



PRINT SERVICES



A PROPOSAL PREPARED FOR

Town of Delight, Arkansas

26COR-067 Printing Services & Promotional Items

March 27, 2026

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March 27, 2026

Purchasing Department
Town of Delight, Arkansas
100 Elm Street
Delight, AR 71940

Dear Purchasing Department:

ODP Business Solutions is pleased to submit our response proposal to Town of Delight, Arkansas's Print Services Request for Proposal. We are committed to delivering solutions that not only meet the requirements outlined in your solicitation but also support the long-term success and growth of your organization.

As a leading business solutions and product services provider, we understand the increased focus on reducing expenses and maximizing ROI while also helping your organization control and enhance its brand. That's why we offer personalized print services that will help your organization create, manage and distribute your branded communications — all from a centralized source.

Should we be selected, you can rely on us to leverage every advantage of our partnership — including access to our U.S. network of distribution centers, world-class supply chain, and 24/7 e-commerce platform. With over 39 years of experience, our dedicated account team will deliver the expertise and transformative thinking needed to ensure you receive the outstanding service you truly deserve.

- Integration with JAGGAER delivery for print-on-demand services — ships with office supplies
- Nationwide network and world-class platforms to create custom graphic communications that can help you reach your customers better.
- Content storage and extensive design services, as well as digital publishing, labor law and compliance services
- Streamlined vendors and efficient editing workflow design (publications and curriculum) to help reduce the total cost of ownership

In addition to our services, our solutions are specifically designed to help your organization achieve its continuously evolving goals. And as a centralized resource, we will put all of these resources at your fingertips, so we can further enhance Town of Delight, Arkansas's overall experience. We encourage you to review all the supporting materials we provided as they will more completely illustrate our capabilities and ability to support a nationwide offering.

On behalf of everyone at ODP Business Solutions, we sincerely hope that our proposal meets your organization's objectives. We look forward to presenting more information on our programs and capabilities, and we welcome a discussion of any additional requirements you may have.

Sincerely,

Matt Stusick

Manager, Business Development | Strategic Acquisition
817-586-5502 | matthew.stusick@odpbusiness.com
www.odpbusiness.com

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Executive Summary

ODP Business Solutions is on your side.

ODP Business Solutions is pleased to provide Town of Delight, Arkansas with an executive overview of some of the key reasons why our National Print Solution and Program Management and Program Management could be of significant benefit to Town of Delight, Arkansas's offices across the country. This important category is part of our Copy & Print Depot solutions within our North American business and continues to be one of the fastest growing solutions within our company.

ODP Business Solutions has over 39 years' experience in the Graphic Communications industry, working with key industry leaders in digital and offset print, web-to-print technologies, and customized workflow management.

Similar to Town of Delight, Arkansas, more of our enterprise and global customers recognize the need for greater speed to market, improved efficiency, and the need to continuously reduce supply chain and logistics-related costs within the print categories. As a result, ODP Business Solutions remains a great fit for this, given our prevalence in providing service to all clients within the business products and solutions categories.

Our national print program is designed to support the ever-changing environment of our public sector customers. By leveraging the national digital print production footprint of ODP Business Solutions' Copy and Print, Town of Delight, Arkansas will be able to consolidate print vendors, leverage your print spend for deeply discounted contracted pricing, and fulfill your copy and print needs through a print-on-demand model.

Public Sector Government & Education

Public Sector Government

Experienced public sector advisors are here to serve you

ODP Business Solutions understands the unique requirements of public agencies. After all, we've served the public sector for over 39 years, supporting government at every level — and consistently delivering industry-leading value.

Government

With decades of experience serving the public sector, ODP Business Solutions specializes in meeting the demands of federal, state and local agencies. We offer products, services, strategies and savings that can improve procurement efficiency.

State and local governments

ODP Business Solutions is well versed in supporting state and local agencies. Leverage our contracts, including OMNIA Partners and NASPO ValuePoint, to help Town of Delight, Arkansas save on products and solutions — wherever you require them.

Federal government

ODP Business Solutions offers products, services, strategies and savings that can help Town of Delight, Arkansas increase efficiency in procurement. Our GSA MAS contracts (#47QSEA20D005Q and #47QSCA20D000B) contain a broad assortment of office and facility supplies, plus technology and furniture. In addition, our dedicated federal government account management specialists can help you choose solutions for your specific agency.

Public Sector Education

Experienced public sector advisors are here to serve you

ODP Business Solutions understands the unique requirements of public agencies. After all, we've served the public sector for over 39 years, supporting schools at every level — and consistently delivering industry-leading value.

Education

We work with schools and districts across the U.S. as they tackle today's unique challenges. With over 39 years of knowledge and experience in the education sector, ODP Business Solutions advisors know your industry.

Count on us for the innovative products, services, and solutions you need to help create a productive and comfortable learning environment for administration, students, and faculty. We can help you streamline purchasing, reduce costs and maintain contract compliance by consolidating vendors — so a single resource can provide solutions wherever you want them, especially during times of rapid change.

K-12 education

ODP Business Solutions is committed to helping you meet the demands that your school and district face every day. We'll help with effective procurement and payment solutions for your K-12 schools and your district, so you can focus on every aspect of learning and use district budgets effectively.

Rely on us for products and services for your institution — and for the big-picture thinking that can help you aim higher. As your collaborator, ODP Business Solutions' advisors use their experience to bring you innovative ideas. We'll tailor solutions that can help you address important issues, such as helping to reduce absenteeism and improve student achievement, fostering team building in classrooms, supporting remote or collaborative learning options, and more.



Higher education

At ODP Business Solutions we know that the day-to-day challenges and requirements of running a [college or university](#) can add up for your procurement department. That's why we operate as an extension of your team — one that can help you reduce costs, maintain contract compliance, achieve sustainability and diversity goals, provide peace of mind with a world-class supply chain, and more. We're committed to exchanging ideas, providing transformative thinking, and delivering innovative solutions that help you work better and make your job easier. ODP Business Solutions is here to support the success of your institution.

Print Services and Solutions

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

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



Once we understand your unique set of business needs, we'll develop a personalized plan designed to make a positive impact on your workplace, processes and bottom line.

- Digital print services
- Web to print solutions
- Business identity solutions
- Promotional products
- Signage and displays

We can provide a single comprehensive resource for all your printing needs. And we'll get every job done according to your specifications.

Print Applications

Whether produced in one of our six secure closed-door production facilities or in concert with our trusted network, all equipped with high-end print technology, our clients know they can count on us to deliver quality and value. We offer a wide selection of paper options, printing for your business is simple. Choose from dozens of printing paper and finishing options to configure everything to your exact specifications, including:

- Presentations
- Manuals
- Flyers/ Sell Sheets
- Proposals

Print on Demand

When you partner with ODP Business Solutions, you have access to an easy to use and intuitive online print ordering configurator for your short run, most needed print products. Simply upload your file, choose paper & finishing options to see instant proofs and pricing. Add to your cart and you can select delivery or same day pick up in a nearby store for many products. For your more creative needs, we offer a free online design tool. Select from one of our hundreds of predesigned templates or create a truly unique design for business cards, postcards, flyers, signs, banners, and many more items.

