

Summary

Name **Respond to Questions**

Vendor **ODP Business Solutions LLC**

Status **Submitted**

Response

Information About the Organization

1. Please provide the name, address, phone number, and email address for the authorized agent submitting the proposal.

ODP Business Solutions, LLC is the legal successor to the B2B operations originally established by Office Depot, Inc. in 1986. With a 38-year legacy of leadership in the business products and services industry, ODP Business Solutions, LLC proudly continues the tradition of serving B2B customers nationwide. ODP Business Solutions has assigned a highly tenured Account Management team dedicated to support the CIESC/Edge Public program if we are awarded your education/office supplies and related products program. In addition, dedicated account manager teams will be assigned to each participating member entity. We are confident you will find our teams to be extremely passionate about exceeding your expectations, financial goals, and objectives. The project team is summarized below:

Jenna Crouch Single Point of Contact (SPOC/Authorizing Agent), Title: Business Development Manager, Phone: (812) 240-1185, E-mail: jenna.crouch@odpbusiness.com

Michael Tattersall, Title: Director, Business Development, Phone: (973) 997-5520, E-mail: Michael.tattersall@odpbusiness.com

2. Description of organization including: a) Company size/history, b) US Market Share for solutions related to this solicitation, c) Scope of clients serviced, d) Annual dollar amount of current contracts negotiated, e) Industry longevity related to scope of this solicitation, f) Head Quarter's physical address.

a)

Founded in 1986 with the opening of its first retail store in Fort Lauderdale, Florida, the ODP Corporation has 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, ODP Business Solutions 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, ODP Business Solutions 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. In addition, ODP Business Solutions, headquartered in Boca Raton, Florida, is expanding its capabilities as a leading provider of business services and supplies, products and technology solutions.

The ODP Corporation (NASDAQ:ODP) is a leading provider of products and services through an integrated business-to-business (B2B) distribution platform and omnichannel presence, which includes world-class supply chain and distribution operations, dedicated sales professionals, a B2B digital procurement solution, online presence, and a network of Office Depot and OfficeMax retail stores. Through its operating companies Office Depot, LLC; ODP Business Solutions, LLC; Veyer, LLC, it's 20,000+/- employees, The ODP Corporation empowers every business, professional, and consumer to achieve more every day.

ODP Business Solutions, LLC is the legal successor to the B2B operations originally established by Office Depot, Inc. in 1986. With a 38-year legacy of leadership in the business products and services industry, ODP Business Solutions, LLC proudly continues the tradition of serving B2B customers nationwide.

With 38 years of experience in the industry, ODP Business Solutions, LLC, an operating company of The ODP Corporation, is a leading B2B provider of workplace and technology solutions, combining an extensive range of

products and services with a national footprint and hundreds of experienced business advisors. As a trusted partner, ODP Business Solutions supports public sector customers across the U.S., over 140,000 corporate clients, along with the SLED and GSA divisions, in navigating the often-complex needs of today's hybrid business environment. From accessing comprehensive solutions and strategic alliances, to supply chain innovation and robust digital platforms, ODP Business Solutions helps customers achieve business results across every industry. We are proud of our 25+ year history of national, dedicated Private Fleet specializing in dock, secure and desktop deliveries. For more information on ODP Business Solutions, visit www.odpbusiness.com or follow on LinkedIn, X, and Facebook.

b)

The office products industry is a large, highly fragmented market made up of thousands of contract stationers, mail order operators and retailers. Our customers range from individual consumers, home offices and small businesses, public sector institutions to large global conglomerates.

Market Size and Growth:

According to a report by Fortune Business Insights, the global office supplies market size was valued at USD 168.74 billion in 2023 and is projected to grow to USD 198.98 billion by 2032, exhibiting a CAGR of 1.44% during the forecast period.

c)

ODP Business Solutions is a leading B2B distribution solutions provider serving small, medium, and enterprise level companies, including those in the public and education sectors. We have extensive experience serving public sector clients, as part of a cooperative program, including municipalities, K-12 schools, and higher education institutions, which gives the company a deep understanding of the unique needs of government agencies. ODP Business Solutions is uniquely positioned to meet and exceed the requirements outlined in the CIESC request for proposal for a comprehensive assortment for education/office supplies and related products. With over 38 years of experience serving public sector clients, including federal government, political subdivisions, K-12 schools, and higher education institutions, ODP Business Solutions is uniquely positioned to meet and exceed the CIESC's and members' requirements. Our extensive expertise in managing public cooperative contracts, coupled with our ability to implement and transition sophisticated e-procurement systems, ensures a seamless and efficient partnership with CIESC and CIESC members. We are confident in our ability to deliver exceptional service, contract compliance, and a wide range of products to meet the diverse needs of participating organizations.

This segment operates in the United States, Puerto Rico, the U.S. Virgin Islands, and Canada. The ODP Business Solutions sells nationally branded, as well as our private branded, office supply and adjacency products and services to customers, who are served through a dedicated sales force, catalogs, telesales, and electronically through our Internet websites. Adjacency products and services include cleaning, janitorial and breakroom supplies, office furniture, technology products, and copy and print services. Starting in 2025, ODP expanded its hospitality supplies categories within its adjacency products.

This segment also includes our Federation entities, which are over 20 regional office supply distribution businesses acquired by us as part of our transformation to expand our reach and distribution network into geographic areas that were previously underserved, and which continue to operate under their own brand names. The acquisition of these businesses has allowed for an effective and credible means to expand our distribution reach, target new business customers, and grow our offerings beyond traditional office supplies.

d)

Specific information of annual dollar amount of current contracts is proprietary and confidential.

(In millions)

Sales External	2024 U.S. Dollars
ODP Business Solutions Division	\$3,578
Office Depot Division	\$3,358
Veyer Division	\$54
Total	\$6,990

e)

The office products and business solutions industry has demonstrated remarkable longevity and adaptability, particularly in serving the educational public sector. For over a century, organizations like ODP Business Solutions (formerly Office Depot Business Solutions) have supported K-12 schools, higher education institutions, and public agencies with essential products and services. Key Points —

Established Track Record:

The industry's roots trace back to the early 20th century, evolving from traditional office supply stores to comprehensive business solutions providers. ODP Business Solutions itself has been a trusted partner to educational institutions for decades, consistently adapting to changing needs and technologies.

Adaptability to Change:

The sector has successfully navigated significant shifts, including the digital transformation of classrooms, the rise of remote and hybrid learning, and the increasing emphasis on sustainability and cost efficiency. This adaptability ensures ongoing relevance and reliability for public sector clients.

Commitment to Education:

Industry leaders have developed specialized programs, contracts, and procurement vehicles tailored to the unique requirements of educational institutions. This includes compliance with public sector regulations, competitive pricing, and dedicated customer support.

Sustainable Partnerships:

The longevity of the industry is further evidenced by long-standing partnerships with school districts, universities, and government agencies. These relationships are built on a foundation of trust, service excellence, and a deep understanding of the educational environment.

Conclusion:

The office products and business solutions industry's enduring presence and continuous innovation make it a stable and reliable partner for educational public sector organizations. ODP Business Solutions brings this legacy, experience, and commitment to every engagement, ensuring that clients receive not only quality products, but also strategic support aligned with their evolving needs.

f)

HQ Location: 6600 North Military Trail, Boca Raton, FL 33496-2434

3. Please provide information demonstrating your organization's capacity to provide products/services to all participating entities in the United States including the following: a) Sales team, b) Distribution system, c) Customer service team d) Number and location of support centers in USA, e) Any areas in the United States where your organization's products/services cannot be offered.

a)

As previously mentioned, Jenna Crouch is your primary point of contact. Jenna will be continuously backed by an account management executive team and supported by teams strategically placed across our company. Dedicated account management teams will be assigned to each participating member entity. ODP Business Solutions has invested in specific teams to ensure you, and your end users receive prompt attention and proactive management. These teams are ready and able to support the CIESC account on a local and national level covering all aspects of your procurement program. From our exceptional Customer Care Professionals (CCPs) to our highly experienced sales force, ODP will guarantee the CIESC's program is handled attentively and with the utmost care.

