Standards programs
  - Ergonomic solutions
  - Filing consolidations
  - Order placement and management
  - Installation and delivery arrangements

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33

*Office Depot does not provide interior design services in Florida.

Workspace Facilities — Cleaning

Choose from a complete portfolio of cleaning solutions and services to help keep every corner of your workspace clean … and help keep sick days to a minimum. We work around the clock to assemble a comprehensive selection of affordable facilities and cleaning supplies, in the quantities you need, from brands that you trust.

One-stop solution

- Soaps and sanitizers
- Tissues, towels and paper goods plus dispenser installation services
- Cleaners and chemicals
- Heavy-duty cleaning equipment and accessories
- Trash bags and receptacles
- First-aid kits and medical and safety items
- Matting and floor care equipment
- Totes and handcarts
- Premier selection of greener alternatives

Subscription Services

Save time by getting your most frequently used cleaning supplies automatically delivered to your business.

Office DEPOT

Subscription Services: Cleaning Supplies

With Office Depot® Product Subscription Services, you can save time and help ensure that you never run out of the cleaning supplies you need most.

Convenience you can count on

- Schedule and control automatic deliveries
- Simple to set up
- No commitments
  - Change or cancel at any time
- Zero fees
- Choose quantity and frequency of deliveries
  - Weekly, quarterly and everything in between

The products you need, when you need them

- Paper towels
- Trash bags
- Cleaners
- And much more

Valid credit card or account billing required. Recurring payments based upon your selected subscription frequency (weekly, monthly, quarterly, etc.) will be automatically billed to your method of payment until you cancel the subscription.

Office DEPOT

Contact your Account Manager or visit business.officedepot.com/subscriptions for more details.

Workspace Facilities — Breakroom

Keep your staff satisfied, energized and productive every day with our selection of comprehensive breakroom solutions. With one of the largest service coverage footprints in the nation, our specialized technicians will take care of your needs quickly and efficiently. Plus our Account Managers collaborate with experienced solutions consultants and vendors to bring you newer, more effective products and offer fresh ideas to help you decrease costs.

One-stop solution

- Coffee, tea, cocoa and coffee brewers
- Full-service filtered water systems and coffee solutions
- Snacks, including candies, cookies and healthy options
- Beverages, including sparkling water, sodas and energy drinks
- Cutlery, tableware and paper products
- Microwaves, toasters, refrigerators, blenders and other appliances
- Furniture, including tables, chairs and mobile serving carts

Ease of ordering and delivery

- Customized shopping lists
- Subscription ordering options
- Comparison shopping and more

Product Subscription Services

Save time by getting your most frequently used breakroom supplies automatically delivered to your business.

Subscription Services: Breakroom Supplies

With Office Depot® Product Subscription Services, you can save time and help ensure that you never run out of the breakroom supplies you need most.

Convenience you can count on

- Schedule and control automatic deliveries
- Simple to set up
- No commitments
  - Change or cancel at any time
- Zero fees
- Choose quantity and frequency of deliveries
  - Weekly, quarterly and everything in between

The products you need, when you need them

- Coffee
- Water
- Snacks
- And much more

Valid credit card or account billing required. Recurring payments based upon your selected subscription frequency (weekly, monthly, quarterly, etc.) will be automatically billed to your method of payment until you cancel the subscription.

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Contact your Account Manager or visit business.officedepot.com/subscriptions for more details.

(12345678 - ABC Customer) Delivery Metrics Dashboard

Date Range: 202001 - 202002

ORDERS
ORDERS Delivered Complete
99.74%
Error ORDERS
1.39%

LINES	
Lines Delivered Complete	Backorder Lines
99.27%	0.73%
Error Lines	Return Lines
0.42%	0.21%

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OfficeMax

	202001	202002	TOTAL
ORDERS Delivered Complete	2,732	2,639	5,371
	2,736	2,649	5,385
	99.85%	**99.62%**	**99.74%**
Error ORDERS	44	31	75
	2,736	2,649	5,385
	1.61%	**1.17%**	**1.39%**
Lines Delivered Complete	12,006	11,872	23,878
	12,088	11,966	24,054
	99.32%	**99.21%**	**99.27%**
Backorder Lines	82	94	176
	12,088	11,966	24,054
	0.68%	**0.79%**	**0.73%**
Error Lines	54	47	101
	12,088	11,966	24,054
	0.45%	**0.39%**	**0.42%**
Return Lines	16	34	50
	12,088	11,966	24,054
	0.13%	**0.28%**	**0.21%**

Average Days Ship Order Complete	1.8	1.9	1.9
ORDERS Delivered <= 2 Days	2,597	2,511	5,108
	2,736	2,649	5,385
	94.92%	**94.79%**	**94.86%**
ORDERS Delivered <= 3 Days	2,612	2,528	5,140
	2,736	2,649	5,385
	95.47%	**95.43%**	**95.45%**
ORDERS Delivered <= 4 Days	2,653	2,567	5,220
	2,736	2,649	5,385
	96.97%	**96.90%**	**96.94%**
ORDERS Delivered > 5 Days	83	82	165
	2,736	2,649	5,385
	3.03%	**3.10%**	**3.06%**

2/5/2020 | CUSTOM BUSINESS REVIEW CREATED FOR

12345678
ABC SAMPLE
10/01/2019 to 12/31/2019

Your Office Depot® Team

Get to know your Office Depot® team — dedicated associates working behind the scenes with your Account Manager to provide best-in-class solutions and personalized customer service.

Title First name Last name	Title First name Last name	Title First name Last name
Title First name Last name	Title First name Last name	Title First name Last name

Today's Agenda

We're committed to helping you meet your environmental sustainability goals.

- Our definition of green: Office Depot eco-ratings & shades of green
- Green spend by Office Depot eco-rating
- Total spend trend by Office Depot eco-rating
- Copy paper lifecycle analysis
- Top 20 product purchases by Office Depot eco-rating
- Top 20 end users
- GreenerOffice™ solutions overview
- Questions & next steps

ABC SAMPLE
Mission Statement

“”

ABC SAMPLE
Business Overview

[Customer name]

- [Insert customer business objective 1]
- [Insert customer business objective 2]
- [Insert customer business objective 3]
  - [Supporting information (if needed)]

Office Depot® Business Overview

Office Depot

- [Insert relevant Office Depot information]
  - [Supporting information (if needed)]
- [Insert relevant Office Depot information]
- [Insert relevant Office Depot information]

Office Depot® Eco-Ratings & Shades of Green

Since there is no universal definition of 'green' for workplace products, Office Depot developed an innovative eco-rating system to help customers buy and report on greener purchases

---

light green:

products with at least one meaningful eco-attribute or eco-label

mid-green:

products with a high level of one or more meaningful eco-attributes / eco-labels

dark green:

products with the highest level of one or more meaningful eco-attributes / eco-labels

Office DEPOT

Eco-Attributes in our Eco-Rating System

Save Resources & Avoid Waste

Recycled Content — contains post-consumer and/or post-industrial recycled materials

Remanufactured — made from quality components of previously used products

Recycled Solutions — designed to make recycling simple and convenient

Designed for Recyclability — easily disassembled by you after use

Helps Avoid Waste — reduces or eliminates [text covered by note: Image. Need native files to update this layout] waste and/or chemical use

Leadership Forestry — made with fiber from Forest Stewardship Council (FSC) certified forests or sourcing programs

Responsible Agriculture — sourced from farms that meet specific leadership standards

Plant-Based Materials — made using tree-free agricultural products or by-products

Compostable — made from materials that can quickly break down in commercial composting facilities, where facilities exist

Refill/Refillable — designed for continued use, helping avoid single-use disposables

Reusable/Avoid Disposables — designed to be used repeatedly, helping avoid single-use disposables

Rechargeable/Avoid Disposables — designed to be used repeatedly, helping avoid single-use disposables

Save Energy & Avoid Emissions

Energy Efficient/Helps Conserve Energy — designed to use less energy than alternative products/reduce energy used by other products

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

Carbon-Balanced — all or part of the carbon dioxide emissions associated with this product have been calculated and offset with credible carbon offsets

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

Use Safer Chemicals & Avoid Exposure

Less 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 Materials — made using tree-free agricultural products or by-products

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

Helps Remove Impurities — filters air or water

All of these attribute icons were created by Office Depot® to visually depict the attributes we know our customers seek in their Greener Purchasing Policies. The eco-labels below are created by third party certification organizations.

Eco-Labels in our Eco-Rating System

AP Non-Toxic Certified — Evaluated by a qualified toxicologist and ensures art and creative products are labeled in accordance with federal and state laws.

BIFMA level — For furniture products with multiple environmental and social attributes. Ranked in three tiers: level 1, 2 and 3

BPI Certified Compostable — BPI certifies compostable products using independent labs and reviews to verify the items meet ASTM specifications for compostability in industrial facilities

CarbonFree — Helps calculate, reduce and offset a product's carbon footprint through [text covered by note: Image. Need native files to update this layout] validated carbon reduction project...

Cradle to Cradle Certified™ — Cradle to Cradle™ certified products are evaluated for material health, material reutilization, renewable energy use and carbon management, water stewardship, and social fairness. Ranked in five levels: Basic, Bronze, Silver, Gold and Platinum

ENERGY STAR — For products that meet federal guidelines for energy efficiency

epeat — For electronic products with multiple environmental attributes – ranked in three tiers: Bronze, Silver and Gold

Forest Stewardship Council® — For wood/paper product from forests managed to rigorous environmental and social standards, supported by the world's leading conservation organizations

Green Seal — Green Seal is a nonprofit organization that uses science-based programs to empower consumers, purchasers, and companies to create a more sustainable world

Green-e — For products for which the manufacturer has purchased verified renewable energy certificates to match the item's energy waste

Safer Choice — Safer Choice (formally Design for the Environment) helps consumers, businesses and purchasers find products that perform well and are safer for human health and the environment. Meets federal guidelines for safer chemistry

SCS Indoor Air Quality — For products that meet strict indoor air quality guidelines, ranked in two tiers: Indoor Advantage and Indoor Advantage Gold

SCS Recycled Content — Certified the percentage of post-consumer or pre-consumer recycled content materials, diverted from the waste stream

UL ECOLOGO — For products with reduced environmental impacts from an overall lifecycle standpoint

UL GREENGUARD — For interior products and materials that have low chemical emissions. Ranked in two tiers: Certified and Gold

UL VALIDATION — For third-party validation that products meet stringent criteria for the environmental claim made

USDA Certified Biobased — For products that meet federal guidelines for plant/biobased content

USDA Certified Organic — For agricultural products that meet federal guidelines limiting the use of pesticides and other synthetic chemicals

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Green Doesn't Always Mean "Higher Cost"

Three Saves of Green

Higher Cost

Examples:

- recycled copy paper
- green cleaning
- organic coffee

Approx. Price Parity

Examples:

- boxes
- files
- GREENGUARD certified furniture

Higher Initial Cost → Save Re-purchase Cost

Examples:

- refillable pens
- reusable mugs
- rechargeable batteries

Higher Initial Cost → Save Operating Cost

Examples:

- LED bulbs
- power-saving strips
- energy saving products

Save Initial Cost

Examples:

- remanufactured cartridges
- Office Depot® Brand

Office DEPOT

Where We Are

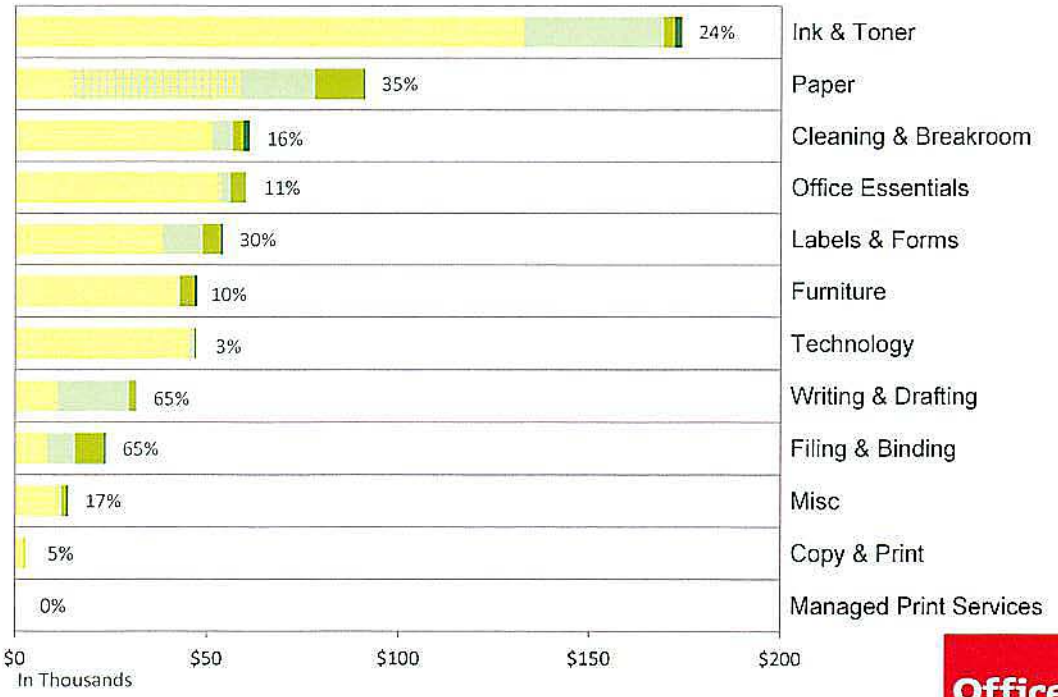
Objective:

Defined Priorities:

Green Spend by Office Depot® Eco-Rating

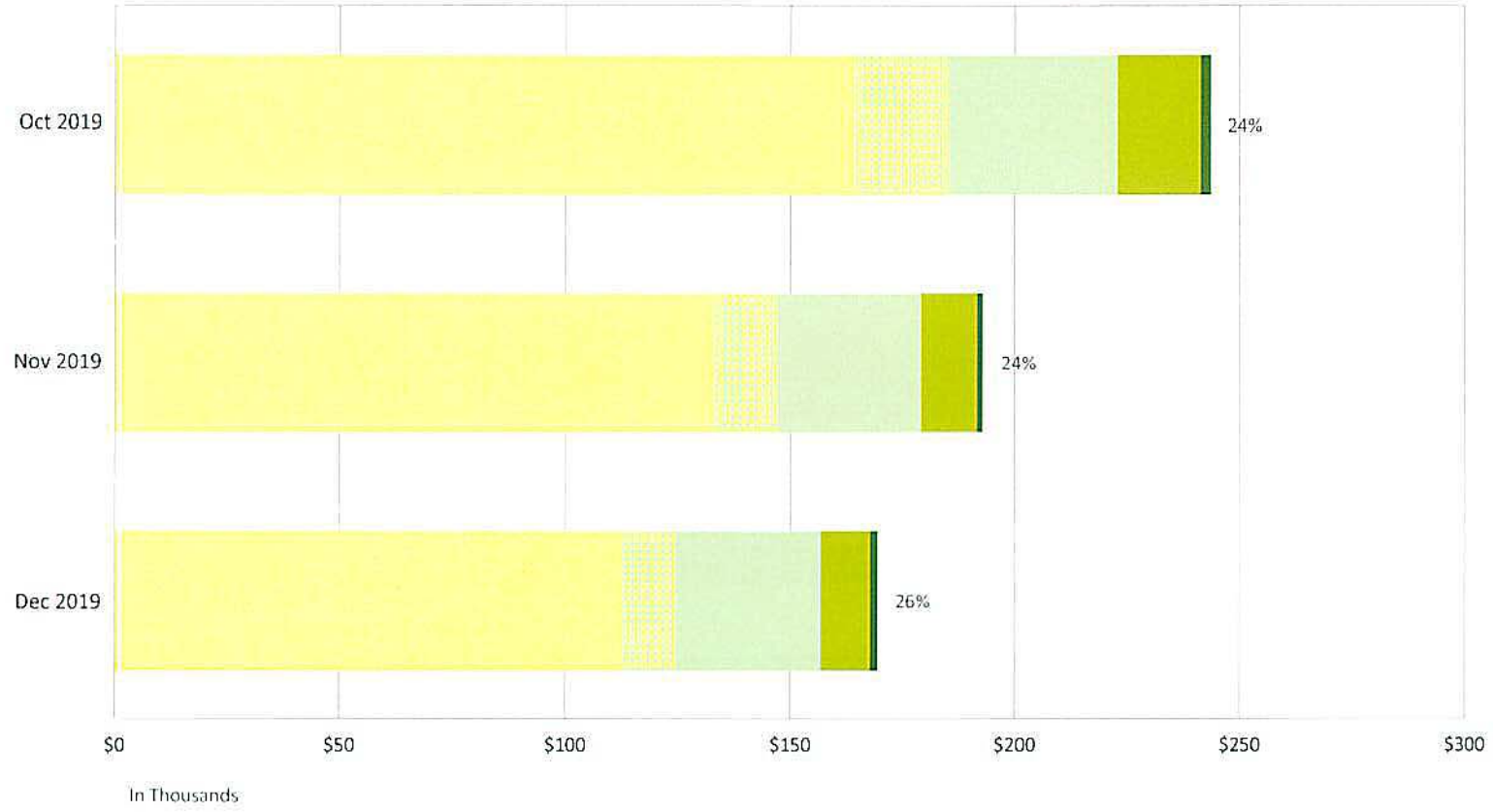
GREEN SPEND		
Light Green Spend	$101,593	16.8%
Mid Green Spend	$42,073	6.9%
Dark Green Spend	$5,139	0.8%
Total Green Spend	$148,804	24.6%
Total Spend	$605,970	100%

CATEGORY PURCHASES BY OFFICE DEPOT GREENEROFFICE™ ECO-RATING



Note: Office Depot has a Green Attribute Database (GAD) in which we capture vendor claims on the eco-attributes and eco-labels associated with their products. Based on these claims, on which our reporting is 100% reliant, we apply our GreenerOffice™ Eco-rating System to rate items as: Not Green, Meets Norms, Light Green, Mid Green or Dark Green, based on the type and level of eco-attributes and eco-labels. More details are available on request. Spend is sales net of returns.