Document Management & Storage

Our My Files solution provides you with secure unlimited storage, convenient access to your files from anywhere, and the ability to order and reorder exactly what you need in seconds.

Mail Fulfillment

We handle simple, small run customer outreach communications to complex, kitted enterprise campaigns. We design a process and a program around your needs. One of our largest clients is a large US state health department where we regularly mail eligibility letters, applications, notifications and member IDs,

Brand Identity Program

Our Brand Identity Program provides you with a personalized storefront that gives you direct access to your hosted templates to help streamline the ordering process and maintain accuracy of all your brand information. Conveniently 24x7 order customized materials including:

- Business Cards
- Envelopes
- Letterhead
- Notecards
- Presentation folders
- Post cards
- Post-It notes

You can also customize a wide range of time-saving, everyday essentials, including custom stamps, engraved signs, checks and financial forms, name badges and more.

Marketing and Advertising

Your brand is the soul of your business, and its message is unique. We believe it deserves to be heard, down the street and across the globe. Let us provide the solutions you need to manage, control and distribute all your marketing communications so you can focus on what matters most — driving results.

Keep your brand top of mind all year long with these effective marketing vehicles:

Marketing Materials

- Flyers and Brochures
- Direct mail
- Catalogs
- Postcards
- Table displays and much more

Promotional Products

Add your name, logo or design to:

- Apparel

- Drinkware
- Bags & totes
- Lanyards
- Writing instruments and much more

Signage

Get your point across in a big way with signage that covers everything from windows to walls:

- Posters
- Banners
- Tradeshow displays
- Yard signs
- Flags and much more

Document Storage & Shredding Services

ODP, in partnership, offers secure document storage and shredding solutions. Our storage services provide convenient, local options for protecting confidential records, with unlimited on-demand retrieval and robust security. Shredding services are available for one-time or recurring needs, ensuring the secure destruction of sensitive documents and supporting entities' retention and destruction requirements.

Printshop Analysis, Consultation and Partnerships

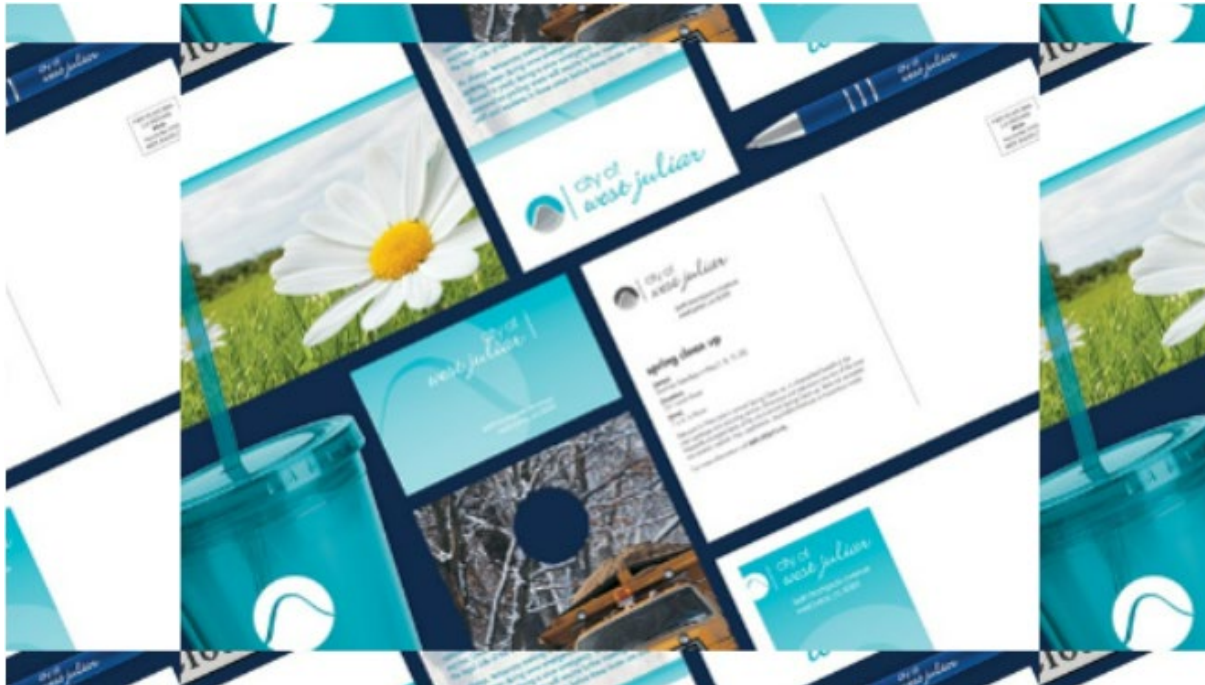
ODP offers free comprehensive printshop analysis. Our consultative services are designed to help agencies optimize their internal print facilities. Our team of Subject Matter Experts (SMEs) work closely with agencies to conduct a Total Cost of Ownership (TCO) analysis, providing insights into the true costs associated with internally managing, producing, and distributing print materials. This analysis empowers entities to make informed decisions about rationalizing costs for taxpayers. By leveraging ODP's advanced printshop capabilities, agencies have the opportunity to either fully outsource their print operations when it is cost-effective and process efficient or adopt a hybrid model.

Comprehensive Public Sector Support

We believe the key to a successful partnership is the work done after the award that is not shown in a spreadsheet. Unlike most Print, promotional and branded apparel competitors, ODP is equipped to support a national public sector offering by leveraging our extensive experience and resources to ensure successful implementation, awareness, adoption, and ongoing support. Our approach will encompass a large field team of account managers supported by field print, promo and apparel specialists, a national inside sales organization also made up of general account managers and subject matter experts as well as a national print services client support team and for generic support, ODP's customer service framework supporting chat, email and phone calls.

Warranty

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



Implementation and Transition

The ODP Business Solutions, LLC assigned Implementation Team does the heavy lifting to facilitate a seamless implementation of Town of Delight, Arkansas's program Led by a dedicated Implementation Manger, our team meets with your key personnel to develop the structure so that the program meets your needs. Progress milestones and team member responsibilities are clearly identified and communicated. We are so confident we'll hit your date; we guarantee it!

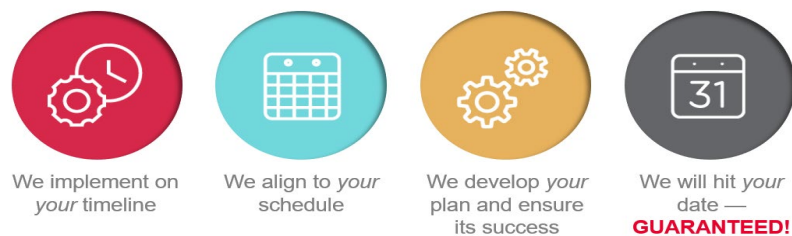


Figure 1-1. Implementation Made Simple. Your transition, your way.

