



Town of Delight, Arkansas

CONTRACT SUMMARY

Contract: 26COR-067 PRINTING SERVICES & PROMOTIONAL ITEMS

CoreTrust Tracking Number: 26COR-067

Lead Agency: Town of Delight, AR

Cooperative Program: CoreTrust Public Sector

Type of Solicitation: Best Value Request for Proposal (RFP)

Vendor Information			
ODP Business Solutions, LLC 6600 North Military Trail Boca Raton, FL 33496-2434			
Contract Administration Contact <i>(for Lead Agency and CoreTrust use Only)</i>		Contract Sales Contact <i>(Agency Ordering and Support)</i>	
Contact:	Jennifer Jimenez	Contact:	Matt Stusick
Email:	Jennifer.Jimenez@odpbusiness.com	Email:	Matthew.Stusick@odpbusiness.com
Phone:	408-603-9011	Phone:	817-586-5502

Initial Term: July 1, 2026 through June 30, 2029

Renewal Options: Two (2) additional one (1) year terms or portions thereof, not to exceed a total aggregate contract term of five (5) consecutive years.

Maximum Extension Date: 6/30/2031

Scope of Contract: Services include full-color and black-and-white printing, large-volume print production, typesetting, finishing services, screen printing, embroidery, product design, logo placement, artwork handling, proofs, samples, and production of promotional items. The Supplier must also provide an online portal or website that allows Participating Entities to access templates or order forms, review proofs, approve and track orders, receive confirmations, view detailed invoices, archive completed orders, reorder from prior purchases, run usage reports, and manage available product and color options.

Promotional items may include apparel, bags, banners, brochures, business cards, calendars, decals, electronic accessories, keychains, lanyards, letterhead, mugs, newsletters, notepads, pens, postcards, posters, stickers, stress-relief items, tote bags, towels, umbrellas, yard signs, and other similar marketing, outreach, sensory, stress, adaptive, or promotional products of nominal value.

Produce, print and distribute promotional materials and products of nominal value including but not limited to:

Contractor Information	
Business Entity Information	
Company Name:	ODP Business Solutions, LLC
Doing Business As:	
Address:	6600 North Military Trail Boca Raton, FL 33496-2434
Website:	https://www.odpbusiness.com
Federal ID #:	86-2161688
Phone Number:	561-438-4800

Contract Administrator/Manager Information	
Contract Administrator Name:	Jennifer Jimenez
Title:	Director, Strategic Acquisition
Address:	6600 North Military Trail Boca Raton, FL 33496-2434
Telephone #:	408-603-9011
E-Mail:	Jennifer.Jimenez@odpbusiness.com
Availability:	Monday - Friday 8 am - 5 pm

Solicitation Contact Information	
E-Mail(s):	Matthew.Stusick@odpbusiness.com

Contract Issue Escalation Point #1	
Type of Issue:	Problems with Orders, Product Quality; Wrong Item; Damaged on Arrival; Price Discrepancies, etc.
Contact Name:	Strategic Support Team
Title:	Strategic Support Team
Address:	6600 North Military Trail Boca Raton, FL 33496-2434
Telephone #:	800-279-1582
E-Mail:	strategicsupport@odpbusiness.com
Resolution Time:	Example: 24-48 Hours

Contract Issue Escalation Point #2	
Type of Issue:	Product Information
Contact Name:	Gina Garcia
Title:	Mgr, PPA Cust Set-Up & Maint
Address:	6600 North Military Trail Boca Raton, FL 33496-2434
Telephone #:	562-301-3887
E-Mail:	Gina.Garcia@odpbusiness.com
Resolution Time:	Example: 24-48 Hours

Account Manager Information	
Account Manager Name:	Matt Stusick
Title:	Manager, Business Development Strategic Acquisition
Address:	6600 North Military Trail Boca Raton, FL 33496-2434
Telephone #:	817-586-5502
E-Mail:	Matthew.Stusick@odpbusiness.com
Availability:	Monday - Friday 8 am - 5 pm

Sales Manager Information	
Contact Name:	Ken Marciano
Title:	Director, Strategic Acquisition
Address:	6600 North Military Trail Boca Raton, FL 33496-2434
Telephone #:	908-327-2701
E-Mail:	Kenneth.Marciano@odpbusiness.com
Availability:	Monday - Friday 8 am - 5 pm

Billing Manager Information	
Contact Name:	Vicki Wright
Title:	Sr. Manager, Cash App & AR Financial Control
Address:	6600 North Military Trail Boca Raton, FL 33496-2434
Telephone #:	561-438-7645
E-Mail:	abbillingsupport@odpbusiness.com
Availability:	Monday - Friday 8 am - 5 pm

Emergency Contact Information	
Telephone #:	408-603-9011
Toll Free Telephone #:	888-263-3423
E-Mail:	Jennifer.Jimenez@odpbusiness.com

Contract Issue Escalation Point #3	
Type of Issue:	Technical Support; Unsatisfactory Support or Performance
Contact Name:	Carla Osuna
Title:	Mgr, PPA Cust Set-Up & Maint
Address:	6600 North Military Trail Boca Raton, FL 33496-2434
Telephone #:	512-694-5145
E-Mail:	carla.osuna@odpbusiness.com
Resolution Time:	24-48 Hours



**ODP Business Solutions, LLC Clarifications/Exceptions to CoreTrust
Town of Delight, Arkansas
for
26COR-067 Printing Services & Promotional Items**

ODP Business Solutions, LLC ("ODP") believes that the clarifications/exceptions below present a very minor departure from Bid #26COR-067 ("Bid") and are not cause for ODP's Bid response to be found non-responsive. If for any reason you find any of the below to be a material departure from the Bid documents, we are happy to enter into good faith negotiations with you to endeavor to find a reasonable solution to satisfy the requirement(s).

NOTE: All page references pertain to the page the exception item resided on in the original solicitation document as published.

Best Value Solicitation document

<u>Page</u>	<u>Clarification/Exception</u>
6	<u>Section B – Lead Agency Requirements</u> <u>2. Payment and Invoice Provisions</u> <u>B., bullets 9 & 10</u> ODP does not provide list price on its invoices. NTE List Price is N/A because this bid is for custom print.
7	<u>Section B – Lead Agency Requirements</u> <u>3. Force Majeure</u> <u>Extreme Market Volatility</u> <u>ODP strikes the following:</u> "In the event of extreme and unforeseen volatility in the marketplace, defined as circumstances outside the control of the Supplier that materially affect pricing or availability of supply across the broader industry, the Lead Agency may, at its sole discretion, make an equitable adjustment to contract terms or pricing. Any such adjustment shall be supported by documentation demonstrating the cause and impact of the volatility and approved in writing before taking effect." <u>ODP inserts the following:</u> "In the event of any extraordinary changes in the market, defined as circumstances outside the control of the Supplier that affect pricing or availability of supply, including but not limited to tariffs and costs impacted by raw materials or supply and demand, ODP will have the right to adjust pricing immediately upon providing written notice to reflect such price increases."
20	<u>Mandatory Affirmative Action Language</u> <u>N.J.S.A. 10:5-31 et seq. (P.L. 1975, c. 127)</u> <u>N.J.A.C. 17:27</u> See the attached Strategic Supplier Network Commitment document.

45	<u>13.2.2 Cost Proposal Workbook</u> <u>Minimum Ordering Quantities & Sustainability Fee</u> ODP shall institute a Sixty-five Dollar (\$65.00) minimum order value per delivered order. Orders that do not comply with such minimum order value will be processed subject to a special handling fee of Nine Dollars and Ninety-Five Cents (\$9.95). Additional freight charges may apply for items exceeding certain attributes regarding weight and/or dimensions, bulk items, Hawaii, Alaska and Puerto Rico orders, special orders and/or rush deliveries.
45	<u>13.2.3 Contract Price List Updates</u> <u>A. Annual/Renewal Price Adjustments</u> ODP inserts the following: "Notwithstanding anything herein to the contrary, in the event of any extraordinary changes in the market, defined as circumstances outside the control of the Supplier that affect pricing or availability of supply, including but not limited to tariffs and costs impacted by raw materials or supply and demand, ODP will have the right to adjust pricing immediately upon providing written notice to reflect such price increases."
45	<u>13.2.3 Contract Price List Updates</u> <u>B. Right of Review and Audit</u> ODP strikes this section in its entirety. ODP inserts the following: "Subject to confidentiality agreements between ODP and third parties, and no more than annually, Customer, at its expense, may audit ODP's books and records to determine whether ODP extended the correct pricing. Any third-party auditor used must be approved by ODP and must execute a non-disclosure agreement."
45	<u>13.2.3 Contract Price List Updates</u> <u>C. Types of Updates Permitted:</u> <u>•Permanent Pricing Escalation/De-escalation (Annual/Renewal)</u> ODP strikes the following: "The awarded Supplier must provide supporting documentation such as industry cost indices (e.g., BLS Producer Price Index), raw material cost data, and any other supporting documentation requested to support the justification of changes."
45 & 46	<u>13.2.3 Contract Price List Updates</u> <u>C. Types of Updates Permitted:</u> <u>•Temporary Pricing Escalation/De-escalation</u> ODP strikes the following: "The Lead Agency reserves the right to accept or reject such requests based on their merit. The awarded Supplier must provide a justification for the temporary price change, provide assurance that discounts as-bid and awarded

	remain firm, and detail for how long the temporary adjustment will remain in effect. Such pricing changes must be approved by the Lead Agency prior to implementation. The awarded Supplier shall submit formal requests, in writing, for temporary pricing escalation or de-escalations for extenuating circumstances at least 30 day in advance to CoreTrust, on behalf of the Lead Agency.”
48	<u>13.3.2 Customer Service, Billing and Invoicing</u> <u>Invoicing to Participating Entities should include the following:</u> <u>Bullet 12</u> ODP does not provide list price on its invoices.
49	<u>13.3.4 Reporting Capabilities and Third-Party Audits</u> ODP strikes the following: “The Contractor shall obtain a third-party firm at no additional cost to Lead Agency to conduct external price audits on this contract. The Contractor shall contract with a third-party firm (to be approved by Lead Agency) to conduct a quarterly random sampling (a minimum of 500 items per quarter) of contract items to confirm the accuracy of contract price or percentage discount and final sell price. Specifically, the third-party firm will confirm the prices displayed on the Contractor’s website are equal to or less than the contract terms. The third-party firm shall provide a quarterly report to Lead Agency indicating a Price Accuracy Percentage Rate of 98% or higher. The Price Accuracy Percentage Rate shall be calculated using the following formula: the total sum of the contract price for 500 products sampled divided by the total sum of the purchase price for 500 products. Example: \$5,050 divided by \$4,900 = 103%. At a minimum, the quarterly report will identify items not in compliance with the contract terms, provide the date of the audit, and screenshots of the items on the Contractor’s website that were not in compliance with the contract terms. If Lead Agency deems it is in the best interest of Lead Agency, Lead Agency reserves the right to increase the frequency of the Third-Party Audit.” ODP inserts the following: “Subject to confidentiality agreements between Supplier and third parties, and no more than annually, Lead Agency, at its expense, may audit Supplier’s books and records to determine whether Supplier extended the correct pricing. Any third-party auditor used must be approved by Supplier and must execute a non-disclosure agreement.”
53 & 54	<u>13.6 Data Protections and Data Breach</u> <u>13.6.1 Location of Data; CONUS or OCONUS</u> ODP clarifies that it has an IT services agreement with HCL that provides an extension of services by team members residing in India. They access all ODP data via ODP’s virtual desktops and they work varying hours.
54	<u>13.6. Data Protections and Data Breach</u>

	<u>13.6.2 Data Breach – Required Contractor Actions</u> ODP amends the second sentence to read as follows: “If no such agreement is in place, then the default agreement shall be notification of all confirmed Security Incidents involving Participant Entity personally identifiable information (PII) that may have a direct impact on the Participating Entity by phone immediately upon detection to the Participating Entity’s representative.” ODP will only notify on breaches involving PII, not all security incidents.
54	<u>13.6. Data Protections and Data Breach</u> <u>13.6.3 Cyber Security Plan & Protocols</u> ODP can provide: Information Security Posture Statement, ODPBS SOC2 Report, and PCI DSS Attestation of Compliance (if NDA is signed prior).
65	<u>5. Evaluation Process and Criteria</u> <u>F. Pricing Information</u> <u>2. Value</u> ODP strikes Section 5.F.2. as it is inconsistent with Section 13.2.2. ODP agrees to the language set forth in Section 13.2.2; therefore, all references to best or most favored pricing guarantees that are inconsistent with the language set forth in Section 13.2.2 shall be deleted.
65	<u>5. Evaluation Process and Criteria</u> <u>F. Pricing Information</u> <u>3. Maximum Price.</u> ODP strikes Section 5.F.3. as it is inconsistent with Section 13.2.2. ODP agrees to the language set forth in Section 13.2.2; therefore, all references to best or most favored pricing guarantees that are inconsistent with the language set forth in Section 13.2.2 shall be deleted.
67	<u>D. Fingerprint & Criminal Background Checks</u> ODP will not have “direct” contact with students, and therefore, this section is not applicable. To the extent that this section is applicable, ODP does not share its employees’ personal identifiable information. However, upon receipt of award, ODP will run background checks as required by any State Department and will provide to the College attestations certifying that the background checks have been run on the employees who will be performing the work and that such persons have not been convicted of a violent or serious felony.
72	<u>7. Affirmative Socioeconomic Steps</u> Please see attached Strategic Supplier Network Commitment document.

Section I – Form of Master Agreement
Master Cooperative Purchasing Agreement

<u>Page</u>	<u>Clarification/Exception</u>
78	<u>3. Pricing</u> <u>b. Restrictions</u> Notwithstanding anything herein to the contrary, in the event of any extraordinary changes in the market, defined as circumstances outside the control of the Supplier that affect pricing or availability of supply, including but not limited to tariffs and costs impacted by raw materials or supply and demand, ODP will have the right to adjust pricing immediately upon providing written notice to reflect such price increases
79	<u>4. Term; Termination</u> <u>C. Effect Of Termination</u> ODP adds the following after the word “Information” and before the word “shall” in the first sentence of Section 4 c.: “, <i>except for automatically generated computer back-up or archival copies generated in the ordinary course of Receiving Party's, as that term is defined below, information systems policies, provided that receiving party shall make no further use of such copies</i>”
80	<u>7. Insurance</u> ODP strikes the second to the last sentence of this section and replaces it with the following: “<i>Written notice shall be provided to Lead Agency and CoreTrust at least thirty (30) days prior to the cancellation, non-renewal, and/or material modification of any such policies. Supplier shall submit to CoreTrust within ten (10) calendar days after the Effective Date, upon request from any Program Participants and prior to furnishing Products & Services, valid certificates evidencing the effectiveness of the foregoing insurance policies.</i>”
80	<u>8. Audit</u> ODP strikes this Section 8 and replaces it with the following: “<i>Lead Agency, whether directly or through an independent auditor or accounting firm, at its sole cost and expense, may, no more than one time per 12-month basis, perform audits of Supplier non-confidential and non-proprietary materials, including inspection of books, records, and computer data relevant to Supplier's provision of Products & Services to Program Participants pursuant to this Master Agreement, to ensure that pricing, inventory, quality, process, and business controls are maintained; provided, such inspections and audits shall be conducted upon reasonable written notice to Supplier and in a manner not unreasonably interfering with Supplier's ordinary business operations.</i>”
80	<u>9. Miscellaneous</u> ODP adds the following paragraph: “<i>Adjustments. In the event of any extraordinary changes in the market, including but not limited to tariffs and costs impacted by raw</i>

	<i>materials or supply and demand, Supplier will have the right to adjust the pricing of the Products immediately upon providing written notice to CoreTrust to reflect such price increases."</i>
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Section K – Form of Administration Agreement

Administration Agreement

<u>Page</u>	<u>Clarification/Exception</u>
87	<u>1 Party Obligations</u> <u>c. Supplier</u> <u>ii. Sales Commitment</u> ODP strikes the following sentence: <i>"Where Supplier has an existing contractual relationship for Products & Services with a state, Supplier shall notify such state of the Cooperative Program and transition the state to the pricing, terms, and conditions of a CoreTrust master agreement upon the state's request; provided, regardless of whether the state decides to transition to such master agreement, Supplier shall offer such master agreement to all Organizations located within the state."</i> This language could potentially conflict with the language in other public sector cooperative agreements.
88	<u>2. Term; Termination</u> <u>a. Term</u> ODP strikes Section 2.a. in its entirety. The Term of the Administrative Agreement shall be coterminous with the Master Agreement and any renewals thereof.
88	<u>2. Term; Termination</u> <u>b. Termination</u> ODP clarifies: The initial term and renewals of the resulting contract shall be mutually agreed upon. Each party shall have the right to terminate the resulting contract, at any time, without cause, by providing ninety (90) days prior written notice to the other party. If termination for cause is contemplated, the defaulting party shall receive thirty (30) days' notice and the opportunity to cure prior to termination.
88	<u>3. Fees</u> <u>a. Administrative Fee</u> ODP strikes the following: <i>"Supplier shall pay CoreTrust the Administrative Fee for the preceding calendar month no later than thirty (30) days following the end of such calendar month."</i> ODP shall pay CoreTrust the Administrative Fee on a quarterly basis and within thirty (30) days after the expiration of each calendar quarter.

88	<u>5. Representations & Warranties</u> <u>b. By Supplier.</u> ODP strikes the following: <i>“v) its sales force shall be compensated, including sales incentives, for sales to Participating Agencies under the master agreement in a consistent or better manner compared to sales to Organizations if Supplier were not awarded such master agreement;”</i>
90	<u>8. Definitions</u> ODP strikes the following: <i>“(a) “Administrative Fee” means an amount equal to three percent (3%) of the total sales price of all Products & Services purchased by the Participating Agencies and billed by Supplier (excluding taxes).”</i> ODP add the following: <i>“(a) ‘Administrative Fee’ means an amount equal to three percent (3%) of the Actual Spend of Participating Agencies and billed by Supplier. ‘Actual Spend’ shall mean the aggregate paid-for purchases from ODP by Participating Agencies under a Master Agreement, net of taxes, shipping costs, returns, discounts, credits, any incentives amortized for the applicable period, rebates actually paid, incentives actually paid, employee purchases under any type of purchasing program, postage, shipping and mailing services, technology items, non-code and special order furniture, paper, gift cards and warranties.”</i>

Thank you for your interest in our bid opportunities and we welcome you to submit a response. Please be sure to review and comply with all specifications and requirements.

Addendum Description

Extending the bid closing date to 3/19/2026 at 3:00 p.m. CT

Notice Modifications

Notice Information	From Value	To Value
Closing Date	3/12/26 3:00 PM CST/CDT	3/19/26 3:00 PM CST/CDT

Category Modifications

Added Categories
No Categories Added

Removed Categories
No Categories Removed

ODP Business Solutions, LLC

DocuSigned by:

1C09BC77E45B48A...
Authorized Signature

Brian Abromovage

Printed Name

VP, Business Solutions

Title

3/25/2026

Date



Town of Delight,
Arkansas

ADDENDUM No. 2
26COR-067 Printing Services & Promotional Items
March 10, 2026

Bid Opening Date & Time

- The proposal submission deadline has been changed to **3:00PM CST March 27, 2026**

Replacement Document

- Delete “067 Section O-Market Basket Exercise” and replace with “067 Section O-Market Basket Exercise (rev 3.3.26)”.

This Addendum is hereby incorporated into and made a permanent part of the referenced solicitation. This Addendum supersedes any conflicting specifications, terms, or provisions contained in the original solicitation documents or previously issued addenda contained in the solicitation documents.

Respondents must sign and return this Addendum with its proposal submission. Failure to return a signed Addendum may result in rejection of the proposal.

ODP Business Solutions, LLC
Supplier

DocuSigned by:
_____
1C09BC77E45B48A...
Brian Abromovage
Printed Name
VP, Business Solutions
Title
3/25/2026
Date

Thank you for your interest in our bid opportunities and we welcome you to submit a response. Please be sure to review and comply with all specifications and requirements.

Addendum Description

Public Bid Opening: The public bid opening for this solicitation will be conducted virtually via webinar. Interested parties may observe the opening using the following link:
<https://events.teams.microsoft.com/event/45ec995d-4518-4d1f-81f0-608e9737a85f@aa442213-be0d-427e-bd90-9c4a5e7ab4c8>

Notice Modifications

Notice Information	From Value	To Value
No entries		

Category Modifications

Added Categories
No Categories Added

Removed Categories
No Categories Removed

DocuSigned by:



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3/27/2026

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PUBLIC SECTOR

Town of Delight, Arkansas

NOTICE TO RESPONDENT

Best Value Solicitation

Issued by:

TOWN OF DELIGHT, ARKANSAS

for

26COR-067 Printing Services & Promotional Items

SUBMITTAL DEADLINE: 3:00 p.m. CST, March 12, 2026

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TABLE OF CONTENTS

Appendix A - Requirements

- Section A Participating Agency Requirements
- Section B Lead Agency Requirements
- Section C Federal Contract Terms and Conditions
- Section D New Jersey Business Compliance
- Section E State Notice Addendum

Appendix B – Best Value Solicitation

- Section F Background & Scope
- Section G Submission Protocol; Evaluation; Award
- Section H Requirements for National Cooperative Contract
- Section I Form of Master Agreement
- Section J Master Agreement Acceptance Form
- Section K Form of Administration Agreement
- Section L Form of Master Intergovernmental Cooperative Purchasing Agreement
- Section M Lead Public Agency Certificate
- Section N Technical Proposal
- Section O Cost Proposal

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GENERAL CONTRACT DOCUMENTS AND INFORMATION

The following sets forth the contract documents contained in this suite of documents as applicable to CoreTrust, Lead Agency, Supplier, and the applicable participating agency.

DOCUMENT	TITLE	PARTIES	PURPOSE
APPENDIX A			
Section A*	Participating Agency Requirements	Participating Agency, Lead Agency, and Supplier	These Sections provide the Participating Agencies and Lead Agency’s respective statutory and regulatory requirements with which the Supplier must comply. *Sections A and B may be modified as necessary to meet an individual participating public entity’s statutory and regulatory requirements.
Section B*	Lead Agency Requirements		
Section C	Federal Contract Terms and Conditions		
Section D	New Jersey Business Compliance		
Section E	State Notice Addendum		
APPENDIX B			
Section F	Background & Scope	Lead Agency, Supplier, and CoreTrust	These Sections provide the solicitation purpose(s), general scope, submission requirements, and evaluation and award information.
Section G	Submission Protocol; Evaluation; Award		
Section H	Requirements for National Cooperative Contract		
Section I	Form of Master Agreement	Lead Agency and Supplier	The Master Agreement defines: (i) the relationship between Lead Agency and Supplier; and (ii) the terms and pricing of Supplier’s products and/or services offered to Participating Agencies.
Section K	Form of Administration Agreement	Supplier and CoreTrust	The Administration Agreement defines the roles and obligations of CoreTrust and Supplier regarding marketing and selling CoreTrust’s cooperative purchasing program to Participating Agencies.
Section L	Form of Master Intergovernmental Cooperative Purchasing Agreement	Lead Agency and CoreTrust	The Master Intergovernmental Cooperative Purchasing Agreement allows Lead Agency’s Participating Agencies to acquire Supplier’s products and/or services through CoreTrust’s cooperative purchasing program.
Section M	Lead Public Agency Certificate	Lead Agency, Supplier, and CoreTrust	The Lead Public Agency Certificate is the Lead Agency’s agreement to adhere to the terms of the Master Intergovernmental Cooperative Purchasing Agreement (MICPA)
Section N	Technical Proposal		Sections N and O are designated for the Supplier’s use when developing their technical and cost proposals.
Section O	Cost Proposal		

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ORDERS OF PRECEDENCE

This contract is composed of the documents set forth in the Table of Contents. For purposes of this solicitation, conflicts among these documents shall be resolved in the following order of precedence:

1. Section F – Background & Scope
2. Section G – Submission Protocol; Evaluation; Award
3. Section A – Participating Agency Requirements
4. Section B – Lead Agency Requirements
5. Section C – Federal Contract Terms and Conditions
6. Section D – New Jersey Business Compliance
7. Section E – State Notice Addendum
8. Section K – Form of Administration Agreement
9. Section L – Form of Master Intergovernmental Cooperative Purchasing Agreement
10. Section I – Form of Master Agreement
11. Section N – Technical Proposal
12. Section O – Cost Proposal
13. Section H – Requirements for National Cooperative Contract
14. Section J – Master Agreement Acceptance Form
15. Section M – Lead Public Agency Certificate

For purposes of the awarded contract, conflicts among these documents shall be resolved in the following order of precedence:

1. Section A – Participating Agency Requirements
2. Section B – Lead Agency Requirements
3. Section C – Federal Contract Terms and Conditions
4. Section D – New Jersey Business Compliance
5. Section E – State Notice Addendum
6. Section F – Background & Scope
7. Section K – Administration Agreement
8. Section L – Master Intergovernmental Cooperative Purchasing Agreement
9. Section I – Master Agreement
10. Section N – Technical Proposal
11. Section O – Cost Proposal

APPENDIX A – REQUIREMENTS

SECTION A – PARTICIPATING AGENCY REQUIREMENTS

This section is reserved for use by Participating Agencies to include any state- or agency-specific requirements necessary for their compliance. Any such requirements apply only to that Participating Agency and where these terms conflict with other terms in this document, these terms supersede the general contract requirements solely for that Participating Agency's use of the Contract. They shall not override or modify the requirements of the Lead Agency and shall not create obligations for any other Participating Agency.

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SECTION B – LEAD AGENCY REQUIREMENTS

1. LEAD AGENCY BACKGROUND

The Town of Delight, Arkansas, is an incorporated municipality located in Pike County. Delight is dedicated to transparent governance, sound fiscal management, and the efficient delivery of public services to its residents. The Town values collaboration and supports initiatives that promote economic growth and operational efficiency within the community.

2. PAYMENT AND INVOICE PROVISIONS

- A. The Supplier must ensure that invoices are accurate, clear, and itemized to facilitate prompt payment and proper audit tracking. If the Lead or Participating Agency specifies a particular invoicing format or submission process, the Supplier must comply with those requirements in addition to the following minimum data elements.
- B. All invoices for purchases made under a resulting Contract, whether submitted electronically or in paper form, must include at a minimum the following information:
 - Contract Number
 - Supplier Name
 - Participating Agency Name
 - SKU(s) (if applicable)
 - Product or Service Name(s)
 - Description of Products or Services
 - Quantity
 - Unit of Measure (UOM)
 - Contract Not-to-Exceed (NTE) List Price
 - Discount(s) Applied, including both Contract-specific discounts and any special pricing more favorable than the Contract NTE List Price
 - Invoice Total
- C. All invoices for the lead agency shall be forwarded to:

Town of Delight
 ATTN: Accounts Payable
 307 Allen Street
 Delight, AR 72120
 or emailed to: cityofdelightar@gmail.com

3. FORCE MAJEURE

Neither the Lead Agency, any Participating Agency, nor the Supplier shall be liable for delay or failure to perform any obligation under this contract when such delay or failure is caused by circumstances beyond the reasonable control of the affected party and not due to its negligence or willful misconduct.

A force majeure occurrence includes but is not limited to: acts of God or natural disasters (such as storms, floods, earthquakes, or fires); war; terrorism; civil unrest; labor disputes; government actions or restrictions; epidemics or pandemics; transportation, communication, or utility interruptions; or other similar events that could not reasonably have been foreseen or prevented.

The affected party shall promptly notify the other party in writing describing the event, its expected duration, and plan to mitigate and resume performance. The affected party shall exercise commercially reasonable diligence to resume normal performance as soon as possible.

The period for performance shall be extended as reasonably necessary to compensate for the delay. During any Supplier delay, the Lead Agency or any Participating Agency may procure substitute goods or services to meet operational needs without penalty. If the force majeure condition continues for more than thirty (30) days, the parties shall determine an appropriate course of action, which may include equitable adjustment or termination of the affected portion of the contract without penalty.

No party shall be considered in default or held liable for damages arising from any delay or failure to perform under this section.

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Extreme Market Volatility. In the event of extreme and unforeseen volatility in the marketplace, defined as circumstances outside the control of the Supplier that materially affect pricing or availability of supply across the broader industry, the Lead Agency may, at its sole discretion, make an equitable adjustment to contract terms or pricing. Any such adjustment shall be supported by documentation demonstrating the cause and impact of the volatility and approved in writing before taking effect.

4. RECORD RETENTION

- A. The Supplier shall maintain all financial, accounting, and supporting records relevant to this contract in accordance with generally accepted accounting principles and all applicable laws and regulations. Such records shall be sufficient to document all transactions related to performance, billing, and payments under the contract.
- B. Records shall be retained for a minimum of five (5) years following the expiration or final payment of the contract, whichever is later. If any audit, claim, or litigation is initiated before the end of the retention period, records shall be kept until all such matters are resolved.
- C. Upon request, the Supplier shall provide access to these records to the Lead Agency, Participating Agencies, and any authorized representatives of said agency.
- D. Other sections of this solicitation or contract documents may contain additional record-retention requirements.

5. CONDITIONS OF CONTRACT

The Supplier shall comply with all applicable federal, state, and local laws, ordinances, regulations, and policies governing performance of this contract. This includes, but is not limited to, requirements related to labor, safety, nondiscrimination, accessibility, environmental protection, and procurement integrity. The Supplier is responsible for ensuring that all subcontractors and agents engaged in performance under this contract also comply with these requirements. Compliance obligations apply throughout the term of the contract and to any extensions or renewals.

6. NON-DISCRIMINATION AND ACCESSIBILITY

The Supplier shall not discriminate against any individual based on race, color, religion, sex, national origin, age, disability, marital status, sexual orientation, gender identity, or any other classification protected by federal, state, or local law. The Supplier shall comply with all applicable accessibility requirements, including the Americans with Disabilities Act (ADA).

7. SMALL AND VETERAN-OWNED BUSINESS PARTICIPATION

Participation by small businesses and veteran-owned businesses is encouraged in all solicitations and contracts. Suppliers and prime contractors are encouraged to include qualified small and veteran-owned businesses as subcontractors or supply partners whenever feasible.

8. INTELLECTUAL PROPERTY AND OWNERSHIP OF WORK PRODUCT

All work product, deliverables, reports, data, software, and documentation created or produced under this contract shall become the property of the contracting agency upon payment. The Supplier shall not use, reproduce, or disclose such materials for any purpose other than performance of this contract without prior written consent from the contracting agency.

The Supplier warrants that all materials, software, and processes provided under this contract are free from infringement of any patent, copyright, trademark, or other intellectual property right. The Supplier shall indemnify and hold harmless the Lead Agency and any Participating Agency from any claim or liability arising from such infringement.

All data belonging to the Lead Agency or any Participating Agency remains the sole property of that agency and shall be returned in a usable format upon request or at termination of the contract. The Supplier shall not retain, sell, or distribute such data without written authorization.

9. CONFIDENTIALITY AND PUBLIC RECORDS

All information, data, and materials provided by any contracting agency, including the Lead Agency and Participating Agencies for performance under this contract remain the property of the originating agency and shall be kept confidential by the Supplier. Such information shall not be disclosed, copied, or used for

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any purpose other than performance of this contract without prior written authorization from the agency that owns the information.

The Supplier acknowledges that the **Arkansas Freedom of Information Act (Ark. Code Ann. § 25-19-101 et seq.)**, and other comparable state or local public-records laws, may apply to records related to this contract. Suppliers asserting that portions of their submissions are proprietary or confidential must clearly mark those specific sections at the time of submission. The final determination regarding disclosure will be made by the applicable contracting agency in accordance with its governing law.

10. DEFAULT AND REMEDIES

The Supplier shall perform all work, deliverables, and services in a timely, professional manner consistent with generally accepted industry standards and the specifications of this contract. The Lead Agency shall have the right to monitor and evaluate Supplier performance throughout the term of the agreement, including the review of responsiveness, quality, accuracy, and timeliness of work.

If the Supplier's performance is determined to be unsatisfactory, the Lead Agency may issue a written notice requiring corrective action within a specified period. Continued nonperformance, delay, or failure to comply with contract requirements may result in further action, including suspension of work, rejection of deliverables, or termination of the contract.

Participating Agencies may provide performance feedback to the Lead Agency for consideration during ongoing monitoring or contract-renewal evaluations.

11. NO BOYCOTT OF ISRAEL.

By entering this Agreement, Supplier certifies that it is not currently engaged in and agrees for the duration of the term of this Agreement not to engage in a boycott of Israel.

12. NO BOYCOTT OF THE ENERGY, FOSSIL FUEL, FIREARMS, AND AMMUNITION INDUSTRIES.

By entering this Agreement, Supplier certifies that it is not currently engaged in and agrees for the duration of the term of this Agreement not to engage in a boycott of energy, fossil fuel, firearms, and ammunition industries.

13. SEVERABILITY

If any provision is found invalid or unenforceable, the remaining provisions remain in full force and effect.

SECTION C – FEDERAL CONTRACT TERMS AND CONDITIONS
[Attachment to Follow]

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FEDERAL CONTRACT TERMS AND CONDITIONS

When a participating agency seeks to procure goods and services using funds under a Federal grant or contract, specific Federal laws, regulations, and requirements may apply in addition to those under state law, including without limitation the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200 (sometimes referred to as the “**Uniform Guidance**” or “**EDGAR**” requirements).

All Respondents submitting proposals must complete this Federal Contract Terms and Conditions certification form regarding Respondent's compliance with certain requirements which may be applicable to specific participating agency purchases using Federal grant funds. This completed form shall be made available to Participating Agencies for their use while considering their purchasing options when using Federal grant funds. Participating Agencies may also require supplier partners to enter into ancillary agreements, in addition to the Master Agreement's general terms and conditions, to address the Participating Agency's specific contractual needs, including contract requirements for a procurement using Federal grants or contracts.

For each of the items below, Respondent should certify its agreement and ability to comply, where applicable, by having its authorized representative sign the acknowledgment at the end of this form. If Respondent fails to complete any item in this form, CoreTrust shall consider Respondent's response to be that it is unable or unwilling to comply. A negative response to any of the items may, if applicable, impact the ability of a participating agency to purchase from the supplier partner using Federal funds.

1. SUPPLIER PARTNER VIOLATION OR BREACH OF CONTRACT TERMS

Contracts for more than the simplified acquisition threshold currently set at three hundred fifty thousand dollars (\$350,000), which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 USC 1908, must address administrative, contractual, or legal remedies in instances where supplier partners violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Any contract award shall be subject to the Master Agreement, as well as any additional terms and conditions in any purchase order, participating agency ancillary contract, or Participating Agency construction contract agreed upon by supplier partner and the Participating Agency which must be consistent with and protect the Participating Agency at least to the same extent as the Master Agreement.

The remedies under this agreement are in addition to any other remedies that may be available under law or in equity. By submitting a proposal, you agree to these supplier partner violation and breach of contract terms.

2. TERMINATION FOR CAUSE OR CONVENIENCE

When a participating agency expends Federal funds, the participating agency reserves the right to immediately terminate any agreement in excess of ten thousand dollars (\$10,000) resulting from this procurement process in the event of a material breach or default of the agreement by supplier partner in the event supplier partner fails to (after an opportunity to cure): (1) meet schedules, deadlines, and / or delivery dates within the time specified in the procurement solicitation, contract, and / or a purchase order; (2) make any payments owed; or (3) otherwise perform in accordance with the contract and / or the procurement solicitation. Participating agency also reserves the right to terminate the contract immediately, with written notice to supplier partner, for convenience, if participating agency believes, in its sole discretion that it is in the best interest of participating agency to do so. Respondent shall be compensated for work performed and accepted and goods accepted by participating agency as of the termination date if the contract is terminated for convenience of participating agency and any other costs permitted under the Federal Acquisition Regulation (FAR) clauses in effect at the time of the execution of this agreement. Any award under this procurement process is not exclusive and participating agency reserves the right to purchase goods and services from other supplier partners when it is in participating agency's best interest consistent with the FAR.

3. EQUAL EMPLOYMENT OPPORTUNITY

Vendor shall be compliant with equal opportunity regulations in effect at the time of the execution of this agreement.

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4. DAVIS-BACON ACT

When applicable, supplier partner agrees that, for all participating agency prime construction contracts / purchases in excess of two thousand dollars (\$2,000), supplier partner shall comply with the Davis-Bacon Act (40 USC 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, supplier partner is required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, supplier partner shall pay wages not less than once a week. The Participating Agency is responsible for denoting that the Davis-Bacon Act is applicable and designate the relevant wage determination.

Current prevailing wage determinations issued by the Department of Labor are available at www.wdol.gov. Supplier partner agrees that, for any purchase to which this requirement applies, the award of the purchase to the supplier partner is conditioned upon supplier partner's acceptance of the wage determination as designated by the Participating Agency.

Supplier partner further agrees that it shall also comply with the Copeland "Anti-Kickback" Act (40 USC 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States.") The Act provides that each supplier partner or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled.

5. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT

Where applicable, for all participating agency contracts or purchases in excess of one hundred thousand dollars (\$100,000) that involve the employment of mechanics or laborers, supplier partner agrees to comply with 40 USC 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 USC 3702 of the Act, supplier partner is required to compute the wages of every mechanic and laborer on the basis of a standard work week of forty (40) hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one-and-a-half times the basic rate of pay for all hours worked in excess of forty (40) hours in the work week. The requirements of 40 USC 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous, or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

6. RIGHT TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT

If the participating agency's Federal award meets the definition of "funding agreement" under 37 CFR 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance or experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts, and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Supplier partner agrees to comply with the above requirements when applicable.

7. CLEAN AIR ACT AND FEDERAL WATER POLLUTION CONTROL ACT

Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act (33 USC 1251-1387), as amended – Contracts and subgrants of amounts in excess of one hundred fifty thousand dollars (\$150,000) must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act, as amended (33 USC 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

When required, supplier partner agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act and the Federal Water Pollution Control Act.

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8. DEBARMENT AND SUSPENSION

Debarment and Suspension (Executive Orders 12549 and 12689) - A contract award (see 2 CFR 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR Part 1966 Comp. p. 189) and 12689 (3 CFR Part 1989 Comp. p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Supplier partner certifies that supplier partner is not currently listed on the government-wide exclusions in SAM, is not debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier partner further agrees to immediately notify CoreTrust and all Participating Agencies with pending purchases or seeking to purchase from supplier partner if supplier partner is later listed on the government-wide exclusions in SAM, or is debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549.

9. BYRD ANTI-LOBBYING AMENDMENT

Byrd Anti-Lobbying Amendment (31 USC 1352) - Supplier partners that apply or bid for an award exceeding one hundred thousand dollars (\$100,000) must file the required certification. Each tier certifies to the tier above that it shall not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 USC 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. As applicable, supplier partner agrees to file all certifications and disclosures required by the Byrd Anti-Lobbying Amendment (31 USC 1352).

DocuSigned by:

Brian Abromavage

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Respondent's **SIGNATURE**

10. PROFIT AS A SEPARATE ELEMENT OF PRICE

For purchases using Federal funds in excess of three hundred fifty thousand dollars (\$350,000), a participating agency may be required to negotiate profit as a separate element of the price. See, 2 CFR 200.324(b). When required by a participating agency, supplier partner agrees to provide information and negotiate with the participating agency regarding profit as a separate element of the price for a particular purchase. However, supplier partner agrees that the total price, including profit, charged by supplier partner to the participating agency shall not exceed the awarded pricing, including any applicable discount, under supplier partner's Master Agreement.

11. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT

Supplier partner agrees that recipients and subrecipients are prohibited from obligating or expending loan or grant funds to procure or obtain, extend, or renew a contract to procure or obtain, or enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system from companies described in Public Law 115-232, section 889. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country are also prohibited.

12. DOMESTIC PREFERENCES FOR PROCUREMENTS

For participating agency purchases utilizing Federal funds, Respondent agrees to comply with the applicable domestic preference requirements including The Trade Agreements Act and Buy American Act.

13. GENERAL COMPLIANCE AND COOPERATION WITH PARTICIPATING AGENCIES

In addition to the foregoing specific requirements, supplier partner agrees, in accepting any purchase order from a Participating Agency, it shall make a good faith effort to work with Participating Agencies to provide such information and to satisfy such requirements as may apply to a particular participating agency purchase or purchases including without limitation applicable recordkeeping and record retention requirements.

14. APPLICABILITY TO SUBCONTRACTORS

Supplier partner agrees that all contracts it awards pursuant to the Master Agreement shall be bound by the foregoing terms and conditions to the extent applicable.

By my signature below, I certify that the information in this form is true, complete, and accurate and that I am authorized by my company to make this certification and all consents and agreements contained herein.

Brian Abromovage	DocuSigned by: Brian Abromovage 1C09BC77E45B48A...	3/25/2026
Printed Name of Representative		Date
ODP Business Solutions, LLC	6600 North Military Trail, Boca Raton, FL 33496-2434	11-865-7778
Company Name	Address	DUNS No. (if applicable)

*Please see attached Letter of Clarification-Exceptions.

SECTION D – NEW JERSEY BUSINESS COMPLIANCE**New Jersey Business Compliance – Limitation of Applicability**

The New Jersey Business Compliance requirements and Attachments listed in this Section are included to ensure that the Contract can be used by New Jersey agencies in compliance with their state requirements. Their inclusion ensures that the Master Agreement may be lawfully promoted and used by New Jersey agencies.

To simplify administration, vendors are asked to complete the Attachments at the time of proposal submission. Completion in such cases is for administrative convenience only and shall not create any obligation in any state that does not permit or require such provisions.

These requirements are applicable only when a government agency located in New Jersey is acting as the procuring or Participating Agency. For all other Lead Agencies and Participating Agencies, the New Jersey requirements do not apply. Agencies outside of New Jersey are not required to complete or comply with these Attachments or statutory references as a condition of response, evaluation, or award.

The procurement laws of the Lead Agency and each Participating Agency shall govern, and any conflicting provisions in the New Jersey Business Compliance materials shall have no effect outside of New Jersey.

The inclusion of these New Jersey forms is necessary for New Jersey's participation but does not create obligations for Respondents outside New Jersey and shall have no effect on eligibility for award under this Solicitation, except where New Jersey itself is the procuring or Participating Agency.

Applicability of Attachment 3 – New Jersey Only

Attachment 3 – Affirmative Action Affidavit (P.L. 1975, c.127) is included solely to satisfy requirements under New Jersey law. This Attachment is applicable **only** to solicitations, contracts, or orders issued by government agencies located in New Jersey or other entities conducting procurements under New Jersey law.

In jurisdictions outside New Jersey, completion of Attachment 3 is subject to the laws of that jurisdiction. If a state or local government does not permit or require this type of affidavit, vendors are not obligated to submit it, and no adverse action will result from leaving it incomplete.

To simplify administration, vendors are asked to complete Attachment 3 at the time of proposal submission. Completion in jurisdictions that do not require it is for administrative convenience only and does not create any legal obligation.

For clarity, the inclusion of Attachment 3 does not create any obligation for vendors in Arkansas or in any other state that does not permit or require such provisions. Non-compliance with New Jersey's requirements shall have no effect on a vendor's eligibility for award or fulfillment of orders under this Solicitation, except where a government agency located in New Jersey is the procuring or Participating Agency.

[Attachments to Follow]

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NEW JERSEY BUSINESS COMPLIANCE

Respondents intending to do business in the State of New Jersey shall comply with policies and procedures required by New Jersey statutes. All Respondents must complete and submit the following forms to meet the requirements of doing business in this state. Failure to comply shall affect the ability to promote the Master Agreement in the State of New Jersey as required hereunder.

INCLUDED IN PROPOSAL	ATTACHMENT	FORM
DocuSigned by: <i>Brian Abromonage</i> 1C09BC77E45B48A...	Attachment 1	Ownership Disclosure Form
<i>Brian Abromonage</i> 1C09BC77E45B48A...	Attachment 2	Non-Collusion Affidavit
<i>Brian Abromonage</i> 1C09BC77E45B48A...	Attachment 3	Affirmative Action Affidavit
<i>Brian Abromonage</i> 1C09BC77E45B48A...	Attachment 4	Political Contribution Disclosure Form
DocuSigned by: <i>Brian Abromonage</i> 1C09BC77E45B48A...	Attachment 5	Stockholder Disclosure Certification
<i>Brian Abromonage</i> 1C09BC77E45B48A...	Attachment 6	Certification of Non-Involvement in Prohibited Activities in Iran
DocuSigned by: <i>Brian Abromonage</i> 1C09BC77E45B48A...	Attachment 7	New Jersey Business Registration Certificate
<i>Brian Abromonage</i> 1C09BC77E45B48A...	Attachment 8	Certification of Non-Involvement in Prohibited Activities in Russia or Belarus

New Jersey vendors are required to comply with the following New Jersey statutes when applicable:

- (1) All anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38;
- (2) Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act;
- (3) Compliance with Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26; and
- (4) Bid and Performance Security, as required by the applicable municipal or state statutes.

[Attachments to Follow]

ATTACHMENT 1 –OWNERSHIP DISCLOSURE FORM

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

Name of Organization: ODP Business Solutions, LLC

Organization Address: 6600 North Military Trail, Boca Raton, FL 33496-2434

Part I Check the box that represents the type of business organization:

- ☐ Sole Proprietorship (skip Parts II and III, execute certification in Part IV)
- ☐ Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)
- ☐ For-Profit Corporation (any type)
- ☒ Limited Liability Company (LLC)
- ☐ Partnership
- ☐ Limited Partnership
- ☐ Limited Liability Partnership (LLP)
- ☐ Other (be specific):

Part II

☒ The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. (COMPLETE THE LIST BELOW IN THIS SECTION)

OR

☐ No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. (SKIP TO PART IV)

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Address
ODP Business Solutions Holdings, LLC	6600 N Military Trail, Boca Raton, FL 33424-3424
ODP Business Solutions Holdings, LLC	is beneficially owned by investment funds managed by Atlas FRM LLC (d/b/a Atlas Holdings LLC). No natural person directly or indirectly owns 10% or more of the equity interests of ODP Business Solutions Holdings, LLC.

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Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed.**

Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s
ODP Business Solutions, LLC is privately owned.	N/A

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above**. The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address
ODP Business Solutions Holdings, LLC	6600 N Military Trail, Boca Raton, FL 33424-3424
ODP Business Solutions Holdings, LLC is beneficially owned by investment funds managed by Atlas FRM LLC (d/b/a Atlas Holdings LLC). No natural person directly or indirectly owns 10% or more of the equity interests of ODP Business Solutions Holdings, LLC.	

Part IV CERTIFICATION

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the **[New Jersey Government Entity]** is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with **[NJ Government Entity]** to notify the **[NJ Government Entity]** in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the **[NJ Government Entity]** to declare any contract(s) resulting from this certification void and unenforceable.

coretrust | Public Sector**ATTACHMENT 2 – NON-COLLUSION AFFIDAVIT**
(N.J.S.A. 52:34-15)

Respondent Name:	ODP Business Solutions, LLC
Respondent Address:	6600 North Military Trail, Boca Raton, FL 33496-2434

State of ~~New Jersey~~ Pennsylvania
County of Luzerne

I, Brian Abromovage, residing in Wyoming in the County of Luzerne, State of Pennsylvania of full age, being duly sworn according to law on my oath depose and say that:

I am the VP, Business Solutions of the firm of ODP Business Solutions, LLC, the Respondent making the Proposal for the goods, services, or public work specified under the **26COR-067 Printing Services & Promotional Items** attached proposal, and that I executed the said proposal with full authority to do so; that said Respondent has not directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above proposal; and that all statements contained in said bid proposal and in this affidavit are true and correct, and made with full knowledge that the Town of Delight, Arkansas relies upon the truth of the statements contained in said bid proposal and in the statements contained in this affidavit in awarding the contract for the said goods, services, or public work.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by ODP Business Solutions, LLC.

Subscribed and sworn to
before me this day

March 16, 2026

Joshua Minetola
Notary Public Signature

My Commission expires July 20 2026,
20__

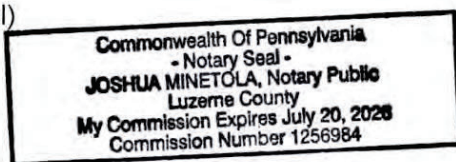
Brian Abromovage

Signature

Brian Abromovage

Type or print name of affiant under signature

(Seal)



coretrust | Public Sector**ATTACHMENT 3 – AFFIRMATIVE ACTION AFFIDAVIT
(P.L. 1975, c. 127)**

Respondent Full Name:	ODP Business Solutions, LLC
Respondent Address:	6600 North Military Trail Boca Raton, FL 33496-2434

Proposal Certification: Indicate below your company's compliance with the New Jersey Affirmative Action regulations. Respondent's proposal shall be accepted even if not in compliance at this time. No contract and / or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Documentation:

Respondent shall submit with its proposal:

(1) Letter of Federal Affirmative Action Plan Approval

OR

(2) Certificate of Employee Information Report

OR

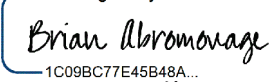
(3) Employee Information Report Form AA302

Public Work – Project Cost over \$50,000:

- (1) If Respondent has no approved Federal or New Jersey Affirmative Action Plan, Company shall complete New Jersey Form AA-201 upon award; or
- (2) Respondent has a federal or New Jersey Affirmative Action Plan, and the certificate is enclosed.

I further certify the statements and information contained herein are complete and correct to the best of my knowledge and belief.

DocuSigned by:

 _____
1C09BC77E45B48A...

Brian Abromovage

Printed Name

VP, Business Solutions

Title

3/25/2026

Date

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During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, shall not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor shall take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable shall, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants shall receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, shall send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, and labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it shall discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading, and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

DocuSigned by:


 1C09BC77E45B48A...
Signature of Respondent



A NOTICE AND INVITATION TO ALL EMPLOYEES AND APPLICANTS

EQUAL OPPORTUNITY AND AFFIRMATIVE ACTION POLICY STATEMENT

The ODP Corporation has been and will continue to be an equal opportunity employer. To ensure full implementation of this equal opportunity policy, we will take steps to ensure that:

- a. Persons are recruited, hired, assigned and promoted without regard to race, national origin, religion, age, color, sex, sexual orientation, gender identity, disability, or protected veteran status, or any other characteristic protected by local, state, or federal laws, rules, or regulations.
- b. All other employment actions, such as compensation, benefits, transfers, layoffs and recall from layoffs, access to training, education, tuition assistance and social recreation programs are based on only job requirements and administered without regard to race, national origin, religion, age, color, sex, sexual orientation, gender identity, disability, or protected veteran status, or any other characteristic protected by local, state, or federal laws, rules, or regulations.
- c. Employees and applicants shall not be subjected to harassment, intimidation, threats, coercion or discrimination because they have: (1) filed a complaint; (2) assisted or participated in an investigation, compliance review, hearing or any other activity related to the administration of any federal, state or local law requiring equal employment opportunity; (3) opposed any act or practice made unlawful by any federal, state or local law requiring equal opportunity or (4) exercised any other right protected by federal, state or local law requiring equal opportunity.

The Office of General Counsel is responsible for implementing the Company's legally required affirmative action programs related to individuals with a disability and protected veterans. As part of that responsibility, the Legal Employment Team, in collaboration with Human Resources, will administer a review and audit system to ensure compliance with the Company's required affirmative action obligations.

If you, as one of our associates or as an applicant for employment, have any questions about this policy or would like to review non-confidential portions of the Company's affirmative action plans for individuals with a disability or protected veterans, please contact your Human Resource Representative or the Office of the General Counsel via legaloperations@officedepot.com. This is also a reminder that associates may update their disability status at any time via [MyCloud](#) by updating the Personal Details section.

In closing, I ask all associates to assist and support equal employment opportunity for all.

Sincerely,

A handwritten signature in black ink, appearing to read "G. A. Gunckel", written over a horizontal line.

Craig Gunckel
Chief Executive Officer

Certification **67402**

CERTIFICATE OF EMPLOYEE INFORMATION REPORT RENEWAL

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of **15-May-2025** to **15-May-2028**

ODP BUSINESS SOLUTIONS, LLC
6600 NORTH MILITARY TRAIL
BOCA RATON FL 33496




ELIZABETH MAHER MUOIO
State Treasurer

ATTACHMENT 4 – C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM**Public Agency Instructions**

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information is available in Local Finance Notice 2006-1 (https://www.nj.gov/dca/divisions/dlgs/resources/lfn_2006.html).

1. The disclosure is required for all contracts in excess of \$17,500 that are **not awarded** pursuant to a “fair and open” process (N.J.S.A. 19:44A-20.7).

2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission shall not be allowed.

3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.

4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This shall assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.

a) The Division has prepared model disclosure forms for each county. They can be downloaded from the “County PCD Forms” link on the Pay-to-Play web site at https://www.state.nj.us/dca/divisions/dlgs/programs/pay_2_play.html. They shall be updated from time-to-time as necessary.

b) A public agency using these forms **should edit them to properly reflect the correct legislative district(s)**. As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**

c) Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.

d) The form may be used “as-is”, subject to edits as described herein.

e) The “Contractor Instructions” sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.

f) The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.

5. It is recommended that the contractor also complete a “Stockholder Disclosure Certification.” This shall assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract. (See Local Finance Notice 2006-7 for additional information on this obligation) A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. **NOTE: This section is not applicable to Boards of Education.**

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ATTACHMENT 4 – C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Contractor Instructions

Business entities (contractors) receiving contracts from a public agency in the state of New Jersey that are NOT awarded pursuant to a “fair and open” process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee*
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
 - of the public entity awarding the contract;
 - of that county in which that public entity is located;
 - of another public entity within that county; or
 - of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county.

The disclosure must list reportable contributions to any of the committees that exceed \$300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an “interest” ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees (PACs).

When the business entity is a natural person, “a contribution by that person’s spouse or child, residing therewith, shall be deemed to be a contribution by the business entity.” [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure.

Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report.

The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor’s responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement.

The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor’s submission and is disclosable to the public under the Open Public Records Act.

The contractor must also complete the attached Stockholder Disclosure Certification. This shall assist the agency in meeting its obligations under the law. **NOTE: This section does not apply to Board of Education contracts.**

*N.J.S.A. 19:44A-3(s): “The term “legislative leadership committee” means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures.”

ATTACHMENT 4 – C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Required Pursuant to N.J.S.A. 19:44A-20.26

This form or its permitted facsimile must be submitted to the local unit no later than 10 days prior to the award of the contract.

Part I – Vendor Information

Vendor Name:	ODP Business Solutions, LLC		
Address:	6600 North Military Trail		
City:	Boca Raton	State: FL	Zip: 33496-2434

The undersigned, being authorized to certify, hereby certifies that the submission provided herein represents compliance with the provisions of N.J.S.A. 19:44A-20.26 and as represented by the Instructions accompanying this form.

DocuSigned by:



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Brian Abromovage

VP, Business Solutions

Printed Name

Title

Part II – Contribution Disclosure

Disclosure requirement: Pursuant to N.J.S.A. 19:44A-20.26 this disclosure must include all reportable political contributions (more than \$300 per election cycle) over the 12 months prior to submission to the committees of the government entities listed on the form provided by the local unit.

☐ Check here if disclosure is provided in electronic form.

Contributor Name	Recipient Name	Date	Dollar Amount
N/A			\$

☐ Check here if the information is continued on subsequent page(s).

ATTACHMENT 4

List of Agencies with Elected Officials Required for Political Contribution Disclosure

N.J.S.A. 19:44A-20.26

County Name:

State: Governor, and Legislative Leadership Committees

Legislative District #s:

State Senator and two members of the General Assembly per district.

County:

Freeholders

County Clerk

Sheriff

{County Executive}

Surrogate

Municipalities (Mayor and members of governing body, regardless of title):

USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD FROM THE PAY TO PLAY SECTION OF THE
DLGS WEBSITE A COUNTY-BASED, CUSTOMIZABLE FORM.

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ATTACHMENT 5 – STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business: ODP Business Solutions, LLC

☒ I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

☐ I certify that no one stockholders owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

- | | | |
|---|--|--|
| ☐ Partnership | ☐ Corporation | ☐ Sole Proprietorship |
| ☐ Limited Partnership | ☒ Limited Liability Corporation
Company | ☐ Limited Liability Partnership |
| ☐ Subchapter S Corporation | | |

Sign and notarize the form below and, if necessary, complete the stockholder list below. Use more space as necessary. As an LLC, we have no stockholders; our sole member is ODP Business Solutions Holdings, LLC, which owns 100% of ODP Business Solutions, LLC. is ODP Business Solutions Holdings, LLC.

Stockholders:

Name: ODP Business Solutions Holdings, LLC
Home Address: 6600 North Military Trail
Boca Raton, FL 33496-2434

Name: _____
Home Address: _____

Name: _____
Home Address: _____

Name: _____
Home Address: _____

ODP Business Solutions Holdings, LLC is beneficially owned by investment funds managed by Atlas FRM LLC (d/b/a Atlas Holdings LLC). No natural person directly or indirectly owns 10% or more of the equity interests of ODP Business Solutions Holdings, LLC.

Subscribed and sworn to
before me this day

March 16, 2026

Joshua Minetola
Notary Public Signature

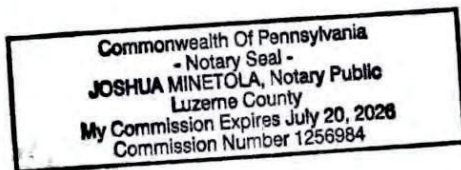
My Commission expires July 20, 2026

Brian Abromovage
Affiant

Brian Abromovage

Type or print name of affiant under signature

(Seal)



ATTACHMENT 6 - CERTIFICATION OF NON-INVOLVEMENT IN PROHIBITED ACTIVITIES IN IRAN

Pursuant to N.J.S.A. 52:32-58, Suppliers must certify that neither Supplier, nor any of its parents, subsidiaries, and/or affiliates (as defined in N.J.S.A. 52:32-56(e)(3)), is listed on the Department of Treasury's List of Persons or Entities Engaging in Prohibited Investment Activities in Iran and that neither is involved in any of the investment activities set forth in N.J.S.A. 52:32-56(f).

Suppliers wishing to do business in New Jersey through this contract must fill out the Certification of Non-Involvement in Prohibited Activities in Iran here:

<https://www.nj.gov/treasury/purchase/forms/DisclosureofInvestmentActivitiesinIran.pdf>

Suppliers should submit the above completed form as part of their proposal.



DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN FORM

STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY - DIVISION OF PURCHASE AND PROPERTY
33 WEST STATE STREET, P.O. BOX 230 TRENTON, NEW JERSEY 08625-0230

BID SOLICITATION # AND TITLE: 26COR-067 Printing Services & Promotional Items

VENDOR NAME: ODP Business Solutions, LLC

Pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4) any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must certify that neither the person nor entity, nor any of its parents, subsidiaries, or affiliates, is identified on the New Jersey Department of the Treasury's Chapter 25 List as a person or entity engaged in investment activities in Iran. The Chapter 25 list is found on the Division's website at <https://www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf>. Vendors/Bidders must review this list prior to completing the below certification. If the Director of the Division of Purchase and Property finds a person or entity to be in violation of the law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

CHECK THE APPROPRIATE BOX

☒ I certify, pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4), that neither the Vendor/Bidder listed above nor any of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List of entities determined to be engaged in prohibited activities in Iran.

OR

☐ I am unable to certify as above because the Vendor/Bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List. I will provide a detailed, accurate and precise description of the activities of the Vendor/Bidder, or one of its parents, subsidiaries or affiliates, has engaged in regarding investment activities in Iran by completing the information requested below.

Entity Engaged in Investment Activities
Relationship to Vendor/ Bidder
Description of Activities

Duration of Engagement
Anticipated Cessation Date

**Attach Additional Sheets If Necessary.*

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I may be subject to criminal prosecution under the law, and it will constitute a material breach of my contract(s) with the State, permitting the State to declare any contract(s) resulting from this certification void and unenforceable.

DocuSigned by:

Brian Abromovage

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3/25/2026

Date

Brian Abromovage, VP, Business Solutions

Print Name and Title

**ATTACHMENT 7 – NEW JERSEY BUSINESS REGISTRATION CERTIFICATE
(N.J.S.A 52:32-44)**

Suppliers wishing to do business in New Jersey must submit their State Division of Revenue issued Business Registration Certificate as part of their proposal. Failure to do so shall disqualify Supplier from offering products or services in New Jersey through any resulting contract.

[State of NJ - Department of the Treasury - Division of Revenue Business Registration Certificate](#)



STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE

Taxpayer Name: ODP BUSINESS SOLUTIONS LLC

Trade Name:

Address: P.O. BOX 5029
BOCA RATON, FL 33431

Certificate Number: 2690742

Effective Date: May 11, 2022

Date of Issuance: May 05, 2023

For Office Use Only:

20230505104127865

coretrust | Public Sector**ATTACHMENT 8 – CERTIFICATION OF NON-INVOLVEMENT IN PROHIBITED ACTIVITIES
IN RUSSIA OR BELARUS**

Pursuant to N.J.S.A. 52:32-60.1, et seq. ([L. 2022, c. 3](#)) any person or entity (hereinafter “Vendor”) that seeks to enter into or renew a contract with a State agency for the provision of goods or services, or the purchase of bonds or other obligations, must complete the certification below indicating whether or not the Vendor is identified on the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, available here: <https://sanctionssearch.ofac.treas.gov/>. If the Department of the Treasury finds that a Vendor has made a certification in violation of the law, it shall take any action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

I, the undersigned, certify that I have read the definition of “Vendor” below, and have reviewed the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, and having done so certify:

(Check the Appropriate Box)

☒ A. That the Vendor is not identified on the [OFAC Specially Designated Nationals and Blocked Persons list](#) on account of activity related to Russia and/or Belarus.

OR

☐ B. That I am unable to certify as to “A” above, because the Vendor is identified on the [OFAC Specially Designated Nationals and Blocked Persons list](#) on account of activity related to Russia and/or Belarus.

OR

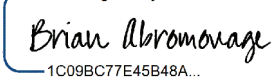
☐ C. That I am unable to certify as to “A” above, because the Vendor is identified on the [OFAC Specially Designated Nationals and Blocked Persons list](#). However, the Vendor is engaged in activity related to Russia and/or Belarus consistent with federal law, regulation, license or exemption. A detailed description of how the Vendor’s activity related to Russia and/or Belarus is consistent with federal law is set forth below.

(Attach Additional Sheets If
Necessary.)

ODP Business Solutions, LLC

Company Name

DocuSigned by:

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Agent

86-2161688

FEID Number

Brian Abromovage

Typed Name

3/25/2026

Date

Vendor means: (1) A natural person, corporation, company, limited partnership, limited liability partnership, limited liability company, business association, sole proprietorship, joint venture, partnership, society, trust, or any other nongovernmental entity, organization, or group; (2) Any governmental entity or instrumentality of a government, including a multilateral development institution, as defined in Section 1701(c)(3) of the International Financial Institutions Act, 22 U.S.C. 262r(c)(3); or (3) Any parent, successor, subunit, direct or indirect subsidiary, or any entity under common ownership or control with, any entity described in paragraph (1) or (2).

SECTION E – STATE NOTICE ADDENDUM

[Attachment to Follow]

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STATE NOTICE ADDENDUM

Pursuant to certain state notice provisions, including but not limited to Oregon Revised Statutes Chapter 279A.220, the following public agencies and political subdivisions of the referenced public agencies are eligible to register with CoreTrust and access the Master Agreement made pursuant to this solicitation, and hereby given notice of the foregoing solicitation for purposes of complying with the procedural requirements of said statutes:

Nationwide:

State of Alabama	State of Hawaii	Commonwealth of Massachusetts	State of New Mexico	State of South Dakota
State of Alaska	State of Idaho	State of Michigan	State of New York	State of Tennessee
State of Arizona	State of Illinois	State of Minnesota	State of North Carolina	State of Texas
State of Arkansas	State of Indiana	State of Mississippi	State of North Dakota	State of Utah
State of California	State of Iowa	State of Missouri	State of Ohio	State of Vermont
State of Colorado	State of Kansas	State of Montana	State of Oklahoma	Commonwealth of Virginia
State of Connecticut	Commonwealth of Kentucky	State of Nebraska	State of Oregon	State of Washington
State of Delaware	State of Louisiana	State of Nevada	Commonwealth of Pennsylvania	State of West Virginia
State of Florida	State of Maine	State of New Hampshire	State of Rhode Island	State of Wisconsin
State of Georgia	State of Maryland	State of New Jersey	State of South Carolina	State of Wyoming
District of Columbia	Commonwealth of Puerto Rico			

Lists of political subdivisions, local governments, and tribal governments in the above referenced states / districts may be found at <https://www.usa.gov/state-governments>. Notwithstanding anything to the contrary herein, the aforementioned lists are not exhaustive; to the extent any new public agency, entity, or political subdivision is formed after the publication date of this solicitation, such new agency, entity, or subdivision shall be deemed contemplated hereunder.