Jenna Crouch, Primary Point of Contact, Business Development Manager, Manages Public Sector Accounts

Jenna has nearly 10 years of account experience with ODP Business Solutions, LLC. Jenna is responsible for managing the customer/ODP relationship, transitioning of new and large, complex public sector and enterprise accounts to the ODP organization, through the development of procurement programs designed to solve business problems and to exceed new customer's goals and objectives. She communicates and directs the implementation of new accounts, setting in place the solutions to meet business requirements, new customer's goals and objectives, billings and budgets, ensuring optimal assignment of resources, and guidelines and best practices to measure levels of service and overall performance.

Michael Tattersall, Director of Strategic Acquisitions , Manages Public Sector Accounts

Mike Tattersall has more than 25 years of experience in the industry and in leading public sector and enterprise account in all aspects of program procurement at ODP Business Solutions, LLC. He is responsible for the execution of the strategy to drive customer programs within the region through the direction of account managers and associates. He has the responsibility for retention and growth to achieve customers' goals and objectives. Mike works to align solutions and customer objectives through existing and new procurement programs. He is committed to providing input in developing accounts, monitoring activities from assigned markets, and works closely with sales leadership to leverage resources and ensure execution activities are achieving desired results. Mike will drive leadership for the overall success of the CIESC cooperative and member program.

Brian Abromovage, Vice President, Manages Public Sector Accounts

Brian, a Vice President at ODP Business Solutions, brings over 30 years of sales experience, including 25 years dedicated to serving public sector and enterprise accounts. He engages customers by establishing effective partnerships, is responsible for overseeing customers' procurement strategies to exceed goals and objectives and evaluates and allocates resources within a defined geographic area through the direction of Directors, strategic Account Managers, and sales associates. Brian is responsible for providing guidance to customers to achieve results and ensure customer satisfaction. He delivers upon customer procurement goals, deploys effective solutions, and aligns technical resources. Brian reflects on the desired goals of our customers to assure total customer satisfaction and coordinates all sales and support efforts for continued customer satisfaction.

b)

ODP Business Solutions is a retailer and distributor. ODP Business Solutions, LLC owns and operates a nationwide network of 13 distribution centers (warehouses) for customer delivery. Our distribution centers have a state-of-the-art Warehousing System. We offer two business day delivery in most delivery areas and a goal of high fill rates. Our distribution centers are located in the key cities across the United States.

c)

ODP Business Solutions is empowered by unmatched buying strength and cutting-edge support systems, enabling us to deliver exceptional services and customized solutions tailored to meet the unique needs of CIESC and your members. Our dedicated account team is ready to provide you with an unparalleled experience, backed by the listed resources.

Our commitment to hands-on, on-site support sets us apart from the competition. With a dedicated sales and implementation team, we'll help you achieve compliance with your organizational standards while delivering seamless implementation and IT integration. This means reduced transaction costs, increased ordering efficiency, and a smooth transition that exceeds your expectations. Looking ahead, we are uniquely positioned to not only meet but exceed your office supply and product needs. By lowering your product costs per employee, streamlining processes, and improving overall efficiency, we'll help you achieve measurable results.

The CIESC/ODP Business Solutions Account Management Team consists of the following:

Business Development Manager, Jenna Crouch, Primary Point of Contact

- Responsible for managing the CIESC/ODP Business Solutions partnership.
- Coordinates the implementation and roll-out of the new cooperative agreement.
- Thought leadership to support the customers' on going strategic goals and objectives.
- Collaborates cross-functionally with category specialists to bring additional value and solutions.
- Takes responsibility and ownership for data accuracy and integrity specific to product selection, usage reporting, and pricing strategies. Recommends cost containment and reduction measures to improve operational and supply chain efficiencies.
- Recommends new educational products, technology, print, furniture, etc. and ecommerce services.
- Works with cross-functional business partners and inside account managers to understand account needs nationally.
- Responsibility to customer service needs and initiating sales support as required.
- Small business strategic network product assortment and reporting
- Ensures quarterly Business Reviews are presented quarterly or bi-annually at key client locations.

Michael Tattersall, Director Business Development

- Ongoing partnership with the Account Manager to assist with the strategic management of the new cooperative program.
- Partners with CIESC's supply chain management team to add value to the cooperative supply program.
- Assures appropriate resources are deployed to support CIESC and CIESC member operations.
- Partnership and co-management of the cooperative account program to reflect the desired goals of CIESC to assure total customer satisfaction.
- Escalates all sales and support efforts for continued customer satisfaction.

Dedicated Account Manager Teams, Participating Member Entities

- Responsible for managing the CIESC Member/ODP Business Solutions partnership – similar roles to Jenna and Mike

Brian Abromovage, Vice President, Sales East

- Executes and communicates new company programs and solutions to the account management team to ensure our customers receive the most relevant and up-to-date market driven products and solutions.
- Escalates and supports all sales and support efforts for continued customer satisfaction.

Senior Ecommerce Consultant

- Years of IT and third-party system experience.
- Coordinates complex third-party integrations such as Oracle, Ariba, SAP, etc.
- Provides consulting on best practices for ecommerce solutions.

IT Integration Project Manager

- Years of experience integrating third party systems for our customers.
- Coordinates testing with customers to ensure systems integrate efficiently for ordering, delivery, billing, and reporting.
- Coordinates any custom mapping or programming needed for the integration.

Implementation Manager

- Years of project management/consulting experience with large complex national and global customers.
- Leads team through integration to ensure new customer's school/office supply programs are transitioned to ODP Business Solutions utilizing best practices.
- Develops and manages a detailed implementation timeline to communicate and meet agreed upon timelines.

Implementation Administrator

- Years of experience managing account setup and maintenance of existing large and complex customers.
- Responsible for establishing customers' accounts and auditing the integrity of the account to ensure it matches data expectations.
- Develops customer program communications.

Customer Care (Strategic Accounts)

Our strategic customers typically have multiple locations across time zones with unique requirements. For this reason, strategic customers are supported by our Strategic Customer Care Pods, a specialized group consisting of some of our most experienced Customer Care Professionals. Team members undergo extensive cross training in multiple systems to ensure that we can provide timely answers and solve any challenges as efficiently as possible.

With the same team of Customer Care Professionals handling your conversations (phone, email, live chat) we can provide you with a single source solution who is familiar with your company's unique needs and requirements, help strengthen relationships, and provide a better overall experience for you and your end user community.

Our Strategic Customer Care Desk is available Monday through Friday, 8:00am to 8:00pm (Eastern Time) to assist you with orders, returns, special orders, post order service and general maintenance of your account.

They can be reached at the following:

Phone: 800-279-1528

Email: StrategicSupport@odpbusiness.com

d)

As mentioned, ODP Business Solutions, LLC owns and operates a nationwide network of 13 distribution centers (warehouses) for customer delivery. Our distribution centers have a state-of-the-art Warehousing System. We offer two business day delivery in most delivery areas and a goal of high fill rates. Our distribution centers are located in key cities across the United States.

e)

None, ODP Business Solutions provides delivery within the next two business days to over 95% of the U.S.

4. Please provide information regarding required licenses and certifications held by your organization.

ODP Business Solutions is licensed in almost every state of the U.S.

The offeror has completed the annual representations and certifications electronically via the SAM website accessed through <https://www.acquisition.gov>. After reviewing the SAM database information, the offeror verifies by submission of this offer that the representation and certifications currently posted electronically at FAR 52.212-3, Offeror Representations and Certifications—Commercial Items, have been entered or updated in the last 12 months, are current, accurate, complete, and applicable to this solicitation (including the business size standard applicable to the NAICS code referenced for this solicitation), as of the date of this offer and are incorporated in this offer by reference (see FAR 4.1201), except for paragraphs N/A. [Offeror to identify the applicable paragraphs at (c) through (s) of this provision that the offeror has completed for the purposes of this solicitation only, if any. These amended representation(s) and/or certification(s) are also incorporated in this offer and are current, accurate, and complete as of the date of this offer. Any changes provided by the offeror are applicable to this solicitation only, and do not result in an update to the representations and certifications posted electronically on SAM.]