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

Town of Delight, Arkansas' implementation plan establishes a jointly agreed set of activities and timetable for all significant events, from contract award to launching full-scale service delivery. The plan enables us to:

- Set project scope and requirements
- Agree on short, medium & long-term objectives, 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

Your checklist itemizes all operational aspects of the contract, facilitating communication between all parties. It provides a key method of monitoring progress with 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

Communication Needs

Clear communication for a successful transition of suppliers and smooth implementation of your new contract including:

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

Program Launch and Marketing

Maximizing contract compliance and Town of Delight, Arkansas' value, ODP Business Solutions, LLC provides a detailed program launch so that your end users are aware of our new partnership. We launch our program with a series of marketing activities including:

- ODP Business Solutions, LLC Welcome Letter introducing the benefits of the contract
- Schedule of live training
- Easy-to-understand online user guide
- Introduce Web Site Tutorials

End-User Training

End-user training and contract awareness incorporate a range of initiatives which include:

- Website User Guides: These comprehensive guides are available online in Adobe Acrobat PDF format.
- Ongoing Support: Our eBusiness help desks and local customer care teams are available to all your end users.
- Website Tutorials: We provide end users with simple-to-use online tutorials to assist them with ordering procedures.
- Web Conferencing: Our eBusiness teams establish a net conferencing training service as needed.
- Customer Care Professionals: Our customer care professionals are available to assist any buyers, new hires or new to position, who need assistance on our ordering website throughout the contract term. Feel free to contact Customer Care by phone (888) 263-3423 or email bsdcustomer@odpbusiness.com.



Figure 1-2. Implementation Made Simple. Milestones.

IMPLEMENTATION GUARANTEE. If ODP is not able to fulfill and deliver orders for Customer within thirty (30) days of receiving the "Customer Implementation Data" [forty-five (45) days for 3rd party Ecommerce platforms], then ODP will refund to Customer an amount equal to ten percent (10%) of Customer's Spend during Customer's initial thirty (30) days of purchasing under this Agreement. Prior to the commencement of the implementation period, all required Customer Implementation Data must have been received in full by ODP thirty (30) days prior to go live. "**Customer Implementation Data**" means Customer phone number, e-mail address, usage by location for core products, delivery information and other similar information reasonably requested by ODP, including, but not limited to, (i) delivery details including drop points, delivery times and expectation, required location details and security requirements for desktop delivery customers, and (ii) ordering methods including order type, web site layout, item requirements and approval processes. Where third party integration is required for electronic orders, this guarantee shall not apply unless otherwise mutually agreed to by ODP and Customer.

PERFORMANCE METRICS.

The following key performance indicators ("KPI's") shall be in effect:

- On-Time Delivery per system lead time: >98% * excluding acts of God
- Customer Fill Rate on core products: >98%
- Returns due to ODP error: <2%
- Backorders on core (excluding vendor production issues): <2%

During the first one hundred twenty (120) days following Customer on-boarding, if performance does not satisfy the foregoing requirements for two (2) of the measurable KPI's within a calendar quarter or does not satisfy the requirements for the same measurable KPI for three (3) consecutive months, ODP will issue a credit to Customer equal to ten percent (10%) on orders impacted of Customer's Spend for the Customer location where the performance issue occurred during the period in which performance did not satisfy the foregoing KPI's requirements.

Billing and Invoicing Options Overview

ODP Business Solutions' billing system is flexible and designed to provide you with invoicing compatible with your systems whenever possible. During contract implementation your requirements are identified, the formats built and reviewed. You have four (4) fields in our invoice format for Town of Delight, Arkansas use as needed (cost center, etc.) including validation capability. Different options are available, depending on whether the billing is in paper or electronic format.

E-Billing

Completely electronic billing with all the advantages of paperless operations.

Invoice Billing

An invoice is generated for each order placed by your buyers at the time of order shipment. Your invoice can be sent either in daily or weekly intervals directly to the primary address or indirectly to the "ship to" location(s).

Consolidated Billing

Consolidated or summary bills are generated for all orders reconciled within an agreed time period. Your consolidated bill can be sent either in weekly or semi-monthly intervals, directly to the primary address or indirectly to the "ship to" location(s).

Payment Options

Invoices may be paid via ACH, P-Card point-of-sale purchasing, or check via electronic and/or mailed invoice (Summary or Standard).

Bill Management

Our enhanced, online self-service system puts all your billing information and time-saving account management tools right at your fingertips, 24/7. Advanced search capability enables invoices sorting by:

- Quickly access your account summary and detailed billing information to determine what is paid and what is outstanding.
- Searching for invoices by date, due date, purchase order or invoice number, ship to location or transaction type.
- Drilling down into invoice activities, including payments, credits and adjustments.
- Viewing, printing, or downloading your invoices, in a variety of formats, such as Excel, PDF, CSV, etc.

More Features for added Convenience

Use our streamlined payment and online dispute processing features:

- Pay one or multiple invoices at a time in one simple transaction.
- A dedicated team will work to resolve your issue efficiently and effectively.

Reporting Capabilities

Town of Delight, Arkansas's usage information from ODP Business Solutions is reliable, current, live, and available online 24/7. Your management decisions depend on reliable usage data. We focus on the success of your supply program and will actively help you reduce costs in your program. Through our business reviews, we'll measure your trends in spend, product selection, and local details. This can help you drive usage to your contract core items (which are aggressively priced) and verify that the core items reflect your current requirements.

Online reporting

Town of Delight, Arkansas's general account and order information is live online for 12 rolling months. You can:

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

Your administrator (superuser) will permit Town of Delight, Arkansas's end users to have access to view your online history.

Ad hoc reports are emailed electronically within 48–72 hours of your request. The general format will be in MS Excel, but Town of Delight, Arkansas can be set up to receive CSV files automatically by email. ODP Business Solutions identifies desired report formats and sends reports on a prescheduled basis or by request.

Online reporting dashboard

You have a powerful self-service budget management tool available online:

- Your spending patterns with at-a-glance charts and graphs
- Your savings and office supply benchmarks
- Insights to online user activity and behavior
- A highly innovative self-service reporting dashboard that does the following:
 - Allows real-time access to important account information
 - Displays year-to-date and monthly spend analysis by ship-to, cost center, and user
 - Identifies opportunities to utilize additional ODP Business Solutions® services that can result in cost savings
 - Features a real-time video overview of account activity and data export capability

Environmental Sustainability

Buy greener, be greener, and sell greener

ODP Business Solutions takes social and environmental responsibility to heart. You can see it in how we cultivate, refine, and align our initiatives in our organization, our communities, and beyond. Review our current [Corporate Sustainability | The ODP Corporation](#) for a detailed glimpse into our practices.

