Board Office Use: **Legislative File Info.**	
File ID Number	16-0642
Introduction Date	4/13/16
Enactment Number	16-0483
Enactment Date	4-13-16

OAKLAND UNIFIED SCHOOL DISTRICT

Community Schools, Thriving Students

Memo

To Board of Education

From Vernon Hal, Senior Business Officer
Michael Moore, Executive Officer, Operations

Board Meeting Date April 13, 2016

Subject **Resolution No. 1516-0111 - Award Of Bid – Office Depot/Office Max**

Action Requested **Adoption of Resolution No. 1516-0111- Award Of Bid – Office Depot/Office Max**

Background and Discussion The District issued RFP 15-16/05 requesting proposals for District-wide e-Commerce office products, papers, furniture and computer supplies procurement (also known as "E-marketplace"). There were three bids received of which two were responsive. After thorough evaluation staff, is recommending the bid of OFFICE DEPOT/OFFICE MAX in an amount not to exceed $3 million annually, as the responsive, responsible lowest bidder, rejecting all other bids. In addition, as Letters of Intent have been received from other school districts in the State who have an interest in utilizing the award resulting from Bid RFP# 15-16/05, pursuant to the "Cooperative Purchasing/Other Agencies," as provided in sections 20118 and 20652 of the California Public Contract Code, other public school districts or public agencies in the State of California, may wish to "piggyback" using the same contract.

The term of the contract is from July 1, 2016 to June 30, 2019.

Recommendation **Adoption of Resolution No. 1516-0111- Award Of Bid – Office Depot/Office Max**

Fiscal Impact Amount not to exceed $3 million annually, paid from site budgets as supplies are ordered

Attachment **Resolution No. 1516-0111**

OAKLAND UNIFIED
SCHOOL DISTRICT
Community Schools, Thriving Students

CONTRACT JUSTIFICATION FORM
This Form Shall Be Submitted to the Board Office With *Every* Consent Agenda Contract.

Legislative File ID No. 16-0642

Department: Fiscal

Vendor Name: Office Depot/Office Max

Contract Term: Start Date: 07/01/2016 End Date: 06/30/2016

Annual Cost: $ 3 Million annually, paid from site budgets

Approved by: Legal

Is Vendor a local Oakland business? Yes ☐ No ☑

Why was this Vendor selected?

RFP - lowest responsive bidder.

Summarize the services this Vendor will be providing.

E- commerce.

Was this contract competitively bid? Yes ☑ No ☐

If No, answer the following:

1) How did you determine the price is competitive?

2) Please check the competitive bid exception relied upon:

- ☐ **Educational Materials**
- ☐ **Special Services** contracts for financial, economic, accounting, legal or administrative services
- ☐ **CUPCCAA exception** (Uniform Public Construction Cost Accounting Act)
- ☐ **Professional Service Agreements** of less than $87,800 (increases a small amount on January 1 of each year)
- ☐ **Construction related Professional Services** such as Architects, DSA Inspectors, Environmental Consultants and Construction Managers (require a "fair, competitive selection process)
- ☐ **Energy** conservation and alternative energy supply (e.g., solar, energy conservation, co-generation and alternate energy supply sources)
- ☐ **Emergency** contracts [requires Board resolution declaring an emergency]
- ☐ **Technology** contracts
  - ☐ electronic data-processing systems, supporting software and/or services (including copiers/printers) over the $87,800 bid limit, must be competitively advertised, but any one of the three lowest responsible bidders may be selected
  - ☐ contracts for computers, software, telecommunications equipment, microwave equipment, and other related electronic equipment and apparatus, including E-Rate solicitations, may be procured through an RFP process instead of a competitive, lowest price bid process
  - ☐ Western States Contracting Alliance Contracts (WSCA)
  - ☐ California Multiple Award Schedule Contracts (CMAS) [contracts are often used for the purchase of information technology and software]
- ☐ **Piggyback" Contracts** with other governmental entities
- ☐ **Perishable Food**
- ☐ **Sole Source**
- ☐ **Change Order for Material and Supplies** if the cost agreed upon in writing does not exceed ten percent of the original contract price
- ☐ **Other, please provide specific exception**

RESOLUTION
OF THE
BOARD OF EDUCATION OF
OAKLAND UNIFIED SCHOOL DISTRICT

RESOLUTION NO. 1516-0111

Award of Bid - Office Depot/Office Max - Bid No. 15-16/05 - Office Products, Papers, Furniture and Computer Supplies Procurement

WHEREAS, by RFP 15-16/05, the District has requested proposals for District wide e-Commerce office products, papers, furniture and computer supplies procurement (also known as "E-marketplace");

WHEREAS, there were three bids received by the Procurement and Distribution Department of which two were responsive;

WHEREAS, after thorough evaluation staff recommends the bid of OFFICE DEPOT/OFFICE MAX in an amount not to exceed $ 3 million dollars annually, as the responsive, responsible lowest bidder, rejecting all other bids;

WHEREAS, Letters of Intent have been received from other school districts in the State of California who have an interest in utilizing the award resulting from Bid RFP# 15-16/05 pursuant to the "Cooperative Purchasing/Other Agencies" if it is deemed to be in their best interest;

WHEREAS, as provided in sections 20118 and 20652 of the California Public Contract Code, other public school districts or public agencies in the State of California, may wish to utilize any resultant contract and purchase identical items at the same prices and same terms and conditions;

WHEREAS, the successful bidder, Office Depot/Office Max, is requested to make these items and prices available to these public agencies; however, the estimated quantities in the District's bid do not reflect or guarantee any quantities or usage by these agencies, and if Office Depot/Office Max elects to supply these agencies, it shall supply any or all items to them over and above the quantities estimated by the District; and

WHEREAS, the District requires that each school district or other public agency work directly with the successful bidder and the District assumes no responsibility for any contractual relationship established by another public agency, and under no circumstances shall the District be considered a dealer, agent, sponsor, or any other representative of the bidder and is not responsible for the certification of any participating district or public agency;

NOW, THEREFORE, BE IT RESOLVED, the Board of Education of the Oakland Unified School District accepts the bid of Office Depot/Office Max, in an amount, not to exceed $ 3,000,000.00 annually, for the period from July 1, 2016 to June 30, 2019 subject to the vendor's compliance with the conditions for execution of the Agreement;

BE IT FURTHER RESOLVED THAT, the Board of Education of the Oakland Unified School District as provided in sections 20118 and 20652 of the California Public Contract Code, authorizes, other public school districts or public agencies in the State of California, to piggyback on the contract awarded to Office Depot/Office Max under Bid RFP# 15-16/05 for Office Products, Papers, Furniture and Computer Supplies Procurement.

PASSED AND ADOPTED by the Board of Education of the Oakland Unified School District this 13th day of April, 2016, by the following vote, to wit:

AYES	Jody London, Aimee Eng, Jumoke Hinton Hodge, Roseann Torres, Vice President Nina Senn and President James Harris
NOES:	None
ABSTAINED:	None
Absent:	Shanthi Gonzales

CERTIFICATION

I, Antwan Wilson, Secretary of the Board of Education of the Oakland Unified School District, Alameda County, State of California, do hereby certify that the foregoing Resolution was duly approved and adopted by the Board of Education of said district at Special Meeting I thereof held on the 13th day of April, 2016 with a copy of such Resolution being on file in the Administrative Office of said district.

Antwan Wilson, Superintendent and Board Secretary

File ID Number: 16-0642
Introduction Date: 4-13-16
Enactment Number: 16-0483
Enactment Date: 4-13-16

Office Products, Papers, Furniture and Computer Supplies Procurement

REQUEST FOR PROPOSAL

OAKLAND UNIFIED SCHOOL DISTRICT

PROCUREMENT DEPARTMENT
Attention: Operations Officer
900 HIGH STREET
OAKLAND, CA 94601

PROPOSALS MUST BE RECEIVED BY:
February 19, 2016 **by 2:00 P.M. at the above address**

Sign the proposal, place in envelope and write RFP Number and Title of Procurement on outside. Sign and return this page. Retain duplicate copy for file.

SIGN AND RETURN THIS PAGE

Proposal Number: 15-16/05

Date: January 18, 2016

Title: DISTRICT-WIDE E-COMMERCE OFFICE PRODUCTS, PAPERS, FURNITURE AND COMPUTER SUPPLIES PROCUREMENT

DO NOT INCLUDE SALES OR EXCISE TAXES in proposal pricing.

ALL OFFERORS COMPLETE THIS SECTION:

_____ **2016**

Upon execution of a Contract, the undersigned agrees to furnish, subject to provisions on the next page, all articles or services within the dates specified, in the manner and at the prices stated, in accordance with the advertisement, specifications, proposal, special conditions and general conditions, all of which are made part of the proposal, when authorized by Purchase Order or Letter of Agreement issued by the Governing Board of the Oakland Unified School District.

Name under which Business is conducted: Office Depot, Inc.

Business street address: 6600 North Mil itary Tr ai l Telephone: 925.209.0749 (Suzanne May for questions)

Boca Raton — City; FL — State; 33496 — Zip Code

IF SOLE OWNER, sign here:

I sign as sole owner of the business named above:

Signed _____ Typed Name _____

IF PARTNERSHIP OR JOINT VENTURE, sign here:

The undersigned certify that they are partners in the business (joint venture) named above and that they sign this proposal with full authority to do so (one or more partners sign):

Signed _____ Typed Name _____

Signed _____ Typed Name _____

IF CORPORATION, sign here:

The undersigned certify that they sign this proposal with full authority to do so:

Corporate Name: Office Depot, Inc.

Signed _____ Typed Name Timothy Burgett Title Vice President

Signed _____ Typed Name _____ Title _____

Incorporated under the laws of the State of Delaware

OAKLAND UNIFIED SCHOOL DISTRICT
REQUEST FOR PROPOSAL

GENERAL CONDITIONS, INSTRUCTIONS AND INFORMATION FOR OFFERORS

RENDITION OF SERVICES

The Contractor hereby agrees to undertake, carry out and complete all work established herein in a professional and efficient manner satisfactory to The Oakland Unified School District (hereinafter District) standards.

The professional service or the performance of work or services required by the District cannot satisfactorily be performed by the regular employees of the District.

2. CONTRACTOR'S STATUS

Neither the Contractor nor any party contracting with the Contractor shall be deemed to be an agent or employee of the District. The Contractor is and shall be an independent contractor, and the legal relationship of any person performing services for the Contractor shall be one solely between said parties.

Contractor shall not subcontract any services to be performed by it under this Agreement without the prior written approval of the District. Contractor shall be solely responsible for reimbursing any subcontractors and the District shall have no obligation to them.

3. OWNERSHIP OF WORK

All reports, designs, plans, specifications, schedules, and other materials prepared, or in the process of being prepared, for the services to be performed by Contractor shall be and are the property of the District and the District shall be entitled to access thereto, and copies thereof, during the progress of the work.

In the event that the work, which is the subject of this Agreement, is not completed, for any reason whatsoever, all materials generated under this Agreement shall be delivered as the District may direct.

4. RECORDS

The Contractor shall permit the authorized representatives of the District to inspect and audit all data and records relating to performance under this Agreement. Contractor shall maintain all such records for a period of three (3) years after the District makes final payment under this Agreement.

5. TERMINATION FOR DEFAULT

In the event the Contractor breaches the terms or violates the conditions of this Agreement, and does not within ten (10) days of written notice from the District cure such breach or violation, the District may immediately terminate this agreement, and shall pay the Contractor only its allowable costs to the date of termination.

6. TERMINATION FOR CONVENIENCE

The District may terminate this Agreement, in whole or in part, at any time for the District's convenience and without cause at any time by giving the Contractor written notice of termination. The Contractor will be paid for those services performed pursuant to this Agreement to the satisfaction of the District up to the date of notice of termination. The Contractor shall promptly submit its termination claim. If the Contractor has any property in its possession belonging to the District, the Contractor will account for the same and dispose of it in the manner the District directs.

7. NON-DISCRIMINATION

In connection with the execution of any Agreement hereunder, the Contractor shall not discriminate against any applicant or employee on the grounds of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex or age as defined in Section 12926 of the California Government Code.

8. INDEMNIFICATION

The Contractor shall indemnify, keep and save harmless the District, its Board of Directors, officers, officials, employees, agents and volunteers from and against any and all liability, loss, damage, expense, costs (including, without limitation, costs and fees of litigation) of every nature arising out of or in connection with Contractor's performance of work hereunder or its failure to comply with any of its obligations contained in the Agreement, except such loss or damage which was caused by the sole negligence or willful misconduct of the District.

9. CHANGES

If any changes to the scope of services are sought by either party that would require a modification of the amount of compensation, the changes must be reviewed in advance of any action to implement the change by the Project Manager and the Procurement Department.

The District may at any time by written order make changes within the Scope of Services described in this Agreement. If such changes cause an increase in the budgeted cost of or the time required for performance of the agreed upon work, the Contractor shall notify the District in writing of the amount of time and compensation adjustments that are required.

In the event the Contractor encounters any unanticipated conditions or contingencies that may affect the scope of services and would result in an adjustment to the amount of compensation specified herein, Contractor shall so advise the District immediately upon notice of such condition or contingency. The written notice shall explain the circumstances giving rise to the unforeseen condition or contingency and shall set forth the proposed adjustment in compensation resulting therefrom.

Any and all agreed upon pertinent changes shall be expressed as a written modification to this Agreement prior to implementation of such changes.

10. DISPUTE RESOLUTION

In case any disagreement, difference or controversy shall arise between the parties, with respect to any matter in relation to or arising out of or under this Agreement or the respective rights and liabilities of the parties, and the parties to the controversy cannot mutually agree thereon, then such disagreement, difference, or controversy shall be determined by binding arbitration, according to the rules of the American Arbitration Association.

Any award made by the Arbitrator(s) shall be final, binding and conclusive upon all parties and those claiming under them. The costs and expenses of any Arbitration shall be borne and paid as the Arbitrator(s) shall, by their award, direct.

The submission to Arbitration is hereby made a condition precedent to the institution of any action at law or in equity with respect to the controversy involved; and such action at law or in equity shall be restricted solely to the subject matter of the challenge of such award on the grounds and only in the manner permitted by law.

11. NO ASSIGNMENT

This Agreement is personal to each of the parties hereto, and neither party may assign or delegate any of its rights or obligations hereunder without first obtaining the written consent of the other.

12. PROHIBITED INTERESTS

No member, director, officer, or employee of the District during his/her tenure or for one year thereafter, shall have any interest direct or indirect, in this Agreement or the proceeds thereof.

Contractor covenants that it presently has no interest, direct or indirect, which would conflict in any manner or degree with the performance of the services called for under this Agreement. Contractor further covenants that in the performance of this Agreement no person having any such interest shall be employed by Contractor.

The District may require Contractor to file an annual Statement of Economic Interest form pursuant to the Political Reform Act of 1974 (California Government Code Section 81000 et seq.)

13. WAIVER

Failure of any party to exercise any right or option arising out of a breach of this Agreement shall not be deemed a waiver of any right or option with respect to any subsequent or different breach, or the continuance of any existing breach.

14. GOVERNING LAW

This Agreement, its interpretation and all work performed thereunder, shall be governed by the laws of the State of California.

15. INSURANCE

Depending on the nature of the services being solicited, the District may have certain minimum insurance requirements.

OAKLAND UNIFIED SCHOOL DISTRICT
REQUEST FOR PROPOSAL

DISTRICT-WIDE E-COMMERCE OFFICE PRODUCTS, PAPERS, FURNITURE AND COMPUTER SUPPLIES PROCUREMENT

RFP # -15-16/05

Oakland Unified School District (the "District") invites you to submit a proposal to provide a District-wide E-Commerce procurement process for office products, papers, furniture and computer supplies known as eMarketplace. The District eMarketplace procurement system is a central online ordering site in which District users can shop the websites of multiple vendors. Once shopping is completed, the requisition is created and sent through the eMarketplace approval process. Upon completion of the approval the Purchase Order is sent digitally to the appropriate vendor for processing and delivery of the purchased items. Purchase Order information is then loaded into the District's accounting and financial system, which is known as IFAS for financial tracking and online receiving.

E-Commerce Participation Agreement - The vendor must be willing to execute an *E-Procurement Module* Marketplace Supplier Agreement with OUSD or its eProcurement platform provider and agree to pay a 2% commission fee to OUSD or its eProcurement platform provider on purchase orders sent via the eMarketplace.

The successful vendor must have an on-line e-commerce site, accessible from the eMarketplace via cXML punch-out, where the catalog content is hosted and where shopping carts can be created and transferred to *E-Procurement Module*.

The successful vendor must have the ability to accept purchase orders via cXML that can be integrated directly into the vendor's order processing system. The vendor must also be able to transmit invoices via cXML to OUSD to be integrated directly into the eMarketplace.

The successful vendor must be willing to allow the final agreement to be "Piggybackable" as codified in the Public Contracts Code Sections 20118 and 20652.

This request for proposal shall not be construed in any manner to be an obligation by Oakland Unified School District to enter into an agreement or purchase order with your company.

The District reserves the right to cancel or revise in part or in its entirety this RFP. If the District cancels or revises this RFP, all respondents will be notified by addenda. The District also reserves the right to extend the date responses are due.

All requests for information concerning this RFP must be directed to Michael Moore, Operations Officer, and may only be submitted by email to: michaelmoore@ousd.org.

Vendors are not to contact District staff (except Mr. Moore) or members of the Board of Education in regard to this RFP or the selection process. Any Vendors who violate this request will be disqualified from further consideration.

Replies involving any substantive issues will be issued by addenda and emailed to all parties recorded by the District as having received this RFP. Substantive questions must be received by Mr. Moore as indicated in the "Key Dates" schedule on or before 5:00 p.m. on January 18, 2016. Answers to substantive questions will be provided by 5:00 p.m. on January 25, 2016. Only questions answered by formal written addenda will be binding.

Submission by facsimile or e-mail is not acceptable. Submissions received after the deadline will be returned unopened.

Proposers may withdraw their response to this RFP by submitting a written, facsimile, or email request signed by the firm's authorized representative. The withdrawal must be received by Mr. Moore prior to the date and time set forth herein as the due date for receipt of a response. Responses may be withdrawn and resubmitted in the same manner, if done so before the submission deadline. Withdrawal or modification of a submitted response in any other manner will not be permitted.

Proposals become the property of the District, and may be returned only at the District's option and at the firm's expense. To the extent permitted under applicable law, the District will keep all proposals confidential, although most documents provided to the District pursuant to an RFP are subject to the California Public Records Act.

KEY DATES

Time is of the essence for the RFP submittal and contract completion. Respondents are advised of the key dates and times shown below and are expected to adhere to them.

1. DISTRICT'S EVALUATION PROCESS

1.1 SCHEDULE

1.1.1 RFP formally advertised / solicitation period commences: January 18, 2016

1.1.2 Pre-proposal Questions, Requests for Information due: February 1, 2016 by 5:00 p.m.

1.1.3 Answers from OUSD: February 8, 2016 by 5:00 p.m.

1.1.4 Proposals due and proposal opening to identify submitting Respondents: February 19, 2016 at 2:00 P.M. at 900 High Street, Procurement Office 2nd Floor Oakland California.

1.1.5 Finalists notified: February 26, 2016

1.1.6 Interviews: March 3,4, 2016 at 900 High Street, Procurement Office 2nd Floor Oakland California.

1.1.7 Final determination/award: March 23, 2016

RFP RESPONSE REQUIREMENTS

Responses must contain all requested information and data and conform to the format described in this section. It is the Respondent's responsibility to provide all necessary information for the District to evaluate the response, verify requested information and determine the Respondent's ability to perform the tasks and activities defined in this

document.

INDEPENDENT CONTRACTOR AGREEMENT

Respondents must comply with the requirements contained in the District's Independent Contractor Agreement to Provide E-Commerce Office products, papers, furniture and computer supplies, a draft of which is attached hereto as Attachment "A", including, but not limited to, all insurance, fingerprinting, bonding, non-discrimination, and local business participation requirements.

DIRECTIONS FOR DELIVERY OF THE RESPONSE

The Respondent must submit three (3) paper copies and one (1) digital copy on USB MEMORY STICK AND PDF VIA EMAIL of its response to the District Representative contact name and address listed below:

Mr. Michael L. Moore, Sr.
Operations Officer
Oakland Unified School District
900 High Street
Oakland, CA 94601

(Please note - responses which are only E-mailed will not be accepted)

In addition to your responses to the requirements below, please be sure to complete the attached spreadsheets:

- ***Location Listing (*Attachment "B")** is a current list of Oakland Unified School District locations. Please indicate your Distribution Center that will service each of our facilities, and the delivery timeframe to each.

- ***Core List Pricing* ("Attachment "C")** is the bid list of Oakland Unified School District items. Please complete your proposed product and pricing information.

A. General Requirements

Vendor must be able to meet several minimum requirements.

1. Briefly describe how you will meet or exceed each of the following service requirements.

- Next-Day Delivery
- 98% Fill Rate & 98% On Time Delivery
- Summary Billing with the ability to consolidate invoices by site on a monthly basis
- Ordering Methods – toll-free phone & fax, internet, e-procurement
- Order Confirmations
- Reporting – usage, quality/performance, quarterly program meetings

2. References
Please provide two (2) references of similar size and scope to Oakland Unified School District (OUSD). Include company name, contact name, address, phone number, estimated volume with your company, and years serviced.