[Remainder of page intentionally left blank.]

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CITIES, TOWNS, VILLAGES, AND BOROUGHES INCLUDING BUT NOT LIMITED TO:

BAKER CITY GOLF COURSE, OR
CITY OF ADAIR VILLAGE, OR
CITY OF ASHLAND, OR
CITY OF AUMSVILLE, OR
CITY OF AURORA, OR
CITY OF BAKER, OR
CITY OF BATON ROUGE, LA
CITY OF BEAVERTON, OR
CITY OF BEND, OR
CITY OF BOARDMAN, OR
CITY OF BONANAZA, OR
CITY OF BOSSIER CITY, LA
CITY OF BROOKINGS, OR
CITY OF BURNS, OR
CITY OF CANBY, OR
CITY OF CANYONVILLE, OR
CITY OF CLATSKANIE, OR
CITY OF COBURG, OR
CITY OF CONDON, OR
CITY OF COQUILLE, OR
CITY OF CORVALLI, OR
CITY OF CORVALLIS PARKS
AND RECREATION DEPT.,
OR
CITY OF COTTAGE GROVE,
OR
CITY OF DONALD, OR
CITY OF EUGENE, OR
CITY OF FOREST GROVE,
OR
CITY OF GOLD HILL, OR
CITY OF GRANTS PASS, OR
CITY OF GRESHAM, OR
CITY OF HILLSBORO, OR
CITY OF INDEPENDENCE,
OR
CITY AND COUNTY OF
HONOLULU, HI
CITY OF KENNER, LA
CITY OF LA GRANDE, OR
CITY OF LAFAYETTE, LA
CITY OF LAKE CHARLES, OR
CITY OF LEBANON, OR
CITY OF MCMINNVILLE, OR
CITY OF MEDFORD, OR
CITY OF METAIRIE, LA
CITY OF MILL CITY, OR
CITY OF MILWAUKIE, OR
CITY OF MONROE, LA
CITY OF MOSIER, OR
CITY OF NEW ORLEANS, LA
CITY OF NORTH PLAINS, OR
CITY OF OREGON CITY, OR
CITY OF PILOT ROCK, OR
CITY OF PORTLAND, OR
CITY OF POWERS, OR
CITY OF PRINEVILLE, OR
CITY OF REDMOND, OR

CITY OF REEDSPORT, OR
CITY OF RIDDLE, OR CITY
OF ROGUE RIVER, OR
CITY OF ROSEBURG, OR
CITY OF SALEM, OR
CIT OF SANDY, OR
CITY OF SCAPPOOSE, OR
CITY OF SHADY COVE, OR
CITY OF SHERWOOD, OR
CITY OF SHREVEPORT, LA
CITY OF SILVERTON, OR
CITY OF SPRINGFIELD, OR
CITY OF ST. HELENS, OR
CITY OF ST. PAUL, OR
CITY OF SULPHUR, LA
CITY OF TIGARD, OR
CITY OF TROUTDALE, OR
CITY OF TUALATIN, OR
CITY OF WALKER, LA
CITY OF WARRENTON, OR
CITY OF WEST LINN, OR
CITY OF WILSONVILLE, OR
CITY OF WINSTON, OR
CITY OF WOODBURN, OR
LEAGUE OF OREGON CITIES
THE CITY OF HAPPY VALLEY
OREGON
ALPINE, UT
ALTA, UT
ALTAMONT, UT
ALTON, UT
AMALGA, UT
AMERICAN FORK CITY, UT
ANNABELLA, UT
ANTIMONY, UT
APPLE VALLEY, UT
AURORA, UT
BALLARD, UT
BEAR RIVER CITY, UT
BEAVER, UT
BICKNELL, UT
BIG WATER, UT
BLANDING, UT
BLUFFDALE, UT
BOULDER, UT
CITY OF BOUNTIFUL, UT
BRIAN HEAD, UT
BRIGHAM CITY
CORPORATION, UT
BRYCE CANYON CITY, UT
CANNONVILLE, UT
CASTLE DALE, UT
CASTLE VALLEY, UT
CITY OF CEDAR CITY, UT
CEDAR FORT, UT
CITY OF CEDAR HILLS, UT
CENTERFIELD, UT
CENTERVILLE CITY
CORPORATION, UT
CENTRAL VALLEY, UT
CHARLESTON, UT
CIRCLEVILLE, UT

CLARKSTON, UT
CLAWSON, UT
CLEARFIELD, UT
CLEVELAND, UT
CLINTON CITY
CORPORATION, UT
COALVILLE, UT
CORINNE, UT
CORNISH, UT
COTTONWOOD HEIGHTS, UT
DANIEL, UT
DELTA, UT
DEWEYVILLE, UT
DRAPER CITY, UT
DUCHESNE, UT
EAGLE MOUNTAIN, UT
EAST CARBON, UT
ELK RIDGE, UT
ELMO, UT
ELSINORE, UT
ELWOOD, UT
EMERY, UT
ENOCH, UT
ENTERPRISE, UT
EPHRAIM, UT
ESCALANTE, UT
EUREKA, UT
FAIRFIELD, UT
FAIRVIEW, UT
FARMINGTON, UT
FARR WEST, UT
FAYETTE, UT
FERRON, UT
FIELDING, UT
FILLMORE, UT
FOUNTAIN GREEN, UT
FRANCIS, UT
FRUIT HEIGHTS, UT
GARDEN CITY, UT
GARLAND, UT
GENOLA, UT
GLENDALE, UT
GLENWOOD, UT
GOSHEN, UT
GRANTSVILLE, UT
GREEN RIVER, UT
GUNNISON, UT
HANKSVILLE, UT
HARRISVILLE, UT
HATCH, UT
HEBER CITY CORPORATION,
UT
HELPER, UT
HENEFER, UT
HENRIEVILLE, UT
HERRIMAN, UT
HIDEOUT, UT
HIGHLAND, UT
HILDALE, UT
HINCKLEY, UT
HOLDEN, UT
HOLLADAY, UT

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HONEYVILLE, UT
 HOOPER, UT
 HOWELL, UT
 HUNTINGTON, UT
 HUNTSVILLE, UT
 CITY OF HURRICANE, UT
 HYDE PARK, UT
 HYRUM, UT
 INDEPENDENCE, UT
 IVINS, UT
 JOSEPH, UT
 JUNCTION, UT
 KAMAS, UT
 KANAB, UT
 KANARRAVILLE, UT
 KANOSH, UT
 KAYSVILLE, UT
 KINGSTON, UT
 KOOSHAREM, UT
 LAKETOWN, UT
 LA VERKIN, UT
 LAYTON, UT
 LEAMINGTON, UT
 LEEDS, UT
 LEHI CITY CORPORATION,
 UT
 LEVAN, UT
 LEWISTON, UT
 LINDON, UT
 LOA, UT
 LOGAN CITY, UT
 LYMAN, UT
 LYNNDYL, UT
 MANILA, UT
 MANTI, UT
 MANTUA, UT
 MAPLETON, UT
 MARRIOTT-SLATERVILLE,
 UT
 MARYSVALE, UT
 MAYFIELD, UT
 MEADOW, UT
 MENDON, UT
 MIDVALE CITY INC., UT
 MIDWAY, UT
 MILFORD, UT
 MILLVILLE, UT
 MINERSVILLE, UT
 MOAB, UT
 MONA, UT
 MONROE, UT
 CITY OF MONTICELLO, UT
 MORGAN, UT
 MORONI, UT
 MOUNT PLEASANT, UT
 MURRAY CITY
 CORPORATION, UT
 MYTON, UT
 NAPLES, UT
 NEPHI, UT
 NEW HARMONY, UT
 NEWTON, UT

NIBLEY, UT
 NORTH LOGAN, UT
 NORTH OGDEN, UT
 NORTH SALT LAKE CITY, UT
 OAK CITY, UT
 OAKLEY, UT
 OGDEN CITY
 CORPORATION, UT
 OPHIR, UT
 ORANGEVILLE, UT
 ORDERVILLE, UT
 OREM, UT
 PANGUITCH, UT
 PARADISE, UT
 PARAGONAH, UT
 PARK CITY, UT
 PAROWAN, UT
 PAYSON, UT
 PERRY, UT
 PLAIN CITY, UT
 PLEASANT GROVE CITY, UT
 PLEASANT VIEW, UT
 PLYMOUTH, UT
 PORTAGE, UT
 PRICE, UT
 PROVIDENCE, UT
 PROVO, UT
 RANDOLPH, UT
 REDMOND, UT
 RICHFIELD, UT
 RICHMOND, UT
 RIVERDALE, UT
 RIVER HEIGHTS, UT
 RIVERTON CITY, UT
 ROCKVILLE, UT
 ROCKY RIDGE, UT
 ROOSEVELT CITY
 CORPORATION, UT
 ROY, UT
 RUSH VALLEY, UT
 CITY OF ST. GEORGE, UT
 SALEM, UT
 SALINA, UT
 SALT LAKE CITY
 CORPORATION, UT
 SANDY, UT
 SANTA CLARA, UT
 SANTAQUIN, UT
 SARATOGA SPRINGS, UT
 SCIPIO, UT
 SCOFIELD, UT
 SIGURD, UT
 SMITHFIELD, UT
 SNOWVILLE, UT
 CITY OF SOUTH JORDAN, UT
 SOUTH OGDEN, UT
 CITY OF SOUTH SALT LAKE,
 UT
 SOUTH WEBER, UT
 SPANISH FORK, UT
 SPRING CITY, UT
 SPRINGDALE, UT

SPRINGVILLE, UT
 STERLING, UT
 STOCKTON, UT
 SUNNYSIDE, UT
 SUNSET CITY CORP, UT
 SYRACUSE, UT
 TABIONA, UT
 CITY OF TAYLORSVILLE, UT
 TOOELE CITY
 CORPORATION, UT
 TOQUERVILLE, UT
 TORREY, UT
 TREMONTON CITY, UT
 TRENTON, UT
 TROPIC, UT
 UINTAH, UT
 VERNAL CITY, UT
 VERNON, UT
 VINEYARD, UT
 VIRGIN, UT
 WALES, UT
 WALLSBURG, UT
 WASHINGTON CITY, UT
 WASHINGTON TERRACE, UT
 WELLINGTON, UT
 WELLSVILLE, UT
 WENDOVER, UT
 WEST BOUNTIFUL, UT
 WEST HAVEN, UT
 WEST JORDAN, UT
 WEST POINT, UT
 WEST VALLEY CITY, UT
 WILLARD, UT
 WOODLAND HILLS, UT
 WOODRUFF, UT
 WOODS CROSS, UT
COUNTIES AND PARISHES
INCLUDING BUT NOT
LIMITED TO:
 ASCENSION PARISH, LA
 ASCENSION PARISH, LA,
 CLEAR OF COURT
 CADDO PARISH, LA
 CALCASIEU PARISH, LA
 CALCASIEU PARISH
 SHERIFF'S OFFICE, LA
 CITY AND COUNTY OF
 HONOLULU, HI
 CLACKAMAS COUNTY, OR
 CLACKAMAS COUNTY DEPT
 OF TRANSPORTATION, OR
 CLATSOP COUNTY, OR
 COLUMBIA COUNTY, OR
 COOS COUNTY, OR
 COOS COUNTY HIGHWAY
 DEPARTMENT, OR
 COUNTY OF HAWAII, OR
 CROOK COUNTY, OR
 CROOK COUNTY ROAD
 DEPARTMENT, OR
 CURRY COUNTY, OR
 DESCHUTES COUNTY, OR

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DOUGLAS COUNTY, OR
EAST BATON ROUGE
PARISH, LA
GILLIAM COUNTY, OR
GRANT COUNTY, OR
HARNEY COUNTY, OR
HARNEY COUNTY SHERIFFS
OFFICE, OR
HAWAII COUNTY, HI
HOOD RIVER COUNTY, OR
JACKSON COUNTY, OR
JEFFERSON COUNTY, OR
JEFFERSON PARISH, LA
JOSEPHINE COUNTY
GOVERNMENT, OR
LAFAYETTE CONSOLIDATED
GOVERNMENT, LA
LAFAYETTE PARISH, LA
LAFAYETTE PARISH
CONVENTION & VISITORS
COMMISSION
LAFORCHE PARISH, LA
KAUAI COUNTY, HI
KLAMATH COUNTY, OR
LAKE COUNTY, OR
LANE COUNTY, OR
LINCOLN COUNTY, OR
LINN COUNTY, OR
LIVINGSTON PARISH, LA
MALHEUR COUNTY, OR
MAUI COUNTY, HI
MARION COUNTY, SALEM,
OR
MORROW COUNTY, OR
MULTNOMAH COUNTY, OR
MULTNOMAH COUNTY
BUSINESS AND COMMUNITY
SERVICES, OR
MULTNOMAH COUNTY
SHERIFFS OFFICE, OR
MULTNOMAH LAW LIBRARY,
OR
ORLEANS PARISH, LA
PLAQUEMINES PARISH, LA
POLK COUNTY, OR
RAPIDES PARISH, LA
SAINT CHARLES PARISH, LA
SAINT CHARLES PARISH
PUBLIC SCHOOLS, LA
SAINT LANDRY PARISH, LA
SAINT TAMMANY PARISH, LA
SHERMAN COUNTY, OR
TERREBONNE PARISH, LA
TILLAMOOK COUNTY, OR
TILLAMOOK COUNTY
SHERIFF'S OFFICE, OR
TILLAMOOK COUNTY
GENERAL HOSPITAL, OR
UMATILLA COUNTY, OR
UNION COUNTY, OR
WALLOWA COUNTY, OR
WASCO COUNTY, OR

WASHINGTON COUNTY, OR
WEST BATON ROUGE
PARISH, LA
WHEELER COUNTY, OR
YAMHILL COUNTY, OR
COUNTY OF BOX ELDER, UT
COUNTY OF CACHE, UT
COUNTY OF RICH, UT
COUNTY OF WEBER, UT
COUNTY OF MORGAN, UT
COUNTY OF DAVIS, UT
COUNTY OF SUMMIT, UT
COUNTY OF DAGGETT, UT
COUNTY OF SALT LAKE, UT
COUNTY OF TOOELE, UT
COUNTY OF UTAH, UT
COUNTY OF WASATCH, UT
COUNTY OF DUCHESNE, UT
COUNTY OF Uintah, UT
COUNTY OF CARBON, UT
COUNTY OF SANPETE, UT
COUNTY OF JUAB, UT
COUNTY OF MILLARD, UT
COUNTY OF SEVIER, UT
COUNTY OF EMERY, UT
COUNTY OF GRAND, UT
COUNTY OF BEVER, UT
COUNTY OF PIUTE, UT
COUNTY OF WAYNE, UT
COUNTY OF SAN JUAN, UT
COUNTY OF GARFIELD, UT
COUNTY OF KANE, UT
COUNTY OF IRON, UT
COUNTY OF WASHINGTON,
UT

**OTHER AGENCIES
INCLUDING ASSOCIATIONS,
BOARDS, DISTRICTS,
COMMISSIONS, COUNCILS,
PUBLIC CORPORATIONS,
PUBLIC DEVELOPMENT
AUTHORITIES,
RESERVATIONS AND
UTILITIES INCLUDING BUT
NOT LIMITED TO:**

BANKS FIRE DISTRICT, OR
BATON ROUGE WATER
COMPANY
BEND METRO PARK AND
RECREATION DISTRICT
BIENVILLE PARISH FIRE
PROTECTION DISTRICT 6,
LA
BOARDMAN PARK AND
RECREATION DISTRICT
CENTRAL CITY ECONOMIC
OPPORTUNITY CORP, LA
CENTRAL OREGON
INTERGOVERNMENTAL
COUNCIL
CITY OF BOGALUSA
SCHOOL BOARD, LA

CLACKAMAS RIVER WATER
CLATSKANIE PEOPLE'S
UTILITY DISTRICT CLEAN
WATER SERVICES
CONFEDERATED TRIBES OF
THE UMATILLA INDIAN
RESERVATION
COOS FOREST PROTECTIVE
ASSOCIATION
CHEHALEM PARK AND
RECREATION DISTRICT
DAVID CROCKETT STEAM
FIRE COMPANY #1, LA
EUGENE WATER AND
ELECTRIC BOARD
HONOLULU INTERNATIONAL
AIRPORT
HOODLAND FIRE DISTRICT
#74
HOUSING AUTHORITY OF
PORTLAND
ILLINOIS VALLEY FIRE
DISTRICT
LAFAYETTE AIRPORT
COMMISSION, LA
LAFORCHE PARISH
HEALTH UNIT – DHH-OPH
REGION 3
LOUISIANA PUBLIC SERVICE
COMMISSION, LA
LOUISIANA WATER WORKS
MEDFORD WATER
COMMISSION
MELHEUR COUNTY JAIL, OR
METRO REGIONAL
GOVERNMENT
METRO REGIONAL PARKS
METROPOLITAN
EXPOSITION RECREATION
COMMISSION
METROPOLITAN SERVICE
DISTRICT (METRO)
MULTNOMAH EDUCATION
SERVICE DISTRICT
NEW ORLEANS
REDEVELOPMENT
AUTHORITY, LA
NORTHEAST OREGON
HOUSING AUTHORITY, OR
PORT OF BRANDON, OR
PORT OF MORGAN CITY, LA
PORTLAND DEVELOPMENT
COMMISSION, OR
PORTLAND FIRE AND
RESCUE
PORTLAND HOUSING
CENTER, OR
OREGON COAST
COMMUNITY ACTION
OREGON HOUSING AND
COMMUNITY SERVICES

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OREGON LEGISLATIVE
ADMINISTRATION
ROGUE VALLEY SEWER, OR
SAINT LANDRY PARISH
TOURIST COMMISSION
SAINT MARY PARISH REC
DISTRICT 2
SAINT MARY PARISH REC
DISTRICT 3
SAINT TAMMANY FIRE
DISTRICT 4, LA
SALEM MASS TRANSIT
DISTRICT
SEWERAGE AND WATER
BOARD OF NEW ORLEANS,
LA
SOUTH LAFOURCHE LEVEE
DISTRICT, LA
TRI-COUNTY
METROPOLITAN
TRANSPORTATION DISTRICT
OF
OREGON
TUALATIN HILLS PARK &
RECREATION DISTRICT
TUALATIN VALLEY FIRE &
RESCUE
TUALATIN VALLEY WATER
DISTRICT
WILLAMALANE PARK AND
RECREATION DISTRICT
WILLAMETTE HUMANE
SOCIETY
**K-12 INCLUDING BUT NOT
LIMITED TO:**
ACADIA PARISH SCHOOL
BOARD
BEAVERTON SCHOOL
DISTRICT
BEND-LA PINE SCHOOL
DISTRICT
BOGALUSA HIGH SCHOOL,
LA
BOSSIER PARISH SCHOOL
BOARD
BROOKING HARBOR
SCHOOL DISTRICT
CADDO PARISH SCHOOL
DISTRICT
CALCASIEU PARISH
SCHOOL DISTRICT
CANBY SCHOOL DISTRICT
CANYONVILLE CHRISTIAN
ACADEMY
CASCADE SCHOOL
DISTRICT
CASCADES ACADEMY OF
CENTRAL OREGON
CENTENNIAL SCHOOL
DISTRICT
CENTRAL CATHOLIC HIGH
SCHOOL

CENTRAL POINT SCHOOL
DISTRICT NO.6
CENTRAL SCHOOL DISTRICT
13J
COOS BAY SCHOOL
DISTRICT NO.9
CORVALLIS SCHOOL
DISTRICT 509J
COUNTY OF YAMHILL
SCHOOL DISTRICT 29
CULVER SCHOOL DISTRICT
DALLAS SCHOOL DISTRICT
NO.2
DAVID DOUGLAS SCHOOL
DISTRICT
DAYTON SCHOOL DISTRICT
NO.8
DE LA SALLE N CATHOLIC
HS
DESCHUTES COUNTY
SCHOOL DISTRICT NO.6
DOUGLAS EDUCATIONAL
DISTRICT SERVICE
DUFUR SCHOOL DISTRICT
NO.29
EAST BATON ROUGE
PARISH SCHOOL DISTRICT
ESTACADA SCHOOL
DISTRICT NO.10B
FOREST GROVE SCHOOL
DISTRICT
GEORGE MIDDLE SCHOOL
GLADSTONE SCHOOL
DISTRICT
GRANTS PASS SCHOOL
DISTRICT 7
GREATER ALBANY PUBLIC
SCHOOL DISTRICT
GRESHAM BARLOW JOINT
SCHOOL DISTRICT
HEAD START OF LANE
COUNTY
HIGH DESERT EDUCATION
SERVICE DISTRICT
HILLSBORO SCHOOL
DISTRICT
HOOD RIVER COUNTY
SCHOOL DISTRICT
JACKSON CO SCHOOL DIST
NO.9
JEFFERSON COUNTY
SCHOOL DISTRICT 509-J
JEFFERSON PARISH
SCHOOL DISTRICT
JEFFERSON SCHOOL
DISTRICT
JUNCTION CITY SCHOOLS,
OR
KLAMATH COUNTY SCHOOL
DISTRICT
KLAMATH FALLS CITY
SCHOOLS

LAFAYETTE PARISH
SCHOOL DISTRICT
LAKE OSWEGO SCHOOL
DISTRICT 7J
LANE COUNTY SCHOOL
DISTRICT 4J
LINCOLN COUNTY SCHOOL
DISTRICT
LINN CO. SCHOOL DIST. 95C
LIVINGSTON PARISH
SCHOOL DISTRICT
LOST RIVER JR/SR HIGH
SCHOOL
LOWELL SCHOOL DISTRICT
NO.71
MARION COUNTY SCHOOL
DISTRICT
MARION COUNTY SCHOOL
DISTRICT 103
MARIST HIGH SCHOOL, OR
MCMINNVILLE SCHOOL
DISTRICT NOAO
MEDFORD SCHOOL
DISTRICT 549C
MITCH CHARTER SCHOOL
MONROE SCHOOL DISTRICT
NO.1J
MORROW COUNTY SCHOOL
DIST, OR
MULTNOMAH EDUCATION
SERVICE DISTRICT
MULTISENSORY LEARNING
ACADEMY
MYRTLE PINT SCHOOL
DISTRICT 41
NEAH-KAH-NIE DISTRICT
NO.56
NEWBERG PUBLIC SCHOOLS
NESTUCCA VALLEY SCHOOL
DISTRICT NO.101
NOBEL LEARNING
COMMUNITIES
NORTH BEND SCHOOL
DISTRICT 13
NORTH CLACKAMAS
SCHOOL DISTRICT
NORTH DOUGLAS SCHOOL
DISTRICT
NORTH WASCO CITY
SCHOOL DISTRICT 21
NORTHWEST REGIONAL
EDUCATION SERVICE
DISTRICT
ONTARIO MIDDLE SCHOOL
OREGON TRAIL SCHOOL
DISTRICT NOA6
ORLEANS PARISH SCHOOL
DISTRICT
PHOENIX-TALENT SCHOOL
DISTRICT NOA
PLEASANT HILL SCHOOL
DISTRICT

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PORTLAND JEWISH
 ACADEMY
 PORTLAND PUBLIC
 SCHOOLS
 RAPIDES PARISH SCHOOL
 DISTRICT
 REDMOND SCHOOL
 DISTRICT
 REYNOLDS SCHOOL
 DISTRICT
 ROGUE RIVER SCHOOL
 DISTRICT
 ROSEBURG PUBLIC
 SCHOOLS
 SCAPPOOSE SCHOOL
 DISTRICT 1J
 SAINT TAMMANY PARISH
 SCHOOL BOARD, LA
 SEASIDE SCHOOL DISTRICT
 10
 SHERWOOD SCHOOL
 DISTRICT 88J
 SILVER FALLS SCHOOL
 DISTRICT 4J
 SOUTH LANE SCHOOL
 DISTRICT 45J3
 SOUTHERN OREGON
 EDUCATION SERVICE
 DISTRICT
 SPRINGFIELD PUBLIC
 SCHOOLS
 SUTHERLIN SCHOOL
 DISTRICT
 SWEET HOME SCHOOL
 DISTRICT NO.55
 TERREBONNE PARISH
 SCHOOL DISTRICT
 THE CATLIN GABEL SCHOOL
 TIGARD-TUALATIN SCHOOL
 DISTRICT
 UMATILLA MORROW ESD
 WEST LINN WILSONVILLE
 SCHOOL DISTRICT
 WILLAMETTE EDUCATION
 SERVICE DISTRICT
 WOODBURN SCHOOL
 DISTRICT
 YONCALLA SCHOOL
 DISTRICT
 ACADEMY FOR MATH
 ENGINEERING & SCIENCE
 (AMES), UT
 ALIANZA ACADEMY, UT
 ALPINE DISTRICT, UT
 AMERICAN LEADERSHIP
 ACADEMY, UT
 AMERICAN PREPARATORY
 ACADEMY, UT
 BAER CANYON HIGH
 SCHOOL FOR SPORTS &
 MEDICAL
 SCIENCES, UT

BEAR RIVER CHARTER
 SCHOOL, UT
 BEAVER SCHOOL DISTRICT,
 UT
 BEEHIVE SCIENCE &
 TECHNOLOGY ACADEMY
 (BSTA), UT
 BOX ELDER SCHOOL
 DISTRICT, UT
 CBA CENTER, UT
 CACHE SCHOOL DISTRICT,
 UT
 CANYON RIM ACADEMY, UT
 CANYONS DISTRICT, UT
 CARBON SCHOOL DISTRICT,
 UT
 CHANNING HALL, UT
 CHARTER SCHOOL LEWIS
 ACADEMY, UT
 CITY ACADEMY, UT
 DAGGETT SCHOOL
 DISTRICT, UT
 DAVINCI ACADEMY, UT
 DAVIS DISTRICT, UT
 DUAL IMMERSION
 ACADEMY, UT
 DUCHESNE SCHOOL
 DISTRICT, UT
 EARLY LIGHT ACADEMY AT
 DAYBREAK, UT
 EAST HOLLYWOOD HIGH, UT
 EDITH BOWEN LABORATORY
 SCHOOL, UT
 EMERSON ALCOTT
 ACADEMY, UT
 EMERY SCHOOL DISTRICT,
 UT
 ENTHEOS ACADEMY, UT
 EXCELSIOR ACADEMY, UT
 FAST FORWARD HIGH, UT
 FREEDOM ACADEMY, UT
 GARFIELD SCHOOL
 DISTRICT, UT
 GATEWAY PREPARATORY
 ACADEMY, UT
 GEORGE WASHINGTON
 ACADEMY, UT
 GOOD FOUNDATION
 ACADEMY, UT
 GRAND SCHOOL DISTRICT,
 UT
 GRANITE DISTRICT, UT
 GUADALUPE SCHOOL, UT
 HAWTHORN ACADEMY, UT
 INTECH COLLEGIATE HIGH
 SCHOOL, UT
 IRON SCHOOL DISTRICT, UT
 ITINERIS EARLY COLLEGE
 HIGH, UT
 JOHN HANCOCK CHARTER
 SCHOOL, UT
 JORDAN DISTRICT, UT

JUAB SCHOOL DISTRICT, UT
 KANE SCHOOL DISTRICT, UT
 KARL G MAESER
 PREPARATORY ACADEMY,
 UT
 LAKEVIEW ACADEMY, UT
 LEGACY PREPARATORY
 ACADEMY, UT
 LIBERTY ACADEMY, UT
 LINCOLN ACADEMY, UT
 LOGAN SCHOOL DISTRICT,
 UT
 MARIA MONTESSORI
 ACADEMY, UT
 MERIT COLLEGE
 PREPARATORY ACADEMY,
 UT
 MILLARD SCHOOL DISTRICT,
 UT
 MOAB CHARTER SCHOOL,
 UT
 MONTICELLO ACADEMY, UT
 MORGAN SCHOOL
 DISTRICT, UT
 MOUNTAINVILLE ACADEMY,
 UT
 MURRAY SCHOOL DISTRICT,
 UT
 NAVIGATOR POINTE
 ACADEMY, UT
 NEBO SCHOOL DISTRICT,
 UT
 NO UT ACAD FOR MATH
 ENGINEERING & SCIENCE
 (NUAMES),UT
 NOAH WEBSTER ACADEMY,
 UT
 NORTH DAVIS
 PREPARATORY ACADEMY,
 UT
 NORTH SANPETE SCHOOL
 DISTRICT, UT
 NORTH STAR ACADEMY, UT
 NORTH SUMMIT SCHOOL
 DISTRICT, UT
 ODYSSEY CHARTER
 SCHOOL, UT
 OGDEN PREPARATORY
 ACADEMY, UT
 OGDEN SCHOOL DISTRICT,
 UT
 OPEN CLASSROOM, UT
 OPEN HIGH SCHOOL OF
 UTAH, UT
 OQUIRRH MOUNTAIN
 CHARTER SCHOOL, UT
 PARADIGM HIGH SCHOOL,
 UT
 PARK CITY SCHOOL
 DISTRICT, UT
 PINNACLE CANYON
 ACADEMY, UT

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PIUTE SCHOOL DISTRICT, UT
 PROVIDENCE HALL, UT
 PROVO SCHOOL DISTRICT, UT
 QUAIL RUN PRIMARY SCHOOL, UT
 QUEST ACADEMY, UT
 RANCHES ACADEMY, UT
 REAGAN ACADEMY, UT
 RENAISSANCE ACADEMY, UT
 RICH SCHOOL DISTRICT, UT
 ROCKWELL CHARTER HIGH SCHOOL, UT
 SALT LAKE ARTS ACADEMY, UT
 SALT LAKE CENTER FOR SCIENCE EDUCATION, UT
 SALT LAKE SCHOOL DISTRICT, UT
 SALT LAKE SCHOOL FOR THE PERFORMING ARTS, UT
 SAN JUAN SCHOOL DISTRICT, UT
 SEVIER SCHOOL DISTRICT, UT
 SOLDIER HOLLOW CHARTER SCHOOL, UT
 SOUTH SANPETE SCHOOL DISTRICT, UT
 SOUTH SUMMIT SCHOOL DISTRICT, UT
 SPECTRUM ACADEMY, UT
 SUCCESS ACADEMY, UT
 SUCCESS SCHOOL, UT
 SUMMIT ACADEMY, UT
 SUMMIT ACADEMY HIGH SCHOOL, UT
 SYRACUSE ARTS ACADEMY, UT
 THOMAS EDISON - NORTH, UT
 TIMPANOGOS ACADEMY, UT
 TINTIC SCHOOL DISTRICT, UT
 TOOELE SCHOOL DISTRICT, UT
 TUACAHN HIGH SCHOOL FOR THE PERFORMING ARTS, UT
 UINTAH RIVER HIGH, UT
 UINTAH SCHOOL DISTRICT, UT
 UTAH CONNECTIONS ACADEMY, UT
 UTAH COUNTY ACADEMY OF SCIENCE, UT
 UTAH ELECTRONIC HIGH SCHOOL, UT
 UTAH SCHOOLS FOR DEAF & BLIND, UT

UTAH STATE OFFICE OF EDUCATION, UT
 UTAH VIRTUAL ACADEMY, UT
 VENTURE ACADEMY, UT
 VISTA AT ENTRADA SCHOOL OF PERFORMING ARTS AND TECHNOLOGY, UT
 WALDEN SCHOOL OF LIBERAL ARTS, UT
 WASATCH PEAK ACADEMY, UT
 WASATCH SCHOOL DISTRICT, UT
 WASHINGTON SCHOOL DISTRICT, UT
 WAYNE SCHOOL DISTRICT, UT
 WEBER SCHOOL DISTRICT, UT
 WEILENMANN SCHOOL OF DISCOVERY, UT
HIGHER EDUCATION INCLUDING, BUT NOT LIMITED TO:
 ARGOSY UNIVERSITY
 BATON ROUGE COMMUNITY COLLEGE, LA
 BIRTHINGWAY COLLEGE OF MIDWIFERY
 BLUE MOUNTAIN COMMUNITY COLLEGE
 BRIGHAM YOUNG UNIVERSITY - HAWAII
 CENTRAL OREGON COMMUNITY COLLEGE
 CENTENARY COLLEGE OF LOUISIANA
 CHEMEKETA COMMUNITY COLLEGE
 CLACKAMAS COMMUNITY COLLEGE
 COLLEGE OF THE MARSHALL ISLANDS
 COLUMBIA GORGE COMMUNITY COLLEGE
 CONCORDIA UNIVERSITY
 GEORGE FOX UNIVERSITY
 KLAMATH COMMUNITY COLLEGE DISTRICT
 LANE COMMUNITY COLLEGE
 LEWIS AND CLARK COLLEGE
 LINFIELD COLLEGE
 LINN-BENTON COMMUNITY COLLEGE
 LOUISIANA COLLEGE, LA
 LOUISIANA STATE UNIVERSITY
 LOUISIANA STATE UNIVERSITY HEALTH SERVICES
 MARYLHURST UNIVERSITY

MT. HOOD COMMUNITY COLLEGE
 MULTNOMAH BIBLE COLLEGE
 NATIONAL COLLEGE OF NATURAL MEDICINE
 NORTHWEST CHRISTIAN COLLEGE
 OREGON HEALTH AND SCIENCE UNIVERSITY
 OREGON INSTITUTE OF TECHNOLOGY
 OREGON STATE UNIVERSITY
 OREGON UNIVERSITY SYSTEM
 PACIFIC UNIVERSITY
 PIONEER PACIFIC COLLEGE
 PORTLAND COMMUNITY COLLEGE
 PORTLAND STATE UNIVERSITY
 REED COLLEGE
 RESEARCH CORPORATION OF THE UNIVERSITY OF HAWAII
 ROGUE COMMUNITY COLLEGE
 SOUTHEASTERN LOUISIANA UNIVERSITY
 SOUTHERN OREGON UNIVERSITY (OREGON UNIVERSITY SYSTEM)
 SOUTHWESTERN OREGON COMMUNITY COLLEGE
 TULANE UNIVERSITY
 TILLAMOOK BAY COMMUNITY COLLEGE
 UMPQUA COMMUNITY COLLEGE
 UNIVERSITY OF HAWAII BOARD OF REGENTS
 UNIVERSITY OF HAWAII-HONOLULU COMMUNITY COLLEGE
 UNIVERSITY OF OREGON-GRADUATE SCHOOL
 UNIVERSITY OF PORTLAND
 UNIVERSITY OF NEW ORLEANS
 WESTERN OREGON UNIVERSITY
 WESTERN STATES CHIROPRACTIC COLLEGE
 WILLAMETTE UNIVERSITY
 XAVIER UNIVERSITY
 UTAH SYSTEM OF HIGHER EDUCATION, UT
 UNIVERSITY OF UTAH, UT
 UTAH STATE UNIVERSITY, UT

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WEBER STATE UNIVERSITY,
UT
SOUTHERN UTAH
UNIVERSITY, UT
SNOW COLLEGE, UT
DIXIE STATE COLLEGE, UT
COLLEGE OF EASTERN
UTAH, UT
UTAH VALLEY UNIVERSITY,
UT
SALT LAKE COMMUNITY
COLLEGE, UT
UTAH COLLEGE OF APPLIED
TECHNOLOGY, UT

STATE AGENCIES
INCLUDING BUT NOT
LIMITED TO:

ADMIN. SERVICES OFFICE
BOARD OF MEDICAL
EXAMINERS
HAWAII CHILD SUPPORT
ENFORCEMENT AGENCY
HAWAII DEPARTMENT OF
TRANSPORTATION
STATE OF UTAH

HAWAII HEALTH SYSTEMS
CORPORATION
OFFICE OF MEDICAL
ASSISTANCE PROGRAMS
OFFICE OF THE STATE
TREASURER
OREGON BOARD OF
ARCHITECTS
OREGON CHILD
DEVELOPMENT COALITION
OREGON DEPARTMENT OF
EDUCATION
OREGON DEPARTMENT OF
FORESTRY
OREGON DEPT OF
TRANSPORTATION
OREGON DEPT. OF
EDUCATION
OREGON LOTTERY
OREGON OFFICE OF
ENERGY
OREGON STATE BOARD OF
NURSING
OREGON STATE DEPT OF
CORRECTIONS

OREGON STATE POLICE
OREGON TOURISM
COMMISSION
OREGON TRAVEL
INFORMATION COUNCIL
SANTIAM CANYON
COMMUNICATION CENTER
SEIU LOCAL 503, OPEU
SOH- JUDICIARY
CONTRACTS AND PURCH
STATE DEPARTMENT OF
DEFENSE, STATE OF HAWAII
STATE OF HAWAII
STATE OF HAWAII, DEPT. OF
EDUCATION
STATE OF LOUISIANA
STATE OF LOUISIANA DEPT.
OF EDUCATION
STATE OF LOUISIANA, 26TH
JUDICIAL DISTRICT
ATTORNEY

APPENDIX B – BEST VALUE SOLICITATION

SECTION F – BACKGROUND & SCOPE

1. INTRODUCTION

Nationwide Cooperative Contract for Printing Services & Promotional Items

Lead Agency: The Town of Delight, Arkansas

The Town of Delight, serving as the Lead Agency in partnership with CoreTrust Purchasing Group, is issuing this solicitation for printing services/promotional items on behalf of a nationwide cooperative purchasing contract. This solicitation is a Best Value RFP, meaning proposals will be evaluated not solely on cost but on the overall value, including quality, technical capability, past performance, and the ability to meet cooperative contract needs.

The selected Supplier must provide a scalable, innovative solution that meets the needs of various participating agencies, including municipalities, counties, school districts, and political subdivisions.

This RFP seeks proposals that address the requirements of this cooperative agreement, demonstrate experience with similar contracts, and offer competitive, transparent pricing for all agencies. Proposals must clearly describe the solution's capabilities, scalability, and cooperative contract support services. Each response should explain how the Supplier will align its solution with CoreTrust Public Sector standards for national cooperative contracts while ensuring compliance with applicable state and local procurement laws.

At the time of this solicitation, the number of Participating Agencies is unknown.

For further information, please review 13. Scope of Work.

2. OVERVIEW

This best value solicitation (“**solicitation**”) is published by the Town of Delight (“**Lead Agency**”) for the purpose of awarding a master cooperative purchasing agreement (the “**Master Agreement**”) and creating a cooperative purchasing program for Suppliers with related products and services (the “**Program**”) that shall be available to Participating Agencies (as defined below). Companies and organizations which respond to this solicitation (“**Respondents**”) and are awarded a Master Agreement are referred to throughout this solicitation and supporting documentation as a “**Supplier**.”

By purchasing Products & Services (as defined herein) under the Master Agreement through the Program administered by CoreTrust Purchasing Group LLC (“**CoreTrust**”), a public entity is a “**Participating Agency**” and agrees to be bound by the terms of the Master Agreement, which includes and is subject to the **Master Intergovernmental Cooperative Purchasing Agreement** attached hereto as Section L. Each Participating Agency may be required to acknowledge or certify its agreement to additional statutory terms in writing as may be required by CoreTrust and/or Lead Agency. Where any public entity pursuing benefits of the Program hereunder is previously registered with or is otherwise an existing member of CoreTrust’s cooperative purchasing program, the terms of this solicitation (and all documents attached hereto) shall control over all prior agreements with respect to such public entity’s enrollment in CoreTrust’s cooperative purchasing program and the benefits afforded to members thereof.

CoreTrust is a cooperative purchasing organization working together with public procurement leaders to create high quality, cooperative contracts that optimize cost savings, drive compliance and efficiency, and provide effective outcomes to public sector agencies. CoreTrust cooperative contracts also actively support local labor markets, ensuring a holistic approach to sustainable growth and impact.

By leveraging the CoreTrust suite of cooperative contracts, public agencies will gain access to contracts and discounts from leading suppliers of products and services across a wide variety of industries and benefit from a streamlined procurement process.

For further information, please review 13. Scope of Work.

3. PURPOSE

Proposals are being sought from qualified vendors to provide printing services for promotional items on an as needed basis. The awarded vendor shall provide a comprehensive solution designed to support municipalities, government agencies, and political subdivisions nationally.

For further information, please review 13. Scope of Work.

4. TYPE OF CONTRACT

- A. As a result of this solicitation, the Lead Agency intends to award a contract to a single Contractor.
- B. The anticipated starting date for any resulting contract is March 2026 except that the actual contract start date may be adjusted unilaterally by the Lead Agency for up to three (3) calendar months. By submitting a signed proposal in response to the solicitation, the Prospective Supplier represents and warrants that it will honor its proposal as being held open as irrevocable for this period.
- C. The initial term of a resulting contract will be for three (3) years. Upon mutual agreement by the Contractor and Lead Agency, the contract may be renewed by the Lead Agency for up to two (2) additional one-year terms or portions thereof, not to exceed a total aggregate contract term of five (5) consecutive years.

5. MASTER AGREEMENT

- A. Master Agreement. A response to this solicitation is an offer to establish a Master Agreement with Lead Agency. This Master Agreement defines: (i) the terms of the relationship between Lead Agency and Supplier; and (ii) the terms, conditions, and pricing of Products & Services and related capabilities offered to Participating Agencies. The form of Master Agreement is attached hereto as Section I. The products and services made available in this contract are defined by the contents of Supplier's Cost Proposal submission ("**Products & Services**"). Any contract with Supplier resulting from the issuance of this solicitation is subject to the terms and conditions as provided in this solicitation and Master Agreement. Many of the terms and conditions contained in the Master Agreement template are required by state and federal law; however, Respondents may propose changes to the Master Agreement by communicating any exceptions or deviations in the Master Agreement Acceptance Form provided in Section J of this solicitation. Any proposed changes are subject to Lead Agency review and written approval.

The Respondent must submit a signed Master Agreement Signature Form with the response.

6. ADMINISTRATION AGREEMENT

- A. Administration Agreement. CoreTrust and Supplier shall enter into a separate Administration Agreement which defines the roles and obligations of each of CoreTrust and Supplier with respect to the marketing and selling of the Program to prospective Participating Agencies and the financial terms between CoreTrust and Supplier. The form of Administration Agreement is provided as Section K hereto.

7. CONTRACT AS AN ASSET IN CORPORATE CHANGES

- A. The Contractor must consider this contract as an asset. If the Contractor is being acquired or undergoing a change in corporate structure, the Contractor must include CoreTrust and the lead agency in discussions prior to any change in legal status. This contract must be regarded as an asset and included in the transfer of assets plan.

8. PRODUCTS AND SERVICES

The Products & Services contemplated under this solicitation are as described below:

Product & Service Category	
NAICS Codes	
	• 323100 Printing and Related Support Activities
	• 323111 Commercial Printing (except Screen and Books)
	• 323113 Commercial Screen Printing (e.g. apparel, fabrics)

- 323111-53 Imprinting (Manufacturing) (e.g. custom printing on various promotional goods)

NIGP Codes (National Institute of Governmental Purchasing)

- 966-00 Printing and Typesetting Services
- 966-07 Business Cards Printing
- 966-86 Souvenirs: Promotional, Advertising, etc.
- 966-87 Bags: Imprinted, Printed, Screen Printed
- 080-00 Badges, Emblems, Name Tags, and Plates, etc.
- 037-52-56 Miscellaneous Promotional Items, Imprinted
- 037-52-00 Novelties, Promotional and Specialty Products, Including Biodegradable
- 037-78-00 Souvenirs and Prizes: Promotional, Advertising, etc.
- 715-30 Display, Exhibit, and Promotional Materials

9. SCHEDULE OF EVENTS

The schedule provided in this solicitation is subject to change. The issuing party reserves the right to modify the timeline, including but not limited to deadlines for submission, evaluation periods, and the announcement of results. Any amendments or updates to the schedule will be communicated to all participants promptly through the official communication channels.

Event	Date
Issue Solicitation	January 29, 2026
Pre-Proposal Conference	February 5, 2026 @ 2:00 p.m. CST
Deadline for Questions	February 19, 2026
Deadline for Answers	February 25, 2026
Proposal Due Date	March 12, 2026 @ 3:00 p.m. CST
Approval Date	April 2026
Contract Effective Date	April 2026

10. ON-LINE PRE-PROPOSAL CONFERENCE

- A. An online pre-bid conference will be held for this solicitation as shown under the Schedule of Events. This conference allows potential bidders to ask questions and seek clarifications regarding the solicitation.
- B. **Registration:** Interested bidders should register for the pre-bid conference. To register, please email Bid.TownOfDelightAR@gmail.com. Please provide your name, company, contact information, and a list of any questions you have currently. Interested bidders can also register via this <https://events.teams.microsoft.com/event/094b70d0-5c0b-4cef-8e38-a49c19080720@aa442213-be0d-427e-bd90-9c4a5e7ab4c8>.

C. Important Notes:

- *Attendance at the pre-bid* conference is not mandatory but is highly recommended.
- All questions and answers discussed during the conference will be documented and posted along with the solicitation documents.
- Any changes or clarifications to the solicitation resulting from the conference will be issued as an addendum.

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11. INTERCHANGEABLE TERMS

A. For the purposes of this solicitation, the following terms are used interchangeably:

- Proposer
- Supplier
- Vendor
- Offeror
- Bidder
- Respondent

These terms all refer to any individual or entity submitting a Bid, Proposal, or Response to this solicitation. The use of one term shall be understood to include all others unless a different meaning is clearly indicated by the context

B. For the purposes of this solicitation, the following terms are used interchangeably:

- Bid
- Proposal
- Response

These terms refer to any formal submission by a respondent in reply to this solicitation, regardless of the procurement method (e.g., Invitation to Bid, Request for Proposal, Request for Qualifications). The use of any one of these terms shall be construed to include the others unless the context clearly indicates otherwise.

C. The above lists are a good-faith effort to include all relevant terms, but please note that some items may have been inadvertently missed.

12. BACKGROUND

Proposals are being sought from qualified vendors to provide printing services for promotional items on an as needed basis. The awarded vendor shall provide a comprehensive solution designed to support municipalities, government agencies, and political subdivisions nationally.

The resulting Contract shall be a national cooperative master agreement.

Review 13. Scope of Work for further information.

13. SCOPE OF WORK

13.1 General Information & Minimum Qualifications

The awarded Supplier must have a minimum of five (5) years' experience in printing and production work with governmental entities or corporate environments. Supplier must also provide documentation to substantiate work experience.

The awarded Supplier shall provide printing services and promotional items used for marketing and outreach projects on an as-needed basis on a national level supporting Participating Entities.

The awarded Supplier shall have the ability to:

- Design promotional items and/or trademark amenities with logo and provide visualization of product with logo;
- Provide full color and black and white printing services;
- Provide product and/or design/artwork samples (digital and/or physical) as requested by Participating Entities;

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- Accept and execute large-volume print jobs; typesetting (arrangement & formatting for text for print or digital publication); finishing services (cutting, folding, binding, laminating, foiling, embossing, etc.); ability to print on various paper types, specialty materials, and promotional items; screen-printing and embroidery;
- Run a website or online portal accessible to Participating Entities that includes:
 - The ability to supply templates/order forms;
 - Digital PDF proof;
 - Track approval of orders;
 - Provide confirmations;
 - Provide order tracking from the time the print job is accepted to delivery;
 - Provide final, detailed invoicing;
 - Archive completed orders;
 - Allow users to submit reorders from historical data;
 - Run real-time usage reports;
- Provide the ability to change product(s) and color options;
- Provide the ability for Participating Entities to review and approve proofs (digital and/or physical, as requested) prior to production;
- Have the ability to send and receive artwork electronically to suppliers, manufacturers, or distributors;
- Have the ability to place orders through the awarded Supplier or through partner manufacturers or distributors;
- Produce, print and distribute promotional materials and products of nominal value including but not limited to:

• Apparel (non-uniform – tee shirts, polos, hoodies, socks, caps, hats, etc.)	• Electronic Accessories	• Pens
• Backpacks	• Envelopes	• Portfolios
• Banners	• Hot/cold packs (reusable)	• Post cards
• Blankets	• Keychains	• Posters
• Booklets	• Lamination service	• Stickers
• Bottles	• Lanyards	• Sticky Notes
• Brochures	• Letterhead	• Stress Balls
• Business/appointment cards	• Luggage tags	• Stress Spinners
• Buttons	• Lunch bags	• Tote bags
• Calendars	• Medication organizer/cases	• Towels
• Carabiner clips	• Mouse pads	• Umbrellas
• Certificates	• Mugs	• UV outdoor prints
• Chargers	• Name plates	• Wallets
• Coasters	• Newsletters	• Wrist bands
• Decals	• Note pads	• Yard signs
	• Other Sensory/Stress and Adaptive Products	

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13.2 Pricing Requirements, Section O – Market Basket Workbook & Cost Proposal Workbook

13.2.1 Market Basket Exercise:

Responding Suppliers must complete the Section O – Market Basket Workbook. This will be evaluated to compare pricing against all of the responding Suppliers. Failure to submit the Market Basket Exercise will render a Supplier's proposal unresponsive, resulting in disqualification.

13.2.2 Cost Proposal Workbook:

Responding Suppliers must provide pricing in such a way that captures the total cost of acquisition, including any applicable fees.

Offerors shall provide a transparent pricing structure based on a discount from a verifiable price list, a fixed price, or a combination of both with indefinite quantities. Pricing must be structured to allow easy verification, with clear documentation on how discounts are applied to different products and/or product categories. Any exceptions to the discounts proposed must be clearly identified. Additional pricing and/or discounts may be included and are strongly encouraged.

Proposed price list tab in Section O – Cost Proposal Workbook shall reflect a complete in-scope catalog including product name, product specifications, weight, dimensions, unit of measure, unit price, extended case cost/ # per case/volume pricing), discount % off). Suppliers should indicate readily recyclable items, high post-consumer recycled content, minimized and readily recyclable packaging, non-toxic dyes and inks.

Pricing to be inclusive of standard production and shipping charges.

Suppliers will also include transparent pricing for rush orders, next-day and/or same business day shipping, set-up charges, print job consultation services, recommendation services, and any other associated costs and fees related to the total cost of acquisition.

The pricing terms and conditions offered to Lead Agency under this Agreement, in the aggregate, are as favorable as those offered by the Vendor to any of its similarly situated cooperatives serving the public sector. The pricing offered hereunder will be based on several factors, including, but not limited to, overall product mix, purchase volume, and service level requirements. Pricing for Participants may be customized based on numerous factors, but the Vendor cannot guarantee that any one individual Participant's pricing will be as favorable as any other individual Participant's pricing.

The Lead Agency reserves the right to reject product from the pricelist that is determined, at their sole discretion, to have an unreasonably high NTE price. Such determination shall be based on available industry pricing guide(s) and comparison with pricing offered by competitors in the same geographic area.

Proposed prices are Not-To-Exceed (NTE) pricing.

Prices must be in U.S. dollars not exceeding two decimal places. (e.g. \$100.50)

Discount percentages must not exceed two decimal places. (e.g. 10.15%)

Discount percentages shall never be decreased throughout the term of the resulting Contract, although the awarded Supplier may offer better discounts or more advantageous pricing to Participating Entities at any time.

All pricing shall be provided based on a national scope for any and all government agencies within the United States.

The awarded Supplier's Section O – Cost Proposal Workbook shall become the Contract Price List and available to all Participating Entities.

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If during the Contract term the Lead Agency or CoreTrust becomes aware that the awarded Supplier is selling substantially the same or a smaller quantity of a Product outside of this Contract upon the same or similar terms and conditions as that of this Contract at a lower price to a federal, state or local governmental entity, the price under this Contract, after consultation with the awarded Supplier, may be reduced to a lower price on a prospective basis at the discretion of the Lead Agency or CoreTrust. Lead Agency and CoreTrust reserve the right to request information to verify pricing for the purposes of this clause.

NOTE:

If completing the PROPOSED PRICE LIST TAB found in Section O – Cost Proposal Workbook is too administratively burdensome (that is, there are thousands of items and variations), Suppliers may provide a dedicated proposal link to their catalog.

The dedicated proposal link must adhere to the following criteria if submitted in place of Section O – Cost Proposal Workbook, Proposed Price List tab:

- The dedicated proposal link must be a comprehensive, searchable catalog with Participating Entities' end users in mind;
- The dedicated proposal link must include a clearly identified publish date. The publish date must be the date of the proposal submission date or earlier. The publish date may not be dated after the proposal submission date;
- The catalog accessible from the dedicated proposal link must include only proposed Products and Services in-scope. No out-of-scope Products and Services will be permitted;
- The catalog of proposed Products and Services must include Product/Service SKUs, Product/Service Names, Product/Service Descriptions, Product Specifications, Manufacturer Suggested Retail Prices or List Prices, Proposed Contract Net NTE Base Prices, and volume pricing;
- Vendors shall not alter the information supplied through the dedicated proposal link from the date of proposal submission (March 12, 2026) to the Contract effective start date (TBD, April 2026), if awarded. The addition or alteration of Products, Services, List Prices, etc. will be viewed as manipulation of the Bidder's Cost Proposal and will result in a rejection of the Bid.
- If awarded, the selected Vendor will be able to make changes to their dedicated catalog link (see Solicitation, Appendix B, Section F, 13.2.3 Contract Price List Updates).

The goal of the Section O – Cost Proposal is to identify a comprehensive list of all products and services within the solicitation scope (Appendix B, Section F, 13. Scope of Work) and provide clear, transparent total cost of acquisition for Participating Entities navigating the resulting Contract.

Proposing Suppliers must still complete the Contractor Info, Subcontractor Info, Discount Chart and Finishing & Consulting Prices tabs in Section O – Cost Proposal Workbook (EXCEL) for informational purposes.

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Minimum Ordering Quantities & Sustainability Fee

The Supplier shall submit their minimum order quantity, which shall reflect the minimum value of an order to be delivered. If a using agency desires to submit an order for less than the minimum ordering quantity, the successful Supplier may charge a sustainability fee for orders under the required minimum order quantity. Supplier shall include the proposed sustainability fee at the time of proposal submittal. Lead Agency shall consider the value of the minimum order quantity as well as any sustainability fee as a part of the evaluation of proposal responses.

13.2.3 Contract Price List Updates

The awarded Supplier's Cost Proposal shall become the official Contract Price List. The Supplier may update the Contract Price List after the effective start date of the Master Agreement to reflect pricing changes, product or service additions, or the removal of discontinued items.

A. Annual/Renewal Price Adjustments:

The awarded Supplier will notify CoreTrust, on behalf of the Lead Agency, 30 days in advance of any requested annual price changes prior to the one (1) year anniversary of the effective date of the resulting Contract, annually thereafter, and prior to Contract renewals.

The awarded Supplier shall submit a formal request, in writing, to CoreTrust, on behalf of the Lead Agency, at least 30 days in advance with supporting documentation such as:

- Industry cost indices (e.g., Bureau of Labor Statistics, Producer Price Index)
- Assurance that discounts as bid and awarded remain unchanged

CoreTrust, on behalf of the Lead Agency, will entertain requests for escalation in accordance with the current industry cost indices at the time of the request or up to a maximum 3% increase over the current pricing, whichever is lower.

CoreTrust, on behalf of the Lead Agency, reserves the right to accept or reject the request for a price increase and will do so in writing. If the price increase is approved, the price increase is effective upon written approval and will remain firm for one (1) year.

If a price increase is requested following contract renewal and it has been longer than one (1) year since the last increase, CoreTrust, on behalf of the Lead Agency, may entertain a request for escalation if it is in the Contract's best interest. If the price increase is approved, the price increase is effective upon written approval and will remain firm for one (1) year, at CoreTrust's sole discretion.

B. Right of Review and Audit:

The Lead Agency and CoreTrust shall have the right to review, audit, and approve all updates. They may require the removal of any items deemed out of scope per this Solicitation and request additional supporting documentation as needed.

C. Types of Updates Permitted:

•Permanent Pricing Escalation/De-escalation (Annual/Renewal):

The awarded Supplier must provide supporting documentation such as industry cost indices (e.g., BLS Producer Price Index), raw material cost data, and any other supporting documentation requested to support the justification of changes. The percentage discount from the Contract Price List must remain unchanged.

•Temporary Pricing Escalation/De-escalation:

The Lead Agency recognizes that at certain times during the term of the resulting Contract, pricing in some industries may become volatile due to various changes not limited to changes in economic conditions such as product shortages, raw material shortages, labor stoppages, tariffs, government regulation, foreign interference or other changes which create volatile market pricing.

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The awarded Supplier shall be responsible to provide adequate notice to Lead Agency of such situations. It is desired that such pricing remain fixed and firm through the resulting Contract and only amended during annual/Contract renewal price adjustments; however, in the event of extreme changes in market conditions, the awarded Supplier shall advise Lead Agency as soon as feasibly possible regarding the circumstances surrounding such extreme market condition changes. The Lead Agency reserves the right to accept or reject such requests based on their merit. The awarded Supplier must provide a justification for the temporary price change, provide assurance that discounts as-bid and awarded remain firm, and detail for how long the temporary adjustment will remain in effect. Such pricing changes must be approved by the Lead Agency prior to implementation.

The awarded Supplier shall submit formal requests, in writing, for temporary pricing escalation or de-escalations for extenuating circumstances at least 30 day in advance to CoreTrust, on behalf of the Lead Agency.

•**Addition of Products/Services:** The awarded Supplier **must** provide manufacturer name, SKU/part numbers, description, UOM, list price, contract NTE list price, and discount percentage off the NTE list price. All specifications and requirements of this Solicitation will apply to anything additionally added during the resulting Contract term.

•**Removal of Products/Services:** The awarded Supplier **must** provide a list of items removed, including SKU/part numbers, descriptions, and contract pricing. If the removal is due to EOL status, the awarded Supplier must follow the EOL notice requirements in this Solicitation.

D. Lead Agency and Participating Agency Feedback:

Lead Agencies and Participating Agencies are encouraged to report out-of-scope items or inconsistencies to CoreTrust.

13.2.4 Evaluation Versus Contract Inclusion

Except for the Section O – Market Basket Exercise Workbook (EXCEL) required under Section 13.2.1, pricing, product, service, catalog, and related information submitted by a Supplier under Section 13.2, including information provided through a dedicated proposal catalog link, shall not be subject to comparative evaluation or scoring.

Information submitted under Section 13.2 is required for the purposes of establishing the scope of Products and Services eligible for inclusion in the resulting Contract, establishing proposed pricing and not to exceed pricing structures, and providing transparency to Participating Entities regarding available offerings and total cost of acquisition.

Any additional terms, conditions, product details, pricing structures, service descriptions, catalog content, or other information submitted by a Supplier as part of its proposal, whether expressly requested or voluntarily provided, shall not be evaluated or scored unless expressly identified in the Solicitation as an evaluated criterion. However, if the Supplier is awarded a Contract, such submitted information shall be deemed incorporated into and binding under the resulting Contract unless expressly excluded or superseded by the Contract terms.

13.3 Technical Requirements: Section N – Technical Proposal Workbook

13.3.1 Company Summary:

The Supplier responding to this Solicitation shall provide a Company History and Summary including the following information in Word or searchable PDF format, not to exceed ten (10) pages:

- a. Brief history and description of the Supplier:
 1. Submit FEIN and Dun & Bradstreet reports;
 2. Include a brief description of the size of your organization and date of incorporation;

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3. Describe experience in providing the services described in this Solicitation. Which organizations do you currently provide a similar or same service? Please provide three (3) references. Include their names, addresses, email and phone numbers of the appropriate contact persons.
 4. Provide a brief overview of annual sales for the three previous fiscal years;
 5. Describe any green or environmental initiatives or policies;
 6. Describe any historically underutilized business certifications supplier holds and the certifying agency. This may include business enterprises such as minority and women-owned, small or disadvantaged, disabled veterans, etc; and
 7. Describe how the Supplier differentiates itself from its competitors.
- b. Provide a detailed history of any legal proceedings, including lawsuits, regulatory investigations, bankruptcy filings, or corporate restructuring within the past five years. Specify case outcomes, ongoing litigation exposure, and potential risks that may impact contract performance.
 - c. Felony Conviction Notice: Indicate if the supplier
 - o is a publicly held corporation, and this reporting requirement is not applicable;
 - o is not owned or operated by anyone who has been convicted of a felony; or
 - o is owned or operated by an individual(s) who has been convicted of a felony and provides the names and convictions.
 - d. Describe any debarment or suspension actions taken against the supplier within the last five years.
 - e. Suppliers please provide written acknowledgement of understanding and affirm capability to meet App B, Sec F in its entirety.

13.3.2 Customer Service, Billing and Invoicing

Participating Entities require responsive and proactive customer service under the resulting Contract. The successful Respondent must:

- A. Provide 24/7 customer support via phone, email, and live chat. The 24/7 customer service/support must, at a minimum, be accessible to Participating Entities across all CONUS time zones during normal business hours;
 - B. Designate a single point of contact (Account Manager) for issue resolution;
 - C. Assign a dedicated representative for the resulting Contract and dedicated representatives to Participating Entities;
 - D. Suppliers to be available to accept orders Monday through Friday during normal business hours across the country.
 - 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.
 - 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.
 - G. Ensure response times within one (1) business day for non-urgent requests and within two (2) hours for urgent matters; and
 - H. Implement a customer satisfaction tracking system with performance metrics (e.g., response time, issue resolution rate, Net Promoter Score).
 - 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.
- 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.

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It is highly desirable that the successful Respondent utilize dedicated inside and outside representatives to service this Agreement. The Respondent may utilize multiple representatives to cover the nation but shall appoint a single point of contact to provide for consistency and continuity of service.

Additionally, the successful Respondent shall also provide individual dedicated inside and outside representatives to service this Agreement on a national basis for members of who utilize this Agreement.

Additionally, the successful Respondent shall also provide individual dedicated inside and outside representatives to service this Agreement on a national basis for members of who utilize this Agreement.

The successful Respondent shall provide for accurate billing of items ordered, timely credits (within 24 hours), and invoices that are easy to understand.

Invoicing to Participating Entities should include the following:

- Awarded Supplier Name
- Awarded Supplier Billing Address
- Awarded Supplier Federal ID Number
- Contract Name
- Name of Participating Entity
- Name of Participating Entity Billing Contact
- Order Date
- Invoice Date
- Invoice Number
- Product SKU/Vendor Number
- Product Name
- Product List Price
- Product Contract Price
- Quantity
- UOM (Unit of Measure)
- Invoice Amount

13.3.3 Online Ordering/E-Commerce

The successful Respondent shall provide a fully integrated online ordering system that ensures:

- A. Secure electronic catalog functionality with real-time pricing and inventory updates;
- B. Compliance with PCI DSS for secure payment processing;
- C. SOCII certification (System and Organization Controls 2) or equivalent for system security;
- D. Multi-tier approval workflows tailored for agency needs;
- E. Full integration capabilities with e-procurement platforms (e.g., Coupa, SAP Ariba, PeopleSoft, etc.)
- F. Disability accessibility.

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

The successful Respondent shall provide appropriate data security to safeguard orders placed online. See 13.6. Data Protections and Data Breach.

Supplier must show evidence of a high level of data and access control, including at a minimum PCI compliance for credit card transactions and SOC II compliance or equal for technology systems. Proof of SOC II or equivalent audits should be provided, and the current reports will remain available for inspection during the term of the contract. Response must include precautions in place to prevent supplier punch outs or connectivity to financial systems from being used as an unauthorized entry point to government data systems.

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The online ordering system shall be populated with all appropriate and correct pricing for, based on the respondent's consortium pricing. In the event an error in pricing is discovered in favor of the user, the successful contractor shall provide a refund and/or credit memo to be issued within ten (10) days after the discovery of the discrepancy.

The online ordering system shall be structured in such a manner to allow for multiple approval levels which may be customized for individual agencies.

The online ordering system shall be set-up to provide for billing to a specific address and shall be capable of accepting procurement cards ("p-card") as a means of payment at the time of order entry.

It is preferable that the online ordering system be capable of providing the appropriately discounted price to individuals who may wish to purchase supplies at one of the respondent's retail stores. The system shall provide pricing based on the entry of an entity's account number, or by the use of an entity p-card.

Upon delivery of the order, the successful respondent's e-commerce system shall be capable of providing electronic invoicing if desired.

In addition to the use of p-cards for payment, the successful respondent's e-commerce system shall be capable of receiving payment via Electronic Funds Transfer (EFT) from the entity.

13.3.4 Reporting Capabilities and Third-Party Audits

The successful Respondent shall provide comprehensive reporting and data analytics tools that include:

- A. Detailed spend analysis reports (including agency-wide purchase trends);
- B. Real-time dashboards for tracking orders, deliveries, and budget allocations;
- C. Customizable reports for tracking cost savings and sustainability compliance;
- D. Automated monthly and quarterly reports accessible via an online portal; and
- E. How are printing jobs tracked from submission to delivery? How do you provide confirmations and delivery updates to end users?

A listing of standard reports available should be provided with the proposal response.