ODP Business Solutions' environmental strategy is "buy greener, be greener, and sell greener." By implementing this strategy throughout our business, we've measurably improved our own environmental performance — and helped our suppliers, customers, and communities set and achieve their goals.

Since committing to our environmental strategy in 2003, our approach to sustainability has earned us contracts with environmentally conscious organizations and government agencies, including the state of California, companies in the Pacific Northwest, global corporations, and small and medium-sized businesses.

We support different levels of greener purchasing.

Going greener doesn't have to be an all-or-nothing decision. ODP Business Solutions can help support you however you reduce your environmental impact, whether it's a worldwide program or one step at a time. To help you on this journey, we developed the GreenerOffice™ rating system, in which we rate products as light green, mid green and dark green. Look for this color coding on featured products.

GreenerOffice™ ratings help you make informed choices that align with your sustainability goals.



Figure 1.1. Shades of Green. Our sustainability initiatives include Planet (environmental), People (social), and Prosperity (economic).

Why green?

ODP Business Solutions pursues global environmental leadership for four main reasons:

- We care about the planet and want to reduce our environmental footprint.
- We believe our environmental stance is a business strategy that helps us attract and retain customers who are striving to be greener.
- We listen to our customers and aim to serve their growing environmental requirements.
- We know that environmental initiatives help reduce our carbon footprint or waste outputs, which often save costs and drive long-term operational efficiency.

We prioritize our environmental policy and performance.

Our environmental policy aligns with our strategy, and we measure and report progress annually. We implement initiatives that help improve our environmental performance in the following ways:

To buy greener, ODP Business Solutions' policy is to continuously:

- Source greener office products for resale
- Buy paper from certified well-managed forests
- Buy greener office products for internal use

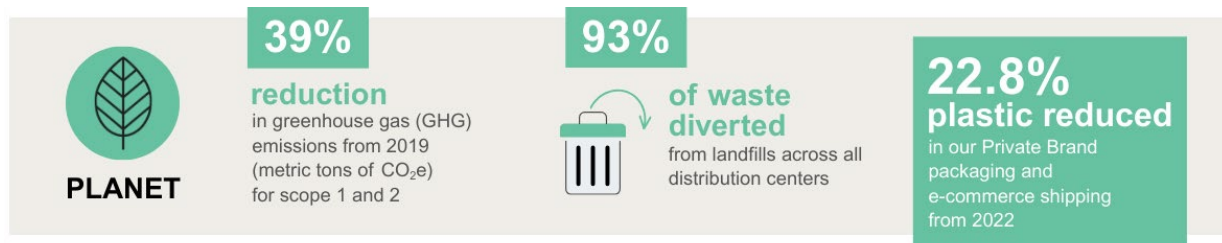
To be greener, ODP Business Solutions' policy is increasingly to:

- Reduce waste and recycle materials
- Reduce energy and greenhouse gases from facilities
- Reduce fuel and greenhouse gases from transportation

To sell greener, ODP Business Solutions' policy is increasingly to:

- Deliver innovative greener solutions for customers such as greener products that help save resources, save energy, and use safer chemicals
- Offer several take-back programs and spend reports

To tell green, we engage stakeholders and report performance annually in our [Corporate Sustainability | The ODP Corporation](#).



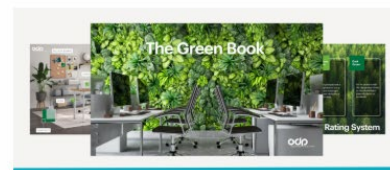
We focus on enhancing our own operations while helping customers achieve their sustainability goals by offering high-quality, greener products with eco-conscious attributes and performance tracking reports. To meet customers' requests, our sustainability practices emphasize buying, being, and selling greener.



[GHG Reduction Goals](#)



[Thousands of Greener Choices](#)



[The Green Book Virtual Catalog](#)



PEOPLE

~900

schools supported

through in-store and online donations



71K+

hours spent

learning on our online platform





What drives our company's success are the perspectives, ideas, and experiences of our associates, suppliers, and our customers. Respect, unity, and equality are integrated within the foundation of our corporate culture, and we're dedicated to providing equal opportunities for all—across all areas of our business. Our Community Investment program is focused on empowering education, championing entrepreneurship, and strengthening our communities through a variety of volunteer and philanthropic initiatives.



PROSPERITY

5C Culture

Continues to dictate how we act on a daily basis

- Customer
- Commitment
- Creativity
- Caring
- Change



The ODP Corporation's culture, driven by core values, fosters ethical decision-making and integrity through training on the Code of Ethical Behavior. We prioritize cybersecurity by safeguarding data, enforcing our security policy, and promoting security awareness.

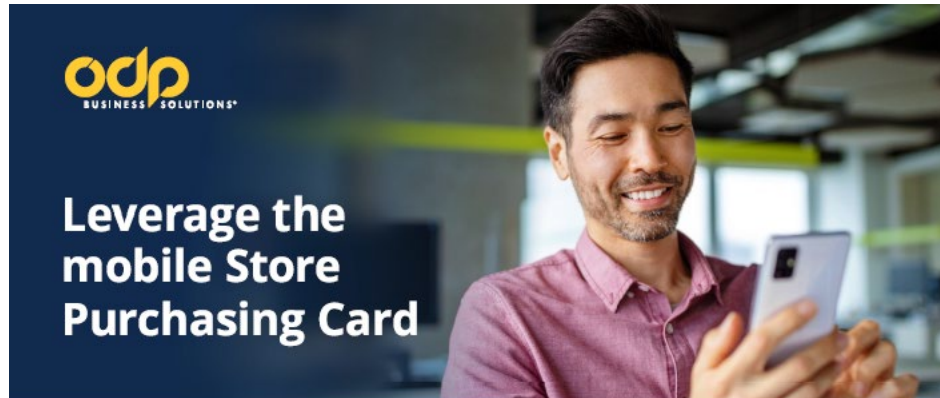


Compliance and Ethics



Digital Security

Leverage the mobile Store Purchasing Card



Whether you shop **odpbusiness.com**, buy online and pick up in store, or simply shop Office Depot® and OfficeMax® stores directly, we're helping you maximize savings, your way.

Program highlights

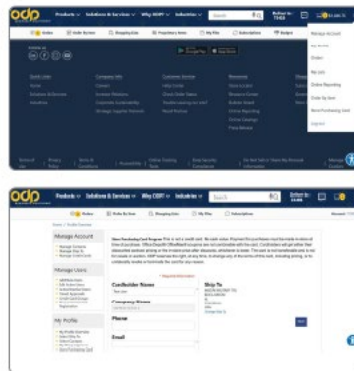
- ✦ With the Store Purchasing Card (SPC), you can shop in Office Depot and OfficeMax stores and receive your contract pricing or the store price (whichever is lower at time of purchase).
- ✦ Register online for the Store Purchasing Card and download our mobile app to access your contract pricing at checkout in an Office Depot or OfficeMax store.