3. Pricing
Core: On the attached spreadsheet, please provide the following. The exact manufacturer must be quoted. No alternative items may be quoted. Leave blank if you cannot identify the exact same manufacturer. To qualify, you must match 95% of the core items. Further, you must quote exact same units of measure and you must note the quantity per package. Failure to comply will lead to disqualification. Core item pricing must be held for 12 months except for copy paper which will be adjustable each calendar quarter based on RISI index changes.

- Product Code
- Product Description
- Quantity per item packaging (IE: 100 envelopes per box)
- Unit of Measure
- List Price
- Sell Price

Non-Core: Provide your company pricing structure to price items purchased from your full line catalog NOT covered via the core pricing. The full line catalog must have over 12,000 items and must be turned in with your RFP response. Further, with your RFP response, you must provide an excel file showing the list price, product detail and net price per item using your formula. Items will then be selected to determine the suppliers' non-core pricing offer. The formula utilized must be adhered to throughout the agreement term

4. Local Business Program/Mandatory Compliance
In order to provide economic opportunity for Oakland residents and businesses and stimulate economic development in Oakland, the District has implemented a Local, Small Local and Small Local Resident Business Enterprise Program. The Program requires a 20% minimum participation of Certified Oakland Businesses for all contracts, over $87,800. The 20% local business participation requirement must be met with a maximum participation of 10% for Local Business Enterprises (LBE) and a minimum participation of 10% for Small Local and Small Local Resident Business Enterprises (SLBE/SLRBE), Any percentage combination of SLBE's and SLRBE may be used to calculate the full 20% requirement. Respondents must include with their proposal evidence that they will comply with this requirement. More details about this Program are provided on the District's website @ www.ousd.org .

B. Company Information

1. Briefly describe your company's history and experience in the office supply industry. How long have you been in the business-to-business contract segment? Attach a copy of your most recent Annual Report.

2. How do you differentiate yourself from your major competitors?

3. Provide details on the distribution facility (facilities) that will service the district operations.

4. Can you deliver to over 130 locations next day?

5. Does your company own your trucks and employ your own delivery drivers, or do you contract out with UPS, FedEx, etc.?

6. What is your company's commitment to corporate responsibility?

7. Do you have a disaster recovery program?

8. Does your company have a "Green (Environmental)" initiative? If so, please describe your program and how it benefits your customers and the environment.

9. List any third party quality-related recognition or awards your company has received.

10. OUSD places strong emphasis on the need for a long-term strategy. Describe your strategic direction and the implications on OUSD.

11. Describe your strategy for moving your company toward innovation and/or future technologies and how this can benefit OUSD.

Products and Programs

C. Scope of Offering

1. Please detail all products and services that would be of interest to us with regard to meeting procurement objectives.

2. Will all orders for office products, papers, furniture and computer supplies be processed through one account number, so we can track usage and ordering history? If not, how would you handle this need?

3. What type of catalogs do you offer end-users?

4. What is the strategy behind your company's catalog layout? What are the benefits to customers when utilizing the catalog?

5. What is the process to fulfill a requested item not supported by a particular distribution facility? What percentages of your orders are fulfilled with the use of a wholesaler? Are these orders delivered next-day? If a wholesaler is used, will we receive the same contracted price?

6. What percentage of your catalog items are private label?

7. Describe your recycled or "green" product offering.

D. Office Paper Supply

1. Please describe your company's paper supply capabilities.

2. Provide details on the relationship with your paper manufacturer. Do you have any control over the formulation (i.e. brightness, surface coating, etc.) and packaging of the paper products you offer?

3. Will we be guaranteed an uninterrupted supply of paper in a tight market? Are you dedicated to one paper mill or do you provide multiple brands?

4. Describe any tools or processes you have at your disposal designed to address an evaluation of our paper needs and requirements, as well as to help us identify opportunities to reduce our overall paper consumption.

5. OUSD is interested in recycled content paper. Please describe the recycled paper products you carry, including the percentage of post-consumer recycled content and any environmental certifications.

Background, Capabilities and Ongoing Development

E. Technological Capabilities

1. Please discuss your overall digital ordering capabilities. Include features & benefits, number of users, and annual revenue.

2. What online security measures does your company have?

3. Describe your experience in working with third-party e-procurement systems. What are your punch-out capabilities and advantages?

4. Do you have the ability to track interaction by end user? If not, can you access an individual's ordering history without asking for account and ship to information?
5. Can you integrate with this system within 30 days?

F. Account Set Up, Customization and Management Tools

1. Please discuss your e-commerce implementation and the resources that will be dedicated to this effort.

2. What Payment Terms can you offer?

3. Do you offer discounted terms? If so what are they?

4. Do you have an order minimum charge? If so what amount?

5. Explain your company's capabilities to customize catalogs including blocking items, adding proprietary items, etc. Please include an example on how your company would drive our employees to use the core catalog.

6. Please discuss the order restriction and approval process.

Account Management

G. Sales Representation

1. What level of support do your Sales Reps provide? How does this benefit OUSD?

2. Do you have any specialists that can work with our company for different commodities?

H. Customer Service

1. How many Customer Service Representatives does your company employ in the U.S.? Where are they located and what is their availability?

2. What training do you provide for your Customer Service Reps?

3. What kind of assistance can your Customer Service associates provide for us? Please describe their level of empowerment.

4. How do you measure the effectiveness of your Customer Service team?

I. Time & Money Saving Opportunities

1. How can your company minimize the time our requisitioners spend ordering, following up on orders or trying to determine the status of specific product inventory?

2. How can you analyze our purchasing processes and quantify the time and money savings we can expect if we change our practices? Can you provide specific industry benchmarking?

J. Program Participation/Compliance

1. How would your company implement our agreement and help us drive participation? Please describe how you demonstrate program roll-out/ramp-up is complete and successful.

2. What types of reports can you provide on our purchasing activity at the individual requisitioners level, i.e. ordering method, interactions with your company? Will these reports include retail store purchases? Please provide us with samples.

K. Value Added Offerings

1. Describe any offerings your company can provide that will generate additional benefits for the district.

The Oakland Unified School District thanks you for your interest!

Sincerely,

Michael L. Moore, Sr.
Operations Officer

Addendums Section

OAKLAND UNIFIED SCHOOL DISTRICT
REQUEST FOR PROPOSAL

Addendum #1

Oakland Unified School District Core List for Supply Request for Proposal 2016-2019

Product Code #	Product Description	Quantity per Package	UOM	List Price	Sell Price
	10-REAM CASE X-9 11"		CT		
	8.5X11 10 REAM CASE		CT		
	4X3 MAGNETIC TOTAL ERASE GRPHT		EA		
	COPY 10 RM CASE		CT		
	SCHOOLIO BLACKMARBLE COMPBK CR		EA		
	BROTHER TN450 HY BLK TNR CTG		EA		
	COPY PAPER 8.5X11" RM WE		RM		
	TI-30XIISOLAR SCIENTIFIC CALC		EA		
	HP 90A BLACK TONER CARTRIDGE		EA		
	SCHOOLIO BLACKMARBLE COMPBK WR		EA		
	RECYC 8.5X11 SPLOX		CT		
	EXPO II 4CT CHISEL ASST		ST		
	CLASSIC MARKERS BROADLINE 10CT		PK		
	PRIMARY RULE COMPBOOK		EA		
	YELW PRESHARPENED PENCILS 18CT		PK		
	TICONDEROGA #2 PENCIL		PK		
	COLORED PENCILS 12 COUNT		ST		
	RECYCLED COPY 10-R CASE		CT		
	WOOD RULER W/METAL EDGE 12"		EA		
	HP TONER 507A CE400A BLK		EA		
	REFILL PURELL 20OZ CLR		CT		
	FILE FLDR LTR 1/3CUT MAN 100CT		BX		
	HP 80A BLACK TONER CARTRIDGE		EA		
	BTTLE RCKET BLUE 11" 20#		RM		
	CRAYONS 16CT		BX		
	FILLER PAPER 300 CT WR		PK		
	HP TONER CE410A 305A BLK		EA		
	TICOND YELLOW #2 PENCIL 24PK		PK		
	GALAXY TAB 4 7.0 (BLACK) 8315		EA		
	LARGE SIZE CRAYONS 8CT		BX		
	DRY ERASE MARKER FINE POINT BK		DZ		
	POWDER PINK 11" 20#		RM		
	POST-IT EASEL PAD 6PK		PK		
	PENCIL SHARPENER-BLACK		EA		
	HP TONER CE505A 05A BLK		EA		
	SCHOOL PRO ELECTRIC SHARPENER		EA		
	PAPER XEROX WE 8.5X14 20#		CT		
	TAPE CELO .75X1296 16 PACK		PK		
	HP TONER CE413A 305A MAG		EA		
	WIPES CLOROX 12 CANS/75EA 0558		CT		
	HP TONER CE410A 305A BLK		EA		
	FILLER PPR 300CT CR 10.5X8		PK		
	SCHOOLIO ASSRTMARBLE COMPBK WR		EA		
	HP TONER C4127X 27X BLK		EA		
	HP TONER CE413A 305A MAG		EA		
	KLEENEX FACIAL TISSUE		CT		
	HP TONER CE411A 305A CYN		EA		
	HP TONER CE412A 305A YLW		EA		
	CRACKLING CANARY 11" 20#		RM		
	GLUE STICK WASHABLE 24PK		PK		
	CYG547 WATER .5L CR GEYSR		CT		
	HP TONER CE412A 305A YLW		EA		

OAKLAND UNIFIED SCHOOL DISTRICT
REQUEST FOR PROPOSAL

	EXPO LOW ODOR CHISEL BLACK DZ		DZ		
	GLUE STICK ALL-PURPOSE 30PK		PK		
	HP INK 951 CMY/950XL BLK CMB PCK		EA		
	POPPERMINT GREEN 11" 20#		RM		
	733601 NO. 2 PENCIL,72PK		PK		
	ELECTRIC TEACHER PRO SHARPENER		EA		
	HP TONER CE411A 305A CYN		EA		
	PENCIL TIC SHARPENED YW		DZ		
	100' PER ROLL REFILLS		EA		
	PSBD FLDR ET LGL GRN 2" 25BX		BX		
	BRAND TONER DELL 1130 HY		EA		
	QUICKFIT RR VIEW BNDR 1.5" WE		EA		
	EXPO DRY ERASER		EA		
	TONER HP Q5949A BLK		EA		
	COMPOSITION BK 10X7.875		EA		
	PAINTER TP BL 24MM X 54.8M 6PK		PK		
	PAPER,XERO,WE,11X17,20#		CT		
	BAG,ZIPLOC STORAGE GALLON		BX		
	CLNR DSNFCT WIPES FRSH		CT		
	LBL 1X2-5/8 WHT LSR 3000PK		BX		
	CRAYONS 24 CT		BX		
	545 STANDARD STAPLER BLACK		EA		
	ENVISION FACIAL TISSUE FLAT BX		CT		
	HP INK 950XL BLACK CARTRIDGE		EA		
	LTXGLOVE-PDRFREE,100/BXLRG		EA		
	LTXGLVE-POWDRD-FREE100/BXXL		EA		
	HOT/COLD PACK		EA		
	HP TONER Q7553A 53A BLK		EA		
	POST-IT 3X3 90PD YW 24PK		PK		
	OD BRAND WOOD PENCILS#2 PACK OF 36		PK		
	STAPLER FULL STRIP BLACK		EA		
	XEROX TONER CTG		EA		
	TISSUE FACIAL125SHTS 48CN		CA		
	WIPES CLOROX 5 SETS 3 X 0558		CT		
	BANDAIDS 100 FLEXIBLE 1		BX		
	HI-LITER DS 4PINK 20 YLW		PK		
	FOLGERS CAN		EA		
	ALOE SANITIZER PUMP 8OZ		EA		
	EASEL PAD, PLAIN, 5CT		CT		
	NOTEBOOK 1SUB WIDE RL WH		EA		
	KIDS BLUNT SCISSORS		EA		
	LBL 1-1/3X4 WHT LSR 1400PK		BX		
	SANITIZER PURELL 2 LITER CR		EA		
	BROTHER TN420 STD YLD BLK TNR		EA		
	HP TONER CB436A 36A BLK		EA		
	ERASER PINK PEARL MEDIUM 24PK		BX		
	PMOP 60CT BLK		BX		
	FOLDER 2 POCKET ASSORTED 24PK		PK		
	PMOP 60CT BLU		BX		
	WHITE ROUND LASER LABELS 0992		PK		
	FOLDER 2PKT 3P ASST 24PK		PK		
	CRAYOLA CRAYONS TUCK BX 16 CNT		BX		
	16" OSCILLATING STAND FAN		EA		
	STANDARD STAPLER BLACK		EA		
	LBL 1X2-5/8 WHT LSR 7500PK		BX		
	MY FIRST TIC SHARPENED PENCIL		DZ		
	HP INK 932XL BLACK CARTRIDGE		EA		
	COLOR DOT 3/4" GREEN 1008CT		PK		
	LOW ODOR CHISEL MRKR 16CT ASST		ST		

OAKLAND UNIFIED SCHOOL DISTRICT
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	CLASSIC MARKERS FINE 10CT		PK		
	BOX PENCIL CR		EA		
	HP INK 933 CMY CRTDGE		PK		
	HP 901XL BLK INK CTG		EA		
	SCHOOLIO BLACKMARBLE COMPBK CR		EA		
	BOOK COMP GRADE 2 50 SHEET BE		EA		
	HP TONER CE278A 78A BLK		EA		
	ROUND STIC BLUE 60CT		BX		
	NOTE 3X3 14PK BRIGHTS		PK		
	COLOR 8X11,20#,PUMPKN		RM		
	SPEAKERS Z130 BK		EA		
	EXPO LOW ODOR CHISEL BLUE DZ		DZ		
	COMP BOOK GRAPH 4Q 80SH		EA		
	POST-IT 3X5 YW 24PK		PK		
	COLOR 8X11,20#,SALMON		RM		
	ENVELOPE,#10,PLN,24#,500CT,WHT		EA		
	PEN PROFILE PAPERMATE BLUE		DZ		
	ASST. CHISEL TIP MARKERS 12PK		ST		
	GLUE-ALL 4OZ		EA		
	DISINFECTING WIPES LEMON 75CT		EA		
	MAGIC TAPE 3/4 X1000 24PK		PK		
	EXPO DRY ERASE MARKR FN PT BK		DZ		
	SCISSORS FOR KIDS BLNT CLSPK		PK		
	1" ECONOMY VIEW WHITE 12PK		CT		
	2TONE 2PKT POLY FOLDER YLW		EA		
	HP INK 932 BLK		EA		
	INDEX CARD BOX BLK 3X5"		EA		
	ECOLUTIONS RS 50-PACK BLACK		PK		
	1SUB SPIRALNTBK WR 100CT		EA		
	BOOK COMP GRADE 3 50 SHEET RED		EA		
	ROUND STIC PEN MED BLACK 12PK		DZ		
	LIQUID ACCENT ASST 10CT		ST		
	ALPINE SPRING WATER 28/8OZ		CT		
	PAPER 8.5X11 INDEX 250 WH		PK		
	8" BENT SHEAR SOFT BLUEGREY		EA		
	747 CLASSIC DESK STAPLERS BLK		EA		
	COLOR 8X11,20#,LVNDR		RM		
	SCISSORS FOR KIDS PNTD CLSPK		PK		
	3/4"X1296" INVISIBLE 12PK		PK		
	EXPO ORGANIZER SET		KT		
	EXPO LOW ODOR CHISEL BLACK DZ		BX		
	ASPEN 30 20# 8.5X11 CS		CT		
	FOLDERS FILE LTR-SIZE ASSTD		BX		
	EXPO LOW ODOR CHISEL RED DZ		DZ		
	FILLER PAPER 100CT CR		PK		
	FAN POWER 16IN BK		EA		
	DRY ERASE MARKER CLEANER 8 OZ		EA		
	WASHABLE MARKERS CONICAL TIP		CT		
	JACKET LTR MANILA 2IN 50PK		BX		
	POST-IT 3"X3" RECYCLED NOTES		PK		
	NOTE 3X3 18PK PASTELS		PK		
	DRY ERASE MARKERS ASST. 8/ST		ST		
	FLAIR ULTRA FINE PT .8/CD		PK		
	CANON INK PGI-250 BLACK		EA		
	NTR VLLY OAT'S&HNY BARS,16CT		BX		
	DISAPPEAR PURPLE GLUE STIK 6PK		PK		
	SCISSORS BULKPK BLUNT TEACHR		EA		
	SCHOOL GLUE 4OZ.		EA		
	MK TROP WASHABLE 8PK		PK		

OAKLAND UNIFIED SCHOOL DISTRICT
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	1" VIEWTAB 8 INDEX BINDER WHT		EA		
	FOLDER 2 POCKET BURGUNDY 25PK		PK		
	FOLDER 2 POCKET YELLOW 25PK		PK		
	3X5 RULED WHT INDEX CRDS 500PK		PK		
	FOLDER 2 POCKET GREEN 25PK		PK		
	EPSON INK T200XLBCS BLK/CLRCMB		EA		
	1SUB SPIRALNTBK CR 100CT		EA		
	BEGINNER'S PENCIL NO 2 W/ERSR 12PK		DZ		
	ROUND RING VIEW BINDER WHT 3"		EA		
	EXPO ORIGINAL CHISEL 4CD		ST		
	PEN GEL RT VELOCITY BLACK		DZ		
	EASY OPEN D VW BNDR 2 WHT		EA		
	SCISSORS BULKPK POINTED TEACHR		BX		
	ELECTRIC PENCIL SHARPENER		EA		
	HIGHLTR DESK YLW 12PK		PK		
	COL-ERASE PENCILS ASST 12 PK		DZ		
	HOLE PUNCH 11 SHEET ADJUST		EA		
	X-9 8.5X11 JR CTN		CT		
	UNIVERSAL MULTIMEDIA HEA 2274		EA		
	EASEL PAD 1"RULED		CT		
	FOLDER 2 POCKET LT BLUE 25PK		PK		
	SELF STICK EASEL PD GRIDRL2PK		PK		
	BOOK COMP 7X8.5 40 PAGES		EA		
	PENCILWOODNO.2		DZ		
	MIXED FRUIT FRUIT SNACKS		BX		
	EXPO CHSL TIP DRY ERASE MARKR		DZ		
	PAP CONST 18X24 BK		PK		
	BINDER WHITE 2" RR		EA		
	PREFERENCE PERFORATED ROLL		CT		
	8 PAN WASHABLE WATER COLORS		ST		
	NATURAL HARDWOUND TOWELS		CT		
	ECHO ORCHID 11" 20#		RM		
	BINDER BLACK 3"RR		EA		
	WITE-OUT CORR TAPE 10PK		PK		
	STEREO HEADSET H390		EA		
	BAND-AID VARIETY PACK 280'S		BX		
	WATER 2GO SPRGWTR 20 OZ		CT		
	BROADLINE WASHABLE MARKERS 8CT		PK		
	DRY ERASE MRKRS CHISEL BLK 4CT		ST		
	LBL 3-1/3X4 WTHERPRF LSR 300PK		BX		
	FOLDER 2 PKT 3PRG GREEN 25PK		PK		
	PERMANENT GLUE STICK 6PK		PK		
	BOOK COMP GRADE 1 50 SHEET GN		EA		
	MP COLOR 8X11,24#,RED		RM		
	TAPE 3 4 X1000 12 PK CR		PK		
	MP COLOR 8X11,24#,EMRLD		RM		
	STD WGHT SP CLR 200BX		BX		
	ENVELOPE 9X12 CL CLSP KFT		BX		
	MR SKETCH 12PK		ST		
	GOLDEN GLIMMER 11" 20#		RM		
	QUANTUM AA 20/PK		PK		
	COLORED PENCILS 24 COUNT		ST		
	CHISEL DRY ERASE MRKR BLK 12PK		DZ		
	EPSON INK T200XL120-S BLACK		EA		
	FINE CARDED 4CT ASST.		PK		
	AWARD PLAQUE MAHOGANY 8.5X11		EA		
	CLASSPACK PENCILS 240PK		CT		
	PROFILE RT BP BLK 12CT		DZ		
	SPRTB FLDR LT 1/3 MANILLA		BX		

OAKLAND UNIFIED SCHOOL DISTRICT
REQUEST FOR PROPOSAL

	8" VALUE SHEARS BENT 3PACK RED		PK		
	16GB STORE N GO V3 USB 3.0		EA		
	TISSUE FACIAL FLFF 100BX		CT		
	MAGIC RUB VINYL ERASER 12PK		DZ		
	GLUE STICK DISAPPEARING 30PK		PK		
	ROUND STIC 60-COUNT BLACK		BX		
	YELLOW PENCILS #2 -12CT		DZ		
	POST-IT 1.5X2 YW 24PK		PK		
	HP INK 951 XL YELLOW CARTRIDGE		EA		
	SANFORD SUPER SHARPIE BK		DZ		
	CLSS FLDR ET LGL 2DV GRN 10BX		BX		
	POPPERMINT GREEN 11" 20#		PK		

OAKLAND UNIFIED SCHOOL DISTRICT
REQUEST FOR PROPOSAL

Addendum #2
All Oakland Unified School District Schools and Offices
(All area codes are 510)