ODP Business Solutions is a Level 1 PCI DSS Merchant. This audit is currently performed by a qualified security assessor who are certified by the PCI Security Standards organization. A copy of our Attestation of Compliance (AOC) can be provided upon execution of a Non-Disclosure Agreement.

ODP Business Solutions relies on third party eco labels and standards to validate environmental/sustainability claims. Some examples include ASTM D6400, D6868/ BPI/ Cedar Grove/ Demeter/ DINCertco/ EN13432/ Vincotte, etc.

Our SmartWay partner number is 30865143, which started on November 19, 2013. SmartWay is an innovative collaboration between the Environmental Protection Agency (EPA) and the freight sector. This partnership promotes improved energy efficiency and energy security, as well as the reduction of greenhouse gas and air pollution emission levels. As a SmartWay shipper, we utilize the U.S. EPA's Freight Logistics Environmental and Energy Tracking (FLEET) Performance Model for shippers to quantify our environmental performance levels. Over the next year, we have agreed to reduce our emissions output and ship at least 50 percent of our products using only participating carriers that share the same SmartWay commitment.

5. Please list any state, GSA, or cooperative purchasing contract your organization holds as well as its current expiration date.

ODP Business Solutions holds many cooperative purchasing contracts. As an example, we hold the following OMNIA Partner agreements. Expiration dates may be viewed by following the link as noted: <https://www.omniapartners.com/suppliers/odp-business-solutions/public-sector>.

-Office Supplies, Related Products and Services

Region 4 ESC - TX|R190303

-Office Supplies and Products

Florida International University, FL|PUR-05407

-Office Supplies, Products and Related Services

City of Tamarac, FL|19-12R

-Cleaning Supplies, Breakroom, and Related Products

Region 4 ESC - TX|R211302

-Technology Solutions, Products and Services

Region 4 ESC - TX|R210405

-Janitorial Supplies & Equipment

University of California, CA|2020002300

-Educational School Supplies, Instructional Solutions, and Related Products

Region 4 ESC - TX|R230303

-Furniture, Installation, and Related Services

Region 4 ESC - TX|R240112

6. What differentiates your organization from your competitors in the K12 school market?

ODP Business Solutions is dedicated to helping children succeed in school and in life. We are proud to impact education at every level.

- Over 30 years working with public and private education institutions
- Dedicated K-12 and higher education representatives who are knowledgeable about industry trends, their impact on procurement practices, and designing solutions that may not have seemed possible
- Leader in national cooperative purchasing contracts

Our K-12 service support philosophy is uncomplicated: We believe in high quality education through strong business frameworks. We build our team and select our partners around this philosophy. We feel its inherent simplicity will continue to move us toward the future. We commit to providing our district partners our creative and professional best and upholding our company's reputation for excellence.

School Supplies and Solutions:

We understand that running a school requires more than paper and pencils. That's why we offer a complete range of products and resources with single-source savings and convenience.

- Classroom products
- Office supplies
- Classroom, office, outdoor furniture, and interactive whiteboards, and digital signage
- Printing and distribution of instructional materials
- School first-aid solutions
- Technology for students, teachers and administrators
- Interactive Flat Panels: ViewSonic, Samsung, Newline, and more

- Testing: Headsets, mice, cases, TI calculators and more
- For makers: Glowforge, Markerbot, Cricut, and more
- Devices: Chromebooks, laptops, workstations, and more
- Software: LanSchool, Absolute, SmartNet, TrendMicro, Sophos, and more
- Esports: MSI, Logitech, Corsair, Acer, Lenovo Legion, and more

Classroom Products:

We have thousands of items to engage students, facilitate learning, and inspire creativity.

- *School supplies:* Pencils, rulers, calculators and more
- *Learning tools:* Puzzles, games, flash cards and more
- *Arts and crafts:* Tempera paints, construction paper and more
- *Instructional equipment:* Whiteboards, virtual reality equipment and more
- *Classroom décor:* Wall maps, bulletin boards and more

We also have specialized products that meet your grant requirements, including products for college and career readiness and English as a Second Language (ESL) products.

School First-Aid Solutions:

We offer medical products for your nurses' offices and athletic departments, available in a wide variety of pack and unit sizes so you can order just what you need.

- *Apparel:* Exam gloves, masks, headwear, gowns, scrubs, bibs, footwear, sheets and drapes
- *Patient care:* Tissues, swabs, cotton balls, washcloths, pillows, hampers, hot/cold therapy and personal care items
- *Diagnostic equipment:* Thermometers, stethoscopes, scales, blood pressure equipment, ophthalmoscopes, and otoscopes
- *Supplies:* Antiseptics, exam table paper, tongue depressors, collection supplies, ear wash systems, basins, and trays
- *Wound and orthopedic care:* Bandages, gauze, sponges, tapes and adhesives, closure strips/solutions, and splints/slings
- *Medical cleaning:* Medical wipes, hazardous waste containers, can liners, cleaners, and sterilization supplies

Print, Promo and Apparel:

Our print, promo, and apparel services can help you manage the ordering, production, and distribution of classroom consumables, testing materials, and professional development materials.

- Printing and distribution of curriculum
- School identity
- School spirit
- Signage
- Banners
- Print communications/newsletters

Furniture Solutions:

- Furniture
- Chairs
- Safety and security window film for schools
- Gaming desks
- Services from ODP Business Solutions™ Workspace Interiors
- Floor-mounted wireway systems

Greener Classrooms

As an industry leader in environmental sustainability, we know that many students and communities demand greener schools. That's why our GreenerOffice™ program offers options that are simple, effective, and affordable.

GreenerOffice™ Program:

Partner with an award-winning industry leader in green. ODP Business Solutions has been named “#1 Greenest Large Retailer in America” in *Newsweek* Green Rankings® annually since 2010. And we were the first office supply company with a LEED® Gold Certified corporate headquarters. Below are some of the ways in which we can help you:

- **The Green Book®:** Our exclusive catalog filled with our greenest products and solutions
- **GreenerOffice™ Website:** Shop more than 10,000 products with greener attributes
- **Greener Alternatives/ODP Business Solutions® Select Cart:** Online tools that direct you to greener alternatives as you shop
- **GreenerOffice™ Delivery Service:** A greener way to get your supplies — with less cardboard waste
- **Ink and Toner Recycling Solutions:** Customer joins www.mybusinessrecycles.com. Members receive credit for qualifying ink and toner cartridges that are not visibly damaged.
- **Custom Reporting:** Green Business Reviews, Spend Reports, etc.

Recycling Rules:

Our education recycling program rewards your schools with money back when students and teachers bring in empty ink/toner cartridges to recycle.

Here's how it works:

- We provide FREE recycling boxes for easy collection at the school.
- Send your recycling boxes filled with empty ink/toner cartridges back using a FREE pre-paid UPS shipping label.
- Get rewarded via check for the value of valid empty ink/toner cartridges your school sends in.

This program offers a great way to teach students about the benefits of recycling with the incentive for teachers to earn something for their classroom. For more information, please visit myschoolrecycles.com.

Partnering with Industry Leaders:

Our best-in-class pricing strategies are focused on bringing your schools a cost-effective and comprehensive product assortment.

Broad vendor base and assortment optimization...We carefully evaluate all suppliers within a category and maintain ongoing strategic relationships with key educational vendors. This enables us to provide you with competitive pricing and an optimal assortment. Vendors include: Binney & Smith™, Carson-Dellosa, Creative Teaching Press®, Evan-Moor®, Pacon® and Scholastic.

Global sourcing and buying power...We leverage our global buying power to provide competitive pricing on everyday school essentials like paper, ink and toner, etc.