Please note: Account billing is not available with the Store Purchasing Card.

Access your contract pricing online

You can continue to place orders at **odpbusiness.com**:

- ✦ Orders can be delivered to your home or business address, or you can place orders online for pickup at your favorite Office Depot and OfficeMax retail store locations
- ✦ Ordering online gives you more visibility, accountability, and control over what your organization orders



Ready to get started?

A login is required to make purchases online and pick up orders in stores. If you don't have a login yet, simply call **888.263.3423** to get set up.

See reverse side for sign-up information.

odpbusiness.com

Signing up for the Store Purchasing Card is easy

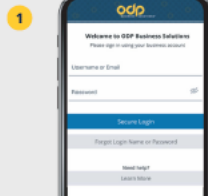
- 1 Visit odpbusiness.com and click on the login button in the upper-right corner.
 - + Use the "Forgot my password" feature or
 - + Contact a superuser for assistance or
 - + Contact Customer Care team for support at 888.263.3423
- 2 Click on the "My Account" icon.
- 3 From the "My Account" page, click "Store Purchasing Card" under the "My Profile" menu.
- 4 The creation page is pre-populated with the user profile default settings. QR code settings such as shipping address, cost center, and/or PO number can be changed on this page (depending on user settings). Click "Next."
- 5 You're almost there. Verify your information and click "Confirm." Once your confirmation page appears, simply download the ODP Business Solutions® App from the App Store® (Apple) or Google Play™ (Android) store for digital access to the Store Purchasing Card.
- 6 Once you access the ODP Business Solutions App, go to the login page. Select "Store Purchasing Card" from the menu. Provide your mobile Store Purchasing Card QR code to the cashier at checkout.

Please note: In 24 hours, you can come back to access your contract prices in store with your QR code.

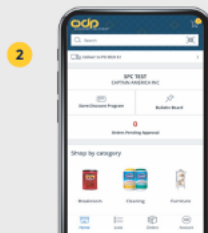
We hope you enjoy using the ODP Business Solutions App and QR code for a contactless, flexible experience in store. Happy shopping!

Questions? Contact our Customer Care team at **888.263.3423**.

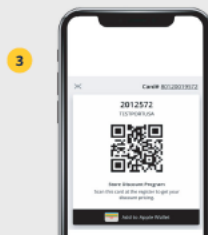
Now, you're ready to shop!



Go to login page.



Select "Store Purchasing Card" from the menu.



Provide your mobile Store Purchasing Card QR code to the cashier at checkout.

The Store Purchasing Card is not a credit card. No cash value. Payment for purchases must be made in-store at time of purchase. Office Depot OfficeMax coupons are not combinable with the card. Cardholders will get either their discounted contract pricing or the in-store price after discounts, whichever is lower. The card is not transferable and is not for resale or auction. ODP reserves the right, at any time, to change any of the terms of this card, including pricing, or to unilaterally revoke or terminate the card for any reason. Go here for more details: <https://www.odpbusiness.com/marketing/storepurchasing>

Any restrictions or exclusions imposed on the purchase of products pursuant to a written contract between the ODP Client and ODP shall not apply to purchases made in Office Depot or OfficeMax stores using the card. Purchases made with the card do not qualify for Office Depot OfficeMax Rewards or the Business Select program benefits.

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Strategic Acquisition

ODP Business Solutions, LLC has made strategic U.S. acquisitions of office product companies in various regions. These recent ODP Business Solutions, LLC acquisitions have formed our Federation segment. The companies listed below make up The Federation:

- Garvey's Office Products
- Complete Office
- Business Essentials
- Regency
- Sandia Office Supply
- Premium Incorporated
- Admiral Express
- COS Business Products and Interiors
- America's Office Source
- Trio Supply Company
- Perimeter Office Products
- Office Essentials
- Office Supply.com
- Badger Office City
- Chicago Office Products
- Tylanders Office Solutions
- My Supplies
- Artlite

The Federation



Section N – Technical Proposal Workbook: Supplemental Responses

13.3.2 Customer Service, Billing and Invoicing

C. Assign a dedicated representative for the resulting Contract and dedicated representatives to Participating Entities;

Dedicated Point of Contact

We will assign a dedicated account lead as the central point of contact to ensure consistency and continuity of service nationwide:

Matthew Stusick
Manager, Business Development | Strategic Acquisition
Phone: 817-586-5502
Email: matthew.stusick@odpbusiness.com

In addition to Matthew, a dedicated inside sales team will be assigned to the account.

ODP Business Solutions is proud to provide consistent representation and service anywhere in the United States. Our national coverage model allows us to utilize multiple representatives across regions while maintaining a single, accountable point of contact to ensure a unified experience and continuity of service for your organization.

D. Suppliers to be available to accept orders Monday through Friday during normal business hours across the country.

Our Customer Care Desk will provide you with an experienced team of Customer Care Professionals (CCPs) who will strictly enforce your corporate purchasing policies. This Customer Care Team, composed of highly experienced, trained CCPs, 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, special orders, and general maintenance of your account.

We also provide online ordering 24/7/365, which includes many friendly services such as live inventory status, customized shopping carts, full detailed descriptions of products, and variable search parameters.

Our online chat is available to your buyers Monday through Friday 8:00 a.m. to 8 p.m. (Eastern Time) to provide immediate assistance for contract customers. You can also call us at 888-263-3423, engage us via SMS text message, or email bsdcustomer@odpbusiness.com.

E. Detail turnaround times for orders and how Supplier offers support and consultation. Describe Supplier's ability to provide graphic design, artwork, layout, typesetting, and general print services.

Turnaround Times for Orders

ODP Business Solutions' standard turnaround for most digital and offset print jobs, as well as promotional products and branded apparel, is 48 hours plus shipping.

Actual turnaround may vary based on job size and complexity. Turnaround times for offset, promotional products, and branded apparel items will be included in the formal quote and reconfirmed at the time of order.

Support and Consultation

No two organizations are alike. At ODP Business Solutions, we take a consultative approach to



understanding your unique document management, print, promo, and apparel needs. Our certified specialists work alongside your team to deliver value through our national network of Copy & Print Depot™ centers, secure production facilities, and advanced online platforms.

Integrated Client Services

When it comes to assuring 100% satisfaction, the key is well trained, motivated Associates who fully understand customer expectations. Our full-scale client services team is made up of dedicated account resources and back-up call center specialists. This team works side-by-side with our customers and our business development team to ensure the fit between our client expectations and our service delivery is always tight. Our client services team leverages our comprehensive MIS and order management applications to maintain high touch with each order. Your users and key administrative personnel will be afforded continuous access to professionals who have been trained in the nuances of your needs.