Total Spend Trend by Office Depot® Eco-Rating



Note: Office Depot has a Green Attribute Database (GAD) in which we capture vendor claims on the eco attributes and eco labels associated with their products. Based on those claims, on which our reporting is 100% reliant, we apply our GreenerOffice™ Eco-rating System to rate items as: Not Green, Meets Norms, Light Green, Mid Green or Dark Green, based on the type and level of eco attributes and eco labels. More details are available on request. Spend is sales net of returns.

Total Spend Trend by Office Depot® Eco-Rating

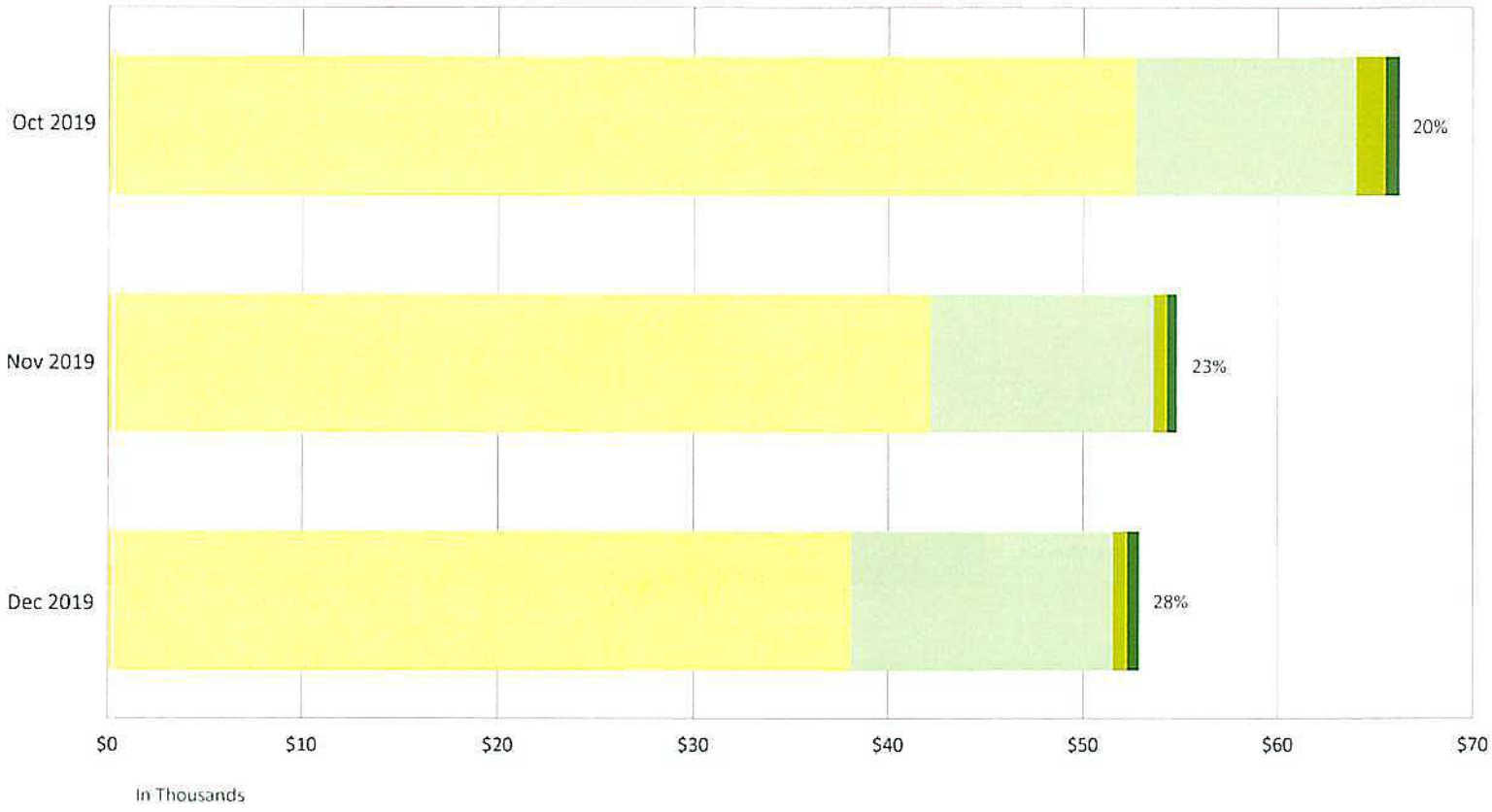
	Not Green	Meets Norms	Light Green	Mid Green	Dark Green	Total Spend
Oct 2019	$164,344	$21,170	$37,209	$18,650	$2,257	$243,629
Nov 2019	$133,120	$13,889	$32,253	$12,361	$1,239	$192,863
Dec 2019	$112,431	$12,212	$32,130	$11,062	$1,643	$169,477
Total	**$409,895**	**$47,271**	**$101,593**	**$42,073**	**$5,139**	**$605,970**

Total Green Spend
$58,116
$45,854
$44,835
$148,804

Note: Office Depot has a Green Attribute Database (GAD) in which we capture vendor claims on the eco-attributes and eco-labels associated with their products. Based on these claims, on which our reporting is 100% reliant, we apply our GreenerOffice™ Eco-rating System to rate items as: Not Green, Meets Norms, Light Green, Mid Green or Dark Green, based on the type and level of eco-attributes and eco-labels. More details are available on request. Spend is sales net of returns

Not Green Meets Norms Light Green Mid Green Dark Green

Ink & Toner Trend by Office Depot® Eco-Rating



Note: Office Depot maintains a database of environmental attributes, specifications & certifications based on vendor claims. The spend tables shown are fully reliant on these vendor claims. Spend is defined as sales, net of returns. Recycled cartridges are made with a mixture of virgin plastic and recovered plastic from e.g. water bottles or used cartridges. Office Depot light green / mid green ratings are based on either PCR% which refers to the postconsumer recycled percentage or PCRe% which refers to postconsumer recycled equivalent. [PCRe is an Office Depot concept to "normalize" recycled %'s - PCRe = postconsumer recycled % + ½ postindustrial recycled (PIR) %. (e.g. 30% PCR + 40% PIR = 50% PCRe).] 'Remanufactured' cartridges are made with quality components of previously used cartridges.

Not Green | Meets Norms | Light Green | Mid Green | Dark Green

Ink & Toner Trend by Office Depot® Eco-Rating

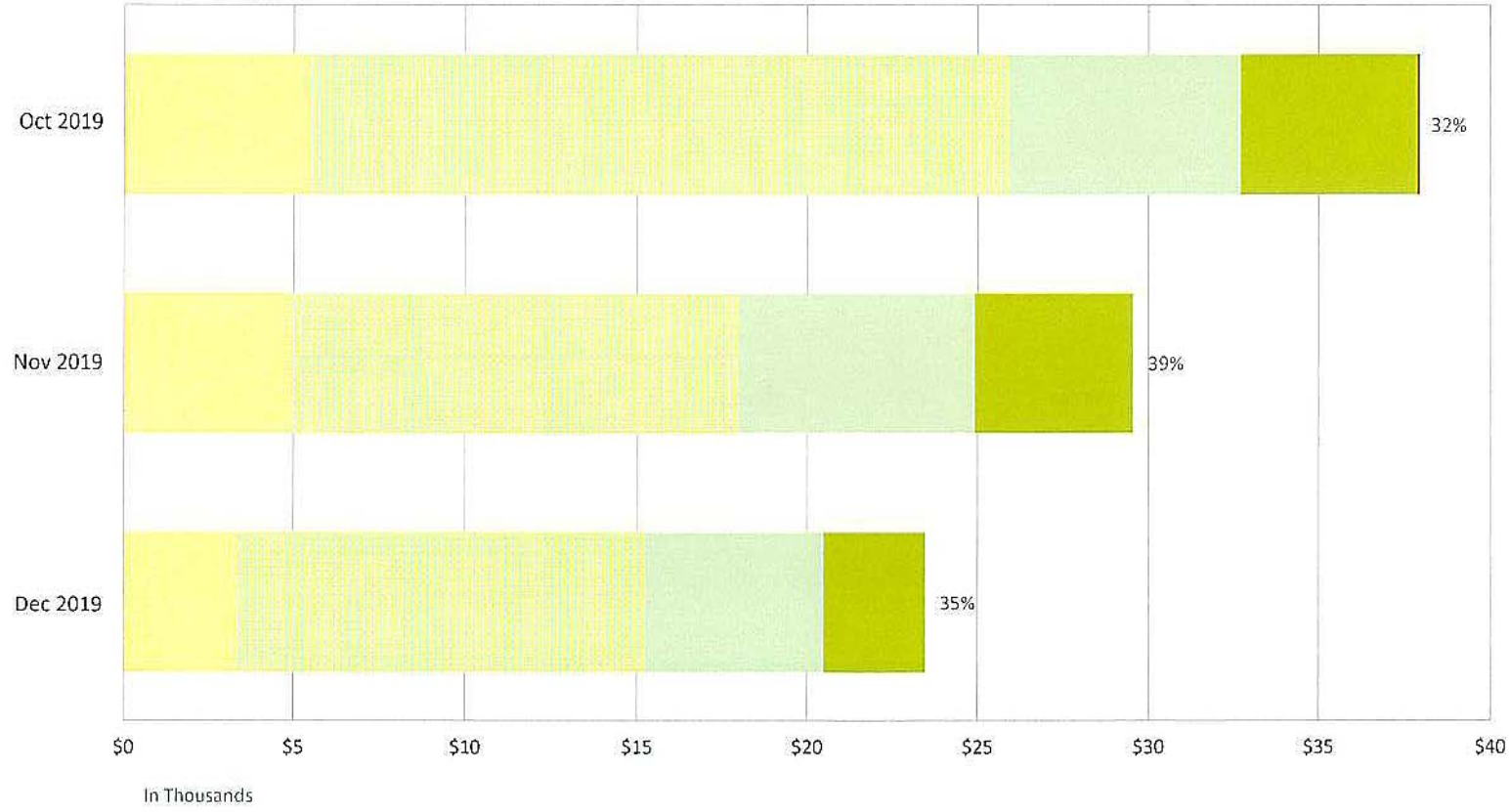
	Not Green	Meets Norms	Light Green	Mid Green	Dark Green	Total Spend
Oct 2019	$52,679	$0	$11,341	$1,521	$712	$66,254
Nov 2019	$42,136	$0	$11,510	$679	$493	$54,818
Dec 2019	$38,117	$0	$13,457	$723	$603	$52,899
Total	**$132,932**	**$0**	**$36,308**	**$2,924**	**$1,808**	**$173,971**

Total Green Spend
$13,574
$12,682
$14,783
$41,039

Note: Office Depot has a Green Attribute Database (GAD) in which we capture vendor claims on the eco-attributes and eco-labels associated with their products. Based on these claims, on which our reporting is 100% reliant, we apply our GreenerOffice™ Eco-rating System to rate items as Not Green, Meets Norms, Light Green, Mid Green or Dark Green, based on the type and level of eco-attributes and eco-labels. More details are available on request. Spend is sales net of returns.

Not Green Meets Norms Light Green Mid Green Dark Green

Paper Trend by Office Depot® Eco-Rating



Note: Office Depot maintains a database of environmental attributes, specifications & certifications based on vendor claims. The spend tables shown are fully reliant on these vendor claims. Spend is defined as sales, net of returns. Copy Paper includes cut-sheet paper (excludes computer paper, some specialty papers, and photo paper). *Office Depot light green / mid green ratings are based on either PCR% which refers to the postconsumer recycled percentage or PCRe% which refers to postconsumer recycled equivalent. (PCRe is an Office Depot concept to "normalize" recycled %'s - PCRe = postconsumer recycled % + 1/2 postindustrial recycled (PIR) % (e.g. 30% PCR + 40% PIR = 50% PCRe) | SFI - Sustainable Forestry Initiative; PEFC - Programme for the Endorsement of Forest Certification; FSC - Forest Stewardship Council

Not Green | Meets Norms | Light Green | Mid Green | Dark Green

17

Paper Trend by Office Depot® Eco-Rating

	Not Green	Meets Norms	Light Green	Mid Green	Dark Green	Total Spend
Oct 2019	$5,478	$20,434	$6,801	$5,183	$58	$37,953
Nov 2019	$4,837	$13,181	$6,900	$4,641	$0	$29,558
Dec 2019	$3,316	$11,915	$5,257	$2,969	$0	$23,456
Total	**$13,630**	**$45,530**	**$18,957**	**$12,793**	**$58**	**$90,967**

Total Green Spend
$12,041
$11,541
$8,226
$31,807

Note: Office Depot has a Green Attribute Database (GAD) in which we capture vendor claims on the eco-attributes and eco-labels associated with their products. Based on these claims, on which our reporting is 100% reliant, we apply our GreenerOffice™ Eco-rating System to rate items as: Not Green, Meets Norms, Light Green, Mid Green or Dark Green, based on the type and level of eco-attributes and eco labels. More details are available on request. Spend is sales net of returns.

Not Green Meets Norms Light Green Mid Green Dark Green

Copy Paper Lifecycle Analysis[1]

Paper Calculator
presented by environmental paper network

LIFECYCLE IMPACTS		EST LIFECYCLE IMPACTS AVOIDED DUE TO RECYCLED PAPER USE	
175 tons *1226 trees*		WOOD AVOIDED	0.0 tons *0 trees*
90,172 lbs		WASTE AVOIDED	6.5 lbs
1,528 mil BTUs		ENERGY AVOIDED	0.1 mil BUTs
262,813 lbs		CARBON AVOIDED	19.0 lbs
1,072,294 gallons		WATER AVOIDED	79.5 gallons

Reporting date: 10/01/2019 - 12/31/2019

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Environmental impact estimates were made using the Environmental Paper Network Paper Calculator Version 3.2.1. For more information visit www.papercalculator.org
[1]Analysis is for total cut sheet copy paper purchased (Dept. 5)
[2]The number of typical trees assumes a mix of hardwoods and softwoods 6-8 inches in diameter and 40' tall

Offset Your Paper Footprint

- Plant a tree for every one used! (Each tree produces approximately 6 tons of wood)
- Office Depot created this partnership with the Arbor Day Foundation
- Trees planted support animal habitat and reforestation projects across the country
- Certificate provided to verify trees planted by your organization (see example)