The Contractor shall obtain a third-party firm at no additional cost to Lead Agency to conduct external price audits on this contract. The Contractor shall contract with a third-party firm (to be approved by Lead Agency) to conduct a quarterly random sampling (a minimum of 500 items per quarter) of contract items to confirm the accuracy of contract price or percentage discount and final sell price. Specifically, the third-party firm will confirm the prices displayed on the Contractor's website are equal to or less than the contract terms. The third-party firm shall provide a quarterly report to Lead Agency indicating a Price Accuracy Percentage Rate of 98% or higher. The Price Accuracy Percentage Rate shall be calculated using the following formula: the total sum of the contract price for 500 products sampled divided by the total sum of the purchase price for 500 products.

Example: \$5,050 divided by \$4,900 = 103%. At a minimum, the quarterly report will identify items not in compliance with the contract terms, provide the date of the audit, and screenshots of the items on the Contractor's website that were not in compliance with the contract terms. If Lead Agency deems it is in the best interest of Lead Agency, Lead Agency reserves the right to increase the frequency of the Third- Party Audit.

13.3.5 Contract Risk & Miscellaneous

A. Please describe your firm's approach to contract risk management. Include how your organization identifies, assesses, and mitigates risks throughout the life of a contract, especially for public sector clients.

B. Has your company ever defaulted, failed to perform, or been terminated for cause on a government contract within the last five (5) years? If yes, please explain the circumstances and how the issue was resolved or mitigated.

- C. Describe the insurance coverage your firm maintains, including general liability, professional liability, workers' compensation, and any other relevant coverages. Include policy limits and whether these meet or exceed the requirements set forth in the solicitation requirements in Section B and Section F. (**App B, Sec F, 13.4**).
- D. Explain how your organization ensures contract compliance across multiple clients or jurisdictions. Include specific tools, systems, or personnel used to monitor and ensure performance, timelines, reporting, and contractual obligations.
- E. The Supplier shall provide a supply chain risk mitigation plan, including:

- i. Tariff impact analysis, including pricing strategies for tariff adjustments;
- ii. Information regarding supply chain diversity, detailing multiple sourcing options to prevent disruptions;
- iii. Information regarding business continuity planning, including contingency measures for shortages, natural or technological disasters, or global supply chain issues;
- iv. Information regarding sustainability - What are the sustainability goals you have as an organization? How do you measure success? What has been the progress to your goals? How do you help your customers be more sustainable?

If requested, can you explain how you can meet local government preferences for community- based qualifications, such as local, veteran-owned, or small businesses, and matching contractors to the communities they serve. Are there additional costs to meeting these requirements and how should those costs be accounted for in the pricing? See also, 21. Sustainability Programs.

13.4 General Insurance Requirements

The awarded Supplier shall, at its own expense, obtain and maintain all required insurance in full force and effect throughout the term of the Contract. All insurers must be rated at least "A-," Class "VII" or better by A.M. Best Company or hold an equivalent rating from a nationally recognized rating service.

The awarded Supplier shall maintain insurance as required under the Master Agreement and shall provide documentation demonstrating compliance with those obligations. If the Lead Agency specifies additional insurance requirements in Section B – Lead Agency Requirements, those provisions shall also apply. Such additional coverages may include, but are not limited to, Professional Errors & Omissions and Cyber/Data Breach Liability. The Supplier shall provide and maintain all insurance coverage required under this Solicitation for the benefit of the Lead Agency.

Upon request, the Supplier shall furnish satisfactory evidence of coverage to any Participating Agency. Participating Agencies may, at their discretion, request supplemental documentation or require additional insurance coverage consistent with their local regulations, risk-management standards, or procurement policies. Any additional coverage or documentation required by a Participating Agency shall be mutually agreed upon by the Participating Agency and the Supplier and shall not conflict with the Master Agreement or the Lead Agency's requirements.

Coverage Type	Coverage Amount
Commercial General Liability (CGL)	\$2,000,000 (two million) each occurrence; \$5,000,000 (five million) aggregate; \$1,000,000 (one million) Personal and Advertising Injury; \$100,000 (one hundred thousand) Fire Damage; \$10,000 (ten thousand) Medical Expenses
Automobile	\$2,000,000 (two million)
Umbrella	\$5,000,000 (five million)
Workers Compensation and Disability	Governed by state and statutory limits of Participating Entities

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Additional Insurance Requirements – Data Breach/Cyber and Tech E&O:

The Bidders and subsequently awarded Contractor shall obtain and maintain in full force and effect, throughout the life of the resulting Contract, at their own expense, their own insurance policies. All insurers shall be rated “A-,” Class “VII” or better by A.M. Best Company or a comparable rating service.

The qualified Bidder shall submit documentation meeting the outlined expectations in Appendix A: Requirements, Section B – Lead Agency Requirements.

Additionally, notwithstanding other standard insurance requirements required in this solicitation, such as CGL or Workers Compensation, these are the additional insurance requirements specific to this solicitation as set forth, below:

Data Breach and Privacy & Security/Cyber Liability

Data Breach and Privacy & Security/Cyber Liability coverage including coverage for failure to protect confidential information and failure of the security of the Contractor’s computer systems or the Authorized Users’ systems due to the actions of the Contractor which results in unauthorized access to the Authorized User(s) or their data, shall be maintained with a minimum of Five Million Dollars (\$5,000,000).

Said insurance shall provide coverage for damages arising from, but not limited to the following:

- Breach of duty to protect the security and confidentiality of nonpublic proprietary corporate information;
- Personally identifiable nonpublic information (e.g., medical, financial, or personal in nature in electronic or non-electronic form);
- Privacy notification costs;
- Regulatory defense and penalties;
- Website media liability; and
- Cyber theft of customer’s property, including but not limited to money and securities.

If the policy is written on a claims made basis, Vendor must include with Solicitation response an Endorsement providing proof that the policy provides the option to purchase an Extended Reporting Period (“tail coverage”) providing coverage for no less than one (1) year after work is completed in the event that coverage is cancelled or not renewed. This requirement applies to both primary and excess liability policies, as applicable.

Technology Errors and Omissions OR Professional Liability Insurance

Professional Liability Insurance covering all claims arising out of the performance or nonperformance (including errors and/or omissions) of professional services under this Agreement must be maintained with a minimum of Five Million Dollars (\$5,000,000.00).

When policies are renewed or replaced, the policy retroactive date must coincide with or precede start of Services under this Agreement. A claims-made policy, which is not renewed or replaced, must have an extended reporting period of two (2) years following completion of professional services.

OR

Technology Errors and Omissions Insurance shall provide coverage for damages arising from computer related services including but not limited to the following:

- Consulting;
- Data processing;
- Programming;
- System integration;
- Hardware or software development;
- Installation;

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- Distribution or maintenance;
- Systems analysis or design;
- Training;
- Staffing or other support services; and
- Manufactured, distributed, licensed, marketed or sold cloud computing services.

The policy shall include coverage for third party fidelity including cyber theft.

If the policy is written on a claims made basis, Vendor must include with Solicitation response an Endorsement providing proof that the policy provides the option to purchase an Extended Reporting Period ("tail coverage") providing coverage for no less than one (1) year after work is completed in the event that coverage is cancelled or not renewed. This requirement applies to both primary and excess liability policies, as applicable.

CoreTrust and the Lead Agency retains final authority with respect to all insurance-related decisions and maintains the right to modify, delete, alter or change these requirements upon written notice to the Bidder or awarded Contractor.

Bidders agree that if they are awarded the Contract, as the awarded Contractor, they shall maintain their required insurance coverages and submit updated documentation to the Contract Designated Contact(s) upon renewal or upon request.

If upon request, the awarded Contractor shall provide the following documentation no later than the following time periods:

- For certificates of insurance: 5 business days
- For information on self-insurance or self-retention programs: 15 calendar days
- For additional insured and waiver of subrogation endorsements: 30 calendar days
- For schedules of forms and endorsements and all forms and endorsements: 60 calendar days

13.5 Delivery and Acceptance

Delivery of goods and services under any resulting Contract shall be made using standard commercial delivery methods unless otherwise specified by the Lead Agency or Participating Agency. Acceptable delivery methods may include, but are not limited to, hand delivery by the Supplier, United States Postal Service, FedEx, UPS, or other nationally recognized or locally approved carriers.

The Lead Agency reserves the right to specify the required delivery method, carrier, delivery location, and delivery schedule at the time of order or in supplemental ordering documents. Participating Agencies may also specify delivery requirements applicable to their individual orders, provided such requirements are consistent with the terms of the Contract. Delivery shall be made in accordance with the instructions set forth on each Purchase Order issued by a Participating Agency.

Delivery must be made within the time frame(s) and to the location(s) mutually agreed upon between the Participating Agency and the Supplier. If a delivery delay is anticipated, the Supplier shall obtain an extension in writing from the ordering Participating Agency. If CoreTrust becomes aware of multiple or recurring delivery delays, CoreTrust reserves the right to enforce any remedies available under the Contract, including termination of the Contract in whole or in part and award to a replacement contractor in accordance with the Contract terms.

Pickup of goods by the Lead Agency or Participating Agency may be permitted when mutually agreed upon by the Supplier and the ordering agency. In such cases, delivery, title, and risk of loss shall transfer in accordance with the Contract terms or as otherwise agreed in writing.

All deliveries shall be made during normal business hours unless otherwise authorized by the ordering Participating Agency. The Supplier is responsible for ensuring that all deliveries are properly packaged, clearly labeled, and delivered to the correct location and authorized receiving personnel.

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All containers and packaging shall be suitable for handling, storage, and shipment without damage to the contents. The Supplier is responsible for ensuring that packing is sufficient to allow Products to arrive at the destination in an undamaged condition and ready for their intended use. All containers shall be clearly identified with the applicable Purchase Order number, with packing lists affixed to each carton identifying the contents. When multiple cartons are shipped, each carton shall be numbered and shall identify its position within the total shipment.

The Supplier bears the risk of loss, damage, injury, or destruction of Products until delivery is completed and the Products are physically delivered to the Participating Agency at the designated delivery location.

Title to the Products shall remain with the Supplier until the Products have been delivered, inspected, and accepted by the Participating Agency.

Upon delivery, the Participating Agency shall inspect the Products to verify compliance with the Contract requirements and specifications. Acceptance shall occur only after inspection confirms that the Products conform to the Contract.

Following inspection and acceptance, the Participating Agency and the Supplier shall execute a receipt certifying delivery and acceptance. Responsibility for loss or damage to the Products shall transfer from the Supplier to the Participating Agency upon acceptance.

The Supplier unconditionally guarantees the materials and workmanship of all Products offered under the Contract. If defects occur within the applicable guarantee period due to faulty materials or workmanship, the Supplier shall, at its own expense, repair, adjust, or replace the affected Products to the satisfaction of the Participating Agency. Failure to comply with delivery, packaging, title, risk of loss, or acceptance requirements may be considered a performance issue and may result in corrective action or remedies as permitted under the Contract.

13.6 Data Protections and Data Breach

The awarded Contractor shall agree to the following terms related to Data Protections and Data Breach.

13.6.1 Location of Data; CONUS or OCONUS

Any Participating Entity's Contract must specify if they will allow Data to be located outside of the Continental United States (OCONUS).

Unless otherwise authorized or agreed to in a Participating Entity's Contract, when the Contractor is responsible for managing Data, the Contractor shall meet the following requirements:

- All Data shall remain in the Continental United States (CONUS).
- Any Data stored, or acted upon, shall be solely located in Data Centers within CONUS.
- Any services which directly or indirectly access Data shall be performed only from locations within CONUS.
- All Data in transit shall remain in CONUS and shall be encrypted in accordance with the Participating Entity's encryption requirements.
- All helpdesk, online and support services which may access Data shall be performed only from locations within CONUS.
- No Follow the Sun support shall be allowed to access Data directly or indirectly from locations OCONUS.

Unless otherwise authorized or agreed to in a Participating Entity's Contract, when the Participating Entity is responsible for managing Data, the Contractor shall provide the Participating Entity with the capability and the means or tools to meet the following requirements:

- All Data shall remain in the Continental United States (CONUS).
- Any Data stored, or acted upon, shall be solely located in Data Centers within CONUS.

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- Any services which directly or indirectly access Data shall be performed only from locations within CONUS.
- All Data in transit shall remain in CONUS and shall be encrypted in accordance with the Participating Entity's encryption requirements.
- All helpdesk, online and support services which may access Data shall be performed only from locations within CONUS.
- No Follow the Sun support shall be allowed to access Data directly or indirectly from locations OCONUS.

Unless otherwise authorized or agreed to in a Participating Entity's Contract, the Contractor may not store, act upon, or access Data outside of OCONUS and may not perform support services that may access Data from OCONUS.

Notwithstanding the foregoing, all services covered under warranties and value-added services must be performed within CONUS and may not be authorized to be performed from OCONUS.

13.6.2 Data Breach – Required Contractor Actions

The Participating Entity and the Contractor must, in writing, determine a Security Incident notification policy prior to the finalization of a Participating Entity's Contract. If no such agreement is in place, then the default agreement shall be notification of all Security Incidents that may have a direct impact on the Participating Entity by phone immediately upon detection to the Participating Entity's representative.

Unless otherwise provided by law, in the event of a Data Breach, the Contractor shall:

- Notify the Participating Entity's representative by telephone as soon as possible from the time the Contractor confirms Data Breach. The Participating Entity may specify a maximum notification time in its Contract.
- Consult with and receive authorization from the Participating Entity's representative as to the content of any notice to affected parties prior to notifying any affected parties to whom notice of the Data Breach is required, either by statute or by the Participating Entity.
- Coordinate all communication regarding the Data Breach with the Participating Entity's representative (including possible communications with third parties).
- Cooperate with the Participating Entity, its IT or cybersecurity representatives, and/or any Contractor working on behalf of the Participating Entity or its IT in attempting a) to determine the scope and cause of the breach and b) to prevent the future recurrence of such security breaches.
- Promptly take commercially reasonable steps to mitigate the effects and minimize any damage resulting from the Security Event. Contractor shall provide Written notice to the Participating Entity as to all such corrective actions taken by the Contractor to remedy the Data Breach.

Nothing herein shall in any way impair the Participating Entity or other investigative or law enforcement entity to bring an action against the Contractor or limit Contractor's liability for any violations of any applicable statutes, rules, or regulations.

13.6.3 Cyber Security Plan & Protocols

Qualified Bidders shall provide a copy of their cyber security plan and protocols to protect Lead Agency and future Participating Entity information (e.g. Personally Identifiable Information (PII), SOC 2, ISO 27001, ISO 27108, etc.).

13.7 Arkansas State Agency Printing and Soy Ink Requirements

13.7.1. Applicability

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This section applies only to orders placed by agencies of the State of Arkansas under this cooperative contract. Political subdivisions, school districts, and out of state participating agencies are not subject to these requirements unless they independently elect to apply them.

13.7.2. Definition of Printing

For purposes of orders placed by State of Arkansas agencies under this contract, printing means the process of transferring images by the use of standard industrial printer ink onto documents such as letterhead, envelopes, pamphlets, booklets, and forms, as provided in Arkansas Code § 19 11 222(b).

13.7.3. Soy Ink Requirement

Arkansas law requires that printing paid for, in whole or in part, with State of Arkansas funds be produced using soy based ink when it is reasonably comparable in price and quality.

For any Arkansas state agency order subject to this requirement, the supplier shall use soy based ink unless the supplier can demonstrate that soy based ink is not reasonably comparable in price or is not suitable for the specific printing job.

13.7.4. Compliance

When an Arkansas state agency places an order under this contract, the supplier is responsible for complying with all applicable Arkansas laws governing printing, including the soy ink requirement. Documentation supporting compliance must be provided upon request.

14. IMPLEMENTATION AND GO-TO-MARKET PLAN

The following requirements apply to the awarded Supplier and must be implemented within the timelines stated. These obligations are intended to ensure the rapid and successful implementation of the Master Agreement nationwide.

- A Within 90 days of award**, the Supplier shall implement a comprehensive plan to launch the Master Agreement, including:
 - **Executive Endorsement:** Obtain executive leadership endorsement and sponsorship of the Master Agreement as the Supplier's public sector go-to-market strategy within the first 10 days.
 - **Sales Force Training:** Train and educate the Supplier's national sales force, with participation from executive leadership and CoreTrust, within the first 90 days.
 - **Website & Marketing Launch:**
 - Publish an announcement, contract details, and contact information on Supplier's website.
 - Create and distribute co-branded marketing materials.
 - Launch a dedicated CoreTrust web-based homepage containing:
 - CoreTrust logo
 - Copy of original RFP
 - Contract and amendments
 - Product and pricing summary
 - Marketing materials
 - Link to CoreTrust registration page
 - Dedicated toll-free number and email for CoreTrust

- B Ongoing Marketing and Promotion:** Throughout the term of the Master Agreement, the Supplier shall:

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- Publish and distribute co-branded press releases and advertising in national and regional trade publications.
- Attend and participate in CoreTrust-approved national (e.g., NIGP Annual Forum, NPI Conference), regional, and supplier-specific conferences and trade shows.
- Exhibit and participate annually at the NIGP Annual Forum (e.g., NPI Conference, NIGP chapter conferences, etc.) in the CoreTrust supplier partner area. Booth space will be purchased and staffed by Supplier.
- Collaborate with CoreTrust on promotions, case studies, collateral, and presentations to continually drive awareness and usage of the Master Agreement.

C Sales and Account Management

- Actively pursue direct sales opportunities with Public Agencies nationwide and promptly follow up on leads generated by CoreTrust.
- Ensure all sales materials reference CoreTrust and use approved branding.
- Transition any existing Public Agency customer accounts to the Master Agreement as appropriate.
- Coordinate with CoreTrust to support timely new Participating Agency account setup and ongoing contract administration.

D Reporting and Program Management

- Designate key contacts for executive support, marketing, sales, financial reporting, accounts payable, and contract management.
- Provide CoreTrust with timely sales reporting and support growth initiatives throughout the term of the agreement.

15. CONTRACTOR RESPONSIBILITY FOR SUBCONTRACTORS

- Respondents should disclose all Authorized Subcontractors, Resellers, or other business partners who will be utilized to fulfill obligations under the resulting Contract. A designated form is provided in Appendix C for this purpose and should be used when submitting the required information.
- The awarded Contractor shall remain fully responsible for the performance of the Contract, regardless of the use of Subcontractors. The acts and omissions of any Subcontractor, including its officers, agents, and employees, shall be deemed the acts and omissions of the Contractor to the extent of the subcontract. Any product or service provided by a Subcontractor shall be treated as having been provided by the Contractor.
- The Contractor shall ensure that each Subcontractor is informed of and agrees to comply with all applicable provisions of the Contract. The Contractor must require that all terms and conditions of the Contract flow down to each Subcontractor.
- Failure to disclose the identity of a Subcontractor or to obtain required approvals for additions or changes to Subcontractors may, at the sole discretion of CoreTrust or a Participating Agency, result in disqualification of the Subcontractor, suspension of work, or termination of the Contract for cause if not promptly cured.
- The Contractor shall pay all Subcontractors in accordance with their agreements and, upon request, provide satisfactory evidence of such payment to CoreTrust or the Participating Agency.

16. TITLE AND RISK OF LOSS

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Title to and risk of loss for all products provided under the resulting Contract shall remain with the Supplier until such products are delivered to and accepted by, the Lead Agency or Participating Agency, as applicable. Supplier shall bear all costs of replacement or repair for any loss or damage that occurs prior to acceptance.

17. PRODUCT AND SERVICE CONTINUITY & SUPPORT

The following provisions apply to all products and services offered under the resulting Contract to ensure continuity, quality, and agency satisfaction throughout the term of the resulting contract.

A. Current Products and Services

1. All products and services offered in response to this Solicitation must be currently available and in active production or delivery. Products must be models or types actively used in a customer environment and capable of meeting or exceeding all specifications and requirements of this Solicitation. Services must be actively offered to paying customers and fully capable of meeting the performance standards and requirements described herein.
2. If a product is discontinued or a service offering is retired during the term of the resulting Contract, the Supplier must provide an equivalent or better product or service at the same or lower net price and subject to the same or better discount structure as originally bid.
3. Newer versions of products or updated service offerings released during the term of the resulting Contract may be added, provided they are offered at the same or better percentage discount and meet or exceed all requirements of the Contract.

B. Product Recalls and Safety Notices

In the event of any product recall, technical service bulletin, safety notice, or other material notification affecting products or services provided under the resulting Contract, the Supplier shall provide written notice to the CoreTrust Point of Contact and the Lead Agency within five (5) business days of receipt of such notification. The Supplier is responsible for ensuring that recall notices and related instructions are communicated promptly and accurately to all affected Participating Agencies and for coordinating any required corrective action, replacement, or refund in accordance with the manufacturer's and regulatory requirements.

C. Defective Products and Services

1. The Supplier shall promptly replace or correct, at no additional cost to the Participating Agency, any product or service found to be defective, nonconforming, or otherwise not meeting the requirements of the resulting Contract.
2. For products: the Supplier shall bear all costs of transportation, unpacking, inspection, re-packing, re-shipping, and any related expenses associated with replacement. Replacement products must be delivered to the Participating Agency within seven (7) calendar days of the initial notification, regardless of whether the defective product has been returned to the Supplier.
3. For services: the Supplier shall promptly re-perform or otherwise remedy defective services at no additional cost, within a reasonable period agreed to by the Participating Agency, to ensure full compliance with Contract requirements.

D. End-Of-Life (EOL) Products and Services

1. The Supplier shall provide written notice to the CoreTrust Point of Contact and the Lead Agency at least sixty (60) calendar days prior to discontinuing any product or service offered under the resulting Contract or designating it as End-of-Life (EOL).
2. The Supplier shall replace any EOL product or service with an equivalent or better solution that meets or exceeds the specifications, functionality, and performance of the discontinued item or service. All replacements must be offered at the same or better percentage discount as originally awarded.
3. When a service offering or software solution has been phased out, discontinued, or ended, the Supplier shall work with Participating Agencies to ensure a smooth transition to a successor offering at

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no additional cost, minimizing disruption to agency operations. Replacement products and services are subject to Lead Agency and CoreTrust approval prior to being added to the contract.

E. Return Policy

The Supplier shall maintain a clear, customer-friendly return process that includes:

- **No-Cost Returns:** Free returns for incorrect, defective, or damaged products and for services not performed per Contract requirements.
- **Return Conditions:** Clear terms for all other returns, including timeframes and conditions.
- **Expedited Processing:** Refunds or credits issued within five (5) business days of receipt of the returned product or approval of service correction.
- **Tracking:** An online portal or process for Participating Agencies to track return status, replacements, and refunds.

F. Warranties

- **Disclosure:** Suppliers must disclose all manufacturer and service warranties, including coverage terms and durations, in their proposal submission.
- **Product Coverage:** Defective products covered under warranty must be replaced with new products at no additional cost, including shipping, handling, and labor.
- **Service Coverage:** Services must be performed in a professional, workmanlike manner consistent with industry standards. Deficient services must be re-performed at no additional cost.
- **Extended Warranties:** Extended or optional warranties must be offered to Participating Agencies at the same or better discount as awarded.

18. PARTICIPATING AGENCY-SPECIFIC TERMS

- A. Participating Agencies may, at their sole discretion, negotiate additional terms and conditions with the Supplier, provided that such terms do not conflict with the Master Agreement and are more favorable to the Participating Agency. No alternative terms shall be binding unless mutually agreed in writing by the Participating Agency and the Supplier.

19. SURVIVAL CLAUSE

- A. In addition to those provisions which by their nature survive expiration or termination, all warranties, service agreements, confidentiality obligations, indemnification provisions, and any accepted purchase orders issued prior to termination or expiration shall remain in full force and effect until fulfilled.

20. UNBALANCED PROPOSALS

- A. The Lead Agency expects balanced submissions with sustainable pricing, not artificially low “moment-in-time” pricing. If the Lead Agency questions the viability of pricing that appears significantly below market value or otherwise unbalanced, it reserves the right to require an eighteen (18) month look-back at web and/or list pricing to validate market appropriateness. Price lists determined to be unbalanced may be rejected or excluded from evaluation.
- B. To ensure long-term contract viability, the Supplier must commit to maintaining at least ninety-five percent (95%) of its proposed catalog available for ordering by Participating Agencies for the full term of the Contract. If catalog availability falls below this threshold without evidence of significant market disruption, the Supplier will be required to provide documentation justifying the reduction. Failure to do so may result in remedies up to and including a \$500 penalty per instance and/or termination for cause.

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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.
- 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.
- C. A tracking and reporting mechanism for monitoring "green" spend and sustainability procurement.

22. ADDITIONAL OR ALTERNATIVE TERMS AND CONDITIONS IN A PARTICIPATING ENTITY'S CONTRACT, INCLUDING LEAD AGENCY

The terms and conditions set forth in the resulting Contract shall govern all transactions by Participating Entities under this Contract.

A Contractor can propose additional or alternative terms to Participating Entities. An Awarded Contractor shall submit their additional or alternative terms to CoreTrust to be maintained in an Additional or Alternative Terms and Conditions Library.

Additional or alternative terms may, in the discretion of Participating Entities, be allowed as part of a Contractor's response to a Participating Entity's Contract or RFQ and incorporated provided that the following conditions are met:

- (i) The Contractor identifies where such additional or alternative terms and conditions may be found;
- (ii) The Participating Entity determines that the inclusion of such additional or alternative terms and conditions results in a transaction which is, on an overall basis, more favorable to the Participating Entity than if the transaction did not include such additional or alternative terms and conditions; and
- (iii) The Participating Entity accepts such additional or alternative terms and conditions.

No additional or alternative term and condition shall be valid or binding to the Participating Entity to the extent that such additional or alternative term and condition is less favorable to the Participating Entity than, or conflicts with, the Participating Entity's Contract.

No additional or alternative terms and conditions may be incorporated by the Contractor into a Participating Entity's Contract by unilaterally affixing them to the Product upon delivery (including, but not limited to, attachment or inclusion of standard pre-printed order forms, product literature, "shrink wrap" terms accompanying software upon delivery, or other documents) or by incorporating such terms and conditions onto order forms, purchase orders or other documents forwarded by the Contractor for payment, notwithstanding Participating Entity's subsequent acceptance of Product, or that Participating Entity has subsequently processed such document for approval or payment.

Nothing herein shall be deemed to prohibit a Contractor from offering a Participating Entity better and more advantageous pricing and terms and conditions during the term of their Contract.

23. REPLACEMENT CONTRACTOR

In the event that CoreTrust terminates any resulting Contract resulting from such Contract, CoreTrust reserves the right to award to the Contractor with the next highest score from Section N – Technical Proposal and Section O –

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Cost Proposal that is willing to accept a Contract or Configuration award without rebidding. Under no circumstances will the new awardee be permitted to decrease the percentage discounts as bid.

24. GENERATIVE AI

“Generative AI (GenAI)” means an artificial intelligence system that can generate derived synthetic content, including text, images, video, and audio that emulates the structure and characteristics of the system's training data. Examples of GenAI include ChatGPT and Gemini.

Supplier shall notify Lead Agency solicitation contact(s) in writing with their solicitation response if it: (1) utilized GenAI to complete all or a portion of their solicitation response; (2) intends to utilize GenAI in a way that materially impacts resulting Contract performance.

Supplier solicitation responses must be verified for accuracy and reliability by humans prior to submission. Suppliers are responsible for producing reliable and accurate solicitation responses without misrepresented or fabricated information or data. Suppliers are responsible for reading and understanding the solicitation.

The Lead Agency, at its sole discretion, may consider Supplier’s failure to disclose or discontinue use of GenAI as described above to constitute a material breach of terms. Protecting the integrity of the procurement process is of utmost importance. The Lead Agency reserves the right to reject proposals created using AI, without clarification, if they appear unbalanced or contain contradictory or confusing information. The Lead Agency is entitled to seek any and all remedies available to it under law as a result of such breach.

25. ATTACHMENTS

The following documents are provided as an aid in responding to this Solicitation:

067 Section N – Technical Proposal Workbook (EXCEL)

067 Section O – Market Basket Exercise (EXCEL)

067 Section O – Cost Proposal Workbook (EXCEL) (provide a dedicated proposal link in place of the Proposed Price List tab – see Section F, 13.2.2 for details – the rest of the workbook shall be completed)

SECTION G – SUBMISSION PROTOCOL; EVALUATION; AWARD

1. PROPOSAL SUBMISSION

- A. **Electronic Submission Required.** All proposal documents must be submitted electronically and received by the proposal due date through the Town's designated e-procurement platform at www.bidnetdirect.com/townofdelight. Proposals received after the specified deadline will not be considered.
 1. **Supplier Responsibility.** Suppliers are fully responsible for the timely submission of their proposals. The Lead Agency assumes no responsibility for late, incomplete, or misdirected submissions, or for technical issues experienced by the supplier or its internet service provider.
 2. Large files may require additional upload time depending on file size and internet speed. Suppliers are strongly encouraged to begin the upload process at least one (1) business day before the submission deadline to ensure timely completion.
- B. Respondents must submit a complete proposal that includes all required forms, certifications, and attachments referenced in this solicitation.
- C. Proposals must be received by the specified submission deadline. All documents shall be prepared and submitted in accordance with the requirements and instructions set forth in this Section G.
- D. Each proposal should be prepared simply and economically, providing a straightforward and concise description of the Supplier's ability to meet the requirements of this RFP. Emphasis should be on completeness, clarity of content, organization, and responsiveness to the evaluation criteria.
- E. All proposals shall be valid for a period of 90 days from the date the proposals are received by Lead Agency in compliance with the submission instructions set forth above.
- F. All proposals shall be reviewed for responsiveness to the material requirements of the solicitation. A proposal that is not materially responsive shall not be eligible for further consideration and the Respondent shall receive notice of the non-award of its proposal from Lead Agency.
- G. Subject to the requirements set forth in Sections A and B of the solicitation, during the period between the date Lead Agency issues this solicitation and the selection of Supplier, if any, Lead Agency must restrict all contact with Lead Agency and its personnel and shall direct any and all questions regarding this solicitation to the personnel identified in the solicitation Contact section below in the manner specified in such section. Contact with any prohibited individuals after issuance of this solicitation and before selection is made may result in disqualification of the Respondent.
- H. Respondents may submit questions regarding this solicitation during the Q&A Period outlined in the estimated timetable in Section F above. Questions should be submitted online through www.bidnetdirect.com/townofdelight. All questions and answers will be posted to along with the solicitation documents at www.bidnetdirect.com/townofdelight.

Respondents may be required to affirmatively acknowledge receipt of answers in the manner specified by Lead Agency. Respondents are responsible for regularly viewing the website to review all questions and answers prior to submitting proposals. Oral communications concerning this solicitation shall not be binding and shall in no way excuse a Respondent of the obligations set forth in this solicitation. For each question submitted, Prospective Contractor should reference the specific Solicitation item number to which the question refers.

- I. In the event Lead Agency decides to conduct negotiations, exclusive or concurrent negotiations may be conducted with multiple respondents reasonably susceptible for award. Except to the extent otherwise required by law, during negotiations, no Respondent's proposal, including pricing, shall be revealed to any other party or to any other person who is not involved with the evaluation process.
- J. In the event Lead Agency in its sole discretion deems negotiations are not progressing, the Lead Agency may formally terminate negotiations and may enter into subsequent exclusive or concurrent negotiations with the next most-qualified Respondent.

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- K. **Lead Agency shall consider all proposals voluntarily submitted in response to this solicitation to be free of trade secrets and such proposals shall, in their entirety, be made a part of the public record in compliance with applicable open records policies and laws.** However, notwithstanding the foregoing, if a proposal is submitted in response to this solicitation, and the proposal contains trade secret information as defined under applicable law, then such trade secret information is entitled to all protections granted under applicable law or, if such applicable law requires such information to be expressly identified, such trade secret information must be clearly and conspicuously marked and/or identified as "Trade Secret Information" at the time that such proposal is submitted. If such trade secret information is so marked and/or identified, then, in accordance with applicable state law, Lead Agency shall designate such information as trade secret information and shall maintain and keep such trade secret information. Subject to the foregoing, all proposals and any other documents submitted in response to this solicitation shall become the property of Lead Agency. This solicitation and proposals submitted in response to the solicitation, except for all CoreTrust and/or Respondent pricing, processes, and information that qualifies as trade secret information under applicable law and such portions, sections, or parts of a proposal that are clearly and conspicuously marked and/or identified as Trade Secret Information, are deemed to be public records pursuant to applicable state law. For purposes of this Section, **"proposal"** shall mean both the forms submitted by the Respondent in connection with this solicitation and any attachments, addenda, appendices, or sample products. Except to the extent any information contained in a proposal is considered trade secret information under applicable law, any proposal submitted in response to this or any Lead Agency solicitation that fails to clearly and conspicuously mark and/or identify trade secret information at the time that such proposal is submitted to Lead Agency for consideration shall be deemed and considered by Lead Agency to not contain trade secret information and such proposals shall be deemed to be public records in their entirety in accordance with this Section and applicable state law.
- L. Lead Agency may, in its sole discretion, waive minor errors or omissions in a Respondent's proposals when those errors do not unreasonably obscure the meaning of the content, or the competitive nature of the proposal submitted in response to this solicitation.
- M. CoreTrust and/or Lead Agency, in their sole discretion, may request Respondents reasonably susceptible for award to submit a best-and-final offer. In such case, Respondents shall submit their best-and-final offers in writing. If a Respondent does not respond to the request for a best-and-final offer, that Respondent's most recent submission will be considered its best-and-final offer.
- N. By submitting a proposal, Respondent expressly agrees to waive any claim it has or may have against CoreTrust, its directors, officers, members, managers, employees, or agents arising out of or in connection with: (i) the administration, evaluation, or recommendation of any proposal; (ii) any requirements under the solicitation, proposal package, or related documents; (iii) the rejection of any proposal or any part of any proposal; and/or (iv) the award of a contract, if any. CoreTrust shall not be responsible or liable for any costs incurred by Respondents or the successful Respondent in connection with responding to the solicitation, preparing for oral presentations, preparing and submitting a proposal, entering or negotiating the terms of a contract, or any other expenses incurred by a Respondent. The Respondent is wholly responsible for any such costs and expenses and shall not be reimbursed in any manner by CoreTrust.

2. SOLICITATION CONTACT

Key Contact: Bid.TownOfDelightAR@gmail.com

3. PROPRIETARY INFORMATION

- A. All response documents submitted under this solicitation become the property of the Lead Agency and are subject to the Arkansas Freedom of Information Act (FOIA).
- B. Suppliers must submit one (1) complete redacted copy of their original response, with any proprietary or confidential information removed.
- C. Except for the redacted portions, the redacted copy must be identical to the original, including identical pagination and visible indications where information has been removed.

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- D. Suppliers are solely responsible for identifying proprietary information and for ensuring that redacted electronic files cannot be restored to reveal the original data.
- E. The redacted copy will be made available for public inspection under FOIA without further notice to the Supplier.
- F. If no redacted copy is provided, the Lead Agency will release the non-redacted response (excluding financial data other than pricing) in response to any valid FOIA request.
- G. If the Lead Agency determines that any redacted material is subject to disclosure under FOIA, the Supplier will be notified prior to release.

4. REPRESENTATIONS. The Respondent hereby represents the following:

- A. It has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with this proposal and any subsequent award.
- B. It shall include in the Technical Proposal a complete description of any and all relationships that might be considered a conflict of interest in doing business with Lead Agency.
- C. To the best of Respondent's knowledge, the proposal has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other respondents or potential respondents in any award resulting from this solicitation.
- D. It is not currently delinquent in the payment of any franchise taxes.
- E. The individual signing the submittal (whether electronically or in paper form) is an authorized agent of the Respondent and has the authority to bind the Respondent to the Award.
- F. Where the solicitation contains a specification that states no substitutions, no deviation from this requirement shall be permitted. The Respondent shall comply with the true intent of the specifications and drawings and not take advantage of any unintentional error or omission. In cases where no type and kind of product is specified, specifications have been developed to indicate minimal standards as to the usage, materials, and contents based on the needs of the Participating Agencies. References to manufacturer's specifications ("**Specifications**") are to be considered informative to give Lead Agency information as to the general style, type, and kind requested. Lead Agency shall, in its sole discretion, determine whether proposed goods, materials, or equipment are substantially equivalent to the Specifications, considering quality, workmanship, economy of operation, and suitability for the purpose intended. Respondents should include all documentation required to evaluate whether their proposed goods, materials, or equipment are substantially equivalent to the Specifications.
- G. Respondent shall state the brand name and number of the materials being provided. If none is indicated, it is understood that the Respondent is proposing the exact brand name and number specified or mentioned in the solicitation. However, unless specifically stated otherwise, comparable substitutions shall be permitted in cases where the material is equal to that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended.
- H. Lead Agency reserves the right to award contract(s) to multiple Respondents. The decision to award multiple contracts, award only one contract, or to make no awards rests solely with Lead Agency. No exclusivity is implied in connection with this solicitation unless expressly stated otherwise. Lead Agency reserves the right to obtain like goods and services from other sources.

5. EVALUATION PROCESS AND CRITERIA

A. Committee Review and Scoring

- 1. All proposals will be reviewed to determine their responsiveness to the material requirements of this Solicitation. Proposals found to be non-responsive to those requirements may be deemed ineligible for further consideration. In such cases, the Supplier will be notified that its proposal was not selected for award.

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2. An evaluation committee will review and score Suppliers' submissions in accordance with the evaluation criteria outlined in this solicitation. The Lead Agency intends to select the proposal that best meets the needs of a national cooperative and provides the greatest overall value.
3. As part of its review, the committee may verify references and consider documented past performance on services or commodities provided by Suppliers. This may include references submitted in the proposal as well as verifiable records of performance with the Lead Agency or other entities. The committee will use this information, along with other evaluation factors, to make a recommendation for selection, subject to final approval and contract execution by the appropriate Lead Agency officials.
4. The Town of Delight reserves the right to conduct negotiations with the bidder reasonably suspected of being the most responsive and responsible offeror. Such negotiations may include clarification of the proposal, scope, or pricing and shall be conducted in good faith to achieve the most advantageous terms for the Town. If negotiations are unsuccessful or fail to produce an acceptable agreement, the Town may terminate discussions and proceed to the next eligible bidder or reject all bids if determined to be in the Town's best interest. No bidder shall be permitted to modify its proposal to the prejudice of fair competition after the submission deadline.

B. Evaluation Criteria

1. Responsiveness. Proposals will be evaluated for responsiveness to the Scope of Work (Appendix B, Section F), compliance with submission requirements, and Appendix C.
2. Responsibility. Factors may include company background, relevant experience in both public and private sectors, with an emphasis on demonstrated performance in the public sector, as well as financial stability, distribution capabilities, and the ability to meet sustainability and inclusion objectives, as applicable.

3. Technical and Financial Review:

Technical Proposal – 70%

Weights as assigned, below:

- Bidder Capacity, Capability and Reputation (including Company Summary) – 35%
- Online Ordering/E-Commerce – 10%
- Customer Service/Support - 10%
- Reporting Capabilities/Third Party Audits – 5%
- Contract Risk & Miscellaneous – 5%
- Implementation and Go-To-Market Plan – 5%

Cost Proposal– 30%

Suppliers must submit Section O- Market Basket Exercise (EXCEL) and Section O – Cost Proposal Workbook (EXCEL).

If opting to provide a dedicated proposal link to catalog in place of the Proposed Price List tab in Section O – Cost Proposal Workbook (in accordance with Section F, 13.2.2), the rest of the workbook must still be completed.

4. Debarment Status. Any Supplier listed on the federal government's debarment list or on the Lead Agency's state debarment list may be disqualified from consideration.
5. A Respondent's performance and actions under previously awarded contracts to schools, local, state, or federal agencies are relevant in determining whether the Respondent is likely to provide quality Products & Services to Participating Agencies; including the administrative aspects of

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performance; the Respondent's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the Respondent's businesslike concern for the interests of the customer.

- C. Information Requirements. The Respondent shall provide the information, documentation, forms, and other materials required in Section N ("**Technical Proposal**").
- D. Estimated Quantities. This Solicitation is issued on an indefinite delivery/indefinite quantity (IDIQ) basis. While no minimum volume is guaranteed to Supplier, the estimated annual volume is projected based on the current annual volumes among Lead Agency and other Participating Agencies that are anticipated to utilize the resulting Master Agreement to be made available to them through the Program and volume growth into other public agency members through a coordinated marketing approach between Supplier and CoreTrust.
- E. Cost Proposal Requirements. The Respondent shall provide a detailed cost proposal in the form required in Section O ("**Cost Proposal**").
- F. Pricing Information. The below details should be taken into consideration when developing any cost proposal in connection with this solicitation and the Cost Proposal.
 - 1. Complete Proposal. It is the responsibility of the Respondent to provide a complete Cost Proposal that includes pricing based on a verifiable pricing methodology for all Products & Services to be considered part of the final Master Agreement offered to the Participating Agencies.
 - 2. Value. Lead Agency requests that Respondents offer Products & Services at lower prices that are scalable and with better value than what they would ordinarily offer to a single government agency, educational institution, or regional cooperative.
 - 3. Maximum Price. Lead Agency requests that pricing be submitted as not-to-exceed. The Respondent may adjust pricing lower if needed but cannot exceed the pricing submitted. Supplier commits the not-to-exceed pricing provided under the Master Agreement pricing is its lowest available (net to buyer) to public agencies nationwide and further commits that if a Participating Agency is eligible for lower pricing through a national, state, regional, or local or cooperative contract, Supplier shall match such lower pricing to that Participating Agency under the Master Agreement.
 - 4. Indefinite Quantity. This solicitation requests pricing for an indefinite quantity of Products & Services.
 - 5. Total Acquisition Cost. The pricing included in the Cost Proposal must be clearly understood, complete, and fully describe the total cost of acquisition (e.g., cost of the proposed equipment, products, and services delivered and operational for its intended purpose in the Participating Agency's location).
 - 6. Prevailing Wage. Supplier and any of its subcontractors agree to comply with all laws regarding prevailing wage rates applicable to construction of public work, and any related federal requirements, including the Davis-Bacon Act, applicable to this solicitation and Participating Agencies.
 - 7. Administrative Fee. Pricing provided shall include the administrative fee payable to CoreTrust.
 - 8. Descriptions. All line items included in your Cost Proposal should be described by, but not limited to, characteristics such as manufacture name, stock or part number, size, or functionality.
 - 9. Discounts. Discounts shall be clearly defined. Pricing with multiple discounts levels based on quantity, sales volume, or any other factor is allowable and must be based on a fixed or defined price or sales range or configuration of Products & Services.
 - 10. No Cost-Plus Pricing. Cost-Plus Pricing is not acceptable as the primary pricing methodology for the solutions provided in your Cost Proposal. Cost-Plus Pricing can be defined as adding a markup to the cost of goods or services to arrive at a selling price. Using this pricing methodology is not accepted by Participating Agencies using Federal grant funds to purchase the Products & Services offered by Supplier.
- G. Lead Agency reserves the right to make additional investigations as it deems necessary to establish the capability of any Respondent.

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6. PROSPECTIVE CONTRACTOR ACCEPTANCE OF EVALUATION TECHNIQUE

The submission of a response to this solicitation signifies the Prospective Contractor's understanding and agreement that some subjective value judgments will be made during the evaluation and scoring of the technical proposals.

7. AWARD

- A. Depending upon the proposals received in a given category, Lead Agency may need to organize responses into subcategories based on specific geographies, products, or services in order to provide the broadest coverage of the requests in scope of this solicitation. Awards may be based on a subcategory.
- B. Lead Agency is under no obligation to issue a contract as a result of this solicitation if, in the opinion of Lead Agency and the proposal review team, none of the proposals are sufficiently responsive to the objectives and needs of Lead Agency. Lead Agency reserves the right to not select any Respondent should Lead Agency decide not to proceed for any reason.
- C. Once a supplier is awarded, they will go through an onboarding process with CoreTrust to set specific protocols. Generally, suppliers are expected to submit a monthly sales report on the contract, which will trigger the fee submission at the same time. Suppliers and CoreTrust will work through the specific details during onboarding. Please refer to Attachment A - Terms and Conditions to the Administration Agreement, #3. Fees - a. Administrative Fee, b. Reporting and c. Audit. Also refer to Schedule 1 to Attachment A - Form of Administrative Fee Report.
- D. In the event a Respondent's proposal is not selected, Respondent may, simultaneous to or in lieu of a protest, request in writing that Lead Agency and Respondent engage in a debriefing process, the purpose of which is to provide Lead Agency's general feedback on the Respondent's proposal in order to aid the Respondent in preparing future proposals.

8. PROTESTS

- A. Subject to the requirements set forth in Sections A and B of the solicitation, a protest may be filed by a prospective or actual Respondent alleging improprieties in the issuance of the solicitation or any other event preceding the deadline for proposal submission. The protest must be emailed to Bids_TownOfDelightAR@gmail.com and prior to the proposal due date.
- B. Any potential or actual Respondent objecting to the award of a contract resulting from the issuance of this solicitation may file a protest of contract award and must be submitted no later than 12:00 PM Central on the eighth (8th) calendar day after the public announcement of contract award. The Respondent(s) who would have been awarded the contract shall be notified of the receipt of the protest.
- C. Whether for a protest of the solicitation or contract award(s), the protest must be filed in writing and must contain the following information:
 - 1. The name, address, and telephone number of the protestor;
 - 2. The name and number of the solicitation being protested;
 - 3. A detailed statement of the legal and factual grounds for the protest, including copies of any relevant documents;
 - 4. A statement as to the form of relief requested from Lead Agency; and
 - 5. Any other information the protestor believes to be essential to the determination of the factual and legal questions at issue in the written protest.
- D. Lead Agency shall issue written decisions on all timely protests and shall notify any protestor who filed an untimely protest as to whether the protest shall be considered.
- E. An untimely protest may be considered by Lead Agency, if Lead Agency, in its sole discretion, determines that the protest raises issues significant to Lead Agency's procurement methodology. An untimely protest is one received by Lead Agency after the time periods set forth in this Section.

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9. OTHER REQUIRED INFORMATION

A. Applicability of Section 8 (Other Required Information) – State-Specific Requirements

The requirements contained in this are included to address compliance obligations that may be imposed under the laws of certain states. These provisions apply only in those states where they are required by law or regulation and do not automatically apply to the Lead Agency or Participating Agencies located in states that do not impose such obligations.

Suppliers are responsible for complying with the certifications, licenses, and other requirements of the jurisdiction(s) in which they are conducting business under this Contract. States that currently require, or may require, additional certifications, licenses, registrations, or diverse business documentation under provisions such as those found in this Section include, but are not limited to: California, Texas, New York, Illinois, and Ohio.

Other states may also have comparable requirements. Suppliers are required to meet those obligations only when contracting with, receiving an award from, or fulfilling orders placed by the Lead Agency or a Participating Agency located in that state. If there is any conflict between the provisions in this Section and the laws of the Lead Agency's or a Participating Agency's state, the procurement laws of that Agency will govern and take precedence.

The inclusion of these provisions in this Section is necessary to ensure that this Contract may be lawfully used by Participating Agencies in states where such requirements exist. However, they do not create obligations for Suppliers in jurisdictions that do not require them, and failure to provide such documentation will not affect eligibility for award or use of this Contract outside the applicable state.

B. Certifications And Licenses

Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing Respondent to perform the covered services including, but not limited to licenses, registrations or certifications. M/WBE, HUB, DVBE, small and disadvantaged business certifications and other diverse business certifications, as well as manufacturer certifications for sales and service must be included if applicable.

C. Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The Respondent complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the Participating entities in which work is being performed.

DocuSigned by:

Brian Abromavage

Respondent Signature

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D. Fingerprint & Criminal Background Checks

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If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The Respondent shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed

DocuSigned by:



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Respondent Signature

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E. ANTITRUST CERTIFICATION STATEMENTS

(Tex. Government Code § 2155.005)

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

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

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

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

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

DocuSigned by:

Brian Abromavage

Respondent Signature

F. IMPLEMENTATION OF HOUSE BILL 1295

Certificate of Interested Parties (Form 1295):

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

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

Filing Process:

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

The governmental entity or state agency must notify the commission, using the commission's filing application, of the receipt of the filed Form 1295 with the certification of filing not later than the 30th day after the date the contract binds all parties to the contract. The commission will post the completed Form 1295 to its website within seven business days after receiving notice from the governmental entity or state agency.

Information regarding how to use the filing application will be available on this site starting on January 1, 2016.

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

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G. BOYCOTT CERTIFICATION

Respondent must certify that during the term of any Agreement, it does not boycott Israel and will not boycott Israel. "Boycott" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include action made for ordinary business purposes.

Does vendor agree?

Bl

(Initials of Authorized Representative)

Respondent must certify that it does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association; and will not discriminate during the term of the contract against a firearm entity or firearm trade association. Respondent must also certify that it does not boycott energy companies and will not boycott energy companies during the term of the contract.

Does vendor agree?

Bl

(Initials of Authorized Representative)

H. TERRORIST STATE CERTIFICATION

In accordance with Texas Government Code, Chapter 2252, Subchapter F, REGION 10 ESC is prohibited from entering into a contract with a company that is identified on a list prepared and maintained by the Texas Comptroller or the State Pension Review Board under Texas Government Code Sections 806.051, 807.051, or 2252.153. By execution of any agreement, the respondent certifies to REGION 10 ESC that it is not a listed company under any of those Texas Government Code provisions. Responders must voluntarily and knowingly acknowledge and agree that any agreement shall be null and void should facts arise leading the REGION 10 ESC to believe that the respondent was a listed company at the time of this procurement.

Does vendor agree?

Bl

(Initials of Authorized Representative)

I. FEMA REQUIREMENTS

When a participating agency seeks to procure goods and services using funds under a federal grant or contract, specific federal laws, regulations, and requirements may apply in addition to those under state law. This includes, but is not limited to, the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200 (sometimes referred to as the "Uniform Guidance" or "EDGAR" requirements). Additionally, Appendix II to Part 200 authorizes FEMA to require or recommend additional provisions for contracts.

All respondents submitting proposals must complete this FEMA Recommended Contract Provisions Form regarding respondent's willingness and ability to comply with certain requirements which may be applicable to specific participating agency purchases using FEMA funds. This completed form will be made available to Members for their use while considering their purchasing options when using FEMA grant funds. Members may also require Supplier Partners to enter into ancillary agreements, in addition to the contract's general terms and conditions, to address the member's specific contractual needs, including contract requirements for a procurement using federal grants or contracts.

For each of the items below, Respondent should certify Respondent's agreement and ability to comply, where applicable, by having respondents authorized representative complete and initial the applicable lines after each section and sign the acknowledgment at the end of this form. If a Respondent fails to complete any item in this form, it will be considered that the Respondent's response will be that they are unable or unwilling to comply. A negative response to any of the items may, if applicable, may impact the ability of a participating agency to purchase from the Supplier using federal funds.

1. Access to Records

For All Procurements

The Winning Supplier agrees to provide the participating agency, the pass-through entity (if applicable), the FEMA Administrator, the Comptroller General of the United States, or any of their authorized

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representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

The Winning Supplier agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

The Winning Supplier agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work ^{DS} pertaining to the work being completed under the contract.

Does vendor agree? *Bl* (Initials of Authorized Representative)

For Contracts Entered into After August 1, 2017 Under a Major Disaster or Emergency Declaration

In compliance with section 1225 of the Disaster Recovery Reform Act of 2018, the participating agency, and the Winning Supplier acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by ^{DS} FEMA Administrator or the Comptroller General of the United States."

Does vendor agree? *Bl* (Initials of Authorized Representative)

2. Changes

FEMA recommends that all contracts include a changes clause that describes how, if at all, changes can be made by either party to alter the method, price, or schedule of the work without breaching the contract. The language of the clause may depend on the nature of the contract and the procured item(s) or service(s). The participating agency should also consult their servicing legal counsel to determine whether and how contract changes ^{DS} permissible under applicable state, local, or tribal laws or regulations.

Does vendor agree? *Bl* (Initials of Authorized Representative)

3. Use of DHS Seal, Logo, and Flags

The Winning Supplier shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval. The contractor shall include this provision in any subcontracts.

Does vendor agree? *Bl* (Initials of Authorized Representative)

4. Compliance with Federal Law, Regulations, And Executive Orders and Acknowledgement of Federal Funding

This is an acknowledgement that when FEMA financial assistance is used to fund all or a portion of the participating agency's contract with the Winning Supplier, the Winning Supplier will comply with all applicable federal law, regulations, ^{DS} executive orders, FEMA policies, procedures, and directives.

Does vendor agree? *Bl* (Initials of Authorized Representative)

5. No Obligation by Federal Government

The federal government is not a party to this or any contract resulting from this or future procurements with the participating agencies and is not subject to any obligations or liabilities to the non-federal entity, contractor, or any other party pertaining to any matter resulting from the contract.

6. Program Fraud and False or Fraudulent Statements or Related Acts

The Winning Supplier acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to ^{DS} contractor's actions pertaining to this contract.

Does vendor agree? *Bl* (Initials of Authorized Representative)

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7. Affirmative Socioeconomic Steps

If subcontracts are to be let, the Winning Supplier is required to take all necessary steps identified in 2 C.F.R. § 200.321(b)(1)-(5) to ensure that small and minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

**Please see attached Strategic Supplier Network Commitment document.*

Does vendor agree? *** (Initials of Authorized Representative)

8. License and Delivery of Works Subject to Copyright and Data Rights

The Winning Supplier grants to the participating agency, a paid-up, royalty-free, nonexclusive, irrevocable, worldwide license in data first produced in the performance of this contract to reproduce, publish, or otherwise use, including prepare derivative works, distribute copies to the public, and perform publicly and display publicly such data. For data required by the contract but not first produced in the performance of this contract, the Winning Supplier will identify such data and grant to the participating agency or acquires on its behalf a license of the same scope as for data first produced in the performance of this contract. Data, as used herein, shall include any work subject to copyright under 17 U.S.C. § 102, for example, any written reports or literary works, software and/or source code, music, choreography, pictures or images, graphics, sculptures, videos, motion pictures or other audiovisual works, sound and/or video recordings, and architectural works. Upon or before the completion of this contract, the Winning Supplier will deliver to the participating agency data first produced in the performance of this contract and data required by the contract but not first produced in the performance of this contract in formats acceptable by the (insert name of the non-federal entity).

Does vendor agree? *DS Bl* (Initials of Authorized Representative)

10. Prevailing Wage Requirements and Pricing Clause for Nationwide Cooperative

A. Overview and Applicability

This clause governs prevailing wage compliance for all work performed under this cooperative contract, regardless of the prevailing wage requirements of the Lead Agency's state. It applies to:

- All services performed in the Lead Agency's state must comply with applicable federal, state, or local wage laws in that jurisdiction. If no prevailing wage laws apply, pricing may reflect standard labor rates.
- Services performed in Participating Agencies' states must comply with the prevailing wage requirements mandated by the applicable federal, state, or local laws of that jurisdiction.
- Federal wage laws, including the Davis-Bacon Act, apply to any work funded in whole or in part with federal funds.

B. Prevailing Wage Compliance – All Jurisdictions

1. The Contractor is responsible for determining and complying with all applicable prevailing wage requirements in each jurisdiction where services are performed under this contract.
2. This includes compliance with:
 - o Federal prevailing wage laws (e.g., Davis-Bacon Act),
 - o State or local prevailing wage laws,
 - o Any jurisdiction-specific wage determinations applicable to a project or contract.
3. The absence of prevailing wage requirements in the Lead Agency's state does not exempt the Contractor from compliance in other jurisdictions.
4. Each Participating Agency will notify the Contractor of any applicable wage obligations. The Contractor is responsible for proactively confirming this information prior to beginning work.

C. Contractor Obligations

1. The Contractor must:

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- Confirm prevailing wage applicability with each Participating Agency prior to beginning any work.
 - Request and apply the current wage determinations issued by the appropriate federal, state, or local authority.
 - Provide jurisdiction-specific wage rate schedules to Participating Agencies where prevailing wage laws apply.
 - Adjust labor rates immediately upon any changes to applicable prevailing wage rates, ensuring the updated rates are applied to all services rendered on or after the effective date of the change.
2. The Contractor must maintain complete and accurate wage documentation for all work performed under this contract in jurisdictions with applicable wage laws. This includes, but is not limited to:
 - Certified payroll records submitted in the format required by the applicable governing authority.
 - Signed wage affidavits.
 - Records of wage classifications, hourly rates, and fringe benefits.
 - Required public postings (e.g., wage determinations, job classifications, contact information for reporting violations).
 - Any jurisdiction-specific documentation mandated by state or local law.
 3. Subcontractor Compliance: The Contractor must ensure that all subcontractors comply with all applicable prevailing wage laws and maintain the same documentation standards. The Contractor is responsible for:
 - Collecting, reviewing, and retaining subcontractor wage documentation.
 - Taking reasonable steps to verify subcontractor compliance.
 - Ensuring subcontractors apply the appropriate wage rates and classifications.

D. Pricing Requirements

1. Base Pricing for Proposal Submission: Vendors must submit pricing that reflects the prevailing wage requirements, or lack thereof, in the Lead Agency's jurisdiction.
 - If prevailing wage laws apply in the Lead Agency's state, pricing must reflect full compliance with those rates.
 - If prevailing wage laws do not apply, pricing may reflect standard market labor rates in that jurisdiction.
2. Jurisdiction-Based Adjustments: Vendors must adjust pricing for Participating Agencies based on the prevailing wage requirements in each jurisdiction. All adjustments should be made relative to the pricing submitted in response to the Lead Agency's solicitation, which may or may not reflect prevailing wage rates, depending on the Lead Agency's laws. Specifically:
 - If the Lead Agency requires prevailing wages, vendors must offer reduced pricing to Participating Agencies in jurisdictions where prevailing wage laws do not apply or where labor costs are lower.
 - If the Lead Agency does not require prevailing wages, vendors must be prepared to increase pricing for Participating Agencies located in jurisdictions that do require prevailing wages, in full compliance with applicable federal, state, or local laws.
 - Vendors must provide updated, jurisdiction-specific pricing schedules to each Participating Agency at the time of engagement, reflecting the applicable prevailing wage obligations for that location.
3. Proposal Documentation: Vendors must clearly explain how pricing may vary across jurisdictions and how those differences relate to the Lead Agency's bid pricing. Specifically, vendors must:

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- Identify and document any pricing differences that result from jurisdictional prevailing wage requirements, relative to the pricing submitted in response to the Lead Agency's solicitation.
 - Justify all rate adjustments, whether increases or reductions, by referencing the applicable federal, state, or local wage laws that drive those changes.
4. Pricing Equity: Participating Agencies must receive pricing that is fair, transparent, and consistent with applicable labor laws. Vendors must:
- Disclose and explain all pricing adjustments to each Participating Agency at the time of engagement. Adjustments must reflect the presence or absence of prevailing wage requirements in that jurisdiction and must be clearly identified as increases or decreases relative to the pricing submitted in response to the Lead Agency's solicitation.
 - Ensure that all pricing is complies with applicable federal, state, or local wage laws and proportionate to the labor rates required in each Participating Agency's jurisdiction.

E. Monitoring and Adjustments

1. The Contractor is solely responsible for monitoring, tracking, and implementing changes to prevailing wage rates in all jurisdictions where services are performed under this contract. This includes
 - Reviewing updates from labor authorities.
 - Subscribing to wage bulletins.
 - Maintaining systems or procedures to ensure real-time compliance.
2. Rate revisions are effective immediately upon issuance by the governing authority and must be applied to all services performed after the effective date. The Contractor must:
 - Update internal rate schedules and invoicing systems to reflect the new rates.
 - Notify affected Participating Agencies of the rate changes.
 - Maintain documentation of the rate change, including the official issuance date and source.
 - Apply rate adjustments using the standard formula below, if applicable.
3. When prevailing wage rates increase during the contract term, the Contractor's pricing may be adjusted proportionally using the following formula.

Example:

- A. Initial prevailing wage rate = \$50 per hour*
- B. Increased prevailing wage rate = \$60 per hour*
- C. Contractor's bid labor rate = \$70 per hour*

Percentage Increase = $(\$60 - \$50) \div \$50 = 20\%$

Adjusted Labor Rate = $\$70 + (\$70 \times 0.20) = \$84$ per hour

F. Non-Compliance and Penalties

Failure to comply with applicable federal, state, or local prevailing wage laws may result in any of the following actions:

- Suspension or termination of the cooperative contract or any related purchase orders by the Lead Agency or a Participating Agency.
- Reimbursement of overcharges, including any improperly billed labor costs.
- Referral to the appropriate enforcement authority, such as a federal, state, or local labor agency, which may investigate and impose legal penalties or fines as permitted by law.
- Disqualification from future contracting opportunities under this cooperative or other public procurement programs.

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- Any other contractual remedies available under the terms of this agreement or applicable procurement laws.

G. Federal Funding Considerations

When services are performed pursuant to this cooperative contract and are funded in whole or in part by federal funds, the Contractor must comply with all applicable federal prevailing wage laws, including but not limited to the Davis-Bacon Act.

- Federal wage determinations issued by the U.S. Department of Labor for the applicable project locality shall govern and take precedence over any conflicting state or local requirements.
- The Contractor must ensure compliance with all federal recordkeeping obligations, including submission of certified payrolls, and must apply the correct wage classifications and fringe benefit requirements for the work performed.

H. Non Discrimination In Employment In Northern Ireland: Macbride Fair Employment Principles

In accordance with §165 of the State Finance Law, the Contractor stipulates that it either has no business operations in Northern Ireland, or if it does have such business operations, it shall take lawful steps in good faith to conduct such operations in accordance with the MacBride Fair Employment Principles.

PLEASE READ AND INITIAL EITHER STATEMENT #1 OR STATEMENT #2. DO NOT INITIAL BOTH STATEMENTS.

☒ 1. The Contractor, and any individual or legal entity in which the Contractor holds a 10% or greater ownership interest and any individual or legal entity that holds a 10% or greater ownership interest in the Contractor has no business operations in Northern Ireland.

☐ 2. The Contractor, and any individual or legal entity in which the Contractor holds a 10% or greater ownership interest and any individual or legal entity that holds a 10% or greater ownership interest in the Contractor shall take lawful steps in good faith to conduct any business operations they have in Northern Ireland in accordance with the MacBride Fair Employment Principles and shall permit the independent monitoring of their compliance with such principles.

DocuSigned by:
 Signature
 1C09BC77E45B48A...

Brian Abromovage Print Name



[Department of State](#) / [Division of Corporations](#) / [Search Records](#) / [Search by FEI/EIN Number](#) /

Detail by FEI/EIN Number

Foreign Limited Liability Company
ODP BUSINESS SOLUTIONS, LLC

Filing Information

Document Number M21000002918

FEI/EIN Number 86-2161688

Date Filed 03/15/2021

State DE

Status ACTIVE

Last Event LC NAME CHANGE

Event Date Filed 10/13/2021

Event Effective Date NONE

Principal Address

6600 North Military Trail
Boca Raton, FL 33496

Changed: 03/04/2025

Mailing Address

6600 North Military Trail
Boca Raton, FL 33496

Changed: 03/04/2025

Registered Agent Name & Address

CT CORPORATION SYSTEM
1200 SOUTH PINE ISLAND ROAD
PLANTATION, FL 33324

Authorized Person(s) Detail

Name & Address

Title Manager

Hlavinka, Sarah E.
6600 North Military Trail
Boca Raton, FL 33496

Title Assistant Secretary

Satyal, Debbie
6600 North Military Trail
Boca Raton, FL 33496

Annual Reports

Report Year	Filed Date
2023	02/26/2023
2024	04/04/2024
2025	03/04/2025

Document Images

03/04/2025 -- ANNUAL REPORT	View image in PDF format
04/04/2024 -- ANNUAL REPORT	View image in PDF format
02/26/2023 -- ANNUAL REPORT	View image in PDF format
03/30/2022 -- ANNUAL REPORT	View image in PDF format
10/13/2021 -- LC Name Change	View image in PDF format
03/15/2021 -- Foreign Limited	View image in PDF format

Florida Department of State, Division of Corporations

DOCUMENT# M21000002918

Entity Name: ODP BUSINESS SOLUTIONS, LLC

Current Principal Place of Business:

6600 NORTH MILITARY TRAIL
BOCA RATON, FL 33496

Current Mailing Address:

6600 NORTH MILITARY TRAIL
BOCA RATON, FL 33496 US

FEI Number: 86-2161688

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

CT CORPORATION SYSTEM
1200 SOUTH PINE ISLAND ROAD
PLANTATION, FL 33324 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent Date

Authorized Person(s) Detail :

Title	MANAGER	Title	ASSISTANT SECRETARY
Name	HLAVINKA, SARAH E.	Name	SATYAL, DEBBIE
Address	6600 NORTH MILITARY TRAIL	Address	6600 NORTH MILITARY TRAIL
City-State-Zip:	BOCA RATON FL 33496	City-State-Zip:	BOCA RATON FL 33496

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: DEBBIE SATYAL

ASSISTANT SECRETARY 03/04/2025

Electronic Signature of Signing Authorized Person(s) Detail Date

SECTION H – REQUIREMENTS FOR NATIONAL COOPERATIVE CONTRACT

1. NATIONAL OFFERING. This Section H defines the expectations for qualifying Suppliers based on CoreTrust's and Lead Agency's requirements to market the resulting Master Agreement nationally to potential Participating Agencies. All transactions, purchase orders, invoices, and payments shall occur directly between Supplier and each Participating Agency, individually, and neither CoreTrust nor Lead Agency, including their respective agents, directors, employees, or representatives, shall be liable to Supplier for any acts, liabilities, damages, etc., of or incurred by any other Participating Agency. Supplier is responsible for knowing the tax laws in each state. These requirements are incorporated into and are considered an integral part of this solicitation and are hereby incorporated into the Administration Agreement and Master Agreement. CoreTrust reserves the right to determine whether to make the Master Agreement awarded by Lead Agency available to any Participating Agency, in its sole and absolute discretion, and any party submitting a response to this solicitation acknowledges that any award by Lead Agency does not obligate CoreTrust to make the Master Agreement available to Participating Agencies.