Graphic Design, Artwork, Layout, Typesetting, and General Print Services

ODP Business Solutions provides comprehensive print and document solutions, supporting black & white and color copies, presentations, manuals, flyers, brochures, newsletters, forms, labels, legal briefs, booklets, and large-format projects. We offer a wide selection of paper stocks and finishing options including binding, collating, laminating, cutting, folding, and kitting. Our online print platforms support file upload, configuration, proofing, and ordering, as well as management of stored content and custom catalogs. Typesetting services are supported through outsourced resources. Across print, promo, and apparel, ODP Business Solutions adheres to documented brand standards and production SOPs to help ensure consistent, high-quality output for graphic design, artwork, layout, typesetting, and general print needs.

F. Detail how the Supplier shall be responsive to questions, revisions and issue escalation. Detail turnaround times for issue escalation resolutions. Detail which personnel are responsible under the resulting Contract for issue escalation, consultation, contract management, etc.

ODP Business Solutions provides a specific escalation process for our customers for any order that does not ship as required. The process starts with our Customer Service team and moves up through two steps to Senior Management. The escalation process provides our customers with a clear method to resolve any issue. ODP Business Solutions strives to provide first-contact resolution, whenever possible, for all Customer Care inquiries. Many issues are resolved during the initial interaction, with most remaining matters addressed and resolved within a 24-hour time frame through our defined escalation and support process. ODP Business Solutions will be responsive to questions and revision requests through this Customer Service structure and the assigned Sales/Contract Management team, who work together to address day-to-day inquiries, resolve order-related concerns, and coordinate any required changes.

Issue escalation turnaround times and resolutions will follow this defined escalation path, beginning with Customer Service for initial review and response and, if needed, progressing through the prescribed management levels up to Senior Management to ensure timely attention and resolution. This structured approach is designed to provide clear lines of communication and accountability throughout the life of the contract.

Under the resulting Contract, the following personnel are responsible for issue escalation, consultation, and contract management:

Sales Team / Contract Management

Jennifer Jimenez

Senior Sales Contract Manager, Public Sector Cooperatives

San Jose, California

408-603-9011 | Jennifer.Jimenez@odpbusiness.com



Ken Marciano
Director, Strategic Acquisition
908-327-2701 | kenneth.marciano@odpbusiness.com

Matthew Stusick
Manager, Business Development | Strategic Acquisition
817-586-5502 | matthew.stusick@odpbusiness.com

I. Be available for contract performance meetings with Participating Entities, the rate of which is to be determined and negotiated on a Participating Entity-basis and adopted in their respective Appendix A.

Service provided by the Respondent, including past customer service history, services available, reduced paperwork, easily understood invoicing, and quick turnaround time for orders as well as inquiries will be a factor in the determination of the successful respondent to this request.

ODP Business Solutions can provide quarterly and/or annual reports for our customers. Our Business Review process is a high-level summary which ties together all of the statistical information that we gather on our performance and service levels. We will provide Town of Delight, Arkansas specific performance data by geographic location or business unit. Each business review completed will then be rolled up into a master review of the entire company. This process of creating multiple reviews allows us to compare each of your locations against one another to find best practices, innovations and ensure all locations are performing to minimum Town of Delight standards.

Our review will be customized to provide the specific format and metrics that Town of Delight would like to evaluate. The goal of these reviews is to provide you with more than “raw data.” Our objective is to create documents that will show you in one page how we are doing in meeting your objectives in the following areas: achievement of your corporate goals, IT and systems interface performance, delivery, service-level, customer satisfaction, compliance and rogue spend, transition success and strategic development.

The ODP Business Solutions account management team will assist Town of Delight, Arkansas by analyzing spending and usage data. This process helps you by providing a consistent quarterly focus to drive greater usage to their core product list, identify rogue spend outside their endorsed contract stationer, and analyze actual product usage.

Business Reviews Include:

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

Sales Statistics:

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

Performance Measurements:

- Customer Report Card
- Customer Quarterly Review
- Customer Evaluation Survey
- ODP Business Solutions' plan of action to ensure customer satisfaction

Independent Business Reviews:

- Customer Focus Groups
- Customer Interviews
- Customer Telephone Surveys

ODP Business Solutions will participate in contract performance meetings with Town of Delight, Arkansas at a frequency mutually agreed upon. ODP Business Solutions offers proven customer service history, robust online ordering and reporting tools to reduce paperwork, clear and easily understood invoices, and quick turnaround times for both orders and customer inquiries, as described in our proposal.

J. Identification of the entity/firm's professional staff members who will be assigned to this engagement if the entity/firm's Proposal is selected (use Section O – Cost Proposal Workbook, Contractor Information tab). Include supplemental, summarized information in searchable PDF format regarding the professional staff members detailing qualifications for Printing and Production services, years and types of experience, education, licensure, certifications, accomplishments, etc. Specify the extent of the availability and commitment of each such professional staff member who will be assigned to the resulting Contract.

- **Brian Abromovage, Vice President, Business Development Programs**
 - 16 years with ODP Business Solutions
 - Executes new programs, communicates solutions, and supports customer satisfaction
- **Matt Stusick, Business Development Manager**
 - 15 years with ODP Business Solutions
 - Introduces ODP partnership value, develops long-term solutions, and presents business reviews
- **Ron Longo, Director, Area Sales (PPA)**
 - 25+ Years with ODP Business Solutions.
 - Responsible for the National Account Management and Support teams for Print, Promo & Apparel Solutions.

- **Ken Marciano, Director, Strategic Acquisitions**
 - 14 years with ODP Business Solutions
 - Partners on strategic management, resource deployment, and customer satisfaction
- **Jennifer Jimenez, Senior Sales Contract Manager, Public Sector**
 - 30 years in the industry, 25+ years with ODP Business Solutions
 - Manages Cooperative contracts for government, education, and public sector programs, including Foundation CCC, Omnia, NASPO, and University of California
 - Specializes in program development, cost containment, and seamless customer experiences
- **Strategic Account Customer Care**
 - Our Strategic Customer Care Pods are staffed by experienced professionals who understand your unique needs. Available Monday through Friday, 8:00 a.m. to 8:00 p.m. (Eastern Time), they assist with orders, returns, special orders, and account maintenance.
 - Contact: strategicsupport@odpbusiness.com or 800-279-1582

13.3.3 Online Ordering/E-Commerce

F. Disability accessibility.

Describe ordering interface, especially for reorders and ability to designate approval levels for users.

Disability Accessibility

ODP Business Solutions is committed to providing an accessible and user-friendly online experience for all users, including those with disabilities. Our website and e-commerce platform are designed and maintained with accessibility in mind, and we provide detailed information on our efforts, standards, and contact options for assistance.

Comprehensive accessibility information for our site and online ordering experience is available at: <https://www.odpbusiness.com/l/help/website-accessibility>

This page outlines how we work to ensure that customers with disabilities can effectively browse, search products, place orders, and manage their accounts within our platform.