Top 20 Product Purchases by Eco-Rating

Rank	SKU	Description	Department	Spend$	Spend%	Primary Eco-attribute	PCR%	TRC%	Primary Eco-label	Office Depot Eco-rating
1	273646	PAPER,COPY,WHITE TOP,10/CA	PAPER	$74,233	277%	CERTIFIED FORESTRY	0%	0%	SFI CERTIFIED SOURCING	MEETS NORMS
2	348037	PAPER,COPY,OD,CASE,10-REAM_	PAPER	$66,489	248%	CERTIFIED FORESTRY	0%	0%	SFI CERTIFIED SOURCING	MEETS NORMS
3	275474	PAPER,COPY,XEROX,8.5X11,10/CT	PAPER	$33,036	123%	CERTIFIED FORESTRY	0%	0%	SFI CERTIFIED SOURCING	MEETS NORMS
4	940650	PAPER,30% REC,OD,CASE,10-REAM	PAPER	$23,763	89%	RECYCLED CONTENT; LEADERSHIP FORESTRY	0%	0%		MID GREEN
5	271195	PAPER,COPY,20LB,8.5X11,92 BRT	PAPER	$13,602	51%	LEADERSHIP FORESTRY	0%	0%		LIGHT GREEN
6	756589	TONER,HP 305A,LASERJET,BLACK	INK AND TONER	$13,143	49%	RECYCLED CONTENT	0%	0%		LIGHT GREEN
7	347005	PAPER,COPY PLUS,HAM,CASE,10-RM	PAPER	$10,805	40%	LEADERSHIP FORESTRY	0%	0%		LIGHT GREEN
8	680017	PAPER,LTR,20#,RECY,MULTI	PAPER	$9,981	37%	RECYCLED CONTENT; LEADERSHIP FORESTRY	0%	0%		MID GREEN
9	680134	TONER HP 507A CYAN CRTRDGE	INK AND TONER	$9,865	37%	RECYCLED CONTENT	0%	0%		LIGHT GREEN
10	617206	PAPER,IMAGPRNT,10RM,8.5X11,WHT	PAPER	$9,841	37%	LEADERSHIP FORESTRY	0%	0%		LIGHT GREEN
11	680206	TONER HP 507A MAGENTA CRTRD	INK AND TONER	$9,655	36%	RECYCLED CONTENT	0%	0%		LIGHT GREEN
12	680143	TONER HP 507A YELLOW CRTRDG	INK AND TONER	$9,364	35%	RECYCLED CONTENT	0%	0%		LIGHT GREEN
13	385702	TONER,HP 80A,BLACK	INK AND TONER	$8,538	32%	RECYCLED CONTENT	0%	0%		LIGHT GREEN
14	487908	TONER,HP,CE262A,YELLOW	INK AND TONER	$8,177	31%	RECYCLED CONTENT	0%	0%		LIGHT GREEN
15	487953	TONER,HP,CE263A,MAGENTA	INK AND TONER	$7,914	30%	RECYCLED CONTENT	0%	0%		LIGHT GREEN
16	679702	HP 507A BLACK LJ TONER CRTRDGE	INK AND TONER	$7,711	29%	RECYCLED CONTENT	0%	0%		LIGHT GREEN
17	878270	TONER,HP CE505A,BLACK	INK AND TONER	$7,209	27%	RECYCLED CONTENT	0%	0%		LIGHT GREEN
18	251668	PAPER,HP,MULTIPURPOSE,LTR	PAPER	$6,701	25%	LEADERSHIP FORESTRY	0%	0%		LIGHT GREEN
19	487404	TONER,HP,CE260A,BLACK	INK AND TONER	$6,630	25%	RECYCLED CONTENT	0%	0%		LIGHT GREEN
20	940593	OD BLUE TOP 96B 11" 10RM CTN	PAPER	$6,611	25%	CERTIFIED FORESTRY	0%	0%	SFI CERTIFIED SOURCING	MEETS NORMS

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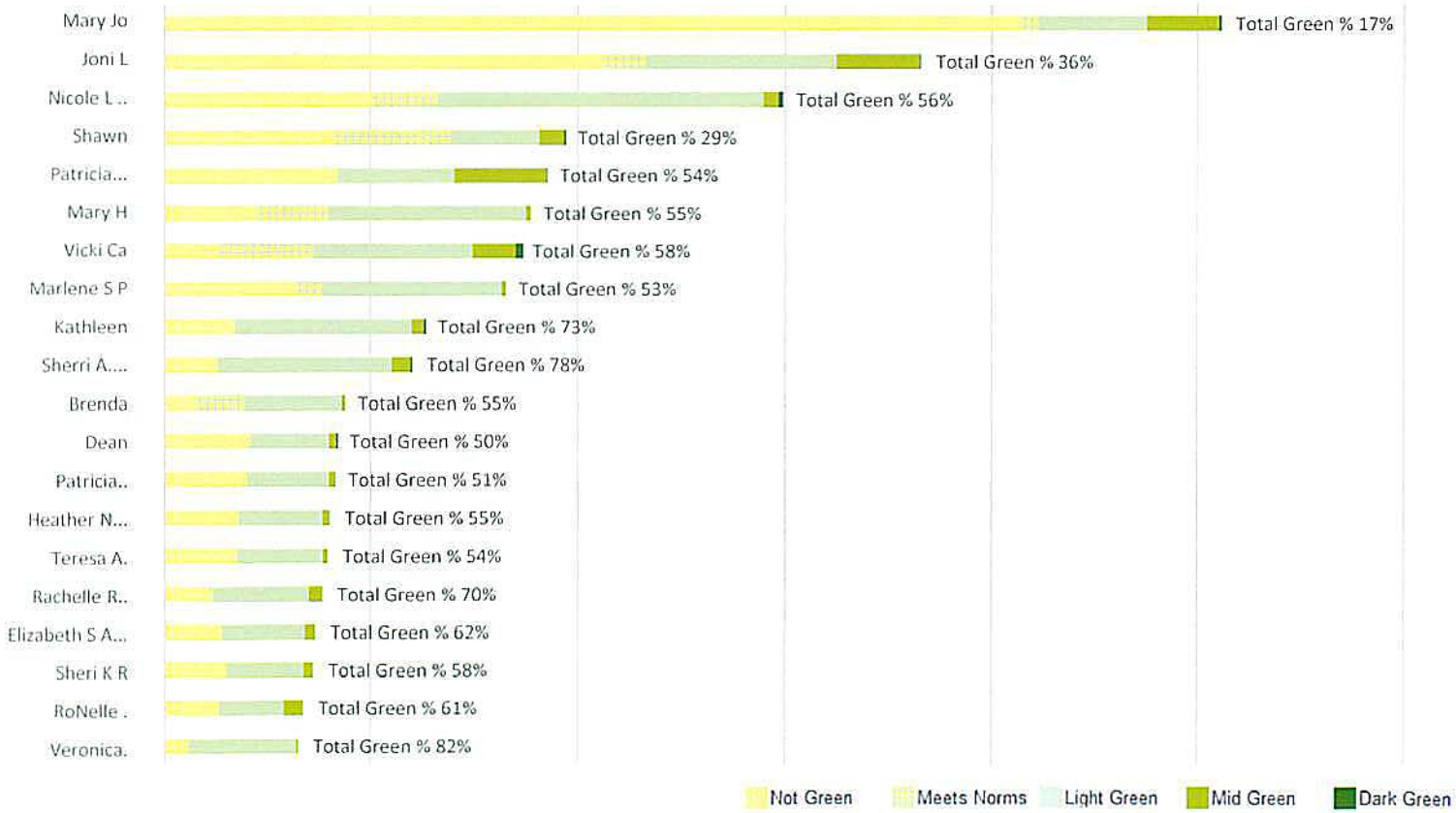
Note: Office Depot has a Green Attribute Database (GAD) in which we capture vendor claims on the eco-attributes and eco-labels associated with their products. Based on these claims, on which our reporting is 100% reliant, we apply our GreenerOffice™ Eco-rating System to rate items as: Not Green, Meets Norms, Light Green, Mid Green or Dark Green, based on the type and level of eco-attributes and eco-labels. More details are available on request. Spend is sales net of returns.

Top 20 End Users

Green Spend by TOP 20 End Users



Questions & Next Steps

We've analyzed your spend in this Green Business Review using our own eco-ratings.

Does this spend analysis meet your needs or would you like to see green spend in another way or with a different definition of green?

Let's work together to help your business be the best it can be!

Office DEPOT

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GreenerOffice™ Solutions Overview

1

The GreenBook® Online
Our exclusive digital catalog that enhances your shopping experience

2

Greener Purchasing Program, starting with a customized analysis of your green spend

3

GreenerOffice™ web store with thousands of products with eco-attributes/eco-labels

4

GreenerOffice™ Delivery Service that replaces bulky cardboard boxes with lighter, recyclable paper bags

5

Greener product choices for cleaning, furniture, printing and technology

6

Recycling solutions for your ink/toner, small electronics and more

7

An experienced sustainability team available for support

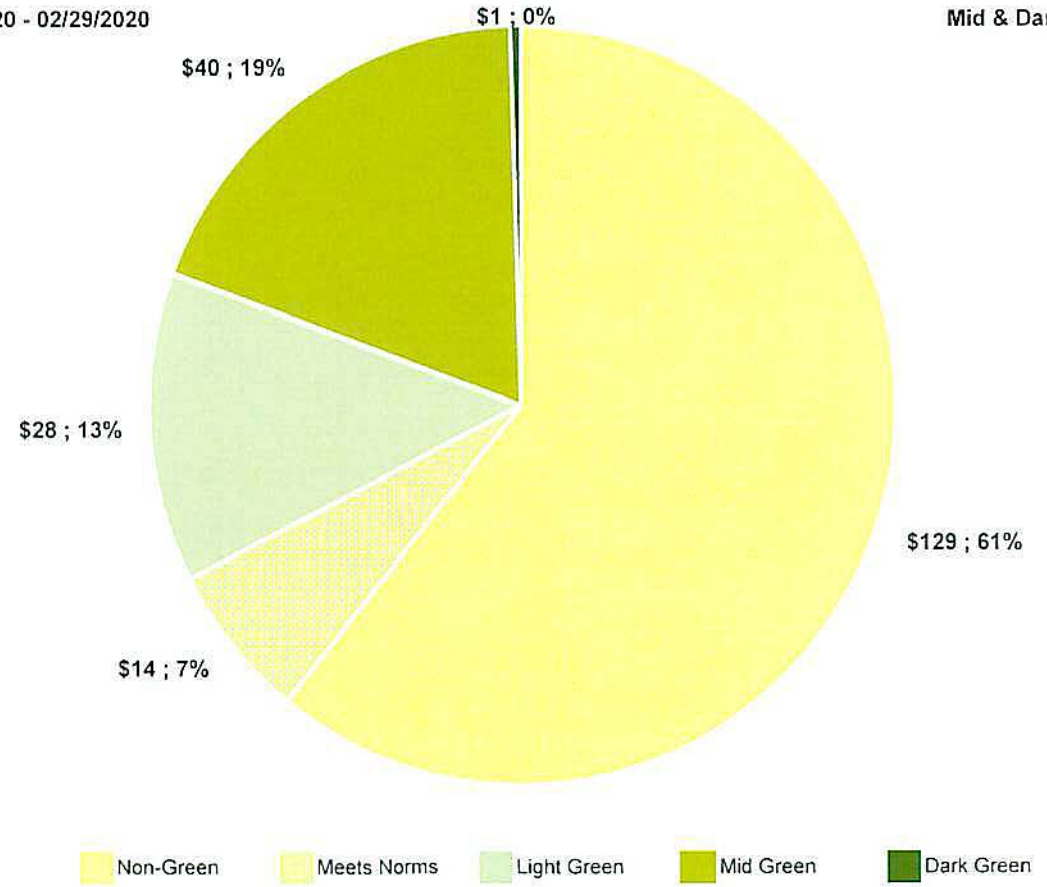
Office DEPOT

25

Additional Data Slide

Office DEPOT OfficeMax Spend by Office Depot Eco-rating

Account Name:	ABC Customer	Total Spend:	$212
Account Number:	12345678	Green Spend %:	33%
Date Range:	01/01/2020 - 02/29/2020	Mid & Dark Green Spend %:	19%



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See Office Depot GreenerOffice™ Eco-ratings tab for more detail

Office DEPOT OfficeMax

Green Usage Report	
Account Name:	ABC Customer
Account Number:	12345678
Date Range:	01/01/2020 - 02/29/2020

Confidential! Please don't share outside your organization without permission from Office Depot.

$ 1	Dark Green	0.5%
$ 40	Mid Green	18.9%
$ 28	Light Green	13.2%
$ 14	Meets Norms	6.6%
$ 129	Not Green	60.8%
$ 212	*Total Spend*	*100.0%*

See Office Depot GreenerOffice™ Eco-ratings tab for more detail

19% Mid + Dark Green Spend	33% Total Green Spend	22% Recycled Spend	11% Other Eco-attributes / Eco-labels
		Includes remain cartridges & items with recycled content	Includes items with no recycled content, but with other meaningful eco-attributes / eco-labels

SKU	Mfr Number	Item Description	UOM	Times Sold	Qty Sold	Spend	Eco-rating¹	Eco-attribute 1	Eco-attribute 2	Post-Consumer Recycled Content	Total Recycled Content	Eco-label 1	Eco-label 2
553571	CF226X	TONER 26X BLACK HIGH YIELD	EA	17	36	$ 4	Light Green	helps avoid waste		0%	14%		
642135	5557	BOARD,FOAM,22X28,WE,5CT	CT	9	294	$ 4							
646557	CE390A	TONER,LASERJET,HP90A,BLACK	EA	2	31	$ 4							
345637	3R05856	PAPER,COPIER,20#,LTR,BLU,500SH	RM	77	1,402	$ 4	Mid Green	recycled content	certified forestry	30%	30%	SFI Fiber Sourcing	
1641571	3452V2	67"H CUBICAL QUAD	EA	1	1	$ 3							
103057	1886A	PAPER,COPY,WHITE,PALLET,92BR	PL	1	2	$ 3							
3620377	CC2241CTN	PAPER,X-9,WE,8.5X11,24#	CT	6	39	$ 3	Meets Norms	certified forestry				SFI Fiber Sourcing	
345660	3R05858	PAPER,COPY,8.5X11,YEL,500SH	RM	87	1,223	$ 3	Mid Green	recycled content	certified forestry	30%	30%	SFI Fiber Sourcing	
9320853	C242A	SHREDDER,MC,SUPER,ATIVA,14SH	EA	7	30	$ 3							
123262	SRX45000	RIBBON,W/ROLLER,FHID,250	EA	2	25	$ 2							
810838	810838	FOLDER,LTR,1/3CUT,100BX,MANILA	BX	271	855	$ 2	Mid Green	recycled content		30%	30%		
400974	1SD2460	DATER,SELF INK,2000+	EA	74	166	$ 2							
457727	CF217A	TONER,HP,BLACK, LJ, 17A	EA	11	48	$ 2	Light Green	helps avoid waste		0%	17%		
4076439	CB950V BLK20	PLANNER,RY20,WEEKLY,11X8,BLK	EA	9	262	$ 2							
452913	81210P	TAPE,ECO,MAGIC,3/4"x900",10PK	PK	95	184	$ 2	Mid Green	recycled content		0%	65%		
196652	OX9007CTN	PAPER,X-9,11X17,20LB,5/CASE	CA	33	72	$ 2	Meets Norms	certified forestry				SFI Fiber Sourcing	
162340	TDMERCHANDISE	INTERIORS FURNITURE PRODUCT	EA	2	10	$ 2							
345652	3R05859	PAPER,COPY,8.5X11,500SH,PINK	RM	65	892	$ 2	Mid Green	recycled content	certified forestry	30%	30%	SFI Fiber Sourcing	
349389	LLR86200	CHAIR,EXEC,SWIVEL,MSH	EA	2	11	$ 2							
191099	G9648W	BOARD,GLASS,DE,8X4,WHT	EA	3	5	$ 2							
514228	R33018CTCP	NOTE,POST-IT,POP-UP,SS,18PK,CT	PK	96	147	$ 2							
218691	563R	EASEL PAD,TABLETOP,WHITE,EA	EA	22	174	$ 2							
493876	MC1068E	CHAIR,MFTC200,TASK,BLACK	EA	4	10	$ 2							
203349	30001	MARKER,SHARPIE,FINE,DZ,BLACK	DZ	186	393	$ 2	Light Green	less harsh chemicals				AP Certified Non-toxic	
176928	TI30XIIS	CALCULATOR,SCNTFC,TI30XII,BLK	EA	4	199	$ 2	Meets Norms	renewably powered					
937748	ET2350L	FOLDER,W/PKT,LETTER,MANILA	BX	24	54	$ 2	Light Green	recycled content	certified forestry	10%	10%	SFI Fiber Sourcing	
348359	40508	INDEX WHITE 110# 8.5 X 11	PK	76	594	$ 2	Mid Green	recycled content		30%	30%	Green Seal	
364364	5160	LABEL,LSR,ADDR,WHT,3000CT	BX	63	134	$ 2	Light Green	leadership forestry				FSC - Mixed	
240040	GJO22700	TOWEL,HRDWND,7-7/8X800,2"CR	CT	9	33	$ 1							
580450	5689	POSTCARD,LSR,200/BX,PRINT EDGE	BX	5	202	$ 1	Light Green	leadership forestry				FSC - Mixed	SCS Recycled
444758	84526XODP	TONER,HP 26X LJ M402 BLACK	EA	3	16	$ 1							
633888	ODP78125	ENVELOPE,#10,PLN,24#,500CT,WHT	BX	80	321	$ 1							
8278577	5663822	Srfc Pro7 i5 8GB 128GB Plat	EA	2	2	$ 1							
196643	OX9004CTN	PAPER,X-9,8.5X14,20LB,10/CASE	CT	28	44	$ 1	Meets Norms	certified forestry				SFI Fiber Sourcing	
741955	DUR01501	BATTERY,COPPERTP,AA,24/BX	BX	15	65	$ 1							
259251	80001	MARKER,CHISEL TIP,EXPO,DZ,BLK	DZ	72	261	$ 1	Light Green	less harsh chemicals				AP Certified Non-toxic	
583526	M2B	DESKTOP,M2 ADJT,SIT-STAND,BLK	EA	2	10	$ 1							
914997	IG200041	TONER,REMAN,HP4250,10000,BLACK	EA	1	20	$ 1							
741985	PC1500BKD09	BATTERY,PROCELL,AA,24/BX	BX	99	415	$ 1							
305466	99401	PAD,PERF,8.5X11,OD,LGL RLD,12P	PK	234	587	$ 1							
448906	DEFCM1U142OD	CHAIRMAT,ALL-PILE,36X48	EA	6	123	$ 1	Dark Green	recycled content	less harsh chemicals	0%	25%	GREENGUARD Gold	
345645	3R05857	PAPER,COPY,8.5X11,500SH,GRN	RM	69	641	$ 1	Mid Green	recycled content	certified forestry	30%	30%	SFI Fiber Sourcing	
565832	CF230A	TONER,HP,30A,BLACK,LASERJET	EA	8	30	$ 1	Light Green	helps avoid waste		0%	18%		
936245	1257GR	FOLDER,CLASS,LTR,FAS,2DIV,GRN	BX	17	158	$ 1	Mid Green	recycled content		30%	65%		
305289	810K24	TAPE,MAGIC,SCOTCH,24/PK	PK	38	51	$ 1							
554463	CE255A	TONER,HP LJ CE255A,BLACK	EA	6	12	$ 1	Light Green	recycled content		14%	31%		
919001	S537	BOARD,MARKER,ALUM-FRAME,4'X6'	EA	12	18	$ 1							
6526841	LLR66966	CABINET,WRDRB,72X36X18,BK	EA	2	4	$ 1							
102015	559VAD6PK	PAD,EASEL,SELF STCK,25X30,WHT	PK	6	16	$ 11							
8453144	6HQ135	65IN V-SERIES 4K HDR	EA	2	3	$ 1							
918979	S534	BOARD,MARKER,ALUM-FRAME,3'X4'	EA	17	43	$ 1							
193031	CF410A	TONER 410A BLACK	EA	9	19	$ 1	Light Green	recycled content		0%	19%		
917281	1534G	POCKET,FILE,LETTER,5.25" CAP	BX	47	255	$ 1	Mid Green	recycled content	certified forestry	30%	30%	SFI Fiber Sourcing	