ACORN WOODLAND ELEMENTARY SCHOOL
School Type: Elementary School
1025 81st Avenue, 94621

ALLENDALE ELEMENTARY SCHOOL
School Type: Elementary School
3670 Penniman Avenue, 94619

ALLIANCE ACADEMY
School Type: Middle School
1800 98th Avenue, 94603

BARACK OBAMA ACADEMY
School Type: Middle School
9736 Lawlor Street, 94605

BELLA VISTA ELEMENTARY SCHOOL
School Type: Elementary School
1025 East 28th Street, 94606

BRET HARTE MIDDLE SCHOOL
School Type: Middle School
3700 Coolidge Avenue, 94602

BRIDGES ACADEMY
School Type: Elementary School
1325 53rd Avenue, 94601

BROOKFIELD ELEMENTARY SCHOOL
School Type: Elementary School
401 Jones Avenue, 94603

BURCKHALTER ELEMENTARY SCHOOL
School Type: Elementary School
3994 Burckhalter Avenue, 94605

CARL B. MUNCK ELEMENTARY SCHOOL
School Type: Elementary School
11900 Campus Drive, 94619

CASTLEMONT H GH SCHOOL
School Type: High School
8601 MacArthur Boulevard, 94605

CHABOT ELEMENTARY SCHOOL
School Type: Elementary School
6686 Chabot Road, 94618

CLAREMONT MIDDLE SCHOOL
School Type: Middle School
5750 College Avenue, 94618

CLEVELAND ELEMENTARY SCHOOL
School Type: Elementary School
745 Cleveland Street, 94606

COLISEUM COLLEGE PREP ACADEMY
School Type: Grades 6-12
1390 66th Avenue, 94621

COMMUNITY DAY SCHOOL
School Type: Alternative Education
4917 Mountain Boulevard, 94619

COMMUNITY UNITED ELEMENTARY SCHOOL
School Type: Elementary School
6701 International Boulevard, 94621

CROCKER HIGHLANDS ELEMENTARY SCHOOL
School Type: Elementary School
525 Midcrest Road, 94610

DEWEY ACADEMY
School Type: High School
1111 Second Avenue, 94606

EAST OAKLAND PRIDE ELEMENTARY SCHOOL
School Type: Elementary School
8000 Birch Street, 94621

EDNA BREWER MIDDLE SCHOOL
School Type: Middle School
3748 13th Avenue, 94610

OAKLAND UNIFIED SCHOOL DISTRICT
REQUEST FOR PROPOSAL

ELMHURST COMMUNITY PREP SCHOOL
School Type: Middle School
1800 98th Avenue, 94603

EMERSON ELEMENTARY SCHOOL
School Type: Elementary School
4803 Lawton Avenue, 94609

ENCOMPASS ACADEMY
School Type: Elementary School
1025 81st Avenue, 94621

ESPERANZA
School Type: Elementary School
10315 E. Street, 94603

FRANKLIN ELEMENTARY SCHOOL
School Type: Elementary School
915 Foothill Boulevard, 94606

FRED T. KOREMATSU DISCOVERY ACADEMY
School Type: Elementary School
10315 E. Street, 94603

FREMONT HIGH SCHOOL
School Type: High School
4610 Foothill Boulevard, 94601

FRICK MIDDLE SCHOOL
School Type: Middle School
2845 64th Avenue, 94605

FRUITVALE ELEMENTARY SCHOOL
School Type: Elementary School
3200 Boston Avenue, 94602

FUTURES ELEMENTARY SCHOOL
School Type: Elementary School
6701 International Boulevard, 94621

GARFIELD ELEMENTARY SCHOOL
School Type: Elementary School
1640 22nd Avenue, 94606

GATEWAY TO COLLEGE AT LANEY COLLEGE
School Type: Alternative Education
900 Fallon Street, 94607

GLENVIEW ELEMENTARY SCHOOL
School Type: Elementary School
4215 La Cresta Avenue, 94602

GLOBAL FAMILY SCHOOL
School Type: Elementary School
2035 40th Avenue, 94601

GRASS VALLEY ELEMENTARY SCHOOL
School Type: Elementary School
4720 Dunkirk Avenue, 94605

GREENLEAF ELEMENTARY SCHOOL
School Type: Elementary School
6328 East 17th Street, 94621

HILLCREST ELEMENTARY SCHOOL
School Type: Elementary School
30 Marguerite Drive, 94618

HOOVER ELEMENTARY SCHOOL
School Type: Elementary School
890 Brockhurst Street, 94608

HORACE MANN ELEMENTARY SCHOOL
School Type: Elementary School
5222 Ygnacio Avenue, 94601

HOWARD ELEMENTARY SCHOOL
School Type: Elementary School
8755 Fontaine Street, 94605

INTERNATIONAL COMMUNITY ELEMENTARY SCHOOL
School Type: Elementary School
2825 International Blvd, 94601

JOAQUIN MILLER ELEMENTARY SCHOOL
School Type: Elementary School
5525 Ascot Drive, 94611

KAISER ELEMENTARY SCHOOL
School Type: Elementary School
25 South Hill Court, 94618

LA ESCUELITA ELEMENTARY SCHOOL
School Type: Elementary School
1050 Second Avenue, 94606

OAKLAND UNIFIED SCHOOL DISTRICT
REQUEST FOR PROPOSAL

LAFAYETIE ELEMENTARY SCHOOL
School Type: Elementary School
1700 Market Street, 94607

LAUREL ELEMENTARY SCHOOL
School Type: Elementary School
3750 Brown Avenue, 94619

LIFE ACADEMY
School Type: High School
2101 35th Avenue, 94601

LINCOLN ELEMENTARY SCHOOL
School Type: Elementary School
225 11th Street, 94607

MADISON MIDDLE SCHOOL
School Type: Middle School
400 Capistrano Drive, 94603

MANZANITA COMMUNITY SCHOOL
School Type: Elementary School
2409 East 27th Street, 94601

MANZANITA SEED
School Type: Elementary School
2409 East 27th Street, 94601

MARKHAM ELEMENTARY SCHOOL
School Type: Elementary School
7220 Krause Avenue, 94605

MARTIN LUTHER KING, JR.
ELEMENTARY SCHOOL
School Type: Elementary School
960 10th Street, 94607

MCCLYMONDS HIGH SCHOOL
School Type: High School
2608 Myrtle Street, 94607

MELROSE LEADERSHIP ACADEMY
School Type: Elementary School
4730 Fleming Avenue, 94619

METWEST
School Type: High School
1100 Third Avenue, 94606

MONTCLAIR ELEMENTARY
School Type: Elementary School
1757 Mountain Boulevard, 94611

MONTERA MIDDLE SCHOOL
School Type: Middle School
5555 Ascot Drive, 94611

NEW HIGHLAND ACADEMY
School Type: Elementary School
8521 A Street, 94621

OAKLAND HIGH SCHOOL
School Type: High School
1023 MacArthur Boulevard, 94610

OAKLAND INTERNATIONAL HIGH
School Type: High School
4521 Webster Street, 94609

OAKLAND TECH N CAL HIGH SCHOOL
School Type: High School
4351 Broadway, 94611

PARKER ELEMENTARY SCHOOL
School Type: Elementary School
7929 Ney Avenue, 94605

PERALTA ELEMENTARY SCHOOL
School Type: Elementary School
460 63rd Street, 94609

PIEDMONT AVENUE ELEMENTARY
SCHOOL
School Type: Elementary School
4314 Piedmont Avenue, 94611

PLACE @ PRESCOTT
School Type: Elementary School
920 Campbell Street, 94607

RALPH J. BUNCHE H GH SCHOOL
School Type: Continuation School
1240 18th Street, 94607

REACH ACADEMY
School Type: Elementary School
9860 Sunnyside Street, 94603

OAKLAND UNIFIED SCHOOL DISTRICT
REQUEST FOR PROPOSAL

REDWOOD HEIGHTS ELEMENTARY SCHOOL
School Type: Elementary School
4401 39th Avenue, 94619

RISE COMMUNITY SCHOOL
School Type: Elementary School
8521 A Street, 94621

ROOSEVELT MIDDLE SCHOOL
School Type: Middle School
1926 19th Avenue, 94606

ROOTS INTERNATIONAL ACADEMY
School Type: Middle School
1390 66th Avenue, 94621

RUDSDALE CONTINUATION
School Type: High School
8251 Fontaine Street, 94605

SANKOFA ACADEMY
School Type: Elementary School
581 61st Street, 94609

SEQUOIA ELEMENTARY SCHOOL
School Type: Elementary School
3730 Lincoln Avenue, 94602

SKYLINE HIGH SCHOOL
School Type: High School
12250 Skyline Boulevard, 94619

SOBRANTE PARK ELEMENTARY SCHOOL
School Type: Elementary School
470 El Paseo Drive, 94603

SOJOURNER TRUTH INDEPENDENT STUDY
School Type: Alternative Education
8251 Fontaine Street, 94605

STREET ACADEMY
School Type: High School
417 29th Street, 94609

THINK COLLEGE NOW ELEMENTARY SCHOOL
School Type: Elementary School
2825 International Boulevard, 94601

THORNHILL ELEMENTARY SCHOOL
School Type: Elementary School
5880 Thornhill Drive, 94611

UNITED FOR SUCCESS
School Type: Middle School
2101 35th Avenue, 94601

URBAN PROMISE ACADEMY
School Type: Middle School
3031 East 18th Street, 94601

WEST OAKLAND MIDDLE SCHOOL
School Type: Middle School
99114th Street, 94607
6790

WESTLAKE MIDDLE SCHOOL
School Type: Middle School
2629 Harrison Street, 94612

100 BLACK MEN OF THE BAY AREA COMMUNITY SCHOOL
School Type: Partnership Charter School
3400 Malcolm Avenue, 94605

ASCEND ELEMENTARY SCHOOL
School Type: Partnership Charter School
3709 East 12th Street, 94601

LEARNING WITHOUT LIMITS
School Type: Partnership Charter School
2035 40th Avenue, 94601

CENTRAL OFFICES
1000 Broadway
OAKLAND, CA

LAKEVIEW SCHOOL - 746 GRAND AVENUE, OAKLAND, CA

TILDEN - 4551 STEELE STREET, OAKLAND, CA

WAREHOUSE - 900 HIGH STREET, OAKLAND, CA

Addendum #3 – Final contract forms will be provided to the selected respondent.

THE WINNING RESPONDENT WILL COMPLETE A PROFESSIONAL SERVICES CONTRACT

[redacted]

[redacted]

Proposal to
Oakland USD
For District-Wide Ecommerce Office Products, Papers, Furniture, and Computer Supplies Procurement

February 19, 2016

Office DEPOT
OfficeMax

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Office DEPOT OfficeMax

Now one company. Now great savings.

February 19, 2016

Oakland USD
Attn: Operations Office
900 High Street
Oakland, CA 94601

Dear Mr. Michael L. Moore, Sr.,

The Office Depot / OfficeMax team is committed to providing best-in-class products and services and has become stronger as our two companies have come together. We have become more efficient and are focused on providing the services and solutions that will allow us to partner with the Oakland Unified School District in achieving your future vision.

We are pleased to present you with our comprehensive proposal for Office & School Supplies. Our team prepared a complete package that will demonstrate our capabilities to provide the necessary supplies to the District along with unparalleled service, expertise and unprecedented value and savings.

Office Depot has led the way in serving our education partners and continues to develop new strategic partnerships to further enhance the impact and quality of education for our children in the communities in which we work and live. We felt that it was important to align to the goals of Oakland Unified School District while sharing these partnerships which provide the greatest overall value.

In our proposal we have included the following:

- Additional savings through a robust and enhanced core pricing
- Continued support of the administrative fee structure
- Retained meaningful incentives for participating and prospective school districts
- Introduced a customer centric approach to instructional support that accelerates goal achievement while preserving the budget

Office Depot would welcome the opportunity to share with the District, during final presentations, additional programs that are available to Oakland Unified School District and specifically designed for the Educational Community.

Office Depot is committed to quality and to your satisfaction as our valued customer. Please find attached our response to your Request for Proposal.

It is our sincere hope that the aggressive posture that we have taken in pursuit of your business meets with your approval. We look forward to providing more information on our programs and capabilities, and welcome a discussion of any additional specific or special requirements that you may have.

Sincerely,

John Banholzer
District Sales Manager

Suzanne May
Major Accounts Manager

Office DEPOT OfficeMax

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LEGAL NOTE: Notwithstanding Office Depot, Inc.'s ("Office Depot") response to this Request for Proposal, Office Depot expects to negotiate in good faith the terms and conditions of any definitive agreement including any changes to the RFP prior to the award of the contract. In the event that Office Depot and the Company engage in any further discussion which results in either (i) a definitive agreement executed by the parties or (ii) Office Depot providing products or services to the Company without a fully-executed agreement, the terms and conditions contained in the RFP shall not at any time be considered binding upon Office Depot unless otherwise noted in a fully-executed agreement between the parties.

A. General Requirements

Vendor must be able to meet several minimum requirements.

1. Briefly describe how you will meet or exceed each of the following service requirements.

- Next-Day Delivery

Office Depot currently does and will continue to provide next business day delivery of in-stock items ordered on a business day on our ordering website or by toll free telephone by 5:00 PM local time on a business day. Fax and email orders placed by 3:00 PM Eastern Time on a business day will also be delivered next business day.

- 98% Fill Rate & 98% On Time Delivery

Fill Rates measure how successful Office Depot's Distribution Centers fulfill your orders based on inventory availability (including wholesaler performance). We measure fill rates by orders and lines of an order. This means that the percentage of lines ordered by your end users are completely in stock and sent next day from the distribution center.

Impressive KPIs include 99% Fill Rates and Next-Day Delivery on a companywide basis

- Summary Billing with the ability to consolidate invoices by site on a monthly basis

Office Depot can provide you a complete Individual Invoice and Consolidated Billing program on a local, regional, or national level. Multiple fields can be customized to accommodate the specific terminology of your order process. Your account can be implemented to require and/or validate specific account information at the time of placing your order. Different options are available, depending on whether the billing is in paper or electronic format.

A consolidated or summary bill is generated for all orders reconciled within a given time period. Your consolidated bill can be sent weekly, semi-monthly, or in monthly intervals directly to the primary address or indirectly to the "ship to" location(s) by paper or directly to the primary address electronically. Summary bills can be sorted, totaled, or have page breaks with any of our header options. Also, any of the header titles can be renamed as necessary.
Header Options:

- Ship-To ID
- Department Name or Number
- PO Number
- Release Number
- Desk Top Location

Consolidated Bill Options:

- Detailed Consolidated Bill – Shows all detail and total for all orders reconciled in a certain billing period
- Non-Detailed Consolidated Bill – Shows only the order number and total for all orders reconciled in a certain billing period
- One-Line Consolidated Bill – Shows the number of orders reconciled in a certain billing period

Media types available for Summary Billing:

- Paper

- Electronic (Email, FTP, Diskette)

- Ordering Methods – toll-free phone & fax, internet, e-procurement

  Orders can be placed via toll free telephone and fax number, internet, e-procurement, and email.

- Order Confirmations

  Order confirmation are in various ways depending on how the order was received.

Method Order Placed	Confirmation
Online	Last screen, email, or fax
Telephone	Email or fax
Fax	Email or fax
E-commerce	Format used by E-commerce system
EDI	Sent via the format the customer uses
Store Purchase	Receipt and history will remain online for 12-monts

- Reporting – usage, quality/performance, quarterly program meetings

One of the most powerful tools Office Depot offers is extensive usage and tracking reports for everything you purchase from Office Depot. This information will be customized to your overall program for the entire account, covering all products and orders for each line of business you purchase from Office Depot. Office Depot and Oakland USD will set up a quarterly business review, which will include a rolled-up summary report for corporate purchasing summarizing local activities, performance, and compliance within the corporate program. We will assist you with analyzing spend and usage data as well as monitoring performance. This will allow you to drive greater usage to your core list, identify rogue spending outside preferred contract stationer, and see actual product usage.

Office Depot can easily accommodate your reporting needs. Reports can be sorted in up to nine levels using a combination of any of these fields:

- Customer Number
- Customer Product Code
- Customer Department Number
- Office Depot Product Code
- Office Depot Catalog vs. Non-catalog products
- Contract vs. Non-Contract Products
- End-User Name of Desktop Location
- Office Depot Merchandise Department
- Parent Number if usage is rolled up by groups
- Ship to or Location Number
- Ship to by City, State, or Zip
- Office Depot Product Categories
- Purchase Order Number
- Product Description
- Contact Name

- Order Source
- Customer Size

Formats and reports available include, but are not limited, to the following options:

Usage Reporting
- Item and dollar usage
- Descending dollar usage
- Descending times item sold
- Descending quantity usage
- Contract vs. Non-Contract
- Customer department number
- Desktop location or end-user name
- Ship-to or location number

Order Method Reporting
- Internet
- Fax
- Phone
- Store Purchasing Card
- Procurement Card

Product Reporting
- Minority products
- Recycled products
- Manufacturer name
- Product description
- Unit of measure
- Quantity sold for period
- Dollar amount sold for period

Cost Savings Opportunity Reporting
- Customer product code
- Office Depot product code
- Office Depot merchandise department
- Office Depot product category
- Product description

Distribution Cost Reporting (Average order size)
- Customer number
- Ship-to or location number

Online Reporting

Online reporting is available on our business solutions website at any time and is simple to use. Only general account and order information is available through the Internet for a period of 12 months. Our system provides the ability to:

- Manage visibility to information based on your user roles
- Create, analyze, and print usage reporting
- Sort the history of the purchases by product type, PO, and ship-to location
- Manage and control your spending on office supplies

During the implementation phase, the Super User will designate those Oakland USD end users who will have access to view your online reports. We also have the ability to send you your reports electronically via email within 48-72 hours of your request. The general format is in Excel, but Oakland USD can be set up to receive CSV files automatically by email. As an endorsed vendor, Office Depot will identify the reports required and their formats. They can be sent on a prescheduled basis or by request. You are not limited to the formats and can request customized reports at any time.

Online Reporting Dashboard

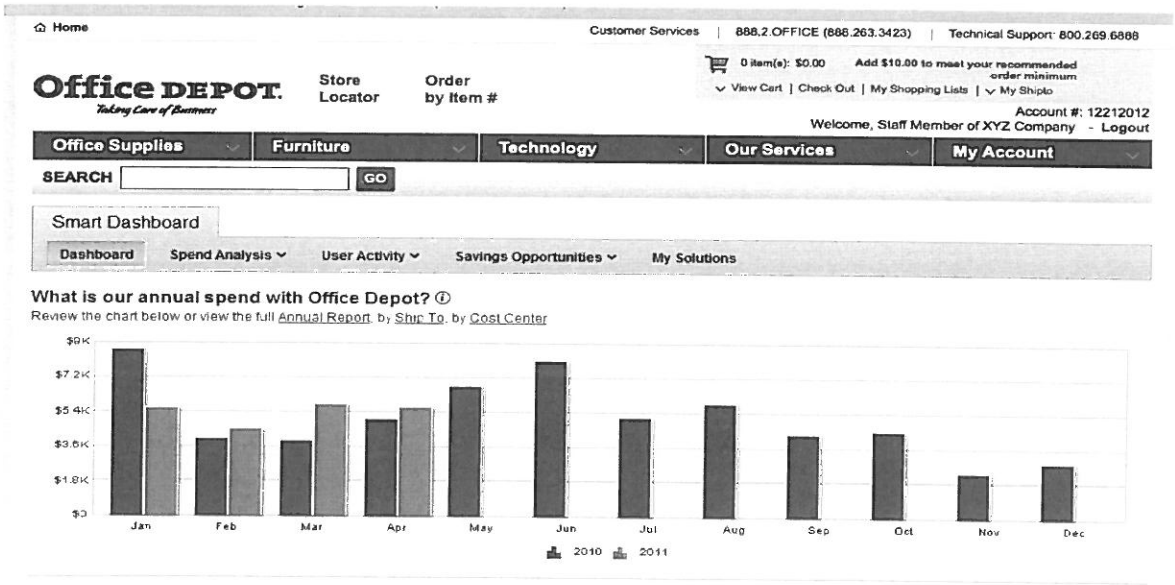
This innovative self-service tool is an effective business solution:

- It shows your spending patterns with at-a-glance charts and graphs
- It helps identify your savings and office supply benchmarks
- It provides insights to online user activity and behavior

This dashboard has it all. Everything we've built into Office Depot's dashboard will make it simpler for you to manage your bottom line.

- Annual spend
- Spend by category and user
- Snapshot of user activity
- Average Order Value (AOV) overview
- A synopsis of Office Depot services, including: Copy & Print Depot™, Managed Print Services, eBilling, Store Purchasing Card, and Technology products
- Data refreshed monthly

Screen shots are provided on the following pages.

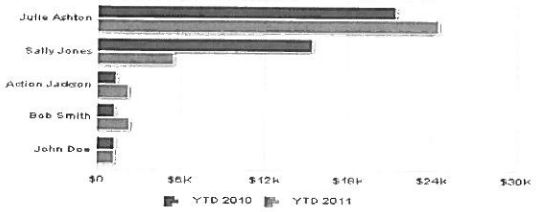


Office DEPOT OfficeMax

Now one company. Now great savings.