Ordering Interface & Reorder Functionality

Our e-commerce platform is designed to simplify day-to-day purchasing and reordering:

- **User-Friendly Online Catalog**

Each end-user accesses a secure, personalized online catalog using a unique identification number and password. This ensures that only authorized individuals can access your catalog and purchasing features.
- **Profile-Based Experience**

Each unique user profile is tied to your specific:

- Cost centers
- Ship-to locations
- Purchase levels
- Spending limits

This configuration ensures that users see only the options and functions appropriate to their role and authorization level.

- **Reorders & Order Management**

Users can place new orders, repeat past orders, and manage existing orders through an intuitive interface. Depending on their permissions, users may:

- Place and release orders
- Query any placed orders
- Modify placed orders

These capabilities make it easy to reorder frequently purchased items and maintain consistent purchasing behavior across your organization.

Reorder of Promotional Items

ODP Business Solutions provides a full end-to-end inventory management program from sourcing, warehousing, and distribution to reorders. We work closely with clients to design a program that meets their product, distribution, and budgetary needs. Once a program is developed, and agreed to, we take the day-to-day management off our client's hands while still retaining control over inventory levels and reorders.

Custom promotional products will require a longer lead time than when ordering a promotional product in stock in our warehouse. Lead times vary based upon product, decoration method, quantity and shipping destinations. Our Specialists work with our clients upfront to tailor a program to meet their needs.

Approval Levels & Workflow Controls

Currently, our system offers a single approver option or up to 11 approval levels that can be accomplished within an approval workflow. Each approval level within a workflow can be directed to one approver or to a group of approvers. If an associate tries to order something beyond his or her dollar limit, our system will automatically send an email to the person's approver or approver group for approval, and an additional email will be sent notifying the associate and approvers when the order has been approved on their approval level. A proxy approver feature allows workflow approvers who will be out to designate someone else to approve in their behalf. Optionally, each workflow can be customized to bypass the approval process for orders that fall below a minimum dollar threshold, or for orders that contain only contract items. This automated approval process is implemented in the beginning stages of your account.

Within the ODP system, each end-user has a unique identification number and password to ensure that only that person is authorized to access the catalog. Each unique profile is tied to your specific cost centers, ship-to locations, purchase levels and spending limits.

The Super User sets up a "User Profile" for each new user of the system. Each user is given "permissions" during the original implementation by the designated Super User.

At the bottom part of the screen, you will see a heading "User Settings and Permissions." Under each category, the user is given permission (or denied access) to each shopping decision.

For example, you will see drop-down menus following the words, “This user can...”

- Select Any, Use only Default or Select from Specified list of Ship-To
- Select Any, Use only Default or Select from Specified list of PO Number
- Select Any, Use only Default or Select from Specified list of Release
- Select Any, Use only Default or Select from Specified list of Cost Center
- Place and Release Orders
- Query Any Placed Orders
- Modify Placed Orders
- Cannot purchase restricted items, etc.

This section is followed by “Dollar Limits” (Per Unit Price, Per Extended Line Item, Per Order). You can customize the permissions for a particular user using all of these criteria at the initial set up of the account.

Copy and Print Solutions / Print, Promo & Apparel Overview

No two organizations are alike. At ODP Business Solutions, we take a consultative approach to understanding your unique Document Management, Print, Promo, and Apparel needs. Our certified specialists work alongside your team to deliver tremendous value, offering a full spectrum of industry-leading solutions through our national network of Copy & Print Depot™ centers, secure closed-door production facilities, and advanced online platforms.

Comprehensive Print & Document Solutions

ODP Business Solutions provides a true one-stop-shop for all your print and document needs. Our state-of-the-art facilities and integrated online systems support everything from black & white and color copies to complex presentations, manuals, flyers, brochures, newsletters, forms, labels, legal briefs, booklets, and large-format projects. With a wide selection of stock, specialty, and recycled papers, and a full suite of finishing options—including binding, collating, laminating, cutting, folding, kitting, and more—we ensure your materials are produced to the highest standards.

Our fully integrated Print-on-Demand (POD) solutions allow you to upload, configure, proof, and order documents online, with real-time order tracking and dedicated support. The Online Print Center and My Files document management system enable you to store, manage, and print documents on demand, configure print and finishing options, and create a custom catalog for your organization. For organizations with specialized needs, we offer a Personalized Print Portal for secure, co-branded access to static and variable data print materials, routed to our regional print centers for efficient fulfillment.

Promotional Products & Marketing Tools

ODP Business Solutions offers thousands of cost-effective promotional products to help you build brand awareness and engage your audience. From branded merchandise such as pens, drinkware, and tech accessories to bags, gifts, and event giveaways, our team manages the entire process from product selection and design to production and distribution. We ensure quality and consistency with every order.

Apparel Solutions

Our apparel program supports everything from employee uniforms and event apparel to spirit wear and business branded clothing. We offer custom screen printing, embroidery, and other decoration methods on a wide range of apparel items. With access to leading brands and a variety of styles, sizes, and colors, ODP Business Solutions ensures your apparel needs are met with consistency, quality, and timely delivery.

Global Sourcing & Strategic Partnerships

ODP Business Solutions' global sourcing capabilities and network of trusted, vetted strategic partners enable us to deliver specialized and innovative solutions beyond our in-house offerings. Our experienced sourcing team leverages relationships with top suppliers and manufacturers worldwide to identify and procure unique products, custom materials, and large-scale solutions tailored to your requirements. All partners are regularly evaluated for quality, competitiveness, and service levels, ensuring our clients receive only the best value and highest standards of service. This flexible sourcing model allows us to quickly adapt to changing needs, scale for large initiatives, and provides access to custom manufacturing of apparel to make the garment truly special and uniquely your own.

Custom eCommerce & Online Services

ODP Business Solutions' custom eCommerce solutions centralize ordering and brand management for print, promo, and apparel. Our secure, user-friendly online storefronts feature customizable catalogs, approval workflows, real-time inventory management, and detailed reporting—empowering organizations to maintain brand standards, control spend and streamline procurement across multiple locations.

Document Storage & Shredding Services

ODP Business Solutions, in partnership, offers secure offsite document storage and shredding solutions. Our storage services provide convenient, local options for protecting confidential records, with unlimited on-demand retrieval and robust security. Shredding services are available for one-time or recurring needs, ensuring the secure destruction of sensitive documents and supporting your organization's sustainability goals.

Integrated, Flexible, and Scalable Support

Once we understand your needs, we develop a Custom Solutions Plan to improve your workplace and impact your bottom line. Our team becomes an extension of your operation, maximizing efficiencies and providing alternatives for managing document services, print marketing, promotional products, brand identity, direct mail, and apparel. With ODP Business Solutions, you benefit from the flexibility to print on demand, the scalability of a national and global sourcing footprint, and the peace of mind that comes from working with a trusted industry leader.