2. AUTHORIZATION OF CONTRACTORS, SUBCONTRACTORS, DEALERS, RESELLERS, AND DISTRIBUTORS. If Lead Agency or Respondent requires the use of contractors, subcontractors, dealers, resellers, or distributors to sell or service the Products & Services included in their proposal, the proposal should provide a list of or direct the proposal review team to where they can locate a list of the Respondent's dealers, resellers, or subcontractors who shall be authorized to sell through the contract in the event the Respondent receives a contract award. In the event Respondent receives a contract award and, during the term of such Master Agreement, additional or different contractors, subcontractors, dealers, resellers, or distributors are required by Lead Agency, Participating Agency, and/or Respondent (as applicable), the use of such additional or different contractors, subcontractors, dealers, resellers, or distributors shall be subject to the other party's consent (which approval shall not be unreasonably withheld, conditioned, or delayed) as evidenced in a writing signed by an authorized representative of each of Respondent and Lead Agency.

3. AWARD BASIS. The award of any Master Agreement resulting from this solicitation made by Lead Agency shall be the basis through which CoreTrust makes available the Master Agreement on a national level through the CoreTrust national cooperative contract program. If multiple Respondents are awarded by Lead Agency under the Master Agreement, those same Respondents shall be required to extend the Master Agreement to Participating Agencies through CoreTrust. Utilization of the Master Agreement by Participating Agencies shall be at the discretion of the individual Participating Agency. Certain terms of the Master Agreement specifically applicable to Lead Agency (e.g. governing law) are subject to modification for each Participating Agency as Supplier, such Participating Agency, and CoreTrust shall agree without being in conflict with the Master Agreement. Participating Agencies may request to enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in the Master Agreement (*i.e.* invoice requirements, order requirements, specialized delivery, diversity requirements such as minority and woman owned businesses, historically underutilized business, governing law, etc.). It shall be the responsibility of Supplier to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the Participating Agency. It shall further be the responsibility of Supplier to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of the Master Agreement and adjust wage rates accordingly. Any supplemental agreement developed as a result of the Master Agreement is exclusively between the Participating Agency and Supplier (contract sales are reported to CoreTrust).

4. MARKETING, SALES, AND ADMINISTRATIVE SUPPORT. CoreTrust shall provide marketing, sales, and administrative support to Supplier as determined by CoreTrust to market and promote the Products & Services on a national level. Such support and Supplier obligations shall be further detailed in the Administrative Agreement and may include, without limitation, training support, marketing collateral, website materials, participation in pitches and sales calls, trade shows, advertising, and social media campaigns.

5. ADMINISTRATIVE FEE. Suppliers shall be obligated to remit an Administrative Fee to CoreTrust in consideration of CoreTrust's support of the Program. Such Administrative Fee shall be paid by Supplier in accordance with the terms of the Administration Agreement.

[Remainder of page intentionally left blank.]

SECTION I – FORM OF MASTER AGREEMENT

[Attachment to Follow]

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MASTER COOPERATIVE PURCHASING AGREEMENT

THIS MASTER COOPERATIVE PURCHASING AGREEMENT (this “**Master Agreement**”) is entered into as of the Effective Date (as defined herein) by and between Lead Agency and Supplier (each a “**Party**” and together the “**Parties**”).

RECITALS

WHEREAS, The Town of Delight, Arkansas serves as a lead agency (a “**Lead Agency**”) for CoreTrust Purchasing Group LLC (“**CoreTrust**”), a national cooperative purchasing organization, by publicly procuring Master Agreements for products and services (the “**Program**”) to be made available to current and prospective CoreTrust cooperative purchase program participants (“**Program Participant**”);

WHEREAS, CoreTrust is Lead Agency’s third-party procurement administrator and duly authorized agent managing procurement, contract management, marketing, sales, reporting, and financial activities of, for, and on behalf of Lead Agency;

WHEREAS, any Public Sector Entity may participate in the Program as a Program Participant to the extent permitted by applicable state, region, territory, and/or national law. The term “**Public Sector Entity**” includes without limitation state, county, city, special district, and/or local government entities, school districts, private and public educational institutions, political subdivisions, state/regional/territorial agencies, state/regional/territorial governments, and other entities receiving financial support from tax monies and/or public funds;

WHEREAS, CoreTrust makes its Master Agreements available through groups and associations (“**Association Partners**”) that contract with CoreTrust to provide additional benefits to such Association Partners’ members;

WHEREAS, Program Participants, Association Partners, and Association Partners’ members are referred to herein as “**CoreTrust Participants**”;

WHEREAS, Lead Agency issued a best value solicitation (“**solicitation**”) on behalf of CoreTrust Participants and solicited responses from companies (“**Respondent(s)**”) for Printing Services and Promotional Items with related products and services, as further described in Supplier’s cost proposal submission (collectively, “**Products & Services**”), and awarded a contract to Supplier; and

WHEREAS, CoreTrust shall make available this Master Agreement to Program Participants for procurement of Supplier’s Products & Services, and Supplier shall provide the same to Program Participants subject to this Master Agreement.

AGREEMENT

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the Parties agree as follows:

1. PERSONNEL; EQUIPMENT. Supplier shall provide the Products & Services to all Program Participants at the prices set forth in its cost proposal submission delivered in response to the solicitation. Supplier shall engage such subcontractors, personnel, and/or specialized equipment necessary to furnish Products & Services to all Program Participants throughout the Term of this Master Agreement.

2. SUPPLEMENTAL AGREEMENTS. No separate agreement shall apply to the Products & Services ordered under this Master Agreement.

3. PRICING

a. Charges. All amounts to be paid by Program Participants for Products & Services are provided in the cost proposal attached to the solicitation as Section O (“**Cost Proposal**”). Supplier agrees that there are no other rates, fees, charges, or other monetary incentives for Products & Services except those listed in Supplier’s Cost Proposal.

b. Restrictions. All pricing is “Not-To-Exceed,” where Program Participants shall receive pricing that does not exceed the per-unit pricing provided in Respondent’s Cost Proposal. No price increases are permitted within the first ninety (90) days after the Effective Date hereof. Thereafter, Supplier shall notify CoreTrust in writing immediately upon Supplier’s determination of any price increase, and all price increases shall be requested in writing to Lead Agency. Supplier shall deliver to Lead Agency manufacturer documentation or a formal cost justification letter simultaneous with such request. For clarity, price increases must be approved in writing by Lead Agency’s authorized representative in order to take effect, and no payment for additional materials or services beyond the amount

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stipulated in the Cost Proposal shall be paid without such prior approval. Supplier shall maintain all current pricing on file with CoreTrust, and shall provide to CoreTrust all price changes using the same format as was accepted in the original awarded contract.

4. TERM; TERMINATION

a. **Term.** This Master Agreement commences as of the effective date ("**Effective Date**") identified in the Master Agreement Acceptance Form attached to the solicitation as Section J ("**Master Agreement Acceptance Form**") and continues for the later of: (i) three (3) years; and (ii) the expiration date identified in the Master Agreement Acceptance Form ("**Termination Date**") unless extended, terminated, or canceled as set forth herein ("**Initial Term**"). Thereafter, Lead Agency may opt to renew his Master Agreement for two (2) additional one (1) year period(s) (each, a "**Renewal Term**") unless this Master Agreement is earlier terminated as set forth herein. By the Parties' mutual written consent, the Term of this Master Agreement may be extended beyond the Initial and Renewal Term(s) ("**Extended Term**"). The Initial Term together with all Renewal Terms and Extended Terms exercised are hereinafter collectively referred to as the "**Term**."

b. **Termination.** Each Party may terminate this Master Agreement: (i) at any time upon mutual written consent of all Parties' respective authorized representatives; (ii) upon ten (10) additional days' written notice in the event another Party breaches a material obligation hereunder, and (if such breach is curable) such Party fails to cure the breach or provide acceptable reassurance to the non-breaching Party(ies) within thirty (30) calendar days of receiving written notice thereof; and/or (iii) upon five (5) business days' written notice: (1) if another Party is adjudged insolvent or bankrupt or makes any assignment for the benefit of creditors; (2) upon the appointment of a receiver, liquidator, or trustee of another Party's property or assets; or (3) upon liquidation, dissolution, or winding up of another Party's business.

c. **Effect of Termination.** Upon termination of this Master Agreement for any reason, all Confidential Information shall be promptly returned to the Disclosing Party. Supplier shall immediately cease all sales of Products & Services to any Program Participant under and through the terms of this Master Agreement. Following the effective date of termination, Supplier shall not be precluded from selling its products and services to individuals, businesses, and entities that were Program Participants when this Master Agreement was in effect, either directly or through some other contract vehicle. Following the effective date of termination, Lead Agency and CoreTrust shall not be precluded from transitioning individuals, businesses, and entities that were Program Participants when this Master Agreement was in effect to another agreement or supplier.

5. CONFIDENTIALITY. This Section 5 shall apply solely to the extent permitted by applicable law. The non-public nature and details of the business relationship established hereunder, and each Party's ("**Disclosing Party**") non-public business information to which another Party (the "**Receiving Party**") becomes privy during the Term, constitute the Disclosing Party's confidential and proprietary information ("**Confidential Information**"), the disclosure, copying, or distribution of which in breach of this Master Agreement could result in harm to the Disclosing Party. Each Party shall maintain the other Parties' Confidential Information in the strictest confidence and shall not disclose, copy, or distribute the other Parties' Confidential Information, whether orally or in writing, directly or indirectly, in whole or in part, except to those of the Receiving Party's employees, agents, subcontractors, consultants, and suppliers with a need to know the Confidential Information who are bound: (a) in writing to these confidentiality obligations; and/or (b) by a professional duty of confidentiality. The foregoing shall not limit a Receiving Party, for purposes of marketing, from informing actual or potential CoreTrust Participants of the existence of a general contractual relationship between the Parties. The confidentiality obligations set forth in this Section shall continue in effect for the Term and thereafter for so long as permitted under applicable law. For clarity, "Confidential Information" shall not include information: (i) which is or becomes generally available to the public other than through the fault of the Receiving Party or a third party acting on the Receiving Party's behalf; (ii) which was available on a non-confidential basis prior to its disclosure by the Disclosing Party; and/or (iii) which becomes available to a Receiving Party on a non-confidential basis from a source other than the Disclosing Party or its representatives (provided, such source is not known by the Receiving Party to be subject to any prohibition against transmitting the information). Notwithstanding anything to the contrary herein, if a Receiving Party is required by applicable law, legal process, and/or court of competent jurisdiction to disclose the Disclosing Party's Confidential Information, the Receiving Party shall: (1) promptly notify the Disclosing Party in writing (to the extent legally permitted) so that the Disclosing Party may seek a protective order or other appropriate remedy; (2) furnish only that portion of the Confidential Information which is legally required; and (3) reasonably cooperate with the Disclosing Party's defense against such compelled disclosure (if any), at the Disclosing Party's expense and written request.

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6. INDEMNIFICATION. Supplier shall hold the CoreTrust harmless from, and indemnify CoreTrust against, any and all claims, demands, and actions based upon or arising out of any activities the Supplier and its employees and agents may perform under this Master Agreement and any related contracts or orders thereunder. Supplier shall defend any and all actions brought against CoreTrust based upon any such claims or demands.

7. INSURANCE. During the Term and for two (2) years following expiration or termination of this Master Agreement, Supplier at its own expense shall maintain, and shall require its agents, subcontractors, and suppliers engaged in Supplier's performance of its duties hereunder to maintain, general liability insurance, property insurance, and automobile insurance (at a minimum, in the amount of \$1,000,000 per occurrence/\$5,000,000 annual aggregate) applicable to any claims, liabilities, damages, costs, and expenses arising out of its performance under this Master Agreement and with respect to, or arising out of, Supplier's provision of Products & Services to Program Participants. Lead Agency, CoreTrust, and their respective officers, directors, employees, and agents shall be named as certificate holders on Supplier's related insurance policies. All such insurance policies shall incorporate a provision requiring written notice to Lead Agency and CoreTrust at least thirty (30) days prior to the cancellation, non-renewal, and/or material modification of any such policies. Supplier shall submit to CoreTrust within ten (10) calendar days after the Effective Date, and prior to furnishing Products & Services to any Program Participants, valid certificates evidencing the effectiveness of the foregoing insurance policies. Supplier shall provide such valid certificates on an annual basis until the terms of this Section are no longer applicable.

8. AUDIT. Lead Agency, whether directly or through an independent auditor or accounting firm, may perform audits of Supplier materials, including inspection of books, records, and computer data relevant to Supplier's provision of Products & Services to Program Participants pursuant to this Master Agreement, to ensure that pricing, inventory, quality, process, and business controls are maintained; provided, such inspections and audits shall be conducted upon reasonable notice to Supplier and in a manner not unreasonably interfering with Supplier's ordinary business operations.

9. MISCELLANEOUS

a. Submission Review. Lead Agency shall review proposed Respondent contract documents. Respondent's contract document shall not become part of Lead Agency's and CoreTrust's contract with Respondent unless and until an authorized representative of each of Lead Agency and CoreTrust reviews and approves it in writing.

b. General. This Master Agreement, together with all solicitation components of the solicitation, the components of Supplier's proposal, attachments, appendices, and exhibits hereto, constitutes the Parties' entire agreement with respect to the subject matter hereof and supersedes all prior oral or written representations and agreements with regard to the same. Supplier's complete and final solicitation response is hereby incorporated into and made part of this Master Agreement. No release, discharge, abandonment, waiver, alteration, or modification of any provision of this Master Agreement shall be binding upon any Party unless set forth in a writing signed by authorized representatives of the Parties. This Master Agreement should be construed without regard to any rule requiring interpretation against the drafting Party. Waiver by any Party(ies) of or the failure of any Party(ies) hereto to enforce at any time its rights with regard to any breach or failure to comply with any provision of this Master Agreement by the other Party(ies) may not be construed as, or constitute, a continuing waiver of such provision, or a waiver of any other future breach of or failure to comply with the same provision or any other provision of this Master Agreement. If any provision hereof is found by a court of competent jurisdiction to be invalid or unenforceable, it shall be enforced to the extent permissible and the remainder of this Master Agreement shall remain in full force and effect. This Master Agreement may be executed in one or more counterparts, each of which shall be deemed an original. For purposes of this Master Agreement, a facsimile, scanned, or electronic signature shall be deemed an original signature. In the event of conflict between terms in this Master Agreement and the terms of the solicitation or any section or attachment thereto, the following order of precedence applies: (i) the terms in the body of this Master Agreement; (ii) specifications and scope of work, as awarded; (iii) attachments and exhibits to the Master Agreement; (iv) the solicitation and all attachments thereto; and (v) Respondent's proposal and all attachments thereto.

c. Force Majeure. The Parties' obligations hereunder shall be temporarily suspended during any period a Party is unable to carry out its obligations under this Master Agreement by reason of a Force Majeure Event. For purposes of this Master Agreement, a "**Force Majeure Event**" means an occurrence negatively affecting a Party's performance hereunder and which is beyond such Party's reasonable control, including an act of God or public enemy, act of terrorism, pandemic or epidemic, fire, flood, civil commotion, or closing of the public highways. No Party shall have any responsibility to the other Party for a delay in performance nor failure to perform to the extent this Master Agreement is so temporarily suspended; provided: (i) nothing contained herein shall apply to payment obligations

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with respect to obligations which have already been performed under this Master Agreement; and (ii) the affected Party: (1) promptly notifies the other Party of such Force Majeure Event and the reasonably expected duration thereof; (2) exercises commercially reasonable efforts to promptly remedy, remove, or mitigate the effects of such Force Majeure Event to the extent reasonably possible; and (3) promptly resumes performance of any suspended obligation upon cessation of such Force Majeure Event.

d. Assignment. This Master Agreement and the rights and obligations hereunder are not assignable by any Party hereto without the prior written consent of the other Parties, which consent shall not be unreasonably withheld, conditioned, or delayed; provided, Supplier may assign its respective rights and obligations under this Master Agreement without the consent of the other Parties in the event Supplier undergoes a corporate reorganization, consolidation, merger, sale, or transfer of all or substantially all of its assets to another entity. Subject to the preceding sentence, this Master Agreement shall be binding upon, inure to the benefit of, and be enforceable by the Parties and their respective successors and assigns. Any instrument purporting to make an assignment in violation of this Section shall be null and void. This Master Agreement may be extended to additional entities affiliated with the Parties upon the mutual written agreement of the Parties' authorized representatives; provided, no such extension shall relieve the extending Party of its rights and obligations under this Master Agreement.

e. Relationship. Nothing contained in this Master Agreement creates any agency, partnership, or other joint enterprise between the Parties. The Parties shall at all times be independent contractors. No Party has authority to contract for or bind another Party in any manner whatsoever except as expressly permitted under this Master Agreement. This Master Agreement is made solely for the benefit of the Parties, and no third party shall acquire or have any right under or by virtue of this Master Agreement.

f. Governing Law. This Master Agreement shall be governed by and construed in accordance with the laws of the State of ARKANSAS and the United States of America, without regard to their respective conflict of laws principles. THE PARTIES EACH EXPRESSLY SUBMIT AND CONSENT TO THE JURISDICTION OF ANY COURT HAVING JURISDICTION OVER PIKE COUNTY, ARKANSAS WITH RESPECT TO ANY LEGAL PROCEEDING ARISING OUT OF, OR RELATING TO, THIS MASTER AGREEMENT. EACH PARTY EXPRESSLY WAIVES ANY OBJECTION THAT IT MAY HAVE BASED UPON LACK OF PERSONAL JURISDICTION, IMPROPER VENUE, OR *FORUM NON CONVENIENS*. In the event any Party initiates a suit and that suit is adjudicated by a court of competent jurisdiction, the prevailing Party shall be entitled to pursue recovery of reasonable attorneys' fees and costs from the non-prevailing Party, in addition to any other relief to which such court determines the prevailing Party is entitled or awarded.

g. Survival. In addition to those provisions which by their nature survive the expiration or termination of this Master Agreement, Sections 2 and 4 through 9 shall so survive.

h. Notice. All notices, claims, certificates, requests, demands, and other communications required or permitted hereunder must be in writing and shall be deemed effective: (i) when delivered personally to the recipient; (ii) the next business day following deposit with a nationally recognized overnight courier service; and/or (iii) three (3) days following deposit with the U.S. Postal Service if by certified or registered mail, return receipt requested and postage prepaid. The Parties agree that the day-to-day business communications may be made via electronic communication. Written notices to Supplier shall be sent to the remittance address provided with Supplier's proposal, and written notices to Lead Agency shall be sent to the below address(es), as may be updated from time to time pursuant to this Section.

If to Lead Agency:

Town of Delight
200 School Street
Delight, AR 71940

With a copy to:

CoreTrust Purchasing Group LLC
Attn: Drew Tuller, Senior Director Sales, Public Sector
601 11th Avenue North, 7th Floor
Nashville, Tennessee 37203

SECTION J – MASTER AGREEMENT ACCEPTANCE FORM

[Attachment to Follow]

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MASTER AGREEMENT ACCEPTANCE FORM

RESPONDENTS MUST SUBMIT THIS FORM COMPLETED AND SIGNED WITH THEIR RESPONSE IN ORDER TO BE CONSIDERED FOR AN AWARD.

The undersigned hereby proposes and agrees to furnish Products & Services in strict compliance with the terms, specifications, and conditions contained within this solicitation and the Master Agreement at the prices proposed within the submitted proposal, unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Respondent, and that the contents of this proposal as to prices, terms, or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Company Name	ODP Business Solutions, LLC
Address	6600 North Military Trail
City/State/ZIP	Boca Raton, FL 33496-2434
Phone Number	817-586-5502
Email Address	Brian.Abromovage@odpbusiness.com
Printed Name	Brian Abromovage
Job Title	VP, Business Solutions

Master Agreement Effective Date	July 1, 2026
Master Agreement Termination Date	June 30, 2029
Contract Number	26COR-067 PRINTING SERVICES & PROMOTIONAL ITEMS

ODP Business Solutions, LLC

***Please see the attached Letter of Clarification.**

DocuSigned by:

 1C09BC77E45B48A...
Brian Abromovage
 Printed Name
VP, Business Solutions
 Title
3/25/2026
 Date

THE TOWN OF DELIGHT, ARKANSAS

Signed by:

 83973FAE40444D6...
Authorized Signature
Lee Gatliff
 Printed Name
Mayor
 Title
6/30/2026
 Date

SECTION K – FORM OF ADMINISTRATION AGREEMENT

[Attachment to Follow]

coretrust | Public Sector

ADMINISTRATION AGREEMENT

THIS ADMINISTRATION AGREEMENT, including the Terms and Conditions attached hereto as Attachment A (collectively, this “**Admin Agreement**”) is entered into as of July 1, 2026 (“**Effective Date**”) by and between CoreTrust Purchasing Group LLC, a Delaware limited liability company (“**CoreTrust**”) and the Party identified in the table below (“**Supplier**”) (each a “**Party**” and together the “**Parties**”).

This Admin Agreement sets forth certain terms between CoreTrust and Supplier that apply to Supplier's provision of Products & Services to governmental agencies participating in CoreTrust's national cooperative purchasing program (“**Participating Agencies**”). For purposes of this Admin Agreement, any lead agency shall also be a Participating Agency.

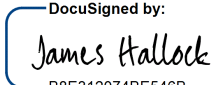
Supplier Full Name:	ODP Business Solutions, LLC
Supplier Address:	6600 N. Military Trail, Boca Raton, FL 33496

Supplier National Account Manager:		Notice Address(es)* per <u>Section 7(f)</u>:
Name:	John Hunsche	ODP Business Solutions, LLC, Attn: Vice President 6600 N. Military Trail, Boca Raton, FL 33496 With a copy to: ODP Business Solutions, LLC, Attn: Office of General Counsel 6600 N. Military Trail, Boca Raton, FL 33496
Title:	Sr. Sales Contract Manager	
Telephone:	773-818-7812	
Email:	John.hunsche@odpbusiness.com	

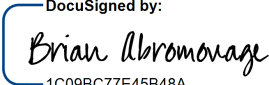
CoreTrust Point of Contact:		Notice Address(es) per <u>Section 7(f)</u>:
Name:	Drew Tuller	CoreTrust Purchasing Group LLC Attn: Chief Revenue Officer 601 11th Avenue North, 7th Floor Nashville, Tennessee 37203 With a copy to: CoreTrust Purchasing Group LLC Attn: General Counsel 601 11th Avenue North, 7th Floor Nashville, Tennessee 37203
Title:	Senior Director Sales, Public Sector	
Telephone:	518-538-1948	
Email:	Drew.Tuller@coretrustpg.com	

IN WITNESS WHEREOF, CoreTrust and Supplier have signed this Admin Agreement by their duly authorized representatives as of the Effective Date.

CORETRUST PURCHASING GROUP LLC

DocuSigned by:

 B8E312074BE546B...
 Authorized Signature
 James Hallock
 Printed Name

ODP BUSINESS SOLUTIONS, LLC

DocuSigned by:

 1C09BC77E45B48A...
 Authorized Signature
 Brian Abromovage
 Printed Name



ATTACHMENT A – TERMS AND CONDITIONS

1. PARTY OBLIGATIONS

a. Mutual. Each Party shall cooperate in good faith to reasonably enable each Participating Agency's procurement of the Products & Services as contemplated hereunder.

b. CoreTrust. In addition to and without limiting Sections 1(a) and 4, CoreTrust shall conduct the following activities pursuant to this Admin Agreement and (as applicable) the Plan:

(i) Supplier Sales Training. CoreTrust shall during the Term develop, as appropriate and subject to Supplier approval (which approval shall not be unreasonably withheld, conditioned, or delayed), various sales training materials, sales tools, and marketing collateral to promote Supplier's Products & Services. In addition to the foregoing, CoreTrust shall (as appropriate) during the Term, and subject to CoreTrust's scheduling requirements: (1) conduct periodic sales trainings with Supplier sales representatives assigned to sell Products & Services; (2) provide such sales representatives with marketing collateral and sales tools to utilize with the Organizations, with particular focus on CoreTrust's procurement process and Organizations' legal ability in any applicable state (as further described in the Attachments) to purchase Products & Services without having to conduct their own bid or solicitation process; and (3) attend at least one Supplier company-wide sales and / or leadership meeting per year.

(ii) General Sales Support. CoreTrust shall, subject to CoreTrust's scheduling requirements, engage in Supplier sales efforts as agreed in writing between the Parties through participating in: (1) individual sales calls; (2) joint sales calls; (3) communications and customer service; (4) discussions and communication with Organizations during the sales process to address questions related to CoreTrust's procurement process, legal authority to purchase through the Cooperative Program, and Cooperative Program design; (5) trainings for Participating Agencies' teams; (6) regular business reviews to monitor Cooperative Program success; and (7) general contract administration.

(iii) Marketing. CoreTrust shall incorporate information about the Products & Services into CoreTrust's website and general collateral materials. CoreTrust and Supplier shall jointly develop and approve marketing materials to promote Products & Services, such as website content, print materials, talking points, press releases, and general correspondence. Subject to CoreTrust's scheduling requirements, CoreTrust shall market the Products & Services to Organizations as part of CoreTrust's ongoing Cooperative Program and other marketing activities, which may consist of: (1) general marketing of all of CoreTrust's master agreements, including Supplier's Products & Services; (2) marketing of Supplier's Products & Services specifically and / or as part of a package of selected master agreements to targeted Organizations; and (3) attending trade shows, conferences, and meetings, among other activities in CoreTrust's reasonable discretion.

c. Supplier. In addition to and without limiting Sections 1(a) and 4, Supplier shall conduct the following activities pursuant to this Admin Agreement and (as applicable) the Plan:

(i) Contract Administrator; Registration. Supplier shall identify a national account manager on the Cover Page and a separate executive corporate sponsor, each of whom is responsible for the overall management of this Admin Agreement, and notify CoreTrust promptly in writing following any change to such designee(s). Supplier is responsible for ensuring that each Organization has completed CoreTrust's registration process as designated by CoreTrust to Supplier prior to processing such Organization's first order.

(ii) Sales Commitment. Supplier shall market the Cooperative Program in the public sector as more thoroughly described in this Admin Agreement and the Plan. Supplier shall make available to interested Organizations such price lists or quotes as may be necessary for such Organizations to evaluate potential purchases of Products & Services, including without limitation publicizing and directly marketing to the Organizations (through print materials, appearances at conferences and promotional events, and other advertising and marketing activities) the benefits of CoreTrust's Cooperative Program and purchasing Products & Services through Supplier. Where Supplier has an existing contractual relationship for Products & Services with a state, Supplier shall notify such state of the Cooperative Program and transition the state to the pricing, terms, and conditions of a CoreTrust master agreement upon the state's request; provided, regardless of whether the state decides to transition to such master agreement, Supplier shall offer such master agreement to all Organizations located within the state.

(iii) Marketing and Training Commitment. Supplier shall, as more thoroughly set forth in the Plan (as applicable): (1) conduct training and education services about the Cooperative Program for the Organizations according to CoreTrust's reasonable scheduling requirements; (2) provide CoreTrust access to and use of Supplier's documents, presentations, and other materials applicable to this Admin Agreement and the services contemplated hereunder to enable CoreTrust to promote its Cooperative Program as contemplated hereunder; and (3) upon CoreTrust's reasonable request, provide information about the Participating Agencies' procurement of Products & Services which CoreTrust may use to improve its procurement processes.

(iv) Plan. Supplier shall work with CoreTrust to develop a Plan within the first ninety (90) days of the Term.

(v) Supplier Content. As requested by CoreTrust, Supplier shall provide Supplier Content for use on CoreTrust websites and for general marketing and publicity purposes as contemplated hereunder. During the Term, Supplier hereby grants to CoreTrust and its affiliates a non-exclusive, worldwide, royalty-free, transferable and sublicensable right and license to

reproduce, modify, distribute, publicly perform, publicly display, and use Supplier Content to perform CoreTrust's obligations under this Admin Agreement.

(vi) Performance Review. During the Term, upon CoreTrust's reasonable request, Supplier shall participate in a performance review meeting with CoreTrust to evaluate Supplier's performance hereunder with respect to the marketing of the Program.

2. TERM; TERMINATION

a. Term. The Term of this Admin Agreement five (5) years.

b. Termination. Supplier's failure to maintain its covenants and commitments contained in this Admin Agreement shall constitute a material breach of this Admin Agreement. If such breach is not cured within thirty (30) days of written notice to Supplier, in addition to any and all remedies available at law or equity, CoreTrust shall have the right to terminate this Admin Agreement, at CoreTrust's sole discretion.

c. Effects of Termination. Upon termination of this Admin Agreement for any reason: (i) Supplier shall continue making Administrative Fee payments to CoreTrust generated by Participating Agencies' purchase of Products & Services to the extent that Supplier continues to generate revenue from each Participating Agency's purchase of such Products & Services; and (ii) each Party shall immediately cease use of the other Party's trademarks, names, and logos.

3. FEES

a. Administrative Fee. Supplier shall pay CoreTrust the Administrative Fee for the preceding calendar month no later than thirty (30) days following the end of such calendar month. The Administrative Fee is payable in U.S. Dollars via wire to the payment account designated in writing by CoreTrust. All Administrative Fees not paid when due shall bear interest at a rate equal to the lesser of one-and-one-half percent (1.5%) per month or the maximum rate permitted by law until paid in full.

b. Reporting. No later than thirty (30) days after the end of each calendar month during the Term, Supplier shall deliver to CoreTrust the Administrative Fee Report. CoreTrust may compare Supplier's Administrative Fee Report with Participating Agencies' records and, if CoreTrust identifies a material discrepancy, CoreTrust shall notify Supplier in writing, and Supplier shall have thirty (30) days thereafter to resolve such discrepancy to CoreTrust's reasonable satisfaction. If such resolution requires payment of additional Administrative Fee amounts, Supplier shall remit payment of such balance to CoreTrust no later than fifteen (15) days thereafter; provided, if Supplier disputes CoreTrust's finding(s) of a discrepancy and / or the underlying Participating Agency documentation, the Parties shall engage an independent auditor to evaluate such discrepancy, and the cost of such independent audit shall be borne by Supplier. Additionally, in an effort to provide Participating Agencies transparency, Supplier will work with CoreTrust in providing transactional reporting via SFTP process or API connection ("**Agency Report**"). The Agency Report will capture itemized spend information, to the extent possible, identified by a Participating Agency, and will occur at a cadence set by CoreTrust, not to exceed monthly.

c. Audit. CoreTrust, whether directly or through an independent auditor or accounting firm, shall have the right to perform audits of Supplier's records related to its performance under this Admin Agreement, including inspection of books, records, and computer data relevant to Supplier's provision of Products & Services to Participating Agencies, to ensure that pricing, inventory, quality, process, and business controls are maintained; provided, such inspections and audits shall be conducted upon reasonable notice to Supplier and so as not to unreasonably interfere with Supplier's business or operations.

4. LEAD AGENCY COMPENSATION

a. Consideration. In consideration of the Lead Agency's role in developing, issuing, evaluating, and awarding the cooperative solicitation and resulting Master Agreement(s), CoreTrust Purchasing Group LLC ("CoreTrust") agrees to remit to the Lead Agency five percent (5%) of the total administrative fees collected by CoreTrust from Participating Suppliers under this Agreement.

b. Payment Schedule. Payments shall be made quarterly, within thirty (30) days following CoreTrust's receipt of the applicable administrative fees and shall be accompanied by a summary statement identifying the total fees received and the corresponding amount remitted to the Lead Agency.

c. Audit and Reconciliation. All such payments shall be subject to reconciliation and audit under Section 3(c) of this Agreement. CoreTrust's obligation is limited to the amount of administrative fees actually collected from Participating Suppliers.

d. No Impact on Participating Agencies or Suppliers. This provision applies solely between CoreTrust and the Lead Agency and imposes no cost, deduction, or obligation on any Participating Agency or Supplier.

5. REPRESENTATIONS & WARRANTIES

a. Mutual. Each Party hereby represents, warrants, and covenants that it does as of the Effective Date and shall during the Term comply with all applicable federal, state, and local laws, rules, regulations, and ordinances.

b. By Supplier. Supplier hereby represents and warrants that: (i) this Admin Agreement has received all necessary corporate authorizations and support of Supplier's executive management; (ii) it shall promote and market CoreTrust's Cooperative Program to Organizations; (iii) its sales force shall be trained, engaged, and committed to offering a master agreement to Organizations

through CoreTrust in the geographies agreed between the Parties; (iv) all sales under such master agreement shall be accurately and timely reported to CoreTrust; (v) its sales force shall be compensated, including sales incentives, for sales to Participating Agencies under the master agreement in a consistent or better manner compared to sales to Organizations if Supplier were not awarded such master agreement; (vi) it is the owner of or otherwise has the unrestricted right to grant the rights in and to Supplier Content as contemplated hereunder; and (vii) Supplier Content and any other materials or services provided to CoreTrust as contemplated hereunder shall not infringe, misappropriate, or otherwise violate the intellectual property or proprietary rights of any third party.

6. INDEMNIFICATION; LIMITATION OF LIABILITY

a. Indemnification. Supplier shall hold CoreTrust harmless from, and indemnify CoreTrust against, any and all claims, demands, and actions based upon or arising out of any activities the Supplier and its employees and agents may perform under this Admin Agreement and any related contracts or orders thereunder. Supplier shall defend any and all actions brought against CoreTrust based upon any such claims or demands.

b. Disclaimer. With respect to any purchases by any Participating Agency, CoreTrust shall not be: (i) construed as a dealer, re-marketer, representative, partner, or agent of any type of Supplier or any Participating Agency; (ii) obligated by, liable for, or in any way responsible for the Products & Services or any order of Products & Services made by any Participating Agency or any employee thereof or for any payment required to be made with respect to such order for Products & Services; and / or (iii) obligated by, liable for, or in any way responsible for any failure by any Participating Agency to comply with procedures or requirements of applicable law or to obtain the due authorization and approval necessary to purchase Products & Services. CoreTrust makes no representation or guaranty with respect to any minimum purchases by any Participating Agency, whether individually or collectively, or any employee thereof under this Admin Agreement. CORETRUST EXPRESSLY DISCLAIMS ALL EXPRESS AND IMPLIED REPRESENTATIONS AND WARRANTIES REGARDING CORETRUST'S PERFORMANCE AS A CONTRACT ADMINISTRATOR. CORETRUST SHALL NOT BE LIABLE IN ANY WAY FOR ANY SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, EXEMPLARY, PUNITIVE, OR RELIANCE DAMAGES, EVEN IF CORETRUST IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. The terms of this Section 5 shall survive the termination of this Admin Agreement.

7. MISCELLANEOUS

a. General. This Admin Agreement constitutes the entire agreement of the Parties with respect to the subject matter hereof, and supersedes all prior agreements, arrangements, representations, and understandings relating to the same (written or oral). All Attachments hereto are hereby incorporated and made a part of Admin Agreement. Any conflict among the terms and conditions of any document associated herewith shall be resolved in the following order of precedence: (i) any Attachment; (ii) these Terms and Conditions; and (iii) any other such associated document. This Admin Agreement may be amended, modified, or supplemented only by a written document expressly indicating such intent of the Parties that is executed and delivered by an authorized representative of each Party. No failure or delay by a Party in exercising any right, power, or privilege hereunder shall operate as a waiver, nor shall any single or partial exercise thereof preclude any further exercise of any right, power, or privilege. If a court of competent jurisdiction finds any provision of this Admin Agreement unenforceable or invalid, then such provision shall be ineffective to the extent of the court's ruling, and all remaining portions of the Admin Agreement remain in full force and effect. This Admin Agreement may be executed in two or more counterparts, and manually-executed counterparts may be delivered in electronic form, each of which is deemed an original, and all of which together constitute one and the same instrument. Paragraph headings contained herein are for reference only and are not substantive parts of this Admin Agreement. The use of the singular or plural shall include the other form. As used in this Admin Agreement, all references to "include" or "including" mean inclusive by way of example, and not restrictive by way of limitation, and all references to "day(s)" mean calendar days unless otherwise indicated. This Admin Agreement shall not be construed as prepared by one Party, but rather as if the Parties jointly prepared the same.

b. Relationship. Nothing contained in this Admin Agreement creates any agency, partnership, or other joint enterprise between the Parties. The Parties shall at all times be independent contractors. Neither Party has authority to contract for or bind the other in any manner whatsoever except as expressly set forth in this Admin Agreement. This Admin Agreement is made solely for the benefit of the Parties, and no other persons shall acquire or have any right under or by virtue of this Admin Agreement. Except as otherwise provided herein, all representations, warranties, covenants, and agreements of the Parties shall remain in full force and effect regardless of any termination of this Admin Agreement, in whole or in part.

c. Assignment. Supplier shall not assign this Admin Agreement nor its rights or obligations hereunder without CoreTrust's advance written consent. CoreTrust may in its sole discretion assign this Admin Agreement and / or its rights or obligations hereunder, if to a legal entity that has the authority and capacity to perform CoreTrust's obligations under this Admin Agreement. Any assignment in violation of this Section shall be null and void. This Admin Agreement shall bind upon and inure to the benefit of the Parties, their successors, and permitted assigns.

d. Governing Law. This Admin Agreement shall be governed by and construed in accordance with the laws of the State of Tennessee and the United States of America, without regard to their respective conflict of laws principles. SUPPLIER AND CORETRUST EACH EXPRESSLY SUBMIT AND CONSENT TO THE JURISDICTION OF ANY TENNESSEE STATE COURT SITTING IN NASHVILLE, TENNESSEE OR THE UNITED STATES DISTRICT COURT FOR THE MIDDLE DISTRICT OF

TENNESSEE WITH RESPECT TO ANY LEGAL PROCEEDING ARISING OUT OF, OR RELATING TO, THIS ADMIN AGREEMENT. EACH PARTY EXPRESSLY WAIVES ANY OBJECTION THAT IT MAY HAVE BASED UPON LACK OF PERSONAL JURISDICTION, IMPROPER VENUE, OR *FORUM NON CONVENIENS*.

e. **Force Majeure.** The Parties' obligations hereunder shall be temporarily suspended during any period a Party is unable to carry out its obligations under this Admin Agreement by reason of a Force Majeure Event. Neither Party shall have any liability to the other Party for a delay in performance nor failure to perform to the extent this Admin Agreement is so temporarily suspended; provided: (i) nothing contained herein shall apply to payment obligations with respect to obligations which have already been performed under this Admin Agreement; and (ii) the affected Party: (1) promptly notifies the other Party of such Force Majeure Event and the reasonably expected duration thereof; (2) exercises commercially reasonable efforts to promptly remedy, remove, or mitigate the effects of such Force Majeure Event to the extent reasonably possible; and (3) promptly resumes performance of any suspended obligation upon cessation of such Force Majeure Event.

f. **Notices.** Each Party shall deliver all notices hereunder to the respective address provided on the Cover Page (as a Party may update pursuant to this ~~Section 6(f)~~ ^{Section 7(f)}), by: (i) personal hand, effective on delivery; (ii) certified mail, return receipt requested and postage prepaid, effective three (3) days following deposit with the U.S. Postal Service; or (iii) nationally recognized overnight courier service, effective the next business day following deposit therewith. The Parties may exchange correspondence via email concerning ordinary business matters hereunder; provided, formal notices due under this Admin Agreement are not effective unless sent pursuant to this ~~Section 6(f)~~ ^{Section 7(f)}.

g. **Publicity.** A Party may issue press releases or other public announcements with respect to this Admin Agreement only with the prior written consent of the other Party's authorized representative. CoreTrust may use Supplier's trademarks, names, and logos as provided by Supplier to CoreTrust. CoreTrust authorizes Supplier to use CoreTrust's trademarks, names, and logos solely as provided by CoreTrust to Supplier and for the purposes of this Admin Agreement. Each Party's use of the other Party's trademarks, names, and logos shall be limited to standard communication, including correspondence, newsletters, and website material, and joint marketing efforts, including, but not limited to, utilizing the same on correspondence, collateral, agreements, websites, newsletters, or other marketing materials promoting the Products & Services pursuant to this Admin Agreement. Notwithstanding the foregoing, the Parties understand and agree that except as provided herein, no Party shall have any right, title, or interest in the other Party's trademarks, names, and/or logos.

8. DEFINITIONS

(a) **"Administrative Fee"** means an amount equal to **three percent (3%)** of the total sales price of all Products & Services purchased by the Participating Agencies and billed by Supplier (excluding taxes).

(b) **"Administrative Fee Report"** means an electronic report summarizing all sales made under the Cooperative Program during the preceding calendar month, in the form attached hereto as Schedule 1.

(c) **"Attachment"** means the appendices attached hereto and made a part of this Admin Agreement.

(d) **"Force Majeure Event"** means an occurrence negatively affecting a Party's performance hereunder and which is beyond a Party's reasonable control, including an act of God or public enemy, act of terrorism, pandemic or epidemic, fire, flood, civil commotion, or closing of the public highways.

(e) **"Cooperative Program"** means CoreTrust's group purchasing organization operations, including without limitation its arrangements with certain vendors, strategic service partners, and other group purchasing entities.

(f) **"Organization(s)"** means (collectively) state, county, city, special district, and / or local government entities, school districts, private and public educational institutions, political subdivisions, state / regional / territorial agencies, state / regional / territorial governments, and other governmental agencies and nonprofit organizations.

(g) **"Plan"** means the sales and marketing plan through which the Parties shall advertise the Cooperative Program and benefits associated therewith to the Organizations, which plan shall include without limitation details concerning: (i) issuing co-branded press releases; (ii) publishing Cooperative Program details and contact information on both CoreTrust and Supplier websites; (iii) scheduling and holding training on any master purchasing agreement for the sales teams of both CoreTrust and Supplier; (iv) jointly participating in national and regional conferences; (v) jointly attending national and regional Participating Agency networking events; and (vi) designing, publishing, and distributing co-branded marketing materials; (vii) engaging in ongoing marketing and promotion of the Cooperative Program for the entire Term (e.g., developing and presenting case studies, collateral pieces, and presentations).

(h) **"Products & Services"** means those products and services provided or otherwise made available by Supplier under this Admin Agreement.

(i) **"Supplier Content"** means graphics, media, and other content Supplier provides or otherwise makes available to CoreTrust hereunder.

***Please see attached Letter of Clarification-Exceptions.**

SCHEDULE 1 TO ATTACHMENT A - FORM OF ADMINISTRATIVE FEE REPORT

	File Type:	ADMIN	Lead Agency ID:	
	Supplier Name:		Related Check/Wire #:	
	Contract Number:		Check/Wire Amount:	
	Month:		Total Fees for this Month for this contract:	
	Year:			
	NOTE: For a complete list of Participating Agency ID's please check the CoreTrust Participating Agency Roster that is emailed to you by the CoreTrust. Every Participating Agency must have an ID listed with it. Please contact Customer Service at gethelp@coretrustpg.com if you need assistance.			
	DO NOT DELETE THIS ROW OR MARK IN CELL "A10" OR THE SYSTEM WILL NOT ACCEPT THE FILE.			
	Participating Agency ID (Provided by CoreTrust)	Participating Agency Name	Monthly Net Sales	Monthly Admin Fees

**All amounts to be stated in U.S. Dollars.*

Section L – Form of Master Intergovernmental Cooperative Purchasing Agreement

[Attachment to Follow]

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MASTER INTERGOVERNMENTAL COOPERATIVE PURCHASING AGREEMENT

THIS MASTER INTERGOVERNMENTAL COOPERATIVE PURCHASING AGREEMENT (this “**Agreement**”) is entered into by and between those certain government agencies that execute a Lead Public Agency Certificate (“**Lead Agency(ies)**”) with CoreTrust Purchasing Group LLC (“**CoreTrust**”) to be appended and made a part hereof, and other government agencies (collectively, with Lead Agency, a “**Program Participant**”) who participate in the cooperative purchasing programs administered by CoreTrust and / or its affiliates and subsidiaries (collectively, “**Program**”) in the manner designated by Lead Agency and/or CoreTrust.

RECITALS

WHEREAS, after a competitive solicitation and selection process conducted by Lead Agencies, Lead Agencies enter into master agreements (“**Master Agreements**”) with awarded suppliers to provide a variety of goods, products, and services (“**Products & Services**”) to the applicable Lead Agency and Program Participants;

WHEREAS, Master Agreements are made available to Program Participants by Lead Agencies through the Program and provide that Program Participants may voluntarily purchase Products & Services on the same terms, conditions, and pricing as Lead Agency, subject to any applicable federal and / or local purchasing ordinances and the laws of the state of purchase;

WHEREAS, the parties hereto desire to comply with the requirements of any intergovernmental cooperative act, if applicable, to the laws of the state of purchase; and

WHEREAS, in addition to Master Agreements, the Program may from time-to-time offer Program Participants the opportunity to acquire Products & Services through other group purchasing agreements.

AGREEMENT

NOW, THEREFORE, in consideration of the mutual covenants contained herein and of the mutual benefits to result, the parties hereto agree as follows:

- 1. COOPERATION.** Each party shall facilitate the cooperative procurement of Products & Services.
- 2. COMPLIANCE WITH LAWS.** The procurement of Products & Services by the Program Participant shall be conducted in accordance with and subject to the relevant federal, state, and local statutes, ordinances, rules, and regulations that govern Program Participant’s procurement practices.
- 3. COMPLIANCE WITH CONTRACTUAL REQUIREMENTS.** The cooperative use of Master Agreements and other group purchasing agreements shall be conducted in accordance with the terms and conditions of such agreements, except as modification of those terms and conditions is otherwise allowed or required by applicable federal, state, or local law.
- 4. INFORMATION SHARING.** The Lead Agencies shall make available, upon reasonable request, information about Master Agreements which may assist in facilitating and improving the procurement of Products & Services by the Program Participant.
- 5. AGREEMENT ACCESS.** Program Participant agrees that the Program may provide access to group purchasing organization (“**Cooperative**”) agreements directly or indirectly by enrolling Program Participant in another Cooperative’s purchasing program; provided, the purchase of Products & Services shall be at Program Participant’s sole discretion.
- 6. PAYMENT.** Program Participant shall make timely payments to the distributor, manufacturer, or other vendor (each a “**Supplier**”) for Products & Services procured and received through any Master Agreement (each a “**CoreTrust Agreement**”) in accordance with the terms and conditions of the Master Agreement.
- 7. ADMINISTRATIVE FEE.** Program Participant acknowledges and agrees that CoreTrust may receive fees (“**Administrative Fees**”) from Suppliers, which are typically calculated as a percentage of the dollar value of purchases made by a Program Participant under a CoreTrust Agreement.
- 8. RESTRICTIONS.** Program Participant agrees that Products & Services purchased under any Master Agreements are for Program Participant’s own use in the conduct of its business, and in no event shall Program Participant sell, resell, lease, or otherwise transfer goods purchased through CoreTrust Agreements to an unrelated third party unless expressly permitted by the terms of the applicable CoreTrust Agreement.

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9. REMEDY; DISPUTE. Payment for Products & Services and inspections and acceptance of Products & Services ordered by Program Participant shall be the exclusive obligation of Program Participant. Disputes between Program Participant and any Supplier shall be resolved in accordance with the law and venue rules of the state of purchase unless otherwise agreed to by Program Participant and Supplier. The exercise of any rights or remedies by Program Participant shall be the exclusive obligation of Program Participant.

10. NON-CIRCUMVENTION. Program Participant shall not use this Agreement or the terms and conditions of any CoreTrust Agreement as a method for obtaining additional concessions or reduced prices for similar products or services.

11. DISCLAIMER. Program Participant shall be responsible for the ordering of Products & Services under this Agreement. A non-procuring party shall not be liable in any fashion for any violation by a party procuring Products & Services under this Agreement. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, CORETRUST MAKES NO REPRESENTATIONS OR WARRANTIES REGARDING ANY PRODUCTS & SERVICES OR CORETRUST AGREEMENT AND SHALL HAVE NO LIABILITY FOR ANY ACT OR OMISSION BY SUPPLIER OR OTHER PARTY UNDER A CORETRUST AGREEMENT.

12. TERMINATION. This Agreement shall remain in effect unless terminated by one party giving thirty (30) days' written notice to the other party. The provisions of Sections 5, 6, 7, 8, and 9 hereof shall survive any such termination.

13. SEVERABILITY. If any term or provision of this Agreement is held invalid, illegal, or unenforceable in any jurisdiction, such invalidity, illegality, or unenforceability shall not affect any other term or provision of this Agreement or invalidate or render unenforceable such term or provision in any other jurisdiction.

14. ASSIGNMENT. This Agreement and the rights and obligations hereunder are not assignable by either party hereto without the prior written consent of the other party (which consent shall not be unreasonably withheld, conditioned, or delayed); provided, Program Participant and CoreTrust may assign their respective rights and obligations under this Agreement without the consent of the other party in the event either Program Participant or CoreTrust shall hereafter effect a corporate reorganization, consolidation, merger, merge into, sell to, or transfer all or substantially all of its properties or assets to another entity. Subject to the preceding sentence, this Agreement shall be binding upon, inure to the benefit of, and be enforceable by the parties and their respective successors and assigns. Any instrument purporting to make an assignment in violation of this Section 14 shall be null and void.

15. ENTIRE AGREEMENT. This Agreement, together with any other documents incorporated herein by reference, constitutes the sole and entire agreement of the parties to this Agreement with respect to the subject matter contained herein, and supersedes all prior and contemporaneous understandings, agreements, representations, and warranties, both written and oral, with respect to such subject matter.

16. LIABILITY. To the extent not prohibited by law, neither CoreTrust nor Program Participant shall indemnify, defend, and hold harmless each other from and against any losses, damages, and expenses arising from any third-party claims, proceedings, and / or demands resulting from the activities of Supplier and its employees or subcontractors in connection with the Program. NEITHER PROGRAM PARTICIPANT NOR CORETRUST SHALL NOT BE LIABLE IN ANY WAY FOR ANY SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, EXEMPLARY, PUNITIVE, OR RELIANCE DAMAGES, OF THE OTHER PARTY EVEN IF THAT PARTY IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. FURTHER, THE PARTIES ACKNOWLEDGE AND AGREE CORETRUST SHALL NOT BE LIABLE FOR ANY ACTION, OR FAILURE TO TAKE ACTION, OF SUPPLIER IN CONNECTION WITH THE PERFORMANCE OF SUPPLIER'S OBLIGATIONS UNDER A CORETRUST AGREEMENT.

17. ACKNOWLEDGMENT. Each party to this Agreement acknowledges it has read the Agreement and represents and warrants that it has the necessary legal authority and is legally authorized to execute and enter into this Agreement.

18. COMMENCEMENT. This Agreement shall take effect upon: (i) executing a Lead Public Agency Certificate; or (ii) the Program Participant registering on any Program website or other formal written means, as applicable.

SECTION M – LEAD PUBLIC AGENCY CERTIFICATE

[Attachment to Follow]

LEAD PUBLIC AGENCY CERTIFICATE

In its capacity as a Lead Agency for the CoreTrust Program, the Town Delight, Arkansas has read and agrees to the general terms and conditions set forth in the Master Intergovernmental Cooperative Purchasing Agreement (“MICPA”) regulating the use of the Master Agreements and purchase of Products & Services that from time to time are made available by Lead Agency to Program Participants nationwide through CoreTrust. Copies of Master Agreements and any amendments thereto made available by Lead Agency shall be provided to Suppliers and CoreTrust to facilitate use by Program Participants.

I understand that the purchase of one or more Products & Services under the provisions of the MICPA is at the sole and complete discretion of the Program Participant.

LEAD AGENCY

Signed by:



83973FAE40444D6...

Authorized Signature

Lee Gatliff

Printed Name

6/30/2026

Title

SECTION N – TECHNICAL PROPOSAL

The selected Vendor's response to this solicitation shall be integrated into and designated as Section N – Technical Proposal of the final contract.

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This worksheet is intended for prospective Contractors to outline their relevant experience and capabilities in alignment with the solicitation's requirements. The information provided must be comprehensive and directly address all specified requirements. The information submitted should be organized with priority given to the most important and relevant experience listed first.

1. Contract Risk and Miscellaneous

- A. **Please describe your firm's approach to contract risk management.**
Include how your organization identifies, assesses, and mitigates risks throughout the life of a contract, especially for public sector clients.
- B. **Has your company ever defaulted, failed to perform, or been terminated for cause on a government contract within the last five (5) years?**
If yes, please explain the circumstances and how the issue was resolved or mitigated.
- C. **Describe the insurance coverage your firm maintains, including general liability, professional liability, workers' compensation, and any other relevant coverages.**
Include policy limits and whether these meet or exceed the requirements typically set forth in public procurement contracts.
- D. **Explain how your organization ensures contract compliance across multiple clients or jurisdictions.**
Include specific tools, systems, or personnel used to monitor and ensure performance, timelines, reporting, and contractual obligations.

2. Marketing

- A. Provide a detailed ninety-day plan that will begin on the award date of the *Master Agreement* describing the strategy to immediately implement the *Master Agreement* as supplier's primary go-to market strategy for Public Agencies to supplier's teams nationwide, to include, but not limited to:
 1. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within the first 10 days
 2. Training and education of Supplier's national sales force with participation from the Supplier's executive leadership, along with the CoreTrust team within first 90 days
- B. Provide a detailed ninety-day plan beginning from award date of the *Master Agreement* describing the strategy to market the *Master Agreement* to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:
 1. Creation and distribution of a co-branded press release to trade publications
 2. Announcement, contract details and contact information published on the Supplier's website within first 90 days
 3. Design, publication and distribution of co-branded marketing materials within the first 90 days

Commitment to attendance and participation with CoreTrust at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional

Bidder Name and d/b/a:		ODP Business Solutions, LLC		
Bidder FEIN:		86-2161688		
Item #	Topic	Response	Response	Supplier Comments, Further Response
	Bidder Capacity, Capability and Reputation (35%)- App B, SecF, 13.1, 13.3.1; Section N - Technical Proposal	YES	NO	
1	Supplier must have a minimum of five (5) years' experience in printing and production work with governmental entities or corporate environments. (Pass/Fail)	Yes		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. In 2025 over 30,000 customer accounts purchased our Print, Promo and Apparel products and solutions with nearly 7,000 of those accounts segmented as Public sector accounts. The range of products and services we cover extends beyond the products reviewed as part of this opportunity. In addition to traditional flyers, business communication products, promotional items and branded apparel, we supply K12 systems with customized programs to support low to high volume instructional materials. This is a large expenditure for many local public sector budgets. ODP Business delivers a comprehensive solution designed specifically to support K-12 school districts in the efficient management of instructional materials. At the core of our solution is a commitment to partnership. We work closely with Curriculum Directors, procurement teams, and district leadership to align our services with instructional goals and operational priorities. Our consultative approach ensures that each district receives a tailored solution that drives measurable outcomes that reduce costs, save time, and improve the overall educational experience for both teachers and students. Another area of note for participating agencies is ODPs analysis and support of their internal printshop operations The ODP Corporation offers free comprehensive printshop analysis and consultative services designed to help agencies optimize their internal print facilities. Our team of Subject Matter Experts (SMEs) works closely with agencies to conduct a Total Cost of Ownership (TCO) analysis, providing insights into the costs associated with internally managing, producing, and distributing print materials. This analysis empowers agencies to make informed decisions about rationalizing costs to 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. In a hybrid model, ODP manages peak demands and complex print jobs that benefit from our state-of-the-art equipment and automated workflows. This approach ensures that government agencies can maintain high-quality print production while optimizing operational efficiency and reducing overall costs. In summary, our national print program is designed to support the ever-changing environment of our governmental entities and corporate 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.
2	Supplier shall provide printing services and promotional items used for marketing and outreach projects on an as-needed basis on a national level supporting Participating Entities. (Pass/Fail)	Yes		No two organizations are alike. At ODP, 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 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 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. We host hundreds of the most requested promotional and apparel products online via the client's standard ODP Business website for quick ideation, pricing, proofing and payment. This streamlined approach simplifies the procurement of these products. Additionally, for the unique items or more custom needs we have access to almost any item in the market and can even custom manufacture to suit. We can bring your back of the napkin idea to life in a cost-effective way via our consultative support. 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 ensures your apparel needs are met with consistency, quality, and timely delivery. We host hundreds of the most requested promotional and apparel products online via the client's standard ODP Business website for quick ideation, pricing, proofing and payment. This streamlined approach simplifies the procurement of these products. Additionally, for

			the unique items or more custom needs we have access to almost any item in the market and can even custom manufacture to suit. We can bring your back of the napkin idea to life in a cost-effective way via our consultative support. Global Sourcing & Strategic Partnerships ODP's 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's 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, 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. Mail Fulfillment: Efficient Distribution: ODP's mail fulfillment Services offers a natural extension of our significant print and supply chain capabilities. We handle simple small run customer outreach communications to complex, kitted enterprise campaigns. One of our largest clients is a large US state health department where we regularly mail eligibility letters, application and change of address notification and member IDs. Instructional Materials and Classroom Consumable Solutions ODP Business delivers a comprehensive solution designed specifically to support K-12 school districts in the efficient management of instructional materials. At the core of our solution is a commitment to partnership. We work closely with Curriculum Directors, procurement teams, and district leadership to align our services with instructional goals and operational priorities. Our consultative approach ensures that each district receives a tailored solution that drives measurable outcomes that reduce costs, save time, and improve the overall educational experience for both teachers and students. Printshop Analysis, Consultation and Partnerships Another area of note for participating agencies is ODPs analysis and support of their internal printshop operations The ODP Corporation offers free comprehensive printshop analysis and consultative services designed to help agencies optimize their internal print facilities. Our team of Subject Matter Experts (SMEs) works closely with agencies to conduct a Total Cost of Ownership (TCO) analysis, providing insights into the costs associated with internally managing, producing, and distributing print materials. This analysis empowers agencies to make informed decisions about rationalizing costs to 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. In a hybrid model, ODP manages peak demands and complex print jobs that benefit from our state-of-the-art equipment and automated workflows. This approach ensures that government agencies can maintain high-quality print production while optimizing operational efficiency and reducing overall costs. 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, 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.
3	Supplier shall be able to produce, print and distribute promotional materials and products of nominal value including but not limited to: Business/appointment cards; Post cards; Brochures; Newsletters; Flyers; Booklets; Certificates; Letterhead; Envelopes; Posters; Banners; UV outdoor prints; Yard signs; Wrist bands; Carabiner clips; Name plates; Mouse pads; Lanyards; Keychains; Lamination service; Calendars; Apparel (non-uniform – tee shirts, polos, hoodies, socks, caps, hats, etc.); Pens; Stickers; Decals; Note pads; Buttons; Sticky Notes; Tote bags;	Yes	ODP provides a true one-stop shop for all your nominal print and promotional 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. ODP offers thousands of cost-effective promotional products to help you build brand awareness and engage your audience. 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 ensures your apparel needs are met with consistency, quality, and timely delivery. On the front end, 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. Also with ODP, you benefit from a superior distribution program that includes excellent metrics when it comes to important customer satisfaction metrics such as high delivery on time rates. Additionally, our nationwide distribution reach includes fast shipping on many of the items our public sector clients seek.