SKU	Mfr Number	Item Description	UOM	Times Sold	Qty Sold	Spend		Eco-rating	Eco-attribute 1	Eco-attribute 2	Post-Consumer Recycled Content	Total Recycled Content	Eco-label 1	Eco-label 2
576639	3R12421	PAPER,2PART,CARBONLESS	CT	4	16	$	1	Meets Norms	certified forestry				SFI Fiber Sourcing	
372162	ODB2360	TONER,REPLACEDELL B2360, BK	EA	6	26	$	1	Mid Green	remanufactured					
825488	2016V01	PENCIL,WOODEN,YELLOW,72PK	PK	14	417	$	1							
668049	C2P06AN#140	INK,HP,62,TRI-COLOR	EA	4	48	$	1	Mid Green	recycled content		52%	55%		
102834	SMD73610	POCKET,ET,RCY,3.5"EXP,LTR,25BX	BX	2	20	$	1	Mid Green	recycled content	certified forestry	30%	100%	SFI Fiber Sourcing	
545469	MN2400B40002	BATTERYCOPPERTOP,AAA,24PK	PK	47	172	$	1							
920489	CF230X	TONER,HP,30X,BLACK,HY,LASERJET	EA	7	16	$	1	Light Green	helps avoid waste		0%	18%		
741995	PC2400BKD09	BATTERY,PROCELL,AAA,24/BX	BX	78	299	$	1							
353702	SML515311073	BACKPACK,TECTONIC,PFT,LAPTOP	EA	2	17	$	1							
766077	CE505D	TONER,LASER,HP,CE505A,2PK,BLK	EA	8	9	$	1	Light Green	recycled content		19%	35%		
141848	PF19.00	FILTER,PRIVACY,FRAMELESS,19"	EA	2	8	$	1							
345686	3R05861	PAPER,CPY,8.5X11,RM,GOLDENROD	RM	30	499	$	1	Mid Green	recycled content	certified forestry	30%	30%	SFI Fiber Sourcing	
753845	KITH2BR5528B	DESK,HEIGHT,ADJUSTBL	EA	1	2	$	1							
687590	4R2146	PRINTER,HEWLETTPACKARD OJ 200	EA	3	-	$	1	Mid Green	energy efficient		0%	12%		EPEAT Silver
899051	CF237A	TONER,HP,37A,LJ,BLACK	EA	4	8	$	1							
525112	33950	PEN,GEL,UNIBALL, 7MM,12/PK,BLK	DZ	66	147	$	1							
987156	559PK2	3M POST IT EASEL PAD	CT	17	50	$	1							
7577099	ODI502675	TONER,REMAN,OD,4250/4350	EA	2	35	$	1							
1394857	1394857	FF Rein 1/3 Ltr Man 100bx	BX	61	176	$	1							
9800358	920008671	KEYBOARD/MOUSE,ADVANCED,MK540	EA	19	64	$	1							
249164	65416CTCP	NOTES,POST-IT(R),3X3,CAPET,18P	PK	43	85	$	1							
626049	E91BP24	BATTERY,ALKALINE,MAX,AA,24/PK	PK	30	243	$	1							
818629	818629	PAPER,THRML,RL,OD,3-1/8",50 CT	CT	19	24	$	1							
402146	OD26A	TONER,REMAN,REPL,HP,26A,BLACK	EA	6	17	$	1	Mid Green						
633361	2EP3	STAMP,EMB,W/1-5/8",INSERT,E-11	EA	1	35	$	1							
9698521	MI1752	DUAL MONITOR MOUNT MI-1752	EA	1	21	$	1							
356539	NSN5983988	SHREDDER,CROSSCUT,10"THROAT	EA	1	1	$	1							
444970	1426	TAPE,PKG,2"X800",6/PK,CLEAR	PK	46	126	$	1							
544351	OD24D76R	REC PRSBD, 2 DIV,2", LTR, GRN	BX	4	45	$	1	Mid Green	recycled content		30%	100%		
282127	910002974	MOUSE,WIRELESS,M325,BLACK	EA	22	63	$	1							
945261	5395	BADGE,NAME,LASER,PLAIN,WHITE	BX	25	56	$	1							
699459	ODFXBOX6PK	TAPE,CORRECTION,6PK,ASTD	PK	161	472	$	1							
431632	N9K28AN#140	HEWLETT PACKARD,952,CMYB, 4 PK	EA	8	14	$	1							
911220	OD152101220	DUSTER,OFFICE DEPOT,10oz	EA	133	697	$	1							
458621	91904	PAPER,65#C,96B,250PK,B/WHITE	PK	21	58	$	1							
949725	TI108TK	TI Class Set for K4	EA	2	14	$	1	Meets Norms	renewably powered					
463314	30252	LABEL,ADDRESS,RL,1-1/8X3.5	BX	32	119	$	1							
376737	75160	POCKET,ET,TFF,LTR,5.25,10BX,MN	BX	3	52	$	1	Light Green	recycled content	certified forestry	10%	10%	SFI Fiber Sourcing	
810084	559RP8PK	PAD,EASEL,POST-IT,RECYCLED,8PK	PK	10	11	$	1							
268571	80678	MARKER,EXPO2,CHISEL,8PK,AST	PK	65	168	$	1	Light Green	less harsh chemicals				AP Certified Non-toxic	
917272	73224	POCKET,FILE,LTR,3.5"CAP	BX	42	97	$	1	Mid Green	recycled content	certified forestry	30%	30%	SFI Fiber Sourcing	
196088	PPA408	BOARD,MARKER,4X8,PORC,ALUM FRM	EA	6	6	$	1							
934839	1752264	LabelWriter 450 Label Printer	EA	12	15	$	1							
544387	OD24030R	PRESSBOARD,2 DIV,2",LTR,BLU	BX	21	63	$	1	Mid Green	recycled content		30%	100%		
434252	523024	CRAYONS,CRAYOLA,24PK	EA	10	1,111	$	1	Light Green	less harsh chemicals				AP Certified Non-toxic	
347098	CE278D	TONER,HP 78A,DUAL PACK, BLACK	PK	6	6	$	1	Light Green	recycled content		16%	35%		
343680	SAN75846	MARKER,FINE,24 CLR SET	ST	17	77	$	1							
696526	EN91	BATTERY,SIZE AA,ALKALINE,24BOX	BX	32	45	$	1							
664011	GSM60BLACK	PEN,ROUND STIC,BIC,60CT,BLACK	BX	137	325	$	1							
776321	EL1197P111	CALCULATOR,PRINTING,EL-1197P	EA	18	19	$	1							
965232	RTP002191	TAPE,CORRECTION,OD,12PK	PK	54	142	$	1							
3392325	CU30	COFFEE URN	EA	1	10	$	1							
473576	44414OD	TAPE,INVISIBLE,3/4"X1296",PK16	PK	108	210	$	1							
961693	KK0336	BOARD,FORAY,MAG D/E,18X24,DECR	EA	14	49	$	1							
345694	3R05862	PAPER,COPY,8.5X11,IVY,500SH	RM	12	367	$	1	Mid Green	recycled content	certified forestry	30%	30%	SFI Fiber Sourcing	
221447	221447	LINER,REPRO,38X58,2ML,BLK,50	CA	2	35	$	1							
523089	30165	STAND,MONITOR,PRNTR,METAL,BLK	EA	12	58	$	1							
348243	80218	VLM BRSTL67# 8.5X11 WHITE	PK	54	235	$	1	Mid Green	recycled content		30%	30%		
434207	C2P01FN#140	INK,951CMY/950XL,COMBO,HP	EA	6	12	$	1							
7643445	5146055	MS321DN	EA	2	4	$	1							
330808	ODP78990	ENVELOPE,CLSP,RCYCL,9X12,100BX	BX	60	152	$	1	Light Green	recycled content	certified forestry	20%	20%	SFI Fiber Sourcing	
330744	ODP78955	ENVELOPE,CLASP,KRAFT,6X9,100BX	BX	75	203	$	1	Light Green	recycled content	certified forestry	20%	20%	SFI Fiber Sourcing	
470809	CF400X	HP 201X,HY BLK TONER	EA	5	11	$	1	Light Green	helps avoid waste		0%	18%		
307389	99470	PAD,STENO,6X9,GREGG,DOZ,70SHT	DZ	95	211	$	1	Meets Norms	certified forestry				SFI Fiber Sourcing	

SKU	Mfr Number	Item Description	UOM	Times Sold	Qty Sold	Spend	Eco-rating'	Eco-attribute 1	Eco-attribute 2	Post-Consumer Recycled Content	Total Recycled Content	Eco-label 1	Eco-label 2
332246	145612	LAMINATOR,REFILL CARTAGE	EA	10	22	$ 1							
750670	PK492	TONER,DELL2330D/2330DN,BLK	EA	5	21	$ 1							
8108934	CF410AQ	TONER,410A,HP,4PK,BLK,COMBO	PK	2	2	$ 1							
951851	KK0351	BOARD,FORAY,MAG D/E,48X72,ALUM	EA	2	5	$ 1							
754476	OD55XP	TONER,HP 55X,BLACK	EA	5	15	$ 1	Mid Green						
330888	ODP78997	ENVELOPE,CLASP,28LB,#97,100BX	BX	52	142	$ 1	Light Green	recycled content	certified forestry	20%	20%	SFI Fiber Sourcing	
530153	4963001	SHREDDER,AUTOMAX,550C	EA	1	1	$ 1							
558149	CLO31128	WIPES,2CT,2FR 4X35C	PK	50	81	$ 1							
260358	OD10015	WIPES,SCREEN CLNG,ATIVA,100PK	PK	47	124	$ 1							
541815	3229903	SHREDDER,17SHT,CONF CUT,SB99CI	EA	2	2	$ 1							
509111	CF363A	TONER,HP 508A,MAG ORG	EA	4	5	$ 1	Meets Norms			0%	14%		
937706	ET2150LR	FOLDER,LTR,2PLY,STRT-END,RED.	BX	3	16	$ 1	Light Green	recycled content	certified forestry	10%	10%	SFI Fiber Sourcing	
647762	GT0175	LA ZEBRA IX SERIES COLOR RIBBO	EA	2	9	$ 1							
6999867	W2020A	TONER,CARTRIDGE,414A,HP,BLACK	EA	5	7	$ 1							
1388656	PC1604	Procell 9-Volt Alkaline 12 PK	BX	34	103	$ 1							
415779	PF21.5W9	3M PF21.5W LCD - display priva	EA	5	9	$ 1							
840019	R33018AUCP	NOTES,POST-IT,POP-UP,18PK,ULTR	PK	44	56	$ 1							
508901	CF360A	TONER,LJ,HP 508A,BLK ORG	EA	4	6	$ 1	Meets Norms			0%	14%		
544297	544297	PRESSBOARD,2 DIV,2",LTR,RED	BX	3	33	$ 1	Mid Green	recycled content		30%	100%		
7057093	ECOC6168A	INK,HP C6168A,RED	EA	1	20	$ 1							
923835	SER2ER	FILE,HANG,PERSONNEL,LTR,RD	EA	5	132	$ 1	Mid Green	recycled content		30%	65%		
120413	P558AP2	BOARD,PORC,8X4,ALUMINUM	EA	1	1	$ 1	Mid Green	less harsh chemicals					
210981	ODST40R2	EASEL,SLF STK,25x30 2PK WHT	PK	14	58	$ 1	Mid Green	recycled content		30%	30%		
792404	792404	LINER,REPRO,38x58,1.5M,BK,100	CA	7	23	$ 1	Mid Green	recycled content		0%	70%		
470577	CF400A	HP 201A BLK LJ TONER	EA	7	13	$ 1							
478156	3R11230	PAPER,COPY,8.5X11,500SH,LILAC	RM	37	305	$ 1	Mid Green	recycled content	certified forestry	30%	30%	SFI Fiber Sourcing	
781943	NSN6576125	LABELMAKER KT, HDHELD, INDSTRL	EA	1	5	$ 1							
764772	10449	RECYCLED CUBICLE COAT HOOKS	EA	16	204	$ 1	Mid Green	recycled content		30%	30%		
5000968	516503	Gojo FMX Green Certified Soap	CT	5	15	$ 1	Mid Green	less harsh chemicals				Green Seal	Standard CCD-14
173909	TH0355	HEADSET,VOYGR,CS/HL 10 BUNDLE	EA	2	2	$ 1							
6919374	LLR52569	EASEL,WHITEBOARD,MAG,4872	EA	2	3	$ 1							
956697	OD19001 2A	LDESK,MAGELLAN,PERFORMNCE,CHRY	EA	1	2	$ 1							
504808	6605SSCY	NOTE,PST-IT,SSTCKY,4X6,5PK,YEL	PK	35	101	$ 1							
284571	80174	MARKER,EXPO 2 CHISEL,ASTD 4PK	PK	64	420	$ 1	Light Green	less harsh chemicals				AP Certified Non-toxic	
220690	39856OD	Tape,MP,1.89x54.6,6pk,Clear	PK	78	282	$ 1							
530238	MMM6605PKAST	POSTIT,ASSORTED,4X6,5PK,PASTL	PK	45	102	$ 1							
271195	DCMP11	paper,copy,20lb,8.5x11,92 brt	CA	291	3,003	$ 1	Light Green	leadership forestry				FSC - Mixed	
813701	CF287A	HP 87A BLACK TONER	EA	9	45	$ 1							
246428	CF226A	TONER LASERJET 26A BLACK	EA	30	70	$ 1							
3386599	6191882	XEROGRAPHIC COPY - COPY 20LB	CA	1	200	$ 1							
116946	054901CTN	PAPER,BOISE ASPN,30%REC,LTR,WH	CT	201	1,565	$ 1	Mid Green	recycled content	leadership forestry	30%	30%	FSC - Mixed	Green Seal
196517	OX9001CTN	PAPER,X-9,8.5"X11",20LB,10CA	CA	874	7,923	$ 1	Meets Norms	certified forestry				SFI Fiber Sourcing	
667932	C2P05AN#140	INK,HP,62XL,BLACK	EA	8	505	$ 1	Mid Green	recycled content	helps avoid waste	60%	60%		
214596	XER3R12424	PAPER,CARBONLESS,3PT,PK	CT	7	84	$ 1							

WHAT MAKES A PRODUCT GREENER?

Learn about attributes, ecolabels and shades of green

Attributes

All of these attribute icons were created by Office Depot® to depict the attributes we know our customers seek in their Greener Purchasing Policies.

Save Resources/Avoid Waste

- Recycled – contains postconsumer and/or postindustrial 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 fiber from Forest Stewardship Council (FSC) certified forests or sourcing programs
- Responsible Agriculture – sourced 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 & Avoid Disposables – designed to be used repeatedly, helping avoid single-use disposables
- Rechargeable & Avoid Disposables – designed to be used repeatedly, helping avoid single-use disposables

Save Energy/Avoid Emissions

- Energy Efficient/Helps Conserve Energy – designed to use less energy than alternative products/reduce energy used by other products
- Renewably Powered – designed to work without relying on an electric connection or disposable batteries
- Carbon Balanced – all or part of the carbon dioxide emissions associated with this product have been calculated and offset with credible carbon offsets
- Made With Renewable Energy – manufactured using either solar, wind, geothermal or fuel cell energy

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 Formula – made using tree-free agricultural products or by-products
- Biodegradable in Water – safely breaks down in freshwater or marine environments after use

Ecolabels

The ecolabels below are created by third-party certification organizations.