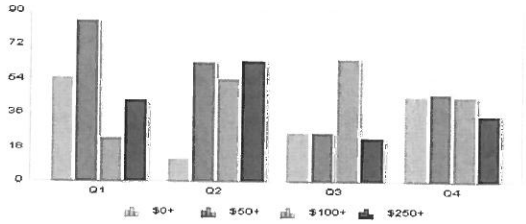
Who are the most active users?

View the online order by users report for details



What is our average order size?

Hover over chart for details



What are our top categories?

Review the chart below, view the full Category Report or learn how to save with Category Consolidation

Smart Dashboard

Dashboard | Spend Analysis | User Activity | Savings Opportunities | My Solutions | Export

Category	January 2010 – April 2010		January 2011 – April 2011	
	$	%	$	%
Totals	**$6,359**	**100%**	**$6,359**	**100%**
Paper	$3,083	38.3%	$3,083	38.3%
Toner/Cartridges	$2,573	14.6%	$2,573	14.6%
Binding/Filing	$424	11.0%	$424	11.0%
Cleaning & Breakroom Supplies	$645	10.1%	$645	10.1%
General Supplies	$976	9.2%	$976	9.2%
Writing Instruments	$670	4.3%	$670	4.3%
Furniture	$964	3.4%	$964	3.4%
Office & Desk Accessories	$693	3.1%	$693	3.1%
Computer Equipment	$442	2.8%	$442	2.8%
Business Machines	$213	1.4%	$213	1.4%
Dated Goods	$37	1.0%	$37	1.0%

Office DEPOT OfficeMax®

Now one company. Now great savings.

Smart Dashboard

Dashboard | Spend Analysis | User Activity | Savings Opportunities | My Solutions | Cost Center | Enter Search Text | Export

Cost Center Name	Description	April 2011			January to April 2011		
		Orders	Spend	Average	Orders	Spend	Average
Sample Cost Center	Sample Description	100	$1000	$10	400	$4000	$10
Sample Cost Center	Sample Description	100	$1000	$10	400	$4000	$10
Sample Cost Center	Sample Description	100	$1000	$10	400	$4000	$10
Sample Cost Center	Sample Description	100	$1000	$10	400	$4000	$10
Sample Cost Center	Sample Description	100	$1000	$10	400	$4000	$10
Sample Cost Center	Sample Description	100	$1000	$10	400	$4000	$10
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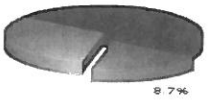
Sample Cost Center	Sample Description	100	$1000	$10	400	$4000	$10
Sample Cost Center	Sample Description	100	$1000	$10	400	$4000	$10
Sample Cost Center	Sample Description	100	$1000	$10	400	$4000	$10
Sample Cost Center	Sample Description	100	$1000	$10	400	$4000	$10

Internet

Key category spend in comparison to benchmark

Results generated by comparing you with companies that match your Standard Industry Code (SIC)
Contact your account manager to discuss how best take advantage of category optimization

1. Ink/Toner
Customers like you spend 23.3% in this category with Office Depot while you spend 14.6%, indicating 8.7% of your total spend may benefit from consolidation



2. Dated Goods
Customers like you spend 5.5% in this category with Office Depot while you spend 1.0%, indicating 4.5% of your total category spend may benefit from consolidation

3. Computer Equipment
Customers like you spend 4.9% in this category with Office Depot while you spend 2.8%, indicating 4.5% of your total category spend may benefit from consolidation

4. Furniture
Customers like you spend 5.5% in this category with Office Depot while you spend 3.4%, indicating 2.9% of your total category spend may benefit from consolidation

Category	Your Spend	Your %	Peers %
May 2010 – Apr 2011	**$86,359**	**100%**	**100%**
Toner/Cartridges	$12,573	14.6%	23.3%
Dated Goods	$837	1.0%	5.5%
Miscellaneous	$839	1.0%	4.5%
General Supplies	$7,976	9.2%	12.1%
Computer Equipment	$2,442	2.8%	4.9%
Furniture	$2,964	3.4%	5.5%

Internet

2. References

Please provide two (2) references of similar size and scope to Oakland Unified School District (OUSD). Include company name, contact name, address, phone number, estimated volume with your company, and years serviced.

Hayward USD
Rose Garcia, Purchasing Manager
24411 Amador Street
Hayward, CA 94544

510.784.2600 ext. 72720
Annual Volume: $750,000.00
Years Serviced: Over 20 years

Fremont USD
Bryan Wakefield, Director of Purchasing
4210 Technology Drive
Fremont, CA 94538
510.657.2350 ext. 12706
Years Serviced: Over 20 years
Annual Volume: $850,000.00

3. Pricing
Core: On the attached spreadsheet, please provide the following. The exact manufacturer must be quoted. No alternative items may be quoted. Leave blank if you cannot identify the exact same manufacturer. To qualify, you must match 95% of the core items. Further, you must quote exact same units of measure and you must note the quantity per package. Failure to comply will lead to disqualification. Core item pricing must be held for 12 months except for
copy paper which will be adjustable each calendar quarter based on RISI index changes.

- Product Code
- Product Description
- Quantity per item packaging (IE: 100 envelopes per box)
- Unit of Measure
- List Price
- Sell Price

Non-Core: Provide your company pricing structure to price items purchased from your full line catalog NOT covered via the core pricing. The full line catalog must have over 12,000 items and must be turned in with your RFP response. Further, with your RFP response, you must provide an excel file showing the list price, product detail and net price per item using your formula. Items will then be selected to determine the suppliers' non-core pricing offer. The formula utilized must be adhered to throughout the agreement term

The District will find our Non-Core pricing file in our response titled: BSD26 Oakland Unified (2).xls.

4. Local Business Program/Mandatory Compliance
In order to provide economic opportunity for Oakland residents and businesses and stimulate economic development in Oakland, the District has implemented a Local, Small Local and Small Local Resident Business Enterprise Program. The Program requires a 20% minimum participation of Certified Oakland Businesses for all contracts, over $87,800. The 20% local business participation requirement must be met with a maximum participation of 10% for Local Business Enterprises (LBE) and a minimum participation of 10% for Small Local and Small Local Resident Business Enterprises (SLBE/SLRBE), Any percentage combination of SLBE's and SLRBE may be used to calculate the full 20% requirement. Respondents must include with their proposal evidence that they will comply with this requirement. More details about

this Program are provided on the District's website @ www.ousd.org .

Office Depot will work with Friant, a City of Oakland certified Local Business Enterprise, to fulfill this requirement. Friant is a furniture manufacture in the City of Oakland that will meet the districts requirements.

Friant & Associates LLC
4901 East 12th Street
Oakland, CA 94601
Phone: 510.535.5113
Fax: 510.535.5237

In addition OfficeMax works with JTEC a facilities management company. JTEC is a certified SLBE with the City of Oakland. Combined these organizations will meet the district's objectives
JTEC
1300 Clay St #800
Oakland, CA 94612
Phone: 510- 444-7111

B. Company Information

1. Briefly describe your company's history and experience in the office supply industry. How long have you been in the business-to-business contract segment? Attach a copy of your most recent Annual Report.

Office Depot, Inc. is a global supplier of office products and services. Our company was incorporated in 1986 with the opening of our first retail store in Fort Lauderdale, Florida. Formed by the merger of Office Depot and OfficeMax, Office Depot, Inc. is a leading global provider of products, services, and solutions for every workplace – whether your workplace is an office, home, school, or car.

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

The company has combined annual sales of approximately $16 billion, employs more than 56,000 associates, and serves consumers and businesses in 56 countries with 1,800 retail stores, award-winning e-commerce sites, and a dedicated business-to-business sales organization – all delivered through a global network of wholly owned operations, joint ventures, franchisees, licensees and alliance partners. The company operates under several banner brands, including Office Depot, OfficeMax, Grand & Toy, Reliable, and Viking. The company's portfolio of exclusive product brands includes TUL, Foray, DiVOGA, Ativa, WorkPRO, Realspace, and HighMark.

Corporate Address:
Office Depot, Inc.
6600 North Military Trail
Boca Raton, FL 33496

Easy Ways to Shop

- Shop online 24 hours a day: www.officedepot.com, https://business.officedepot.com, or www.officemaxworkplace.com
- Call 24 hours a day: 1.888.2.OFFICE, 1.888.GO.DEPOT
- Locate a store: 1.888.GO.DEPOT

Office Depot is one of the largest office products distributors in the world. On November 5, 2013, Office Depot and OfficeMax completed their merger of equals. By combining both companies, Office Depot, Inc., is a stronger, more efficient global provider of products, services and solutions, fully committed to setting a new standard for serving the workplace and home needs of today and tomorrow through innovation and exceptional customer experience. The company has combined annual sales of approximately $16 billion.

Office Depot is a financially strong organization with the balance sheet to prove it. The Company stock trades publicly on the NASDAQ (ODP), having previously traded on the NYSE for over 25 years. We maintain the highest standards in our financial reporting with a very strong financial team that is fully engaged and dedicated to the highest standards of financial responsibility. In addition, Deloitte & Touche has audited Office Depot's balance sheets, thus ensuring our financial integrity and position in the marketplace.

Oakland USD can assess Office Depot's financial standing in the marketplace with the following details:

- Office Depot's Federal Tax Identification number: 59-2663954
- Dun & Bradstreet number: 15-353-1108

Additional financial ratings, ratios, and corporate information are available to the public. Copies of our SEC Filings and Annual Reports can be accessed through the following link:

http://investor.officedepot.com/phoenix.zhtml?c=94746&p=irol-irhome

2. How do you differentiate yourself from your major competitors?

Office Depot is a company deeply rooted in our long history, driven by talented associates, and focused on each and every individual customer. Our differentiation comes in the form of a three-pronged approach ingrained in our people and our company culture: Innovation, Ethics, and Customer Advocacy.

Innovation. Office Depot's Innovation is "outside the box" thinking. And we're not just thinking; we're doing. We don't operate in a "business as usual" type of environment. Our atmosphere from call center to corporate headquarters revolves around change: change in strategy, change in people, and change in how we do business. By inspiring and encouraging our associates to be different, we continuously introduce new concepts and implement value added services so our customers can become more effective and efficient.

Ethics. Our Ethics is encapsulated by one word: integrity. We treat one another with a great amount of respect and are fully committed to conducting our business with fairness and honesty. Not only have we implemented systems and programs to reasonably prevent compliance failures, but we can demonstrably prove a superior organization that promotes good citizenship and sustainable business practices.

Customer Advocacy. Office Depot Customer Advocacy is quite simply, having our customer's best interest in mind. It's all about managing the customer experience in every aspect of the program. It means being highly responsive and proactive to identify root causes and provide recommendations for resolution. We earn our customer's trust by doing what we say we'll do and following through from start to finish. It's this relentless drive for excellence, process improvements and complete customer satisfaction that makes us different than any other technology supplier and helps us retain over 93% of our current customer base.

In addition, Office Depot takes great pride in our commitment to our customers. We know how critical it is to bring you both lower costs and smart, value-added solutions. Just look at a few of the benefits your company can expect from partnering with Office Depot:

- Convenient ways to shop – by phone, 24/7 secure on-line ordering or in any of our approximately 1,600 retail stores nationwide
- The most comprehensive on-line and scheduled management reporting in our industry
- One of the largest assortments of environmentally preferable products in the industry
- Special customer pricing on core items
- Convenient purchasing options including Account Billing and the Store Purchasing Card
- Special discounts offered to our customers' employees
- One solution source for office essentials, copy and print, furniture, and coffee & Break room
- A dedicated technology division, Tech Depot™, with more than 275,000 available products such as PC hardware, software and networking supplies

- A large selection of HP®, Dell® and Canon® ink and toner, as well as high-quality Office Depot® Brand ink and toner
- The flexibility of integrated ordering, billing and usage reports – one consolidated and convenient statement for all of your Office Depot orders
- Award winning customer service (1 Stevie Awards in 2014, 2 in 2013 and 5 in 2012)

3. Provide details on the distribution facility (facilities) that will service the district operations.

Office Depot owns and operates 13 state-of-the-art distribution warehouses nationwide, blanketing the U.S. through a "Hub and Spoke" delivery network of offices to ensure that you receive prompt delivery.

Our distribution centers are located in the following cities: Atlanta, GA; Chicago, IL; Cincinnati, OH; Dallas, TX; Denver, CO; Fremont, CA; Houston, TX; Los Angeles, CA; Minneapolis, MN; Newville, PA; Phoenix, AZ; Seattle, WA; and Weston, FL.

Additionally, we operate many Business Solutions Division sales offices and local distribution points to service all of your sites and requirements. The distribution facility that will service Oakland USD is located in Fremont, CA.

Fremont DC #1135
6700 Automall Parkway
Fremont, CA 94538
510.497.1900
Skus Stocked: 18,046
Square Feet: 475,000
Inventory Value: $24.4 million

Please note that the inventory and the number of SKUs are variable and are therefore approximate at any given time.

4. Can you deliver to over 130 locations next day?

Yes. Office Depot currently does and will continue to provide next business day delivery of in-stock items ordered on a business day on our ordering website or by toll free telephone by 5:00 PM local time on a business day. Fax and email orders placed by 3:00 PM Eastern Time on a business day will also be delivered next business day.

5. Does your company own your trucks and employ your own delivery drivers, or do you contract out with UPS, FedEx, etc.?

We have approximately 1,000 vehicles utilized by our 3rd parties to make deliveries in the USA.

6. What is your company's commitment to corporate responsibility?

Office Depot's executive management has made a strong, long term, commitment to be a good corporate citizen and we publish our commitment and the metrics showing our efforts in our Corporate Citizenship Report. The commitments cover our Diversity programs for associates, vendors, and suppliers, our Community commitments including those supported by the Office Depot Foundation, and our Sustainability commitments and its metrics which are audited by an independent third party.

Our current Corporate Citizenship Report is available on our website at http://www.officedepot.cc/environment/ which shows some of the results of our efforts. We have been publishing these reports since 2003.

7. Do you have a disaster recovery program?

Yes. Office Depot understands your concern that an emergency could potentially prevent us from providing you with needed products and services. For this reason, a Disaster Recovery Plan has been created that enables the business to continue services in the unlikely event that we experience problems with our computer systems, telecommunication systems, or warehouse/shipping capabilities. These plans have been designed and maintained to ensure timely recovery from a disaster.

Corporate Emergency Response Team
A cross functional team of corporate support personnel representing 18 key departments meets before, during when feasible (e.g. hurricane) and after a crisis or natural disaster to support our customers, our teams and our communities. Team Members are decision makers for their business units. Their mission is to protect company assets, which include the welfare of our associates, our customer relationships, our buildings, merchandise, data, and our brand, and resume operations as quickly as possible.

Disaster Recovery
It is the policy of Office Depot to maintain an effective Disaster Recovery strategy to ensure the safe backup and recovery of infrastructure, applications and data under all circumstances including natural disasters, major hardware and software failures, file deletion, virus or hacker attack.

This Disaster Recovery Policy defines acceptable methods for disaster recovery planning, preparedness, testing and mitigation of IT systems and services disruption at Office Depot. Management is committed to a comprehensive disaster recovery program that reflects our changing environment and provides the highest service to customers, associates, vendors and facilities. To that

end, all plans will remain flexible and consistently maintained to reflect the most current business critical operating requirements.
The Disaster Recovery restoration plan assumes Charlotte Data Center operations are unexpectedly disrupted or unavailable.

Disaster Recovery Exercises will be conducted according to the following schedule:
The plan must be exercised at least once every other year to validate Tier 1 applications recovery and operability;
All Tier 2 applications must be exercised every 2 years;
All Tier 3 applications must be exercised every 3 years.

Telecommunications System Plan
Office Depot has deployed a global multi-carrier private IP network that carries voice and data traffic, redundant high speed Internet circuits, broad-band direct Internet / VPN data network for retail redundancy and telephony infrastructure for call centers, local services, long distance, fax and inbound toll free. All of these telecommunications systems have been designed to be fault tolerant with the ability to fail over to secondary circuits and geographically different locations when necessary limiting potential disruption to individual sites or impacted regions. Office Depot's telecommunications systems play an integral role in coordinated disaster recovery planning and testing at local sites and across the larger enterprise as a whole. The telecommunications system is a key technology enabler that allows the organization to continuously operate across the globe.

Distribution Contingency Plan
A Distribution Contingency team has been identified at our headquarters in Boca Raton, Florida. This team addresses the alternatives in the event of a catastrophic disaster that could damage a Distribution Center to the extent that orders can no longer be shipped. The Distribution Contingency team will make arrangements through our computer system and Distribution Center operations to reroute customer shipments for the affected site to an alternate location. These shipments would be supplemented, as necessary, from the closest principal wholesaler. Once the contingency site is established, transportation and manpower plans are developed to handle the increase of shipments so that our customers will not be inconvenienced. Depending on the nature of the catastrophe, a local last mile delivery strategy is implemented using our dedicated route driver, local carrier or common carrier to handle customer orders. These deliveries will be sent to the customer dock or directly to the desktop in the same manner they usually do, just originating from a different point. The guiding principle of our Distribution Contingency plan is to maintain business as usual and fully address the needs of the customer.

8. Does your company have a "Green (Environmental)" initiative? If so, please describe your program and how it benefits your customers and the environment.

Office Depot's global environmental strategy can be summarized in a simple statement: we strive to increasingly **Buy Green**, **Be Green** *and* **Sell Green**. By implementing a broad range of initiatives under this strategy, Office Depot has not only measurably improved our own environmental performance, but enabled our suppliers and customers to do the same.

Our environmental leadership has helped us win and retain contracts with some the most environmentally conscious organizations. This includes government agencies in the most environmentally aware regions in the world such as California, the Northwest United States, the Netherlands, and the United Kingdom; corporations and small and medium-sized businesses that are environmental leaders themselves; and many well-known environmental nongovernmental organizations.

We have also received much acclaim for our green efforts. In 2012-13, Office Depot was recognized in *Newsweek* magazine's annual Green Rankings as the number one greenest large retailer in America for

the third consecutive year. Across all industry sectors, Office Depot was ranked as America's ninth greenest large company. This ranking reinforces the environmental leadership we have maintained within the office supplies industry for years: *Office Products International* Magazine awarded Office Depot with the publication's "Environmental Reseller of the Year Award" in 2006, 2007 and 2008, and its "Outstanding Environmental Leadership Award" in 2009. In 2009, then *OPI* magazine editor Stephen White, one of the most knowledgeable observers of the office products industry, stated: "Office Depot has invested time, money, blood, sweat and tears into an (environmental program) that, not only makes it best in class, but arguably deserves wider recognition for being one of the world's finest programs."

Why green?

At Office Depot we pursue environmental leadership for four main reasons:

1. We care about taking care of the planet and want to reduce our environmental footprint.
2. We consider our environmental strategy to be a business strategy that helps us attract and retain customers who are interested in going green.
3. We listen to our customers and aim to serve their growing environmental needs.
4. We know that environmental initiatives that reduce our carbon footprint or waste outputs often save costs and drive long-term operational efficiency.

Environmental Policy and Performance:
Our Environmental Policy aligns to our strategy and we measure and report progress annually. We implement initiatives that improve our environmental performance in the following ways:

To buy green, Office Depot's policy is increasingly to:
- Source greener office products for resale
- Buy papers from certified "well-managed" forests
- Buy greener office products for internal use

To be green, Office Depot's policy is increasingly to:
- Reduce waste and recycle materials
- Reduce energy and greenhouse gases from facilities
- Reduce fuel and greenhouse gases from transportation

To sell green, Office Depot's policy is increasingly to:
- Deliver innovative green solutions for contract customers
- Deliver innovative green solutions for online customers
- Deliver innovative green solutions for retail customers

We will also "tell green" by engaging stakeholders and reporting performance annually in a standard environmental dashboard. This available at officedepot.com/environment.

How we implement our strategy to increasingly buy green
To increasingly buy green, Office Depot sources greener office products for resale, implements an industry-leading environmental paper purchasing policy by purchasing paper from well-managed forests, and buys greener office products for our own use.

Sourcing Greener Office Products for Resale:
- Office Depot has the widest assortment of greener office products in our industry. In the U.S., we offer more than 13,800 products with environmental attributes and/or Eco-labels.
- This includes over 9,700 items with recycled content (including remanufactured), 1000+ energy efficient electronics and lights, and hundreds of items certified to be made with safer chemicals.

- In 2008, we became the first in our industry to create a dedicated brand of green office products: Office Depot Green™. All items in this brand come in one consistent packaging to simplify green purchasing for end users, and are priced to allow our customers to go greener cost-effectively

Buying paper from certified well-managed forests:
In 2004, Office Depot launched the Forest & Biodiversity Conservation Alliance, a five-year, $2.2 million partnership with three of the world's most respected science-driven conservation organizations: The Nature Conservancy, Conservation International, and NatureServe. The Alliance reflected one of the largest-ever commitments by a corporation to work with conservation groups to support sustainable forestry. In collaboration with the Alliance, we launched our industry-leading Environmental Paper Purchasing Policy in 2004. This policy focuses on sourcing from certified well-managed forests, increasing our assortment of paper products with recycled content, eliminating the use of elemental chlorine bleach, and encouraging protection of biodiversity.

One example of how we put this policy into practice was by cutting our global contracts with Asia Pulp & Paper in 2004 because of APP's controversial forestry practices. Our main competitor followed our lead in 2008, but other competitors still source from APP.