Competitive Pricing...We offer competitive pricing through our national cooperative programs.

Demand management...We help you select and manage the number of products your school purchases in order to maximize your overall cost savings.

Dedicated Education Specialists

At ODP Business Solutions, we recognize the unique needs of educators, schools, and classrooms. Our K-12 team of dedicated professionals will work to provide customized solutions that match the specific education needs of our participating agencies. In many of our markets, we have teams of Account Managers who are dedicated to serving the K-12 school market.

7. Please list at least 3 school districts that can be contacted as references. Include the following information: Organization Name, Address, Contact Name, Contact Email, Contact Phone Number.

We understand and appreciate the value of verifying the quality of our services by speaking with companies doing business with us. However, this information is proprietary to ODP, and due to confidentiality obligations owed to many of our customers, we do not publicly disclose our customers names.

Products & Services/Pricing

1. Please provide a description of the products, equipment and services included in your proposal.

Introduction:

With over 38 years of public/private sector experience, we have developed programs specifically designed to support public sector customers, including municipalities, K-12 schools, and higher education institutions. Our extensive expertise in managing public cooperative contracts, coupled with our ability to implement and transition sophisticated e-procurement systems, ensures a seamless and efficient partnership with CIESC and the CIESC cooperative members. We are confident in our ability to deliver exceptional service, contract compliance, and a wide range of products to meet the diverse needs of participating agencies. We offer an expansive assortment of products across all categories outlined in the Scope of Work, including:

- **Office Supplies:** General office consumables, toner/OEM and remanufactured options, calendars, desk and writing supplies, labels, mailroom supplies, and office equipment.
- **Paper and Paper Products:** Cardstock, copy and print paper, notepads, envelopes, forms, and spiral notebooks.
- **Batteries and Safety Supplies:** Batteries, first aid kits, gloves, coveralls, Gatorade, disinfecting wipes, hand sanitizer, and earplugs.
- **Breakroom Supplies:** Bottled water, coffee, snacks, disposable cups, plates, utensils, and small kitchen appliances.
- **PPA/Brand Identity:** Business cards, envelopes, labels & window decals, announcements, banners, letterhead, stamps, nameplates, notecards, brochures, signs, magnets, etc.
- **Promotional Items:** Novelty items, drink ware, apparel, accessories, wearable products, screen printing, and engraving.
- **Janitorial Supplies:** Paper towels, toilet paper, hand soap, trash bags, cleaning products, and facilities maintenance items.
- **Computer/Technology Products:** Computers, enterprise servers, laptops, chromebooks, cell phone accessories, charging cables, flash drives, headsets, keyboards, and surge protectors.
- **School/Classroom Supplies:** Arts and crafts supplies, teacher resources, instructional materials, classroom decorations, puzzles, games and flash cards.
- **Office Furniture:** Desks, chairs, conference tables, filing cabinets, bookshelves, and installation services.

Education School Supplies:

ODP Business Solutions is proud to serve our nation's educational institutions with specialized solutions, services, people and products that address each school's educational and operational needs for over 30 years with more than 10,000 unique education customers.

ODP Business Solutions has partnered with leading educational suppliers such as:

- Binney & Smith "Crayola Crayons"
- Carson Dellosa
- Creative Teaching
- Pacon
- Scholar Craft

- Scholastic

These partnerships will allow our customers to have access, through ODP Business Solutions' online ordering system, to over 6,000 instructional materials and classroom products, including:

- Arts and crafts supplies
- Teacher resources
- Classroom decorations
- Puzzles, games, and flash cards
- Boards and school equipment
- Classroom supplies
- Customized instructional materials

ODP Business Solutions also offers comfortable, quality furniture and products that help simplify difficult tasks, improve organization, and contribute directly to an improved learning environment. Additionally, we carry a wide range of fundraising and school-branded merchandise to help build school spirit and generate revenue.

With 30 years of expertise in the unique K-12 marketplace, ODP Business Solutions has developed specialized tools to assist our educational customers, including:

- Education Business Reviews
- School-Specific Catalogs
- Teacher Catalogs
- Teacher Order Forms
- New Customer Welcome Kits
- Teacher and Principal Gift Bags
- English as a Second Language Solutions and Products
- Title 1 Solutions, Products, and Resources

Products/Spaces Driving Education:

ODP Business Solutions' extensive product assortment includes many of the tools necessary to help you engage students and improve the efficiency of administrators and teachers. Some of our most popular education supplies include:

- Classroom-specific products
- Teacher Aids
- Arts & Crafts supplies
- School Instructional Reference Books & Workbooks
- Classroom technology
- Makerspace tools and supplies

Furniture and Technology:

ODP Business Solutions offers quality furniture pieces that help add to the comfort and appearance of school offices and classrooms, and technology products that help simplify difficult tasks and improve organization. Our expertise and offering include solutions for the following areas:

- Dormitories, Lobbies/Waiting, Administrative areas, Conference Rooms, Teacher/Student desks, Chapels, Training, Library, Maker Spaces, Calming Rooms, Outside/Playground, Auditorium, Lab/Pharmacy, Courtroom, Tandem/Airport Seating, Dining/Cafeteria, Sensory/Play, eSports/ Gaming, Specialty Flooring, Nurses Offices, Dividers, Outdoor/Pool, Rugs, Artwork, Signage/Wayfinding, Bike Racks/Planters, and Preschool STEM.
- Career Technology Education (CTE) Spaces; Pottery, Art, Culinary, Hospital, Life Skills and Automotive

School Spirit:

Fundraising and school-branded merchandise is available for building school spirit and generating revenue for school projects.

- To support your such fundraising, we can create a School Spirit store that's fully stocked with your school's branded apparel and promotional products.

2. Please specify any products, equipment, and services that are excluded from your proposal.

None. In alignment with ODP Business Solutions' continued effort to support and reduce our carbon emissions footprint, the pricing set forth in this response includes dock and/or mailroom delivery for orders of \$65.00 or greater. Additional freight charges in the USA may apply for items exceeding certain attributes in weight and/or dimension, bulk items, cases of bottled water and other beverages, furniture, Hawaii, Alaska and Puerto Rico orders, special orders and/or rush deliveries or lower order value. Charges in such occurrences will be identified prior to completion of the order placement process. Installation is excluded from our response proposal.

3. Please provide information regarding your organization's pricing proposal including: a) Discounts on products, b) Discounts on services/installation, c) How the proposed discount/pricing structure compares to other cooperative purchasing contract your organization currently holds, d) Additional volume discounts or rebate programs offered.

- a) Please refer to our pricing proposal.
- b) Pricing for services and installation is quoted at the time of order placement.
- c) Our pricing offer is unique to CIESC.
- d) None

4. Will this pricing structure be guaranteed for the term of the contract?

"Core List" the pricing will update based on market conditions.

5. Please identify any additional fees that are not included in your proposed pricing and how those fees are determined.

As mentioned, in alignment with ODP Business Solutions' continued effort to support and reduce our carbon emissions footprint, the pricing set forth in this response includes dock and/or mailroom delivery for orders of \$65.00 or greater. Additional freight charges in the USA may apply for items exceeding certain attributes in weight and/or dimension, bulk items, cases of bottled water and other beverages, furniture, Hawaii, Alaska and Puerto Rico orders, special orders and/or rush deliveries or lower order value. Charges in such occurrences will be identified prior to completion of the order placement process. Installation is excluded from our response proposal.

7. Please provide any information related to products/services your organization proposes to enhance and add value to the contract. Include all fees associated with value add items/services.

Human

- **Dedicated Account Team:** Take advantage of one of the largest service coverage footprints in the nation with the knowledge and tools to help you improve product and work efficiency, optimize budgets, and inform you of new and emerging business solutions.
- **Business Advisors:** Our solution specialists are focused on helping you achieve your business goals by providing powerful insights to find the right solutions to help you execute. Our teams focus on continuous learning around industry trends so they can provide you with the most relevant service and support.