	Backpacks; Wallets; Luggage tags; Mugs; Bottles; Magnets; Umbrellas; Lunch bags; Blankets; Towels; Portfolios; Stress Balls; Stress Spinners; Other Sensory/Stress and Adaptive Products; Electronic Accessories; etc			
4	Supplier shall be able to design promotional and/or trademark amenities with logo and provide visualization of product with logo.	Yes		ODP's promotional products and marketing tools include the ability to design and visualize promotional items with logos. Our custom eCommerce solutions allow clients to configure, proof, and order products online, providing a seamless experience from design to delivery. This ensures that every item aligns with your brand standards and campaign goals.
5	Supplier shall be able to provide full color and black and white printing services.	Yes		ODP's Full Color and Black & White Printing Services ODP is a national leader in print solutions, offering a comprehensive range of services that include both full color and black and white printing. With over 39 years of experience, ODP supports clients across a full spectrum of printing and eCommerce solutions, ensuring high-quality, cost-effective, and scalable services. State-of-the-Art Facilities: National Network: ODP operates a network of six strategically located, state-of-the-art print production facilities across the country. This allows us to efficiently manage and deliver both full color and black and white printing services to meet diverse client needs. Advanced Capabilities: Our facilities are equipped with advanced digital and offset printing technologies, enabling us to produce high-quality prints with robust in-house finishing options such as die cutting, laminating, binding, folding, and kitting. Comprehensive Print Solutions: Diverse Offerings: ODP supports a wide range of printing needs, from everyday business documents and marketing collateral to instructional materials, direct mail, and complex, high-volume projects. Our integrated workflow and order management systems enable real-time tracking, efficient workload balancing, and seamless project management. In addition to the standard fare black and white & color printing, ODP supports clients in more involved print solutions such as mail fulfillment, instructional materials & classroom consumables and Printshop partnerships. ODP's mail fulfillment Services offers a natural extension of our significant print and supply chain capabilities. We handle simple small run customer outreach communications to complex, kitted enterprise campaigns. One of our largest clients is a large US state health department where we regularly mail eligibility letters, application and change of address notification and member IDs. ODP Business delivers a comprehensive solution designed specifically to support K-12 school districts in the efficient management of instructional materials. At the core of our solution is a commitment to partnership. We work closely with Curriculum Directors, procurement teams, and district leadership to align our services with instructional goals and operational priorities. Our consultative approach ensures that each district receives a tailored solution that drives measurable outcomes that reduce costs, save time, and improve the overall educational experience for both teachers and students. The ODP Corporation offers free comprehensive printshop analysis and consultative services designed to help agencies optimize their internal print facilities. Our team of Subject Matter Experts (SMEs) works closely with agencies to conduct a Total Cost of Ownership (TCO) analysis, providing insights into the costs associated with internally managing, producing, and distributing print materials. This analysis empowers agencies to make informed decisions about rationalizing costs to 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. In a hybrid model, ODP manages peak demands and complex print jobs that benefit from our state-of-the-art equipment and automated workflows. This approach ensures that government agencies can maintain high-quality print production while optimizing operational efficiency and reducing overall costs. Customization and Flexibility: Clients benefit from a secure online ordering portal, allowing for easy customization, submission, and tracking of print jobs. This flexibility ensures that we can meet specific client requirements for both full color and black and white printing. Commitment to Quality and Efficiency: Continuous Improvement: ODP's continuous investment in technology and process improvement ensures high quality, fast turnaround, and cost-effective service. Our print programs emphasize sustainability by promoting the use of recycled materials, eco-friendly inks, and efficient production methods. Expert Guidance: Our team of print specialists provides expert guidance and ongoing support, continuously monitoring print activity and offering actionable insights to further enhance quality and efficiency. National Support and Customer Service: Dedicated Teams: ODP deploys a talented team of dedicated Account Management and Customer Care Professionals, supported by a nationally scaled Customer Program Web Services and Call Center Organization. This ensures the highest levels of satisfaction for our clients and their stakeholders. Two-Pronged Approach: Our National-Local approach ensures that all components of our business relationship have the necessary structure, back-up, and redundancy to handle any and all service situations. Summary: ODP's national production footprint, advanced technology, and commitment to continuous improvement enable us to deliver high-quality, cost-effective, and scalable solutions for both full color and black and white printing services. Whether you need everyday essentials, custom marketing materials, or a streamlined online ordering experience, ODP provides the expertise, resources, and flexibility to support your organization's goals, backed by responsive customer service and reliable fulfillment.
6	Supplier shall be able to accept and execute large-volume print jobs;	Yes		ODP fully meets and exceeds the requirements outlined for large-volume print and branded materials production. Our 2025 customer requests run the gamut from UOM of 1 to 20 million print impressions for a singular customer project. Examples of high-volume promotional products and also an illustration of our ability to print on various

	typesetting (arrangement & formatting for text for print or digital publication); finishing services (cutting, folding, binding, laminating, foiling, embossing, etc.); ability to print on various paper types, specialty materials, and promotional items; screen-printing and embroidery.			specialty materials, in 2025 ODP provided a client approx. 25 million custom branded bags while providing a different client with 1,125,000 custom branded Kcups. This is a very small sampling of the uniqueness and capacity we can provide which we believe is highly critical capability for a National RFP. ODP operates a national network of secure, closed-door print facilities and regional print centers supported by integrated online workflow tools. These sites are equipped to execute large-volume print jobs across both digital and offset platforms, with the ability to scale quickly for peak periods and nationwide programs. Our production environment supports full typesetting services as requested. We offer a comprehensive range of finishing services in-house, including cutting, folding, a variety of binding methods (coil, perfect, saddle-stitch, wire), laminating, drilling/hole punching, kitting, padding, mounting, and other specialty finishes such as foiling and embossing, as required by specific projects. ODP can print on a wide variety of paper stocks (coated, uncoated, text, cover, recycled, specialty substrates) as well as on specialty materials and substrates used for signage and large format. In addition, through our Print, Promo & Apparel program, we support printing and decoration on a broad range of promotional items (e.g., drinkware, bags, tech accessories, writing instruments, gifts) and branded apparel. Other specific areas of where our capabilities to deliver high volume and complex jobs shine are via our mail fulfillment services. We not only handle simple small run customer outreach communications but also complex, kitted enterprise campaigns. One of our largest clients is a large US state health department where we regularly mail eligibility letters, application and change of address notification and member IDs. One of the larger areas for consistent large and complex printing requests are assisting our K12 partners. ODP Business delivers a comprehensive solution designed specifically to support K-12 school districts in the efficient management of instructional materials. Each year we print millions of curriculum impressions for schools (our largest customer 20M impressions). We bundle our significant print capacity with the ability to work one on one with customers developing a phased distribution schedule complete with specialized box labeling down to the school or class level. Our approach ensures that each district receives a tailored solution that drives measurable outcomes that reduce costs, save time, and improve the overall educational experience for both teachers and students. For apparel and select soft goods, ODP provides both screen-printing and embroidery services, enabling high-quality decoration on t-shirts, polos, outerwear, caps, bags, towels, and uniforms. These capabilities are supported by our global sourcing and vetted strategic partner network, which is regularly reviewed for quality, competitiveness, and service levels. This blended model of robust in-house production and trusted partners allows us to offer extensive product choice, specialty techniques, and scalable capacity while maintaining consistent quality and value. All these services are accessible through ODP's custom eCommerce and web-to-print platforms, which support document upload, page-level configuration, proofing, and routing to the optimal production facility for print and fulfillment. This integrated infrastructure ensures that large-volume print, complex finishing, specialty materials, and decorated promo/apparel items are produced efficiently, accurately, and in alignment with our clients' brand and service-level expectations.
7	Supplier shall provide the ability to Participating Entities to change product(s) and color options.	Yes		Our custom eCommerce solutions empower organizations to maintain brand standards, control spend, and streamline procurement. This includes the ability to customize products and color options, allowing for flexibility and adaptability to meet specific needs.
8	Supplier shall provide the ability to Participating Entities to review and approve proofs (digital and/or physical, as requested) prior to production.	Yes		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.
9	Supplier shall have the ability to place orders through the awarded Supplier or through partner manufacturers or distributors.	Yes		Customization and Flexibility: Clients benefit from a secure online ordering portal, allowing for easy customization, submission, and tracking of print jobs. This flexibility ensures that we can meet specific client requirements for both full color and black and white printing.
10	Describe in detail your capabilities to satisfy the characteristics and administrative requirements of this Solicitation;	Yes		ODP's Capabilities to Satisfy Solicitation Requirements ODP is a national leader in providing comprehensive solutions that encompass digital print, commercial print, instructional print for schools, promotional products, branded apparel, and mail fulfillment. With over 39 years of experience, ODP supports clients across a full spectrum of printing and eCommerce solutions, ensuring high-quality, cost-effective, and scalable services. Digital and Commercial Print: State-of-the-Art Facilities: ODP operates a network of six strategically located, state-of-the-art print production facilities across the country. Our digital capabilities include robust in-house finishing options such as die cutting, laminating, binding, folding, and kitting. This infrastructure allows us to handle both small and large-scale print jobs with precision and efficiency. Our capacity for this type of work is unparalleled. We completed on avg over 33,000 unique orders per month in 2025. Comprehensive Print Solutions: We support everything from everyday business documents and marketing collateral to direct mail and complex, high-volume projects. Our integrated workflow and order management systems enable real-time tracking, efficient workload balancing, and seamless project management. Clients benefit from a secure online ordering portal, allowing for easy customization, submission, and tracking of print jobs. Quality and Innovation: ODP's continuous investment in technology and process improvement ensures high quality, fast turnaround, and cost-effective service. We leverage the latest printing technologies to deliver vibrant, accurate colors and sharp, clear text, meeting the highest standards of quality and consistency. Instructional Print for Schools: Tailored Solutions for Education: ODP offers print solutions specifically designed for education customers with internal print shops. We can introduce additional products and services that enhance current offerings, rationalize copier fleets, and modernize the fulfillment of curriculum material using state-of-the-art technology. Cost Management and Efficiency: Our hands-on approach includes training individual schools to increase compliance and reduce waste and obsolescence. We provide a total cost of ownership analysis to help schools control their print budgets and consolidate print spend via a complete suite of custom offerings, including Print On Demand, High Quality Instructional Materials, Custom Stamps, Branded Apparel, Promotional Products, and Consultative services. Sustainability and Compliance: ODP emphasizes sustainability by promoting the use of recycled materials, eco-friendly inks, and efficient production methods. Our solutions are designed to meet the specific compliance and regulatory requirements of public institutions. Promotional Products: Extensive Selection and Customization: ODP is a market leader in the promotional products distribution business. Our online promotional products catalog hosts hundreds of top-selling in-demand products for easy configuration and ordering. With a built-in configuration and preview functions, end users can select, price, create the imprint, view a proof, and submit the order for production from their desktop. End-

			to-End Support: We provide end-to-end support—from product selection and design to production and distribution—ensuring that every item aligns with your brand standards and campaign goals. Our robust manufacturer and supplier relationships give us access to tens of thousands of products, allowing us to offer innovative, high-quality promotional items at competitive prices. Custom eCommerce Solutions: For customers desiring a more complete program, ODP offers highly customized branded eCommerce websites to meet unique needs. These sites are built in consultation with our clients to deliver a tailored and controlled company-wide experience, with features such as integration with client systems, controlled product views, smart approval processes, and customized cost allocations. Branded Apparel: Custom Decoration Methods: ODP's apparel solutions cover a wide range of branded clothing and uniform needs for businesses, schools, and organizations. We offer custom screen printing, embroidery, and other decoration methods on apparel items such as t-shirts, polos, outerwear, hats, and uniforms. Quality and Consistency: Our streamlined process includes design consultation, product selection, decoration, and distribution, ensuring consistency and quality across every order. With access to leading apparel brands and a variety of styles, sizes, and colors, ODP can support everything from employee uniforms and event apparel to spirit wear and promotional clothing. Trusted Partnerships: ODP provides decorating capabilities by utilizing trusted and strategic partners who have been selected and vetted for quality and timeliness, ensuring that all apparel meets the highest standards of quality and consistency. Mail Fulfillment: Efficient Distribution: ODP's mail fulfillment Services offers a natural extension of our significant print and supply chain capabilities. We handle simple small run customer outreach communications to complex, kitted enterprise campaigns. One of our largest clients is a large US state health department where we regularly mail eligibility letters, application and change of address notification and member IDs. Printshop Analysis, Consultation and Partnership: The ODP Corporation offers free comprehensive printshop analysis and consultative services designed to help agencies optimize their internal print facilities. Our team of Subject Matter Experts (SMEs) works closely with agencies to conduct a Total Cost of Ownership (TCO) analysis, providing insights into the costs associated with internally managing, producing, and distributing print materials. This analysis empowers agencies to make informed decisions about rationalizing costs to 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. In a hybrid model, ODP manages peak demands and complex print jobs that benefit from our state-of-the-art equipment and automated workflows. This approach ensures that government agencies can maintain high-quality print production while optimizing operational efficiency and reducing overall costs. Comprehensive Public Sector Support: Often overlooked and the key to a successful partnership is the heavy lifting done after the RFP is awarded. 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. Add to that, we have the marketing insight to communicate via email blasts, leave behind collateral, business reviews and messaging on customers on their ODP business solutions site. As we are already servicing almost 7,000 public sector accounts, we believe we will have a significant head start over the competition in executing any award. We will all work closely with public sector entities to develop tailored strategies that align with their specific goals and requirements. Summary: ODP's national production footprint, advanced technology, and commitment to continuous improvement enable us to deliver high-quality, cost-effective, and scalable solutions for digital print, commercial print, instructional print for schools, promotional products, branded apparel, and mail fulfillment. Whether you need everyday essentials, custom marketing materials, branded merchandise, or a streamlined online ordering experience, ODP provides the expertise, resources, and flexibility to support your organization's goals, backed by responsive customer service and reliable fulfillment.
Describe the delivery methods your organization can support, including hand delivery by your organization, United States Postal Service, FedEx, UPS, and other nationally recognized or locally approved carriers. Describe your ability to comply with delivery methods, schedules, locations, and instructions specified by the Lead Agency or Participating Agency at the time of order.	Yes	ODP Business Solutions' Delivery Methods and Compliance with Agency Requirements ODP Business Solutions is committed to providing reliable and efficient delivery services, leveraging a comprehensive network of local, regional, and national carriers to ensure complete nationwide coverage. Our delivery methods are designed to meet the diverse needs of our clients, utilizing a combination of our own private fleet and contracted third-party carriers. Delivery Network and Capabilities • ODP Business Solutions uses its own private fleet delivery vehicles and contracted third-party carriers, including UPS, Ryder Final Mile, TForce Final Mile, Capital Express, Lasership, etc., to ensure comprehensive delivery coverage across the United States. • Our 6 strategically located Regional Production Facilities (RPFs) in Newville, PA; Buford, GA; Itasca, IL; Grand Prairie, TX; Long Beach, CA; and Kent, WA serve as both production and distribution centers, shipping directly to customers. Compliance with Delivery Methods and Schedules • Upon receipt of an order, our RPFs contact the customer for validation and verification of order specifications, ensuring accuracy and compliance with delivery instructions. • All carriers are required to wear uniforms, provide wireless two-way communication, and offer real-time "proof-of-delivery" with signature and timestamp. Tracking and Real-Time Updates • ODP Business Solutions integrates UPS tracking numbers into our order tracking system, allowing customers to monitor shipments in real-time. • Our delivery network supports desktop deliveries generally, ensuring flexibility and convenience for our clients. Each new customer setup will require an understanding of the specific requirements of their request to ensure we can comply. Commitment to Quality and Reliability • With over 100,000 deliveries filled and delivered daily, ODP Business Solutions maintains a high standard of service through its fully integrated warehousing, distribution, and delivery network. • Our long-standing relationships with third-party carriers, many of whom have partnered with us for over 10 years, underscore our commitment to quality and reliability in delivery services. ODP Business Solutions is dedicated to meeting the delivery methods, schedules, locations, and instructions specified by the Lead Agency or Participating Agency at the time of order, ensuring seamless and efficient service for all our clients.	

	Describe standard production times and lead times for various products in-scope.	Yes		ODP's Standard Production Times and Lead Times ODP is committed to providing efficient and reliable production and delivery services across a wide range of products, including digital print, commercial print, instructional print for schools, promotional products, branded apparel, and mail fulfillment. Our nationwide network and strategic partnerships enable us to meet diverse client needs with precision and speed. Standard Turnaround Times: • General Print Jobs: Our standard turnaround time for most short run digital print jobs is 48 hours plus ground shipping. Shipping is generally up to 2 days for 97% of the U.S. and next day in most major metro areas. Job size and complexity can affect turn time, and specific turnaround times for offset, promotional products, and branded apparel items will be quoted and reconfirmed at the time of order. Expedited and Rush Orders: • Rush Orders for Print Items: ODP's nationwide network of six strategically located print facilities, along with our network of trusted and vetted partners, enables us to produce orders near delivery destinations. This distributed approach significantly reduces transit times and enhances our ability to consistently meet or exceed service level agreements (SLAs). Should an order require special handling or expedited shipping to meet an accelerated timeline, rush order fees will apply. All additional costs will be clearly communicated and require client approval prior to processing, ensuring transparency and alignment with client expectations. • Same-day Service at Retail Stores: Office Depot and OfficeMax stores are able to provide same-day services for many of the most commonly ordered copy and print solutions. • Promotional Products and Apparel: Custom promotional products, rush orders, and next-day delivery can be supported via our proprietary promo and apparel program. Clients work with our Promotional Product specialists to find in stock products that meet their quality, image, and delivery needs. We have access to a catalog of "sure ship" products. These are quality products with heavier instock positions for quicker turns. • Client Communication: In cases where special handling or expedited shipping is required, we work with our customers to ensure transparency and alignment with client expectations.
11	Detail the total number and location of salespeople employed by Supplier;	Yes		ODP Business Solutions employs approximately 9,990 sales professionals. Our sales team is strategically located within all 50 states, ensuring comprehensive coverage and support for our customers in all regions. ODP Print Services deploys a talented team of dedicated Account Management and Customer Care Professionals in tandem with a nationally scaled Customer Program Web Services and Call Center Organization to ensure the highest levels of satisfaction for our clients and their stakeholders. This team is part of a National Print Support team dedicated to exemplary service delivery and customer satisfaction. ODP takes this two-pronged National-Local approach to ensure that all components of our business relationship have the necessary structure, back-up, and redundancy to handle any and all service situations. Our team members are skilled in all aspects of content management and distribution. Whether you require On Demand, Offset, Promotional Marketing or Warehousing & Distribution, etc., our Team has the required expertise to manage and deliver a value added partnership for you.
	Provide number and location of support centers (if applicable) and location of corporate office;	Yes		• Total Employees: Approximately 18,000 worldwide. • Sales Personnel: Approximately 9,990 sales professionals. • Headquarters: 6600 North Military Trail Boca Raton, FL 33496-2434 • Print Center Locations: 1595 Heraeus Drive Dock 72, Buford, GA 30518 2500 142nd Ave East Suite 400, Sumner, WA 98390 800 W Bryn Mawr Avenue, Itasca, IL 60143 2943 950 Centerville Road Dock 119, Newville, PA 17241 2956 2230 N Hwy 360, Grand Prairie, TX 75050 2963 3500 E Willow Avenue, Signal Hill, CA 90815 • These are Office Depot, LLC closed door print centers. • Distribution Centers - United States: 13 Office Depot distribution centers, 14 crossdocks; Canada: 6 distribution centers.
	Provide the number, size and location of Supplier's distribution facilities, warehouses, and retail network as applicable;	Yes		ODP Business Solutions, LLC has 13 distribution centers/14 cross docks, and our headquarters comprising more than 10,000,000 square feet in the USA. 3366 East Willow Street, Signal Hill, CA 90755; 4600 Havana Street, Denver, CO 80239; 2925 West Corporate Lakes Blvd, Weston, FL 33331; 2500 Mill Center Pkwy - Dock A, Buford, GA 30518; 800 West Bryn Mawr, Itasca, IL 60143; 1331 Boltonfield St., Columbus, OH 43228; Carretera 887 KM 3.0 Barrio San Antón, Carolina, PR 00987; 6225 West By N.W. Blvd, Houston, TX 77040; 2220 North Highway #360, Grand Prairie, TX 75050; 6805 South 217th Street, Kent, WA 98032; 6700 Automall Parkway, Fremont, CA 94538; 4700 Mulhauser Road, Hamilton, OH 45011; 950 Centerville Rd, Newville, PA 17241 As of Q3 2025 we had 822 retail stores
	Provide a description of how you propose to distribute in-scope Products/Services nationwide. Describe your geographic delivery coverage, including your ability to deliver to Participating Agencies nationwide, and address any	Yes		Distribution Capabilities The ODP Corporation is committed to providing seamless and efficient distribution of in-scope products and services nationwide. Our extensive network and strategic partnerships enable us to deliver to Participating Agencies across the United States, including rural and remote locations, ensuring comprehensive geographic coverage. ODP's distribution network is designed to cover the entire United States, including all 50 states and major U.S. territories. Our logistics infrastructure is strategically positioned to facilitate next-day or two-day delivery to most continental US, Hawaii and Puerto Rico locations, ensuring timely and reliable service. We leverage a combination of proprietary and third-party logistics solutions to support all US states as well as territories.

limitations related to rural or remote locations. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas;			
Describe your procedures for accommodating pickup by the Lead Agency or Participating Agency when mutually agreed upon, including how custody and coordination are managed.	Yes		Upon receipt of an order, the RPF will contact the customer for validation and verification of the order and its specifications. Our customer service teams have the ability to schedule a pickup of documents and materials from the customer. Our current service level agreement is that it requires a minimum 3 hour window. (Ex: schedule pick up at 1 PM, documents picked up no later than 4 PM from customer).
Please provide a detailed list or map of all your full-service stocking distribution centers in the United States, U.S. Territories and Outlying Areas and describe your delivery network, along with your order-fill rate and on-time delivery rate. Additionally, please describe any unique capabilities or logistics that set your distribution network apart from competitors in the market;	Yes		1. Distribution Centers ODP Business Solutions operates 13 full service stocking distribution centers and 14 crossdocks. Full service DCs are located at: • Signal Hill, CA – 3366 East Willow St, 90755 • Fremont, CA – 6700 Automall Pkwy, 94538 • Denver, CO – 4600 Havana St, 80239 • Weston, FL – 2925 W Corporate Lakes Blvd, 33331 • Buford, GA – 2500 Mill Center Pkwy (Dock A), 30518 • Itasca, IL – 800 W Bryn Mawr, 60143 • Columbus, OH – 1331 Boltonfield St, 43228 • Hamilton, OH – 4700 Mulhauser Rd, 45011 • Newville, PA – 950 Centerville Rd, 17241 • Carolina, PR – Carretera 887 KM 3.0 Barrio San Antón, 00987 • Houston, TX – 6225 West By N.W. Blvd, 77040 • Grand Prairie, TX – 2220 N Highway 360, 75050 • Kent, WA – 6805 S 217th St, 98032 Print Center Locations 1595 Heraeus Drive Dock 72 Buford GA 30518 2500 142nd Ave East Suite 400 Sumner WA 98390 800 W Bryn Mawr Avenue Itasca IL 60143 950 Centerville Road Dock 119 Newville PA 17241 2230 N Hwy 360 Grand Prairie TX 75050 3500 E Willow Avenue Signal Hill CA 90815 These are Office Depot, LLC closed door print centers. 2. Delivery Network & Coverage • Coverage: 1–2 business day delivery to over 95% of the U.S. and Puerto Rico for stocked items. • Outside 1–2 day zones: Orders ship via UPS, typically 2–7 business days. • Daily volume: Over 100,000 deliveries per day. • Inventory: On average 15,000+ SKUs stocked per DC. Order Cut Off Times for 1–2 Day Delivery (stocked items): • Online, EDI, Phone: 3:00 p.m. local time • Fax, Email, Mail: 3:00 p.m. Eastern Time Deliveries are made via a B2B delivery network using contracted third party carriers and national parcel carriers to ensure nationwide coverage. Our standard turnaround for most print jobs is 48 hours plus ground shipping. Shipping is up to 2 days for 97% of the US and next day in most major metro areas. Job size and complexity can vary turn time. Turnaround times for offset, promotional products and branded apparel items will be part of your quoted and reconfirmed at the time of order. 3. Performance Metrics (SLA Targets / Recent Performance) • Order Fill Rate: 97.70% • Line Fill Rate: 99.22% • On Time Delivery: 99.13% (network also cited at 96% on time at scale) • Billing Accuracy: 99.80% • Inventory Error Related Corrections: 0.3% • Returns due to ODP Error: 0.40%

			4. Key Differentiators (Short Form) • Extensive footprint: 13 stocking DCs + 14 crossdocks for national coverage. • Fast, reliable service: 1–2 business day delivery to >95% of the U.S.; late 3:00 p.m. local cut offs. • High accuracy: >97% order fill, >99% line fill, ~99% on time delivery, and <1% error/return rates. • B2B focused network: Delivery model and systems designed specifically for business customers.
	Describe your experience providing delivery services for public sector or multi agency contracts, including order fulfillment, packaging, labeling, and coordination with authorized receiving personnel.	Yes	ODP Business Solutions has over 39 years of experience serving the public sector, including federal, state, and local government agencies as well as K–12 and higher education institutions. Because we serviced almost 7,000 public sector accounts in 2025 from a print standpoint and significantly more when including Office Products shipments as well, we understand the unique requirements of public agencies and multi-site environments and have built our delivery, fulfillment, and support model around the needs of these customers. This experience translates directly to our ability to support the Town of Delight, Arkansas, and the participating agencies under this contract. ODP's advanced print facilities and trusted and vetted network enable us to deliver products in the exact quantities and manner needed. K12 Classroom consumables is a prime example of these capabilities. These custom printed instructional materials can be packaged and labeled by grade or classroom and shipped directly to central warehouses or individual schools. This makes receiving, reconciling, storing and distributing easy for our education clients. While used extensively in our education partnerships, we can and have supported customized packaging and labeling requirements for other clients as well. Packaging and Labeling To support accurate and efficient deliveries to public sector locations, each carton or tote receives a print-and-apply bar-coded label that relates the carton to the customer's order and to the warehouse. The bar code: • Contains all the information needed for a carton or tote to reach its destination with the correct product • Is scanned at every turn of the belt and at every station (check weigh, packaging, scan load, etc.) to direct it to the correct pick zones and shipping route • Serves as the shipping label for the order We apply bar codes to shipping labels for all our customers, which supports agency and institutional receiving, internal tracking, and reconciliation processes. Coordination with Authorized Receiving Personnel Deliveries are made within standard business hours (8:30 a.m. to 5:00 p.m. local time, Monday through Friday) in our local delivery areas, aligning with typical public sector receiving operations. Our combination of: • Defined delivery windows • High on time performance (97% based on reconciled manifests) • Bar-coded shipping labels tied to customer orders supports effective coordination with authorized receiving personnel at schools, districts, higher education campuses, and government facilities. These practices help receiving staff quickly identify shipments, verify contents, and process deliveries in accordance with their internal procedures and contract requirements.
	Describe your standard delivery timelines and your ability to support expedited or agency directed delivery requests when required.	Yes	One to two business day delivery is standard for a product that is in stock in our warehouse. For printed or imprinted items that are on demand, timing will depend upon factors such as, quality of artwork received, order quantities, products produced, etc. For custom manufactured items, ship dates will be communicated at the time of the order. Standard turn times vary greatly based upon product, specifications and quantity. ODP's nationwide network of six strategically located print facilities enables us to produce orders in close proximity to delivery destinations. This distributed approach significantly reduces transit times, enhances our ability to consistently meet or exceed service level agreements (SLAs), and minimizes the need for costly rush orders compared to industry competitors. Our seamlessly integrated workflows across all facilities empower us to efficiently balance workloads and accommodate urgent or emergency requests, further reducing the incidence and cost of expedited services for our clients. Should an order require special handling or expedited shipping to meet an accelerated timeline, rush order fees may apply. In such cases, all additional costs will be clearly communicated and require client approval prior to processing, ensuring transparency and alignment with your expectations. In rare instances where our clients need an even accelerate timeline, depending upon scope we can product and ship same day via courier services in many markets across the US. Custom promotional products, rush orders and next day delivery can be supported via our Proprietary promo and apparel program. Additionally, for rush on-demand needs, clients work with our Promotional Product specialists to find products that meet their quality, image and delivery needs.
	Describe the processes, controls, and communication practices your organization uses to ensure delivery accuracy, reliability, and timely resolution of delivery related issues	Yes	Orders are accompanied with tracking information by the carrier, and the customer can review this real-time tracking information at any time. We ship almost a million packages a year, and our goal is to deliver on time with accuracy.
	Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.	Yes	In addition to our internal capabilities, ODP Business Solutions may, when appropriate, utilize a limited number of carefully vetted third-party providers to support specialized functions such as transportation, parcel delivery, or niche or specialized production or finishing requirements. These providers are selected and managed under strict contractual, security, and performance standards, and are regularly evaluated for quality, reliability, data protection, and compliance with applicable regulations. From the end user's perspective, ODP Business Solutions remains the single accountable provider. We manage all coordination, oversight, and issue resolution, ensuring a seamless experience and consistent service levels regardless of whether fulfillment is completed entirely within our own network or supported by approved third-party partners. If required as part of contracting or implementation, ODP can provide additional detail regarding the third-party support involved in servicing a particular job
12	Describe the company's quality control policies and include copies of these policies; describe the measures taken to ensure that all personnel assigned are capable and qualified;	Yes	At Office Depot's Regional Print Service Centers (RPCs), we focus on two major elements as it relates to Order Quality – quality of the print and on-time delivery. The cornerstone of our operational excellence is our comprehensive employee training and certification program. We understand that a well-trained workforce is crucial to delivering high-quality services and meeting production timelines. Our training program is structured to address multiple levels of employee development, ensuring that all personnel are equipped with the necessary skills and knowledge to excel in their roles. The training begins with foundational courses that cover the basics of print production and fulfillment processes. These courses are designed to provide new employees with a solid understanding of the industry standards and operational procedures. As employees progress, they are introduced to more advanced training modules that focus on specialized skills, such as operating state-of-the-art printing technologies and managing complex production schedules. This tiered approach to training ensures that our staff are not only proficient in their current roles but are also prepared to take on more challenging responsibilities as they advance in their careers.

			Certification is an integral part of our training program, providing employees with formal recognition of their skills and expertise. This not only boosts employee morale and motivation but also assures our customers that they are working with highly qualified professionals. The certification process involves rigorous assessments and evaluations, ensuring that only those who meet our high standards are certified. This commitment to excellence is reflected in the quality of service we provide to our customers. In addition to technical training, we emphasize the importance of soft skills development, such as communication, problem-solving, and teamwork. These skills are essential for fostering a collaborative work environment and ensuring that our employees can effectively coordinate with each other to meet production goals. Regular performance evaluations and feedback sessions are conducted to identify areas for improvement and to tailor training programs to individual needs, ensuring continuous professional growth. Our investment in employee training and development is complemented by our advanced system controls and monitoring processes, which are designed to ensure timely delivery of all production orders. Our RPCs are interconnected through a sophisticated digital network that enables real-time tracking of production progress. This system allows us to monitor each stage of the production process, identify potential delays, and implement corrective measures promptly. The redundancy built into our network further enhances our ability to meet production timelines. In the event of a surge in demand or an unexpected disruption, work can be seamlessly transferred between centers, ensuring that delivery schedules are maintained without compromising on quality. This flexibility is a key advantage for our customers, as it guarantees reliability and consistency in service delivery. In conclusion, Office Depot's commitment to employee training and development, combined with our state-of-the-art system controls, ensures that we consistently meet production timelines and deliver exceptional service to our customers. Our comprehensive approach to workforce development and operational management sets us apart as a leader in the print production and fulfillment industry. Additionally, we maintain the same rigorous focus on Order Quality across our entire partner network. Our trusted partners, many of whom have worked with us for decades, fully understand and embrace the vetted processes required to meet and exceed our standards. We conduct regular business reviews with these partners to discuss enhancements to value-added offerings, emerging capabilities, and most importantly - performance. These reviews are attended by ODP leadership from merchandising, sourcing, and sales, reinforcing our commitment at the highest levels of the organization. We take full ownership and accountability for everything we deliver to our clients, and we therefore hold both our internal teams and external partners to the same high standards for any activity that directly or indirectly impacts our important clients. Please review our attached comprehensive overview of our quality control measures at ODP.
What kind of quality assurance documentation can you provide to Participating Entities, if requested?	Yes		ODP can provide Participating Entities with detailed delivery metrics reports upon request. These reports can include key performance indicators such as order fill rates, on-time delivery performance, error/return rates, and other contract-specific metrics to help monitor service quality and compliance. In addition, ODP is able to conduct Business Reviews with Participating Entities on a quarterly or annual basis, as desired. These sessions can be used to review performance data, discuss trends and opportunities, address any service issues, and jointly plan improvements or program enhancements. 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 for 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, Arkansas standards. Our review will be customized to provide the specific format and metrics that Town of Delight, Arkansas 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
How often do you self-audit?	Yes		ODP Business Solutions conducts a variety of audits on an ongoing basis: Safety and health program audits are conducted as needed. Safety, operating, and performance audits of activities are conducted monthly, bi-annually, and as needed. Onsite supplier audits are conducted by an independent, accredited third-party audit partner to ensure that the factories we source from for our branded/private brand products operate in accordance with our social responsibility, security, environmental standards, and applicable local laws and regulations. Our Social Compliance team reviews and approves corrective action plans and, based on an internal grading system, re-audits as necessary. ODP Business Solutions and/or Office Depot, Inc. maintains a zero-tolerance stance on certain breaches of our policies and local laws; supplier non-compliance may result in termination of the partnership. We also proactively train vendors, suppliers, and agents on our Corporate Social Compliance Program requirements, with additional training on local laws and regulations provided as needed, to support accountability and responsible practices throughout our supply chain.
Do you perform your own product testing, rely on third-party certification, or a mix of both? Bidders must have a product testing protocol	Yes		At ODP Business, we prioritize quality and accuracy in all our products. As a distributor, we rely on our manufacturing partners to conduct product testing, ensuring that all products meet the highest standards through their rigorous testing protocols. Quality Assurance Process: We implement comprehensive quality checks at key stations throughout the order fulfillment process.

	(in-house or third party) that verifies the quality of products. Bidders must maintain records for their products including origin of materials, test results, and production data;			Our auditors verify each order for correct items, quantities, and visible defects. Quality assurance inspectors ensure all orders are accurately documented and securely packed. Commitment to Excellence: Any discrepancies are promptly resolved, with continuous improvement measures in place. We maintain detailed records of product origins, test results, and production data to ensure transparency and accountability. Information regarding the country of origin is available upon request, providing additional transparency and assurance. These measures ensure that you receive accurate, defect-free orders and a seamless experience with ODP Business.
	Describe your company's efficiency and accuracy rates in inventory management. What tools do you use to improve accuracy? What is your inventory accuracy percentage? Do you use barcodes, RFID tags, and/or other tools? What technology investments have you made to streamline operations? How do you ensure staff are well-trained on inventory management?	Yes		At ODP, we are committed to maintaining high efficiency and accuracy in our inventory management processes. Our comprehensive inventory management program encompasses sourcing, warehousing, distribution, and reordering, ensuring that we meet our clients' product, distribution, and budgetary needs. Efficiency and Accuracy: We implement a full end-to-end inventory management program that allows us to maintain control over inventory levels and reorders. Our quality assurance applications enable us to track and report on projects from inception through fulfillment, ensuring efficiency and accuracy. Tools and Technology: Our comprehensive suite of quality assurance applications supports our inventory management efforts. We continuously invest in technology and process improvements to streamline operations and enhance our service delivery. Staff Training: Our team is well-trained to manage inventory effectively, with continuous monitoring and reporting on key performance indicators to ensure quality and service standards. These measures ensure that ODP maintains high standards of efficiency and accuracy in inventory management, providing reliable and effective service to our clients.
	Details for the following: Next Business Day delivery; detail geographic area where Participating Entities qualify;	Yes		One to two business day delivery is standard for a product that is in stock in our warehouse in most major metro markets. For printed or imprinted items that are on demand, timing will depend upon factors such as, quality of artwork received, order quantities, products produced, etc. For custom manufactured items, ship dates will be communicated at the time of the order. Custom promotional products, rush orders and next day delivery can be supported via our Proprietary promo and apparel program. Additionally, for rush on-demand needs, clients work with our Promotional Product specialists to find products that meet their quality, image and delivery needs. Geographic area where Participating Entities qualify for next business day delivery: Participating Entities across the United States may qualify for next business day delivery based on proximity to ODP's nationwide network of distribution and production facilities, product availability, and carrier service levels to the destination. Eligibility and specific next business day options will be confirmed at the time of order entry, ensuring that each Participating Entity is presented with the fastest and most cost-effective next business day delivery method supported in its geographic area. Additionally, Office Depot operates in-store print facilities in over 800 retail locations nationwide. Here our customers can pick up as early as same day some of the most requested printed products. The assortment ranges from cards, booklets, presentations, flyers, business cards, banners, posters, custom stamps to many more.
	Rush/Expedited delivery; detail geographic area where Participating Entities qualify;	Yes		One to two business day delivery is standard for a product that is in stock in our warehouse. For printed or imprinted items that are on demand, timing will depend upon factors such as, quality of artwork received, order quantities, products produced, etc. For custom manufactured items, ship dates will be communicated at the time of the order. Custom promotional products, rush orders and next day delivery can be supported via our Proprietary promo and apparel program. Additionally, for rush on-demand needs, clients work with our Promotional Product specialists to find products that meet their quality, image and delivery needs. Participating Entities across the United States may qualify for rush and expedited delivery based on proximity to ODP's nationwide network of distribution and production facilities, available carrier services, and product type. Availability and specific expedited options will be confirmed at the time of order entry, ensuring that each Participating Entity is presented with the fastest and most cost-effective rush or expedited delivery method supported in its geographic area.
	98% or better Delivery Accuracy;	Yes		Done Right 2025 = 99.4%
	98% or better On-Time Delivery;	Yes		Overall OTD was 97.8% company-wide in 2024.
	98% or better Fill Rate;	Yes		ODP Business Solutions does not track in RPC's.
	98% or better Customer Satisfaction; and	Yes		DP Business Solutions does not track in RPC's, but overall Retail NPS 70 which is well above industry standards. NPS (Net Promoter Score) is the standard measurement. NPS Benchmarks by Industry - 2025 Complete Comparison Guide - https://npspack.com/blog/nps-benchmarks-by-industry-comparison E-commerce & Retail - Average NPS: +28 Excellent: +50 and above (Amazon, Zappos) Good: +35 to +49 (Target, Best Buy) Average: +15 to +34 (Walmart, eBay) Needs Improvement: Below +15 Key factors: Customer experience, shipping speed, return policies, and price competitiveness heavily influence e-commerce NPS scores.
	98% or better Invoice/Billing Accuracy	Yes		Our goal is to maintain a 100% billing accuracy rate. Anything below this is unacceptable! Our system enhancements prevent the occurrence of billing errors common in the industry. ODP Business Solutions holds a key advantage over its competitors on the management and billing of our accounts. As we are one of the few companies to operate on a single platform with centralized control, we do not experience billing issues that were common with agreements in years past. At the start of the agreement the contract is loaded into our AOPS system and audited for accuracy. Participating Town of Delight, Arkansas locations are loaded into the systems and tied to the contract. Once this is done the system is locked down. Any changes to the system must then go through our accounts department and be approved by

				Town of Delight, Arkansas. ODP Business Solutions monitors the Daily Outstanding Balances (DOB) of each individual customer. Lengthy payment trends are analyzed to determine the measures needed to bring our customer's account back to the agreed upon payment cycle. Our measurement of the accuracy is manual and can take place several ways. Depending on the pricing methodology we may agree to an audit of our customer bills by Town of Delight, Arkansas or a designated third party. Please refer to the attached Company Summary document.
14	Company Summary provided in searchable Word or PDF format in accordance with Appendix B, Section F, 13.3.1 Company Summary, a through e.	Yes		
	Ordering & E-Commerce Capabilities (10%) - AppB Sec F, 13.1 and 13.3.3	YES	NO	Supplier Comments, Further Response
1	Supplier shall run a website or online portal accessible to Participating Entities that includes: The ability to supply templates/order forms; Digital PDF proof; Track approval of orders; Provide confirmations; Provide order tracking from the time the print job is accepted to delivery; Provide final, detailed invoicing; Archive completed orders; Allow users to submit reorders from historical data; Run real-time usage reports	Yes		Our B2B website, odpbusiness.com, offers a range of custom and standard template forms, letterhead, envelopes, business cards, printed indexes, and binders and much more. End users can select from a variety of preprogrammed templates, enter their own copy, and even upload a logo. An online proof is created immediately for approval. 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 will be 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. ODP Business Solutions' MobileCast tracking system also captures electronic signatures posted online (on the BSD website) as proof as delivery. Comprehensive MIS Reporting Infrastructure All of 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. As a result, we are able to track, evaluate, and report on an array of key performance indicators. 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. In addition, we are continuously automating key aspects of our workflow in order to drive lean processes throughout, ultimately giving Town of Delight Arkansas more control over their print production and delivery.
2	The successful Respondent shall provide a fully integrated online ordering system that ensures:			
	A. Secure electronic catalog functionality with real-time pricing and inventory updates;	Yes		ODP Business Solutions provides custom eCommerce solutions tailored to each client's unique needs. Our secure, user-friendly online storefronts offer customizable catalogs, approval workflows, price verification so customers can see their contract prices, real-time inventory management, and detailed reporting, making it easy for users across multiple locations to access the products they need while maintaining control and visibility over spend and usage. These platforms support our print, promotional products, and apparel offerings and are backed by our integrated workflow and order management systems, which enable real-time tracking, efficient workload balancing, and seamless project management from order placement through delivery.
	B. Compliance with PCI DSS for secure payment processing;	Yes		ODP Business Solutions uses a secured website and encrypted emails as a minimum. In addition, ODP Business Solutions safeguards payment card information according to applicable Payment Card Industry Data Security Standard requirements. Finally, ODP Business Solutions has a data transmission standard which applies to the transmission of any data outside of its' networks, including PII and confidential/restricted information. Additionally, we conform to the principles outlined in the Payment Card Industry Data Security Standard ("PCI DSS") where applicable. Please see the Information Security Posture Statement for details.
	C. SOCII certification or equivalent for system security;	Yes		The ODP Business Solutions System and Organization Controls (SOC2) Report The SOC2 audit report provides third party attestation on the effectiveness of the controls in place related to confidentiality and security of the company's customer systems and can be submitted to customers in lieu of answering a questionnaire. SOC2 audit reports are an industry standard for demonstrating security and data confidentiality and it can provide an additional layer of trust with our customers. This report is specific to our ODP Business Solutions customer selling systems (except for Print, Promo & Apparel systems). The report can be shared directly to our customers by Information Security, and the requestor will receive an email confirming it was sent. SOC1 Reports A SOC1 report is available upon request from ODP Business Solutions' datacenter managing partner, ATOS, who maintains the certification. Please allow one week to obtain the SOC1 report after request. In addition, our controls are designed to conform to the principles outlined in the Payment Card Industry Data Security Standard ("PCI DSS") where applicable. For more information, please see the Security Posture Statement. Both documents can only be shared with customers who have a confidentiality agreement in place with us.

D. Multi-tier approval workflows tailored for agency needs;	Yes	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.
E. Full integration capabilities with e-procurement platforms (e.g., Coupa, SAP Ariba, PeopleSoft, etc.)	Yes	1. Third-Party Integrations, Punchout & Hosted Catalog Experience ODP Business Solutions averages around 300–400 third-party integrations per year. ODP Business Solutions has extensive experience with both punchout and customer-hosted catalogs. We have integrated punchout with more than 4,000 customer relationships. We support cXML Punchout, OCI Roundtrip, and XML (Oracle) TapOut, as well as Transparent Punchout. We have the ability to implement: Standard Punchout – One login and password for all of an organization's users; all users see all order history and shopping lists. User-Level Punchout – Separate logins for each user, allowing for personalized shopping lists. Users view only their own orders on "Order History." Spend (Demand) Management Functions – Including: Custom online catalog (custom subset of full-line catalog) Ability to set default search order prioritizing Best Value Ability to restrict items and hide restricted items The advantages of punchout with ODP Business Solutions include dynamic pricing, real-time inventory visibility, enhanced search functionality, access to all features and functions of the ODP Business Solutions B2B website, the ability to view icons for contract and restricted items, and the spend management capabilities described above. ODP Business Solutions currently supports over 230 customer-hosted and third-party-hosted catalogs. Ariba CIFs, Perfect Commerce PUPs and CUPS, and formats of most other third parties are supported. We also support any flat file specification directly from customers. Hosted catalog formats are available as Excel or delimited files. We can also: Supply a CD containing an Excel file of all items and/or item changes Zip and email the catalog directly Supply images (preferably via CD) of items in .jpg or .bmp format 2. E-Commerce Team ODP Business Solutions will provide a dedicated team to ensure that your new office supply contract is implemented smoothly. Each member of the team will have specific responsibilities. Clear progress milestones will be identified to show the outstanding actions for each task. The team will gather all required information to ensure that your contract transition is seamless. ODP Business Solutions will assign a dedicated Ecommerce Analyst. The Ecommerce Analyst is responsible for testing data communications between our customers and ODP Business Solutions. This individual will be a dedicated resource throughout the integration process. 3. Ariba Experience ODP Business Solutions has been a valued member of the Ariba Supplier Network since 1999. We are Ariba-Ready certified and are also a member of the Ariba Supplier Network steering committee. ODP Business Solutions is integrated with Ariba for Punchout, Purchase Orders, P.O. Responses, and Invoices. We also offer CIF files. Frequency depends on the customer, but updates are usually provided quarterly. Customers can have more than one CIF, based on separate account numbers. For example, a CIF can contain both contract and non-contract items, or a customer can request one CIF for standard items and another for non-standard items. We can also offer a CIF for one set of items and Punchout for another. A full implementation process is not required if Town of Delight is already a customer of ODP Business Solutions. The implementation of the Punchout and associated process will require some of the items starting with the EDI Mapping and Production process described below. We will commit all resources necessary to quickly achieve a successful implementation of your new system when you are ready to start the process. We have a testing site available and can perform all necessary testing to assure proper

			communication between our systems prior to the “go live” date. 4. Transition Plan ODP Business Solutions will create a strategic implementation plan that allows both ODP Business Solutions and Town of Delight, Arkansas to have a complete understanding of their specific roles and responsibilities. The implementation plan is broken into nine critical categories: Account Set Up Billing and Reporting Credit Services Product Purchasing and Replenishment Warehouse Operations and Distribution Strategic and Tactical Field Support Communications and Training Customer Service Support EDI Mapping and Production and/or Internet Set Up ODP Business Solutions is Ariba-Ready, and we have adopted Ariba’s cXML as our standard. If the integration requires no customization, implementation could occur within 4 weeks. This timeline is highly variable depending on the complexity of the customer requirements, availability, and commitment to the implementation plan. ODP Business Solutions has worked with many Ariba-based customers that have unique business needs. To support these needs, ODP Business Solutions may be required to customize the experience. In this event, the implementation may take up to 6–8 weeks.
3	Supplier must show evidence of a high level of data and access control, including at a minimum PCI compliance for credit card transactions and SOC II compliance or equal for technology systems. Proof of SOC II or equivalent audits should be provided, and the current reports will remain available for inspection during the term of the contract. Response must include precautions in place to prevent supplier punch outs or connectivity to financial systems from being used as an unauthorized entry point to government data systems. The successful Respondent shall provide appropriate data security to safeguard orders placed online. See 20. Data Protections and Data Breach. Qualified Bidders shall provide a copy of their cyber security plan and protocols to protect Lead Agency and future Participating Entity information (e.g. Personally Identifiable Information (PII), SOC 2, ISO 27001, ISO 27108, etc.).	Yes	Cyber Security Plan & ProtocolsCybersecurity CapabilitiesThe ODP Corporation aims for the highest standards of cybersecurity, covering robust protection for our customers’ personally identifiable information (PII) and proprietary data. Our comprehensive approach to cybersecurity and risk mitigation is built upon industry-leading standards and aligns with the internationally recognized ISO/IEC 27001 security framework. Our information security program is both comprehensive and multi-faceted, carried out by a team of highly trained cybersecurity professionals. Our approach includes, but is not limited to: • Technical Controls: Multifactor authentication, advanced antivirus and anti-malware, strong encryption (in transit and at rest), robust firewalls, and endpoint protection. We maintain established backup and recovery procedures, which are regularly tested to ensure business continuity. • Threat Detection and Response: Our dedicated Security Operations Center (SOC) for 24/7 security monitoring and rapid incident response. We conduct regular internal and external penetration testing and have a dedicated incident response team that undergoes periodic scenario-based exercises. • Employee Awareness: Ongoing security awareness initiatives, phishing simulations, and comprehensive training programs for coworkers and contract personnel foster a culture of vigilance. • Bug Bounty Program: We encourage responsible disclosure of vulnerabilities by external researchers through our bug bounty program. • Governance & Third-Party Assurance: Policies and Standards: We maintain a comprehensive set of written policies and standards that align with ISO 27001 that govern our security practices and ensure compliance with relevant regulations. • Risk Management: We proactively identify, assess and mitigate risks in line with company policies and procedure, including performing periodic vendor risk assessments and evaluations for new technologies and providers. • Annual Audits & Compliance Certifications: IT General Controls audit SOC2 Type II audit report for ODP Business Solutions customer selling systems SOC1 report from our datacenter partner ATOS PCI DSS Report of Compliance and Attestation of Compliance (AOC) • Continuous Improvement:Our security program is subject to regular executive -level reviews. We participate in intelligence sharing and continuously enhance our controls to address emerging threats and regulatory changes. To protect customers and our Company, it is against Company policy to publicly release any specific information about our capabilities that could compromise the security of our environment or violate contractual or legal obligations. However, we are happy to provide additional documentation, such as our Statement of Information Security or our compliance reports, under a signed confidentiality agreement. Through these combined efforts, The ODP Corporation demonstrates a strong, evolving commitment to information security, ensuring the protection of our customers and the integrity of our business. Cyber Security Plan & Protocols Qualified Bidders shall provide a copy of their cyber security plan and protocols to protect Lead Agency and future Participating Entity information (e.g., Personally Identifiable Information (PII), SOC 2, ISO 27001, ISO 27108, etc.). The ODP Corporation aims for the highest standards of cybersecurity, covering robust protection for our customers’ personally identifiable information (PII) and proprietary Company data. We have a comprehensive approach to cybersecurity and risk mitigation that is built upon industry-leading standards and specifically aligns with the internationally recognized ISO/IEC 27001 security framework. We deploy a multifaceted, in-depth data security defense program that is implemented by a team of trained cybersecurity professionals to address cybersecurity risks, vulnerabilities, and to protect the Company’s data assets. Through a combination of people, process, and technology, The ODP Corporation works to identify risks and apply risk mitigation and treatment to each risk in concert with the Company’s policies and procedures. For more information about our Information Security program and how it complies with regulatory requirements and industry standards, we invite you to review The ODP Corporation Statement of Information Security. Third Party assurance of our program may be assessed through the following audits/reports and can be shared with a signed confidentiality agreement in place between interested parties (where applicable). • The ODP Business Solutions System and Organization Controls (SOC2) Report. The SOC2 Type II audit report provides third party attestation on the effectiveness of the controls in place related to confidentiality and security of the Company’s customer systems. This report is specific to our ODP Business customer selling systems (and excludes Copy and Print systems). • Atos Data Center SOC1 ReportA SOC1 report is available from ODP Business Solutions’ datacenter managing partner, ATOS. • Payment Card Industry Data Security Standard (PCI DSS)The Company maintains a Payment Card Industry Data Security Standard (PCI DSS) Report of Compliance (ROC) and an Attestation of Compliance (AOC). A copy of the AOC may be requested on an annual basis. (Applicable to Office Depot/OfficeMax and ODP Business Solutions entities) • IT General Controls The Company’s IT general controls are evaluated on a recurring basis through independent testing performed by the internal audit team. These procedures support management’s assessment of the design and operating effectiveness of internal controls over financial reporting. Unlike the reports listed above, the results of this internal testing are not shared externally.
4	The online ordering system shall be populated with all appropriate and correct pricing for, based on the respondent’s consortium pricing. In the event an error in pricing is	Yes	The Contractor acknowledges and agrees that the online ordering system will be populated with all appropriate and correct pricing in accordance with the Town of Delight, Arkansas pricing. In the event a pricing error is discovered that results in a charge in excess of the correct price, ODP Business Solutions will issue a refund and/or credit memo for the overcharged amount within ten (10) business days of the discovery of such discrepancy. ODP Business typically issues credits within three (3) business days.

	discovered in favor of the user, the successful contractor shall provide a refund and/or credit memo to be issued within ten (10) days after the discovery of the discrepancy.			
	The online ordering system shall be structured in such a manner to allow for multiple approval levels which may be customized for individual agencies.	Yes		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.
	The online ordering system shall be set-up to provide for billing to a specific address and shall be capable of accepting procurement cards ("p-card") as a means of payment at the time of order entry.	Yes		The Contractor acknowledges and agrees that the online ordering system shall be set-up to provide for billing to a specific address and shall be capable of accepting procurement cards ("p-card") as a means of payment at the time of order entry. Procurement Cards (P-Cards) ODP Business Solutions accepts credit card payments by Visa, MasterCard, or American Express but only at point of sale. All ODP Business Solutions purchases can be paid with this card, whether by phone, fax or Internet. We offer Level II and up to Level III data for procurement card purchases. The details of the Level III data reporting are worked out between our customers and their respective banks. This includes such information as – SKU number, quantity detail, purchase order number, department number, or other specified fields of information. The customer is required to register each P-Card in order to be offered this service. The registration of P- Cards is done in bulk during contract implementation or on an individual basis when needed and does require an overnight system roll-up process which means there is a one day wait required from registration before the initial use.
	It is preferable that the online ordering system be capable of providing the appropriately discounted price to individuals who may wish to purchase supplies at one of the respondent's retail stores. The system shall provide pricing based on the entry of an entity's account number, or by the use of an entity p-card.	Yes		ODP Business Solutions is committed to delivering a seamless and efficient online ordering experience that meets the needs of all customers, including the ability to provide appropriately discounted pricing for individuals purchasing supplies at our retail stores. Our online ordering system is designed with flexibility and advanced functionality to ensure accurate pricing based on customer-specific account details or payment methods. When an entity's account number or p-card is used, the system automatically applies the appropriate pricing and discounts associated with that entity. Our internet ordering platform integrates robust tools such as live inventory tracking, order history, and customizable shopping lists, making it easy for customers to access their negotiated rates. Additionally, our secure website ensures that all transactions are encrypted from login through checkout.
	In addition to the use of p-cards for payment, the successful respondent's e-commerce system shall be capable of receiving payment via Electronic Funds Transfer (EFT) from the entity.	Yes		ODP Business Solutions is capable of handling payments via many media types, including Electronic Funds Transfer (EFT). ODP Business Solutions has accepted EFT by means of the 820 document. Transfer time generally takes up to 2 days. We accept CTX and email formats, which includes the payment advice and remittance.
5	Upon delivery of the order, the successful respondent's e-commerce system shall be capable of providing electronic invoicing if desired.	Yes		ODP Business Solutions is pleased to offer our Account Billing customers Electronic Billing, a billing solution that offers many immediate benefits to processing invoices for ODP Business Solutions purchases. Our goal is to provide you, our valued customer, with the billing method that will make managing your payables more efficient. Electronic Billing is one of the most flexible billing methods available.

				- PDF: The printable bill copy is an unalterable PDF formatted electronic document that summarizes your purchases at an invoice level for the prior billing period. This means you can electronically store your ODP Business Solutions billing for audit purposes, as well as being able to print or route through your organization for approval. It looks just like our paper billing documents. Must have Adobe Acrobat – most PCs do. If not, we will provide a link for a free download. - We have three PDF formats to choose from: - PDF Invoice – Our most popular invoice format. Customers choosing this format can opt to sort the SKU items by cost center, ship to location, release, or purchase order; or keep the default sort by invoice number. - PDF Consolidated with Detail – For those who wish to pay by consolidated bill, this format can sort and subtotal the invoices by cost center, ship to location, or purchase order. - PDF Consolidated with NO Detail – For those who wish to pay by consolidated bill and do not need to see line-item detail. Offers the same sorting and subtotalling options in a summarized view. - Excel (.xls extension): The spreadsheet option allows you to quickly analyze your billing for the prior period – tell us what you need to see on a spreadsheet from your billing document and we'll send it to you as an easy to read and format ready spreadsheet attachment. We can provide this with either line-item detail, or just a summary of the invoice (i.e., purchase order number, invoice date, invoice amount, and ship-to location). - We offer several Excel formats as well: - Excel with Detail and Logo – All order detail presented in a spreadsheet format with key data summarized at the top of the sheet. Sorting and subtotalling options are available. - Excel with Detail and NO Logo – Ideal for those looking for a file that is easily uploaded to their payables system. Can also be sent without column headings for a “data only” file. - Excel with NO Detail with/without Logo – Perfect for customers requiring an Excel format without item detail. Sorting and subtotalling options are available as is the ability to exclude summarized data and/or headings at the top of the sheet. - Text: (.txt and .csv extensions available): The text option can be either delimited or fixed length and customized as your IT team requests. Files can be delivered via email or MFT right to your server. We offer Level Two (II) up to Level Three (III) data for procurement card purchases. The details of level three data reporting are worked out between our customers and their respective banks. This includes such information as – SKU number, quantity detail, purchase order number, department number, or other specified fields of information. We are able to pass along all specified information, according to your needs.
	Customer Service & Support (10%) - AppB, SecF, 13.3.2	YES	NO	Supplier Comments, Further Response
1	Participating Entities require responsive and proactive customer service under the resulting Contract. The successful Respondent must:			
	A. Provide 24/7 customer support via phone, email, and live chat;		No	Our strategic customers typically have multiple locations across time zones with unique requirements. For this reason, strategic customers are supported by our Strategic Customer Care Pods, a specialized group consisting of some of our most experienced Customer Care Professionals. Team members undergo extensive cross training in multiple systems to ensure that we can provide timely answers and solve any challenges as efficiently as possible. With the same team of Customer Care Professionals handling your conversations (phone, email, live chat) we can provide you with a single source solution who is familiar with your company's unique needs and requirements, help strengthen relationships, and provide a better overall experience for you and your end user community. Our Strategic Customer Care Desk is available Monday through Friday, 8:00am to 8:00pm (Eastern Time) to assist you with orders, returns, special orders, post order service and general maintenance of your account. They can be reached at the following: Phone: 800-279-1528 Email: StrategicSupport@odpbusiness.com 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.
	B. Designate a single point of contact (Account Manager) for issue resolution;	Yes		Matt Stusick, 817-586-5502, Matthew.Stusick@odpbusiness.com for issue resolution and urgent matters
	C. Ensure response times within 1 business day for non-urgent requests and within two (2) hours for urgent matters; and	Yes		ODP Business Solutions operates a “One Call Resolution” process where currently 83% of all calls received are resolved during the initial contact. If the Customer Care Professional (CCP) needs to call the customer back due to a need from another department (i.e., Pricing, Billing, etc.), the CCP manages the communication within that same day and communicates back to the customer within 24 hours. 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.

			For situations when a government customer has urgent matters or needs, ODP Business Solutions will provide the following sales contacts for support within 2 hours. Tier 1 -Gina Garcia 562-301-3887 / Gina.Garcia@odpbusiness.com Tier 2 – Carla Osuna 512-694-5145 / carla.osuna@odpbusiness.com Tier 3 Lisa Shelnutt 770-780-0783 / lisa.shelnutt@odpbusiness.com Tier 4 – Jennifer Jimenez, Senior Contract Manager of Public Sector Cooperatives 408-603-9011 / Jennifer.Jimenez@odpbusiness.com Additional escalation support for urgent matters will be available through the partnership we will build with personal within the Cooperative.
	D. Implement a customer satisfaction tracking system with performance metrics (e.g., response time, issue resolution rate, Net Promoter Score).	Yes	At ODP, your satisfaction is our top priority. We have implemented several robust quality programs to ensure we consistently deliver the highest standards of quality assurance. Our commitment is simple: we do whatever it takes to meet and exceed your expectations, with a goal of achieving 100% customer satisfaction, 100% of the time. Service Level Agreements and Key Performance Indicators: To provide transparency and accountability, we work with our customers to set Service Level Agreements (SLAs) that include Key Performance Indicators (KPIs) for critical quality aspects. OTAC: On Time, Accurate, and Complete Delivery Performance: We go beyond industry standards by using our unique OTAC metric, which measures whether customers receive exactly what they ordered, when they need it. OTAC combines effectiveness across 32 processes in 5 key areas: • Customer Service (accurate order processing) • Inventory (stock availability) • Credit (order release for delivery) • Distribution Center (correct picking and packing) • Transport (timely and accurate delivery) For years, we have consistently achieved an OTAC score of over 95%, and our line fill rate exceeds 99%, setting us apart from other suppliers. Order and Billing Accuracy: We strive for 98% online availability and set strict standards for order accuracy, maximum concurrent users, and prompt restoration of faults. Billing accuracy is also a priority, with a target of no more than one invoice error per quarter. Customer Service Excellence: All issues are resolved quickly within initial contact and often same day. Any unresolved issues are escalated and tracked until resolution. We continuously monitor our performance through our Customer Score Card, and Customer Evaluation Survey. Consistent Quality Across Operations: Our documented quality system ensures every associate understands our standards and approved methods. Policies, procedures, and detailed work instructions guide our team to consistently deliver accurate and timely service, from receiving and stocking to production, packing, and delivery. Our Commitment: With a strong focus on quality, accuracy, and customer service, ODP ensures your orders are fulfilled quickly and reliably, giving you confidence in every interaction. ODP Business Solutions utilizes a comprehensive customer satisfaction tracking system that incorporates key performance metrics such as response time, issue resolution performance, delivery accuracy, and customer feedback scores. These measurements are monitored through tools such as our Customer Score Card and Customer Evaluation Survey, enabling us to track trends, identify opportunities for improvement, and ensure we are consistently meeting agreed-upon SLAs and KPIs.
2	The successful Respondent shall provide a hassle-free return policy that includes:	Yes	ODP Business Solutions always strives for high customer satisfaction and will provide a hassle-free resolution process for print, promotional, and apparel (PPA) orders. Because PPA items are custom products produced to the client's specifications, these special-order items are non-returnable once approved and produced. The customer is provided a proof and has the opportunity to review and approve all content, artwork, and layout prior to production; once approved, the order "belongs" to the client and is not eligible for return based on preference changes or customer-supplied content issues. However, if an item is destroyed or damaged in shipping, or is defective due to our production process (for example, poor resolution or a production error on our side), ODP Business Solutions will make every effort to replace the item as quickly as possible at no charge or provide a full refund where possible. In these cases, the issue is on us, and we will resolve it promptly and hassle free. In summary, custom PPA items are not returnable except when damaged in shipment or defective, in which case ODP Business Solutions will stand behind the product and provide a no-hassle replacement or refund.
	A. No-cost returns for incorrect, defective, or damaged products;	Yes	ODP Business Solutions always strives for high customer satisfaction. Items that are destroyed or damaged in shipping can be returned for a full refund.
	B. 30-day return window for standard products;	Yes for defective or damaged in shipment items.	For customized print, promotional products, and apparel, a standard 30-day return window does not generally apply because these items are produced to your specifications. However, ODP Business Solutions stands behind its 100% Satisfaction Guarantee. In the event that of a defective or damaged in shipment item, we will make every effort to replace the item as quickly as possible at no charge. Special Order Products cannot be returned or exchanged. This includes items that are indicated as SPECIAL ORDER." Because customized print, promotional items, and apparel are typically treated as Special Order Products, they are not eligible for a standard 30-day return, but any defective or damaged-in-shipment items will be replaced promptly at no charge under our 100% Satisfaction Guarantee.
	C. Expedited refund processing within 5 business days; and	Yes for defective or damaged in	For customized print, promotional products, and apparel, standard refunds do not generally apply because these items are produced to customer specifications and are not returnable unless they are defective or damaged in shipment. ODP Business Solutions stands behind its 100% Satisfaction Guarantee. In the event that of a defective or damaged in shipment item, we will make every effort to replace the item as quickly as possible at no charge. As such, our process focuses on rapid replacement rather than refunds for these customized products. However if a customer requires a refund, ODP will provide with return of defective product.