Buying green office supplies for internal use:
- In order to "walk the talk," Office Depot purchases greener office supplies for its internal operations. In 2009, our greener office supply spend percentage at our Global Headquarters was 46%. This also includes an internal goal to use 30% post-consumer recycled paper in all suitable black and white operations, using Energy-Star qualified technology for Corporate operations and stores, and using green cleaning products at our Global Headquarters. These purchases helped Office Depot's Global Headquarters in Boca Raton, FL, earn the maximum number of credits for sustainable purchasing during our pursuit of Leadership in Energy and Environmental Design (LEED) for Existing Buildings Operations & Maintenance Certification.

How we implement our strategy to increasingly be green
To increasingly be green, Office Depot works actively to reduce waste and recycle, reduce energy and greenhouse gases from facilities, and reduce fuel and greenhouse gases from transportation. We are also a leader in our industry by building green and pursuing facilities in line with the U.S. Green Building Council's (USGBC) LEED rating system and the U.K. equivalent program, BREEAM. Also, most of our major facilities in Europe have ISO14001 certification for their Environmental Management System.

Reducing waste and recycling:
- Office Depot has an active waste reduction program that starts with reuse: we have one of the largest fixture re-use programs in the retail industry, through which we store and reuse furniture and fixtures rather than sending them to landfills when we close or remodel a store.
- In 2009, we recycled 58% of our end-of-life materials in North America.
- We have installed bailers to recycle cardboard and paper at the majority of our stores and warehouses in North America.
- We have an aggressive waste reduction and recycling program at our Global Headquarters through which we recycle paper, cardboard, ink and toner cartridges, rechargeable batteries, dry-cell batteries, lighting, technology, and beverage bottles and cans.
- To educate our associate population, we regularly run waste awareness events and videos to increase recycling rates.
- In Europe, our waste reduction and recycling efforts are even more extensive – with Germany and Belgium / Netherlands / Luxembourg regions nearly achieving 100% recycling rates.
- We have a major effort in place to reduce packaging for delivery of products to our customers.
- Our warehouses use packaging optimization software designed to select the smallest size envelope or box for the products required to be shipped.
- We implemented a new "smallest box" as well as three 100% recycled and 100% recyclable envelopes for shipping small orders.

- We started a pilot to ship items to customers in reusable plastic totes.

Reducing energy and greenhouse gases:
By investing over $20 million in energy efficiency in 2005, Office Depot reduced electricity and absolute carbon-dioxide emissions from North American facilities by over 10% in 2006 alone. This dramatic result was achieved despite a 4.5% increase in facilities under management. The main methods by which the efficiency gains were achieved included:

- Installing T5 lighting – which is 35% more efficient than High Intensity Discharge (HID) lighting – across the majority of Office Depot stores and warehouses across North America.
- Installing high-efficiency heating, ventilation and air conditioning units in hundreds of stores.
- Upgrading Energy Management Systems, allowing facility and store managers to obtain real-time data and optimize energy usage from a central location. We upgraded our Global Data Center to "Best in Class," according to Computerworld Magazine, by raising floor openings to increase efficiency of the HVAC system, installed individual circuit monitoring systems to control power usage, and included efficiency criteria when evaluating servers and central processing units.
- Based on these and other efforts between 2008 and 2009, Office Depot reduced its absolute greenhouse gas emissions from North American facilities by 11%.

Renewable Energy Credits:
- To supplement Office Depot's aggressive effort to reduce carbon dioxide on an absolute basis, we also support the growth of clean renewable energy. Every year since 2006 we have purchased renewable energy credits and have been on the EPA's Green Power Partnership List.
- In 2009 and 2010, Office Depot purchased 15,500MWh of renewable electricity, matching the electricity use at our Global HQ and thereby operating the building as a Carbon Neutral facility based on electricity-related emissions.

Building Green:
- Office Depot's Global Headquarters was the first in the industry to receive LEED Gold Certification for Existing Buildings (Operations & Maintenance) from the USGBC.
- We built the world's first LEED certified retail store prototype in Austin, TX.
- The store located in Austin, Texas, obtained LEED Gold certification from the USGBC and won the 2009 Environmental Store of the Year Award from Chain Store Age Magazine. In its first full year of operation, Office Depot's first LEED Gold store achieved 23% lower carbon intensity compared to other stores in market.
- Based on these results, in Q1 2009, we announced a bold move to pursue LEED for Commercial Interiors (CI) certification for all new and remodeled Office Depot stores in North America going forward. In 2010, 15 LEED CI stores were opened in cities across the U.S. Office Depot plans to open 40 more LEED CI stores in 2011 (a combination of new stores and relocations).
- In Europe, our UK Headquarters is also a green building, having achieved a BREEAM "Very Good" Rating (BREEAM is the UK equivalent of the LEED system).
- Office Depot's new warehouse facility in Newville, PA is currently pursuing LEED CI.
- Office Depot is currently working toward Energy Star® certification in hundreds of retail locations in the U.S.

Reducing fuel and greenhouse gases:
- In addition to greenhouse gas reduction from facilities, Office Depot has also worked to aggressively reduce greenhouse gas emissions from transportation. Between 2008 and 2009, Office Depot reduced absolute greenhouse gases from transportation by 12% in North America.
- Office Depot achieved these carbon reduction results partly by replacing its fleet with more efficient vehicles, and using powerful software called Roadnet to help arrange delivery routes to maximize the number of packages on each route while minimizing the distance traveled.

- Because of similar dramatic results in previous years - as well as our involvement in the EPA's SmartWay Transportation Partnership, in 2007 Office Depot was selected as one of 34 companies (out of more than 600) to receive the EPA SmartWay Environmental Excellence Award.

How we implement our strategy to increasingly sell green
To increasingly sell green, Office Depot proactively seeks input from customers to understand their environmental goals and needs. We use that insight to develop innovative green solutions that aim to meet or exceed those needs. We believe our set of customer-focused green capabilities far exceed those of our major competitors, and this is one of the reasons we have attracted a portfolio of some of the most eco-conscious customers in the world.

Our green solutions not only serve the needs of purchasing departments who are our direct clients, but increasingly serve to satisfy the goals of sustainability teams, supplier compliance functions, chief executives and presidents, as well as mayors who want to drive their organizations in a greener direction.

As with all other aspects of our environmental strategy, we track our effectiveness at selling green with data. In 2009, we estimate our total sales of products with green attributes to be $2.3 billion, with "mid green" and "dark green" product sales continuing to grow during the economic downturn.

Following are several examples, among many others, of green solutions provided by Office Depot.

- ***The Green Book™:*** This catalog features over 2,000 of our greenest products and several pages of educational content. We led our industry by first launching our Green Book in 2003 (our main competitor in the US created their first Green Book in 2008.) and have increased the number of products, categories and green attributes in the book every year since then.

- ***GreenerOffice™ Website:*** To simplify greener purchasing online, Office Depot launched its green web storefront www.officedepot.com/greeneroffice. We were the first in our industry to provide a dedicated online storefront for products with green attributes, and now have over 10,000 items on this site – from light green products, such as recycled items with 10 to 29% post-consumer recycled content and refillable pens, to the darkest green products in the marketplace. Our green online functionality allows customers the option to shop from an assortment of "green" products exclusively and greatly simplifies the achievement of green purchasing goals.

- ***Our GreenerOffice™ Rating:*** We developed our innovative Shades of GreenerOffice™ Rating system for office products. Our goal was to create a simple way for buyers to find greener options for their office. We recognized that green is not an all-or-nothing decision, and developed a system to allow customers to choose their preferred shade of green.

- ***Green Business Review:*** To help customers better understand their purchasing habits and trends in terms of green purchasing, Office Depot has developed a reporting tool unique in our industry: the Green Business Review. This gives customers a detailed visual picture of their purchasing patterns at various shades of green, evaluating their spend with the Office Depot® GreenerOffice™ rating system. The Green Business Review has been used by hundreds of Office Depot business solutions customers to understand their green purchasing, educate end users on green policy commitments, and establish green purchasing goals.

- ***LEED Credit Report:*** For Office Depot customers pursuing LEED for Existing Buildings Certification, we have developed a compelling solution to minimize work and maximize the likelihood of obtaining LEED credits for sustainable purchasing. These reports, which have been evaluated and accepted by the USGBC, can be submitted to the USGBC instead of completing complex and time-consuming submittal templates.

- ***Ink and Toner Cartridge Recycling Program***: We offer customers the opportunity to recycle their empty ink and toner cartridges. Customers have the option to place used cartridges in the original box or recycle a box and return to the driver for recycling or ship directly to a recycling facility.

- ***Tech Recycling Service***: In response to the growing amount of electronic waste in the U.S., Office Depot launched its Tech Recycling Program. The service permits Office Depot customers to purchase a Tech Recycling box at their local store for a nominal fee and fill it with unlimited pieces of old technology. Office Depot takes care of it from there and works with a recycling partner to turn the e-waste into reusable materials, such as glass, copper, plastic, and aluminum. More information is available at www.officedepot.com/techrecycling.

- ***Green Customer Awards:*** In order to reward customers who help us achieve our green goals, Office Depot launched an awards program to recognize customers that drove the highest demand for greener products and were most proactive in their green efforts. Since the inception of the program, Office Depot has publicly recognized more than 20 customers for their green initiatives.

- ***GreenerOffice™ Delivery Service:*** Office Depot launched our new GreenerOffice™ Delivery Service available to our business customers. We are the first in our industry to offer delivery of office supplies in a recycled and recyclable bag, instead of a box.

  Over the years, Office Depot has used millions of cardboard boxes and plastic air pillows for delivering our products. A significantly greater amount of wood is used in the production of corrugated boxes than what is used in the production of paper bags. For orders delivered in bags, we will reduce the number of boxes used for deliveries and also eliminate the use of air pillows. The bags contain 40% post-consumer recycled content and the reusable plastic tote that protects the bags during transportation contains 60% post-consumer recycled plastic.

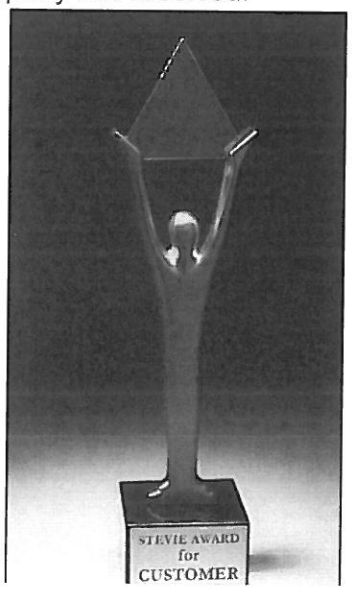
  By using paper bags instead of boxes, we:
  - Make deliveries more convenient to open
  - Simplify package recycling of packaging
  - Reduce cardboard waste and eliminate air-pillows
  - Potentially reduce trash haulage/disposal costs for customers who can't easily recycle cardboard
  - Deliver major environmental benefits

  This initiative avoids using an estimated 20,000 trees annually, by shipping supplies in bags instead of boxes.

9. List any third party quality-related recognition or awards your company has received.

Office Depot believes in exceptional customer service satisfaction and strives to continue improving the way we conduct business with our customers. Each year, we are honored with various industry awards for our accomplishments.

2016 Corporate Equality Index (CEI) – Office Depot recently received a perfect score of 100 percent on the Human Rights Campaign Foundation's CEI, a national benchmarking survey and report on corporate policies and practices related to LGBT workplace equality. Office Depot joins the ranks of 407 major U.S. businesses that also earned top marks this year.



2015 One of The 10 Happiest Retailers to Work for This Year – Office Depot is recognized by CareerBliss, an online career community, who included the company on this year's list. A variety of factors were taken into consideration to compile this list, such as work-life balance, management, compensation, job security, the nature of the employee's work, the company's culture, and workplace environment.

2015 Amerinet Achievements Award – Office Depot is recognized during the Amerinet 2015 Conference, as one of the buying group's suppliers who grew their business in 2014. This was achieved through the growth of the OfficeMax Workplace interiors contract.

2015 Employer Support of the Guard and Reserve (ESGR) Seven Seals Award – Office Depot is recognized with the award for demonstrating great support to Guard and Reserve associates through its leadership and practices, including adopting policies that make it easier for employees to participate in the National Guard and Reserves.

2015 WE (Woman's Enterprise) USA Magazine's 100 Corporations of the Year, and Associate Receives Honor from WE USA – Office Depot is named to this year's 100 corporations list. In addition, Office Depot's Diversity Merchandising Manager is named one of "America's Top 100 Leaders in Corporate Supplier Diversity" by WE USA, for going above and beyond to ensure an inclusive supply.

2015 Best Legal Department in Corporate America – Office Depot's in-house legal department receives recognition as one of the best legal departments in corporate America for 2015 by Corporate Counsel magazine. The company is being recognized for its effective management and integration of Office Depot and OfficeMax.

2015 Women's Business Enterprise National Council (WBENC) List of America's Top Corporations for Women's Business Enterprises (WBEs) – Office Depot is named to the 16th annual list. This marks the 13th year that Office Depot has been named to the selective list. The top corporations are recognized for their leading supplier diversity programs.

2014 David Weekley Homes' Partners of Choice Award – Office Depot is honored with the award for outstanding quality and service and is recognized for the ninth consecutive year. The "Partners in Choice" award is presented to companies that receive the highest marks through David Weekley Homes' comprehensive supplier evaluation program, which is designed to facilitate best-practice communications and operations between all channel partners in various industries and the homebuilder.

2014 WE (Woman's Enterprise) USA Magazine's 100 Corporations of the Year, and Associate Receives Honor from WE USA and DiversityPlus Magazine – Office Depot is named to this year's 100 corporations list. In addition, Office Depot's Merchandising Manager is named one of "America's Top 100 Leaders in Corporate Supplier Diversity" by WE USA, and a "2014 Top 25 Woman in Power Impacting Diversity" by DiversityPlus Magazine.

2014 Forbes® America's Most Reputable Companies List – Office Depot is named to and ranks 79 on this year's list of most reputable companies based on consumer survey rankings by research group, Reputation Institute. The institute ranks the top 150 companies based on a survey of consumers' perceptions using four basic statements. "I trust this company," "I admire and respect this company," "I have a good feeling about this company," and "this company has an overall good reputation."

2014 Gold Stevie® Award Gold for Innovation in Customer Service – Office Depot was presented with the award at the eighth annual Stevie Awards recognizing sales and customer service. The international competition recognizes excellence in disciplines that are crucial to business success, and honors the accomplishments of sales, customer service, and call/contact center professionals worldwide.

2014 DiversityBusiness.com The Div50 – Office Depot has once again earned the honor of being one of the country's "Top Organizations for Multicultural Business Opportunities", and was named with other

large companies to the top of the list with a rank of seventh. The Div50 is an indicator of which organizations provide the best and the most business for diversity-owned companies.

2014 Women's Business Enterprise National Council (WBENC) List of America's Top Corporations for Women's Business Enterprises (WBEs) – Office Depot is named to the 15th annual list. This marks the 12th year that Office Depot has been named to the selective list. The top corporations are recognized for their leading supplier diversity programs.

2013 U.S. EPA Climate Leadership Goal Achievement Award – Office Depot is recognized for achieving a 29 percent carbon footprint reduction in the U.S., aggressively beating its 20 percent reduction goal one year ahead of schedule. The company is recognized with a Climate Leadership Goal Achievement Award for Excellence in Greenhouse Gas Management by the U.S. Environmental Protection Agency's (EPA's) Center for Corporate Climate Leadership, the Association of Climate Change Officers (ACCO), the Center for Climate & Energy Solutions (C2ES), and The Climate Registry (The Registry).

2013 The Black EOE Journal Best of the Best Lists for Top Supplier Diversity Program – Office Depot is named to the Black EOE Journal's Top Supplier Diversity Program Best of the Best List. The Black EOE Journal, now celebrating 22 years of diversity, polled hundreds of Fortune 1000 companies for its 2013 Best of the Best evaluations.

2013 Hispanic Network Magazine Best of the Best Lists for Top Supplier Diversity Program – Office Depot is named to the Hispanic Network Magazine's Top Supplier Diversity Program Best of the Best List. Hispanic Network Magazine, now celebrating 21 years of diversity, polled hundreds of Fortune 1000 companies for its 2013 Best of the Best evaluations.

2013 U.S. Veterans Magazine Best of the Best Lists for Top Veteran-Friendly Company – Office Depot is named to the U.S. Veterans Magazine's Top-Veteran-Friendly Company Best of the Best List.

2013 Women's Enterprise (WE) USA Magazine's "WE USA 100 Corporations of the Year" – Office Depot is named one of the Women's Enterprise USA's 100 Corporations of the Year.

2013 National Gay and Lesbian Task Force Corporate Leadership Award – Office Depot is presented with the Corporate Leadership award in recognition of the company's support for its Lesbian, Gay, Bisexual and Transgender (LGBT) associates. The award was presented during the 25th National Conference on Lesbian, Gay, Bisexual and Transgender Equality: Creating Change, and acknowledges Office Depot as a corporation that effectively partners with and supports the LGBT community and its LGBT associates.

2013 Gold Stevie® Award Gold for Innovation in Customer Service – Office Depot is honored with the Telesales Team of the Year and eCommerce Customer Service recognitions, which recognizes Office Depot's expanded chat services for web customers.

2013 Minority Business News (MBN) List – Office Depot is named to the Minority Business News (MBN) USA magazine's 2013 Corporate 101 list, and is recognized for its unwavering commitment to supplier diversity.

2012 Gold Stevie® Award Gold for Customer Relations – Office Depot wins award for our Customer Relations Team skillfully resolving the company's most difficult service challenges and receives four Silver Stevie Awards for deploying proactive web chat and email support, improving sales force productivity, utilizing technology to deliver breakthrough performance and our work-at-home solution.

2012 Women's Business Enterprise National Council (WBENC) List of America's Top Corporations for Women's Business Enterprises (WBEs) – Office Depot is named to the WBENC list and recognized at the WBENC Summit & Salute to Women's Business Enterprises. Office Depot, among other organizations, is recognized for developing and driving best practices across our

organization that result in productive business partnerships with women entrepreneurs and valuable products and services for their customers.

2012 STELLAService Research, Best in Delivery Time – Office Depot is found to have fastest delivery time in November, by STELLAService, an independent research company in a study. The study of delivery speeds for the top 25 online U.S. retailers attributed high rankings to an emphasis on customer service.

2012 DiversityBusiness.com The Div50 – Office Depot has earned the honor of being one of the country's "Top Organizations for Multicultural Business Opportunities", collectively known as The Div50, and receives a rank of forth. Fortune 500 companies and government agencies were selected for the awards based on business opportunities they provide to diversity owned businesses.

2012 Newsweek Green Ranking® Number One Greenest Retailer in America – Office Depot is named to the Newsweek magazine annual Green Rankings® for the third consecutive year, and recognized as the number one greenest large retailer in America. Across all industry sectors, Office Depot was ranked as America's ninth greenest large company.

2011 Newsweek Green Ranking® Number One Greenest Retailer in America's – Office Depot is recognized in the Newsweek magazine annual Green Ranking® as the greenest large retailer in America for the second year in a row. Office Depot achieved the highest aggregate green score in the U.S. retail industry, led in environmental management, and disclosure of performance data.

2011 U.S. Postal Service® Corporate Business Achievement Award – Office Depot is honored with the award by the U.S. Postal Service (USPS) at this year's National Postal Forum held on May 1-4 in San Diego, CA. Office Depot received the award for its commitment to a successful business partnership with the USPS, offering postal services and products within the company's retail store locations nationwide.

2011 David Weekley Homes' Partners of Choice Award – Office Depot is recognized for outstanding product quality and service for the sixth consecutive year. Staff members recognize product suppliers that rank the highest in satisfaction.

2010 Women's Business Enterprise National Council (WBENC) List of America's Top Corporations for Women's Business Enterprises (WBEs) – Office Depot is named on this year's notable list. This marks the ninth consecutive year that Office Depot has been included on this selective list honoring corporations for world class supplier diversity programs.

2010 DiversityBusiness.com The Div50 – Office Depot has earned the honor of being one of the country's "Top Organizations for Multicultural Business Opportunities", collectively known as The Div50, and receives a rank of fifth for the second consecutive year. This esteemed, elite list is coveted by the most successful companies in the United States and has become the most recognized and respected in the country.

2010 National Association for Female Executives (NAFE) list of Top 50 Companies and 10 Nonprofits for Executive Women – Office Depot is honored to be named to the list of top 50 companies. This is Office Depot's sixth consecutive year being recognized by NAFE. Office Depot was recognized by NAFE for the company's commitment to its own associates, as well as consistently listening to its customers, the majority of which are female, and providing them with the tools and solutions to help them succeed in business.

2010 U.S. Green Building Council (USGBC) Gold Certification – Office Depot's headquarters is awarded the certification under the USGBC's Leadership for Energy and Environmental Design (LEED) for Existing Buildings: Operations and Maintenance rating system. An environmentally sustainable operation makes Office Depot one of the first national retailers to have its headquarters building certified.

2010 Newsweek Green Ranking® Greenest Retailer in America's – Office Depot is recognized in the Newsweek magazine annual Green Ranking® as the 18th greenest large company in the U.S. Office Depot is the only retailer in the top 20 and received high marks for environmental disclosure as a result of the organization's comprehensive annual environmental dashboard.

10. OUSD places strong emphasis on the need for a long-term strategy. Describe your strategic direction and the implications on OUSD.