Fully Integrated Solutions within the BSD eCommerce Platform

Each of the following options may use third party partners for elements of the production based on capacity, print requirements, inventory requirements, and work flow.

Online Print Center (Print on Demand): A web-to-print ODP Business Solutions solution that allows a customer to upload a document, assign output configuration, and route to an RPF or ODP Business Solutions store for print and fulfillment. This solution is integrated within the BSD platform.

- | | |
|----------------|------------------|
| ■ Copies | ■ Presentations |
| ■ Manuals | ■ Flyers |
| ■ Newsletters | ■ Annual Reports |
| ■ Legal Briefs | ■ Brochures |
| ■ Booklets | ■ Large Format |

My Files: An ODP Business Solutions document management solution that allows a customer to upload and store documents, configure final print and finishing options, and create a document catalog environment for company users to place orders from. This is an integrated solution on the BSD platform.

- | | |
|----------|-----------------|
| ■ Copies | ■ Presentations |
|----------|-----------------|

- Manuals
- Newsletters
- Legal Briefs
- Booklets
- Document Storage
- Flyers
- Annual Reports
- Brochures
- Large Format

Brand Identity: An ODP Business Solutions solution that allows a customer to maintain a consistent business identity with a brand management solution. The integrity of a company's business identity products are upheld through a controlled, electronic environment that lends users the convenience of personalizing and ordering the below items and more. This solution is integrated within the BSD platform.

- Business Cards
- Envelopes
- Memo Pads
- Labels & Window Decals
- Name Badges
- Desk & Wall Signs
- Business Announcements & Thank You Cards
- Post-It® Notes
- Forms
- Flyers
- Banners
- CD and Flash Drive Holders
- Custom Certificates
- Letterhead
- Presentation Folders
- Stamps, Embossers
- Name Plates
- ID Badges
- Note Cards
- Post Cards, Rack Cards & Door Hangers
- Holiday Cards & Invitations
- Brochures
- Signs
- Report Covers
- Magnets

13.3.4 Reporting Capabilities and Third-Party Audits

E. How are printing jobs tracked from submission to delivery? How do you provide confirmations and delivery updates to end users?

ODP Business Solutions tracks print jobs from submission to delivery through our online order entry platforms, comprehensive order management systems, and integrated print supply chain. Our online order entry and catalog platforms provide the ability to house specific content in one web experience. On-demand print warehoused offset forms, promotional products, and various other assets can be housed in an online catalog that enables disparate groups of end-users to purchase those items for easy distribution. Users who want to produce on-demand or ad hoc projects can easily upload files and configure their projects in the same web experience.

The "Order Tracking" feature on our website allows you to check the status of orders your end users created and/or submitted to ODP Business Solutions. Through this feature, you are able to view the details of all of your Internet orders. You can also retrieve and modify an order that has not yet been filled and is still in the "Held by Customer," "Held for Review," "Held for Restrictions," or "Waiting To Fill" status.

Projects created and purchased through ODP Business Solutions Print Services are supported by a multi-dimensional print supply chain infrastructure that seamlessly blends on-demand production and digital, offset, and offset-to-digital capabilities with inventory management and distribution. Our print services are tied together through a comprehensive suite of quality assurance applications that enable us to track and report on projects from inception through fulfillment. All ODP Business Solutions Print Services are set up on our comprehensive order management platform, which enables us to track orders from item set-up, to order entry, through fulfillment in real-time. Critical details such as "On-Time Performance," "Quality Assurance," and "Detailed Usage Reports" are wrapped into dashboards that are monitored daily by ODP Business Solutions Print Services Management Team.

For delivery confirmation, the MobileCast tracking system captures electronic signatures posted online for proof of delivery. Our client services team leverages our comprehensive MIS and order management applications to maintain high touch with each order, ensuring your users and key administrative personnel have continuous access to professionals who understand your needs and can support questions related to job status and delivery.

21. SUSTAINABILITY PROGRAMS

The Supplier is encouraged to provide various sustainability programs as part of this Agreement as Participating Entities may have specific goals related to the following:

A. A program to encourage the participation of Minority owned businesses, Women's business enterprises, veteran-owned businesses, firms in labor surplus areas and other Disadvantaged Businesses. Such programs shall encourage the use of such businesses as both product suppliers to the successful Contractor as well as Tier One suppliers who serve to contract directly with using agencies, such as firms engaged in the direct delivery of products utilizing the terms and pricing of this Agreement.

Please refer to our Exhibit 14 - SSN Commitment Statement document.

B. An environmental program providing that agencies may purchase environmentally sustainable "green" products from the successful Contractor in order to encourage the use of environmentally friendly products by using agencies.

Green Product Assortment: Find thousands of greener options right at your fingertips on the GreenerOffice® page on odpbusiness.com. From products with eco-attributes and eco-labels in nearly all product categories to office supplies and technology to furniture and cleaning products. The ODP Business Solutions™ GreenerOffice® Rating System highlights the breadth of eco-conscious attributes available across our extensive product assortment. Products are rated as light, mid, or dark green based on a wide range of sustainability criteria, including third-party certifications, recycled and biobased content, energy efficiency, and other environmentally preferable attributes. Each product page provides detailed visibility into the specific eco-attributes and eco-labels that apply, including a recycled content indicator where applicable, enabling customers to easily identify and compare greener options at scale.

C. A tracking and reporting mechanism for monitoring “green” spend and sustainability procurement.

The Green Business Review has been optimized to help you easily identify opportunities to increase your greener purchases that are important to your organization’s goals. The reports are available on a quarterly basis and can help you set a baseline and track green purchases overtime further, helping customers meet their sustainability and compliance goals.

24. Generative AI

In addition to our established security posture, ODP Business Solutions does not utilize public generative AI services for processing customer or business data. All AI solutions deployed within our environment are developed and operated in-house, ensuring full control over data privacy, security, and compliance.

Please refer to The ODP Corporation Information Security Posture Statement.

Conclusion

We welcome the chance to collaborate with you.

The future of work is changing fast — and ODP Business Solutions is ready to help Town of Delight, Arkansas stay competitive in the face of emerging and expanding challenges.

We know your business isn't like anyone else's. That's why ODP Business Solutions will personalize solutions that can help you achieve your business goals. You can rely on our experience, capabilities, and tailored approach.

When Town of Delight, Arkansas collaborates with ODP Business Solutions, you'll gain access to our expansive services and solutions offering, including technology, furniture, cleaning and breakroom products, office supplies, business services, and more. Trust that our advisors will be by your side, from strategy through execution.

Count on us to provide innovative, customized solutions — so you can adapt and answer shifting marketplace demands. We'll help you work smarter from anywhere, with collaboration, productivity, and hybrid-work solutions that deliver what Town of Delight, Arkansas requires, everywhere you want it.

Thank you for this opportunity to share how we can help Town of Delight, Arkansas succeed. ODP Business Solutions advisors are ready to support Town of Delight, Arkansas in shaping the future of work. Let's get started.