		shipment items.		
	D. A dedicated return portal for tracking return status and refund issuance.	Yes		ODP Business Solutions provides a dedicated, online returns process that allows customers to track return status and see when credits are issued to their accounts. The customer can view the return online once placed and see when the credit is issued to the account. Online Returns: Returns must be processed online. Please follow the steps below to start your return order: Open Orders page to view orders. Click on the desired Order Number to place a return. Click on "Return Order" from the Order Detail page. Select the item or items you want to return, select a reason from the drop-down list, received wrong item and click "Return Selected." Review the information for the return and click "Submit Return" at which point you will get a Return Authorization Number for the return. Your return pickup will be handled by Veyer, our delivery service provider, and scheduled to coincide with your next delivery, or within 5 days if no orders are scheduled. You may submit only one online return request per order. Please contact Customer Service if you need to return an additional item from the same order. Please Note: If a return has already been placed on an order, the "Submit Return" button will not be available. For further assistance in processing your return online please contact the Technical Support Desk at 800-279-1528 by selecting the option for "Web Support." Our returns and credit process is designed to move quickly and efficiently from the moment product arrives at our distribution center. Once a customer return hits our DC dock, our standard processing SLA is 24–48 hours. This rapid turnaround helps ensure returned product is validated and processed promptly. After the credit is processed, it is typically applied to the customer's next invoice, and the exact timing may vary based on the customer's contractual invoicing schedule. While specific refund posting dates are influenced by each customer's billing cycle, our internal operations are structured to expedite the physical return and credit initiation, driving a quick and reliable turnaround from receipt at our dock through to credit processing.
3	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.	Yes		Service Provided by Respondent / Customer Service History, Services Available, Reduced Paperwork, Invoicing & Turnaround Times At ODP, no two organizations are alike. We take a consultative approach to understanding your unique Document Management, Print, Promo, and Apparel needs. Our certified specialists work alongside your team to design and manage a program that delivers measurable value, simplifies administration, and provides reliable, high quality service across all locations. To demonstrate our past performance and service history, ODP will provide Case Studies highlighting our experience supporting complex, multi site organizations with requirements similar to yours. These examples, combined with our long standing presence in the Graphic Communications and promotional products industries, showcase our ability to deliver consistent, high quality service and responsive support over time. Services Available ODP offers a comprehensive, integrated suite of services, including: Comprehensive Print & Document Solutions ODP 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 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 ensures your apparel needs are met with consistency, quality, and timely delivery. Global Sourcing & Strategic Partnerships ODP's 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's 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, 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, 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. Reduced Paperwork and Administrative Burden ODP's technology and processes are designed explicitly to reduce paperwork and manual effort: • Digital Ordering & Approvals - ODP leverages secure, browser based portals for the majority of day to day orders for print, promo, and apparel, significantly reducing paper based requisitions and manual approval processes. For special or highly customized orders that are not available online, our specialists work directly with your team to scope, quote, and process requests, while still capturing the appropriate cost center, approval, and billing information to minimize internal paperwork. • Centralized Document Management & Storage - The My Files digital repository provides secure, centralized storage for company documents, enabling users to access controlled, preconfigured templates rather than managing paper forms or multiple local versions. This reduces print waste, supports brand consistency, and

			streamlines updates to forms and marketing materials. • Aggregated Orders with Local Delivery & Split Invoicing Our technology supports Data Collection Programs and aggregated team orders. Orders can be aggregated for volume efficiency, delivered directly to each participating office/plant, and the invoice can be automatically divided among the various plants participating in the aggregated team order. This capability significantly reduces internal administrative work to allocate spend and process multiple small orders. • Orders that are placed online receive Automated Notifications & Self Service Tracking Automated order confirmations, shipping notifications, low inventory alerts, and out of stock/substitution communications reduce the need for manual status checks and back and forth emails. Users and Admins can track orders and shipments directly in the portal, reducing internal inquiry volume and paperwork. Easily Understood, Flexible Invoicing ODP designs its invoicing processes to be both accurate and easy to understand. • Invoicing can be configured to align with your cost centers, locations, plants, or other accounting structures, and cost center/billing information from the POD portal can be passed into shipper reference fields. • Our promotional Data Collection Program and aggregated order tools allow invoices to be split by location/plant while still leveraging group buy efficiencies. • ODP targets no more than one invoice error per quarter, supported by strict order processing and billing accuracy standards. • We can provide consolidated invoices, summary invoices, or detailed line item invoicing, as well as electronic invoices and reporting, to simplify reconciliation and reduce manual administration. Quick Turnaround Time for Orders ODP's national production footprint, integrated workflows, and defined SLAs ensure quick and reliable turnaround. • Standard Turnaround • For most digitally printed CPD jobs, our standard turnaround is approximately 48 hours plus ground shipping. Actual delivery time will depend on the product, specifications, quantity, and destination. • For warehoused items that are in stock, orders are typically processed and shipped within one to two business days. • Turnaround times for offset, promotional products, branded apparel, and custom manufactured items vary based on artwork quality, order quantities, product type, and decoration method; specific ship dates and lead times are communicated and reconfirmed at the time of order. • Strategic Production Network Our six strategically located closed door print centers (GA, WA, IL, PA, TX, CA) produce orders close to final destinations, reducing transit time and improving service level performance. Quick Turnaround Time for Inquiries & Issue Resolution ODP is committed to responsive customer support and rapid inquiry resolution. • Customer Service & Escalation Our customer service issues and inquiries are typically resolved during the initial contact or within the same business day. Any unresolved matters follow a documented escalation process that progresses from Customer Service through to Senior Management. This process is used across print, promo, apparel, and shredding/storage programs to ensure a clear path to resolution. • Proactive Communication Customers are notified promptly if items are unavailable or substitutions are recommended. For inventoried materials, we maintain a 3–4 month supply and provide weekly trends and low balance notifications to help avoid stockouts, last minute rush orders, or missed deadlines. • Self Service Tools The portal's Order Tracking feature and integrated shipping systems (including captured proof of delivery signatures) allow users and Admins to self serve status updates, reducing the need for repeated inquiries. Quality, Reliability, and Past Performance At ODP, your satisfaction is our top priority. We have robust quality programs specifically designed to support repeatable, high quality service: • SLAs & KPIs To provide transparency and accountability, we work with our customers to set Service Level Agreements (SLAs) that include Key Performance Indicators (KPIs) for critical quality aspects. • Quality Systems Our manufacturing facilities are G7 certified. G7 is a color management method for matching color across multiple devices. The goal of G7 is to provide visually consistent, repeatable color between different presses and different facilities. The color management procedures are completed weekly between production facilities as well as hourly within each plant. A color specialist is located in each facility. • Disaster Recovery & Business Continuity It ODP Business Solutions' policy 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.
It is highly desirable that the successful Respondent utilize dedicated inside and outside representatives to service this Agreement. The Respondent may utilize multiple representatives to cover the nation but shall appoint a single point of contact to provide for consistency and continuity of service.	Yes		ODP Business Solutions is structured to provide both dedicated representation and a single, consistent point of contact for this Agreement. 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 team will be assigned to the account. 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. Add to that, we have the marketing insight to communicate via email blasts, leave behind collateral, business reviews and messaging on customers on their ODP business solutions site. As we are already servicing almost 7,000 public sector accounts, we believe we will have a significant head start over the competition in executing any award. We will all work closely with public sector entities to develop tailored strategies that align with their specific goals and requirements.
Additionally, the successful Respondent shall also provide individual dedicated inside and outside representatives to service this Agreement on a national basis for members of who utilize this Agreement.	Yes		ODP Business Solutions is structured to provide both dedicated representation and a single, consistent point of contact for this Agreement. 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 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. Add to that, we have the marketing insight to communicate via email blasts, leave behind collateral, business reviews and messaging on customers on their ODP business solutions site. As we are already servicing almost 7,000 public sector accounts, we believe we will have a significant head start over the competition in executing any award. We will all work closely with public sector entities to develop tailored strategies that align with their specific goals and requirements.
4	The successful Respondent shall provide for accurate billing of items ordered, timely credits (within 24 hours), and invoices that are easy to understand.	Yes		All transactions are posted to the account, and are available online live, as they occur. Customers have a real-time, live online account view and bill management view at all times. Postings to views are generally automated when the transaction is an automated transaction, which reduces errors and permits real-time operation. Accurate, Easy to Understand Billing and Timely Credits At ODP, we recognize that accurate, transparent billing and timely credits are critical to your operational efficiency and financial controls. Accurate and Clearly Presented Invoices ODP Business Solutions' billing systems and quality controls are designed to ensure that invoices are both accurate and easy to understand: • Invoices clearly list items ordered and quantities shipped at your contracted pricing. Your ordering and approval profiles can be tied to specific cost centers, ship to locations, and PO numbers so that the information needed for reconciliation is captured at the time of order. • Line item detail can be configured to align with your accounting structure, including cost centers, ship to locations, or purchase order references as required by your program. • Our goal is to maintain strict internal standards for billing accuracy, with a target of no more than one invoice error per quarter. We will work collaboratively with your team during implementation to confirm the invoicing formats, data fields, and level of detail that best support your internal processes and systems. Timely Credits and Returns Processing Our returns and credit process is designed to move quickly and efficiently from the moment product arrives at our distribution center: • Once a customer return reaches our distribution center dock, our standard processing SLA is 24–48 hours for inspection and validation of the returned product. • The application of that credit to your account is then aligned with your agreed billing and invoicing cycle. After the credit is processed, it is typically applied to the customer's next invoice, and the exact timing may vary based on the customer's contractual invoicing schedule.
	Reporting Capabilities & Third Party Audits (5%) AppB, SecF, 13.3.4	YES	NO	Supplier Comments, Further Response
1	The successful Respondent shall provide comprehensive reporting and data analytics tools that include:			
	A. Detailed spend analysis reports (including agency-wide purchase trends);	Yes		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. As a result, we are able to track, evaluate, and report on an array of key performance indicators, supported by "Detailed Usage Reports" that provide insight into how print services are being utilized across your organization. These reporting capabilities can be used to support detailed analysis of ordering activity and trends over time, giving you greater visibility and control over your print programs at an agency-wide level.
	B. Real-time dashboards for tracking orders, deliveries, and budget allocations;	Yes		All of 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 the ODP Business Solutions Print Services Management Team. These real-time dashboards allow our teams and yours to closely monitor order status and delivery performance and to align this information with your internal budget and program management processes, ultimately giving you more control over your print production and delivery.
	C. Customizable reports for tracking cost savings and sustainability compliance; and	Yes		We are committed to complying with relevant environmental laws and regulations. We uphold high ethical standards and strive to act as responsible environmental stewards by requiring transparency, accountability, and ethical decision-making. • ODP Business Solutions™ Greener Purchasing Program is a six-step process that helps us transition customers to reach their greener purchasing goals. • Through ODP Business Solutions™ GreenerOffice™ Program, we created icons for our greener product assortment to showcase the attributes that are important to us and our customers. These icons, along with third-party eco labels, assist our customers in making purchasing decisions that are safer for the environment. These icons fall into three areas of impact: Use of Safer Chemicals & Avoid Exposure; Save Energy & Avoid Emissions; and Save Resources & Avoid Waste. • To allow for constant visibility to information in the interest of the safety of our customers, we provide easy access to Safety Data Sheets via ODP Business Solutions™.com.
	D. Automated monthly and quarterly reports accessible via an online portal.	Yes		
2	A listing of standard reports available should be provided with the proposal response.	Yes		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 - Cost Savings Opportunity Reporting - Customer product code - ODP Business Solutions product code - ODP Business Solutions merchandise department - ODP Business Solutions product category - Product description - Order Method Reporting - Internet - Fax - Phone - Procurement Card - Distribution Cost Reporting (Average order size) - Customer number - Ship-to or location number - Product Reporting - Minority products - Recycled products - Manufacturer name - Product description - Unit of measure - Quantity sold for period - Dollar amount sold for period Online Reporting General account and order information is available through the Internet for a period of 12 months. Online reporting is available on our BSD Website and is simple to use. This first line of reporting provides immediate access to current data from the last year for the location(s) the user is permitted to view. This reporting permits, among other things, review of spend for the month or year to compare with your planned budget. Our system provides the ability to: - Manage visibility to information based on your user roles - Use our live online business review tool Dashboard 24/7/365 - Create, analyze, and print usage Dashboard screens - Manage and control your spending on office supplies and services During the implementation phase, your Super User will designate those Town of Delight, Arkansas end users who will have access to view your online Dashboard.
3	The Contractor shall obtain a third-party firm at no additional cost to Lead Agency to conduct external price audits on this contract. The third-party firm shall provide a quarterly report to Lead Agency indicating a Price Accuracy Percentage Rate of 98% or higher.		No	Subject to confidentiality agreements between ODP Business Solutions and third parties, and no more than annually, Town of Delight, Arkansas, at its expense, may audit ODP Business Solutions's books and records to determine whether ODP Business Solutions extended the correct pricing. Any third-party auditor used must be approved by ODP Business Solutions, and must execute a non-disclosure agreement. ODP Business Solutions may dispute the results of any audit, and will refund any overcharges to Town of Delight, Arkansas (and Town of Delight, Arkansas will refund any undercharges to ODP Business Solutions). Other conditions may apply.
	Contract Risk & Miscellaneous (5%) AppB, SecF, 13.3.5	YES	NO	Supplier Comments, Further Response
1	A. Please describe your firm's approach to contract risk management. Include how your organization identifies, assesses, and mitigates risks throughout the life of a contract, especially for public sector clients.	Yes		ODP Business Solutions manages contract risk for public sector customers through an enterprise approach that spans identification, assessment, mitigation, and ongoing monitoring across the life of the contract. We identify and assess risks up front by reviewing scope, SLAs, data sensitivity (including PII), operational dependencies, and regulatory/public sector requirements, and aligning them with The ODP Corporation's ISO/IEC 27001-aligned information security program and our Business Continuity & IT Disaster Recovery Program. Risks are mitigated through multifactor authentication, advanced antivirus/anti-malware, strong encryption, robust firewalls and endpoint protection, 24/7 SOC monitoring, penetration testing, incident response, security awareness and phishing training, and a bug bounty program, supported by policies, vendor risk assessments, and third-party assurance (SOX ITGC, SOC 2 Type II, SOC 1 and PCI DSS). Operational and continuity risks are mitigated via a cross-functional Corporate Emergency Response Team, mass emergency communications, regularly tested business continuity and IT disaster recovery plans, redundant telecommunications, and a Distribution Contingency Plan that enables rerouting and fulfillment from alternate locations to maintain "business as usual." Throughout the life of the contract, our account management team provides quarterly and/or annual business reviews, analyzing spend and usage data and reporting on delivery, service levels, customer satisfaction,

			compliance and rogue spend, and transition and strategic development, with clear escalation processes up to senior management for orders that do not ship as required and a dedicated Contract Compliance organization to ensure accurate customer set-up, pricing integrity, and adherence to agreed terms. With over 39 years of experience serving government and education and multiple cooperative and federal contracts, ODP Business Solutions understands public sector needs and focuses on maintaining contract compliance, continuity of supply, and strong performance for agencies and institutions at every level.
B. Has your company ever defaulted, failed to perform, or been terminated for cause on a government contract within the last five (5) years? If yes, please explain the circumstances and how the issue was resolved or mitigated.		No	We are party to various contracts with federal agencies and the majority of these contracts contain provisions that allow the agency to terminate the contract for any reason. There are a myriad of reasons why an agency would elect to terminate a contract prior to the scheduled expiration date. There have been no contract terminations that would adversely affect our ability to perform as a vendor.
C. Describe the insurance coverage your firm maintains, including general liability, professional liability, workers' compensation, and any other relevant coverages. Include policy limits and whether these meet or exceed the requirements set forth in the solicitation requirements (AppB, SecF, 13.4)		No	Our General and Auto liability coverage is with AIG. We carry \$1 million each occurrence and \$15 million Aggregate on General Liability (GL) and \$5 Million Combined Single Limit for Auto Liability (AL). Our self-insured retention is \$1 million for GL and we are self-insured for Medical Expenses and \$1.5 million for AL and we self-insure Auto Physical Damage. Please refer to our Evidence of Insurance Certificate.
D. Explain how your organization ensures contract compliance across multiple clients or jurisdictions. Include specific tools, systems, or personnel used to monitor and ensure performance, timelines, reporting, and contractual obligations.	Yes		ODP Business Solutions ensures contract compliance across multiple clients and jurisdictions through a compliance organization that has responsibility for overseeing industry and external audits and how they impact ODP Business Solutions. Depending on the nature of the audit or compliance requirement (for example, information security, workplace, or financial in nature), responsibility for ensuring compliance and any applicable remediation is delegated to the appropriate compliance team. Any gaps identified in internal or external audits are documented, assigned to business owners, and internally tracked and logged until fully remediated, helping us monitor and enforce performance against contractual obligations, timelines, and reporting requirements. Additional details concerning our internal compliance assurance program, including the specific tools and systems used, can be provided pursuant to a Non-Disclosure Agreement being in place.
E. The Proposer shall provide a supply chain risk mitigation plan, including:	Yes		We rely on sources outside the U.S. for a portion of the products we sell. Approximately 5% of our inventory is directly imported, with the majority sourced from China and smaller portions from other countries such as India, Malaysia, Taiwan, and Korea. We employ a risk mitigation strategy that includes working with a diverse network of suppliers across multiple countries. This approach helps ensure continuity in our supply chain and minimizes disruptions. In addition to international sourcing, we work with U.S.-based vendors who may produce items domestically or source them internationally, further enhancing supply chain flexibility.
i. Tariff impact analysis, including pricing strategies for tariff adjustments;	Yes		With the changing times, ODP has analyzed the impact of tariffs to our business and incorporated the following tariff adjustments and strategies below • Inventory Management: We have increased inventory levels for products sourced from tariff-affected regions to ensure uninterrupted supply. This proactive approach provides a buffer to mitigate immediate impacts. • Diversifying Supply Sources: We are working closely with our suppliers to identify alternative sourcing options in regions not impacted by tariffs. This includes exploring new partnerships and relocating production where feasible. • Supplier Collaboration: We are negotiating with our suppliers to share or absorb tariff-related costs, ensuring minimal impact on pricing for our customers. • Cost Optimization: Our teams are evaluating product alternatives and optimizing logistics to reduce costs associated with tariffed goods. • Monitoring Trade Policies: We are closely monitoring tariff developments and engaging in advocacy efforts to stay ahead of potential changes. This allows us to adapt quickly and minimize disruptions. • Transparent Communication: We are committed to keeping you informed of any developments that may affect supply or cost, ensuring you have the information needed to plan effectively.
ii. Information regarding supply chain diversity, detailing multiple sourcing options to prevent disruptions;	Yes		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, supporting supply chain diversity and multiple sourcing options to prevent disruptions. 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, built on diverse supply chain resources and multiple sourcing channels, 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.
iii. Information regarding business continuity planning, including contingency measures for shortages, natural or technological disasters, or global supply chain issues;	Yes		ODP Business Solutions understands your concern that an emergency could potentially prevent us from providing you with the products and services you need. For this reason, a Business Continuity & IT Disaster Recovery Program enables us to continue services in the unlikely event that we experience an unplanned outage affecting our computer systems, telecommunication systems, or warehouse/shipping capabilities. These plans have been designed and maintained to ensure timely recovery from a disaster. Distribution Contingency Plan A Distribution Contingency Team has been identified at our headquarters in Boca Raton, Florida. This team addresses 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 arrange through our computer system and Distribution Center operations to reroute customer shipments for the affected site to another location. These shipments would be supplemented, as necessary, from the closest principal wholesaler. Once the contingency site is established, transportation and labor plans are developed to handle the increase of shipments so 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 our customers. Corporate Emergency Response Team A cross-functional team of corporate support personnel, representing 23 key departments, meets before, during (when feasible, e.g., hurricane) and after a crisis or natural disaster to support our customers, associate teams, and communities. Team members are decision makers for their business units. Their mission is to protect company assets, which include the welfare of our associates, customer relationships, our buildings, merchandise, data, and our brand, and to resume operations as quickly as possible. Emergency Communication ODP Business Solutions utilizes an emergency mass communication system to quickly connect with associates before, during and after a crisis. This enables us to respond to critical emergency situations swiftly and ensure associate safety and minimize risk to our associates and business. Business Continuity Plan Testing Our Business Continuity Plans have successfully been tested this past year through actual events and scenarios, i.e., hurricanes, tornadoes, wildfires, and through formalized testing. The formalized plan tests were held this past year in March 2024 through December 2024. A comprehensive examination of each plan validates, updates, and modifies our Business Continuity Plans to continuously develop and support our recovery strategies. Business Continuity Plan owners in each business segment are engaged in testing their recovery strategies, updating personnel, recovery teams, workspace, communication, internal and external dependencies, and IT applications needed. Our team plans a practice test of our business continuity plans annually for continuous development and plan improvement. ODP Business Solutions utilizes Sustainable Planner as a platform to maintain and provide support for our business continuity plans and programs IT Disaster Recovery It is ODP Business Solutions' policy to maintain an effective IT Disaster Recovery strategy, ensuring the timely 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 IT Disaster Recovery Policy defines acceptable methods for disaster recovery planning, preparedness, testing, and mitigation of IT systems and services disruption at ODP Business Solutions. Our 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. Telecommunications System Plan ODP Business Solutions 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. Telecommunications systems have been designed with the ability to utilize secondary circuits and various geographic locations when necessary, limiting potential disruption to individual sites or impacted regions. Pricing Commitment ODP Business Solutions is committed to working collaboratively with Orange County Community College and Participating Agencies to provide competitive pricing upon contract award and throughout the contract, taking into consideration the specific service requirements of participating agencies. CORE LIST. ODP will supply the products and services as attached hereto at the prices as set forth herein (the "Core List"). Core List pricing will be updated on a quarterly basis and thereafter will be updated no more than one time per calendar quarter. Upon request, and when available, ODP shall provide documentation to verify that adjustments are being appropriately passed through. ODP will meet with City on an annual basis (or as otherwise necessary) to review the items on the Core List. Items on the Core List may be updated from time to time (to address additions, deletions, substitutions, and alternate products) in ODP's discretion, upon notification by ODP (including via e-mail). NON-CORE LIST. Items not on the Core List ("Non-Core Items"), but which are identified in the primary catalog (which may be either printed or virtual) for "contract"

				customers that is in circulation at the time of the order ("ODP Catalog"), will be priced at a discount off of the regular sales price (promotions excluded) set forth on www.odpbusiness.com at the time of the order or off of manufacturer's list, exclusive of bulk pricing discounts or other specials. The discount shall be as attached hereto at the discounts rates as set forth herein. Notwithstanding anything herein to the contrary, the price offering set forth in the first sentence of this subsection may not apply to (i) products in the following categories (as such categories are identified on www.odpbusiness.com): Custom Printing, Copy and Print Services, Promotional Products, Gift Cards, and Warranties; and (ii) clearance items, and/or promotional items, including, but not limited to, Instant Savings, Coupon Savings, Mail-In Savings, and Bundled Savings (collectively, "Excluded Categories"). Non-Core Items that are not identified in the ODP Catalog but which are available on www.odpbusiness.com at the time of order ("ODP Web Assortment") shall be priced at web match as set forth on www.odpbusiness.com at the time of order.
	iv. Information regarding sustainability - What are the sustainability goals you have as an organization? How do you measure success? What has been the progress to your goals? How do you help your customers be more sustainable?	Yes		The ODP Corporation monitors emissions against science-based targets to guide reduction efforts and address climate change. By aligning with the Science Based Targets initiative (SBTi), who validates corporate climate targets to ensure they align with the latest climate science, we are taking meaningful action towards supporting a more sustainable future. This alignment not only enhances our own operational efficiency but also positions us as a trusted partner in helping our customers achieve their sustainability and supplier engagement goals. Our near-term greenhouse gas (GHG) reduction targets are SBTi approved. • SCOPE 1 & 2 46.2% reduction in absolute GHG emissions from a 2019 base year Progress as of 2024: 39% reduction • SCOPE 3 55% reduction per unit in GHG emissions from downstream transportation and use of sold products Progress as of 2024: 25% absolute reduction No progress on intensity • 75% of suppliers, by spend, will have science-based emissions targets by 2027 Progress as of 2024: 51% of suppliers set or committed to setting targets • Reduce absolute plastic in private label packaging & e-commerce shipping operations by 20% by the end of 2027, using a 2022 baseline Progress as of 2024: 22.8% reduction • Achieve zero waste in 30% of our DCs by the end of 2025 Progress as of 2024: 93% waste diversion rate across all distribution centers • Implement How2Recycle label in 100% of Private Brand Products by the end of 2025 (where space allows) Progress as of 2024: 43% SKUs with label To read further about our sustainability program, achievements and initiatives please see our 2025 Corporate Sustainability Report: https://www.theodpcorp.com/static-files/2c974e45-3d27-475e-9168-ce97b6b552e5 How do you help your customers be more sustainable? Answer: We are dedicated to supporting a healthier planet by reducing our environmental impact and empowering our customers and suppliers to do the same. Our initiatives, such as the ODP Business Solutions GreenerOffice™ Rating System and Greener Purchasing Program, along with our targets and policies, are designed to help customers meet their sustainability goals. Sustainability is a core value at ODP Business Solutions®. We've developed services and curated the latest greener products to help our customers limit waste, conserve energy, promote recycling, and minimize the use of harmful chemicals. To learn more about our programs please visit: https://www.odpbusiness.com/U/prelogin/sustainability?msocid=366b23120d8b69e41fd236830c266816
	Marketing Plan (5%)	YES	NO	Supplier Comments, Further Response
1	Marketing Plan provided in accordance with App B, Sec F, 14. Implementation and Go-To-Market Plan; A through D	Yes		Please refer to the attached Section N - Technical Proposal Marketing Plan document.



PRINT SERVICES



A PROPOSAL PREPARED FOR

Town of Delight, Arkansas

26COR-067 Printing Services & Promotional Items

March 27, 2026

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13.3.1 Company Summary

a. Brief History and Description of the Supplier

ODP Business Solutions is a leading provider of business services and supplies, products, and technology solutions. 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, ODP Business Solutions is a leading global provider of products, services, and solutions for every workplace – whether your workplace is an office, home, school, or car.

The company has combined annual sales of approximately \$7 Billion, employs 18,000 associates, and serves consumers and businesses in North America, has an award-winning e-commerce site, and dedicated sales professionals and technicians. Through its banner brands, including ODP Business Solutions, Office Depot, OfficeMax, and Grand & Toy, the company offers its customers the tools they need to focus on their passion for starting, growing, and running their organizations. The company's portfolio of exclusive product brands includes TUL, Foray, Brenton Studio, Ativa, WorkPRO, Realspace, and HighMark.

ODP Business Solutions has been a trusted partner to organizations of all sizes for decades. Established as a leader in business products and services, we have consistently evolved to meet the changing needs of our customers. With a strong foundation in office supplies, furniture, and technology solutions, ODP Business Solutions now offers an expansive portfolio that includes innovative services such as managed print solutions and workspace design expertise.

Our commitment to excellence is reflected in our nationwide presence, robust distribution network, and focus on sustainability. We pride ourselves on delivering personalized service through dedicated account managers and customizable programs tailored to each client's unique needs. By combining our legacy of reliability with forward-thinking innovation, ODP Business Solutions continues to empower businesses to operate more efficiently and achieve their goals.

Atlas Acquisition

On December 10, 2025, Atlas Holdings ("Atlas") completed the previously announced acquisition of The ODP Corporation ("ODP" or the "Company"), a leading provider of products, services and technology solutions to businesses and consumers, in an all-cash transaction valued at approximately \$1 billion. The transaction was approved by ODP's shareholders on December 5, 2025, and received all required regulatory approvals. Effective today, The ODP Corporation is a private and independently operated company and thus the Company's common stock has ceased trading and will be delisted from the NASDAQ stock exchange.

1. FEIN and Dun & Bradstreet Reports

We have provided our 2024 10K Annual Report and latest D&B Reports as Attachments A and B.

2. Include a brief description of the size of your organization and date of incorporation;

ODP Business Solutions is a large business with approximately 18,000 coworkers (employees). The company was incorporated on September 12, 1986.

3. Describe experience in providing the services described in this Solicitation. Which organizations do you currently provide a similar or same service? Please provide three (3) references. Include their names, addresses, email and phone numbers of the appropriate contact persons.

ODP Business Solutions' Experience and References

ODP Business Solutions is pleased to offer the Town of Delight a comprehensive Print, Promo, and Apparel (PPA) solution, supported by a robust, nationwide production and distribution network. Through our strategically aligned print and promotional partners, regional production facilities, and integrated



logistics system, we are able to reliably serve customers in communities of all sizes across the United States.

In this proposal, we make intentional references to our coast-to-coast coverage, including our ability to support both large metropolitan areas and smaller municipalities—to demonstrate the breadth and depth of our capabilities. Our national footprint allows us to provide consistent product quality, branding accuracy, and service levels, while still meeting local delivery expectations, event timelines, and seasonal requirements unique to your community.

By combining our nationwide reach with dedicated account support, easy-to-use online ordering tools, and reporting capabilities, ODP Business Solutions is well-equipped to support the Town of Delight with a scalable, reliable, and responsive Print, Promo, and Apparel program that can grow and adapt as your needs evolve.

Our integrated content distribution platform will provide Town of Delight users with a unique experience through its ability to blend and partition the key features and functionalities detailed in your Request For Proposal. Whether your end users are purchasing from your customer inventory stock or through a group of talented ODP Business Solutions Print Partners, the front-end buying experience and the back-end reporting tools maximize the control and reach of Town of Delight, Arkansas's administrative team.

Our multi-channel submission and distribution network completes the picture. On the distribution end, ODP Business Solutions Print Services has the ability to provide an array of options to meet Town of Delight, Arkansas's needs. Whether your users have projects shipped directly to designated locations or have projects produced through our print production network, the results in terms of quality and timeliness will be guaranteed to meet or exceed the Service Level Standards that we will develop jointly.

ODP Business Solutions has extensive experience working in the public sector industry. Whether we are supporting the needs of your administrative and operations users, marketing communications professionals, or HR and training departments, we have experience in ensuring quality and client satisfaction. Our dedicated client services and solutions development teams bring best practices from our entire book of clients directly to meet the needs of Town of Delight, Arkansas.

Equally important to the solution we design with you are the vendor partnerships ODP Business Solutions Print Services brings to our relationship. We have over 39 years of experience in the Graphic Communications industry, working with key industry leaders in digital and offset print, web-to-print technologies, and customized workflow management.

References We currently provide similar services to the following organizations:

Print, Promotional Products, Apparel, Mailing Fulfillment & so much more!

Ivy Rehab
1311 Mamaroneck Avenue, Suite 140
White Plains, NY 10605
Ashley Allen – Marketing Director
ashley.allen@ivyrehab.com
616-240-1617



Short Run and Large Volume Print

Idea Public Schools
Headquarters Tarrant County
2935 E. Seminary Dr.
Fort Worth, TX 76119
Robert Yee
robert.yee@ideapublicschools.org
817-885-4200

San Ramon Valley Unified School District
3280 Crow Canyon Road
San Ramon, CA. 94583
Elizabeth Boss
eboss@srvusd.net
925-824-1881 VOIP:22881
San Leandro Unified School District
2600 Teagarden St
San Leandro, CA 94577
Thom Reinhardt, Ed.D.
treinhardt@slusd.us
510-219-7427 (mobile) 510-667-3529 (office)

Mailing Fulfilment

State of Arizona - AHCCCS
801 E Jefferson
Phoenix, AZ, 85034
Patty Dennis
patty.dennis@azahcccs.gov
602-417-4170

ODP Business Solutions is committed to delivering high-quality custom design services for print and digital products, supported by a team of senior designers, creative leads, and creative designers. We provide design for ad hoc design and versioning, as well as campaign recommendations based on budget and objectives.

4. Provide a brief overview of annual sales for the three previous fiscal years;

ODP Business Solutions was a publicly traded company until 2025 Q4 and our financials up to Q3 are publicly available.

FY 2025 up to Q3: \$4,811,000,000

FY 2024: \$6,990,000,000

FY 2023: \$7,831,000,000

5. Describe any green or environmental initiatives or policies;

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



Providing our customers with green options and education is important to ODP Business Solutions. Our green programs are below, followed by details of a few of our programs that help enable customers to purchase greener.

Summary of Green Programs

Greener Purchasing Solutions:

- ODP Business Solutions GreenerOffice™ Rating System – an industry first green rating system
- The Green Book® online-Digital Catalog
- Greener Purchasing Program Guide – designed for customers interested in purchasing greener but not sure where to start
- GreenerOffice™ website with thousands of eco-conscious products
- Greener Alternatives Tool – Greener Alternatives report with greener choices
- Green Select Cart – a web-based “Green Smart Cart” that helps end-users identify greener alternatives at the point of purchase

Greener Operations:

- Recycling solutions – take back and fee-based recycling options for products
- Reusable promotional products
- Energy-saving power strips
- Water filtering solution

Green Reporting & Communication:

- Green Business Review – Our quarterly Green Business Review (GBR) shows purchasing baseline so we can discuss options for improvement
- Custom Green Spend Reports – Personalized reports uniquely suited for each customer's need
- Paper calculator – We can help you understand the environmental footprint of your paper choices
- *Green Reporting:* You can't manage what you don't measure; hence the importance of green spend reports and tracking for our customers. We help customers evaluate their green spend at a glance with our free quarterly Green Business Reviews (GBRs). This report will show your purchasing history according to the ODP Business Solutions GreenerOffice™ Rating system so customers can decide when and where to go greener.

6. Describe any historically underutilized business certifications supplier holds and the certifying agency. This may include business enterprises such as minority and women-owned, small or disadvantaged, disabled veterans, etc;

ODP Business Solutions is a large business and is not a HUB vendor. We do not hold HUB certifications; however, we do have a Strategic Supplier Network Commitment.

Furthermore, ODP Business Solutions®, is dedicated to fostering a 5C culture where everyone is valued and respected. The 5C culture is not just a core value for us it is essential to our success in the marketplace. Through our Strategic Supplier Network, we are proud to offer a wide selection of innovative and affordable products sourced from qualified small business enterprises. By partnering with these suppliers, we help our customers achieve their initiatives.

Please see our Attachment F - Strategic Supplier Commitment for additional details.



7. Describe how the Supplier differentiates itself from its competitors.

At ODP Business Solutions we pride ourselves on standing out in the marketplace through our comprehensive and innovative solutions tailored to meet our clients' needs. Our differentiation lies in three key areas: brand identity, promotional products & branded apparel, and copy and print services.

ODP Business Solutions has created three major programs to address the most commonly requested custom printing items. This offering is constantly evolving, being added to, and improved. The primary components of our Printing Services for Contract Customers include Brand Identity, Promotional Products, and Copy and Print Services. 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.

Brand Identity – We understand that your brand is more than just a logo – it's how you connect with your customers. Our team specializes in creating cohesive and impactful branding strategies that resonate with your target audience. From concept to execution, we provide end-to-end support to ensure your brand identity reflects your vision and values. Unlike competitors who may offer cookie-cutter solutions, we take a personalized approach to deliver unique branding initiatives that set you apart.

The online resource for all your custom printing needs. This ODP Business Solutions solution allows customers to maintain 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 of many items, including business cards, envelopes, memo pads, labels & window decals, name badges, business announcements & thank you cards, forms, flyers, banners, custom certificates, letterhead, folders, stamps, name plates, note cards, brochures, signs, magnets, and much more. This solution is integrated within the platform.

Promotional: Products & Branded Apparel – Our extensive selection of promotional products and branded apparel is designed to elevate your visibility and strengthen customer engagement. By combining high-quality materials with creative designs, we ensure that every product represents your company in the best light possible. We also offer customization capabilities that allow for precise alignment with your brand guidelines, something many competitors cannot match at our scale or level of attention to detail.

ODP Business Solutions has a two-channel program for decorated promotional products with the business customers in mind.

The first channel is our online promotional products catalog hosting hundreds of the top selling in-demand products for easy configuration and ordering within a few clicks. With a built-in configuration and preview functions, your end users can select, price, create the imprint; view a proof; and submit the order for production from their desktop – all without leaving ODP Business Solutions' existing B2B website. Additionally, via our robust manufacturer and supplier relationships we have access to tens of thousands of products for you to choose from.

Our second channel is reserved for customers desiring a more complete program, ODP Business Solutions offers highly customized branded ecommerce websites to meet your unique needs. These sites are built in consultation with our clients from the ground up to deliver a tailored and controlled company-wide experience. Some of the customized features include integration with your systems, product hosting of your required vendors, controlled product views down to the user, division or role, smart approval processes and customized cost allocations embedded into your specifically designed checkout cart.

At ODP Business Solutions we have been a market leader in the promotional space for over 20 years providing products and solutions to our national and internal customers. We support the everyday needs of unique items that stand out or custom manufacture to truly make the product and experience your own.



Copy and Print Services – Our copy and print services are second to none, offering a combination of speed, quality, and affordability that differentiates us from others in the industry. Whether it's business cards, brochures, banners, or large-scale marketing collateral, we utilize state-of-the-art technology to deliver exceptional results on time and within budget. Our streamlined processes ensure consistency across all printed materials while maintaining flexibility for unique client requirements.

What truly sets us apart is our commitment to providing personalized service backed by over 39 years of expertise. At ODP Business Solutions, we don't just deliver products; we create experiences that help businesses grow while building lasting partnerships along the way.

Three ways to procure general printing and copy services permit ODP Business Solutions customers to choose the easiest path based on the order at hand. Our B2B website, odpbusiness.com, offers a range of custom and 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 online proof is created immediately for approval.

As with promotional products, your Account Manager, in conjunction with our six closed door, secured and interconnected Print facilities located in Kent, WA, Southern CA, Chicago, IL, Dallas TX, Newville, PA and Atlanta, GA, can provide pricing and order assistance with the balance of your digital and commercial print needs. ODP Business Solutions' 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 dedicated customer service centers provide our customers the highest level of convenience and savings for their custom printing applications.

b. Legal Proceedings (Past Five Years)

Provide a detailed history of any legal proceedings, including lawsuits, regulatory investigations, bankruptcy filings, or corporate restructuring within the past five years. Specify case outcomes, ongoing litigation exposure, and potential risks that may impact contract performance.

REORGANIZATION:

On or about May 2022, The ODP Corporation went through an internal reorganization which resulted in the company being organized across four (4) separate business units. One such unit is ODP Business Solutions, LLC whose focus is exclusively on our customers in the B2B business sector. ODP Business Solutions, LLC is responding to this bid; however, some portions of ODP Business Solutions LLC's responses are based on the Office Depot-related entity that oversaw our B2B business in the past (Office Depot, LLC).

On December 10, 2025, Atlas Holdings, a private company, acquired The ODP Corporation. We believe that providing the requested information in this fashion provides the greatest insight into our business and provides the clearest picture of who we are.

LAWSUITS:

VEALE, JAMES V. ODP BUSINESS SOLUTIONS, LLC- Lawsuit Case No. 2024DCV3837 (Texas) Former employee alleged he was terminated due to his age. This case is settled.

EVANS, JEFFREY V. ODP BUSINESS SOLUTIONS, LLC EEOC Charge No. 460-2024-089540 (Texas) (Filed 10/11/2024): Former employee alleged he was terminated due to his age. ODP denied claims. This case is settled.



JACKSON, KEVIN V. ODP BUSINESS SOLUTIONS, LLC EEOC Charge No. 451-2025-03893 (Texas) (Filed 03/05/2026): Former employee alleged he was terminated due to his age and race. ODP denies his claim. This case is pending.

ODP Business Solutions (Plaintiff) vs. Carepoint Health Management Associates, LLC; IJKG OPCP LLC; Hudson Hospital OPCO, LLC; HUMC OPCO LLC (Defendants); Case No. 50-2023-CA-014665-XXXX-MB; Circuit Court of the Fifteenth Judicial Circuit for Palm Beach County, FL. This case is settled.
CLARK v. ODP BUSINESS SOLUTIONS, LLC, OFFICE DEPOT, LLC., State court in Georgia. Trip and fall at Office Depot LLC retail store. ODP Business Solutions, LLC incorrectly named.

KENDRICK v. ODP BUSINESS SOLUTIONS, OFFICE DEPOT LLC, et al. Federal Court Kansas. ODP Business Solutions, LLC. Court Dismissal-appeal pending.

KELLER v. OFFICE DEPOT LLC, ODP BUSINESS SOLUTIONS, et al. State court Virginia. ODP Business Solutions, LLC was voluntarily dismissed.

BYERS v. ODP BUSINESS SOLUTIONS, OFFICE DEPOT LLC, et al. Federal Court Minnesota.

c. Felony Conviction Notice

is a publicly held corporation, and this reporting requirement is not applicable;
 o is not owned or operated by anyone who has been convicted of a felony; or
 o is owned or operated by an individual(s) who has been convicted of a felony and provides the names and convictions.

ODP Business Solutions, LLC is now a private company. On December 10, 2025, Atlas Holdings ("Atlas") completed the previously announced acquisition of The ODP Corporation ("ODP" or the "Company"), a leading provider of products, services and technology solutions to businesses and consumers, in an all-cash transaction valued at approximately \$1 billion. The transaction was approved by ODP's shareholders on December 5, 2025, and received all required regulatory approvals. Effective today, The ODP Corporation is a private and independently operated company and thus the Company's common stock has ceased trading and will be delisted from the NASDAQ stock exchange.

d. Describe any debarment or suspension actions taken against the supplier within the last five years.

ODP Business Solutions is party to thousands of contracts. The majority of these contracts contain provisions allowing the agency to terminate the contract at any time, for convenience. There are myriad of reasons why an agency would elect to terminate a contract with ODP Business Solutions prior to the scheduled expiration date. There have been no contract terminations that would adversely affect ODP Business Solutions' ability to perform under this contract if selected as a vendor.

e. Suppliers please provide written acknowledgement of understanding and affirm capability to meet App B, Sec F in its entirety.

ODP Business Solutions acknowledges understanding of Appendix B, Section F, and affirms our capability to meet all requirements as specified therein.

We appreciate your consideration and look forward to the opportunity to partner with you. For any questions regarding this proposal, please contact:

Matt Stusick

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



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.

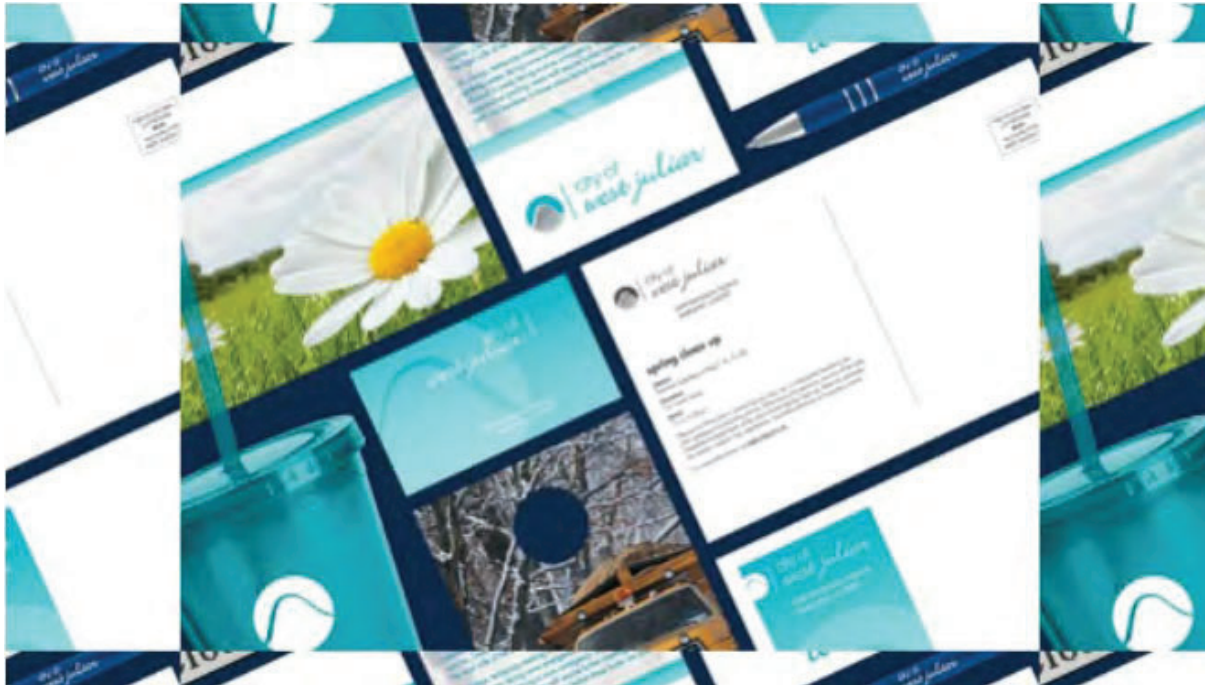
Comprehensive Public Sector Support

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!

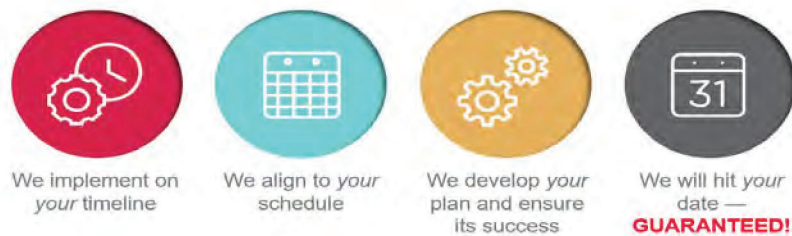


Figure 1-1. Implementation Made Simple. Your transition, your way.

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.

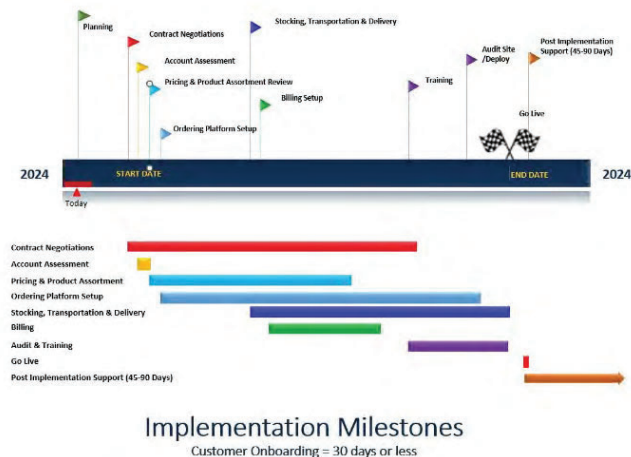


Figure 1-2. Implementation Made Simple. Milestones.



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

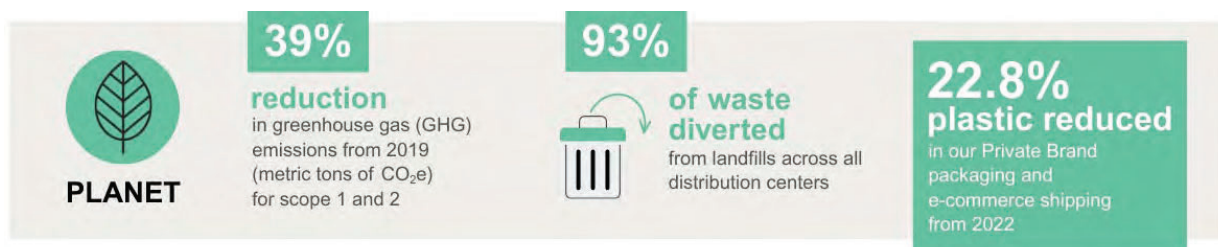
To be greener, ODP Business Solutions' policy is increasingly to:

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

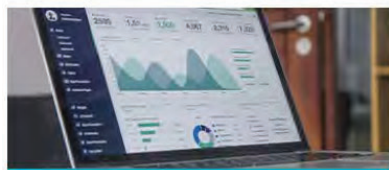
To sell greener, ODP Business Solutions' policy is increasingly to:

- 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](#).



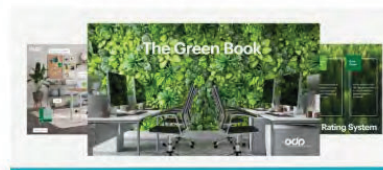
We focus on enhancing our own operations while helping customers achieve their sustainability goals by offering high-quality, greener products with eco-conscious attributes and performance tracking reports. To meet customers' requests, our sustainability practices emphasize buying, being, and selling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

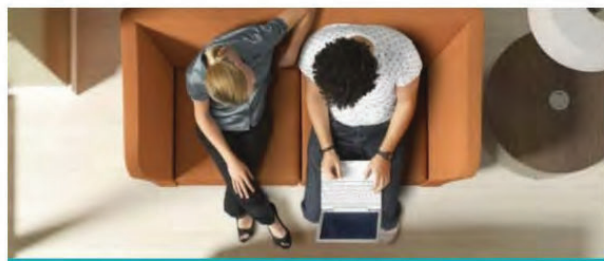
5C Culture

Continues to dictate how we act on a daily basis

- Customer • Caring
- Commitment • Change
- Creativity



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.



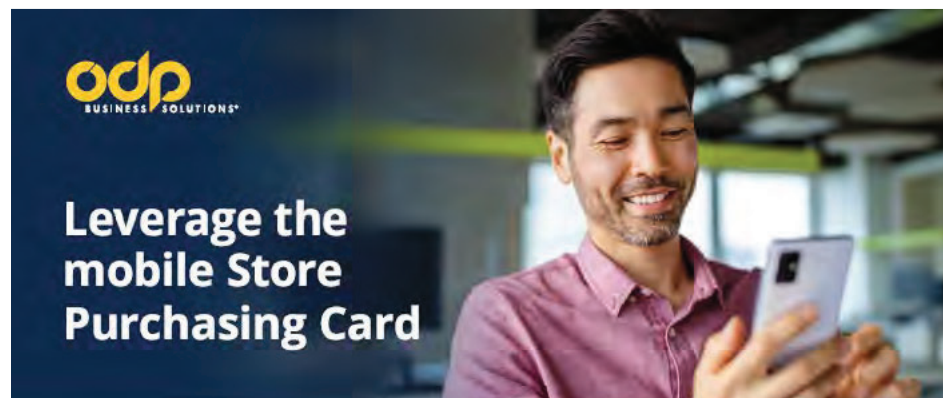
Compliance and Ethics



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!

1

Go to login page.

2

Select "Store Purchasing Card" from the menu.

3

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.

ODP and ODP Business Solutions are trademarks of ODP Business Solutions, LLC. Office Depot is a trademark of The Office Club, LLC. OfficeMax is a trademark of OMX, LLC. © 2026 ODP Business Solutions, LLC. All rights reserved.

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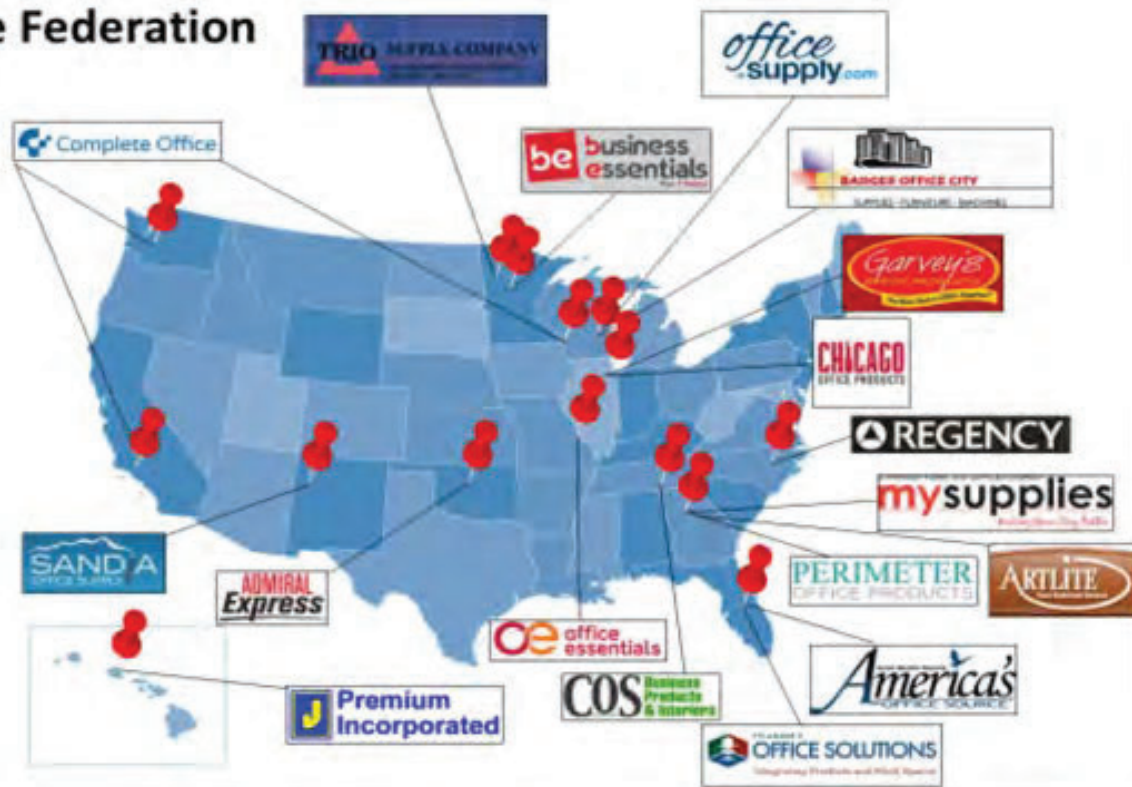
Strategic Acquisition

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.



13.3.1 Company Summary

a. Brief History and Description of the Supplier

ODP Business Solutions is a leading provider of business services and supplies, products, and technology solutions. 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, ODP Business Solutions is a leading global provider of products, services, and solutions for every workplace – whether your workplace is an office, home, school, or car.

The company has combined annual sales of approximately \$7 Billion, employs 18,000 associates, and serves consumers and businesses in North America, has an award-winning e-commerce site, and dedicated sales professionals and technicians. Through its banner brands, including ODP Business Solutions, Office Depot, OfficeMax, and Grand & Toy, the company offers its customers the tools they need to focus on their passion for starting, growing, and running their organizations. The company's portfolio of exclusive product brands includes TUL, Foray, Brenton Studio, Ativa, WorkPRO, Realspace, and HighMark.

ODP Business Solutions has been a trusted partner to organizations of all sizes for decades. Established as a leader in business products and services, we have consistently evolved to meet the changing needs of our customers. With a strong foundation in office supplies, furniture, and technology solutions, ODP Business Solutions now offers an expansive portfolio that includes innovative services such as managed print solutions and workspace design expertise.

Our commitment to excellence is reflected in our nationwide presence, robust distribution network, and focus on sustainability. We pride ourselves on delivering personalized service through dedicated account managers and customizable programs tailored to each client's unique needs. By combining our legacy of reliability with forward-thinking innovation, ODP Business Solutions continues to empower businesses to operate more efficiently and achieve their goals.

Atlas Acquisition

On December 10, 2025, Atlas Holdings ("Atlas") completed the previously announced acquisition of The ODP Corporation ("ODP" or the "Company"), a leading provider of products, services and technology solutions to businesses and consumers, in an all-cash transaction valued at approximately \$1 billion. The transaction was approved by ODP's shareholders on December 5, 2025, and received all required regulatory approvals. Effective today, The ODP Corporation is a private and independently operated company and thus the Company's common stock has ceased trading and will be delisted from the NASDAQ stock exchange.

1. FEIN and Dun & Bradstreet Reports

We have provided our 2024 10K Annual Report and latest D&B Reports as Attachments A and B.

2. Include a brief description of the size of your organization and date of incorporation;

ODP Business Solutions is a large business with approximately 18,000 coworkers (employees). The company was incorporated on September 12, 1986.

3. Describe experience in providing the services described in this Solicitation. Which organizations do you currently provide a similar or same service? Please provide three (3) references. Include their names, addresses, email and phone numbers of the appropriate contact persons.

ODP Business Solutions' Experience and References

ODP Business Solutions is pleased to offer the Town of Delight a comprehensive Print, Promo, and Apparel (PPA) solution, supported by a robust, nationwide production and distribution network. Through our strategically aligned print and promotional partners, regional production facilities, and integrated



logistics system, we are able to reliably serve customers in communities of all sizes across the United States.

In this proposal, we make intentional references to our coast-to-coast coverage, including our ability to support both large metropolitan areas and smaller municipalities—to demonstrate the breadth and depth of our capabilities. Our national footprint allows us to provide consistent product quality, branding accuracy, and service levels, while still meeting local delivery expectations, event timelines, and seasonal requirements unique to your community.

By combining our nationwide reach with dedicated account support, easy-to-use online ordering tools, and reporting capabilities, ODP Business Solutions is well-equipped to support the Town of Delight with a scalable, reliable, and responsive Print, Promo, and Apparel program that can grow and adapt as your needs evolve.

Our integrated content distribution platform will provide Town of Delight users with a unique experience through its ability to blend and partition the key features and functionalities detailed in your Request For Proposal. Whether your end users are purchasing from your customer inventory stock or through a group of talented ODP Business Solutions Print Partners, the front-end buying experience and the back-end reporting tools maximize the control and reach of Town of Delight, Arkansas's administrative team.

Our multi-channel submission and distribution network completes the picture. On the distribution end, ODP Business Solutions Print Services has the ability to provide an array of options to meet Town of Delight, Arkansas's needs. Whether your users have projects shipped directly to designated locations or have projects produced through our print production network, the results in terms of quality and timeliness will be guaranteed to meet or exceed the Service Level Standards that we will develop jointly.

ODP Business Solutions has extensive experience working in the public sector industry. Whether we are supporting the needs of your administrative and operations users, marketing communications professionals, or HR and training departments, we have experience in ensuring quality and client satisfaction. Our dedicated client services and solutions development teams bring best practices from our entire book of clients directly to meet the needs of Town of Delight, Arkansas.

Equally important to the solution we design with you are the vendor partnerships ODP Business Solutions Print Services brings to our relationship. We have over 39 years of experience in the Graphic Communications industry, working with key industry leaders in digital and offset print, web-to-print technologies, and customized workflow management.

References We currently provide similar services to the following organizations:

Print, Promotional Products, Apparel, Mailing Fulfillment & so much more!

Ivy Rehab
1311 Mamaroneck Avenue, Suite 140
White Plains, NY 10605
Ashley Allen – Marketing Director
ashley.allen@ivyrehab.com
616-240-1617



Short Run and Large Volume Print

Idea Public Schools
Headquarters Tarrant County
2935 E. Seminary Dr.
Fort Worth, TX 76119
Robert Yee
robert.yee@ideapublicschools.org
817-885-4200

San Ramon Valley Unified School District
3280 Crow Canyon Road
San Ramon, CA. 94583
Elizabeth Boss
eboss@srvusd.net
925-824-1881 VOIP:22881
San Leandro Unified School District
2600 Teagarden St
San Leandro, CA 94577
Thom Reinhardt, Ed.D.
treinhardt@slusd.us
510-219-7427 (mobile) 510-667-3529 (office)

Mailing Fulfilment

State of Arizona - AHCCCS
801 E Jefferson
Phoenix, AZ, 85034
Patty Dennis
patty.dennis@azahcccs.gov
602-417-4170

ODP Business Solutions is committed to delivering high-quality custom design services for print and digital products, supported by a team of senior designers, creative leads, and creative designers. We provide design for ad hoc design and versioning, as well as campaign recommendations based on budget and objectives.

4. Provide a brief overview of annual sales for the three previous fiscal years;

ODP Business Solutions was a publicly traded company until 2025 Q4 and our financials up to Q3 are publicly available.

FY 2025 up to Q3: \$4,811,000,000

FY 2024: \$6,990,000,000

FY 2023: \$7,831,000,000

5. Describe any green or environmental initiatives or policies;

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



Providing our customers with green options and education is important to ODP Business Solutions. Our green programs are below, followed by details of a few of our programs that help enable customers to purchase greener.

Summary of Green Programs

Greener Purchasing Solutions:

- ODP Business Solutions GreenerOffice™ Rating System – an industry first green rating system
- The Green Book® online-Digital Catalog
- Greener Purchasing Program Guide – designed for customers interested in purchasing greener but not sure where to start
- GreenerOffice™ website with thousands of eco-conscious products
- Greener Alternatives Tool – Greener Alternatives report with greener choices
- Green Select Cart – a web-based “Green Smart Cart” that helps end-users identify greener alternatives at the point of purchase

Greener Operations:

- Recycling solutions – take back and fee-based recycling options for products
- Reusable promotional products
- Energy-saving power strips
- Water filtering solution

Green Reporting & Communication:

- Green Business Review – Our quarterly Green Business Review (GBR) shows purchasing baseline so we can discuss options for improvement
- Custom Green Spend Reports – Personalized reports uniquely suited for each customer's need
- Paper calculator – We can help you understand the environmental footprint of your paper choices
- *Green Reporting:* You can't manage what you don't measure; hence the importance of green spend reports and tracking for our customers. We help customers evaluate their green spend at a glance with our free quarterly Green Business Reviews (GBRs). This report will show your purchasing history according to the ODP Business Solutions GreenerOffice™ Rating system so customers can decide when and where to go greener.

6. Describe any historically underutilized business certifications supplier holds and the certifying agency. This may include business enterprises such as minority and women-owned, small or disadvantaged, disabled veterans, etc;

ODP Business Solutions is a large business and is not a HUB vendor. We do not hold HUB certifications; however, we do have a Strategic Supplier Network Commitment.

Furthermore, ODP Business Solutions®, is dedicated to fostering a 5C culture where everyone is valued and respected. The 5C culture is not just a core value for us it is essential to our success in the marketplace. Through our Strategic Supplier Network, we are proud to offer a wide selection of innovative and affordable products sourced from qualified small business enterprises. By partnering with these suppliers, we help our customers achieve their initiatives.

Please see our Attachment F - Strategic Supplier Commitment for additional details.



7. Describe how the Supplier differentiates itself from its competitors.

At ODP Business Solutions we pride ourselves on standing out in the marketplace through our comprehensive and innovative solutions tailored to meet our clients' needs. Our differentiation lies in three key areas: brand identity, promotional products & branded apparel, and copy and print services.

ODP Business Solutions has created three major programs to address the most commonly requested custom printing items. This offering is constantly evolving, being added to, and improved. The primary components of our Printing Services for Contract Customers include Brand Identity, Promotional Products, and Copy and Print Services. 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.

Brand Identity – We understand that your brand is more than just a logo – it's how you connect with your customers. Our team specializes in creating cohesive and impactful branding strategies that resonate with your target audience. From concept to execution, we provide end-to-end support to ensure your brand identity reflects your vision and values. Unlike competitors who may offer cookie-cutter solutions, we take a personalized approach to deliver unique branding initiatives that set you apart.

The online resource for all your custom printing needs. This ODP Business Solutions solution allows customers to maintain 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 of many items, including business cards, envelopes, memo pads, labels & window decals, name badges, business announcements & thank you cards, forms, flyers, banners, custom certificates, letterhead, folders, stamps, name plates, note cards, brochures, signs, magnets, and much more. This solution is integrated within the platform.

Promotional: Products & Branded Apparel – Our extensive selection of promotional products and branded apparel is designed to elevate your visibility and strengthen customer engagement. By combining high-quality materials with creative designs, we ensure that every product represents your company in the best light possible. We also offer customization capabilities that allow for precise alignment with your brand guidelines, something many competitors cannot match at our scale or level of attention to detail.

ODP Business Solutions has a two-channel program for decorated promotional products with the business customers in mind.

The first channel is our online promotional products catalog hosting hundreds of the top selling in-demand products for easy configuration and ordering within a few clicks. With a built-in configuration and preview functions, your end users can select, price, create the imprint; view a proof; and submit the order for production from their desktop – all without leaving ODP Business Solutions' existing B2B website. Additionally, via our robust manufacturer and supplier relationships we have access to tens of thousands of products for you to choose from.

Our second channel is reserved for customers desiring a more complete program, ODP Business Solutions offers highly customized branded ecommerce websites to meet your unique needs. These sites are built in consultation with our clients from the ground up to deliver a tailored and controlled company-wide experience. Some of the customized features include integration with your systems, product hosting of your required vendors, controlled product views down to the user, division or role, smart approval processes and customized cost allocations embedded into your specifically designed checkout cart.

At ODP Business Solutions we have been a market leader in the promotional space for over 20 years providing products and solutions to our national and internal customers. We support the everyday needs of unique items that stand out or custom manufacture to truly make the product and experience your own.



Copy and Print Services – Our copy and print services are second to none, offering a combination of speed, quality, and affordability that differentiates us from others in the industry. Whether it's business cards, brochures, banners, or large-scale marketing collateral, we utilize state-of-the-art technology to deliver exceptional results on time and within budget. Our streamlined processes ensure consistency across all printed materials while maintaining flexibility for unique client requirements.

What truly sets us apart is our commitment to providing personalized service backed by over 39 years of expertise. At ODP Business Solutions, we don't just deliver products; we create experiences that help businesses grow while building lasting partnerships along the way.

Three ways to procure general printing and copy services permit ODP Business Solutions customers to choose the easiest path based on the order at hand. Our B2B website, odpbusiness.com, offers a range of custom and 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 online proof is created immediately for approval.

As with promotional products, your Account Manager, in conjunction with our six closed door, secured and interconnected Print facilities located in Kent, WA, Southern CA, Chicago, IL, Dallas TX, Newville, PA and Atlanta, GA, can provide pricing and order assistance with the balance of your digital and commercial print needs. ODP Business Solutions' 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 dedicated customer service centers provide our customers the highest level of convenience and savings for their custom printing applications.

b. Legal Proceedings (Past Five Years)

Provide a detailed history of any legal proceedings, including lawsuits, regulatory investigations, bankruptcy filings, or corporate restructuring within the past five years. Specify case outcomes, ongoing litigation exposure, and potential risks that may impact contract performance.

REORGANIZATION:

On or about May 2022, The ODP Corporation went through an internal reorganization which resulted in the company being organized across four (4) separate business units. One such unit is ODP Business Solutions, LLC whose focus is exclusively on our customers in the B2B business sector. ODP Business Solutions, LLC is responding to this bid; however, some portions of ODP Business Solutions LLC's responses are based on the Office Depot-related entity that oversaw our B2B business in the past (Office Depot, LLC).

On December 10, 2025, Atlas Holdings, a private company, acquired The ODP Corporation. We believe that providing the requested information in this fashion provides the greatest insight into our business and provides the clearest picture of who we are.

LAWSUITS:

VEALE, JAMES V. ODP BUSINESS SOLUTIONS, LLC- Lawsuit Case No. 2024DCV3837 (Texas) Former employee alleged he was terminated due to his age. This case is settled.

EVANS, JEFFREY V. ODP BUSINESS SOLUTIONS, LLC EEOC Charge No. 460-2024-089540 (Texas) (Filed 10/11/2024): Former employee alleged he was terminated due to his age. ODP denied claims. This case is settled.



JACKSON, KEVIN V. ODP BUSINESS SOLUTIONS, LLC EEOC Charge No. 451-2025-03893 (Texas) (Filed 03/05/2026): Former employee alleged he was terminated due to his age and race. ODP denies his claim. This case is pending.

ODP Business Solutions (Plaintiff) vs. Carepoint Health Management Associates, LLC; IJKG OPCP LLC; Hudson Hospital OPCO, LLC; HUMC OPCO LLC (Defendants); Case No. 50-2023-CA-014665-XXXX-MB; Circuit Court of the Fifteenth Judicial Circuit for Palm Beach County, FL. This case is settled.
CLARK v. ODP BUSINESS SOLUTIONS, LLC, OFFICE DEPOT, LLC., State court in Georgia. Trip and fall at Office Depot LLC retail store. ODP Business Solutions, LLC incorrectly named.

KENDRICK v. ODP BUSINESS SOLUTIONS, OFFICE DEPOT LLC, et al. Federal Court Kansas. ODP Business Solutions, LLC. Court Dismissal-appeal pending.

KELLER v. OFFICE DEPOT LLC, ODP BUSINESS SOLUTIONS, et al. State court Virginia. ODP Business Solutions, LLC was voluntarily dismissed.

BYERS v. ODP BUSINESS SOLUTIONS, OFFICE DEPOT LLC, et al. Federal Court Minnesota.

c. Felony Conviction Notice

is a publicly held corporation, and this reporting requirement is not applicable;
 o is not owned or operated by anyone who has been convicted of a felony; or
 o is owned or operated by an individual(s) who has been convicted of a felony and provides the names and convictions.

ODP Business Solutions, LLC is now a private company. On December 10, 2025, Atlas Holdings ("Atlas") completed the previously announced acquisition of The ODP Corporation ("ODP" or the "Company"), a leading provider of products, services and technology solutions to businesses and consumers, in an all-cash transaction valued at approximately \$1 billion. The transaction was approved by ODP's shareholders on December 5, 2025, and received all required regulatory approvals. Effective today, The ODP Corporation is a private and independently operated company and thus the Company's common stock has ceased trading and will be delisted from the NASDAQ stock exchange.

d. Describe any debarment or suspension actions taken against the supplier within the last five years.

ODP Business Solutions is party to thousands of contracts. The majority of these contracts contain provisions allowing the agency to terminate the contract at any time, for convenience. There are myriad of reasons why an agency would elect to terminate a contract with ODP Business Solutions prior to the scheduled expiration date. There have been no contract terminations that would adversely affect ODP Business Solutions' ability to perform under this contract if selected as a vendor.

e. Suppliers please provide written acknowledgement of understanding and affirm capability to meet App B, Sec F in its entirety.

ODP Business Solutions acknowledges understanding of Appendix B, Section F, and affirms our capability to meet all requirements as specified therein.

We appreciate your consideration and look forward to the opportunity to partner with you. For any questions regarding this proposal, please contact:

Matt Stusick

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



REGIONAL PRINT SERVICE CENTERS

**DIGITAL STANDARDS
AND
CAPABILITIES**

REGIONAL PRINT CENTER NETWORK DESCRIPTION

Today, Office Depot has 6 Full Service Regional Print Centers (RPCs) across the US. Each facility consists of approximately 20K + square feet of print production and fulfillment space. The RPC locations are 100% digitally connected to operate as a Full Service national network that utilizes its redundancy in operating strength to better support the needs of our customers across a much broader territory while providing Office Depot the ability to optimize our resources and provide overlapping internal support further strengthening our abilities.