Comprehensive

- **Comprehensive Workspace Provisioner:** From technology equipment and services to cleaning and breakroom products and office supplies —the offerings are continuously growing, evolving, and adapting to your needs.
- **Wide-Range Business Services:** From office conceptualization and optimization to technology solutions and breakroom planning, our specialists will allow you to focus on what you do best while we take care of the rest.
- **Product Authenticity:** We thoroughly vet our vendors to guarantee the products they sell live up to the quality expected and work with vendors to constantly evolve our offerings, so we always have the most innovative products and solutions.

Forward Thinking

- **People, Planet, and Prosperity:** Whether you are looking for sustainable products from brands like Ecolab and Diversey, or green services like recycling programs, we have got you covered. Combined with a vast roster of strategic small business-owned suppliers, we are dedicated to helping you achieve your environmental, social, and governance goals.
- **Innovation & Digital Platforms:** Innovation is a core component of ODP Business Solutions. Capabilities like custom digital platforms, mobile optimization, and dashboard analytics are just a few of the ways we are pushing the client experience forward.

Accessible

- **Advanced Visibility & Reporting:** Get full access to your purchasing history and financial metrics across your organization with our state-of-the-art, real-time user dashboard and mobile app. You can place orders, approve, and create shopping lists on-the-go while achieving compliance through spend tracking and reviewing products by category.
- **Strategic Alliances:** We partner with cooperatives and buying groups to increase your holistic sourcing efficiency by getting access to our wide breadth of products and world-class supply chain at contracted prices.
- **Customized Order Delivery:** We can break up our deliveries to ensure the right quantities get into the hands of your teams, wherever they are. Subscription services, special handling, and next business day and free shipping options available to ensure you get exactly what you need, when you need it.
- **Extensive Supply Chain.** We are dedicated to delivering the supplies and solutions that you need in a consistent and timely manner to help eliminate downtime and maximize productivity.

As mentioned, in alignment with ODP Business Solutions' continued effort to support and reduce our carbon emissions footprint, the pricing set forth in this response includes dock and/or mailroom delivery for orders of \$65.00 or greater. Additional freight charges in the USA may apply for items exceeding certain attributes in weight and/or dimension, bulk items, cases of bottled water and other beverages, furniture, Hawaii, Alaska and Puerto Rico orders, special orders and/or rush deliveries or lower order value. Charges in such occurrences will be identified prior to completion of the order placement process. Installation is excluded from our response proposal.

6. Please outline any shipping, delivery, and freight charges associated with delivery to participating entities.

As mentioned, in alignment with ODP Business Solutions' continued effort to support and reduce our carbon emissions footprint, the pricing set forth in this response includes dock and/or mailroom delivery for orders of \$65.00 or greater. Additional freight charges in the USA may apply for items exceeding certain attributes in weight and/or dimension, bulk items, cases of bottled water and other beverages, furniture, Hawaii, Alaska and Puerto Rico orders, special orders and/or rush deliveries or lower order value. Charges in such occurrences will be identified prior to completion of the order placement process. Installation is excluded from our response proposal.

8. Provide any additional information relevant to this section.

Please see the attachments, Case Studies.

Contract Implementation

1. Describe your organization's marketing strategy to promote this contract to eligible entities across the United States including: a) How will your organization differentiate this contract from other contracts held with other cooperative purchasing agencies, b) How your sales team will incorporate this contract as part of their sales process.

1)

ODP Business Solutions will partner with Edge Public to provide marketing, sales, partnership development, and administrative support to promote the CIESC cooperative agreement to Participating Lead Public Agency and participating agencies. ODP has a proven track record of working with cooperative purchasing programs and will actively market the CIESC's cooperative to participating agencies, helping to expand its reach and participation.

ODP Business Solutions intends to grow the CIESC agreement through effective use of our national/local account management teams, who have been trained on the K-12 marketplace and key needs of school districts, as well as effective use of sales and marketing programs and campaigns. ODP Business Solutions looks forward to a significant award from the CIESC program and to the development of the specific marketing campaigns that relate to the award. As an example, ODP is able to support Edge Public's activities with the following:

- We will assign an account team and account manager for this cooperative to ensure the client is supported by their ODP Business Solutions' resource.
- We will send monthly emails and reporting to track all data and information.
- We will engage CIESC/members through sales calls for introductions and communication with their ODP Business Solutions Program team.

Company Capabilities:

ODP Business Solutions is one of the world's largest office, furniture, technology, and classroom supply companies. We are dedicated to the K-12 school market and have developed specializations and core competencies that are unique within our industry. We are proud of our accomplishments in the education segment and are committed to provide solutions to our education customers on a continuous basis.

ODP Business Solutions has a marketing organization based in our Boca Raton headquarters that is specifically responsible for vertical marketing strategy including public/private sector

K-12 education marketing. This team consistently produces materials, programs, and campaigns that define and demonstrate ODP Business Solutions' leadership position in the education marketplace.

NCP. Business Solutions employs a staff of sales representatives that are in touch with K-12 public/private sector organizations. Our K-12 Public/Private Sector Managers are aligned to education institutions in states across the U.S. and are geographically aligned. Our ISO sales representatives are available to assist in conversations relating to educational products and our expanding K-12 growth initiatives. Overall, the ODP Business Solutions sales team is dedicated to school business and knowledgeable about school sector business and how schools operate. ODP Business Solutions' focus on the K-12 school market has helped drive our significant market penetration and helped to increase end user satisfaction with the program.

Marketing Management:

ODP Business Solutions will strive to schedule quarterly review meetings with CIESC/Edge Public staff to review current trends, report statistics and gauge marketing plan success. ODP Business Solutions' team will be Jenna Crouch, Business Development management and Mike Tattersall, Director, Strategic Acquisitions who will partner with CIESC/Edge Public, and who will engage the and member dedicated account manager teams upon receiving the award with CIESC.

ODP Business Solutions understands that the CIESC employs a shared leadership model, and that Edge Public has an important impact on the overall marketing program. ODP Business Solutions will disseminate best practices discovered within the CIESC/Edge Public field organization to help grow the ODP Business Solutions agreement. We will review upcoming events with CIESC and plan accordingly which events to attend.

a)

ODP Business Solutions is a national leader in public sector cooperative purchasing, with a proven record of successfully managing large-scale contracts for educational institutions, government agencies, and nonprofit organizations. Our experience with cooperative purchasing including those for office supplies, educational products, technology, janitorial, and furniture —demonstrates our ability to deliver best-in-class solutions across diverse product categories and geographies.

ODP Business Solutions' approach to the CIESC/Edge Public cooperative purchasing agreement will be consistent with the approach we take with our other cooperative contracts, including those held through OMNIA Partners. Our CIESC/Edge Public philosophy is to deliver a uniform, high standard of service, pricing, and support to all participating entities, designed for Indiana schools and nationwide participants.

Local Engagement: ODP will assign dedicated account managers and support teams for CIESC and its members, with a special focus on Indiana and the Midwest, while leveraging our national footprint for broader coverage.

b)

ODP is able to support Edge Public's activities with the following as an example:

Marketing Mediums:

ODP Business Solutions, if Edge Public chooses, will use the following mediums as it relates to promoting a successful CIESC agreement:

Face-to-Face Contact – ODP Business Solutions seasoned K12 sales teams in Indiana and other states will be trained on the new CIESC agreement. They will effectively distribute and promote the agreement in person to key business officials, principals and other district personnel as necessary.

Web – ODP Business Solutions will publish and develop CIESC specific web pages that describe program information, contacts and opportunities. ODP Business Solutions' pages include current program information, Frequently Asked Questions (FAQ docs) and electronic downloadable documents (EDD'S) such as order forms and product information sheets.

Email – ODP Business Solutions will implement employee electronic email campaigns to promote our capabilities and program. CIESC's specific programs will be approved by CIESC prior to launch. The marketing calendar (based on award) will determine and guide these campaigns. In addition, we will establish a CIESC@odpbusiness.com email for schools to ask questions, seek information etc. That email will be monitored daily locally in various states and will prove to be an effective communication tool.