Office Depot is Committed to Learning. Our strategic plan, including some of the largest investments in company history, is focused on identifying and curating the leading experts in education, products, technologies, and services to meet the following outcomes:

- Deliver the experts, resources, curriculum, technology, and environments which support **the highest level of quality instruction and mastery learning for students;**
- Identify, partner with, curate and deliver the **leading programs, processes, and people who can ensure equity of access for all students;**
- Create, collaborate with, and deliver **next generation tools and supports to develop the highest quality teachers across all districts at all resource levels;**
- Hold ourselves and our partners accountable for the **effectiveness of the resources, tools, and solutions we provide;**
- Foster **collaboration across schools, communities and families** to ensure holistic solutions with maximum impact on students.

Our commitments are directly aligned to the strategic direction of Oakland Unified School District.

Our Commitment to Learning is embodied in our process of engagement: we listen closely, develop deep understandings of our partner's needs, convene the leading experts to help school create tailored solutions targeting their specific needs and environment, while leveraging our size and purchasing power to ensure the greatest value at the lowest cost.

Our Education Partners Benefit from Our Commitment to Learning. Our ongoing, strategic, global initiative to ensure the very best tailored solutions at the very best price promises to deliver on:

- **Our Commitment to Access - Experts Who Listen and Learn.** Access to the leading experts in education. We hire, contract with, and partner with leading experts across the education enterprise. From authors of math curriculum (helping schools to create custom approaches to mathematics), to experts in Early Childhood Literacy and 21st Century Learning Environments, our global connections provide our partners with access to experts who listen, learn about the school's unique needs, and work together to craft tailored solutions.
- **Our Commitment to Curated and Custom Curriculum.** We evaluate new and established curriculum providers on a continuous basis, partnering with those research-based solutions which provide schools with the most effective programs, strongest outcomes, and deepest efficacy findings.
- **Our Commitment to Real-world Innovation.** Emerging technologies to engage students and create truly real-world learning environments. From 3D printers and cutting edge MakerSpaces, to IBM's Watson for Education Cognitive Computing Solution, to the IncubatorEDU program where students design their own businesses and pitch their final plan to real-world investors, Office Depot's Commitment to Innovation powers engagement, enthusiasm and results.

- **Our Commitment to Collaborative Classrooms.** We convene the leaders in furnishings, hard goods, technology, and pedagogy to deepen understanding of the most effective, collaborative learning spaces. Unrivaled access to providers from around the globe ensures that our partners have the most options, and the most informed solutions, at the very best value.
- **Our Commitment to Personalized Learning.** Office Depot employs a personalized approach to tailored solutions with each of our partners. As the leading provider of IBM's Watson for Education Personalized Learning Platform, we also enable schools to leverage next generation technologies to personalize the learning environment for students. Our commitment to personalization is deep, ongoing, and will drive innovations far into the future.
- **Our Commitment to the Business of Learning.** Using resources wisely means more resources are available for direct services to students. Office Depot's global reach and market leading purchasing power ensures that our partners continue to have the best, most innovative tools to power their business, at the lowest possible cost. We enable schools to reallocate more resources to learning than ever before.

Office Depot has one deep, long-term, strategic plan for education: To leverage every asset of our team towards our Commitment to Learning | One Student at a Time.

11. Describe your strategy for moving your company toward innovation and/or future technologies and how this can benefit OUSD.

Office Depot's Commitment to Learning includes an escalating, ongoing commitment to innovation. We focus our internal resources on continuous, global exploration of the most innovative, effective, and exciting developments in education. To ensure our partners have access to leading and innovative experts, next generation technologies, and the most recent research on effective practices, we employ our own internal Office Depot Innovation Process:

- Continuous review of both leading and emerging solutions for education including hardware, software, curriculum resources and services.
- Leadership among the innovation community, including SouthBySouthwestEDU, the largest global conference for education innovators.
- A rigorous internal process of trial, test, prove and scale for all prospective products, services and partners prior to widespread offering of any solution. Our curation process goes far beyond simply cataloging or reselling, but instead includes a stringent, best-of-breed process for vetting the solution and the provider.
- Investment in Next Generation partners. Office Depot is the leading partner with IBM's Watson for Education initiative, offering cognitive computing solutions to schools. We partner with real-world providers of high tech MakerSpaces, with technologies like 3D printing. We partner with award winning but emerging curriculum innovators, such as IncubatorEDU and FootSteps to Brilliance early literacy digital curriculum for homes and homerooms. The proof of our commitment to innovation can be found in our solution offerings and our continuous addition of new and exciting innovation partners.

Office Depot employs an entire team – the company's fastest growing team – for growth strategies initiatives. We are continuously investing in the personnel, processes and partners to ensure that we bring to schools the most innovative yet effective solution providers.

Office Depot's commitment to innovation is just one aspect of our Commitment to Learning | One Student at a Time.

C. Scope of Offering

1. Please detail all products and services that would be of interest to us with regard to meeting procurement objectives.

Office Supplies
With more than 15,000 in-stock office supply products; our extensive variety of products and services enables the Business Solutions Division to serve the needs of all of its customers nationwide. Our commitment as a company is to supply your office product needs with quality brand name and private label products and solutions.

Our Everyday Office Supplies assortment includes: Binders & Storage, Paper, Forms, Envelopes, Pens, Pencils & Markers, Printer & Fax Supplies, AV Supplies & Equipment, Basic Supplies & Labels, School Supplies, Business Cases, Calendars & Planners, Desk Accessories, Executive Gifts, Filing, Custom Imprints.

Office Depot is your Total Solutions Provider to meet all of your office needs. Our products and services are vast and varied, allowing for innumerable solution orientated opportunities. Office Depot's services lend themselves to each customer's individual needs. Among our many business solutions include the following:

Office Depot Private Brand Solutions
Approximately 35% of our skus are private brand items company-wide. We offer over 4,000 products across most office supply categories including:

- Ink & Toner
- Paper
- Labels & Mailing
- Desk Accessories
- Office Essentials
- Writing Instruments
- Binders & Filing
- Furniture & Seating
- Technology
- Business Machines & Shredders
- And much more!

Our private branded items will represent national brand quality offered at a substantial discount in price to the consumer. The products will be tested and compared to the national brand whenever possible. Product quality will be required to be equal or better than the national brand or equivalent. In fact, quite often the Original Manufacturer is actually the source for many of our private label products.

The manufacturing factories will be reviewed and monitored by an independent company and will be socially responsible to Office Depot's standards as well as local laws and regulations. We have the confidence to place our name and reputation on every private branded product. Other advantages include direct involvement in product design and pricing. We are also able to include items in our assortment that are exclusive to Office Depot.

All Office Depot private label products are backed with a 100% satisfaction guaranteed policy.

Office Depot Brand

Office Depot, a leader and innovator in the office products industry, has created the Office Depot Brand product line. Designed specifically to compete with leading name brand office supplies, Office Depot Brand delivers equal or better quality, reliability and performance. With a full line of office essentials and tools, Office Depot Brand is a complete solution for your office supply needs.

Foray

Office Depot is excited to bring your company a full line of premier writing instruments and correction products with the quality and precision insisted upon by our customers. Our exclusive line includes pens, pencils, markers, highlighters and correction tape. With custom-made grips, barrels that hold up to 3-times the ink, and smoother flowing liquid formulas, these products give ordinary writing a touch of class.

Ativa

The Office Depot exclusive line of innovative technology and accessories serves our business professional community by providing a solution to office technology needs. From shredders to computer peripherals, Ativa brings our consumers the quality they demand with the value they expect from Office Depot.

Office Depot Value

With a full line of the basic office essentials, Office Depot Value products are the perfect solution to reaching cost-savings goals without sacrificing functionality or reliability. Look for the Red box when you are searching for a solution that balances price and quality.

Interiors & Furniture

We provide our customers a wide assortment of solutions in Office Furniture. As a full service contract furniture resource, we'll take care of everything from planning and space design through installation, including providing everything from furniture, floor coverings and artwork. Capable and responsive, Oakland USD's Office Depot team will provide cost effective solutions based on a day-to-day understanding of your unique requirements. Our experienced planning, design teams, and technical services teams will help maximize your furniture investment while making the most efficient use of your company's working space. We'll even provide art consultation. From full facility set-up and installation to acquiring additional furniture for a new employee, a partnership with our Business Solutions Division is what you need in total furniture solutions. Just look what Office Depot has to offer your organization.

Design and Specification Services: Specification and space planning from initial concept through final installation of furniture. An experienced design staff, including a professional CAD specialist, will gather and use on-site data and information to develop an effective space plan that creatively supports your budget.

Environments: From conference rooms to call centers, lobbies to lunchrooms, Office Depot will provide the perfect solution, no matter what your facilities' needs might be. We develop space plans not only for classic corporate settings; including executive offices, the boardroom, workstations, and more, but also specialized workspaces as training rooms, labs, and warehouses.

Furniture: Office Depot represents more than 300 quality manufacturers and is an authorized Teknion dealer. You can choose from a full range of options, including in stock, custom and built-in furniture solutions. Quick-shop programs with 24 – 48 hour delivery for in-stock items are also available for immediate needs.

Project Management: We handle facility project management, implementation and detailed follow-up on mid-size to major projects. Your project manager will assess, coordinate and audit the entire project, including initial site surveys and field measurements, technical issues, and third-party coordination, as well as delivery and installation.

Move Management: Our relocation services ensure the successful and timely completion of facility moves or reconfigurations. From pre-planning and box supply to coordination with your communications and security providers to move supervision, set-up, installation and post-occupancy follow-up, we'll coordinate all the critical elements necessary for a successful relocation.

Leasing Options: Innovative leasing solutions add to your bottom line. Office Depot's flexible leasing options offer you a financial network of innovative leasing solutions that make it easy to acquire office furniture. Many companies have used our leasing solutions as part of a larger financial management strategy, improving their bottom line.

Even though we offer a wide range of custom furniture, we also know that sometimes you need furniture in a hurry. That's why we offer Express Furniture Solutions. Office Depot Business Solutions Division stocks more than 1,000 furniture items including: office furnishings, panel systems & LAN furniture, workstations, bookcases & shelving, computer desks, tables & chairs, chair & floor mats, desk collections, file & storage cabinets and lamps & light bulbs.

Print & Documents
Office Depot has created three major programs to address the most commonly requested custom printing items. All of these services listed can be ordered from the office supply website, delivered to you using the same efficient supply delivery system and billed along with your supply on a single invoice. The primary components of our Printing Services for Contract Customers include Promotional Products, Copy-Print-Ship Services, and Custom Stationery On-Line. A brief description of each follows. As with any of our wide array of office product categories, we would be happy to provide additional details on any of these three major product lines.

Promotional Products
Office Depot's promotional products programs give our customers a robust combination of product and ordering methods designed to fit the needs of the corporate user. With over 1,200 exceptional promotional products to choose from, you are certain to find the perfect item to promote your business brand.

The assortment ranges from automotive to writing instruments with many options in between including: badge holders, bags, calendars, awards, golf, leisure, stress relief products, time pieces, electronics, tools, and apparel.

The 450+ page unique Office Depot consolidated catalog (this is in addition to our office supply catalog) is backed up by the industry's best dedicated customer service team and e-commerce interface for promotional products. Whether our customers choose to place orders on line or engage our promotional product customer service specialists, the highest levels of value and convenience are assured. Promoting Oakland USD is as simple as 1-2-3.

1. **One-stop shopping:** Our customers can order their promotional products from the same place that they order office supplies. To simplify the order and billing process, one account number can be used for all Office Depot needs.

2. **Expert service you can count on:** Office Depot's professional team of promotional product experts, our customer service team can help you turn your promotional vision into reality. These consultants can work with you to identify the most appropriate products to promote and reinforce your message. In addition, they offer solutions for related items that you might not be aware of that could further enhance your branding efforts.

3. **Simple ordering process:** Office Depot's customers enjoy the convenience of selecting promotional products from our 450+ page catalog or website. Placing an order is as easy as calling our special customer service team at 800-929-4977.

CSO – Custom Stationery On-Line
Custom Stationery On-Line (CSO) represents a significant break-through in consolidated office supply and custom stationery purchases. Office Depot's industry leading e-commerce order site can now incorporate Oakland USD's business card, letterhead, and envelope templates right alongside our office product offerings.

CSO is a unique, fully integrated order platform for ordering Oakland USD's most frequently requested custom stationery items. Once set-up, your end users need only select "Custom Printing" and "Custom Stationery On-Line" to configure their business card, letterhead, or envelope order. CSO is a window to an electronic ordering, proofing and tracking system for custom stationery products chosen by you. By fully integrated, we mean that ordering and check out are the same for our supply products AND printed products. There are no special system requirements for use of our system as all proofing and order functions are part of the CSO program. Customers need only internet access to utilize Custom Stationery On-line. Billing is provided as part of our customers' preferred billing cycle, eliminating the need to process additional invoices and therefore allowing customers to cut one PO/check for both office supply and custom stationery purchases.

All of your business rules are "hard-wired" for each business card, letterhead, and envelope template desired for inclusion in the CSO program. Therefore, your corporate image is consistent and assured with every order placed.

To see a sample of this site, please visit https://business.officedepot.com and use:

User Name – type: bid production
Password – type: production

Go to the custom-printing tab and choose the "custom stationery on-line" link. Select any of the templates displayed and enjoy the demonstration.

Copy-Print-Ship Services
Three ways to procure general printing and copy services permit Oakland USD's buyers to choose the easiest path based on the order at hand.

You can order all of your digital copying needs on-line and save documents to the library for future use. Our 9 Regional Print Facilities' on-site digital copy operations provide an extensive line of color and black and white print services along with all of the related binding and finishing services. High volume copying, binding into presentations for manuals, laminating, cutting, and punching all complement our in store services. The can take care of large or small orders, Office Depot's closed-door Regional Production Facilities provide significant capacity and capabilities beyond our network of nearly 1,100 Copy-Print-Ship (CPS) operations in our retail stores. Office Depot's Retail Copy-Print-Ship centers are linked to our 9 Regional Production Facilities in order to provide a single point of order submission for our contract customers.

Our business to business website, http://business.officedepot.com offers a range of custom standard template forms, letterhead, envelopes, business cards, printed indexes, and binders. End users can select from a variety of preprogrammed templates, enter their own copy, and even upload a logo. An on-line proof is created immediately for approval.

Office Depot's multi-channel printing services programs are designed to offer our customers a robust selection of the most in-demand products and services. Our industry unique combination of fully integrated e-commerce solutions, retail store offerings, and dedicated customer service centers provide our customers the highest level of convenience and savings on their custom printing applications.

Facility Resources
Smart cleaning solutions for a cleaner and healthier workplace

Choose from over 2,500 cleaning products
Customers already know us for our great values and huge selection of office supplies, but you will also find a wide assortment of sprays, wipes, sanitizers, paper products and more to keep their office clean. Office Depot brand products also offer dependable quality at great low prices.

Workplace wellness starts right here
Stop the spreading of germs and bacteria with smart wellness solutions from Office Depot. We carry hundreds of cleaning and sanitizing products like hand sanitizers, antibacterial soap, air fresheners and more to help reduce sick days and keep everyone healthier and more productive.

Clean up the bottom line
By carefully matching products and services, we can help improve productivity and gain cost efficiencies. Agencies can disinfect counters, desks, and tabletops with sanitizing wipes or choose germicidal bleach for bigger jobs. From mops and carpet cleaners to wastebaskets and trash bag liners in all sizes, count on Office Depot for SMARTER cleaning solutions.

Maintain your workspace
From reception room to desktop, maintenance products can keep companies in top shape. Make a positive impact on employees and offices with a healthy, cleaner work environment thanks to Office Depot's comprehensive collection of towels and tissues, soaps, floor care and cleaning supplies.

Promote a safe workplace
Make safety a priority with supplies that keep employees safe including first aid kits, locks, and smoke and fire alarms.

Coffee Solutions
The Office Depot Single-Cup Coffee Program is now available throughout the USA. The Single-Cup Coffee Program enables BSD customers to purchase gourmet coffee and teas at a discount when they purchase or lease a Keurig® brewing system. Through a patented, market leading technology, Keurig systems brew premium blended coffee, tea and cocoa one cup at a time.

Office Depot customers can select from a broad assortment of branded specialty coffees, teas and hot cocoa from Green Mountain Coffee Roasters® and other fine brands. Our KEURIG® comes in three sizes for different size offices or departments. The Model B140 Brewing System is ideal for offices up to 15 employees, the Model B200 Brewing System is for offices up to 30 people, and the Model B3000 Brewing System is perfect for offices with more than 30 people. All systems come with free installation and the coffee, tea, and creamers are all available through Office Depot with no charge for delivery.

A wide selection of coffees are available from Diedrich, Gloria Jean's, Green Mountain, and Timothy's, plus teas from Gloria Jean's and Celestial Seasonings, and Hot Cocoa from Green Mountain, and all are in single brew portion packs. One of the most unique things about Office Depot's beverage brewing

systems is that they all brew directly into your cup in one portion so you always have fresh beverages without burned pot syndrome.

Office Depot also supplies all the beverage accessories, creamers, stirrers, bottled water, cups and napkins, sweeteners and sugars, and cookies and wafers.

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

Tech Depot, the technology division of Office Depot is dedicated to providing its customers with comprehensive service solutions to accommodate your business's growing needs. Seasoned Account Representatives are available to give you a personalized consultation to determine which package would best help you reach and exceed your business objectives.

Tech Depot showcases an extraordinary selection of products including desktop and notebook computers, storage and networking devices, digital imaging solutions, servers, printers, software, accessories and so much more. Office Depot wants to further partner with your business by offering an intelligent and streamlined buying experience through our technology division, Tech Depot. We are dedicated to meeting the unique technology requirements of your business. Tech Depot strives to make your buying experience simple and straightforward by offering intelligent product choices, top brands and competitive prices, with the support you demand.

Tech Depot, the business technology division of Office Depot operates as Office Depot's technology sales experts. Tech Depot is recognized as a leading direct marketer of computer hardware and software products, serving thousands of businesses, government agencies, and educational institutions nationwide.

Backed by the unequaled, multi-billion dollar buying power of Office Depot, Tech Depot can offer products, services, and solutions, tailored to fit your specific needs.
Here are some of the advantages that set us apart:

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

Technical Expertise
Experienced, highly-trained and certified product specialists in major products like Hewlett Packard, IBM and Cisco; customer service technology specialists who provide knowledgeable guidance before, during, and after the sale.

Tech Depot's Account Managers are trained to identify unique business needs and assist in finding the technology that best meets the specific requirements of today's businesses. Our Account Managers have built strong relationships with both the leading manufacturers and distributors in the technology industry, ensuring that our knowledge of technology is equal to our commitment to provide quality products, solutions, and services. Many of

Tech Depot's Account Managers are certified by various manufacturers, including: Microsoft, Cisco, IBM, HP, and many more.

As a preferred Tech Depot customer, your Account Manager will be your primary contact for all that Tech Depot has to offer. They can provide you with:

- Product information and literature
- Product comparisons
- ETAs on back-ordered items
- Placing an order
- Tracking your order status
- Obtaining a Return Merchandise Authorization (RMA)
- Viewing a copy of your invoice
- Customizing your Extranet
- Any additional customer service issues

Delivery
Your order will ship the same day, if it is processed by 4PM Eastern Time on that day. If processed after 4PM or on weekends and holidays, your order will ship the next business day. We currently ship from 42 warehouses, located throughout the continental U.S. As a result, we are able to deliver products to most customers, via UPS Ground, within 2-3 business days. We also offer 2nd Day, Overnight, Priority Overnight, and Freight delivery options. Your business has the additional option of shipping via your own FedEx or UPS accounts.

PC Support & Network Installation Services
Tech Depot Services takes on the burden of helping to ensure that virtually any technology product is set up and working properly. Through Office Depot, customers can now have a one-stop shop for a wide variety of services including PC tune-ups and repairs, wireless network installation, new software installation, TV installation, and even setting up a data protection and back-up plan for critical files.

All repairs and installations are completed by professional technicians, with services being performed either in an Office Depot store, remotely through a secure Internet connection with the customer, or on-site at a customer's home or office, depending on the service.

Tech Depot Services includes, but is not limited to, the following:

- **Protection and Performance**: The Protection & Performance service installs, updates, and configures McAfee Virus Scan Plus and enhances your operating system to provide increased data security. Additionally, unwanted programs are removed to help speed up computer
- **Diagnostic and Repair**: The Diagnostic and Repair service determines what type of computer problem(s) a user is experiencing and fixes non-hardware problems, including removal of viruses.
- **Software Installation**: Installation of a single title or suite of software.
- **PC Tune Up**: Reviews and helps optimize over 100 settings on a PC in an effort to improve speed and performance of the system.
- **Data Protection**: The Data Protection service installs software on a computer and creates an automated backup plan for use with a secondary drive. The plan defines the applicable data for backup as well as schedules a convenient time to run the backup on a regular basis.
- **Network Installation**: A technician will arrive at a customer's home or office and install a wireless router, set up a secure network, and connect two PC's or a single PC and one other device to communicate wirelessly.

2. Will all orders for office products, papers, furniture and computer supplies be

processed through one account number, so we can track usage and ordering history? If not, how would you handle this need?

Yes, Office Depot has the ability to setup accounts in a child and parent structure. Currently, we are providing this type of reporting to Oakland USD.