Each Regional Print Center location is housed within one of our existing Distribution Centers to provide added levels of security while gaining the closest proximity to our Supply Chain support and distribution services. Each location is monitored 24 hours with video and security services.

Our Regional Print Centers are operated by dedicated and trained print staff and outsourced support that have been certified through our internal Training and Development Programs as well as equipment certification with Xerox, who today is our premier print partners. Our focus is to allow our associates to successfully fulfill each customer's order with the highest level of quality in the most efficient and effective manner possible.

QUALITY ASSURANCE / ORDER MANAGMENT

The RPC Network utilizes an internal workflow platform as a Quality Accountability tool and production order management system to capture accountable and key quality activities throughout the fulfillment process. Each corresponding order's quality activities are scanned in at each stage of fulfillment. These scans provide Managers, Production Leads, and Client Services with real time visibility towards a specific order's status as well as providing associate level reporting towards quality accountability.

Below is an example of stages within the print fulfillment process where associates capture and record their fulfillment and quality assurance activities. This level of order management ensures accountability at each step of production and provides a trackable record of quality assurance down to the associate's employee ID#. This allows for Management to quickly identify any situations that may impact customer quality whether with technology, process, or people.

The screenshot displays a web browser window with the URL <https://odnet.printernet.com/in-process-scan.aspx>. The page features the Office DEPOT logo and a navigation menu with the following items: Dashboard, Open Orders, Open Line Items, In-Process Scan, Shipping, Reports, Management, Production Control, Equipment, and Accounts. The 'In-Process Scan' section is active, showing a form with the following fields:

- Badge ID: 419318 (with a message: No known user exists with this user ID.)
- Department: Print (dropdown menu)
- Locations: Select (dropdown menu with the following options: Select, (Large Format) Printing, (Large Format) Set Up, (Large Format) Ready to Print, Printing, Ready to Print / Staged, Set Up)

The Windows taskbar at the bottom shows the time as 5:42 PM on 4/30/2015.

INTERNAL QUALITY REPORTING

All Quality Assurance concerns for items recognized internally during fulfillment or externally, that may have been received by the customer, are captured within the ODNET Order Management System. The concerns are logged into the system and the respective Production Leadership and General Manager are notified. This notification initiates an investigation into the root cause of the issue, the recovery necessary on the order or to the customer, and the determination of a long term solution whether that be a change in process, developmental training for an associate, or service to a machine.

Whatever resolution is required, the customer takes priority and the Facility Leadership is responsible for completing the investigation, recording the appropriate actions, and closing the concern in the system within 24 hours. Below is an example of the QA log which captures the documented activities:

Quality Assurance

Please select your work station
Work Station: Select

Recorded By:	Catherine Reyes	* Current Date:	11/07/2017
Status:	Closed - Vendor Issue	* Site ID:	atl
Issue Type:	External	* ODNET ID:	OK423815
Error Type:	Packaging and Shipping	* Line Number:	All
	Lost Package	* Component Number:	All
Reported By:	Thomas Mizerski	* GMIL Number:	967932505-001
Sales Rep:		* Date Ordered:	10/04/2017
Incident Date:	10/31/2017	* Ship Date:	10/23/2017
Customer Notified Date:		* Actual Ship Date:	10/23/2017
Error Description:	CR, package lost by UPS. Customer started an investigation but no movement yet and customer needs the banner on 11/3/17, Tracking #	* Customer Contact Name:	THOMAS MIZERSKI
Immediate Resolution:	Reprint for delivery on 11/3/17	* Customer Phone Number:	16095754111
Root Cause:	Vendor lost package	* Company Name:	THOMAS MIZERSKI
Long Term Resolution:	Feedback to UPS	* Email:	TOMJM92@OPTIMUM.NET
Supply Cost:	100.00		
Labor Hours:	10.00		
Fail Quantity:			

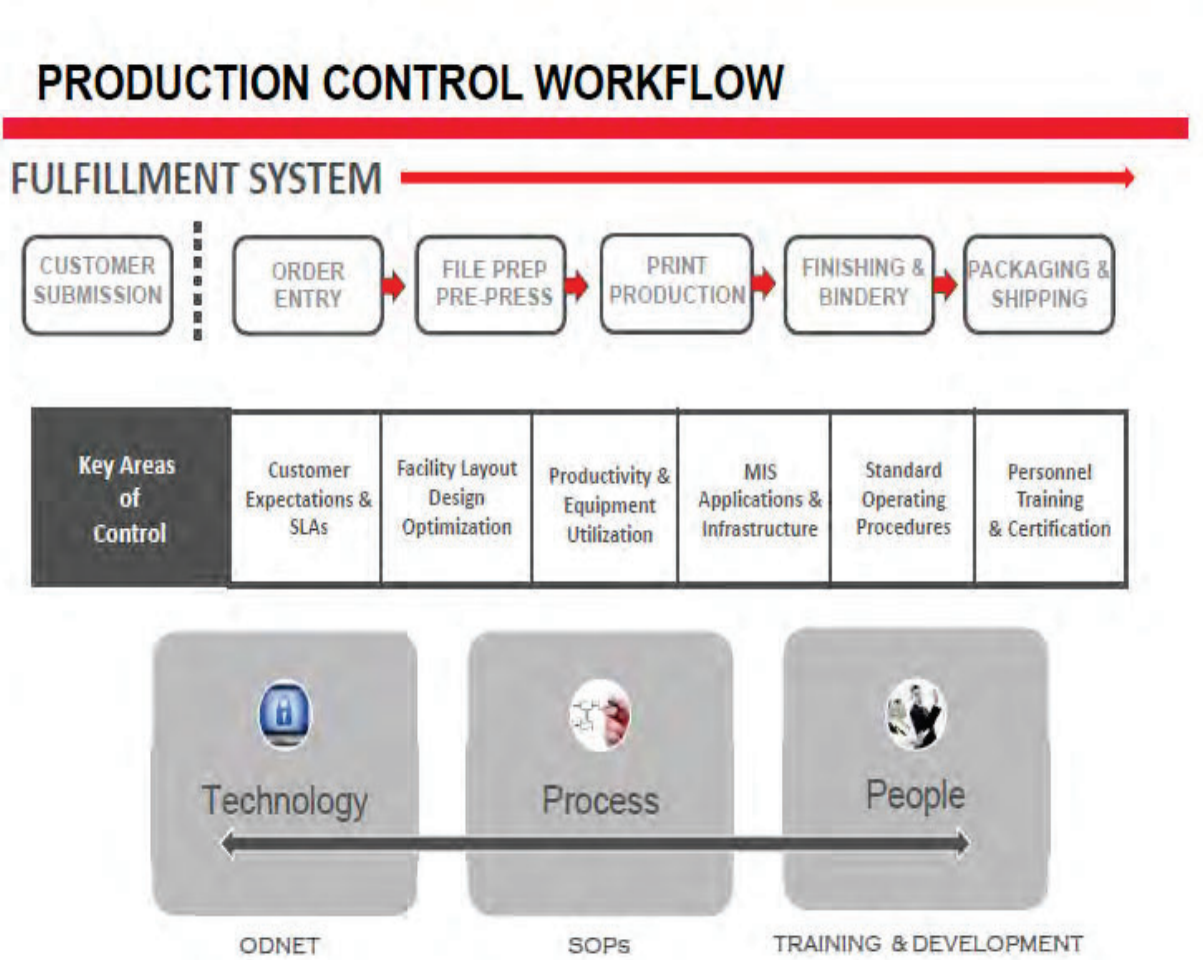
Scan Users

Save Changes

PRODUCTION CONTROL

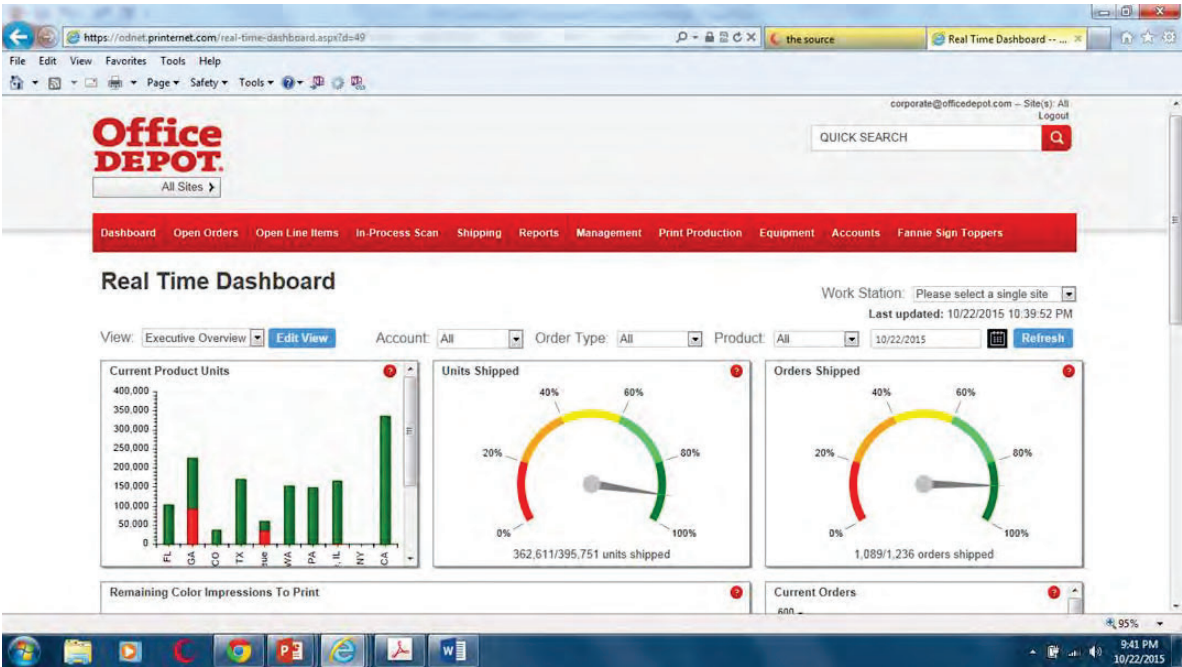
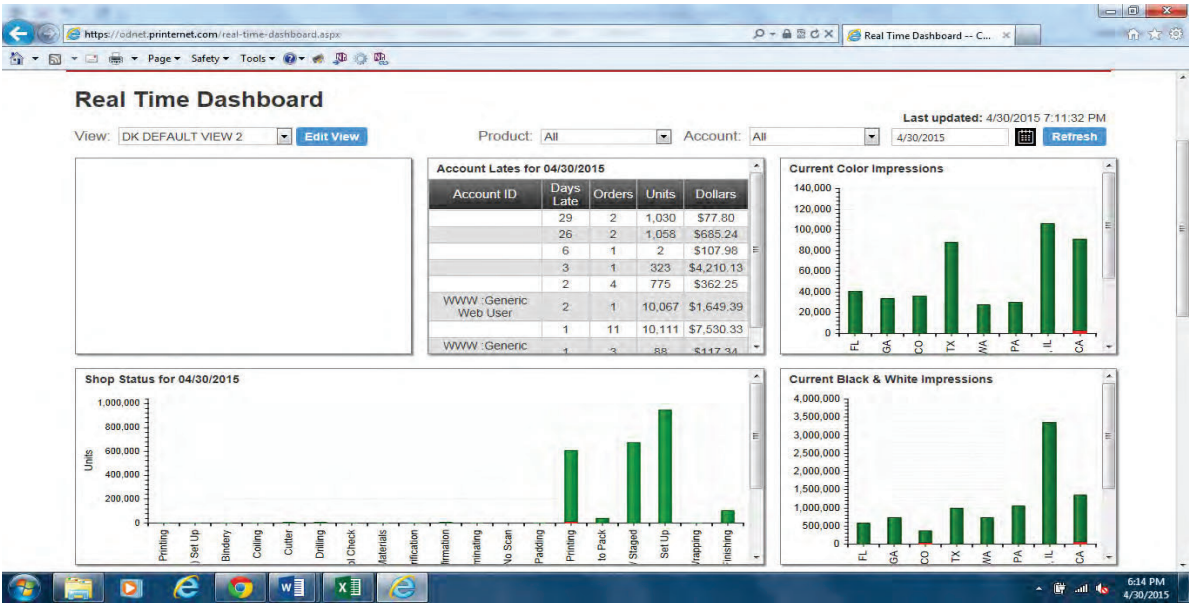
In order to ensure the highest levels of efficiency, quality, and automation within the fulfillment process, Office Depot is supported by a team of Production Control Managers. This team works directly with our Customers, Vendors, Programmers, and Production Leadership to establish and design the most effective print workflow for a customer’s needs and/or products.

This team leads the development of process and technology in order to optimize the services that we provide to our customers and the print capabilities that our customers require to successfully achieve their goals and objectives.



PRODUCTION DASHBOARDS

Each Regional Print Facility monitors their own respective production dashboard while Production Control Managers review a national dashboard to effectively load balance across all locations to ensure that customer’s product needs and timeframes are met.



Quality & Production Workflow Overview

Operator Training & Certification Process



Overview

The *Certification for Production Excellence* program is Office Depot's formal training and certification program for all staff within the Regional Print Center. It consists of a continuum of development and performance improvement for each position. Participants are trained and assessed by competency, with performance improvements built on a foundation of quality and process.

Business Goals

- **Consistent talent development.** One goal of the program is to provide consistency in quality and productivity, and to capture every opportunity for increasing profitability in the use of resources during the fulfillment process. This program provides a common method for training, feedback, and coaching across the network.
- **Set standards for quality, performance, productivity, and control.** The focus of this program is on standards of quality, performance, productivity, and control. The objective is to drive improvements in the RPCs' operating margins by optimizing equipment allocation and usage, minimizing the financial impact of quality breakdowns, and leveraging our investment in system improvements and hardware additions.
- **Define career paths.** A formalized training and certification program provides a defined career path and a continuum of associate development and performance improvement with incremental increases in levels of recognition.
- **Employee retention.** Achieving these business goals will help productivity and profitability and increase employees' sense of pride and ownership in the RPC, resulting in improved retention.

Participant	 Yellow Belt Competency Categories	 Green Belt Competency Categories	 Black Belt Competency Categories
Contingent Associates	A, B*	D*, E*	--
Production Assistants	A, B*	D, E*	--
Production Specialists	A, B*	D, E*	--
Production Leads	A, C	D, F	G, H
Production Control Leads	A, C	D, F	G, H
RPC Manager	A, C	D, F	G, H

* as directed by the RPC Manager or Sr. Consultant, RPC Order & Production Mgmt.

Who are the certifying managers?

Production Leads or Production Control Leads are the certifying managers for Contingent Associates, Production Assistants, and Production Specialists.

RPC Managers or Sr. Consultant, RPC Order & Production Mgmt. certify Production Leads and Production Control Leads.

Sr. Consultants certify the RPC Managers.

Belt Descriptions

Yellow Belt

■ Focus: Safety, Quality and Security

Overview



To achieve Yellow Belt certification in the program, participants learn and execute the core standards in safety, quality assurance and security within a supervised production area during the print fulfillment process. In addition, participants learn about the training and certification program as it relates to promotional growth through improvements in productivity and performance.

Certifier Guide



Yellow Belt Categories Yellow Belt competencies are divided into three categories:

A = All associates

B = Operational functions

C = Supervisory skills/functions

Operational functions – for associates who produce work (e.g., Contingent Associates, Production Assistants, Production Specialists and Production Leads).

Supervisory skills/functions – for associates who manage other people and manage workload (Production Leads, Production Control Leads, RPC Managers). These people will be certified for Yellow Belt, and will also certify other associates on the operational competencies. They may be certified when they have completed all competencies in the A and C categories. They are expected to be knowledgeable enough to certify others in the A and B categories.

Working ahead While working on the Yellow Belt certification, participants may also work ahead on the Green Belt competencies as directed by their certifying manager, or for their own interest in developing their skills.

Green Belt

Focus: Performance, Productivity and Control

Overview



To achieve Green Belt certification in the program, participants must consistently execute the core standards in safety, quality assurance, and security within an unsupervised production area. In addition, participants will be trained on producing jobs with higher levels of complexity, equipment and system operations, and will be expected to execute these skills at increasing levels of productivity.

Adhering to our Standard Operating Procedures, which include **preventive controls** (to prevent errors) and **detective controls** (to discover errors) is of critical importance.

Staff who are Green Belt certified have demonstrated competency with all levels of productivity related to all equipment and activities within the RPCs. Each associate will build on basic safety and quality expectations and should be able to operate equipment at a specific level of productivity.

Green Belt Categories Green Belt competencies are divided into three categories:

D = All associates

E = Operational functions

F = Supervisory skills/functions

Operational functions – for associates who produce work (e.g., Contingent Associates, Production Assistants, Production Specialists and Production Leads). They may be certified when they have completed all competencies in the D category and those in the E category that their certifying manager requires.

Supervisory skills/functions – for associates who manage other people and manage workload (Production Leads, Production Control Leads, RPC Managers). They may be certified when they have completed all competencies in the D and F categories.

Once certified in Green Belt, they will certify other associates on the operational competencies in Green Belt, and they are expected to be knowledgeable enough to certify others in the D and E categories.

Note: E-7 Fidelity Certification applies only to RPCs fulfilling Fidelity work.

Working ahead While working on the Green Belt certification, participants may also work ahead on the Black Belt competencies as directed by their certifying manager, or for their own interest in developing their skills.

Black Belt

Focus: Leadership and Operational Management

Overview

Black Belt is for supervisory skills in the RPC Network. The competencies are divided into two categories:



G = Leadership

H = Operational Management

To achieve Black Belt certification participants must demonstrate Quality Management principles (based on Deming's 14 points, adapted for OD) in the core standards of safety, quality assurance, and security, while ensuring optimal levels of performance, productivity, and control within a given department. Focus is on continual process improvements to further centralize and standardize processes and controls.

A Black Belt will have mastered:

- Effective leadership
- Consistent application of Quality Management principles
- Planning for resource utilization in the context of complex project management
- Successful management of complex projects, including labor and resource scheduling, production load balancing and production control

Preparing to be a Certifying Manager

Certifying Managers must do the following:

- Print or provide directions to the participant to access the training program materials.
- Obtain all testing / assessment tools for reference.
- Ensure the participant is included in Training & Development SmartSheets.

- Ensure the participant has access to online sites (SharePoint, ODLearning, etc.) required for program completion.
- Confirm assessment appointments, integrating assessment time into functional floor schedule.
- Assign labor budget (approximately 5%) to training initiatives.
- Become very familiar with the topics for which you will be certifying your staff. Be thoroughly prepared to conduct each certification.
- Record each participant's progress and program completion.
- Print the appropriate number and type of Participant Guides.
- Print the SOPs that are relevant to the topics (see the Competency Chart for each belt level)
- Set up a classroom environment with PC, projector, speakers for the face-to-face learning events.
- Create certification award documents for acknowledgment of accomplishment

Note: An HR Business Partner will fulfill a part of the certifying manager role for the F3 and F4 competencies.

About the Certifier Guides and Participant Guides

Overview The Certifier Guides contain some program information in the Overview that is not included in the Participant Guides.

Suggested Responses In the competency certification sections, the Certifier Guides contain suggested responses for your reference when meeting with the participant. These are shown in *brown italic font* and are not included in the Participant Guides. The suggested responses are provided to help you ensure the participant understands the topic.

Certifier Guide



Participant Progress Checklist

In the A2 competency (Roles and Responsibilities) there is a job description for each job position in the certification program: RPC Manager, Production Control Lead, Production Lead, Production Specialist, Production Assistant, and Contingent Associate.

There is a checklist for each position, showing the topics for which the participant may be certified. Participants can check off completion of each topic for their own reference.

Categories of Yellow Belt Competencies (A, B, and C)



There are three categories of Yellow Belt competencies: **A (All)**, **B (Operational)** and **C (Supervisory)**.

A. Yellow Belt Competencies – All

Topic / Objectives	Associated SOP
A1. Certification for Production Excellence Introduction Describe Office Depot's marketplace positioning for Print Services Describe the RPC organization Explain the CPE Program Train-the-Trainer for Certifying Managers (use only for RPC Managers and Leads)	
A2. Roles & Responsibilities Explain your roles and responsibilities in the CPE program	
A3. Facility Safety Explain the RPC's basic critical safety procedures	(Emergency Response Guide)
A4. Quality Assurance Describe the basic features and functions of OD Net Describe the components of an OD Net job ticket Demonstrate the OD Net scanning process	
A5. OD Net Essentials Describe the RPC's quality assurance standards and how they are tracked	RPC_OP_SOP_QualityAssuranceReportingProcess
A6. 5S Organizational Standards Describe 5S and its purpose Conduct a 5S sustainment audit	RPC_OP_SOP_5SOrganizationalStandards

Certifier Guide



B. Yellow Belt Competencies – Operational	
Topic / Objectives	Associated SOP
B1. Finishing/Bindery 1 Use specified finishing/bindery equipment safely and correctly Produce quality finishing/bindery output on specified equipment	RPC_OP_SOP_FinishingAndBindery
B2. Packaging Demonstrate proper box assembly Correctly pack finished materials for shipping Explain the labeling and manifesting process Use OD Net for labeling and manifesting Demonstrate ability to ensure job integrity by: • Printing out manifests • Printing out carton content labels • Applying manifest and carton content labels correctly on cartons	RPC_OP_SOP_PackagingProcess
B3. Supply Management Stock and replenish supplies properly	RPC_OP_SOP_SupplyManagementandReplenishment
B4. Digital Print Basics Interpret instructions on a job ticket Prioritize job tickets Select correct paper stocks based on job ticket Handle and load paper correctly Program paper trays correctly Release a job from the hold queue Recognize the quality control characteristics of printed output Clear paper jams Explain quality control characteristics of printed output Unload printed output to maintain job integrity Add/replace consumables supplies (toner, toner waste containers, etc.) Demonstrate ability to manage multiple printers in a bay running multiple jobs	RPC_OP_SOP_DigitalPrint
B5. OD Net Order Status Inquiry Use OD Net to locate orders in the RPC Use OD Net to search and sort jobs	

C. Yellow Belt Competencies – Supervisory	
Topic / Objectives	Associated SOP
C1. Tactical Leadership Demonstrate ability to effectively communicate with associates Demonstrate how to communicate expectations to associates Demonstrate ability to teach/coach associates to perform their jobs	
C2. Tactical Workload Management Explain how to load balance production in multiple departments within the RPC Explain the philosophy of assessing workload and pipeline for the week	RPC_OP_SOP_WeeklyProductionControlMeetings

Categories of Green Belt Competencies (D, E, and F)



There are three categories of Green Belt competencies: **D (All)**, **E (Operational)** and **F (Supervisory)**.

D. Green Belt Competencies – All	
Topic / Objectives	Associated SOP
D1. Relentless Quality Explain OD's Relentless Quality Complete a Relentless Quality Action Plan	

E. Green Belt Competencies – Operational	
Topic / Objectives	Associated SOP
E1. Digital Print Pre-Production Demonstrate the ability to set up files for the most efficient and effective print layout Use FreeFlow and other front-end programs to set up a file accurately and imposed to produce the most efficient "production friendly" output	RPC_OP_DigitalPrintPreProduction

Certifier Guide



E. Green Belt Competencies – Operational	
Topic / Objectives	Associated SOP
E2. Mono Print Production Calculate production run time Correctly program equipment features such as finishing Operate equipment to set productivity standards Retrieve jobs for re-print Access billing meters and equipment information Follow established service procedures	RPC_OP_SOP_DigitalPrint
E3. Color Print Production Calculate production run time Correctly program equipment features such as finishing Perform color calibration at the printer using an upstream color management system Operate equipment to set productivity standards Retrieve jobs for re-print Access billing meters and equipment information Follow established service procedures	RPC_OP_SOP_DigitalPrint
E4. Large Format Production Interpret printing/finishing instructions on a job ticket Prioritize job tickets Perform pre-production on files for resolution, formatting, color adjustments, etc. Select the appropriate printer and media type based on job specifications Locate and release a job for printing Recognize the quality control characteristics of printed output Recognize the quality control characteristics of finishing output (including mounting/lamination, cutting, boxing, grommets, banner stands) Manage multiple printers in the sign shop, running multiple jobs Add/replace consumable supplies: toner, toner waste container, etc. Troubleshoot Quality Assurance issues Follow established service procedures	RPC_OP_SOP_LargeFormatProduction

E. Green Belt Competencies – Operational	
Topic / Objectives	Associated SOP
E5. Finishing/Bindery 2 Operate specified finishing/bindery equipment to noted productivity standards Follow established service procedures	RPC_OP_SOP_FinishingAndBindery
E6. Shipping Use ODNet Shipping Use the Warehouse Management System (WMS) to ship Desktop Delivery print orders Use GMIL to research order status, as needed	RPC_OP_SOP_ShippingProcess
E7. Fidelity Certification Demonstrate knowledge and use of Fidelity-specific SLAs, SOPs, quality assurance, and business processes, such as: • Pre-Production Procedures • Bucket System • Shipping/Labeling	(Fidelity Guide)
E8. Media/Substrates <i>In development</i>	
E9. Color Management <i>In development</i>	
E10. Inkjet Production <i>In development</i>	
E11. Advanced Pre-Production <i>In development</i>	

Certifier Guide



F. Green Belt Competencies – Supervisory	
Topic / Objectives	Associated SOP
F1. OD Net Reporting and Analysis Describe reports that can be obtained via OD Net Explain how to use OD Net to maximize RPC productivity Explain how to monitor and close out QA issues in OD Net	
F2. Strategic Workload Management Create a Functional Floor Schedule Demonstrate the ability to assess workload and pipeline for the week Explain how to allocate labor to meet the RPC's operational needs and performance objectives	
F3. RPC Talent Acquisition Explain how to source and evaluate candidates Explain how to use HR tools in recruiting Conduct a mock hiring interview	RPC_OP_SOP_PersonnelManagement
F4. RPC Talent Development Demonstrate effective performance planning, coaching, and evaluation to improve associate performance and motivation	

Categories of Black Belt Competencies (G and H)



There are two categories of Black Belt competencies: **G (Leadership)** and **H (Operational Management)**.

G. Black Belt Competencies – Leadership	
Topic / Objectives	Associated SOP
G1. Deming's 14 Principles List Deming's 14 Principles Explain how Deming's principles apply Recognize situations where Deming's principles can be applied Set an action plan for applying Deming's principles to your organization	

G. Black Belt Competencies – Leadership

Topic / Objectives	Associated SOP
G2. Problem Solving List the steps for effective problem solving Describe ways to determine the root cause of a problem Demonstrate problem solving technique and skills on a current problem, to result in the resolution of the problem	
G3. Executive Communication Skills Describe the elements of communication Determine when a phone call is preferable to email Demonstrate ability to communicate effectively in writing Use active listening skills Describe methods for delivering effective presentations Demonstrate effective presentation skills Exhibit executive presence Demonstrate ability to have difficult conversations that are productive	

H. Black Belt Competencies – Operational Management

Topic / Objectives	Associated SOP
H1. Workflow Management Describe the basic workflow in the RPC network Describe the time, cost, and quality decisions needed to achieve optimal production workflow Describe the impact of Pre-Production on workflow Explain how manual/automated processes impact workflow Describe the impact of Shipping decisions on workflow and costs Explain how to optimize workflow and production efficiency based on job scheduling, equipment utilization, and data analysis Demonstrate ability to efficiently manage your RPC's unique workflow	

Certifier Guide



H. Black Belt Competencies – Operational Management	
Topic / Objectives	Associated SOP
H2. Optimal Production Methods Describe the differences between offset, digital toner, and digital inkjet print production in terms of Time/Cost/Quality, in areas such as: • Process/mechanics • Production cost (TCO) • Margins vs. Price to Customer • Production time • Pre-Production • Workflow • Substrates • Image Quality • Finishing Select the optimal production method based on Time / Cost / Quality considerations	
H3. Data Security in Production Printing Describe types of sensitive data Explain the basics of handling sensitive data in the production printing environment Describe data security requirements Describe the types of compliance programs Describe the purpose of SOC2 Trust Principles Explain the responsibilities of the RPC staff in data security Evaluate your RPC's secure handling of sensitive data and documents	
H4. Labor Resource Management Use effective recruiting and interviewing skills to obtain talent Describe factors that impact the optimization of labor to equipment and workload Balance labor allocation based on work volume, equipment availability, scheduling and training time Implement team building strategies Demonstrate the ability to develop associates' skills and performance based on individual strengths and weaknesses Demonstrate the ability to lead team members for enhanced employee satisfaction and retention	

NETWORK PRINT CAPABILITIES

Office Depot continues to invest in the transitioning print industry to provide our customers with the greatest flexibility and varying degrees of technology necessary to meet their needs. Providing our customers with options, gives them control in what is most important for their project or product. Whether it's needed faster or with a higher degree of quality, we have equipment choices that allow our customers to fulfill these needs. Below lists our current equipment line up though this is always subject to change as we make new investments.

INKJET PRINTING – One of the largest changes in the print industry today is the transition printing from commercial or “offset” printing and toner-based printing, to inkjet. Inkjet is the recreation of a digital image by propelling droplets of ink onto various papers and plastic substrates. This technology provides the customer with a more cost-effective solution delivering good quality that satisfies 95% of most digital print applications.

TONER-BASED DIGITAL PRINTING – Toner technology has long been a cornerstone of the print industry and continues to play a critical role in today's digital production environments. Toner-based printing uses electrically charged particles of fine toner powder, fused to the surface of the paper or other substrates with heat and pressure to reproduce a digital image. This process delivers consistent, sharp text and graphics, reliable color stability, and accurate registration, making it an excellent choice for many short- to medium-run applications where dependable quality and fast turnaround are essential.

Xerox Baltoro Cut-Sheet Inkjet (Approx 275,000 impressions / day per machine)



Xerox iGEN5 Cut-Sheet Color Press (Approx 220,000 impressions / day per machine)



Xerox Iridesse Cut-Sheet Color Printer (Approx 275,000 impressions / day per machine)



Xerox CP 1000i Cut-Sheet Color Printer (Approx 145,000 impressions / day per machine)



Xerox Nuvera Cut-Sheet Monochrome (Approx 450,000 impressions / day per machine)



FINISHING CAPABILITIES – Our finishing services provide customers with options and services to make their finished print products more visually and functionally pleasing. Or perhaps to give the piece a bit more protection and durability. Our finishing capabilities provide customers with the options and expertise to ensure they get the desired product, once completed. These are the most commonly provided services for our customers “once the ink has dried.”

Perfect Binding



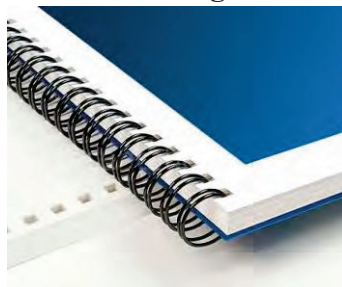
Booklets



Coil/Comb Binding



Wire O Binding



Padding



Drilling



FINISHING CAPABILITIES – (Continued)

Laminating



Cutting



Collating



Scoring / Slitting



Kitting



Packaging



Distribution



LARGE FORMAT - SIGNAGE / GRAPHICS CAPABILITIES – Large Format Signs and Graphics continue to be one of the hottest technologies and products desired in the market. The variety of substrates that can be printed on in so many different sizes can make a BIG impression with our customers. The vast assortment of products include but are not limited to:

- Posters
- Indoor / Outdoor Banners
- Canvas Prints
- Yard Signs
- Magnet Signage
- Packaging
- Wallpaper
- POP Signage
- Vehicle Wraps
- Window Clings
- X-Stands / Banner Stands

(RICOH) Hybrid Large Format Printer – Addition of 2 new RICOH H16 Flatbed Printer



(HP) Hybrid Large Format Printer – Addition of 1 new HP R1000 Flatbed Printer



LARGE FORMAT FINISHING CAPABILITIES – Much like the services and options offered on small format printed products, large format signage and graphics also offer a variety of finishing options once the piece has been printed. Below are some of our most highly desired services.

(COLEX) Flatbed Digital Cutter



Banner Stands / X-Frames



Large Format Laminating / Mounting



Vinyl / Label Cutting



NATIONAL PRINT SUPPLY CHAIN DISTRIBUTION

In addition to this investment in technology, Office Depot also provides our customers with the opportunity to utilize our premier national supply chain distribution to deliver their printed product(s) anywhere in the country. Office Depot Print Distribution covers every zip code, every day. So, whether it's to a single location or a more complex multi-location distribution, Office Depot has a team of Program Leads that can assist with setting this up and processing the request.





Print, Promo, and Apparel

Create, manage, and distribute your
branded product assortment

Reach your target audience through self-serve and custom branded solutions.

ODP Business Solutions™ — previously Office Depot® Business Solutions Division — can help you take a fresh approach to controlling and enhancing your brand, all while helping you reduce expenses and maximize ROI.

Look to us to help bring your print, promotional products, and apparel to life. By leveraging our e-commerce experience, our holistic offerings can help you boost brand management and awareness-building through simple product and design customization. We'll help you create greater efficiencies that expand the way you promote your brand with hundreds of high-quality and professional products — delivered in the quantities you want through simple ordering and consultation from our team.

Options for every industry

No matter what industry you're in, we can help you manage your brand and build awareness through printing on demand, including promotional products and apparel. We also offer inventory management, kitting, and fulfillment for these industries and more:

- Construction
- Education
- Finance and insurance
- Government
- Healthcare
- Hospitality and accommodations
- Information technology
- Manufacturing
- Professional services
- Real estate
- Retail
- Utilities



Why ODP Business Solutions™?

Personal

- Dedicated account team
- Experienced business advisors

Comprehensive

- Extensive product range
- Wide-ranging business services
- Product authenticity

Forward thinking

- People, planet, and prosperity
- Innovative digital platforms

Accessible

- Extensive supply chain
- Advanced visibility and reporting
- Strategic alliances
- Customized order delivery

A world of printing at your fingertips.

Custom print solutions

Our custom print solutions let you maintain brand consistency while also increasing cost savings and ordering efficiency. Control what can be ordered and who does the ordering to better forecast costs and reduce rogue spending.

- Integrate with your existing account purchasing and invoicing
- Gain reporting and insights into category purchases
- Get dedicated support from a single point of contact

From presentations and marketing materials to workbooks and more, we can help you promote your brand and evolve your business. Our products and services include custom document printing, manuals, flyers, newsletters, large-format printing, and more.

Put My Files to work for you

Our print-on-demand services offer a wide range of self-service printing, binding, and finishing options online. Through our convenient My Files application, you can take self-service printing, binding, and finishing into your own hands. It's simple to use and always there when you want it. Count on My Files to help you print, store, and reorder documents and marketing materials, including:

- Flyers
- Brochures
- Postcards
- Menus
- Rack cards
- Signage
- General ledgers
- Employee handbooks
- Training materials
- Teller receipts
- Catalogs and so much more

Tap into our nationwide printing facilities and online print-on-demand services for a wide range of printing, binding, and finishing options, including:

- Financial documents
- Custom ink, stamps, and daters
- Employee handbooks and training guides
- Custom forms, checks, and labels
- Mounting, hole punching, and padding



Did you know?

In addition to materials like documents, letterhead, and envelopes, ODP Business Solutions™ can also help you print signage, floor decals, posters, banners, and more — for indoors and out.

Brand Identity and document printing

Your brand is your business's identity. Our Brand Identity application allows you to set up and control custom design templates for your users to personalize their products. The result? You can help keep your brand consistent across your organization.

Standardize your core communications:

- Business cards
- Letterhead
- Envelopes
- Nameplates
- Employee badges and more

Promote services and member benefits:

- Flyers
- Brochures
- Rack cards and more

Keep accounting on track:

- Checks
- Envelopes
- Custom stamps
- Forms and more

Leverage an e-commerce solution for your branded company store.

Leverage ODP360, a customized company store and purchase program that allows for the easy distribution of company-branded print, promotional products, and apparel. Tap into our innovative systems and technology for turnkey branding, purchasing, user groups, guided purchasing, payment options, cybersecurity, plus access and integration. You can even add print materials to your company store.



Bring your brand to life

Logoed promotional products and apparel are everywhere. Whether it's business attire, workwear, scrubs, drinkware, or writing items and more, ODP360 delivers. We provide a streamlined process for ordering, decorating, and delivering custom branded apparel in quantities from 1 to 1,000+, so you can communicate your professional identity clearly and consistently.

Having relationships with many major brands, suppliers, and decorators allows us to manage all distribution, billing, and logistics activities through our automated, centralized system. This fully integrated supply chain helps to improve order accuracy, accelerate speed and efficiency, as well as reduce costs to create a more affordable product. Look to us for the following:

- Online web platform with easy product design and customization
- Apparel and promotional items (many with no minimum quantity)
- Digital print on demand
- Inventory management, kitting, and fulfillment
- Brand integrity management
- Hundreds of high-quality and professional products
- Industry experience
- Multiple payment and billing options
- Simple ordering and reordering workflow

Add your name, logo, or design to almost anything

From pens to postcards, mugs to magnets, and everything in between, we can help you communicate your professional identity clearly and consistently. Use ODP360 to order your materials with the click of a button.



Did you know?

Our on-demand apparel can be ordered at any time, decorated, customized, and shipped in a quantity as low as one. Learn more at odp360.com.

odp360.com

Discover greener ways to print.

Supporting the health of our planet continues to be a foundational focus for ODP Business Solutions™, and that extends into our Print, Promo, and Apparel services. We offer these key solutions with eco-attributes or eco-labels to help you meet your own sustainability objectives:



Paper

Print on paper that has one or more meaningful eco-attributes or eco-labels, such as:

- o Forest Stewardship Council® (FSC®) certified — made from wood/paper that comes from forests managed to rigorous environmental and social standards, supported by the world's leading conservation organizations.
- o From forests that help you support practices that better protect forests and the environment.



Fabric and materials

Keep greener products top of mind with apparel items and hard goods from various manufacturers that make products with materials that are better for the planet. Everything from recycled polyester, recycled plastic, organic cotton, and FSC-certified bamboo to soy-based ink, recyclable packaging, and more.† 46% of consumers have a more favorable opinion of a company if the promo product they received was environmentally friendly.*

*Ad Impressions Study, ASI 2023
†Recyclable where facilities exist.



Ink

Seek products that use eco-conscious inks like vegetable, UV, algae, and water-based inks. Vegetable-based inks do not contain petroleum oil and instead more sustainable sources like soy, cottonseed, tung, and linseed. These inks are also designed to print in a manner that markedly reduces the release of VOCs.

Did you know?

You don't have to go it alone. Our dedicated sales teams can work closely with you to understand your objectives and provide the right Print, Promo, and Apparel solutions for you.



Printing is just the beginning.

In addition to all of the high-volume, on-demand, and custom printing solutions ODP Business Solutions™ has to offer, you can also tap into Print, Promo, and Apparel for everything from labor law compliance services to shredding services — plus much more.



Shredding and storage

Leverage our monthly, biweekly, or weekly shredding subscription services* — plus store confidential documents off-site for added security and to help free up space and resources.



Labor law poster compliance

Have at least 100 locations? We work with a partner to provide you with the most up-to-date federal and local government mandated labor compliance posters — on time with no hassle.



Provider and vendor streamlining

Count on us to help you boost efficiency, minimize expenses, gain greater visibility and control in spending, and leverage customized solutions at competitive prices.

*A 12-month commitment and valid credit card are required. Fees paid prior to termination are non-refundable, and fees for early termination may apply. Recurring payments will be automatically billed on a monthly basis to the selected method of payment. Subscription will automatically renew annually unless terminated in accordance with the terms and conditions.

Proven results. Put into print.

Custom technology. A nationwide network. A cutting-edge web-to-print and digital platform. A dedicated client services team. ODP Business Solutions™ offers all of these things and more to help your business control and enhance your brand — all while reducing expenses and maximizing ROI. But don't just take our word for it. Discover results from these real-world case studies.

Higher education

A Big 10 university selected ODP Business Solutions™ for assistance with large-quantity signage in order to prepare its campus for returning students. The university was able to efficiently set up a process to order signs in a variety of formats and materials for use across the campus that includes:

- 780 buildings
- 28 dining facilities
- 32 computer labs
- A variety of athletic facilities

The university's initial order of 5,000 decals and 22,000 signs was quickly followed by an order for 68,000 more pieces to finish the job. ODP Business Solutions™ is on deck to handle the production of additional custom signs whenever requested.

[View case study](#)

Healthcare company services

ODP Business Solutions™ worked with a healthcare company to create an online hub for program managers to easily source and order printed materials for its network of 100+ senior living communities in multiple states. By transitioning management of print services to ODP Business Solutions™, the healthcare company was able to:

- Significantly reduce the overall spend
- Maintain print quality standards and meet stringent production and distribution timelines
- Eliminate having to maintain and upgrade its facilities and equipment

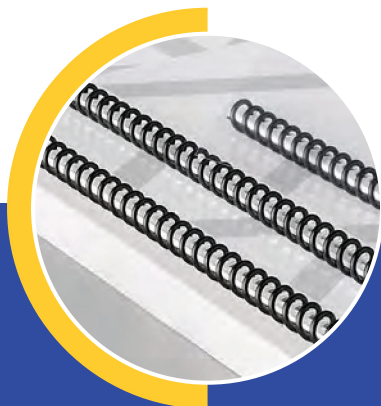
[View case study](#)

Financial services

For many years, a leading financial services company handled print services in-house. As the company grew, so did the cost of sophisticated printing equipment, supplies, and labor — including managing a multimillion-dollar cost center internally. By transitioning its print services fulfillment to ODP Business Solutions™, a leading financial services firm was able to:

- Significantly reduce the overall spend for the cost center
- Maintain print quality standards and meet stringent production and distribution timelines
- Eliminate having to maintain and upgrade its facilities and equipment
- Redeploy resources to other priority business units
- Uphold critical data security protocols
- Gain assurance with solid disaster recovery plans

[View case study](#)



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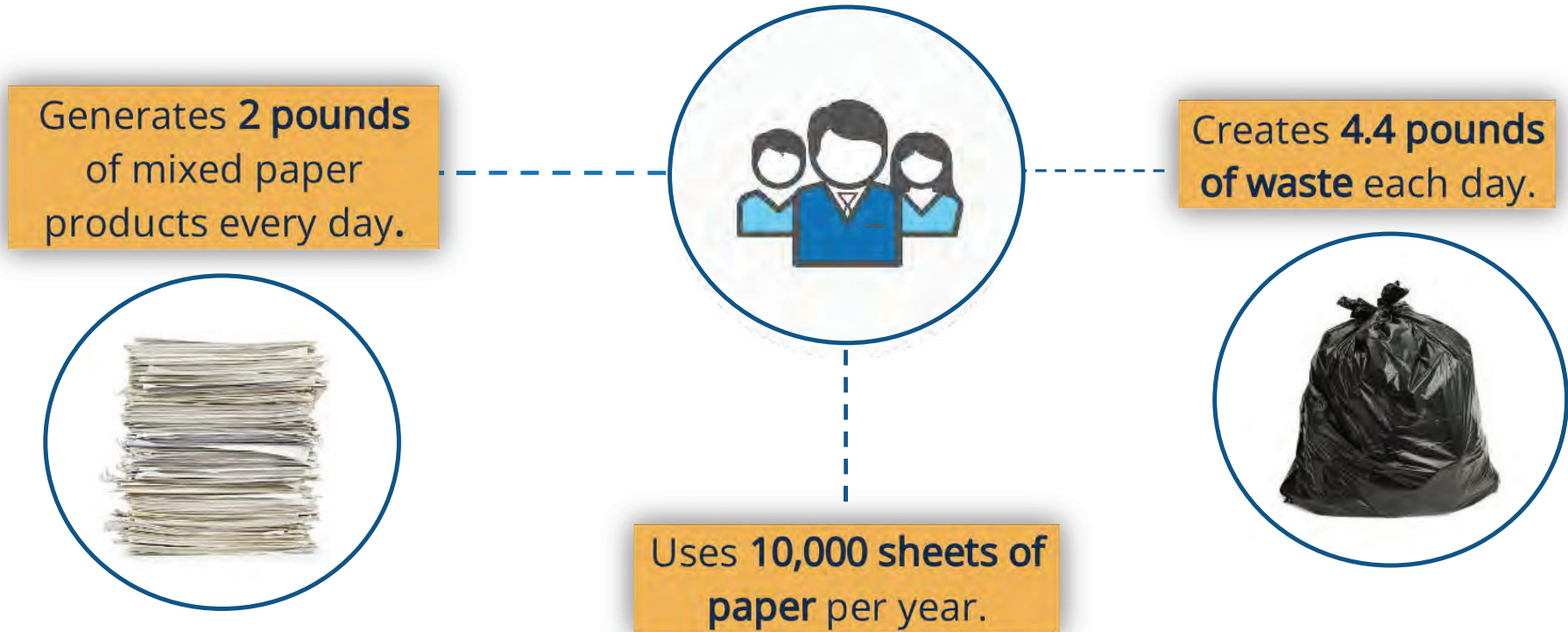
Secure Shredding



odp
BUSINESS SOLUTIONS™

Let's Talk Trash

The Average American Office Worker...



More Information = More Risk

294M

US RECORDS
EXPOSED IN DATA
BREACHES IN 2021

9SEC

FREQUENCY IN WHICH
LARGE ORGANIZATIONS
LOSE A DOCUMENT



Source: 1 - Identity Theft Resource Center 2 – Bwalya, Kelvin Joseph. Concepts and Advances in Information and Knowledge Management

It's Important



Protection of sensitive and confidential customer, employee or other business information



Cost Savings through freed up space and/or employee time previously spent shredding or retrieving records.



Compliance to standards and regulations for information destruction



Sustainability benefits through the recycling of all shredded documents

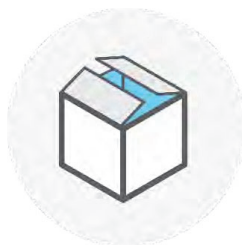
Certificate of Destruction
available on request



Common Ways Companies “Manage” Confidential Documents/Information



IN-HOUSE DOCUMENT
SHREDDING



KEEP EVERYTHING
POLICY



IN-HOUSE DOCUMENT
STORAGE



SELF-STORAGE
FACILITY



NO COMPANY-WIDE
INFORMATION
MANAGEMENT
MEASURES

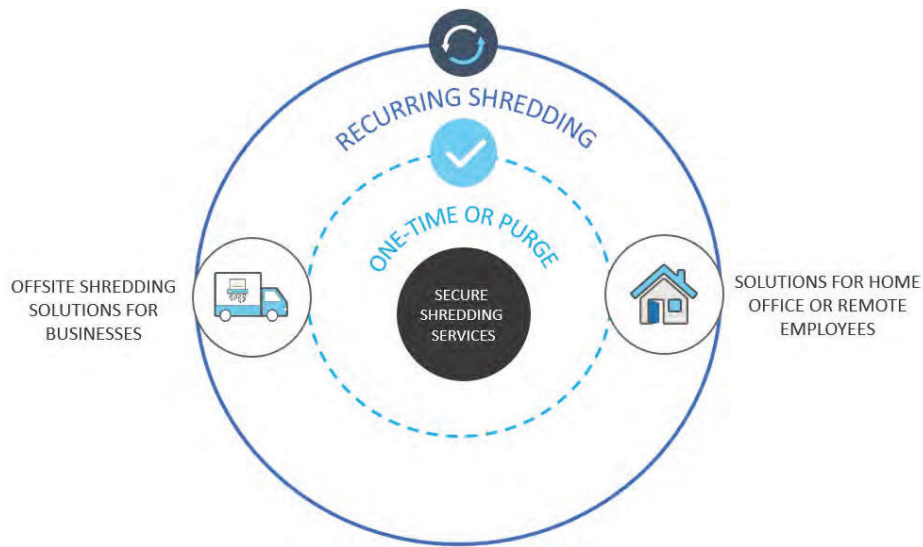
Office Depot's Secure Shredding and Storage Service

- 70+ years as a leader in information management solutions
- Demonstrating a Positive Environment Impact
- NAID AAA Certified
- Patented Vehicle Security
- Service available in all 50 states plus Puerto Rico
- Single point of contact for all business solutions
- Implementation and Customer Success Support

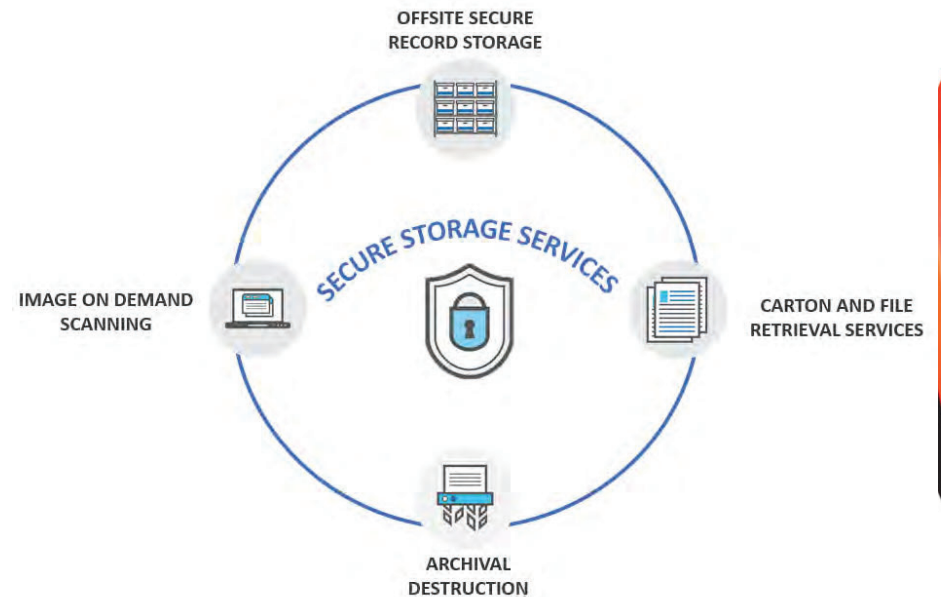


Note - NAID (National Association for Information Destruction) is the standard-setting body advocating for best practices in secure data destruction.

Office Depot's Secure Shredding and Storage Service



Secure Shredding



Secure Storage

Retrieve, Digitally Access and Destroy Your Records

Carton and File Retrieval

Need a box or a specific file? Have it delivered directly to your office with next day, half-day and rush delivery options.

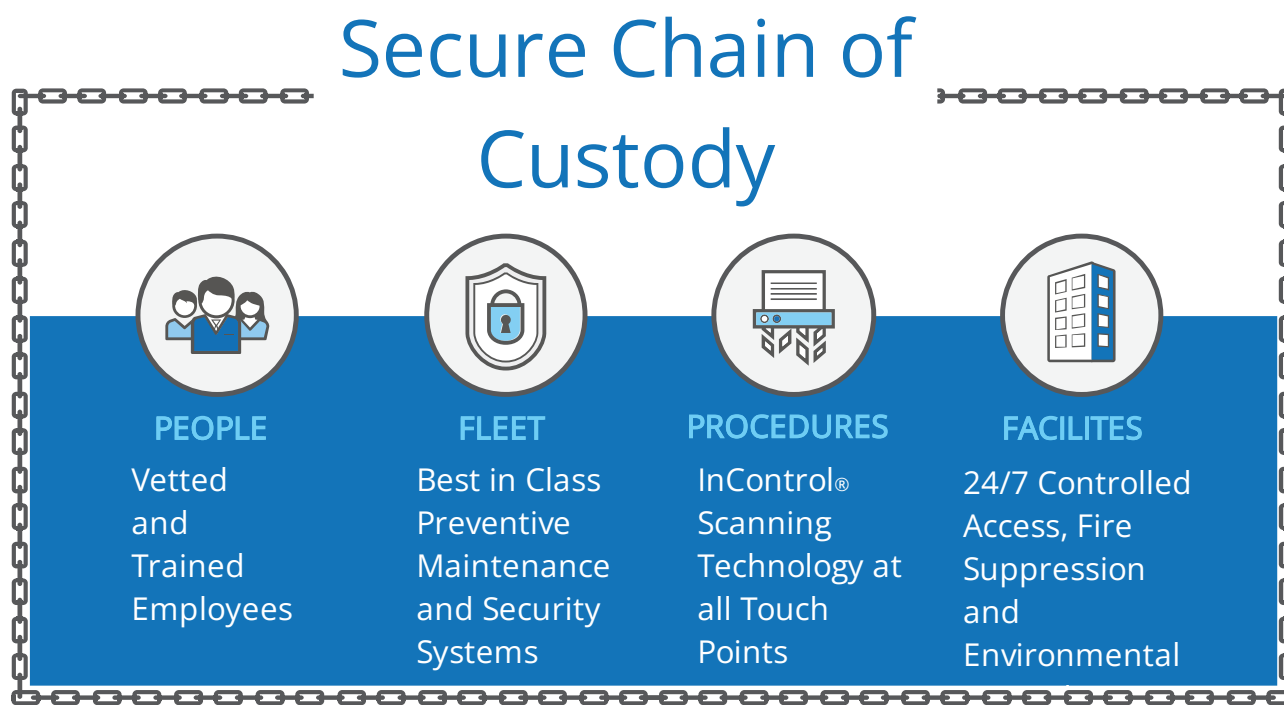


Archival Destruction

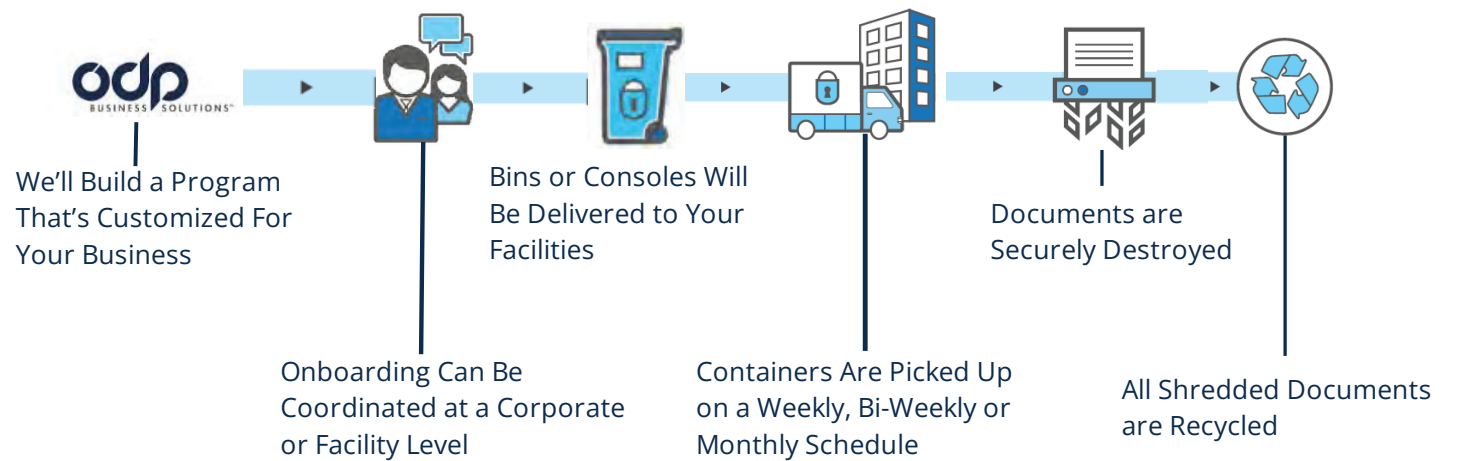
Securely destroy records that have reached the end of their lifecycle with in-house secure shredding services.



Protect Your Documents With Industry-Leading Chain-of Custody



Secure Shredding: How it Works



65-Gallon Bin

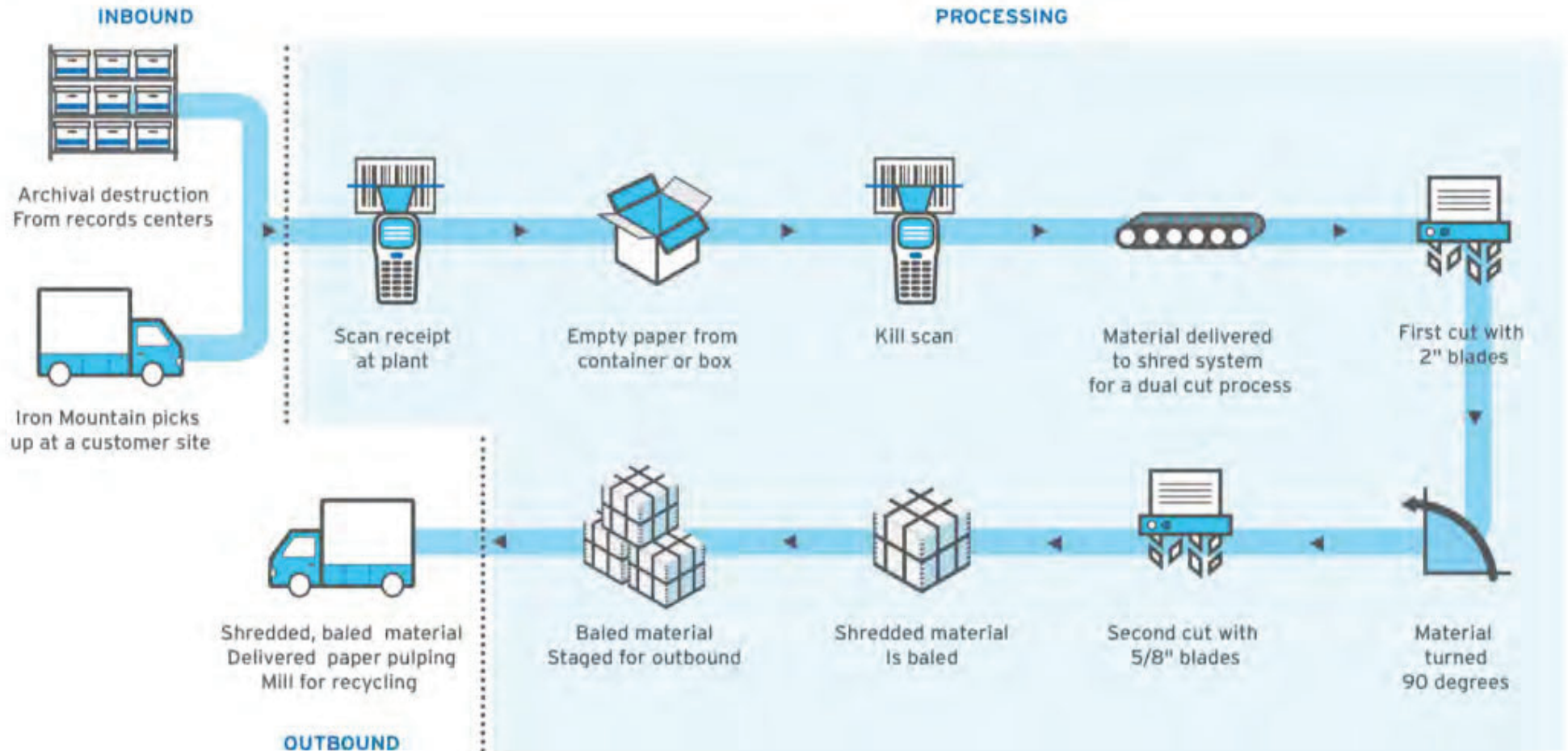
- Neutral grey color
- 65-gallon capacity holds approximately 230 pounds (around 4-5 standard boxes)



Console

- Light-grey laminate color
- Holds approximately 100 pounds (around 2 standard boxes)

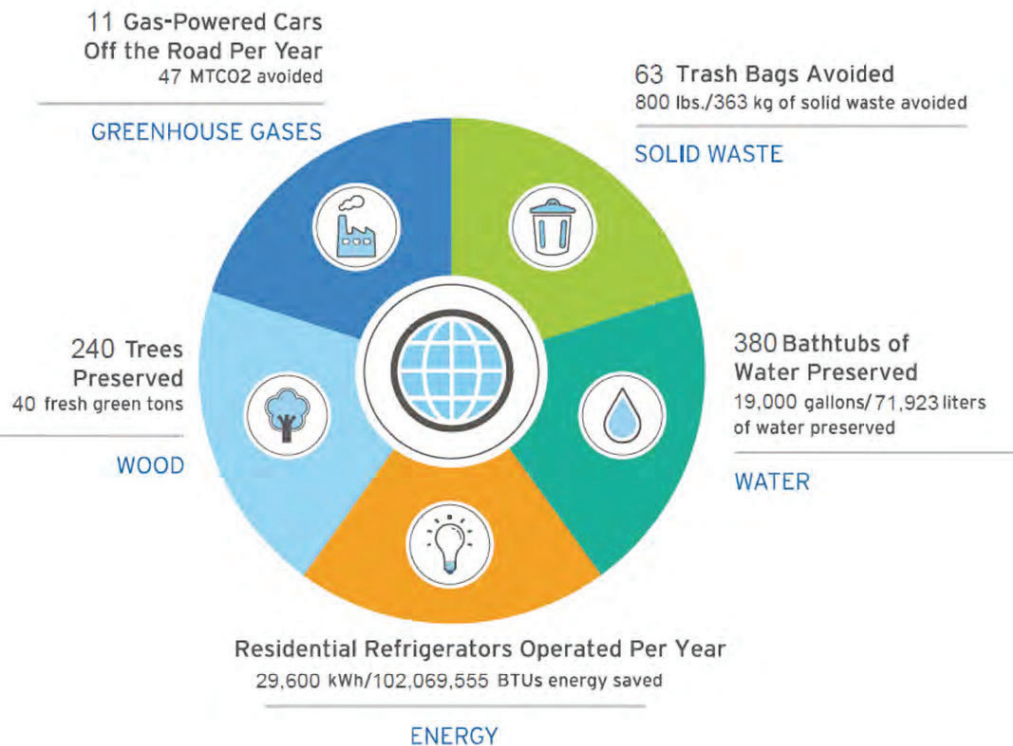
Shredding Process



Increase Your Diversion Rate Overnight

Account for paper being recycled through your **secure** shredding program through **green reporting**

Example of environmental impacts of 10 tons (approximately 1,000 boxes) of paper:



By choosing Iron Mountain to shred your paper, 100% of your paper waste is recycled. Recycling lessens the need for harvesting virgin materials, resulting in tangible benefits as illustrated here.

These benefits can be helpful to share with your employees to help communicate your organization's steps to reduce landfill waste.

Monitor Your Program With Reporting

Regular shred program usage monitoring is critical to...

- Minimize Risk
- Ensure Ongoing Compliance
- Manage Program Costs



Office Depot Can Help:

Customer Example: The Best Bank, INC.

From: January 1, 2017 To: January 31, 2017

ADDRESS 1	CITY	ST	ZIP	ORDER NO	SERVICE DATE	CONTAINER TYPE	OVER FULL	FULL	¾	½	¼	EMPTY
1000 Main St.	Phoenix	AZ	85020	12004331	01/07/17	Console		1		1		
1000 Main St.	Phoenix	AZ	85020	12004331	01/07/17	65 Gallon		2	1		1	
1000 Main St.	Phoenix	AZ	85020	22789920	01/21/17	Console	1		1			
1000 Main St.	Phoenix	AZ	85020	22789920	01/21/17	65 Gallon		1	1	1	1	
625 Forrest Ln.	Dallas	TX	74251	17955423	01/15/17	65 Gallon		1	2	2		1

Use container volume information to identify trends and correct compliance issues before they impact the business.

Why Office Depot with Iron Mountain



TRUSTED RELIABLE BRAND

95% of Fortune 1000 work with Iron Mountain



COMPLIANCE

We provide a fully traceable audit trail and patented vehicle security



ELIMINATE RISK

Preventing identity theft, data breach and legal challenges



POSITIVE ENVIRONMENTAL IMPACT

Recycled 10,882 tons of cardboard and 456,059 tons of paper



RESIDENTIAL AND HOME/OFFICE PICKUPS

We work with the small to midsize businesses to offer comprehensive shredding and storage solutions right at your door

Why Office Depot with Iron Mountain?

- No cancellation fees
- No payment processing fee
- No recycling fee
- Will hold pricing for two years with-out any price increases all services are off-site shredding
- New locations added and serviced within 7 business days
- Flexible on adding/changing frequency or container no update to the contract will be needed for any changes to the original program
- Consolidated and AB Billing (Account Billing)
- Dedicated Account management and Implementation/Customer Support - Single point of contact for all business solutions

Next : Set Up Your Shred Program in 3 Steps

1. Select Your Preferred Implementation Method
2. Select from either corporate-managed or locally-managed implementation
3. Review and Agree to Pricing and Terms
4. Review custom program pricing and agree to service terms and conditions as an addendum to your existing Office Depot contract
5. Launch Your Secure Shredding Program
6. We'll support your program rollout with communication assets and additional service-related material

Questions





Optimizing print, promo, and apparel for a nationwide company

Case Study | Therapy Clinic Network



A need to integrate, standardize, and expand

A network of physical, occupational, speech, and ABA therapy clinics was looking to integrate, scale, and standardize its on-demand print capabilities — for everything from printed materials to branded apparel to promotional items — across 600+ locations in the U.S. The solution? ODP Business Solutions® Print, Promo, and Apparel services.