ODP Business Solutions will build a significant marketing database for the CIESC program. The database established and confirmed through the use of offers and downloadable content,

will help us reach the individuals responsible for supply purchasing in the school districts. We will build and refine our marketing database to ensure marketing effectiveness with CIESC/Edge Public campaigns.

Telephone – ODP Business Solutions employs telephone account managers who are assigned to assist CIESC agreement users. These telephone account managers help to touch agreement users throughout various states who may not be assigned face-to-face representation.

Direct Mail – ODP Business Solutions will market to CIESC cooperative users through direct mail. Direct mail helps to touch cooperative users that are not necessarily available for face-to-face presentations.

CIESC Order Form – ODP Business Solutions will develop, publish and distribute a CIESC specific product order form that features awarded product.

Event Specific – ODP Business Solutions will provide event driven marketing specific to the CIESC cooperative agreement. We will review upcoming events with CIESC and plan accordingly which events to attend.

Defined Marketing Campaigns

ODP Business Solutions will work with CIESC staff to formulate a touch strategy for CIESC member districts. The communications will include the following:

- Program/contract launch – Internal training within ODP Business Solutions on CIESC cooperative agreement.
- Concentrated marketing campaigns will be held at least 3 times during the contract year:
 - JANUARY – Contract launch and new catalog distribution
 - MARCH/APRIL – School Year Wrap-up
 - AUGUST/SEPTEMBER – Back-to-School
- Live District Visits - Each ODP Business Solutions' Sales Representative that covers K-12 will select districts each with the most growth potential and work on penetrating and growing those specific districts.
- Proposed call campaign for smaller districts from our Inside Sales Organization, three times annually to follow-up on the above activities.
- Use of promotions offered by CIESC/Edge Public within ODP Business Solutions to spike interest in the contract. Ex. Paper promotions.
- Concentrated effort to move more districts to our web-based ordering system. ISO Sales Representatives proactively contact districts who email purchase orders and offer this solution. Districts who utilize the web system tend to increase their volume of spend and have a more streamlined customer experience.

2. Please outline how the current CIESC accounts would be transitioned onto this new contract. What will the user experience be in the transition?

ODP Business Solutions will provide a dedicated team to ensure that your new CIESC cooperative education/office supply contract, and the Edge Public program, and participating members are implemented smoothly. Each member of the team will have specific responsibilities. Clear progress milestones will be identified to show the outstanding actions for each task. The teams will gather all the required information to ensure that your contract transition is seamless.

Regularly scheduled meetings and conference calls with CIESC, the Edge Public team, and participating team members from various support departments will be held to provide best practice suggestions. The implementation team will also conduct meetings and provide written reports to identify work to date and work in progress.

Implementation Team Roles and Responsibilities:

- Organize all relevant operational information prior to going live
- Determine product usage and finalize contract lists
- Act as a point of contact with CIESC for the CIESC cooperative, Edge Public program teams, and participating member procurement teams
- Outline delivery requirements and track delivery schedule
- Coordinate customer order method training

The experience ODP Business Solutions has with our customer agreements shows how important it is to formulate a detailed project plan and checklist, to ensure a smooth project implementation.

Implementation Project Plan:

The plan establishes a jointly agreed set of activities and timetable between CIESC/Edge Public, and participating member parties and ODP Business Solutions for all significant events, from awarding the contract to and including the start of full-scale service delivery.

It will enable us to do the following:

- 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 on-site training requirements
- Tracking logistics and warehousing requirements
- Specifying local service-level agreements

The normal timeframe for full implementation of a CIESC/CIESC member account is approximately 3 weeks each; however, this may vary depending on the complexity of requirements, availability, and commitment to the implementation plan. The Implementation Manager will educate, coordinate and prioritize the resources required to efficiently execute each plan

Transition Plan:

ODP Business Solutions has developed a strategic implementation plan that allows both ODP Business Solutions and CIESC/participating member entities, and end users to have a complete understanding of their specific roles and responsibilities. The implementation plan is broken into nine critical categories:

- Account Set Up
- Billing and Reporting
- Credit Services
- Product Purchasing and Replenishment
- Warehouse Operations and Distribution
- Strategic and Tactical Field Support
- Communications and Training
- Customer Service Support
- EDI Mapping and Production and/or Internet Set Up

The normal time frame for the full implementation of an account is approximately 3 weeks, but this is highly variable depending on the complexity of the customer's requirements, availability, and commitment to the implementation plan.

There are four key elements of our implementation plan that may take additional time:

- Custom Catalog Production
- Proprietary Item Procurement and appropriate Inventory Levels
- EDI Invoicing and Payment
- Complex or Decentralized Customer Environments

The implementation manager will educate, coordinate and prioritize the resources required to efficiently execute the implementation plan.

Please see the attachment, Sample Implementation Plan.

3. Describe your organization's ability to integrate with an e-procurement system for participating entities to utilize if they choose.

ODP Business Solutions offers our customers the ability to place orders through the B2B App, B2B website platform, through many e-Procurement third party platforms, and punchout options. Our experience was built by connecting hundreds of contract participating entities to lead cooperative purchasing programs, to successfully meet each's specific business needs and to provide the goods and services (pricing discounts) with regard to the provisions of the agreement, and detailed sales reporting based on all sales of goods and contract administrative fees.

Through the B2B website, we have the ability to aid companywide communication. We can help CIESC/Edge Public members offer special communications to their associates through a Bulletin Board capability featured on the first screen users will see when they access our website. Their Super Users, typically one to two users from their organization, will have the authority to customize these additional announcements. There are two places for bulletins - your internal announcements and ODP Business Solutions' announcements to them.

ERP Capabilities/E-Procurement:

ODP Business Solutions is consistently one of the largest internet retailers worldwide. Our robust and award-winning website has been recognized for its user friendliness and high volume of activity. ODP Business Solutions has extensive third-party ERP integration experience, with over 9000 Business to Business Trading Network relationships

Here is a short list of companies/platforms which we've integrated:

ERP and Finance Systems:

- Banner
- Microsoft - Great Plains
- Lawson
- Munis
- Oracle including Oracle Fusion
- Ormed
- PeopleSoft
- ReqLogic
- SAP (Now SAP/Ariba)
- Customers using IBM AS400 systems

Also, many customers using ERP have also worked with various market site or middleware providers to integrate with ODP Business Solutions. ODP Business Solutions worked with the following such providers.

- Aeroxchange
- Allison Royce & Associates
- Ariba (now SAP/Ariba)
- Basware
- BuyerQuest (now Varis)
- Coupa
- DSSI
- eSchool Mall / Mercury Commerce
- Elcom
- Epylon
- ePS (eProcurement Services)
- Frontline
- Hubspan/Liasion Technologies
- Hubwoo
- IBX
- Infor (aka Datastream)
- Jaggaer (Sciquest)
- JP Morgan/XIGN
- OB10 (Tungsten Network)
- Okta
- Ops Technology(RealPage)
- eProcurement Services
- Periscope/NIGP Codes
- P2P Solutions
- Procurement Partners
- Puridiom

- Tyler MUNIS
- Quadrem
- Skyward
- Unimarket
- Verian
- Workday
- Adelpo Captial
- Spend Bridge

Punchout and Hosted Catalog:

ODP Business Solutions has extensive experience with both punchout and customer-hosted catalogs.

We have integrated punchout with more than 4000 customer relationships. We support CXML Punchout, OCI Roundtrip, and XML (Oracle) TapOut, as well as Transparent Punchout. We have the ability 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 custom online catalog (custom subset of full-line catalog), set default search order prioritizing Best Value , restrict items and hide restricted items.

The advantages of punchout with ODP Business Solutions include dynamic pricing, viewable real-time inventory, enhanced search functionality, access to all features and functions of the ODP Business Solutions B2B website, the ability to view icons for contract and restricted items, and the spend management capabilities described above.