- BPI Certified Compostable – For products certified by the Biodegradable Products Institute (BPI) to be compostable in commercial compost facilities (where facilities exist)
- Design for the Environment – For products that meet federal guidelines for safer chemistry
- Forest Stewardship Council™ – For wood/paper products from forests managed to rigorous environmental and social standards, supported by the world's leading conservation organizations
- Greener – For products for which the manufacturer has purchased verified renewable energy credits to balance or "offset" the item's carbon footprint
- USDA ORGANIC – For agricultural products that meet federal guidelines limiting the use of pesticides and other synthetic chemicals
- USDA CERTIFIED BIOBASED – For products that meet federal guidelines for plant/biobased content
- Cradle to Cradle – For products with reduced environmental impacts, from an overall lifecycle standpoint, ranked in five tiers: Basic, Bronze, Silver, Gold and Platinum
- Green Seal or ECOLOGO – For products with reduced environmental impacts from an overall lifecycle standpoint
- GREENGUARD – Products certified for low chemical emissions: UL COM/GG - UL 2818 Ranked in two tiers: Certified and Gold
- ENERGY STAR – For products that meet federal guidelines for energy efficiency
- SCS Indoor Advantage – For products that meet strict indoor air quality guidelines, ranked in two tiers: Certified and Gold
- level – For furniture products with multiple environmental and social attributes – ranked in three tiers: level 1, 2 or 3
- EPEAT – For technology products with multiple environmental attributes – ranked in three tiers: Bronze, Silver or Gold

Defining Green with Shades of Green

At Office Depot®, we believe you can choose to reduce your environmental impact one small step at a time. To help you on this journey, we developed the Office Depot GreenerOffice Rating™ system through which we rate products as: light green, mid green and dark green.

Product Category	Light Green	Mid Green	Dark Green
Ink/Toner Cartridges	10% - 25% postconsumer recycled OR Plant-based ink	30% - 100% postconsumer recycled OR Remanufactured (but not Ecologo or Plant-based ink/toner)	Solid ink OR Remanufactured and Ecologo Certified or Plant-based ink/toner
Lighting	Halogens / T9 Tubes	CFLs / T5 Tubes	LEDs / LED Tubes
Office Technology	Refurbished OR ENERGY STAR Qualified where ENERGY STAR is not a priority for category e.g. laptops, monitors	EPEAT Bronze and Silver, Ecologo, Blue Angel, TCO or Energy Star Most Efficient	EPEAT Gold
Paper Products	FSC Mix virgin fiber OR 10% - 25% postconsumer recycled	FSC Pure virgin fiber OR 30% - 60% postconsumer recycled	20% - 100% postconsumer recycled
Writing Instruments	Refillable OR 10% - 25% postconsumer recycled	Refillable AND 10% - 25% postconsumer recycled	Refillable AND 70% - 100% postconsumer recycled

Usage Report with Minority Codes

CUSTOMER NUMBER: 12345678

	SKU	Item Description	Supplier Name	UOM	Net Sales Units	Net Sales	Minority Net Sales	Minority Business Code
Overall						**$72.00**	**$69.00**	
	575341	TAPE ACITAPE, .75X1296",OD,10PK	LEPAGES 2000 INC	PK	30	$2.00	$2.00	MBE
	265718	MAILER,POLY,#0,W/PERF,100/PK	LEPAGES 2000 INC	PK	2	$1.00	$1.00	MBE
	278093	SHIPPER,SS,6X9.375,250BX	LEPAGES 2000 INC	BX	2	$1.00	$1.00	MBE
	7973879	TONER,RMN,HP,410A,LJ,M452,CYAN	IMAGE PROJECTIONS WEST INC	EA	1	$8.00	$7.00	MBE
	149043	TONER,HP,201X,YELLOW	IMAGE PROJECTIONS WEST INC	EA	1	$8.00	$7.00	MBE
	5436541	TONER,RMN,HP,410A,LJ,M452,BLK	IMAGE PROJECTIONS WEST INC	EA	1	$6.00	$6.00	MBE
	771066	Tape,MP,1.89x54.6,36box,Clear	LEPAGES 2000 INC	BX	1	$7.00	$6.00	MBE
	220635	Tape,MP,1.89x109.4,6pk,Clear	LEPAGES 2000 INC	PK	2	$5.00	$5.00	MBE
	520496	TAPE,W/DISPNSR,TRANSPARENT,6PK	LEPAGES 2000 INC	PK	1	$1.00	$1.00	MBE
	1374040	Invisible Tape 3/4"x900" 6pk	LEPAGES 2000 INC	PK	1	$1.00	$1.00	MBE
	400611	BAG,RECLOSABLE POLY,6X9,50BAG	LEPAGES 2000 INC	BX	1	$9.00	$9.00	MBE
	314555	TONER,REMAN,CF410XSET 4PK,CLRS	M&A GLOBAL CARTRIDGES LLC	PK	1	$5.00	$5.00	SBC
	7747431	TONER,RPT,HP,85A,BK	RPT TONER LLC	EA	1	$3.00	$3.00	SBC
	810838	FOLDER,LTR,1/3CUT,100BX,MANILA	SMEAD MFG CO	BX	34	$2.00	$2.00	WBE
	543280	MANILA FF LTR 1/3 CUT	SMEAD MFG CO	BX	6	$6.00	$6.00	WBE
	207126	FOLDER,FSTR LTR,1/3CT,50BX,MNA	SMEAD MFG CO	BX	1	$4.00	$4.00	WBE
	871548	DOORSTOP BIG FOOT 2PK BR	MASTER MFG CO INC	PK	4	$3.00	$3.00	WBE

Minority Category Code
AIA
AIA
AIA
APA
APA
APA
AIA
AIA
AIA
AIA
AIA
BBI
AIA
CAF
CAF
CAF
CAF

POS Rebate Report (Detail-All Orders)

Office DEPOT.

Customer Id: 12345678

Customer Account Level 2 Id	Customer Account Level 2 Name	Customer Account Id	Customer Account Name	Reporting Calendar Date	BSD Order Parent Order Id	Net Sales	Rebate Sales
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-21	OD_0123456789	$623.68	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-2	OD_0123456790	$57.84	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-3	OD_0123456791	$264.68	($8.19)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-3	OD_0123456792	$88.50	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456793	$64.99	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-3	OD_0123456794	$34.36	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-3	OD_0123456795	$31.63	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-3	OD_0123456796	$25.25	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-3	OD_0123456797	$72.99	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-3	OD_0123456798	$359.52	($11.12)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-10	OD_0123456799	$350.37	($9.60)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-6	OD_0123456800	$337.54	($10.01)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-6	OD_0123456801	$8.49	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-6	OD_0123456802	$53.98	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-6	OD_0123456803	$125.61	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-6	OD_0123456804	$49.65	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-6	OD_0123456805	$101.84	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-6	OD_0123456806	$173.93	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-6	OD_0123456807	$21.56	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-6	OD_0123456808	$98.82	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456809	($72.99)	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-6	OD_0123456810	$36.83	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-6	OD_0123456811	$16.77	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456812	$62.72	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456813	$116.18	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456814	$154.72	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456815	$142.08	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-13	OD_0123456816	$58.12	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456817	$620.60	($19.20)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456818	$35.13	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456819	$61.93	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456820	$118.00	$0.00

12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456821	$314.70	($9.73)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456822	$36.24	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456823	$66.81	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456824	$44.87	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-8	OD_0123456825	$23.60	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456826	$359.99	($11.13)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-8	OD_0123456827	$71.09	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-8	OD_0123456828	$405.69	($12.55)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-9	OD_0123456829	$24.69	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-7	OD_0123456830	$59.99	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-8	OD_0123456831	$2.08	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-8	OD_0123456832	$45.99	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-8	OD_0123456833	$150.32	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-6	OD_0123456834	$12.57	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-6	OD_0123456835	$10.32	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-6	OD_0123456836	$105.46	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-8	OD_0123456837	$39.98	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-8	OD_0123456838	$87.77	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-8	OD_0123456839	$237.87	($7.36)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-10	OD_0123456840	$71.20	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-8	OD_0123456841	$81.53	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-9	OD_0123456842	$104.55	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-13	OD_0123456843	$329.72	($10.20)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-8	OD_0123456844	($12.98)	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-9	OD_0123456845	$160.99	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-9	OD_0123456846	$126.28	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-10	OD_0123456847	$95.99	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-10	OD_0123456848	$60.17	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-21	OD_0123456849	($25.38)	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-10	OD_0123456850	$31.60	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-9	OD_0123456851	$125.75	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-9	OD_0123456852	$80.76	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-9	OD_0123456853	$46.90	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-10	OD_0123456854	$88.50	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-10	OD_0123456855	$72.32	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-8	OD_0123456856	($31.63)	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-9	OD_0123456857	$213.02	($6.59)

12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-9	OD_0123456858	$459.00	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-9	OD_0123456859	$459.00	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-10	OD_0123456860	$197.70	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-13	OD_0123456861	$80.68	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-13	OD_0123456862	$226.45	($7.01)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-11	OD_0123456863	$195.96	($6.06)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-13	OD_0123456864	$100.94	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-11	OD_0123456865	$189.80	($6.18)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-13	OD_0123456866	$9.86	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-13	OD_0123456867	$124.39	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-13	OD_0123456868	$30.23	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-13	OD_0123456869	$25.65	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-10	OD_0123456870	($3.77)	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-11	OD_0123456871	$3.89	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-13	OD_0123456872	$126.54	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-13	OD_0123456873	$129.99	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-13	OD_0123456874	$249.56	($7.72)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456875	$34.75	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456876	$62.25	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456877	$16.99	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456878	$31.43	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456879	$119.75	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-15	OD_0123456880	$39.89	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456881	$69.75	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456882	$96.85	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456883	$117.29	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456884	$129.96	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456885	$178.15	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456886	$206.34	($6.38)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456887	$17.25	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456888	$348.50	($10.78)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-17	OD_0123456889	($118.00)	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-15	OD_0123456890	$63.33	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-15	OD_0123456891	$4.81	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-15	OD_0123456892	$57.96	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-15	OD_0123456893	$139.99	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-14	OD_0123456894	($3.89)	$0.00

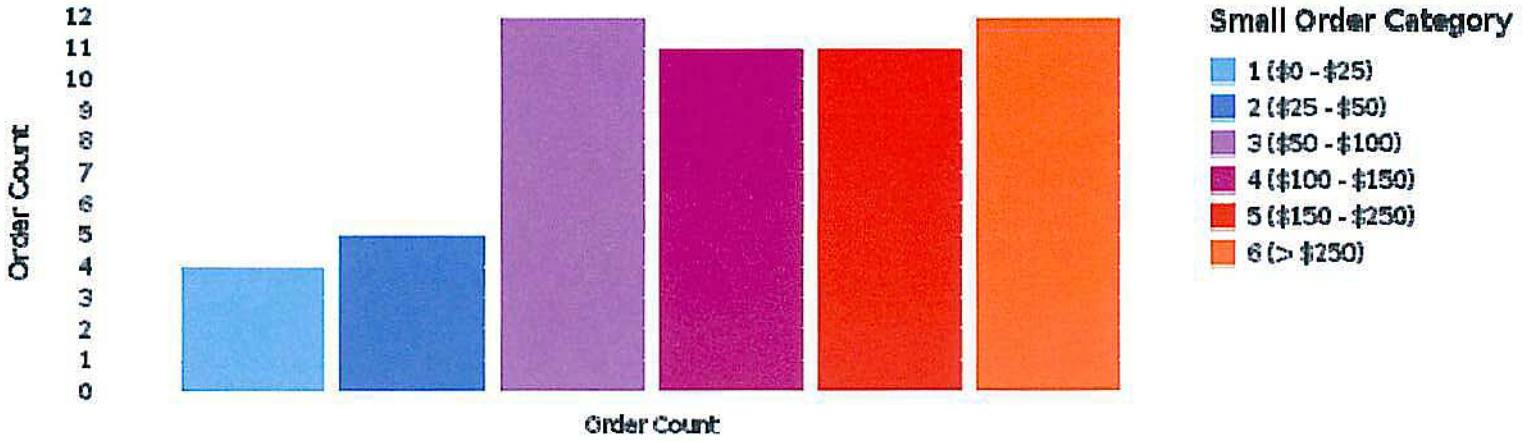
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-15	OD_0123456895	$81.74	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-15	OD_0123456896	$42.30	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-15	OD_0123456897	$41.02	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-16	OD_0123456898	$81.88	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-15	OD_0123456899	$382.95	($11.84)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-15	OD_0123456900	$36.98	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-15	OD_0123456901	$54.40	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-15	OD_0123456902	$65.16	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-15	OD_0123456903	$25.29	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-15	OD_0123456904	$122.78	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-16	OD_0123456905	$89.20	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-16	OD_0123456906	$96.97	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-16	OD_0123456907	$23.10	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-16	OD_0123456908	$131.45	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-16	OD_0123456909	$12.72	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-16	OD_0123456910	$165.35	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-16	OD_0123456911	$71.36	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-17	OD_0123456912	$97.27	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-21	OD_0123456913	$28.00	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-17	OD_0123456914	$189.99	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-16	OD_0123456915	$27.54	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-17	OD_0123456916	$69.85	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-17	OD_0123456917	$4.64	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-16	OD_0123456918	($33.83)	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-17	OD_0123456919	$42.72	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-17	OD_0123456920	$25.92	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-17	OD_0123456921	$65.75	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-17	OD_0123456922	$97.80	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-17	OD_0123456923	$8.32	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-17	OD_0123456924	$75.10	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-20	OD_0123456925	$82.16	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-20	OD_0123456926	$196.19	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-20	OD_0123456927	$307.26	($9.50)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-20	OD_0123456928	$257.59	($7.97)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-20	OD_0123456929	$197.88	($6.12)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-20	OD_0123456930	$119.17	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-22	OD_0123456931	$28.57	$0.00

12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-22	OD_0123456932	$11.46	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-22	OD_0123456933	$74.99	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-23	OD_0123456934	$33.98	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-23	OD_0123456935	$37.61	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-23	OD_0123456936	$175.33	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-23	OD_0123456937	$269.76	($8.34)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-23	OD_0123456938	$48.09	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-23	OD_0123456939	$32.40	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-23	OD_0123456940	$745.68	($23.06)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-24	OD_0123456941	$102.94	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-24	OD_0123456942	$5.29	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-24	OD_0123456943	$14.79	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-24	OD_0123456944	$38.87	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-24	OD_0123456945	$49.18	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-24	OD_0123456946	$35.37	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-24	OD_0123456947	$139.39	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-24	OD_0123456948	$27.19	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-27	OD_0123456949	$37.66	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-27	OD_0123456950	$78.13	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-27	OD_0123456951	$44.43	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-25	OD_0123456952	$445.20	($14.70)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-27	OD_0123456953	$29.99	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-27	OD_0123456954	$11.84	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-27	OD_0123456955	$75.45	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-27	OD_0123456956	$26.97	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-27	OD_0123456957	$116.09	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-29	OD_0123456958	$322.90	($9.99)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-29	OD_0123456959	$9.99	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-29	OD_0123456960	$386.49	($11.95)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-29	OD_0123456961	$110.70	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-29	OD_0123456962	$45.16	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-28	OD_0123456963	$40.19	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-28	OD_0123456964	$64.02	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-28	OD_0123456965	$690.17	($19.80)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-29	OD_0123456966	$690.17	($19.80)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-28	OD_0123456967	$119.24	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-28	OD_0123456968	$51.51	$0.00

12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-30	OD_0123456969	$26.22	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-30	OD_0123456970	$28.14	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-30	OD_0123456971	$90.75	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-30	OD_0123456972	$112.56	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-30	OD_0123456973	$119.20	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-30	OD_0123456974	$307.79	($9.52)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-30	OD_0123456975	$92.27	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-30	OD_0123456976	$52.15	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-30	OD_0123456977	$50.20	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-31	OD_0123456978	$90.15	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-31	OD_0123456979	$323.80	($10.01)
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-31	OD_0123456980	$87.08	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-31	OD_0123456981	$72.28	$0.00
12345678	ABC PARENT	12345678	ABC CUSTOMER	2020-Jan-31	OD_0123456982	$62.16	$0.00
Summary					**269**	**$22,399.77**	**($322.41)**

Summary - Account Id

Apr 1, 2020 12:07:37 PM



Account Id	Account Name	$0 - $25	$25 - $50	$50 - $100	$100 - $150	$150 - $250	> $250	Total Order Count	$0 - $50 Order Count	$0 - $50 Spend	AOV Under $50 Customer
12345678	ABC CUSTOMER	4	5	12	11	11	12	55	9	$270.40	$30.04