3. What type of catalogs do you offer end-users?

Office Depot offers a variety of catalogs.

Office Depot Business Solutions "BSD Big Book" Catalog. Within the current BSD Big Book, we provide our customers with detailed product descriptions, enhanced mages, and a simple-to-read format and layout. Some other features of the catalog include color-coded section references to assist in the location of specific product categories and MWDVE, Recycled and New Item symbols for easy product identification. We also offer this catalog in a Federal and School version. This catalog contains 864 pages and our revised annual publication is released in January.

Furniture Solutions That Work Catalog. A comprehensive selection for spaces big and small. Our catalog selection and expertise covers a variety of special industries—seating and executive seating, private office combinations, small office setups, open plan and modular arrangements, conference and training, tables and desks assortments, breakroom and lounge, special event, reception workspaces, and other accessories. Like the BSD Big Book, features of the catalog include color-coded section references to assist in the location of specific product categories, etc.

Furniture Exclusively for Education. A comprehensive selection for the classroom. Our catalog selection and expertise covers a variety of school settings—classroom, reception, library, soft seating, classroom essentials, administrative, training, café, play center, as well as mailroom necessities. Like the Furniture Solutions book, features of the catalog include color-coded section references to assist in the location of specific product categories, etc.

Exclusively for Healthcare. Office Depot has what you need. This catalog includes a wide selection of furniture products and offers solutions from nursing stations to patient rooms, doctors' offices to urgent care centers, with a variety of seating arrangements that are attractive, comfortable and functional. It offers great value and quality products for breakroom tables and chairs, desks, storage systems and steel cabinets, laptop stands and workstations, and office accessories. This is one of our specialized catalogs that is geared to help your healthcare organization simply find your furniture needs.

Green Book Catalog. Office Depot's Green Book is the only catalog of environmentally preferable office products printed on elemental chlorine-free 100% PCW recycled paper. The catalog offers environmentally preferable products, equal in performance to standard office products, but save natural resources, conserve energy, or reduce or prevent the emission of toxic chemicals. With use of the attributes and ecolabels, and "Shades of Green" categories, it is truly a green guide to shop by for our customers. Product categories include breakroom and cleaning; paper and pads; visual presentations, filing, storage, and binding; envelope, label and mailing supplies; desktop essentials; copy and print items; furniture; printer supplies; school supplies; and includes Office Depot private-branded products. The award winning catalog is now available to Office Depot's contract customers in the United States, United Kingdom, Germany, France, the Netherlands, and Belgium.

Facility Solutions Catalog. Office Depot's Facility Solutions catalog includes an extensive selection of products which includes a comprehensive green product line. It offers great value on everything the workplace needs in cleaning and janitorial product categories—from paper goods through batteries. Core items have been competitively priced to meet or beat the competition.

Breakroom Solutions Catalog. Office Depot's Breakroom Solutions catalog includes an extensive selection of products which includes a comprehensive green product line. It offers great value on everything the workplace needs in the breakroom product categories—coffee and team, brewing systems and servers and accessories; food and beverages; breakroom supplies; appliances and furniture; including Office Depot private-branded products. Core items have been competitively priced to meet or beat the competition.

Highmark Brand Catalog Exclusively for Office Depot-OfficeMax. A catalog of exclusive brands forcleaning and breakroom. Branded products are categorized by paper, breakroom, soaps and sanitizers, trash can liners, and green cleaning. This catalog is revised and released annually.

Office Depot Technology Catalogs: Education Tech Solutions, Business Tech Solutions, Healthcare Solutions, and Retail and Hospitality Solutions. These catalogs showcase a wide selection of products— projectors to laptops, and apple iPad, tablets and convertibles, android tablets, networking/storage, printers/scanners, zero/thin clients, digital storage, power, notebooks, desktops, LCD monitors, and accessories. They offer a huge selection from brands you know and trust. Specialized catalogs are geared to help your organization simply find your technology needs.

4. What is the strategy behind your company's catalog layout? What are the benefits to customers when utilizing the catalog?

All of our catalogs are designed with our customers in mind. Our merchandisers work closely with the supplier community to select a mix of products that represents the top-selling SKUs in the marketplace. Their process includes evaluation of product quality, and sales to Office Depot customers, as well as evaluation of new products being introduced by manufacturers. This approach ensures our customers receive a consistent and comprehensive product offering.

5. What is the process to fulfill a requested item not supported by a particular distribution facility? What percentages of your orders are fulfilled with the use of a wholesaler? Are these orders delivered next-day? If a wholesaler is used, will we receive the same contracted price?

Office Depot purchases 95% of all warehouse stock items direct from the manufacturer. This figure includes normal stock keeping units (SKUs) as well as special ordered items. When our distribution centers are also out of the product and alternate sourcing is complete we will then ask for support from two wholesalers.

When the servicing Delivery Center for a ship to location does not have inventory to fill an order, we turn to our secondary Delivery Center which can serve that location. If they do not have the inventory, we source from one of our wholesalers. Only if there is no inventory, do we generate a backorder on that item. This initiative has resulted in a 45% reduction in backorders!

Our two wholesalers are S.P. Richards and United Stationers, which represent approximately 5% of purchases. Oakland USD will receive the same contracted price and promised delivery schedule when a wholesaler is the source.

6. What percentage of your catalog items are private label?

Approximately 20% of our skus are private brand items company-wide. Within the Business Solutions Division (BSD) this percentage is greater than 25%. Within BSD, we are committed to grow, targeting to double, this figure in the next 3-5 years.

7. Describe your recycled or "green" product offering.

Please see attachment labeled Office Depot Greener Purchasing Program.

D. Office Paper Supply

1. Please describe your company's paper supply capabilities.

We have aligned ourselves with the largest copy paper supplier in North America to best support our customers and distribution centers. This partner is Domtar, who has been Office Depot's vendors of choice for years. By funneling as much business as possible through this resource, we have lowered the cost-to-serve for Office Depot and have become the single largest paper buyer for this supplier. In fact, Office Depot is one of the largest buyers of paper in the world today. This guarantees us aggressive pricing in the market, which in turn we pass on to our customers.

Our strategic relationships have also improved the efficiency of our supply chain and have allowed for more accurate forecasting of our purchases. As a result, the flow of goods is much smoother for our vendors, without the peaks, valleys and spot buys of the past.

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

2. Provide details on the relationship with your paper manufacturer. Do you have any control over the formulation (i.e. brightness, surface coating, etc.) and packaging of the paper products you offer?

We have a strong relationship with many mills. We are the largest paper supplier in the OSS channel in North America. Because of the volume we buy we are able to greatly influence the mills on the specs. If needed, we can create a new SKU that we do not offer.

3. Will we be guaranteed an uninterrupted supply of paper in a tight market? Are you dedicated to one paper mill or do you provide multiple brands?

While Office Depot sources paper domestically through the following paper suppliers and mills we do not believe any company can guarantee a customer an uninterrupted supply of paper in a tight market:

- Domtar
- International Paper
- Boise
- Georgia Pacific
- Xerox
- South Coast
- New Leaf
- Enterprise Group

Office Depot does assure Oakland USD that we will endeavor to provide our customers the paper they need and to fairly and openly allocate paper should a tight paper market occur.

4. Describe any tools or processes you have at your disposal designed to address an evaluation of our paper needs and requirements, as well as to help us identify opportunities to reduce our overall paper consumption.

A key to Office Depot's success in assisting our customers to evaluate their paper needs and requirements is the high accuracy of our usage reporting. This allows us to analyze the usage data and share our recommendations with OUSD our paper use change recommendations.

Cost Reduction Programs

In an effort to properly and consistently maintain customer contract price lists and provide sound recommendations for overall spend reduction, Office Depot utilizes several unique tools to analyze client spend.

These tools include, but are not limited to the SVT (Sku Velocity Triangle) and CMS (Customer Maintenance System) reports. These reports are critical in the preparation of quarterly business reviews. These tools analyze spend in both contract and non-contract categories; ranking products according to order frequency, quantity and price.

Detailed data is gathered throughout every transaction from inventory control through customer invoicing. This information allows Office Depot to analyze our performance against your objectives in order to make continual program improvements.

5. OUSD is interested in recycled content paper. Please describe the recycled paper products you carry, including the percentage of post-consumer recycled content and any environmental certifications.

Office Depot offers many recycled paper solutions and has several enhancements to its branded lineup of copy, inkjet and laser papers that may be of interest to Oakland USD. Office Depot also offers 100% recycled Office Depot paper and Domtar FSC earthchoice paper.

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

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

E. Technological Capabilities

1. Please discuss your overall digital ordering capabilities. Include features & benefits, number of users, and annual revenue.

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

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

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

Our Electronic Commerce Leadership and Experience:
Our robust and award winning website has been recognized as one of the Top 5 Websites on the net for its features, user friendliness and high volume of activity. We are a founding member of the OBI (Open Buying on the Internet) and have the most advanced Internet Ordering Web Site as well as extensive third-party ERP integration experience, with over 1,500 third party integrations and punch-out solutions. Our contract customer web site offers the following advantages:

Excellent Management Tools:

- **Online Reporting** – no need to ask for reports when they are at your fingertips. 12 months of downloadable and exportable order history (cost center, ship-to, user, item SKU, etc.)
- **Bulletin Board** – to communicate program information and post your logo
- **Billing Information** – POD verification, reprints of invoices or packing slips
- **Set Spending Limits** – create hierarchy restrictions, approvals, workflow process levels
- **Restrict Items** – from being purchased at the user level by department, class, item and/or dollar amounts
- **Email Approval Release** – online email approval release (HTML)
- **Price Verification** – see your contract prices on all items
- Real-time credit card authorization
- **Administrator User** – approved management 'super users' have the ability to change personal profiles, ship-to's, restrictions, approvals, etc.
- **Create Profiles** – define parameters/capabilities for each user as well as all their information
- **Group Login Identities** – optional single login for cost centers, locations, departments, etc
- **GPS Order Status** – know exactly where your packages are from the time you 'click' your order to when the packages arrive at your desk, including electronic signature capture
- **Best Value Items** – all core items are identified and float to the top of all searches
- **4 Accounting Fields** – for customization and identification of cost centers and billing/orders information

Easy to Use:

- **Shopping Lists** – create Corporate wide 'best value' lists and Personal items lists
- **Real Time Inventory** – make intelligent choices based on real product shipping location inventory
- **Online Backorder** – intelligent backorder information, providing alternative options
- **Online Returns** – simplest and fastest method available for item pickup and credit
- **Order Reminders** – schedule reoccurring or one time reminders
- **Future Orders** – flexible delivery dates, or build your shopping cart for later orders
- **Advanced Search** – narrow your results by product, category, description, use, price, size, etc.
- **Toner/Ink Find** – fast method to search by manufacturer, make, and model for those supplies that fit your machine.
- **Compare Items** – side by side comparisons, describing function, and capabilities
- **Order Notification** – detailed user information on your approved orders
- **Live Online Chat** – instant message our customer service for any questions you may have on a product recommendation, order status, or online web functionality

Many Categories – Huge Selection:

- **30K items** – available next day
- **Print on Demand** – download your customized jobs directly on the same site and have them delivered with your supplies
- **Technology Products** – we offer over 300,000 products from over 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
- **Custom Stationary Online** – download and create your own stationary, or pull from your private warehoused items we have already created

Approval Routing

By selecting the "email confirmation" option during your internet account set-up, Oakland USD 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 without having to access the site. Approvers may also assign "Proxy" users to release orders in their absence.

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 Oakland USD Super Users to control Account Management details such as:

- Activating or disabling passwords for internal users
- Controlling/monitoring Blanket POs usage
- Adding and deleting Ship-To's

- Managing Cost Centers/Departments
- Updating User profiles
- Editing or removing users
- Placing orders for otherwise restricted items (due to product type or dollar limit)
- Creating multi-tiered approval workflow templates for each user
- Formatting and running usage reports
- View online Proof of Deliveries (includes name, date, and time received)

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

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

In addition to the above listed features and benefits of our online system, the following features may benefit Oakland USD.

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.

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

Online Smart-Dashboard: This highly innovative self-service tool:

- Allows real-time access to important account information
- Displays year-to-date and monthly spend analysis by ship-to, cost center, and user
- Identifies opportunities to utilize additional Office Depot services that can result in cost savings
- Features real-time video overview of account activity and data export capability

The dashboard shows your spending patterns with at-a-glance charts and graphs, helps identify your savings and office supply benchmarks, and provides insights to online user activity and behavior.

2. What online security measures does your company have?

Strong precautions are taken to protect the information of the users of our Site. When users submit sensitive information via the Site, that Information is protected both on-line and off-line. The security protocol that we support is 128 Bit SSL Version 3.0.

We take credit card information security seriously and use a variety of technical solutions to make shopping safe at our Site. Furthermore, your information is encrypted and is protected utilizing the industry standard Secure Sockets Layer (SSL) encryption software. While on a secure page, such as our order form, the lock icon on the bottom of Web browsers such as Netscape Navigator and Microsoft Internet Explorer becomes locked, as opposed to un-locked, or open, when you are just 'surfing'.

While we use SSL encryption to protect sensitive information online, we also protect user- information off-line. All of the information of our Site's users, including the sensitive information mentioned above, is maintained in a restricted section in our offices. Only those of our employees who need the information to perform a specific job (for example, our account or customer service representatives) are granted access to personally identifiable information. Furthermore, our employees are kept up-to-date on our security and privacy practices.

If you have any questions about the security at our Site, you can send an e-mail to ecsupport@officedepot.com .

3. Describe your experience in working with third-party e-procurement systems. What are your punch-out capabilities and advantages?

eCommerce

Office Depot's eCommerce strategy is to continue to lead our industry in providing tools for our customers to improve their procurement process. By recognizing this growing need for purchasing organizations Office Depot has partnered with several ePurchasing software systems such as:

- Ariba
- ElCom/PECOS
- Higher Markets/Sciquest
- Data Stream
- Iprocure
- nuBridges
- Oracle
- Perfect Commerce
- Peoplesoft
- Supplyworks
- SAP/OCI
- Verian

The key to our success in working with these organizations is the fact that our industry leading web site has tremendous scale and reliability allowing for a dramatic number of users. Our electronic catalog has robust content; our system searches are fast. We have invested tremendous resources in training and support to our customers who take advantage of eCommerce.

Most of our customers' proprietary systems evolve around how they can link their order entry systems to our order entry systems or how they can link to our electronic catalog. We have field IT support that works in conjunction with our National Account Managers. Our IT team will set up the interface between Oakland USD and Office Depot's ordering system.

Electronic Data Interchange - EDI

EDI Technology (Electronic Data Interchange) has been used since 1989 by Office Depot customers to speed purchasing, invoicing and banking. Typically EDI systems are employed by our largest companies and are often linked directly to corporate accounting systems offered by companies such as Oracle, PeopleSoft, and SAP. Office Depot's EDI system is fully capable of interacting with these systems.

Office Depot has added an unprecedented new dimension to the EDI process. For the first time, EDI users have the option to create their order in an interactive mode using the search and browse capabilities of the Office Depot Internet Catalog. After you create the order, it is routed back to your EDI system. There it is converted to the universally accessible ANSI x .12 format before being sent through the standard EDI processing.

Customer-Hosted Catalogs
Office Depot has extensive experience with both Punch-Out and customer-hosted catalogs.

We have integrated Punch-Out with over 500 customers. CXML Punch-Out, OCI Roundtrip, and XML (Oracle) Tap-Out are supported, as is Transparent Punch-Out. Office Depot has the ability to implement:

Standard Punch-Out (one login and password for all of a customer's users; all users see all order history and shopping lists)

User-level Punch-Out (separate logins for each user, allowing for personalized shopping lists. Users also would view only their own orders on Order History.) **This is the system currently utilized by Oakland USD.**

Spend (demand) management functions such as the TOP 50 items ordered list, default product search order, preferred (aka Contract, or Best Buy) items during search drilldown, the ability to hide restricted items, and custom company information on email acknowledgements (the Office Depot representative name and phone number for the account would be displayed at the bottom of the email).

The advantages of Punch-Out with Office Depot are: Dynamic pricing, Viewable real-time inventory, Enhanced search functionality, Access to all features and functions of the Office Depot B2B website, The ability to view icons for Contract and Restricted Items, and The spend management capabilities described above.

When a customer's buyer logs into the customer's ordering system that system will automatically connect to Office Depot's ordering system (punch-out) and the buyer loads their shopping cart directly on our ordering website using our live inventory, the customer's correct contract pricing, and the customer's specific catalog, if applicable. When the order is complete the Office Depot system locks the inventory that is in the shopping cart for up to 24 hours to help the customer avoid back orders because

the inventory was sold while the punch-out processing is occurring. The order is returned to the customer's ordering system for processing, approvals if needed, and their system creates a purchase order which is then sent to Office Depot's system and the order is placed and confirmed at that time.

Office Depot currently supports more than 200 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

Entering New Customers into the system:

Office Depot supports a several methods of enrolling new users onto our system. These are:

1. Bulk User Upload for Direct Internet Access
   The Office Depot Account Implementation team working in cooperation with customer business representatives will determine if there is sufficient information about the user base for a successful bulk upload. We do all we can to assist in gathering information to support customer accounting delivery needs, while also supporting approval and ordering limitations. The upload template is created, which includes the entire customer base and any necessary approval structure.

2. Super User Entry – Direct internet update solution
   A user is created with each account and user maintenance capability, specific to the account. These users are designated with Office Depot as a "Super User" A Super User may: create/maintain internet users, setup new or update existing shipping addresses setup or update required accounting fields such as "cost center" or "GL Code". All updates occur in real-time. No need to wait for a batch process.

3. User Registration
   If existing user base is unavailable or out-of-date, Office Depot can create a web-based customized user registration portal. Through this portal, information pertinent to the customers accounting and delivery needs can be collected into a uniformed database where it may be audited for upload into the Office Depot system.

4. Portal Flag
   Used for Credit Card billing only. A limited access portal link which may be posted on the customer's restricted employee only website. This limited access portal allows the user to immediately setup user id, including individual shipping address for immediate access to online credit card purchasing with customer pricing. This particular application is primarily designed for large membership groups but has been employed successfully for large companies with field associates.

5. External Interface – via Punchout/Roundtrip/Direct Connect
   For customer's using a Market-site Provider (Ariba, DataStream, GHX, etc) or an ERP with supply management capability (Oracle, PeopleSoft, SAP,). All individual user permissions are housed on the customer's front end. If the purchasing mechanism has the ability to pass the user's email address during the Punchout request, we can create a unique interface experience which allows them to create personal custom shopping lists etc.

4. Do you have the ability to track interaction by end user? If not, can you access an individual's ordering history without asking for account and ship to information?

Yes. Oakland USD utilizes User Level Punch-Out via PECOS and that method enables Office Depot to identify each user individually providing individual usage, individual custom shopping lists, individual order history and reporting without requiring account or ship to information.

5. Can you integrate with this system within 30 days?

Yes, we currently provide this service to Oakland USD for our transactions and will continue to provide it should we be selected for the new contract. We do not anticipate any significant delay because the system is already integrated and we need only accommodate any additional requirements of the new contract if we are selected.

F. Account Set Up, Customization and Management Tools

1. Please discuss your e-commerce implementation and the resources that will be dedicated to this effort.

Dedicated Implementation Team
Office Depot will provide Oakland USD a dedicated and experienced Global implementation team to ensure your new office supply contract is professionally and seamlessly implemented accurately and on time. Each member of our team will have specific responsibilities and progress milestones that will be identified and communicated to exceed implementation expectations.

Implementation Team Roles and Responsibilities:

- Introduce key stakeholders
- Review account performance requirements
- Identify required account set up information to be provided to the implementation team
- Review invoice and reporting requirements
- Review delivery requirements
- Review approval work flows

Implementation Project Plan and Checklist

Implementation Project Plan
The plan establishes a jointly agreed set of activities and timetable between Oakland USD and Office Depot for all significant events, from awarding the contract to starting of full-scale service delivery.

It will enable us to:

- Set project scope and requirements
- Agree on short, medium and long-term objectives and schedule reviews
- Outline roles and responsibilities for each activity
- Establish dependencies between key activities
- Control processes for monitoring and reporting progress
- Outline contract criteria between both parties
- Confirm ordering methodologies and eBusiness strategies

Implementation Checklist
- The checklist details all operational aspects of the contract, facilitating communication between all parties. It will provide a key method of monitoring progress against agreed objectives, which include:
-
- Outlining local account structure
- Collating data
- Planning customer site visits and onsite training requirements
- Tracking logistics and warehousing requirements
- Specifying local service-level agreements

Transition from Existing Supplier

Developing a thorough understanding of your contract is fundamental to a successful transition. Your implementation manager is responsible for working with the internal Office Depot teams, including key

account managers, customer service and contract support teams, to effectively communicate contract objectives and ensure that each party meets their related responsibilities.

Communication Needs
Clear communication is vital to the successful transition of suppliers and the smooth implementation of your new contract. This includes:

- A list of stakeholders and their information requirements
- Reports, emails and newsletters
- Key pieces of information related to the contract

Relationship with Incumbent Suppliers
The transfer phase is critical to successfully launching your new contract. Therefore, we place a high priority on establishing effective communication with incumbent suppliers.

