

RFB NO. 2020-003 - OFFICE SUPPLIES AND OTHER MISCELLANEOUS PRODUCTS

AWARD

EVALUATION QUESTIONS	StaplesContract & Commercial LLC Irving, TX HUB - no COOP - yes	Greenwood Office Outfitters Fort Worth, TX HUB - no
Who is your Wholesale Pricing Catalog?	Staples Catalogs	United Stationers (Essendant, Inc.)
Firm percentage discount off Published Price List / Catalog for Core Office Supplies	Primary Catalog: Up to 87%	Primary Catalog: 58% off list
Firm percentage discount off Published Price List / Catalog for FURNITURE	Up to 76% off list - length of contract	25% off list - 12 months
Firm percentage discount off Published Price List / Catalog for TECHNOLOGY SUPPLIES	Up to 77% off list - length of contract	25% off list - 12 months
Firm percentage discount off Published Price List / Catalog for FACILITY SUPPLIES	Up to 76% off list - length of contract	25% off list - 12 months
How often does content change?	annually	annually
Delivery time for items from online website?	1 day	1 day

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Order accuracy rate for accounts of similar size?	99%	97%
Number Distribution Centers	24	5
Number Sales Offices	137	5
Number Retail Stores	1113	2
Location of Warehouses for Tarrant County Orders?	Coppell, TX	Fort Worth, TX
Do you provide free delivery?	Yes, exceptions include furniture	Yes
Do you provide Desktop or inside delivery to all County locations?	Yes	yes
Transportation for deliveries?	Staples Fleet (also UPS or other local couriers for some servies)	Uses 1099 drivers to fulfill all deliveries to clients next day

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Number of Delivery Vehicles Company Owned	1200	8
Square Footage of local warehouse?	502,400 sq. ft.	42,000 sq. ft.
Number of sign ons?	unlimited	unlimited
How long has system been used?	since 1994	20 years
Hours of Availability	7 days per week, 24 hours per day	7AM to 5PM Mon-Fri, except holidays
Features of website	e-Commerce tab for numerous features and benefits	Online ordering, favorites list, contract pricing indicator, easy checkout, product info, and promotional items banners
Charges for rush	Rush charge for same day delivery depending on item	no charge

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Policy for returns	SEE RETURNS TAB	Processed & credited no later than one week from pickup
Other order methods?	online, mobile app, EDI, 3rd party interface, pickup in store, phone, fax	email and phone
Do you accept manual and electronic orders, online, phone and fax?	yes	yes
Years in contract stationer business under current ownership?	33 years	18 years
Recycling Program?	yes	Yes, inks and toners
How often will price list be updated?	annually	annually
Service Capability?	Live agent to resolve a variety of issues. Dedicated Account Mgmt team	TC will be assigned a sales representative to assist with questions and custom orders. Questions relating to account and billing will be handled by internal customer service

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Do you have minimum orders?	no	no
Can you company provide proof of delivery within 24 hours?	yes	yes
Restrictions on returns?	Yes, see policy tab	Food, drink and medicines
Do you offer rebates based on volume of purchases?	yes, see rebates tab	Yes, See Page 22