ODP Business Solutions currently supports over 230 customer-hosted and third-party-hosted catalogs. Ariba 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 a CD containing an Excel file of all items and/or item changes
- Zip and email the catalog directly
- Supply images (preferably via CD) of items in .jpg or .bmp format

B2B Mobile App:

Mobile Applications provide customers the ability to access the ODP Business Solutions site via Smart Phones and other mobile devices. Using their www.odpbusiness.com user id, users may: check inventory, approve orders, submit orders, create and modify shopping lists, and modify their profile preference. Our mobile app is available anytime and from anywhere.

Mobile application features:

- A simple-to-use dashboard that saves you time and effort while you manage your business.
- Access to your store purchasing card.
- View, manage, and review pending approvals and orders on the go.
- Access company-wide and personal shopping lists.
- Browse products, get quick access to past orders, and check out fast.

ODP Business Solutions for business may be downloaded from: Apple Store – Google Play

B2B Website www.odpbusiness.com:

ODP Business Solutions offers a fully integrated, real-time, business-to-business website. The B2B site is an award-winning, robust website for use by our contract customers in a highly controlled, secure ecommerce environment. The site is owned, managed, and maintained by ODP Business Solutions.

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, ODP Business Solutions continually offers added value and convenience with our World Class Electronic Commerce Solutions.

As an E-Commerce pioneer, ODP Business Solutions has connected more than 325,500 mid-to-large corporations with over 1,388,000 users. Over 84% 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 CIESC but for your members, too.

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 punch-out solutions. Our contract customer website offers the following advantages:

Excellent Management Tools:

- **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 shipto, 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
- **Four 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 stationery, 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, CIESC/members 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 ODP Business Solutions 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)

Products that CIESC/members wishes to prevent from being ordered on the internet can be blocked on an account-wide basis by employing one or all the following restrictions:

- Limit online view to “Everyday Office Essentials” (Cost Containment option)
- 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, CIESC 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 CIESC/member 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 Order (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 CIESC.

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.

CIESC 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 ODP Business Solutions 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.

4. Describe how additional products and services will be added and priced to align with this contract.

ODP Business Solutions merchandisers and category managers continually sourcing new products including products with sustainable attributes. Electronic catalog content is updated quarterly.

ODP Business Solutions introduces new products through our contract administrators and strategic vendors. Upon request, we can host vendor shows at your facilities where free samples are distributed, and additional educational assistance is provided on the benefits and cost saving aspect of your National Agreement.

As ODP Business Solutions brings new products into its distribution system, we update all of our collateral marketing and sales material and distribute to cooperative members.

In addition to new products which are offered to all customers, a thorough and regular contract review process will identify opportunities to improve the contract items list for the CIESC cooperative and its members. These enhancements will provide improved purchasing efficiency and use of strategic supply chain initiatives by both CIESC and ODP Business Solutions. Contract reviews of this type will be scheduled and participated in jointly by both parties of the agreement, and the resulting alterations in the core list will be implemented on a scheduled timetable in order to maximize the benefits and to optimize the inventory positions of both organizations.

5. What is your organization's frequency of pricing structure updates?

When a contract is effective between ODP Business Solutions and CIESC, all line item discounts will be held based upon the contract that is determined.

6. Describe how your organization will ensure participating entities receive contract pricing and that sales made through this contract will be reported to Edge Public as requested.

ODP Business Solutions employs a seamless, nationwide operating system and superior operational technologies, resulting in total quality and consistency for the CIESC cooperative and its members 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 the cooperative and member entities the following benefits:

- *Consistent Operations/Service:* Because every location in the ODP Business Solutions 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 ODP Business Solutions facility uses the same WMS program and AOPS order entry system, member entity pricing remains consistent nationwide. ODP Business Solutions will share a single Custom Price List and pricing structure for all domestic locations.

- *Consistent Reporting/Integrity:* Because every ODP Business Solutions 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 ODP Business Solutions' 13 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 across the U.S.

Logistics

1. Describe how participating entities will place orders for products and services with your organization, including the role of your website, and/or local distributors if applicable.

With more than 38 years of experience continually driving improved ordering processes, ODP Business Solutions has developed several ordering tools for our customers. We offer significant order entry flexibility and automation. Available options are discussed below.

Phone, Fax, Email:

ODP Business Solutions provides nationwide toll-free service for both phone and fax orders. Our Customer Care Professionals 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.

Direct Internet Ordering:

The ODP Business Solutions 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 ODP Business Solutions 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 ODP Business Solutions 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 ODP Business Solutions 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 (XML, cXML, xCBL):

ODP Business Solutions processes well over 100,000 orders per week via third-party e-procurement platforms. We can integrate through EDI or XML for a dynamic punch-out 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 (fka SciQuest), Oracle, Infor (fka DataStream), and SAP.

2. Is your organization able to create custom market baskets or shopping lists for participating entities?

Yes. The user can create shopping lists of 200 items or less.

If the user is a Super User (Administrative User) they can create and manage "Company-Wide" shopping lists which may be used by any user on that account.

All users may create and edit Personal Shopping Lists. These shopping lists are available only to the user that created them. The user may also designate any personal shopping list as their "Default" shopping list.

The owner of the shopping list may also schedule to receive reminders. This will trigger a "time to order" email notification on the scheduled date.

Many customers utilize these shopping lists as a method of creating product kits.

3. Explain your organization's shipping structure/pricing including if there is a minimum order amount.

ODP Business Solutions provides 1-2 business days delivery to over 95% of the U.S. provided these general principles are adhered to:

Inventory: ODP Business Solutions, stocks, on average, more than 15,000 SKUs in our Distribution Centers. In addition, we consistently achieve over a 98% line item fill rate company-wide.

Order Cut-Off Times: ODP Business Solutions' standard delivery lead time is 1-2 business days for stocked items on orders received by ODP Business Solutions, online or via phone by 3:00 p.m. on a business day. Orders outside of our 1-2 business days delivery zones are typically shipped by UPS and delivered within 2 to 7 business days.

Delivery Network: ODP Business Solutions' B2B Delivery Network allows us to maintain a local, regional, and national presence. Deliveries are outsourced with contracted third-party carriers to ensure complete nationwide delivery coverage.

ODP Business Solutions, fills and delivers more than 100,000 deliveries a day with an on-time delivery rate of 96%. That accuracy is possible because of its fully integrated warehousing / distribution and delivery network.

ODP Business Solutions, has the latest order cutoff times in the industry. Orders placed on a business day for in-stock items will be delivered within 1-2 business days. ODP Business Solutions, uses several ordering channels:

- Online website ordering, 3:00 p.m. local time
- EDI ordering, 3:00 p.m. local time
- Toll-free telephone ordering 3:00 p.m. local time
- Fax and email orders, 3:00 p.m. Eastern Time
- Mail orders, 3:00 p.m. Eastern Time

In alignment with ODP Business Solutions' continued effort to support and reduce our carbon emissions footprint, the pricing set forth in this response includes dock and/or mailroom delivery for orders of \$65.00 or greater. Additional freight charges in the USA may apply for items exceeding certain attributes in weight and/or dimension, bulk items, cases of bottled water and other beverages, furniture, Hawaii, Alaska and Puerto Rico orders, special orders and/or rush deliveries or lower order value. Charges in such occurrences will be identified prior to completion of the order placement process. Installation is excluded from our response proposal.

4. What are your organization's current order fill rates?

- Order Fill Rate - The percentage of orders that were 100% filled on the first delivery schedule for the ship to location - 97.70%

5. What is your organization's average lead time and on time delivery rates?

On-Time Delivery - The percentage of deliveries that were made on the promised schedule for the ship-to location - 99.13%

6. Describe your organization's customer service/problem resolution process, including hours of operation.

ODP Business Solutions strives to provide first contact resolution, whenever possible, for all Customer Care inquiries. More than 83% of our contacts are resolved on the initial contact, with most remaining issues resolved within a 24-hour time frame.