Created by - 014586

GDW_VIEWS.BSD_WEB_USER_INFO - 1/3 - Apr 1, 2020 12:07:37 PM

Summary - Detail Report

Apr 1, 2020 12:07:37 PM

Customer Id	Customer Name	SHIPTO	Address	City	State	ZIP	Date	Contact Name	Parent Order Id	Small Order Category
12345678	ABC CUSTOMER	WASHINGTON	123 Street Address	WASHINGTON	DC	92260	Dec 20, 2019	First Name Last Name	1234567-001	TIER 01
12345678	ABC CUSTOMER	WASHINGTON	123 Street Address	WASHINGTON	DC	92260	Dec 12, 2019	First Name Last Name	1234567-001	TIER 01
12345678	ABC CUSTOMER	WASHINGTON	123 Street Address	WASHINGTON	DC	92260	Nov 7, 2019	First Name Last Name	1234567-001	TIER 01
12345678	ABC CUSTOMER	WASHINGTON	123 Street Address	WASHINGTON	DC	92260	Dec 23, 2019	First Name Last Name	1234567-001	TIER 01
12345678	ABC CUSTOMER	WASHINGTON	123 Street Address	WASHINGTON	DC	92260	Aug 23, 2019	First Name Last Name	1234567-001	TIER 02
12345678	ABC CUSTOMER	WASHINGTON	123 Street Address	WASHINGTON	DC	92260	Oct 28, 2019	First Name Last Name	1234567-001	TIER 02
12345678	ABC CUSTOMER	WASHINGTON	123 Street Address	WASHINGTON	DC	92260	Apr 8, 2019	First Name Last Name	1234567-001	TIER 02
12345678	ABC CUSTOMER	WASHINGTON	123 Street Address	WASHINGTON	DC	92260	Jun 13, 2019	First Name Last Name	1234567-001	TIER 02
12345678	ABC CUSTOMER	WASHINGTON	123 Street Address	WASHINGTON	DC	92260	Apr 23, 2019	First Name Last Name	1234567-001	TIER 02

Created by - 014586

GDW_VIEWS.BSD_WEB_USER_INFO

ORDER_TTL
$10.69
$13.70
$23.48
$23.80
$25.29
$36.52
$45.02
$45.04
$46.86

)20 12:07:37 PM

Top 10 - Orders Under $50 by Shipto

Apr 1, 2020 12:07:37 PM

Customer Id	Customer Name	SHIPTO	Address	City	State	ZIP	$0 - $50 Order Count	$0 - $50 Spend	AOV Under $50 Customer
12345678	ABC CUSTOMER	WASHINGTON	123 Street Address	WASHINGTON	DC	92260	9	$270.40	$30.04

Created by - 014586

GDW_VIEWS.BSD_WEB_USER_INFO

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Account: 12345678-ABC COMPANY
Reporting Period: Jan 1, 2020 - Jan 31, 2020

Customer	Customer Name	Ship To ID	Address Key	Ship To Name	Ship to Address 1	Ship To Address 2	City
Overall							
12345678	ABC CUSTOMER	4	WASHINGTON	ABC CUSTOMER	123 Street Address	Suite 123	WASHINGTON
12345678	ABC CUSTOMER	11	DALLAS	ABC CUSTOMER	123 Street Address	Suite 123	DALLAS
12345678	ABC CUSTOMER	10	CHICAGO	ABC CUSTOMER	123 Street Address	Suite 123	CHICAGO
12345678	ABC CUSTOMER	10	CHICAGO	ABC CUSTOMER	123 Street Address	Suite 123	CHICAGO
12345678	ABC CUSTOMER	12	LOS ANGELES	ABC CUSTOMER	123 Street Address	Suite 123	LOS ANGELES
12345678	ABC CUSTOMER	7	NEW YORK	ABC CUSTOMER	123 Street Address	Suite 123	NEW YORK
12345678	ABC CUSTOMER	3	PHILADELPHIA	ABC CUSTOMER	123 Street Address	Suite 123	PHILADELPHIA
12345678	ABC CUSTOMER	10	CHICAGO	ABC CUSTOMER	123 Street Address	Suite 123	CHICAGO
12345678	ABC CUSTOMER	3	PHILADELPHIA	ABC CUSTOMER	123 Street Address	Suite 123	PHILADELPHIA
12345678	ABC CUSTOMER	3	PHILADELPHIA	ABC CUSTOMER	123 Street Address	Suite 123	PHILADELPHIA
12345678	ABC CUSTOMER	3	PHILADELPHIA	ABC CUSTOMER	123 Street Address	Suite 123	PHILADELPHIA
12345678	ABC CUSTOMER	11	DALLAS	ABC CUSTOMER	123 Street Address	Suite 123	DALLAS
12345678	ABC CUSTOMER	3	PHILADELPHIA	ABC CUSTOMER	123 Street Address	Suite 123	PHILADELPHIA

Office DEPOT OfficeMax

State	Zip Code	Customer Department	Customer Purchase Order	Customer Desk top	Customer Release field	Contract/Non-contract Indicator	Contact Name
DC	20005	12	P-123456	25629	061612	Core	First Name Last Name
TX	75201	12	I-0258	22575	036984	Core	First Name Last Name
IL	60606	12		09923	208827	Core	First Name Last Name
IL	60606	12	F-12763	09923	208827	Core	First Name Last Name
CA	90067	12		34046	158073	Core	First Name Last Name
NY	10036	12		09916	104382	Core	First Name Last Name
PA	19103	17		32964	057115	Core	First Name Last Name
IL	60606	12		09923	208827	Core	First Name Last Name
PA	19103	17	I-0258	32964	057115	Core	First Name Last Name
PA	19103	17		32964	057115	Core	First Name Last Name
PA	19103	17	P-5818	32964	057115	Core	First Name Last Name
						Core Total	
TX	75201	12		22575	036984	Non-Core	First Name Last Name
PA	19103	17		32964	057115	Non-Core	First Name Last Name
						Non-Core Total	

Telephone Num	Depot Product Code	Product Description	UOM	Wholesaler Product Code	Units	Net Sales	Parent Order Id	Order Id || Suborder Id
						$141.00		
555-555-5555	917290	POCKET,FILE,LEGAL,3.5" CAP	BX	1526E	3	$3.00	1234567	1234567-001
555-555-5557	293041	CLIP,PLASTIC,LARGE,200/BX,ASST	BX	LP-0600	4	$4.00	1234567	1234567-001
555-555-5559	1376434	Fldr Manila Straight-Cut Ltr	BX	1376434	3	$3.00	1234567	1234567-001
555-555-5560	473576	TAPE,INVISIBLE,3/4"X1296",PK16	PK	44414-OD	1	$1.00	1234567	1234567-001
555-555-5561	313841	FOLDER,LEGAL,STR CUT,MANILA	BX	150C	3	$3.00	1234567	1234567-001
555-555-5562	808584	POCKET,FILE,LGL,5.25IN,STRT,RR	BX	SMD74234	3	$3.00	1234567	1234567-001
555-555-5563	909309	CLIP,BINDER,MINI,1/4IN,12BOX	BX	99010	20	$20.00	1234567	1234567-001
555-555-5564	308239	CLIP,PAPER,JMB,SMTH,OD,10PK	PK	10004	2	$2.00	1234567	1234567-001
555-555-5565	542821	MANILA FF,LTR, STRAIGHT CUT	BX	542821	2	$2.00	1234567	1234567-001
555-555-5566	542821	MANILA FF,LTR, STRAIGHT CUT	BX	542821	4	$4.00	1234567	1234567-001
555-555-5567	909309	CLIP,BINDER,MINI,1/4IN,12BOX	BX	99010	20	$20.00	1234567	1234567-001
						$65.00		
555-555-5556	957118	FOLDER,LTR,STCT,2FSTNRS,25/BX	BX	2K2ET400-1&3	5	$5.00	1234567	1234567-001
555-555-5558	574918	BUBBLE,RECYCLED,12X125' 1/2"	RL	36034-OD	6	$6.00	1234567	1234567-001
						$11.00		

Order source Name	Order source code	Product Category Name	Item Department Id	Item Department Name	Item Class Id	Item Class Name	Item Subclass Name
B2B WEBSITE	B	Filing and Binding	28	Filing	302	EXPANDING FILES	EXPAND. FILE POCKETS
B2B WEBSITE	B	Office Essentials	44	Office essentials	604	CLIPS/FASTENERS	OTHER CLIPS
B2B WEBSITE	B	Filing and Binding	28	Filing	301	FILE FOLDERS	STD. FILE FOLDERS
B2B WEBSITE	B	Office Essentials	44	Office essentials	915	TAPE	INVISIBLE TAPE
B2B WEBSITE	B	Filing and Binding	28	Filing	301	FILE FOLDERS	STD. FILE FOLDERS
B2B WEBSITE	B	Filing and Binding	28	Filing	302	EXPANDING FILES	EXPAND. FILE POCKETS
B2B WEBSITE	B	Office Essentials	44	Office essentials	604	CLIPS/FASTENERS	BINDER CLIPS
B2B WEBSITE	B	Office Essentials	44	Office essentials	604	CLIPS/FASTENERS	PAPER CLIPS
B2B WEBSITE	B	Filing and Binding	28	Filing	301	FILE FOLDERS	STD. FILE FOLDERS
B2B WEBSITE	B	Filing and Binding	28	Filing	301	FILE FOLDERS	STD. FILE FOLDERS
B2B WEBSITE	B	Office Essentials	44	Office essentials	604	CLIPS/FASTENERS	BINDER CLIPS
B2B WEBSITE	B	Filing and Binding	28	Filing	301	FILE FOLDERS	CLASSIFICN. FOLDERS
B2B WEBSITE	B	Labels and Forms	6	Mailroom/shipping	515	MAILING/SHIPPING	BUBBLE ROLLS

Recycled Flag	Primary Supplier Name	Order Supplier Minority Business Code	Order Supplier Minority Business Desc	Order Create Date	Order Complete Date	Sales Location
Y	SMEAD MFG CO	WBE	Women Owned Bus	Jan 2, 2020	Jan 3, 2020	DC NEWVILLE, PA
N	BAUMGARTENS	WBE	Women Owned Bus	Jan 2, 2020	Jan 3, 2020	DC DALLAS, TX
Y	SMEAD MFG CO	WBE	Women Owned Bus	Jan 7, 2020	Jan 8, 2020	CF ITASCA, IL
N	LEPAGES 2000 INC	MBE	Minority Owned Bus	Jan 7, 2020	Jan 8, 2020	CF ITASCA, IL
Y	SMEAD MFG CO	WBE	Women Owned Bus	Jan 7, 2020	Jan 9, 2020	DC FREMONT, CA
Y	SMEAD MFG CO	WBE	Women Owned Bus	Jan 9, 2020	Jan 10, 2020	DC NEWVILLE, PA
N	OFFICEMATE INTL	MBE	Minority Owned Bus	Jan 9, 2020	Jan 10, 2020	CF BRISTOL, PA
N	OFFICEMATE INTL	MBE	Minority Owned Bus	Jan 10, 2020	Jan 13, 2020	CF ITASCA, IL
N	SMEAD MFG CO	WBE	Women Owned Bus	Jan 10, 2020	Jan 13, 2020	CF BRISTOL, PA
N	SMEAD MFG CO	WBE	Women Owned Bus	Jan 15, 2020	Jan 16, 2020	CF BRISTOL, PA
N	OFFICEMATE INTL	MBE	Minority Owned Bus	Jan 15, 2020	Jan 16, 2020	CF BRISTOL, PA
Y	SMEAD MFG CO	WBE	Women Owned Bus	Jan 2, 2020	Jan 3, 2020	DC DALLAS, TX
Y	LEPAGES 2000 INC	MBE	Minority Owned Bus	Jan 2, 2020	Jan 3, 2020	CF BRISTOL, PA

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Account: 12345678-ABC COMPANY
Reporting Period: Jan 1, 2020 - Jan 31, 2020

Customer	Customer Name	Ship To ID	Address Key	Ship To Name	Ship to Address 1	Ship To Address 2	City
12345678	ABC CUSTOMER	10	CHICAGO	ABC CUSTOMER	124 Street Address	Suite 1	CHICAGO
12345678	ABC CUSTOMER	10	CHICAGO	ABC CUSTOMER	124 Street Address	Suite 1	CHICAGO
12345678	ABC CUSTOMER	10	CHICAGO	ABC CUSTOMER	124 Street Address	Suite 1	CHICAGO
					124 Street Address Total		
12345678	ABC CUSTOMER	11	DALLAS	ABC CUSTOMER	253 Street Address	Suite 153	DALLAS
12345678	ABC CUSTOMER	11	DALLAS	ABC CUSTOMER	253 Street Address	Suite 153	DALLAS
					253 Street Address Total		
12345678	ABC CUSTOMER	12	LOS ANGELES	ABC CUSTOMER	351 Street Address	Suite 1052	LOS ANGELES
					351 Street Address Total		
12345678	ABC CUSTOMER	7	NEW YORK	ABC CUSTOMER	6616 Street Address	Suite 3050	NEW YORK
					6616 Street Address Total		
12345678	ABC CUSTOMER	3	PHILADELPHIA	ABC CUSTOMER	453 Street Address	Suite 12	PHILADELPHIA
12345678	ABC CUSTOMER	3	PHILADELPHIA	ABC CUSTOMER	453 Street Address	Suite 12	PHILADELPHIA
12345678	ABC CUSTOMER	3	PHILADELPHIA	ABC CUSTOMER	453 Street Address	Suite 12	PHILADELPHIA
12345678	ABC CUSTOMER	3	PHILADELPHIA	ABC CUSTOMER	453 Street Address	Suite 12	PHILADELPHIA
12345678	ABC CUSTOMER	3	PHILADELPHIA	ABC CUSTOMER	453 Street Address	Suite 12	PHILADELPHIA
					453 Street Address Total		
12345678	ABC CUSTOMER	4	WASHINGTON	ABC CUSTOMER	12th Street Address	Suite 25	WASHINGTON
					12th Street Address Total		
					Grand Total		

Office DEPOT OfficeMax

State	Zip Code	Depot Product Code	Product Description	UOM	Wholesaler Product Code	Units	Net Sales
IL	60606	1376434	Fldr Manila Straight-Cut Ltr	BX	1376434	3	$3.00
IL	60606	473576	TAPE,INVISIBLE,3/4"X1296",PK16	PK	44414-OD	1	$1.00
IL	60606	308239	CLIP,PAPER,JMB,SMTH,OD,10PK	PK	10004	2	$2.00
							$6.00
TX	75201	957118	FOLDER,LTR,STCT,2FSTNRS,25/BX	BX	2K2ET400-1&3	5	$5.00
TX	75201	293041	CLIP,PLASTIC,LARGE,200/BX,ASST	BX	LP-0600	4	$4.00
							$9.00
CA	90067	313841	FOLDER,LEGAL,STR CUT,MANILA	BX	150C	3	$3.00
							$3.00
NY	10036	808584	POCKET,FILE,LGL,5.25IN,STRT,RR	BX	SMD74234	3	$3.00
							$3.00
PA	19103	574918	BUBBLE,RECYCLED,12X125' 1/2"	RL	36034-OD	6	$6.00
PA	19103	909309	CLIP,BINDER,MINI,1/4IN,12BOX	BX	99010	20	$20.00
PA	19103	542821	MANILA FF,LTR, STRAIGHT CUT	BX	542821	2	$2.00
PA	19103	542821	MANILA FF,LTR, STRAIGHT CUT	BX	542821	4	$4.00
PA	19103	909309	CLIP,BINDER,MINI,1/4IN,12BOX	BX	99010	20	$20.00
							$52.00
DC	20005	917290	POCKET,FILE,LEGAL,3.5" CAP	BX	1526E	3	$3.00
							$3.00
							$76.00

DNBi Risk Management

Printed By: Kim OConnell

Date Printed: December 31, 2020

LIVE REPORT

ODP CORPORATION, THE

Tradestyle(s): ODP

ACTIVE GLOBAL ULTIMATE

D-U-N-S Number: 11-759-3451

Company: ODP CORPORATION, THE

D&B Address: 6600 N Military Trl, Boca Raton, FL, 33496, United States Of America

Location Type: Global Ultimate

Phone: +1 561-438-4800

Endorsement: kim.souders@officedepot.com

Summary

KEY DATA ELEMENTS (Formerly: SCORE BAR)

KDE Name	Current Status	Details
Commercial Credit Score Class	3	Moderate Risk of severe payment delinquency
Credit Limit - D&B Aggressive	1,000,000.00	Based on profiles of other similar companies.
FSS Incidence Percentile	0.41	
Commercial Credit Score Percentile	59	Moderate Risk of severe payment delinquency
PAYDEX®	UNAVAILABLE	
Financial Stress Score Class	4	Moderate to High Risk of severe financial stress
Credit Limit - D&B Conservative	1,000,000.00	Based on profiles of other similar companies.
D&B Rating	5A3	5A indicates 50 million and over, Credit appraisal of 3 is fair

COMPANY PROFILE

D-U-N-S
11-759-3451

Legal Form
Corporation (US)

History Record
Clear

Ownership
Public: ODP/NGS

Mailing Address
UNITED STATES

Telephone
+1 561-438-4800

Present Control Succeeded
1986

Net Worth
$2,173,000,000

Employees
40,000

Age (Year Started)
34 Years (1986)

Named Principal
Gerry P Smith, CEO

Line of Business
Retail stationery

PAYDEX® TREND CHART

STOCK PERFORMANCE

Symbol	Last Price	Change	% Change
ODP	28.46	-0.76 ↓	-2.59%

History		Performance	
Daily High		29 Market Cap	1,498,855,430
Daily Low		28 P/E	N/A
52-Week High		30 EPS	-5.39
52-Week Low		11 Div/Yield	-5.29

FRAUD RISK SCORE INFORMATION

No Fraud Risk Score is Available

LEGAL EVENTS

Events	Occurrences	Last Filed
Bankruptcies	0	-
Judgements	0	-
Liens	0	-
Suits	0	-
UCC	1	07/15/2020

OWNERSHIP

Subsidiaries	Total Members
1	1,563

This company is a Global Ultimate, Domestic Ultimate, Parent

	Global Ultimate	Domestic Ultimate
Name	THE ODP CORPORATION	THE ODP CORPORATION
Country	UNITED STATES	UNITED STATES
D-U-N-S	11-759-3451	11-759-3451
Others	-	-

The scores and ratings included in this report are designed as a tool to assist the user in making their own credit related decisions, and should be used as part of a balanced and complete assessment relying on the knowledge and expertise of the reader, and where appropriate on other information sources. The score and rating models are developed using statistical analysis in order to generate a prediction of future events. Dun & Bradstreet monitors the performance of thousands of businesses in order to identify characteristics common to specific business events. These characteristics are weighed by significance to form rules within its models that identify other businesses with similar characteristics in order to provide a score or rating.