Together, we will:

- Define the contract transfer strategy
- Agree to account enhancement and additional solutions
- Establish transfer dates

Program Launch and Marketing

To maximize contract compliance and value, Office Depot will provide a detailed program launch designed to make your end users aware of our new partnership. We will launch our program with a series of marketing activities including:

- Office Depot Welcome Letter introducing the benefits of the contract
- Schedule of live training
- Easy-to-understand online user guide
- Introduce Web Site Tutorials

Road Shows: We will hold training sessions at principal locations to be covered by the new contract. These sessions should be attended by members of the local team, including the implementation manager and global sales manager. Sessions will provide an opportunity to outline the benefits of the contract, highlight the savings and the industry-related environmental initiatives and improvements.

User Guides: We will agree to the format and distribution methods of user guides designed to communicate account details, order methods, return procedures, frequently asked questions, and service support team contacts. These guides will be available to end users during and after contract implementation.

Store Purchasing Card: The Store Purchasing Card enables your organization to take advantage of negotiated contract pricing at any of our 1,800+ North American retail locations.

End-User Training
Our approach to end-user training and contract awareness incorporates a number of initiatives which include:

Onsite Training: We will schedule training at key locations to brief end users on how to buy office supplies with Office Depot ePurchasing tools.

Website User Guides: These comprehensive guides will be made available online in Adobe Acrobat PDF format.

Ongoing Support: Our eBusiness help desks and local customer service teams will be available to all your end users.

Website Tutorials: We will provide end users with simple-to-use online tutorials to assist them with ordering procedures.

Web Conferencing: Our eBusiness teams can establish a net conferencing training service for remote locations as needed.

2. What Payment Terms can you offer?

Payment terms are net 30.

3. Do you offer discounted terms? If so what are they?

2% 15 net 30

4. Do you have an order minimum charge? If so what amount?

No

5. Explain your company's capabilities to customize catalogs including blocking items, adding proprietary items, etc. Please include an example on how your company would drive our employees to use the core catalog.

Providing robust, accurate, and effective electronic catalogs has become very important to our customers, and Office Depot has developed sophisticated tools and databases to do just that. Consequently, we have the ability to provide rich catalog content and we recognize content management as a key digital initiative going forward.

Within our electronic catalog system, Office Depot can load customer contract lists and pricing. Contract items are flagged with an icon so users can quickly identify core items. In addition to our electronic catalog capabilities, we will work with you to generate a comprehensive solution to drive end-users towards contract compliance.

Our customized website allows Oakland USD to post messages, which you can use to direct your employees on purchasing initiatives. Office Depot will be glad to work with you to create a complete solution to your requisitioning needs.

6. Please discuss the order restriction and approval process.

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

- Account (child and parent)
- Ship to location
- Purchase order numbers
- Cost center/Dept.
- Individual User (dollar limits only)

Products that Oakland USD wishes to prevent from being ordered on the internet can be blocked on an account-wide basis by employing one or all of 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 attempts 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, Oakland USD 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.

G. Sales Representation

1. What level of support do your Sales Reps provide? How does this benefit OUSD?

Office Depot takes a proactive approach to account management; we are committed to effectively managing the ever-changing needs of large corporate organizations like Oakland USD. We are dedicated to providing Oakland USD excellence in execution and day-to-day account management. Office Depot has assembled a highly tenured Account Management team dedicated to supporting Oakland USD.

Suzanne May will be the primary point of contact for Oakland USD. Suzanne will provide Oakland USD with years of major account management experience. We are confident you will find our team to be extremely passionate about exceeding your expectations and making sure Oakland USD exceeds its financial goals and objectives.

In addition, so that your program is on the road to success, we have assigned resources and specialists dedicated to every aspect of your procurement program: sales, implementation, servicing, website, delivery, billing, and reporting. The team includes the well-trained Customer Service Representatives (CSRs) familiar to our customers' end users, experienced and safe drivers, and may include specialists from each product category or servicing sector depending on the product and/or service mix, along with support and operations personnel. Our team is ready to execute on Oakland USDs behalf, and is ready to gain momentum on your program's goals and objectives.

The major benefit of our award winning Customer Service Program is saving your buyers time and effort to resolve their concerns allowing them more time to accomplish their prime responsibilities.

2. Do you have any specialists that can work with our company for different commodities?

Yes, we assign specialist in each of our different commodities. The Account Management Team can be brought in to assist Oakland USD in understanding and managing those items which are of concern to you. You can request their assistance at any time from your Account Management Team.

H. Customer Service

1. How many Customer Service Representatives does your company employ in the U.S.?

Office Depot has over 1,300 Customer Service Representatives.

Where are they located and what is their availability?

Most of the customer service work is outsourced to strategic partners. Specifically for National Accounts, phone inbound customer service voice support is deployed using work from home tenured specialists located throughout US. The specialists are employed by our strategic partner Alpine Access.

For National Accounts back office customer service, support is deployed using tenured associates located in Boca Raton, Florida. The associates are employed by Office Depot.

Our Customer Service Team is available by toll-free phone and fax Monday through Friday from 8:00 a.m. and 8:00 p.m. EST to assist with placing orders, returns, special orders, and general maintenance of your account.

Online "chat" assistance is currently available Monday through Friday from 8:00 AM -11:00 p.m. EST for Contract customers and 24 hours a day, 7 days a week for retail customers.

2. What training do you provide for your Customer Service Reps?

The Customer Service Representatives (CSRs) are actively involved with our clients to understand their business and continuously find ways to customize specific services to meet the strategic objectives of our clients. It is imperative that all Office Depot CSRs participate in a mandatory training process in order to provide our National Account customers with the excellent customer service we believe they deserve.

The CSR training process is a three to six week training procedure including classroom, manual, and hands-on training. The first two weeks include extensive classroom system training where the instructors teach the How Tos of our system which include order taking, return processing, and all customer service options.

After completion of the classroom training, the CSR's sit one-on-one with experienced representatives to learn first-hand exactly how to perform the duties and responsibilities of the CSRs – listening to how all customer related issues are handled and executed. Simultaneously, the trainees follow along with the Office Depot manual learning all the practical material that applies.

During the next step the trainee and their experienced CSRs switch roles and allow the trainee to partake in calls. Eventually, the trainee is on his/her own but must go through a Managers checklist covering all Customer Service issues within the Office Depot manual.

All CSRs participate in an on-going training process even after the initial training has been completed. Three times per month, selected CSRs are monitored on designated days, tracked on all daily processes and how they handle customer issues. It is a continuous learning process that strives for constant improvement through practice to enhance Office Depot customers' Customer Service experience.

3. What kind of assistance can your Customer Service associates provide for us? Please describe their

level of empowerment.

To become the world class service delivery supplier of office products from any place in the world by bringing all Office Depot Customer Service together (including Direct, Contract, National Accounts, Internet, Telephone Account Management and Credit and Collections) into one intelligent, flexible, efficient and responsive unit which handles calls, emails, faxes and chats from our Customers and responds to our customers, all the time at world class service levels and Best in Class economics.

At Office Depot, providing products and services is the unwavering commitment that we make to our customers, providing unprecedented value, selection, quality and service. We strive to provide a seamless and satisfying shopping experience for all of our customers by anticipating and listening to their needs while passionately delivering on our promises. Failure is never an option as we promise to "wow" on recovery whenever we miss.

Our relationship with our customers is one of partnership, providing state of the art systems, tools and processes while employing exceptional customer service, so that our customers can obtain the products, services, and solutions that they need in order to grow and succeed.

Our Customer Service Representatives are able to assist Oakland USD with the placing of orders, returns, special orders, website order training, order tracking, product information, pricing, and general maintenance of your account. They will immediately and efficiently escalate the issue if they cannot resolve it.

4. How do you measure the effectiveness of your Customer Service team?

Office Depot measures customer satisfaction in all channels. We invite customers to participate through the following methods:

- Link at the bottom of every register receipt
- Link on the homepage of OfficeDepot.com
- Invitation to complete the survey after every transaction on Officedepot.com
- Email invitations sent to customers that have shopped any channel in the prior week.

These results are reported in real-time via our customer satisfaction dashboard where all stakeholders can see overall satisfaction, satisfaction with specific aspects of their experience and all of the customer comments that are classified by topic and tone. Daily reports of customer comments are sent to District managers (for retail comments) and customer service (for direct comments) so that all issues can be resolved as soon as they are submitted by the customer. In order to ensure that customer satisfaction is our focus, this has been incorporated into the goals and performance objectives for retail and ecommerce associates.

Our internal measurement tool is the Customer Service Index (CSI) designed to measure three Key Performance Indicators (KPIs) that impact 100% Customer Satisfaction throughout each transaction.

- **Fill Rates** measure how successful Office Depot's Distribution Centers fulfill your orders based on inventory availability (including wholesaler performance). We measure fill rates by orders and lines of an order. This means that the percentage of lines ordered by your end users are completely in stock and sent next day from the distribution center.

- The **Quality Index** measures delivery only, credit, returns, even exchanges, miscellaneous credits and damaged events. We measure the quality index by the same lines and orders we use for fill rates. The percentage of order quality index means that all lines of your end users orders are complete and delivered to the customer with no further fulfillment or quality issues.

- The **On-Time Delivery** percentage measures the timeliness and completeness of orders delivered to you within the scheduled delivery time without interruption of service. Delivery information is tracked within our MobileCast system in real time.

Impressive KPIs include 99% Fill Rates and Next-Day Delivery on a companywide basis.

I. Time & Money Saving Opportunities

1. How can your company minimize the time our requisitioners spend ordering, following up on orders or trying to determine the status of specific product inventory?

Office Depot is continuously seeking ways to make our website more productive and efficient for our customers. We know that when we can reduce the time your buyers are ordering or tracking orders Oakland USD receives added value in our relationship. We have numerous enhancements that help your buyers including:

- On-line "store fronts" by product category (ink/toner, paper, writing instruments, etc.) enabling your buyers to go directly to the category they need instead of searching;
- Parametric product searches by product, manufacturer, part number, or description to quickly get to the correct item;
- Custom shopping lists for each buyer enabling them to keep their popular items on a list for quick ordering;
- Live real time inventory on-line allowing Oakland USD buyers to immediately see the inventory level of each item selected before it is put in the shopping cart, avoiding backorders;
- Reliable delivery metrics, meaning your buyers spend much less time tracking orders because they can depend on delivery being on the date provided on the order confirmation when they ordered;
- Quick and efficient on-line returns directly on our website save time for your buyers.

2. How can you analyze our purchasing processes and quantify the time and money savings we can expect if we change our practices? Can you provide specific industry benchmarking?

Yes, Office Depot seeks to continually improve the effectiveness of our products and services in each country in which we operate through the use of quality policies, quality objectives, internal and external audit results, analysis of data (including customer complaints and vendor performance), corrective and preventive actions, employee suggestions, customer industry benchmarking, and defined targets.

Office Depot's Quality Policy:

- It is our goal to offer the best customer service experience within our business sector
- We work in partnership with our customers to ensure we meet their needs and with our suppliers so they understand their role in supporting our passion for business excellence
- Office Depot has successfully implemented modern technology and shall continue to improve the cost efficiency and service of our business.
- We are committed to supporting and improving our business management system for the benefit of our people, customers, suppliers and other stakeholders
- Office Depot associates have a responsibility to support this policy
- We utilize documented quality systems in each country and work to ISO guidelines to clearly define operating procedures and inform our associates as well as our customers and suppliers of our commitment to quality.
- By mapping out our processes we can understand why things go wrong – service to our customers can only be affected by the process itself or by someone not following the process
- By conducting regular internal audits we can identify issues and address them through on-going training – sometimes before they actually cause a problem
- By analyzing our quality statistics we can recognize good and bad trends in the business – allowing appropriate action to be taken

- By collating customer feedback (from complaints, compliments, surveys and the customer stakeholder group) we can act to improve their experience
- By raising internal departmental action points we can work with each department to improve our service and our products

Office Depot's quality is exceptional. However, we strive to improve the quality of our operations to benefit our organization and our customers' experience. Maintenance of the quality system is essential. Documentation and training must be current in order to assure quality. The quality system is verified through internal quality audits. The results of the audits are reported to management and corrective action is taken based on the issues determined to be the cause of non-conformity.

Office Depot has increased the level of satisfaction of our broad customer base by eliminating unnecessary costs from our own systems and from those of our customers and our suppliers.

Over the years, our customers have benefited greatly from this approach to running the office products business. Our current order entry and logistics systems are benchmarks within the industry, and help to ensure fast, accurate, and consistent turnaround times for customer orders and related management reporting.

J. Program Participation/Compliance

1. How would your company implement our agreement and help us drive participation? Please describe how you demonstrate program roll-out/ramp-up is complete and successful.

The Office Depot site is a private website for use by pre-qualified customers only. Each customer has a unique contract with specific product requirements and preferences, pricing agreements, custom requisition forms for frequently ordered items, and individual warehousing and shipping profiles. With access secured through unique user ID's and passwords, the website is a protected place of business where users can browse the catalog, order products, check inventories and order status without being distracted by advertisements and sales pitches.

The Super User feature of our online catalog is tied to your specific cost centers, ship to locations, purchase levels, and spending limits. Depending on the level of approval, the user information may Oakland USD and Office Depot program.

Since Office Depot pioneered the establishment of the Open Standards for Business to Business transactions over the Internet (OBI), our system is designed to integrate readily with a variety of inventory, order, and procurement management systems already in place.

With the Office Depot Internet catalog, end-users have access to our order history screen allowing you to track the status of current orders and past orders for up to 12 months. In addition, this feature provides order details for ship dates, order sources, open /closed /on-hold, cost centers and purchase orders. This feature allows Oakland USD to find the orders awaiting approval and release multiple orders at one designated time.

Office Depot has implemented a "scan-delivery" functionality utilizing Palm Pilots that will allow any Office Depot BSD customer to download a copy of the proof of delivery over the Internet two hours after we make the delivery.

Even if you do not have Internet access at the desk of each user, but do have modems or a Local Area Network (LAN), we can connect Oakland USD end-users to our site through our partnership with IBM's Global Network dial-up service.

The Implementation Team monitors every aspect of the implementation process. When they are satisfied that all parts of the implementation have been completed and are operating per our mutual agreed goals they conduct customer surveys of active users. When these surveys show the agreed level of Oakland USD user satisfaction and the agreed performance metrics are being consistently met they will meet with Oakland USD. When both parties agree that the implementation is successful it is marked as successful. This usually occurs at approximately 90 days after the go live date.

2. What types of reports can you provide on our purchasing activity at the individual requisitioners level, i.e. ordering method, interactions with your company? Will these reports include retail store purchases? Please provide us with samples.

Our reporting capabilities were addressed in section *A. General Requirements* under *Reporting.* More reporting samples can be found under the attachment labeled Additional Reports.

K. Value Added Offerings

1. Describe any offerings your company can provide that will generate additional benefits for the district.

Office Depot takes great pride in our commitment to our customers. We know how critical it is to bring you both lower costs and smart, value-added solutions. Just look at a few of the benefits your company can expect from partnering with Office Depot:

- Convenient ways to shop – by phone, 24/7 secure online ordering or in any of our approximately 1,800 retail stores nationwide
- The most comprehensive online and scheduled management reporting in our industry
- One of the largest assortments of environmentally preferable products in the industry
- Special customer pricing on core items
- Convenient purchasing options including Account Billing and the Store Purchasing Card
- Special discounts offered to our customers' employees
- One solution source for office essentials, copy and print, furniture, and coffee & break room
- A dedicated technology division, Tech Depot™, with more than 275,000 available products such as PC hardware, software, and networking supplies
- A large selection of HP®, Dell® and Canon® ink and toner, as well as high-quality Office Depot® Brand ink and toner
- The flexibility of integrated ordering, billing and usage reports – one consolidated and convenient statement for all of your Office Depot orders
- Award winning customer service (Stevie Awards in 2014, 2 in 2013, and 5 in 2012)

Office DEPOT OfficeMax
Now one company. Now great savings.

Addendum # 2

All Oakland Unified School District Schools and Offices
(All area codes are 510)

The nearest distribution center to service each facility is:

Fremont DC #1135
6700 Automall Parkway
Fremont, CA 94538

Addendum # 3

Office Depot agrees to execute a Professional Services Contract, subject to a review by the Office Depot Legal Department.

Oakland Unified School District

Financial Program Offering

Office Depot is pleased to offer Oakland Unified School District the following pricing and incentive program in response to your RFP for Cooperative Purchasing:

Pricing

- The Office Depot proposal includes items on The OUSD Core List plus items which are identified in the primary printed catalog in use for account customers (also known as "contract" customers) of the Business Solutions Division that is in circulation at the time of the order ("**BSD Catalog**"), and items identified in the Office Depot School Supplies Catalog.

- **CORE LIST PRICING**. Office Depot agrees to supply to Oakland USD those office products and services as set forth in Addendum # 1 of the RFP included in the Office Depot bid response (the "**Core List**") at the indicated pricing. With the exception of paper and toner/ink items, Core List pricing will be held firm for one (1) year from the Effective Date and thereafter will be updated on an annual basis. Pricing for paper and toner/ink items on the Core List will not be adjusted based upon the RISI index change. Rather, pricing for paper items on the Core List will fluctuate on a quarterly basis, based on manufacturer, supplier or mill documentation which shall be provided by Office Depot to Oakland USD. If either party makes a reasonable determination that the proposed price increases, or the then current prices for paper items on the Core List, are not market competitive, based on review of pricing of the items as referenced in the Resource Information Systems (RISI) Index, then such party shall provide written notice thereof to the other party. Upon receipt of written notice, the parties shall conduct a review of the proposed price increase, or the then current prices, as applicable, and discuss and negotiate potential changes to such pricing.
  Upon request, and when available, Office Depot shall provide Oakland USD with manufacturer documentation to verify that paper and toner/ink price adjustments are being appropriately passed through to Oakland USD. Office Depot will meet with Oakland USD on an annual basis to review the products and services on the Core List. In addition, the products and services on the Core List, and the prices thereof, may be updated from time to time upon mutual written agreement between Office Depot and Oakland USD, (including via e-mail).

- **NON-CORE ITEM PRICING:** Items not on the Core List ("**Non-Core Items**"), but which are identified in the primary printed catalog in use for account customers (also known as "contract" customers) of the Business Solutions Division that is in circulation at the time of the order ("**BSD Catalog**") or the Office Depot School Supply Catalog, will be priced at the following discounts by product category, exclusive of bulk pricing discounts or other specials. Notwithstanding anything herein to the contrary, the aforementioned discount shall not apply to (i) products in the following categories (as such categories are identified on www.officedepot.com): Custom Printing, Copy and Print Services, Promotional Products, Mail Room and Shipping Supplies, Gift Cards, and Warranties; and (ii) clearance items and promotional items, including, but not limited to, Instant Savings, Coupon Savings, Mail-In Savings, and Bundled Savings (collectively, "**Excluded Categories**").

  - Discounts will be fixed for the term of the contract
  - List price will be the Office Depot system list price at time of order and it will automatically update every calendar quarter.
  - Products within categories are determined by Office Depot in its sole discretion in accordance with its standard classifications.

Product Category	Discount from Office Depot System List Price
Cleaning and Breakroom Supplies	30%
Computer Accessories	30%
Furniture	20%
General Office Products	45%
Ink and Toner	30%
Business Machines	30%
Paper	45%
School Supplies	45%
Technology	30%
Other	30%

- **NON-CORE NON- BSD CATALOG or NON-SCHOOL SUPPLIES CATALOG PRICING:** Non-Core Items that are not identified in the BSD Catalog or School Supplies Catalog shall not be subject to the discounts or pricing methodology otherwise set forth in this proposal. Rather, prices for such items, as well as Excluded Categories, will be established by Office Depot in its discretion and will be presented to Oakland USD Customer at the point of sale or otherwise at the time of order placement.

Financial Incentives

Office Depot is pleased to offer two (2) Annual Spend Incentives as Follows:

Spend" shall mean Customer's paid-for purchases net of taxes, shipping costs, returns, discounts, credits, any incentives amortized for the applicable period, rebates actually paid, employee purchases under any type of purchasing program, postage, shipping and mailing services, technology items, gift cards and warranties, and "**Contract Year**" shall mean the twelve (12) month period, commencing on the Effective Date and each subsequent twelve (12) month period thereafter during the Initial Term or any Renewal Term.

Administrative Fee

- Provided Members are in compliance with the payment terms set forth in the final Agreement, Office Depot shall pay OUSD a rebate based on Member "Spend" per Contract Year. This rebate shall two percent (2%) of Spend and will be paid within sixty (60) days of the end of each Contract Year. Spend directly attributed to OUSD will not be included in the calculation of the Administrative Fee.

Annual Member Spend Rebate

- Provided Member is in compliance with the payment terms set forth in the final Agreement Office Depot shall pay Member a rebate based on "Spend" per Contract Year. This rebate shall be paid within sixty (60) days of the end of each Contract Year, and shall be based on the following rebate tiers:

Annual Spend	Rebate Percentage
$1.00 - $499,99.99	0 %
$500,000.00 - $999,999.99	0.5 %
$1,000,000.00 - $1,499,999.99	1.0 %
$1,5000,000.00 - $2,999,999.99	1.5 %
$3,000,000.00 - $5,999,999.99	2.0 %
Over $6 million	2.5 %

- Payments will be calculated back to dollar $1
- OUSD is eligible to earn their own Member Spend Rebate