There are several levels of problem resolution:

- Immediate resolution on the first contact
- Escalation to key support/research teams with final resolution typically provided within 24 hours
- Mandatory escalation to a supervisor in the unlikely event that multiple calls are made regarding an open incident
- ODP Business Solutions initiates an optional post-contact survey to customers to identify whether we connected, resolved the reason for the contact, and made the end user feel valued. The results of these surveys are measured and used as a primary KPI for both our Customer Care Professionals and for our overall Customer Care Organization.
- Customer Care utilizes a robust "closed loop" feedback process whereby we use survey feedback to proactively address identified service opportunities and to recognize/reward Customer Care Pros who deliver outstanding service to our customers.

Issue resolution and problem escalation will be managed through our formal Service Request (SR) process to ensure each issue is documented, tracked, and monitored until resolution. ODP Business Solutions' Service Request system is a case management software system that tracks every issue not resolved on the first contact. This system ensures no problem goes unresolved and also helps identify issues and trends, thereby allowing us to proactively identify and address root cause issues.

Hours of Operations:

The ODP Business Solutions National, Local, and Inside Sales Teams will be available to all CIESC/CIESC members locations as follows:

- Your National Account Manager, Local Account Managers, and Inside Sales Team can be reached Monday through Friday from 8 a.m. to 5 p.m. local time.
- Executive Management can be reached Monday through Friday, 8 a.m. to 5 p.m. (ET).
- Your Implementation team can be reached Monday through Friday, 8 a.m. to 5 p.m. (ET). However, they may be available outside of these hours as they continually work additional hours to ensure all project needs and timelines are met.
- Service Consultants will be available Monday through Friday from 8 a.m. to 5 p.m. local time.
- ODP Business Solutions' Toll-Free Customer Care Desk is available Monday through Friday between the hours of 7 a.m. and 8 p.m. (ET).
- ODP Business Solutions' Online CHAT function is manned from Monday through Friday, 8 a.m. to 8 p.m. (ET).
- The ODP Business Solutions Internet Help Desk Representatives are available Monday through Friday from 8 a.m. to 8 p.m. (ET). Tech Support Agents can be reached at (888)-2OFFICE ([888] 263-3423) by selecting the option for "Web Support" at odpbusiness.com.
- Our Customer Care Centers (distribution facilities) are capable of operating Monday through Friday, 24 hours a day when necessary to meet customers' needs.

7. What is your organization's policy on product returns? Please include any fees associated with this process.

REFUNDS AND EXCHANGES

Your complete satisfaction is our primary concern.

At ODP Business Solutions, we want to ensure 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.

Exceptions:

- Furniture, Computers and Business Machines with accessories in original packaging can be returned within 14 days after purchase for a full refund.
- Opened Computers, Business Machines and Software (with accessories and original packaging) can be exchanged for the same item within 14 days of purchase.
- Cleaning, Sanitation, Breakroom, Safety (including COVID test kits, personal protective equipment, masks, face coverings, face shields, gloves, goggles, gowns, thermometers), Facility, and other related products and supplies cannot be returned.
- Special Order Products cannot be returned or exchanged. This includes items that are not stocked in one of our warehouses and/or are indicated as SPECIAL ORDER.

To return an item, contact Customer Care at 888.263.3423 or go to our website to process it.

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 888-2OFFICE (888.263.3423) by selecting the option for "Web Support."

***Please Note:** Multiple items may be submitted for return on a single Return Authorization; however, only one online Return Authorization may be submitted per order. **Returns must include a return authorization number, as drivers will no longer accept any packages without the proper return authorization information.**

8. Describe the warranties offered by your organization including: a) Products/parts covered, b) Length of warranty, c) Cost of warranty, d) Warranty repair lead time.

a., b., c., and d.: ODP Business Solutions' warranties shall be limited to ODP Business Solutions branded products. For all other products, ODP Business Solutions will pass through to CIESC, to the extent permissible under applicable law, all manufacturer-supplied end-user warranties. ODP Business Solutions disclaims any implied warranties, including the warranty of fitness for a particular purpose and the warranty of merchantability.

9. Describe in detail your organization's method for tracking: a) Orders, b) Deliveries, c) Invoices.

a)

The Order Tracking (Order History) feature allows you to check the status of orders that have been created and/or submitted to ODP Business Solutions. With this feature, you will be able to view the details of all your orders. You can also retrieve and modify an order if it has not yet been released for fulfillment and is still in the "Held by Customer," "Held for Review," "Held for Restrictions," or "Waiting To Fill" status.

Order Tracking Search Criteria:

You may filter your Order History by Dollar Amount, Order Number, Item Number, Cost Center, PO Number, Release, Contact, Status, Ship-to ID, and Date. Type or select the search

parameters to use and click the appropriate arrow. The Order History page reappears with the orders listed by the search criteria you selected. You can sort ascending or descending the orders by clicking any of the column headers.

Pending Approval tab to see only orders pending approval and easily Approve or Reject orders from the order history page by checking the checkbox and clicking on the Approve or Reject buttons on the bottom of the page.

Orders that have split into several orders are now grouped together and have a "P" or "C" after the order number which refers to Parent or Child

--Where IS My Order Tracking experience to provide real time information about your package. The redesign has the following features:

- Carrier and carrier tracking number is shown
- Progress bar clearly identifies the delivery status of your package.
- Proof of delivery after your package is delivered.
- The items contained in your package are displayed

b)

ODP Business Solutions utilizes hand-held electronic devices that will allow any ODP Business Solutions customers to track delivery status updates of delivery orders and delivery milestones relating to the shipment of an order.

c)

ODP Business Solutions can provide you with a complete Individual Invoice and Consolidated Billing program on a local, regional, or national level. There are multiple fields that 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. There are different options available depending on whether the billing is in paper or electronic format.

Invoice Billing

An invoice is generated for each order placed by your end user. Your 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 "Soft Headers" that are listed under the optional information section can be renamed as necessary. This can be done by paper (all frequencies except daily) or electronic format.

Standard information on all invoices:

- Account Number
- Order Number
- Order Date
- Ship Date

Optional information that can be added to the invoice:

- "Ship-To" ID
- Department/Cost Center Information
- P.O. Number
- Release Number
- Desktop Location

Media types available for invoice billing:

- Paper
- EDI

- ePDF
- eXLS
- Electronic invoices can be transmitted via email or MFT (Managed File Transfer)

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 electronically. Summary bills can be sorted, totaled or have page breaks with any of our header options. Also, any of the soft 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 Service or your Sales Rep., 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.

Monthly frequency requires an annual spend of \$60k or greater, and electronic delivery is highly preferred.

When you send payment, simply include the consolidated/summary invoice number on your remittance.

Media types available for consolidated billing:

- Paper
- ePDF
- CSV
- eTXT
- eXLS
- Electronic invoices can be transmitted via email or MFT (Managed File Transfer)

Electronic Data Interchange (EDI)

EDI technology has been used since 1989 by ODP Business Solutions 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 ODP Business Solutions 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.

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ODP Business Solutions 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, SciQuest, Oracle, Data Stream, SAP, and more.

Procurement Cards (P-Cards)

ODP Business Solutions accepts credit card payments by Visa, MasterCard, or American Express but only at point of sale. All ODP Business Solutions purchases can be paid with this card, whether by phone, fax or Internet. 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.

10. Describe your organization's payment terms as well as the different types of payment accepted including, but not limited to: a) Purchase orders, b) Procurement card, c) Credit card/Debit card.

a) Our billing payment terms are Net 30 days from invoice date.

Transactions may be paid via ACH, P-Card, Point-of-Sale Purchasing, credit card, or check via electronic and/or mailed invoice - Summary or Standard. Note: P-Card and credit card are only accepted at time of order placement.

b) and c)

P-Card and credit card are only accepted at time of order placement.

11. Does your organization have any additional charges for customers for using different types of payment forms (i.e., credit card fees)?

No