Dun & Bradstreet's scores and ratings are not a statement of what will happen, but an indication of what is more likely to happen based on previous experience. Though Dun & Bradstreet uses extensive procedures to maintain the quality of its information, Dun & Bradstreet cannot guarantee that it is accurate, complete or timely, and this may affect the included scores and ratings. Your use of this report is subject to applicable law, and to the terms of your agreement with Dun & Bradstreet.

Small Business Risk Insight

SBRI ORIGINATION LEASE SCORE

815

High Risk — Low Risk

High Risk of serious delinquency over the next 12 months

Commentaries

- Industry classification
- label.companydetails.sbri.commentaries.
- label.companydetails.sbri.commentaries.

SBRI ORIGINATION CARD SCORE

810

High Risk — Low Risk

High Risk of serious delinquency over the next 12 months

Commentaries

- Insufficient trade account information
- Insufficient payment information
- Number of employees relative to trade lines

SBRI ORIGINATION LOAN SCORE

808

High Risk — Low Risk

High Risk of serious delinquency over the next 12 months

Commentaries

- Insufficient trade account information
- Insufficient payment information
- Number of inquiries last 12 months

KEY SBRI ATTRIBUTES

Total Balance
NA

Total Open SBRI Accounts
NA

Number Of Total Accounts Ever Cycle 2+
NA

Credit Card Total Balance	NA	**Total Exposure**	NA	**Time since most recent Cycle 2 on all accounts**	NA
Lease Agreement Total Balance	NA	**Maximum Age of All Open Accounts**	NA 230	**Worst Delinquent All**	

Balance		Accounts	
Loan Total Balance	NA	Accounts Past 1-3 Months Past 1-12 Months	 NA NA

ACCOUNT SUMMARIES

Total Current Balance

Total Past Due

Total Past Due Cycle 1

Total Past Due Cycle 2

Total Past Due Cycle 3

Total Past Due Cycle 4

Total Past Due Cycle 5

Total Charge Off Amount

Type Lender	Date Reported	Open Date	Closed Date	Current Balance	Total Current Balance	Total Past Due	Past Due Cycle 1	Past Due Cycle 2	Past Due Cycle 3	Past Due Cycle 4	Past Due Cycle 5	Charge-Off Amount
No data found												

Detailed Trade Risk Insight™

Detailed Trade Risk Insight provides detailed updates on over 1.5 billion commercial trade experiences collected from more than 260 million unique supplier/purchaser relationships.

DAYS BEYOND TERMS - PAST 3 & 12 MONTHS

There is not sufficient reported trading activity to generate 3 month Days Beyond Terms (a minimum of 3 trade experiences from at least 2 companies).

There is not sufficient reported trading activity to generate 12 month Days Beyond Terms (a minimum of 3 trade experiences from at least 2 companies).

DEROGATORY EVENTS LAST MONTHS FROM TO

No Derogatory trade Event has been reported on this company for the past 13 Months

TOTAL AMOUNT CURRENT AND PAST DUE - MONTH TREND FROM TO

Status

Total

Current

1-30 Days Past Due

31-60 Days Past Due

61-90 Days Past Due

91+ Days Past Due

Risk Assessment

D&B RISK ASSESSMENT

OVERALL BUSINESS RISK

HIGH | MODERATE-HIGH | MODERATE | **LOW-MODERATE** | LOW

MAXIMUM CREDIT RECOMMENDATION

US$ 3,500,000

Dun & Bradstreet thinks...

- Overall assessment of this organization over the next 12 months: **STABLE CONDITION**
- Based on the predicted risk of business discontinuation: **LIKELIHOOD-OF-CONTINUED-OPERATIONS**
- Based on the predicted risk of severely delinquent payments: **MODERATE POTENTIAL FOR SEVERELY DELINQUENT PAYMENTS**

The recommended limit is based on a moderately low probability of severe delinquency

D&B VIABILITY RATING SUMMARY

The D&B Viability Rating uses D&B's proprietary analytics to compare the most predictive business risk indicators and deliver a highly reliable assessment of the probability that a company will go out of business, become dormant/inactive, or file for bankruptcy/insolvency within the next 12 months. The D&B Viability Rating is made up of 4 components:

Viability Score

Compared to All US Businesses within the D&B Database:

- Level of Risk:**Low Risk**
- Businesses ranked **1** have a probability of becoming no longer viable:**0.2** %
- Percentage of businesses ranked **1: 0.3** %
- Across all US businesses, the average probability of becoming no longer viable**14** %

Portfolio Comparison

Compared to All US Businesses within the same MODEL SEGMENT:

- Model Segment :**Available Financial Data**
- Level of Risk:**Low Risk**
- Businesses ranked **4** within this model segment have a probability of becoming no longer viable: **0.3** %
- Percentage of businesses ranked **4** with this model segment: **13** %
- Within this model segment, the average probability of becoming no longer viable:**0.6** %

Data Depth Indicator

Data Depth Indicator:

- Rich Firmographics
- Extensive Commercial Trading Activity
- Basic Financial Attributes

Greater data depth can increase the precision of the D&B Viability Rating assessment.

To help improve the current data depth of this company, you can ask D&B to make a personalized request to this company on your behalf to obtain its latest financial information. To make the request, click the link below. Note, the company must be saved to a folder before the request can be made.

Request Financial Statements

Reference the FINANCIALS tab for this company to monitor the status of your request.

Company Profile:

Company Profile Details:

- Financial Data:**True**
- Trade Payments: **Available: 3+Trade**
- Company Size: **Large: Employees:50+ or Sales: $500K+**
- Years in Business: **Established: 5+**

A

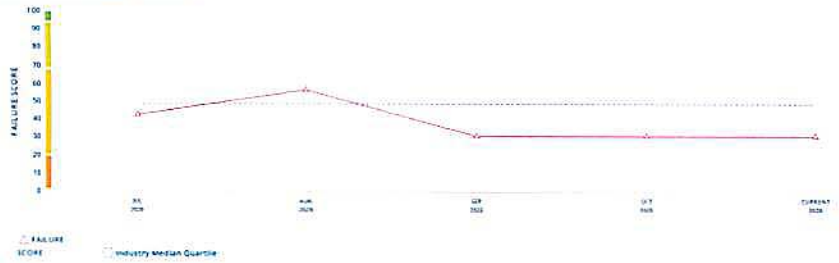
Financial Data	Trade Payments	Company Size	Years in Business
True	Available: 3+Trade	Large	Established

FAILURE SCORE FORMERLY FINANCIAL STRESS SCORE

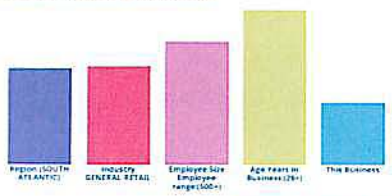
- No payment experiences
- UCC Filings reported
- High number of enquiries to D&B over last 12 months

Level of Risk	Raw Score	Probability of Failure	Average Probability of Failure for Businesses in D&B Database
Moderate	**1441**	**0.45 %**	**0.48 %**

Business and Industry Trends



BUSINESS AND INDUSTRY COMPARISON



Norms	National %
This Business	31
Region(SOUTH ATLANTIC)	48
Industry:GENERAL RETAIL	49
Employee range:(500+)	61
Years in Business:(26+)	77

DELINQUENCY SCORE FORMERLY COMMERCIAL CREDIT SCORE

59

- No payment experiences reported
- Higher risk region based on delinquency rates for this region
- Higher risk industry based on delinquency rates for this industry

Level of Risk
Moderate

Business and Industry Trends

DELINQUENCY SCORE
Industry Median Quartile

BUSINESS AND INDUSTRY COMPARISON

Selected Segments of Business Attributes

Norms	National %
This Business	59
Region(SOUTH ATLANTIC)	43
Industry GENERAL RETAIL	49
Employee range:	-
Years in Business(26+)	85

D&B RATING

Financial Strength	Risk Indicator	Date Applied	D&B Rating
5A	3	07/10/2020	--

Special Rating
--

Trade Payments

TRADE PAYMENTS SUMMARY (Based on 24 months of data)

Days Beyond Terms	-	-

Highest Now Owing	Total Trade Experiences:	Total Placed in Collections:

D&B PAYDEX

No Data Available

3 MONTHS - D&B PAYDEX

No Data Available

Corporate Linkage

Increase your understanding of the links and risks between your customers and suppliers with D&B's Interactive Global Family Tree

DOMESTIC ULTIMATE

Company	City , State	D-U-N-S® NUMBER
THE ODP CORPORATION	BOCA RATON , Florida	11-759-3451

SUBSIDIARIES (DOMESTIC)

Company	City , State	D-U-N-S® NUMBER
ODP INVESTMENT, LLC	BOCA RATON , Florida	11-759-4892

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Legal Events

The following Public Filing data is for information purposes only and is not the official record. Certified copies can only be obtained from the official source.

Bankruptcies	Judgements	Liens	Suits	UCCs
No	0	0	0	1

EVENTS

UCC Filing Original

Filing Date	07/15/2020
Filing Number	2020 4869535
Received Date	08/11/2020
Collateral	Negotiable instruments including proceeds and products - Inventory including proceeds and products - Account(s) including proceeds and products - Assets including proceeds and products - and OTHERS
Secured Party	JPMORGAN CHASE BANK, N.A., AS ADMINISTRATIVE AGENT, CHICAGO, IL
Debtors	THE ODP CORPORATION
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

The public record items contained in this report may have been paid, terminated, vacated or released prior to the date this report was printed. This information may not be reproduced in whole or in part by any means of reproduction.

There are additional UCC's in D&B's file on this company available by contacting 1 800 234 3867.

Special Events

Financials - D&B

Financials

FINANCIAL STATEMENT COMPARISON

	Consolidated 2020-06-27
Current Assets	2,525,000,000
Total Current Liabilities	2,135,000,000
Tangible Net Worth	1,717,000,000
Current Ratio	1.18
Working Capital	390,000,000
Other Assets	3,340,000,000
Long Term Liabilities	2,013,000,000

STATEMENT INFORMATION

Profit And Loss Information	From DEC 29 2019 to SEP 26 2020 sales $7,422,000,000; cost of goods sold $5,787,000,000. Gross profit $1,635,000,000, operating expenses $1,908,000,000. Operating income $(273,000,000); other income $10,000,000, other expenses $47,000,000; net income before taxes $(310,000,000); Federal income tax $27,000,000, (net loss) $337,000,000
Source Information	Statement obtained from Securities And Exchange Commission. Prepared from books without audit
Statement Explanation	Explanations: The net worth of this company includes intangibles. Other Assets consist of deferred income taxes and other assets. Other Long Term Liabilities consist of pension/postretirement obligations net and operating lease liabilities

D&B currently has no financial information on file for this company

Financial Ratios

BALANCE SHEET

Solvency Ratios	Fiscal Consolidated 12-28-2019	Fiscal Consolidated 12-29-2018	Fiscal Consolidated 12-30-2017
Current Ratio	1.11	1.23	1.45
Quick Ratio	0.76	0.71	0.76
Current Liabilities to Net Worth (%)	142.38	102.78	96.51
Total Liabilities/Net Worth (%)	235.45	190.03	187.41
Current Liabilities to Inventory (%)	293.81	205.16	187.19
Fixed Assets to Net Worth (%)	96.27	35.89	34.20
Cash Ratio	0.23	0.30	0.30

Efficiency Ratios	Fiscal Consolidated 12-28-2019	Fiscal Consolidated 12-29-2018	Fiscal Consolidated 12-30-2017
Accounts Payable to Sales Ratio	0.21	0.19	0.18
Sales to Working Capital Ratio	33.16	22.12	12.41
Sales To Inventory (%)	1,031.69	1,034.27	936.87
Assets/Sales	68.67	55.98	61.75
ROCE (%)	5.57	7.01	8.44

Profitability Ratios	Fiscal Consolidated 12-28-2019	Fiscal Consolidated 12-29-2018	Fiscal Consolidated 12-30-2017
Return On Net Worth (%)	4.56	4.83	6.54
Return on Assets (%)	1.35	1.69	2.86
Return on Sales (%)	2.21	2.53	3.53
Gross Profit Margin (%)	23.14	23.16	24.03
Operating Margin (%)	1.79	2.31	3.19
Pre-Tax Profit Margin (%)	1.37	1.43	2.92
Profit Margin (%)	0.93	0.94	1.77
Pre-Tax Return on Equity (%)	6.72	7.43	14.10
After Tax Return on Equity (%)	4.56	4.89	8.54
Operating Income to Interest Ratio	2.75	2.10	5.27

Leverage Ratios	Fiscal Consolidated 12-28-2019	Fiscal Consolidated 12-29-2018	Fiscal Consolidated 12-30-2017
EBITDA to EBIT Ratio	1.90	1.72	1.45
Debt to Income Ratio	51.90	38.85	23.12
Debt to Equity Ratio	2.36	1.90	1.07
Equity Ratio (%)	29.72	34.48	33.53
Interest Coverage Ratio	2.64	2.31	5.82
Interest Coverage to EBITDA Ratio	5.02	3.96	8.44

Income Statement

	Fiscal Consolidated 2019-12-28	Fiscal Consolidated 2018-12-29	Fiscal Consolidated 2017-12-30	Last 3 years
Sales (Revenue)	10,647,000,000	11,015,000,000	10,240,000,000	
Cost of Revenue	8,183,000,000	8,464,000,000	7,779,000,000	
Gross Profit	**2,464,000,000**	**2,551,000,000**	**2,461,000,000**	
Sales and General Admin	2,101,000,000	2,218,000,000	2,036,000,000	
Research and Development Expense	-	-		-
Non-Recurring Expenses	172,000,000	79,000,000	98,000,000	
Other Operating Items	-			-
Operating Income	191,000,000	254,000,000	327,000,000	
Net Total Other Income and Expenses	44,000,000	25,000,000	34,000,000	
Earnings Before Interest and Taxes	235,000,000	279,000,000	361,000,000	
Interest Expense	89,000,000	121,000,000	62,000,000	
Earnings Before Tax	146,000,000	158,000,000	299,000,000	
Income Tax Expense	47,000,000	59,000,000	153,000,000	
Equity Earnings or Loss	-	-	-	-
Minority Interest Expense	-	-		-
Net Income from Continuing Operations	99,000,000	99,000,000	146,000,000	
Discontinued Operations	0	5,000,000	35,000,000	
Effect of Accounting Changes	-	-	-	-
Extraordinary Items	-	-	-	-
Net Income	**99,000,000**	**104,000,000**	**181,000,000**	
Preferred Stocks & Other Adjustments	-	-	-	-
Net Income Applicable to Common Shares	99,000,000	104,000,000	181,000,000	

Balance Sheet

FINANCIAL STATEMENT COMPARISON

Assets	Fiscal Consolidated	Fiscal Consolidated	Fiscal Consolidated	Trends

	2019-12-28	2018-12-29	2017-12-30	
Cash and Cash Equivalents	599,000,000	658,000,000	622,000,000	
Short Term Investments	-	-	-	-
Net Trade Receivables	1,642,000,000	685,000,000	931,000,000	
Inventory	1,032,000,000	1,065,000,000	1,013,000,000	
Other Current Assets	75,000,000	75,000,000	225,000,000	
Total Current Assets	**3,447,000,000**	**2,683,000,000**	**2,871,000,000**	
Fixed Assets	2,032,000,000	765,000,000	725,000,000	
Long Term Investments	0	842,000,000	863,000,000	
Deferred Long Term Asset Charges	183,000,000	284,000,000	305,000,000	
Other Assets	257,000,000	258,000,000	260,000,000	
Goodwill	944,000,000	914,000,000	851,000,000	
Total Assets	**7,311,000,000**	**6,166,000,000**	**6,323,000,000**	
Accumulated Amortization	-	-	-	-
Intangible Assets	388,000,000	432,000,000	448,000,000	

Liabilities	Fiscal Consolidated 2019-12-28	Fiscal Consolidated 2018-12-29	Fiscal Consolidated 2017-12-30	Trends
Accounts Payable	2,253,000,000	2,090,000,000	1,883,000,000	
Short Term and Current Long Term Debt	841,000,000	95,000,000	95,000,000	
Other Current Liabilities	-	-	67,000,000	-
Total Current Liabilities	**3,094,000,000**	**2,185,000,000**	**2,046,000,000**	
Long Term Debt	575,000,000	1,444,000,000	1,712,000,000	
Deferred Long Term Liability Charges	176,000,000	300,000,000	336,000,000	
Negative Goodwill	-	-	-	-
Minority Interest	-	-	-	-
Other Liabilities	1,293,000,000	111,000,000	91,000,000	
Misc Stocks, Options & Warrants	-	-	18,000,000	-
Total Liabilities	**5,138,000,000**	**4,040,000,000**	**4,183,000,000**	

Shareholder's Equity	Fiscal Consolidated 2019-12-28	Fiscal Consolidated 2018-12-29	Fiscal Consolidated 2017-12-30	Trends
Preferred Stocks	-	-	-	-
Common Stocks	6,000,000	6,000,000	6,000,000	
Retained Earnings	(89,500,000)	(173,000,000)	(273,000,000)	
Treasury Stocks	325,000,000	295,000,000	246,000,000	
Capital Surplus	2,647,000,000	2,677,000,000	2,711,000,000	
Other Equity	(66,000,000)	(99,000,000)	(79,000,000)	
Total Equity	**2,173,000,000**	**2,126,000,000**	**2,120,000,000**	

Cash Flow

CASH FLOW

	Fiscal Consolidated 2019-12-28	Fiscal Consolidated 2018-12-29	Fiscal Consolidated 2017-12-30	Last 3 years	
Depreciation	212,000,000	202,000,000	182,000,000		
Net Income Adjustments	191,000,000	116,000,000	200,000,000		
Changes in Liabilities	(332,000,000)	142,000,000	(252,000,000)		
Changes in Accounts Receivables	(63,000,000)	(43,000,000)	(15,000,000)		
Changes in Inventories	(19,000,000)	2,000,000	(160,000,000)		
Changes in Other Operating Activities	(328,000,000)	(90,000,000)	84,000,000		
Net Cash Flows - Operating Activities	366,000,000	614,000,000	447,000,000		
Capital Expenditures	152,000,000	187,000,000	141,000,000		
Investments	0	0	42,000,000		-
Other Cash Flows from Investing Activities	31,000,000	(62,000,000)	(847,000,000)		
Net Cash Flows - Investing Activities	(119,000,000)	(249,000,000)	(1,030,000,000)		
Dividends Paid	55,000,000	55,000,000	53,000,000		
Sale and Purchase of Stock	(40,000,000)	(57,000,000)	(54,000,000)		
Net Borrowings	(97,000,000)	(291,000,000)	605,000,000		
Other Cash Flows from Financing Activities	(23,000,000)	(11,000,000)	(23,000,000)		
Net Cash Flows - Financing Activities	(212,000,000)	(414,000,000)	473,000,000		
Effect of Exchange Rate	5,000,000	(9,000,000)	7,000,000		
Change in Cash and Cash Equivalents	40,000,000	21,000,000	(168,000,000)		

Financial Ratios

BALANCE SHEET

Solvency Ratios	Fiscal Consolidated 12-28-2019	Fiscal Consolidated 12-29-2018	Fiscal Consolidated 12-30-2017
Current Ratio	1.11	1.23	1.40

Quick Ratio	0.76	0.71	0.75
Current Liabilities to Net Worth (%)	142.38	152.78	96.51
Total Liabilities/Net Worth (%)	236.45	190.03	197.41
Current Liabilities to Inventory (%)	299.61	206.15	197.19
Fixed Assets to Net Worth (%)	96.27	35.89	34.20
Cash Ratio	0.23	0.30	0.30

Efficiency Ratios	Fiscal Consolidated 12-28-2019	Fiscal Consolidated 12-29-2018	Fiscal Consolidated 12-30-2017
Accounts Payable to Sales Ratio	0.21	0.19	0.18
Sales to Working Capital Ratio	30.16	22.12	12.41
Sales To Inventory (%)	1,031.69	1,334.27	935.87
Assets/Sales	68.87	55.98	51.75
ROCE (%)	5.57	7.01	8.44

Profitability Ratios	Fiscal Consolidated 12-28-2019	Fiscal Consolidated 12-29-2018	Fiscal Consolidated 12-30-2017
Return On Net Worth (%)	4.56	4.69	8.54
Return on Assets (%)	1.35	1.69	2.96
Return on Sales (%)	2.21	2.53	3.53
Gross Profit Margin (%)	23.14	23.15	24.03
Operating Margin (%)	1.79	2.31	3.19
Pre-Tax Profit Margin (%)	1.37	1.43	2.92
Profit Margin (%)	0.93	0.94	1.77
Pre-Tax Return on Equity (%)	6.72	7.43	14.10
After Tax Return on Equity (%)	4.55	4.89	8.54
Operating Income to Interest Ratio	2.15	2.10	5.27

Leverage Ratios	Fiscal Consolidated 12-28-2019	Fiscal Consolidated 12-29-2018	Fiscal Consolidated 12-30-2017
EBITDA to EBIT Ratio	1.90	1.72	1.45
Debt to Income Ratio	51.90	38.65	23.12
Debt to Equity Ratio	2.36	1.90	1.97
Equity Ratio (%)	29.72	34.48	33.53
Interest Coverage Ratio	2.54	2.31	5.82
Interest Coverage to EBITDA Ratio	5.02	3.98	8.44

Company Profile

COMPANY OVERVIEW

D-U-N-S
11-759-3151

Legal Form
Corporation (US)

History Record
Clear

Ownership
PUBLIC COMPANY(GS)

Mailing Address
UNITED STATES

Telephone
+1 561-438-4800

Present Control Succeeded
1986

Net Worth
US$ 2,173,000,000

Employees
40,000

Age (Year Started)
34 Years(1986)

Named Principal
Gerry P Smith, CEO

Line of Business
Retail stationery

BUSINESS REGISTRATION

Corporate and business registrations reported by the secretary of state or other official source as of: -
This data is for informational purposes only, certification can only be obtained through the Office of the Secretary of State.

Registered Name	ODP CORPORATION, THE
Corporation Type	Corporation (US)
Business Commenced On	1986

PRINCIPALS

Officers

GERRY P SMITH, CEO+
JOSEPH S VASSALLUZZO, NON EXEC CHR+
DANTHONY SCAGLIONE, EXEC V PRES-CFO
N DAVID BLEISCH, EXEC V PRES-CLO-CHIEF ADM OFFICER
JOHN W GANNFORS, EXEC V PRES-CMO-CHIEF SUPPLY CHAIN OFFICER
RICHARD HAAS, SR V PRES-CAO

Directors

DIRECTORS: The officers identified by (+) and Quincy L Allen, Kristin A Campbell, Cynthia T Jamison, Francesca Ruiz de Luzuriaga, Shashank Samant and David M Szymanski

COMPANY EVENTS

The following information was reported on: 03/31/2020

The Delaware Secretary of State's business registrations file showed that The ODP Corporation was registered as a Corporation on June 9, 2020, under file registration number 3031874.

Business started 1986.

On March 31, 2020, Office Depot, Inc., a Delaware corporation (ODI), announced plans to implement a holding company reorganization. Following the implementation of the holding company reorganization, ODI became a wholly-owned subsidiary of a new holding company, The ODP Corporation, a Delaware corporation (ODP or the company), which replaced ODI as the public company trading on the Nasdaq Global Select Market (the Nasdaq) under ODI's ticker symbol ODP.

On June 30, 2020, following the Reverse Stock Split, ODI implemented a holding company reorganization pursuant to the Agreement and Plan of Merger (the Merger Agreement), dated as of June 30, 2020, by and among ODI, ODP, ODP Investment, LLC, a Delaware limited liability company and a wholly-owned subsidiary of ODP (ODP1), and Office Depot, LLC, a Delaware limited liability company and a wholly-owned subsidiary of ODP1 (OD LLC), which resulted in ODP indirectly owning all of the outstanding capital stock of ODI (the Reorganization). Pursuant to the Reorganization, ODI merged with and into OD LLC (the Merger), with OD LLC surviving such merger as a direct wholly-owned subsidiary of ODP1 and an indirect wholly-owned subsidiary of ODP. Accordingly, ODI's shareholders immediately prior to the consummation of the Merger became shareholders of ODP upon consummation of the Merger.

Following the consummation of the Reorganization, shares of ODP Common Stock continue to trade on Nasdaq on an uninterrupted basis under the ticker symbol ODP with the new CUSIP number #68375P 105. Immediately after the consummation of the Reorganization, ODP has, on a consolidated basis, the same directors, executive officers, management, assets, business and operations as ODI had immediately prior to the consummation of the Reorganization.

The company's common stock is currently trading on the NASDAQ Global Select Market under the symbol "ODP".

GERRY P SMITH, Director since 2020. He has been appointed as the company's CEO and Principal Financial Officer since June 30, 2020. He was appointed as CEO of Office Depot, Inc. (ODI) effective February 27, 2017. Prior to joining ODI, he was at Lenovo Group Limited since 2005. Most recently, he served as Lenovo's Executive Vice President and COO since 2016. Prior to assuming this role, also in 2016, he was Executive Vice President and President, Data Center Group. From 2015 to 2016, he served as COO of the Personal Computing Group and Enterprise Business Group, and from 2013 to 2015 he served as President of the Americas. Prior to that, he was President, North America and Senior Vice President, Global Operations at Lenovo from 2012 to 2013, and Senior Vice President, Global Supply Chain at Lenovo from 2005 until 2012.

JOSEPH S VASSALLUZZO: Director since 2020. He has been appointed as Non-Executive Chairman of the company's Board of Directors effective June 30, 2020. He was appointed as ODP's independent Non-Executive Chairman of the Board in February 2017.

D ANTHONY SCAGLIONE: He has been appointed as the company's Executive Vice President and CFO effective July 20, 2020. Prior to joining the company, he most recently served as Executive Vice President and CFO at ABM Industries Incorporated (ABM) from 2009 to 2020.

N DAVID BLEISCH: He has been appointed as the company's Executive Vice President, Chief Legal Officer (CLO) and Chief Administrative Officer effective June 30, 2020. He was appointed to serve as ODP's Executive Vice President, CLO and Chief Administrative Officer and Corporate Secretary in August 2018 after serving in other various roles in 2017. Prior to joining ODP, he was Senior Vice President and CLO for The ADT Corporation (ADT) from September 2012 through May 2016. Prior to assuming this role, he served in several leadership roles at Tyco International before being appointed Vice President and General Counsel of Tyco Security Solutions. Before joining Tyco, he was Senior Vice President, General Counsel and Corporate Secretary of The LTV Corporation. Before LTV, he was a Partner with Jackson Walker LLP.

JOHN W GANNFORS: He has been appointed as the company's Executive Vice President, Chief Merchandising Officer (CMO) and Chief Supply Chain Officer effective June 30, 2020. He was appointed to serve as ODP's Executive Vice President, CMO and Supply Chain Officer in August 2018 after serving in other various roles in 2017. Prior to joining ODP, he served as Chief Procurement Officer at Lenovo Group Limited.

RICHARD HAAS: He has been appointed as the company's Senior Vice President and CAO. He has over 20 years of finance experience and currently serves as Vice President, Tax for the Company since January 2014.

QUINCY L ALLEN: Director since 2020. He most recently serves as IBM Corporation's (IBM) Go-To Market Leader of Cognitive Process Services and Chief Marketing Officer for IBM Cloud from 2015 to 2018.

KRISTIN A CAMPBELL: Director since 2020. She has served as the Executive Vice President and General Counsel for Hilton Worldwide Holdings Inc. since June 2011.

CYNTHIA T JAMISON: Director since 2020. She was the CFO of AquaSpy, Inc. from 2009 to 2012.

FRANCESCA RUIZ DE LUZURIAGA: Director since 2020. From 1999 to 2000, she served as the COO of Mattel Interactive.

SHASHANK SAMANT: Director since 2020. He has served as President and CEO of GlobalLogic Inc., since 2011.

DAVID M SZYMANSKI: Director since 2020. He became the President of and Professor of Marketing at the University of North Florida in May 2015.

BUSINESS ACTIVITIES AND EMPLOYEES

The following information was reported on: 08/31/2020

Business Information	
Trade Names	ODP
Description	The company provides business services and supplies, products, and technology solutions for small, medium, and enterprise businesses. The company operates in three divisions: Business Solutions, Retail, and CompuCom. The Business Solutions division offers office supply products and services, cleaning and breakroom supplies, technology services, copy and print services, and office furniture products and services through sales forces, catalogs, and telesales, as well as through Internet Websites in the United States, Puerto Rico, the U.S. Virgin Islands, and Canada. The Retail division operates a chain of retail stores, which offer office supplies; technology products and solutions; business machines and related supplies; print, cleaning, breakroom, and facilities products; and furniture, as well as printing, reproduction, mailing, and shipping services. The CompuCom division offers technology services supporting the distributed technology needs of enterprise organizations in the United States and Canada. It offers a range of solutions, including technology lifecycle management, end user computing and collaboration, service desk, remote technology monitoring and management, and IT workforce solutions. TRADEMARK (S): Office Depot, OfficeMax, CompuCom, Grand & Toy, TUL, Ativa, Foray, Realspace, WorkPro, Brenton Studio, and Highmark. Terms are cash and on contract basis. Sells to general public and commercial concerns. Territory : International.
Employees	40,000 which includes officer(s). Undetermined employed here.
Financing Status	Unsecured
Financial Condition	Good
Seasonality	The company's business is somewhat seasonal, with sales generally trending lower in the second quarter, following the back-to-business sales cycle in the first quarter and preceding the back-to-school sales cycle in the third quarter and the holiday sales cycle in the fourth quarter. Certain working capital components may build and recede during the year reflecting established selling cycles. Business cycles can and have impacted its operations and financial position when compared to other periods.
Tenure	Owns
Facilities	Owns 625,000 sq. ft. in building.

SIC/NAICS Information

SIC Codes	SIC Description	Percentage of Business
5943	Ret stationery	
59439902	Office forms and supplies	
5044OOOO	Office equipment	
5734OOOO	Computer and software stores	
57349901	Personal computers	
5045OOOO	Computers, peripherals, and software	
50459905	Computers, nec	

NAICS Codes	NAICS Description
453210	Office Supplies and Stationery Stores
423420	Office Equipment Merchant Wholesalers
443142	Electronics Stores
443142	Electronics Stores
423430	Computer and Computer Peripheral Equipment and Software Merchant Wholesalers
423430	Computer and Computer Peripheral Equipment and Software Merchant Wholesalers

GOVERNMENT ACTIVITY

	Activity Summary
Borrower(Dir/Guar)	No
Administrative Debt	No
Contractor	No
Grantee	No
Party excluded from federal program(s)	No

Your Information

Record additional information about this company to supplement the D&B information.

Note: Information entered in this section will not be added to D&B's central repository and will be kept private under your user ID. Only you will be able to view the information.

Account Number | **Endorsement/Billing Reference** * | **Sales Representatives**

238

kim.souders@officedepot.com

Credit Limit	Total Outstanding
$0.00	$0.00

Audit Trail

Date/Time of the Event	Event Name	Triggered By	Message

No data found

Federal Information

CORPORATE FAMILY RELATIONSHIPS

The following establishments related to the subject of this report have reported activity with the Federal Government.
This is not a complete corporate family structure. To order more information on this business' corporate structure, use D&B's Global Family Linkage product.

D-U-N-S®	Business Name	Loans	Claims	Debarments	Contracts	Grants
13-194-4282	OFFICEMAX INCORPORATED	No	No	No	Yes	No
02-287-6874	BERTELSON BROTHERS, INC.	No	No	No	Yes	No
15-353-1108	OFFICE DEPOT, LLC	No	No	No	Yes	No
07-983-4237	MIDWAY OFFICE SUPPLY, LLC	No	No	No	Yes	No
07-893-9329	COMPLETE OFFICE WISCONSIN INC	No	No	No	Yes	No
61-434-5809	OFFICE DEPOT, INC.	No	No	No	Yes	No
87-943-6640	OFFICEMAX INCORPORATED	No	No	No	Yes	No
14-271-5643	SANDIA OFFICE SUPPLY, INC.	No	No	No	Yes	No
16-213-6217	AMERICAS OFFICE SOURCE, INC	No	No	No	Yes	No
80-825-2808	OFFICEMAX INCORPORATED	No	No	No	Yes	No
03-514-4683	DISCOUNT OFFICE ITEMS, INC.	No	No	No	Yes	No
04-188-3971	4 SURE.COM INC	No	No	No	Yes	No
03-443-9263	OFFICE DEPOT, LLC	Yes	No	No	No	No

REPORTED U.S. GOVERNMENT CONTRACT ACTIONS

No government activity has been found in this section.

REPORTED FEDERAL LOANS AND LOAN GUARANTEES

No government activity has been found in this section.

CLAIMS, FEES, FINES, OVERPAYMENTS, PENALTIES AND OTHER MISC. REPORTED DEBTS TO FEDERAL AGENCIES

No government activity has been found in this section.

REPORTED PARTY EXCLUDED FROM FEDERAL PROGRAM(S)

No government activity has been found in this section.

REPORTED U.S. GOVERNMENT GRANT AWARDS

No government activity has been found in this section.

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