One company, three challenges

Prior to working with ODP Business Solutions, the customer was struggling with three key challenges:

1. A limited e-store

The client's previous e-store carried some branded apparel and promotional goods for its locations, but wasn't nearly as robust as the company wanted — and kitting wasn't available for the goods it did offer.

2. Technology that wasn't optimized

Tickets had to be submitted and processed for select print orders, and content for collateral (e.g., locations) had to be keyed in manually instead of populating automatically.

3. Multiple print vendors

The customer was juggling several suppliers across the U.S. This created additional costs, complexity, and inconsistency in quality and service levels for the locations and the company as a whole.





Putting progress in motion

Originally, the client had focused heavily on print, but had minimal apparel or promotional items to offer. ODP Business Solutions built the blueprint to expand the customer's functionality and launched with 120 items. And this was just the beginning.

Kitting made comprehensive

Kitting was also another new perk for the company. For example, any time new employees are hired, the client is now able to send a welcome kit that includes several items to their homes.

Access to purchasing power

The customer leveraged the buying power of ODP Business Solutions to the fullest so it could access lower order minimums and offer apparel and promo items that many others don't — including travel mugs, glassware, and barbecue grills from name brands.

Efficiency delivered

The company gained full visibility and control with one cost center, as well as the ability to apply budgets to users or products. This eliminated the need to expense outside print, promo, and apparel purchases.



REAL-WORLD RESULTS, BY THE NUMBERS





Looking ahead, together

Plans for the future include:

- Introduction of an API into the e-store's shopping cart
- Further integration with custom ERPs, the client's ARP system, and Azure
- Increased scalability
- Management of direct mail campaigns

Put our Print, Promo, and Apparel services to work for you

ODP Business Solutions combines cutting-edge technology, a nationwide network, and customizable solutions to be your one-stop shop for your Print, Promo and Apparel needs — plus inventory management, kitting, fulfillment, consultation and event project management.

Contact us today.

888.263.3423 | odpbusiness.com



Contact us today.

Name: _____

Phone: _____

Email: _____





Healthcare company boosts breadth of print services for network of senior living communities while reducing costs

Case Study | Healthcare

ODP Business Solutions® Print, Promo, and Apparel enables each senior living community to easily order business printing what is needed online without having to hold inventory locally in a storeroom

Situation

A leading healthcare company takes pride in the quality and variety of services and social events that it provides for residents at its more than 100 senior living communities in multiple states.

Its goal is to create a welcoming lifestyle for every community member by offering a wide selection of life enrichment programs and social activities as well as access to personal care services such as beauty salons.

Each senior living community designs its own schedule of programs and operates under a distinct name as part of the healthcare company's network of sites.

To help manage operations and publicize activities, the company operated a centralized internal business print shop to produce forms, marketing materials, invitations, menus, and other promotional items. As the healthcare company grew, the complexity of printing customized materials for each location became cumbersome and expensive.

To help reduce costs, more efficiently serve the needs of its network of sites, and improve the quality of printed materials, the company sought a partner to manage business print services.

Discovery

ODP Business Solutions worked closely with the healthcare company's print services team and representatives from the senior living communities to understand their needs. The goal was to create a program that delivers quality printed materials that reflect the company's commitment to providing residents with a high quality of life.

The company determined that it would benefit from a print-on-demand service that enables:

- Easy customization of templated materials
- Design assistance for one-time projects
- Quality printed materials in a variety of formats and colors
- Adherence to brand standards
- Quick turnaround time from order to delivery
- Decreased costs for printed materials
- Accurate reporting to assign costs by project sponsor

Solution

ODP Business Solutions created an online hub from which program managers at the senior living communities can easily source and order printed materials. The options include a catalog of standard items as well as a way to engage a graphic designer to create custom pieces.

How ODP Business Solutions works with you to get results.

- Reviews current business print operations and needs
- Works closely with you to develop a business print services program that helps to reduce overall costs while increasing efficiency
- Deploys a customized central online platform integrated with your existing system for content creation and production
- Manages end-to-end workflow and order management with built-in permissions and cost management
- Administers on-demand production, digital distribution, outsourced inventory, and virtual warehouses
- Provides access to centralized analytics and reporting
- Offers storage, retention, shredding, and destruction services
- Coordinates content revision and versioning management





Solution (cont.)

Standard — The online hub houses a number of templates for forms, promotional materials, and other printed pieces designed by ODP Business Solutions, which are easily customizable with the senior living community's logo and specifics about program details. For example, for a Mardi Gras-themed dinner, a program manager would simply log in to the online hub to find a complete package of materials to select from for promoting the event, such as invitations, flyers, and posters. ODP Business Solutions handles customizing the selected items, provides a proof, and manages the printing process and shipping to the site.

Custom — The healthcare company can also work with its own designers to create materials, then add them to the online hub for all sites to customize if desired. Program managers also have access to an ODP Business Solutions specialist to design one-time projects and find other business printing resources if needed.

Account Manager — ODP Business Solutions assigns a full-time associate to manage the healthcare company's print services, coordinate projects, and serve as the main point of contact for any questions.

Every aspect of the program is transparent to the healthcare company, so it can assess what materials should be available on the online hub, costs, and delivery timelines.

Results

By transitioning management of print services to ODP Business Solutions, the healthcare company was able to:

- **Significantly reduce the overall spend** for printed materials
- **Offer managers at the senior living communities access** to easily customizable promotional materials, forms, and other printed pieces
- **Maintain print quality standards** and meet stringent production and distribution timelines
- **Eliminate the need to maintain and upgrade** its facilities and equipment

The assigned ODP Business Solutions associate also proactively recommends ways to lower costs for projects by offering different options for paper, finishes, quantities, and the number of colors used.

By relying on ODP Business Solutions to manage print services, the healthcare company can stay focused on what it does best: providing a high-quality lifestyle for all of its residents.

For more information on how ODP Business Solutions can help boost the efficiency of your business print services

- Visit odpbusiness.com
- Call 888.263.3423
- Contact your ODP Business Solutions account manager

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Financial services firm gains efficiencies and cuts costs by outsourcing business print services

Case Study | Financial Services

ODP Business Solutions® Print Services operates as an extension of the firm. It's like having an internal print house — just without the expense of managing complex equipment.

Situation

A leading financial services firm regularly sends printed statements to clients with personalized information about their managed accounts.

For many years the company handled print services in-house. As the company grew, so did the cost of sophisticated business printing equipment, supplies, and labor.

The financial services firm had a decision to make. Should it continue to internally manage the multimillion-dollar cost center, which would require significant, pricey upgrades or seek an outside partner?

Cost reductions were a key consideration in changing the company's approach to the management of business print services. Equally important to the financial services firm's evaluation was finding a partner that could demonstrate how to transfer data with security protocols, produce quality printed materials, and provide quick turnaround service to accommodate the timely distribution of statements.

Discovery

Even though the financial services firm's clients have online access to their accounts, the need for printed financial statements remains. Over time, the company assembled multiple printing sites to have enough capacity to manage its growing print requirements, which included complying with government regulations regarding the frequency of reporting and data privacy.

ODP Business Solutions formed a cross-functional sales and operations team led by a print services solution engineer to develop a solution to meet the firm's multifaceted needs:

- **Protected information transfer** — Must meet the financial services firm's internal security protocols and industry-standard security certification to provide protected sharing and storage of client data.
- **Timely response** — Must be able to accommodate both same-day printing and shipping of the financial statements after receiving the data.
- **Quality printing** — Must meet the company's print quality standards for financial statements.
- **Accurate reporting** — Must be able to generate accurate operations reports and accommodate unannounced audits.
- **Disaster recovery capabilities** — Must be able to transition printing to other facilities in case of disaster.

How ODP Business Solutions works with you to get results.

- Reviews current business print operations and needs
- Works closely with you to develop a [print services](#) program that helps to reduce overall costs while increasing efficiency
- Deploys a customized central online platform integrated with your existing system for content creation and production
- Manages end-to-end workflow and order management with built-in permissions and cost management
- Administers on-demand production, digital distribution, outsourced inventory, and virtual warehouses
- Provides access to centralized analytics and reporting
- Offers storage, retention, shredding, and destruction services
- Coordinates content revision and versioning management
- Provides ongoing support and program evaluation





Solution

The financial services firm was impressed with ODP Business Solutions® attention to detail for transferring and managing print fulfillment services seamlessly.

To provide protected data transfers, ODP Business Solutions developed a custom middleware solution platform. The financial services firm initiates the handoff of data from its system to the ODP Business Solutions® platform. By design, ODP Business Solutions does not know when orders are coming until the data arrives.

ODP Business Solutions also created a production playbook, which spells out every detail about the procedures that need to be followed when a business printing project is received. The protocols include color codes that indicate the urgency of the documents and distribution timelines.

To date, ODP Business Solutions has successfully achieved a 99.5% production quality service-level standard for printing and delivery.

ODP Business Solutions provides detailed reports to the financial services firm as well as automated tracking capabilities for all print orders. The company conducts both formal and surprise audits on a regular basis.

In addition, ODP Business Solutions has disaster recovery protocols in place and can transfer business print production to another facility that meets the financial services firm's security and quality requirements.

Results

By transitioning print services fulfillment to ODP Business Solutions, the financial services firm was able to:

- **Significantly reduce the overall spend** for the cost center
- **Maintain print quality standards** and meet stringent production and distribution timelines
- **Eliminate the need to maintain and upgrade** its facilities and equipment
- **Redeploy resources** to other priority business units
- **Uphold critical data** security protocols
- **Gain assurance** with solid disaster recovery plans

For more information on how ODP Business Solutions can help boost the efficiency of your business print services:

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Process Improvements Through Smarter Technology for 5,000 Branches

How ODP Business Solutions® partnered with a major U.S. Financial institution to streamline branch marketing materials and introduce cost controls.

Case Study





Overview

One of the largest U.S. financial institutions with more than 5,000 retail locations sought a way to simplify how branch marketing materials were ordered and managed.

Previously, the branches were manually handling orders through a third-party vendor, resulting in the monthly budget being completely consumed by the marketing team. To streamline the process and improve efficiency, the team was searching for a comprehensive solution that would:

- **Provide branches with access to folders and envelopes for customer-facing materials**
- **Introduce spending limits at the branch level**
- **Reduce manual coordination and reporting burdens**
- **Systemically allocate product costs**

Across internal teams, ODP Business Solutions® designed a program that fit these needs and centralized control, while giving individual branches more flexibility and visibility.



"From the beginning, the partnership I've experienced with ODP Business Solutions has been exceptional. Their reliability, proactive communication, and meticulous attention to detail have consistently impressed me.

"Whenever challenges arose, the ODP Business Solutions team demonstrated a remarkable ability to problem-solve and offer effective solutions. Together, we successfully delivered high-quality paper storage options that supported our strategic objectives and met our budgetary requirements."



"We worked with ODP Business Solutions on a variety of other projects previously, so we approached them to understand more of their capabilities. Upon hearing of our situation, ODP Business Solutions wanted to help us, but they didn't have the technology in place to allow order limits through our ordering platform. But they didn't let that stop them! They worked to develop an order restriction solution, which they quickly got up and running. The product is less expensive, our teams have access to more paper storage options providing a consistent brand experience, and it frees our team up from ongoing inventory management."

Operational Challenges

Before ODP Business Solutions® became involved, the institution's distribution system created several operational hurdles:

- **Orders and inventory were managed independently at each branch, resulting in inconsistent costs and product quality**
- **Expensive folders were limited in quantity, forcing staff to ration materials or use unbranded substitutes**
- **Marketing teams had minimal visibility into spending, absorbing costs without insight**
- **Manual coordination drew staff away from strategic initiatives**
- **Lack of centralized reporting made planning, tracking, and measuring performance difficult**

These inefficiencies hindered brand consistency, slowed operations and created unnecessary administrative strain across the network.



How ODP Business Solutions Transformed the Process

ODP Business Solutions® developed a comprehensive solution that combined consultative support, product sourcing and technology-enabled fulfillment. The goal was to simplify operations and bring greater transparency, control and consistency to how the branches can access branded materials.



Centralized budget and ordering controls

- Introduced branch-level spending limits with automated monthly resets
- Implemented controls in the internal ordering system to help manage budgets and prevent overspending
- Provided reporting to enhance visibility for branch managers and marketing teams



Consultative onboarding and continuous support

- Partnered closely with internal teams to guide adoption of the new envelope products
- Simplified the ordering process, reducing manual effort and administrative tasks
- Maintained proactive communication and responsive problem-solving throughout rollout and ongoing operations



Efficient logistics and fulfillment

- Preloaded branded materials into the institution's internal ordering system before launch
- Achieved next business-day delivery for most branches and quick distribution to all 5,000+ locations
- Managed reorders and ongoing inventory to maintain consistent access across locations



Measurable Impact

- 1.5 million folders delivered in the first batch, followed by another 1.5 million in reorder
- Envelopes introduced as a new branded product
- Centralized cost controls established across all locations
- Reduced manual handling of orders & cost allocations and reporting
- Faster fulfillment with next business-day delivery for most branches



Why the Approach worked

ODP Business Solutions® combined operational insight with consultative support to deliver a solution that addressed both logistical and strategic needs. By centralizing budget and order management, the program reduced administrative burdens while empowering individual branches and providing access to essential materials. Fast, reliable, logistics provided consistent availability across all 5,000+ locations, while reporting provided valuable visibility into usage, adoption and program performance.

Conclusion

Streamlined and scalable programs can transform the management of materials across large enterprise networks. In this case, ODP Business Solutions demonstrated how combining consultative guidance, technology integration and responsive fulfillment can simplify operations, enhance brand consistency and deliver measurable efficiency.

Looking to optimize print programs and marketing materials at scale?

Visit www.odpbusiness.com/print-promo-apparel-services to learn how we can help you deliver smarter, more scalable solutions today.



Contact us today.

Name: _____

Phone: _____

Email: _____





Colleges and universities discover ways to simplify signage production and ongoing support for return-to-campus campaigns

Case Study | Education

ODP Business Solutions offers a variety of custom signage solutions to help promote social distancing.

Situation

As higher education students continue to learn on campus and off, many colleges and universities are focused on helping reduce the spread of germs and absenteeism.

Some higher learning institutions have incorporated signage into their strategies to promote social distancing, encourage hand-washing, and remind people about helpful guidelines such as wearing face coverings.

At many colleges and universities, planning committees with members representing key stakeholders and departments were formed to develop strategic plans to address the evolving situation. One of the issues that many committees faced pertained to what messages need to be communicated and where to place signs across campuses, so the content could be seen.

With strategies in place, the challenge for many committees was to figure out how to quickly produce the large quantity and different types of signs needed to blanket their campuses as well as manage the implementation process.

Discovery

Many schools may not have dealt with a printing project of this magnitude, especially coupled with a tight turnaround time frame. ODP Business Solutions works closely with colleges and universities to understand their critical signage needs, then offers insights about solutions that meet their immediate and long-term needs.

ODP Business Solutions helps higher learning institutions understand the key questions to consider when finalizing signage strategies, including:

- What different types and formats of signs are available to meet the varied needs across campuses?
- What materials are best suited for the environments in which the signs will be displayed?
- What are the installation requirements for different types of signs?
- What delivery and storage conditions need to be considered?
- What brand and/or logo standards need review?

After analyzing the situation, ODP Business Solutions can help develop a solution that addresses the multifaceted design, printing, and supply chain requirements.

Solution

The goal of ODP Business Solutions is to help reduce the complexity of the process to produce signage in a way that meets the needs of colleges and universities during these unprecedented times. When time is of the essence, managing multiple vendors adds unnecessary steps for school administrators. ODP Business Solutions brings together a network of strategic suppliers and handles all the project management details, so institutions can focus on other priorities.

How ODP Business Solutions works with you to get results.

- Reviews current print operations and needs
- Builds a strategic network of vendors to produce the variety of needed signage
- Works closely with you to develop a print services program that helps reduce overall costs while increasing efficiency
- Manages end-to-end workflow and order management
- Administers on-demand production, digital distribution, outsourced inventory, and virtual warehouses
- Provides access to centralized analytics and reporting
- Offers storage, retention, shredding, and destruction services
- Coordinates content revision and versioning management



Solution (cont.)

For example, a Big 10 university selected ODP Business Solutions for assistance with its large-quantity signage needs in order to prepare the campus, which includes 780 buildings, 28 dining facilities, 32 computer labs, and a variety of athletic facilities, for returning students.

ODP Business Solutions worked closely with key stakeholders and quickly delivered a plan with recommendations for signage solutions, including large-format signs, floor and wall decals, posters, and A-frame mobile signs. The solution also detailed options for how to handle the logistics of delivery for large quantities as well as print-on-demand capabilities to quickly order more signs when needed, eliminating storage requirements at the school.

The university also received input from ODP Business Solutions about best practices for the installation and maintenance of the signs, such as making sure not to wax indoor floors before adhering decals.

A large East Coast university turned to ODP Business Solutions for help with adding school branding to wipes and sanitizers for use throughout the school. ODP Business Solutions worked with the school on every aspect, including the coordination of the printing process. The university also appreciated our cost-saving suggestion of placing a larger order for the supplies than originally planned. ODP Business Solutions holds the order in its warehouse and delivers only the needed quantity to the school in a timely manner.

Results

Colleges and universities that work with ODP Business Solutions are able to quickly find the solutions they need for their return-to-school signage needs. ODP Business Solutions works closely with key stakeholders to simplify the process and coach them about all the signage options to figure out what works best for their specific needs.

The university that engaged ODP Business Solutions was able to efficiently set up a process to order signs as needed in a variety of formats and materials for use across the campus. Its initial order of 5,000 decals and 22,000 signs was quickly followed by an order for 68,000 more pieces to finish the job. ODP Business Solutions is on deck to handle the production of additional custom signs as needed.

The large university reduced its overall spend for its supply of wipes and sanitizers thanks to ODP Business Solutions' recommendations. ODP Business Solutions was also able to meet the university's request to place the order through a minority-owned vendor and help source supplies that meet Environmental Protection Agency (EPA) guidelines for the types of wipes that are acceptable for use in laboratory settings.

For more information on how ODP Business Solutions can help boost the efficiency of your print services:

- Visit odpbusiness.com
- Call 888.263.3423
- Contact your ODP Business Solutions account manager



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Driving Engagement Through Customized Promotional Campaigns

How ODP Business Solutions® partnered with a leading paint retailer to execute a Color of the Year activation across thousands of retail locations

Case Study





Overview

Each year, paint retailers announce their Color of the Year—an initiative designed to spark inspiration among homeowners, contractors and designers alike. This retailer wanted a fresh way to bring the concept to life in-store and create a memorable connection with customers.

Through strategic discussions on how to bring the campaign to life, the teams identified that newly upgraded instore coffee stations presented a unique opportunity to highlight and leverage that investment. By offering customers a customized, campaign-branded K-Cup®, the retailer could engage shoppers at an unexpected touchpoint while reinforcing the Color of the Year theme.

To bring this idea to life across more than 5,000 locations, the retailer partnered with ODP Business Solutions®, leveraging both its creative capabilities and proprietary fulfillment programs.



The Challenge

Executing a campaign of this scale presented multiple hurdles:

- **Nationwide reach:** Delivering a consistent customer experience across 5,000+ retail locations.
- **Unique product sourcing:** Selecting an item that felt fresh, memorable and on-theme.
- **Tight timelines:** Coordinating design, production and fulfillment in just a few months.
- **Inventory planning:** Managing a large initial order while keeping stock available throughout the year.
- **Visibility and reporting:** Giving the marketing team data on distribution and performance without overwhelming internal staff.

Traditional in-house fulfillment would have placed significant strain on the retailer's resources and risked campaign delays. A partner with both creative and operational expertise was a must.



ODP Business Solutions' Approach

Innovative product concept

ODP Business Solutions® collaborated with our network of trusted partners to develop creative options designed to make the campaign stand out in stores. Several custom K-Cup® designs were developed and presented to the retailer's marketing team for review. After careful consideration, the team chose a K-Cup® with campaign-branded packaging printed in the PMS Color of the Year, creating a unique and memorable way to showcase the color at the coffee station.

Strategic fulfillment and inventory management

To simplify logistics and help reduce strain on internal teams, ODP leveraged its proprietary inventory program. The company purchased 4,500 cases upfront but structured staggered payments

so costs aligned with store-level distribution. A push order of 3,300 cases was delivered ahead of the January launch, with 1,200 cases reserved for replenishment throughout the year. This approach allowed locations to keep shelves stocked and maintain momentum beyond the initial campaign kickoff.

Reporting and insights

ODP Business Solutions® provided the retailer with real-time visibility into campaign execution. Distribution was tracked by location, allowing the retailer to monitor placement across more than 5,000 stores. In addition, comprehensive reports captured inventory usage, campaign reach and ROI, giving the marketing team actionable insights into program performance without adding to their internal workload.





Results

The partnership delivered both measurable impact and lasting value:

- 1,125,000+ customized K-Cup® pods distributed across 5,000+ retail locations.
- Synchronized campaign launch with a nationwide push order timed to the Color of the Year debut.
- Sustained engagement supported by replenishment stock throughout the year.
- Real-time visibility into product placement, distribution, and inventory levels.
- Actionable ROI reporting that enabled the marketing team to measure campaign effectiveness.
- Demonstrated scalability of ODP Business Solutions' fulfillment and reporting program for large promotional activations.

Why this worked

The collaboration was successful because ODP Business Solutions went beyond product sourcing.

ODP Business Solutions delivered:

- Creative problem solving – introducing a fun, unexpected way to highlight the Color of the Year.
- Operational scale – executing consistently across thousands of locations.
- Flexible inventory management – simplifying logistics and supporting ongoing replenishment.
- Data-driven insights – providing visibility into the campaign's performance and results.

"ODP Business Solutions was instrumental in bringing our Color of the Year campaign to life. They didn't just provide the product, they gave us full visibility into inventory, timely delivery across different retail locations and insights that allowed us to measure the success of the campaign,"



Partnership begins with purpose

Large-scale promotional campaigns demand more than creativity—they require operational precision, supply chain expertise, and the ability to scale. ODP Business Solutions® delivered on all fronts, helping the retailer transform their Color of the Year campaign into an engaging, customer-facing experience.

Looking to elevate your marketing campaigns with customized solutions?

Visit www.odpbusiness.com/print-promo-apparel-services to learn how we can help you deliver smarter, more scalable solutions today.



Contact us today.

Name: _____

Phone: _____

Email: _____





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Commitment Statement

ODP Business Solutions®, is dedicated to fostering a 5C culture where everyone is valued and respected. The 5C culture is not just a core value for us—it is essential to our success in the marketplace. Through our Strategic Supplier Network, we are proud to offer a wide selection of innovative and affordable products sourced from qualified small business enterprises. By partnering with these suppliers, we help our customers achieve their initiatives.

Our comprehensive digital catalog highlights hundreds of products from our Strategic Supplier Network of small business suppliers, serving as both a showcase for their unique offerings and a valuable resource for procurement professionals. We are committed to continually expanding opportunities for small businesses to grow and prosper, ensuring our network evolves each year to meet the needs of our customers.

Focus on Innovation

ODP Business Solutions® is committed to supporting small business suppliers and driving positive change within the industry. In addition to working with a wide a range of suppliers, ODP Business Solutions and its affiliates continue to grow the network by engaging with promising new suppliers. We've developed partnerships with an extensive network of third-party corporate councils.

Our strategic supplier network is built on three key dimensions, working together to support small business entrepreneurs. We collaborate with our customers to help them meet their program initiatives through our impressive network of qualified suppliers and partners.

Tier I (Reseller)

Suppliers sell directly to customers, and we fulfill their orders. ODP Business Solutions provides partner vetting, executive support, mentoring, and field sales support.

Tier II

By purchasing Tier II solutions, a percentage of total spend is allocated to small business supplier products. These products are part of our normal distribution channels, which can help you meet your goals within a customized program.

Procurement

We're committed to including qualified suppliers to compete in our sourcing opportunities. We are delivering quality products and supporting small business.



14. IMPLEMENTATION AND GO-TO-MARKET PLAN

The following requirements apply to the awarded Supplier and must be implemented within the timelines stated. These obligations are intended to ensure the rapid and successful implementation of the Master Agreement nationwide.

A. **Within 90 days of award**, the Supplier shall implement a comprehensive plan to launch the Master Agreement, including:

- **Executive Endorsement:** Obtain executive leadership endorsement and sponsorship of the Master Agreement as the Supplier's public sector go-to-market strategy within the first 10 days.

Detailed 90- day Plan

Please see our 90-day Marketing Plan in the attachment titled Section N- Technical Proposal - Marketing Plan.

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

Executive Leadership

Please see our 90-day Marketing Plan in the attachment titled Section N- Technical Proposal - Marketing Plan.

- **Sales Force Training:** Train and educate the Supplier's national sales force, with participation from executive leadership and CoreTrust, within the first 90 days.

Training and Education

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

ODP Training Rollout Plan

All Public Sector Sellers (Field & ISO Generalists, PPA & Facilities SMEs) and the Coretrust Team

Within 4 days of the award, mandatory virtual “all-hands” training endorsed and sponsored by executive leadership. (March 2026) *Go live: April 2026*

- Announce contract details of award and Master Agreement
- Manufacturers & pricing updates
- Review Coretrust playbook – target audience, how to identify viable opportunities, probing questions
- Leverage success stories
- Dedicated site on Highspot (ODP's internal repository for internal & customer facing material) for Coretrust co-branded marketing materials and training.
 - o Easy access to documents including training material, contract details and digital marketing pieces

Within 60 days of contract award, training to rollout certification training via Highspot on-demand course. All Public Sector associates complete the certification training within 30 days of rollout.



Town of Delight, Arkansas/Coretrust Training

- Deep dive into benefits of leveraging Town of Delight, Arkansas/Coretrust
 - Mastery of the Town of Delight, Arkansas contract details and Coretrust Partnership
 - Talking points, how to position, probing questions, how to identify viable opportunities
 - Assessment of training content and contract details
 - Must pass with 90% or higher to receive signature certification badge.
- **Website & Marketing Launch:**
 - o Publish an announcement, contract details, and contact information on Supplier's website.
 - o Create and distribute co-branded marketing materials.
 - o Launch a dedicated CoreTrust web-based homepage containing:
 - o CoreTrust logo
 - o Copy of original RFP
 - o Contract and amendments
 - o Product and pricing summary
 - o Marketing materials
 - o Link to CoreTrust registration page
 - o Dedicated toll-free number and email for CoreTrust

Leveraging our relationships with more than 20,000 public sector entities, ODP Business Solutions will leverage our existing customer case studies and best practices and demonstrate credibility through our associations with industry leaders and publications. In addition, we will also employ public relations efforts via interviews, news conferences and engagement with key media contacts and editorial reporters. ODP's national marketing plan includes social media announcements, direct mail campaigns, co-branded collateral materials, advertising the partnership in trade and industry publications nationwide, and participation in trade shows.

Please see our 90-day Marketing Plan in the attachment titled Section N- Technical Proposal - Marketing Plan.

B. Ongoing Marketing and Promotion: Throughout the term of the Master Agreement, the Supplier shall:

- Publish and distribute co-branded press releases and advertising in national and regional trade publications.
- Attend and participate in CoreTrust-approved national (e.g., NIGP Annual Forum, NPI Conference), regional, and supplier-specific conferences and trade shows.
- Exhibit and participate annually at the NIGP Annual Forum (e.g., NPI Conference, NIGP chapter conferences, etc.) in the CoreTrust supplier partner area. Booth space will be purchased and staffed by Supplier.
- Collaborate with CoreTrust on promotions, case studies, collateral, and presentations to continually drive awareness and usage of the Master Agreement.

Leveraging our relationships with more than 20,000 public sector entities, ODP Business Solutions will leverage our existing customer case studies and best practices and demonstrate credibility through our associations with industry leaders and publications. In addition, we will also employ public relations efforts via interviews, news conferences and engagement with key media contacts and editorial reporters. ODP's national marketing plan includes social media announcements, direct mail campaigns, co-branded collateral materials, advertising the partnership in trade and industry publications nationwide, and participation in trade shows. ODP's team approach to implementing and supporting a contract of this size and significance means we will align several groups within our



organization to ensure the seamless execution and ongoing management of the Town of Delight, Arkansas and Participating Agencies contract. This multidisciplinary approach will include the following:

- Merchandising Team – focused on ensuring access to the products & services public sector requirements
- Pricing Group – ensures items always reflect contract pricing
- Contract Compliance Team – ensures all bidding and pricing practices comply and uphold the agreement
- Legal Team – provides guidance on contract execution and supports ongoing regulatory needs
- Marketing Team – dedicated to providing timely communication, awareness and lead generation campaigns and supporting sales tools applicable to our public sector customers
- Green Staff – committed to supporting Town of Delight, Arkansas and Participating Agencies with the tools and knowledge necessary to meet their green objectives
- eCommerce Team – continually offers innovative solutions to answer the ever-changing demands of today's procurement professionals
- Training Organization – provides new and existing sales professionals with ongoing training solutions focused on public agency solutions
- Finance and Reporting – provide efficient reporting to meet the evolving needs of Town of Delight, Arkansas and Participating Agencies
- Customer Care Organization – understands the nuances of large contracts and provides top-notch customer care
- Delivery Network – provides dependable next-day delivery supported by industry-leading order tracking solutions
- Sales Organization – committed to delivering solutions that are relevant and timely and always putting the customer's needs first

Please see our 90-day Marketing Plan in the attachment titled Section N- Technical Proposal - Marketing Plan.

C. Sales and Account Management

- Actively pursue direct sales opportunities with Public Agencies nationwide and promptly follow up on leads generated by CoreTrust.
- Ensure all sales materials reference CoreTrust and use approved branding.
- Transition any existing Public Agency customer accounts to the Master Agreement as appropriate.
- Coordinate with CoreTrust to support timely new Participating Agency account setup and ongoing contract administration.

ODP Business Solutions confirms its commitment to being proactive in the direct sales of our goods and services to Public Agencies nationwide. We will actively engage in outreach, marketing, and sales efforts to ensure that Public Agencies are fully informed of the value and benefits of our offerings under the CoreTrust program.



Additionally, ODP Business Solutions will ensure timely and diligent follow-up to all leads established by CoreTrust. Our dedicated sales team will prioritize responsiveness and customer service to maximize conversion and satisfaction among Public Agencies.

All sales materials, presentations, and communications directed to Public Agencies will prominently feature the CoreTrust logo, in accordance with CoreTrust branding guidelines. We recognize the importance of brand consistency and will coordinate with CoreTrust to ensure all materials are approved and compliant.

ODP Business Solutions is committed to a collaborative partnership with CoreTrust, supporting mutual growth and the success of the program nationwide.

D. Reporting and Program Management

- Designate key contacts for executive support, marketing, sales, financial reporting, accounts payable, and contract management.
- Provide CoreTrust with timely sales reporting and support growth initiatives throughout the term of the agreement.

Executive Support

Brian Abromovage

Vice President

brian.abromovage@odpbusiness.com

Marketing

Veronica Vilar

Director, Brand and Content Marketing

561-438-4591 | Veronica.vilar@odpbusiness.com

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



Financial Reporting

Jim Bernatek, Sr. Manager, Sales Planning and Reporting

561-438-7668 | Jim.bernatek@odpbusiness.com

Accounts Payable

Vicki Wright

Sr. Manager, A/R Financial Control

561-438-7645 | vicki.wright@theodpcorp.com

John Karsen

Director, Financial Control

561-438-3214 | John.karsen@theodpcorp.com

- **Performance Reporting:** We will provide detailed reporting on program metrics, member engagement, and service levels to CoreTrust on a regular basis.

Through this collaborative approach, we are confident that our partnership with CoreTrust will deliver exceptional value to national program members and drive sustained growth and success.



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

90 Day Plan		Week #											
Implementation	Assigned To	1	2	3	4	5	6	7	8	9	10	11	12
		TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
Marketing and Communications													
Write and distribute co-branded press release and publish on website	ODP & CoreTrust												
Internal announcement to ODP sales organization via newsletter, direct email & Highspot	ODP												
Announcement of award on LinkedIn	ODP												
Create and distribute co-branded customer facing materials	ODP												
Create dedicated page on odpbusiness.com with award information	ODP												
Post Bulletin Board message for existing customers announcing new award	ODP												
Co-branded marketing ad in trade publications to generate external awareness (digital advertising)	ODP												
Blog post highlighting ODP expertise and highlighting award information	ODP												
Produce :30 sec video spot highlighting capabilities and co-branded to promote new award	ODP												
Ongoing marketing support of contract including case studies, communications, and other collateral	ODP												
Sales Effectiveness													
Highspot Digital Room created with contract details and contact information to send to customers	ODP												
Sales cadence campaign for reps to contact Public Sector customers they call upon and review contract award	ODP												
Training													
Training session to ODP sales organization, including executive participation - focus on new award, how and when to communicate and how to create pursuit strategies for new and existing clients.	ODP												
Training certification via Highspot on-demand course	ODP												
Training deck posted on Highspot for internal reference	ODP												
Sales Support													
Partner with CoreTrust to introduce ODP sales team to key existing users.	ODP & CoreTrust												
Involve CoreTrust staff in follow up conference calls in key markets	ODP & CoreTrust												
Educate ODP resources in Public Sector to join CoreTrust or review benefits if not already members during sales calls	ODP												
Monthly internal calls to monitor activation and provide support	ODP												
Trade Shows													
NIGP Regional Meetings	ODP												
NAEP EPIC (March 2026)	ODP												
NAEP Regional Meetings	ODP												

SECTION O – COST PROPOSAL

- The Cost Proposal Form, also known as Section O – Cost Proposal Workbook (EXCEL), is provided as a separate document alongside this solicitation document.
- The selected Vendor's pricing details shall be integrated into and designated as Section O – Cost Proposal.

List No.	Company Name	Doing Business As	Address	City	State	Zip Code	Website	Federal ID	Contact First Name	Contact Last Name	Contact Title	Phone #	E-Mail	Check X if M/WBE Certified	Check X if SBE	Check X if SDVOB
Contact 1	ABC Co		123 State St	City	State	Zip Code	Website	FEIN number	Name	Name	Account Manager	1234567890	email		X	X
Contact 2																
Contact 3																
Contact 4																
Contact 5																
Contact 6																
Contact 7																
Contact 8																
Contact 9																
Contact 10																
Contact 11																
Contact 12																
Contact 13																

ODP Business Solutions, without obtaining written consent from Town of Delight, Arkansas, may subcontract duties under any resulting contract to those subcontractors who are generally involved in the day-to-day business operations of ODP Business Solutions, including but not limited to, third-party logistics vendors, delivery carriers, and customer service providers.

Volume Discount Tiers at the Transaction Level	
Volume Discounts - \$500.00 - \$1,000.00	Discounts applied to the Market Basket Exercise.
Volume Discounts - \$1,000.01 - \$2,500.00	Discounts applied to the Market Basket Exercise.
Volume Discounts - \$2,500.01 - \$5,000.00	Discounts applied to the Market Basket Exercise.
Volume Discounts - \$5,000.01 - \$7,500.00	Discounts applied to the Market Basket Exercise.
Volume Discounts - \$7,500.01 - \$10,000.00	Discounts applied to the Market Basket Exercise.
Volume Discounts - \$10,000.01 - \$15,000.00	Discounts applied to the Market Basket Exercise.
Volume Discounts - \$15,000.01 - \$20,000.00	Discounts applied to the Market Basket Exercise.
Volume Discounts - \$20,000.01 - \$30,000.00	Discounts applied to the Market Basket Exercise.
Volume Discounts - \$30,000.01 - \$40,000.00	Discounts applied to the Market Basket Exercise.
Volume Discounts - \$40,000.01 - \$50,000.00	Discounts applied to the Market Basket Exercise.
Volume Discounts - Over \$50,000.00	Discounts applied to the Market Basket Exercise.

ADDITIONAL DISCOUNTS:		DISCOUNT:
Purchasing Card (P-Card)		N/A
Prompt Payment		N/A
Participating Entity's authorized user pick-up		N/A
identify any other discounts or savings offers to Participating Entities		
ADDITIONAL INFORMATION:		
Minimum purchase amount required for orders placed using a P-Card		\$65.00
Maximum acceptable purchase amount for orders placed using a P-Card		No maximum

Product/Service Name	Product/Service Description	UOM (Unit of Measure)	UOM Quantity	NTE Price
e.g. Consulting	Specifc items have been quoted in market basket. All services will be priced at the time of quote based on specifications and requirements.	hr	1	Not to exceed \$200/hr
Designing	Specifc items have been quoted in market basket. All services will be priced at the time of quote based on specifications and requirements.	hr	1	Not to exceed \$125/hr
Typesetting	Specifc items have been quoted in market basket. All services will be priced at the time of quote based on specifications and requirements.	hr	1	Not to exceed \$125/hr
Embroidery	Specifc items have been quoted in market basket. All services will be priced at the time of quote based on specifications and requirements.	hr	1	Not to exceed \$100/hr
Lamination	Specifc items have been quoted in market basket. All services will be priced at the time of quote based on specifications and requirements.	hr	1	Not to exceed \$50/hr
Foiling	Specifc items have been quoted in market basket. All services will be priced at the time of quote based on specifications and requirements.	hr	1	Not to exceed \$50/hr
Embossing	Specifc items have been quoted in market basket. All services will be priced at the time of quote based on specifications and requirements.	hr	1	Not to exceed \$50/hr
Binding	Specifc items have been quoted in market basket. All services will be priced at the time of quote based on specifications and requirements.	hr	1	Not to exceed \$50/hr
Folding	Specifc items have been quoted in market basket. All services will be priced at the time of quote based on specifications and requirements.	hr	1	Not to exceed \$50/hr
Cutting	Specifc items have been quoted in market basket. All services will be priced at the time of quote based on specifications and requirements.	hr	1	Not to exceed \$50/hr
Screen-printing	Specifc items have been quoted in market basket. All services will be priced at the time of quote based on specifications and requirements.	hr	1	Not to exceed \$100/hr
add additional rows as needed...				

CoreTrust Cooperative Market Basket Submission

Revised 3.10.2026

Purpose

Complete this workbook for vendor-specific pricing submission to compare pricing across Supplier Partners.

How to complete

Enter vendor information on each pricing tab in the header fields.

Provide unit pricing for each quantity break. Totals calculate automatically.

If a line item does not apply, enter N/A in the Unit Price cell and explain in Notes.

Pricing approach

Pricing should be Not To Exceed. Agencies may request quotes below this price sheet.

If freight, postage, or taxes are excluded, clearly state that in Notes.

Packaging Method

Vendors must describe how finished items will be packaged for delivery. Include details such as bundling quantities, shrink wrapping, boxing, palletization, or use of protective materials. Packaging descriptions should reflect standard commercial practices and be suitable for shipment to public agency facilities.

Discontinued Items

If any listed item has been discontinued, the Respondent should substitute the item with a recommended equivalent.

Recurring Shredding Products For Participating Entities										
Bins	Monthly Pickup		Bi-Weekly Pickup		Weekly Pickup		Quarterly Service & Quarterly Billing		Every 8 weeks	
1 thru 4	5213011	\$ 57.79	7120712	\$ 220.00	6144476	\$ 110.00	5974757	\$ 90.00	8097335	\$ 42.00
5	6613640	\$ 65.00	7115076	\$ 260.00	7087444	\$ 130.00				
6	9145274	\$ 75.00	9050060	\$ 314.99	7174944	\$ 150.00				
7	8977569	\$ 85.00	8047525	\$ 340.00	6102715	\$ 170.00				
8	5755433	\$ 95.00	6843221	\$ 380.00	5663122	\$ 190.00				
9	9985694	\$ 105.00	5803596	\$ 420.00	5613838	\$ 210.00				
10	6684439	\$ 110.50	9599563	\$ 442.00	9863336	\$ 221.00				
11	8009176	\$ 116.00	7372083	\$ 464.00	9985211	\$ 232.00				
12	9032477	\$ 121.50	7741707	\$ 486.00	9210139	\$ 243.00				
13	4999277	\$ 127.00	8937624	\$ 508.00	8640060	\$ 254.00				
14	5672319	\$ 132.50	8494167	\$ 530.00	6890920	\$ 265.00				
15	8610099	\$ 138.00	9596904	\$ 552.00	7872837	\$ 276.00				
16	7816361	\$ 143.50	8277836	\$ 574.00	9066369	\$ 287.00				
17	9756774	\$ 149.00	8707272	\$ 596.00	6475049	\$ 298.00				
18	8605501	\$ 154.50	9618181	\$ 618.00	4495074	\$ 309.00				
19	4740990	\$ 160.00	4863380	\$ 640.00	5130999	\$ 320.00				
20	7053723	\$ 165.50	5017473	\$ 662.00	6641267	\$ 331.00				
One-Time Secure Shredding Product for ODP Business Solutions										
1 - 3	9804849	One Time Shred Pickup, 1-3 Boxes				\$ 89.99				
0-20	6601569	1X, XSML, BOXES, 0-20				\$ 299.99				
21-50	6850437	1X, SML, BOXES, 21-50				\$ 469.99				
51-100	6850179	1X, MED, BOXES, 51-100				\$ 629.99				
101-150	3807231	1X, LRG, BOXES, 101-150				\$ 699.99				
151-200	3355006	1X, XL, BOXES, 151-200				\$ 831.00				
1	8512284	1X, XSML, BIN				\$ 184.99				
2 - 5	4709376	1X, SML, BIN, 2-5				\$ 364.99				
6 -13	5834775	1X, MED, BIN, 6-13				\$ 624.99				
14 - 21	3748898	1X, LRG, BIN, 14-21				\$ 874.99				

We are providing for your evaluation sample competitively won K12 classroom consumable / instructional materials quotes for school year 2025-2026.

Pricing includes standard file manipulation, project management, all printing, finishing, shipping, speciality labels for easy check in and distribution within the school.

Account Name	Print Specifications	Total Quote	# of Files	B/W Impressions	Color Impressions	Delivery Location
XXXX School System 2025-26 Eureka Math (English) K-8	SPLIT SHIP Modules 1-2 delivered first, then remaining modules delivered soon thereafter. 74 Files > 11 Schools - Deliver to individual school locations. Box by School, and Material (Do NOT Intermix Materials). Label with School, Material, and quantity enclosed. QTY 24,243 Total Student Workbooks > PERFECT BIND Color Coded Cover on 80# Matte White Card Stock. Interior Pages: BW DS on 20# White PERF Paper QTY 27 Total Teacher Editions > COIL BIND Clear Front Cover / Black Regency Back Interior Pages: BW DS on 20# White Paper.	\$146,206.59	74	4,795,244	24,270	Schools
XXXX School System 2025-26 Eureka Math (Spanish) K-5	Reconfigured file format. SPLIT SHIP Modules 1-2 delivered first, then remaining modules delivered soon thereafter. 77 Files > 5 Schools - Deliver to individual school locations. Box by School, and Material (Do NOT Intermix Materials). Label with School, Material, and quantity enclosed. QTY 3,692 Total Student Workbooks > PERFECT BIND Color Coded Cover on 80# Matte White Card Stock. Interior Pages: BW DS on 20# White PERF Paper. QTY 48 Total Teacher Editions > COIL BIND Clear Front Cover / Black Regency Back. Color Coded Cover on 24# White Paper. Interior Pages: BW DS on 20# White Paper.	\$23,865.33	77	791,038	3,740	Schools
XXXX School System 2025-26 Amplify Science (English/Spanish) K-5	55 Files - Deliver to individual school locations. Box by School, and Material (Do NOT Intermix Materials). Label with School, Material, and quantity enclosed. 13,658 Total COIL Books STUDENT > COIL BIND, Page 1 & 2 BW DS on 110# White Card Stock, Blank 110# White Card Stock for Back Cover Interior Pages: BW DS on 20# White Paper TEACHER > COIL BIND Clear Front Cover / Black Regency Back. Interior Pages: BW DS on 20# White Paper.	\$19,173.42	55	1,426,208	0	Schools

Exhibit A-Print Projects 1-50 Pricing
Exhibit a Design and Artwork Projects Pricing
 Revised 3.10.2026

Supplier **ODP Business Solutions, LLC**

Revised 3.10.2026

				Quantity Breaks																									
				Quantity 1			Quantity 2			Quantity 3			Quantity 4			Quantity 5			Quantity 6			Quantity 7							
Project #	Category	Project Name	Specifications	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Setup Fee	Standard Lead Time	Rush Percent	Packaging Method (Describe)	Notes
P1	Brochures	Tri-Fold Brochure	Size 8.5" x 11" folded into three panels; Paper 100 lb Gloss Text; Color 4/4; Finish Gloss aqueous coating	250	0.50	125.00	500	0.31	155.00	1,000	0.19	190.00	2,500	0.14	350.00	5,000	0.09	450.00	7,500	0.09	675.00	10,000	0.09	900.00	0	3-5 days	To be discussed with Customer Service at time of order	Boxed	Aqueous Coating is not an option, UV Gloss quoted.
P2	Brochures	Bi-Fold Brochure	Size 8.5" x 11" folded in half to create multiple panels; Paper 80 lb Matte Text; Color 4/4; Finish Matte aqueous	250	0.69	172.50	500	0.48	240.00	1,000	0.30	300.00	2,500	0.21	525.00	5,000	0.16	800.00	7,500	0.15	1,125.00	10,000	0.14	1,400.00	0	4-6 days	To be discussed with Customer Service at time of order	Boxed	Quoted 80# Text, AQ not available, regular Uncoated stock selected.
P3	Brochures	Z-Fold Brochure	Size 11" x 17" folded into multiple panels; Paper 100 lb Gloss Text; Color 4/4; Finish UV coating front only	250	1.05	262.50	500	0.78	390.00	1,000	0.44	440.00	2,500	0.28	700.00	5,000	0.20	1,000.00	7,500	0.19	1,425.00	10,000	0.19	1,900.00	0	4-6 days	To be discussed with Customer Service at time of order	Boxed	Quoted the requested.
P4	Brochures	Gate-Fold Brochure	Size 8.5" x 14" folded with inward-opening panels; Paper 120 lb Uncoated Text; Color 4/4; Finish None	250	0.80	200.00	500	0.49	245.00	1,000	0.29	290.00	2,500	0.19	475.00	5,000	0.14	700.00	7,500	0.13	975.00	10,000	0.13	1,300.00	0	4-6 days	To be discussed with Customer Service at time of order	Boxed	Changed to 70# uncoated stock for most economical pricing.
P5	Brochures	Half-Fold Brochure	Size 11" x 17" folded in half to form multiple panels; Paper 100 lb Matte Text; Color 4/4; Finish Soft-touch laminate cover	250	1.85	462.50	500	1.81	905.00	1,000	1.79	1,790.00	2,500	1.78	4,450.00	5,000	1.78	8,900.00	7,500	1.78	13,350.00	10,000	1.78	17,800.00	0	5-6 days	To be discussed with Customer Service at time of order	Boxed	-
P6	Brochures	Accordion Fold Brochure	Size 4" x 9" folded from flat size 12" x 9"; Paper 80 lb Gloss Text; Color 4/4; Finish Gloss aqueous	250	0.56	140.00	500	0.35	175.00	1,000	0.20	200.00	2,500	0.14	350.00	5,000	0.10	500.00	7,500	0.09	675.00	10,000	0.09	900.00	0	5-6 days	To be discussed with Customer Service at time of order	Boxed	Changed to 11 x 8.5 & 100# Gloss Text, 80# Gloss not an option.
P7	Brochures	Premium Brochure	Size 9" x 12"; Paper 130 lb Silk Cover; Color 4/4; Finish Spot UV and emboss	250	2.23	557.50	500	2.23	1,115.00	1,000	2.21	2,210.00	2,000	N/A	#VALUE!	5,000	N/A	#VALUE!	7,500	N/A	#VALUE!	10,000	N/A	#VALUE!	0	6-8 days	To be discussed with Customer Service at time of order	Boxed	Quote Description-9 x 12, 14pt C2S, 4/4 Max Quantity of 2000.
P8	Flyers	Standard Flyer	Single-sheet format; Size 8.5" x 11"; Paper 100 lb Gloss Text; Color 4/0; Finish Gloss aqueous	250	0.43	107.50	500	0.25	125.00	1,000	0.14	140.00	2,500	0.10	250.00	5,000	0.06	300.00	7,500	0.06	450.00	10,000	0.06	600.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	Gloss UV Quoted, AQ not an option.
P9	Flyers	Half-Sheet Flyer	Single-sheet format; Size 5.5" x 8.5"; Paper 80 lb Matte Text; Color 4/4; Finish Matte aqueous	250	0.24	60.00	500	0.14	70.00	1,000	0.08	80.00	2,500	0.06	150.00	5,000	0.05	250.00	7,500	0.05	375.00	10,000	0.04	400.00	0	3-4 days	To be discussed with Customer Service at time of order	Boxed	Changed to 70# uncoated Text.
P10	Flyers	Mini Flyer	Single-sheet format; Size 4" x 6"; Paper 100 lb Gloss Text; Color 4/0; Finish None	250	0.20	50.00	500	0.13	65.00	1,000	0.08	80.00	2,500	0.05	125.00	5,000	0.04	200.00	7,500	0.04	300.00	10,000	0.04	400.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	-
	Flyers (RPC)	Mini Flyer	Single-sheet format; Size 4" x 6"; Paper 100 lb Gloss Text; Color 4/0; Finish None	250	0.06852	17.13	500	0.06588	32.94	1,000	0.06443	64.43	2,500	0.064188	160.47	5,000	0.063834	319.77	7,500	0.063896	479.22	10,000	0.063927	639.27					To be ordered via self serve by Customer from ODP Web Site

Packaging Method: Describe how items will be bundled, wrapped, boxed, or palletized for delivery. Do not enter pricing in this

P11	Flyers	Promotional Flyer	Single-sheet format; Size 6" x 9"; Paper 100 lb Uncoated Text; Color 4/1 black back; Finish None	250	0.44	110.00	500	0.29	145.00	1,000	0.16	160.00	2,500	0.09	225.00	5,000	0.06	300.00	7,500	0.06	450.00	10,000	0.05	500.00	0	3-4 days	To be discussed with Customer Service at time of order	Boxed	70# Uncoated Text.
P12	Flyers	Neon Paper Flyer	Single-sheet format; Size 8.5" x 11"; Paper 80 lb Neon Yellow; Color 1/0 black; Finish None	250	0.19	47.50	500	0.13	65.00	1,000	0.10	100.00	2,500	0.08	200.00	5,000	0.06	300.00	7,500	0.06	450.00	10,000	0.05	500.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	Quoted 60# Opaque Canary.
P13	Flyers	Luxury Flyer	Single-sheet format; Size 5" x 7"; Paper 120 lb Silk Cover; Color 4/4; Finish Soft-touch laminate	250	1.33	332.50	500	1.31	655.00	1,000	1.30	1,300.00	2,500	1.30	3,250.00	5,000	1.30	6,500.00	7,500	1.30	9,750.00	10,000	1.30	13,000.00	0	3-4 days	To be discussed with Customer Service at time of order	Boxed	Quote Description-5 x 7 4/4 16pt C2S + Soft Touch Lamination
P14	Flyers	Door-to-Door Flyer	Single-sheet format; Size 8.5" x 14"; Paper 70 lb Offset; Color 4/0; Finish None	250	0.53	132.50	500	0.38	190.00	1,000	0.21	210.00	2,500	0.14	350.00	5,000	0.10	500.00	7,500	0.10	750.00	10,000	0.10	1,000.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	-
P15	Flyers	Folded Flyer	Single-sheet format folded in half; Size 8.5" x 11"; Paper 100 lb Gloss Text; Color 4/4; Finish Gloss aqueous	250	0.56	140.00	500	0.35	175.00	1,000	0.20	200.00	2,500	0.14	350.00	5,000	0.10	500.00	7,500	0.09	675.00	10,000	0.09	900.00	0	3-5 days	To be discussed with Customer Service at time of order	Boxed	Gloss UV quoted, AQ not an option.
P16	Flyers	Takeout Menu Flyer	Single-sheet format; Size 8.5" x 14"; Paper 100 lb Matte Text; Color 4/4; Finish Matte aqueous	250	0.69	172.50	500	0.55	275.00	1,000	0.48	480.00	2,500	0.44	1,100.00	5,000	0.43	2,150.00	7,500	0.41	3,075.00	10,000	0.41	4,100.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	Quoted 70# Text, no Finish.
P17	Flyers	Event Handout Flyer	Single-sheet format; Size 5.5" x 8.5"; Paper 80 lb Gloss Text; Color 4/0; Finish None	250	0.20	50.00	500	0.13	65.00	1,000	0.08	80.00	2,500	0.05	125.00	5,000	0.04	200.00	7,500	0.04	300.00	10,000	0.04	400.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	Quoted 100# Gloss Text.
	Flyers (RPC)	Event Handout Flyer	Single-sheet format; Size 5.5" x 8.5"; Paper 80 lb Gloss Text; Color 4/0; Finish None	250	0.11512	28.78	500	0.11354	56.77	1,000	0.11992	119.92	2,500	0.111268	278.17	5,000	0.11127	556.35	7,500	0.1112693	834.52	10,000	0.11127	1,112.70					To be ordered via self serve by Customer from ODP Web Site
P18	Posters	Small Poster	Size 11" x 17"; Paper 100 lb Gloss Text; Color 4/0; Finish Gloss aqueous	250	0.66	165.00	500	0.45	225.00	1,000	0.25	250.00	2,500	0.16	400.00	5,000	0.11	550.00	7,500	0.10	750.00	10,000	0.10	1,000.00	0	3-4 days	To be discussed with Customer Service at time of order	Rolled tubing	Quoted UV Gloss, AQ not available.
P19	Posters	Medium Poster	Size 18" x 24"; Paper 100 lb Matte Text; Color 4/0; Finish Matte aqueous	250	1.65	412.50	500	1.16	580.00	1,000	0.64	640.00	2,500	0.40	1,000.00	5,000	0.29	1,450.00	7,500	0.25	1,875.00	10,000	0.24	2,400.00	0	3-4 days	To be discussed with Customer Service at time of order	Rolled tubing	AQ Not available.
P20	Posters	Large Poster	Size 24" x 36"; Paper 100 lb Gloss Text; Color 4/0; Finish UV coating	250	0.99	247.50	500	0.91	455.00	1,000	0.71	710.00	2,500	0.61	1,525.00	5,000	0.60	3,000.00	7,500	0.60	4,500.00	10,000	0.60	6,000.00	0	4-6 days	To be discussed with Customer Service at time of order	Rolled tubing	Quote Description-Large Poster Size 24" x 36"; Paper 100 lb Gloss Text; Color 4/0; UV Coating Not available on this

P21	Posters	Art Poster	Size 16" x 20"; Paper 120 lb Uncoated Cover; Color 4/0; Finish None	250	0.79	197.50	500	0.70	350.00	1,000	0.40	400.00	2,500	0.25	625.00	5,000	0.20	1,000.00	7,500	0.20	1,500.00	10,000	0.19	1,900.00	0	2-3 days	To be discussed with Customer Service at time of order	Rolled tubing	Quoted 14pt uncoated cover as the equivalent .
P22	Posters	Retail Poster	Size 22" x 28"; Paper 100 lb Satin Text; Color 4/0; Finish Satin aqueous	250	0.76	190.00	500	0.40	200.00	1,000	0.30	300.00	2,500	0.23	575.00	5,000	0.19	950.00	7,500	0.18	1,350.00	10,000	0.16	1,600.00	0	3-4 days	To be discussed with Customer Service at time of order	Rolled tubing	Quoted 100# Dull Text for Satin requested.
P23	Posters	Concert Poster	Size 12" x 18"; Paper 80 lb Neon Pink; Color 1/0; Finish None	250	0.39	97.50	500	0.30	150.00	1,000	0.25	250.00	2,500	0.20	500.00	5,000	0.19	950.00	7,500	0.18	1,350.00	10,000	0.18	1,800.00	0	3-4 days	To be discussed with Customer Service at time of order	Rolled tubing	Quoted 65# Astrobright Pulsar Pink.
P24	Posters	Educational Poster	Size 24" x 36"; Material 10 mil Polypropylene; Color 4/0; Finish None	250	19.04	4,760.00	500	17.21	8,605.00	1,000	16.26	16,260.00	2,500	15.56	38,900.00	5,000	15.39	76,950.00	7,500	15.33	114,975.00	10,000	15.30	153,000.00	0	15-20wd apa ATL quote # 5939	To be discussed with Customer Service at time of order	Rolled tubing	-
P25	Posters	Movie Poster	Size 27" x 40"; Paper 100 lb Gloss Text; Color 4/0; Finish Gloss aqueous	250	9.64	2,410.00	500	9.08	4,540.00	1,000	8.85	8,850.00	2,500	8.30	20,750.00	5,000	8.13	40,650.00	7,500	8.06	60,450.00	10,000	8.04	80,400.00	0	15-20wd apa ATL quote # 5939	To be discussed with Customer Service at time of order	Rolled tubing	-
P26	Posters	Window Display Poster	Size 18" x 24"; Material Adhesive Vinyl; Color 4/0; Finish Lamination	250	16.74	4,185.00	500	16.28	8,140.00	1,000	15.36	15,360.00	2,500	14.75	36,875.00	5,000	14.54	72,700.00	7,500	14.44	108,300.00	10,000	14.41	144,100.00	0	15-20wd apa ATL quote # 5939	To be discussed with Customer Service at time of order	Rolled tubing	-
P27	Posters	Seasonal Poster	Size 11" x 17"; Paper 100 lb Matte Text; Color 4/0; Finish Matte aqueous	250	0.59	147.50	500	0.41	205.00	1,000	0.24	240.00	2,500	0.15	375.00	5,000	0.10	500.00	7,500	0.10	750.00	10,000	0.10	1,000.00	0	3-4 days	To be discussed with Customer Service at time of order	Rolled tubing	Quoted 70# Uncoated. AQ not available.
P28	Business Cards	Standard Business Cards	Size 3.5" x 2"; Paper 16 pt Gloss Cover; Color 4/4; Finish Gloss UV	250	0.09	22.50	500	0.05	25.00	1,000	0.04	40.00	2,500	0.03	75.00	5,000	0.03	150.00	7,500	0.03	225.00	10,000	0.03	300.00	0	3-4 days	To be discussed with Customer Service at time of order	Boxed	-
P29	Business Cards	Matte Business Cards	Size 3.5" x 2"; Paper 16 pt Matte Cover; Color 4/4; Finish Matte lamination	250	0.26	65.00	500	0.16	80.00	1,000	0.11	110.00	2,500	0.08	200.00	5,000	0.06	300.00	7,500	0.06	450.00	10,000	0.06	600.00	0	4-6 days	To be discussed with Customer Service at time of order	Boxed	Quoted Soft Touch Lamination.
P30	Business Cards	Soft-Touch Business Cards	Size 3.5" x 2"; Paper 18 pt Cover; Color 4/4; Finish Soft-touch laminate	250	0.26	65.00	500	0.16	80.00	1,000	0.11	110.00	2,500	0.08	200.00	5,000	0.06	300.00	7,500	0.06	450.00	10,000	0.06	600.00	0	4-6 days	To be discussed with Customer Service at time of order	Boxed	Item above is the same as this item, only on a 16pt C2S.
P31	Business Cards	Spot UV Business Cards	Size 3.5" x 2"; Paper 16 pt Matte Cover; Color 4/4; Finish Spot UV	250	0.15	37.50	500	0.10	50.00	1,000	0.06	60.00	2,500	0.04	100.00	5,000	0.03	150.00	7,500	0.03	225.00	10,000	0.03	300.00	0	4-6 days	To be discussed with Customer Service at time of order	Boxed	-
P32	Business Cards	Rounded Corner Business Cards	Size 3.5" x 2"; Paper 16 pt Gloss Cover; Color 4/4; Finish Rounded corners	250	0.09	22.50	500	0.06	30.00	1,000	0.04	40.00	2,500	0.04	100.00	5,000	0.03	150.00	7,500	0.03	225.00	10,000	0.03	300.00	0	3-4 days	To be discussed with Customer Service at time of order	Boxed	-

P33	Business Cards	Kraft Business Cards	Size 3.5" x 2"; Paper 18 pt Kraft; Color 1/1 black; Finish None	250	0.28	70.00	500	0.18	90.00	1,000	0.13	130.00	2,500	0.09	225.00	5,000	0.08	400.00	7,500	0.08	600.00	10,000	0.08	800.00	0	3-4 days	To be discussed with Customer Service at time of order	Boxed	Quoted 130# Uncoated Cover
P34	Business Cards	Foil Stamped Business Cards	Size 3.5" x 2"; Paper 18 pt Uncoated Cover; Color 4/4; Finish Gold foil stamp	250	0.68	170.00	500	0.36	180.00	1,000	0.23	230.00	2,500	0.16	400.00	5,000	0.14	700.00	7,500	0.13	975.00	10,000	0.13	1,300.00	0	3-5 days	To be discussed with Customer Service at time of order	Boxed	Quoted 130# Uncoated Cover
P35	Business Cards	Vertical Business Cards	Size 2" x 3.5"; Paper 16 pt Matte Cover; Color 4/4; Finish Matte lamination	250	0.26	65.00	500	0.16	80.00	1,000	0.11	110.00	2,500	0.11	275.00	5,000	0.11	550.00	7,500	0.11	825.00	10,000	0.11	1,100.00	0	4-6 days	To be discussed with Customer Service at time of order	Boxed	Quote Description-Vertical Business Cards Size 2" x 3.5"; Paper 16 pt C25 Cover; Color 4/4; Soft-Touch
P36	Business Cards	Plastic Business Cards	Size 3.375" x 2.125"; Material Clear PVC; Color 4/4; Finish Frosted	250	0.30	75.00	500	0.21	105.00	1,000	0.16	160.00	2,500	0.15	375.00	5,000	0.15	750.00	7,500	0.15	1,125.00	10,000	0.15	1,500.00	0	3-4 days	To be discussed with Customer Service at time of order	Boxed	Quoted our standard Synthetic PVC White 15Mil, UV Gloss Front side. 3.5 x 2
P37	Business Cards	Letterpress Business Cards	Size 3.5" x 2"; Paper 32 pt Cotton; Color 2/0; Finish Letterpress	250	0.78	195.00	500	0.53	265.00	1,000	0.29	290.00	2,500	0.18	450.00	5,000	0.13	650.00	7,500	0.10	750.00	10,000	0.09	900.00	0	5-6 days	To be discussed with Customer Service at time of order	Boxed	Quoted 110# Cover + Debossing, Letterpress is not available.
P38	Large Format Banners	Vinyl Banner Indoor	Size 3 ft x 6 ft; Material 13 oz Vinyl; Color 4/0; Finish Grommets	1	263.89	263.89	3	116.46	349.38	5	91.39	456.95	10	74.51	745.10	15	63.93	958.95	7,500	43.33	324,975.00	10,000	43.30	433,000.00	0	15-20wd apa ATL quote # 5939	To be discussed with Customer Service at time of order	Boxed	-
P39	Large Format Banners	Vinyl Banner Outdoor	Size 4 ft x 8 ft; Material 15 oz Vinyl; Color 4/0; Finish Hemmed with grommets	1	273.35	273.35	3	120.46	361.38	5	95.18	475.90	10	77.58	775.80	15	66.40	996.00	7,500	44.73	335,475.00	10,000	44.70	447,000.00	0	15-20wd apa ATL quote # 5939	To be discussed with Customer Service at time of order	Boxed	-
P40	Large Format Banners	Mesh Banner	Size 6 ft x 10 ft; Material Mesh Vinyl; Color 4/0; Finish Grommets (4)	1	305.96	305.96	3	148.01	444.03	5	123.74	618.70	10	104.24	1,042.40	15	92.84	1,392.60	7,500	70.33	527,475.00	10,000	70.30	703,000.00	0	15-20wd apa ATL quote # 5939	To be discussed with Customer Service at time of order	Boxed	-
P41	Large Format Banners	Fabric Banner	Size 5 ft x 7 ft; Material Polyester Fabric; Color 4/0; Finish Pole pockets, 1 color	1	265.00	265.00	3	170.00	510.00	5	149.38	746.90	10	133.75	1,337.50	15	127.50	1,912.50	7,500	N/A	#VALUE!	10,000	N/A		0	7	To be discussed with Customer Service at time of order	boxed, bulk ship	Monarch quote 51055
P42	Large Format Banners	Step-and-Repeat Banner	Size 8 ft x 8 ft; Material Fabric; Color 4/0; Finish Velcro edges, 1 color	1	340.00	340.00	3	280.00	840.00	5	266.88	1,334.40	10	257.50	2,575.00	15	249.38	3,740.70	7,500	N/A	#VALUE!	10,000	N/A		0	7	To be discussed with Customer Service at time of order	boxed, bulk ship	Monarch quote 51055
P43	Large Format Banners	Street Pole Banner	Size 30" x 60"; Material Double-sided Vinyl; Color 4/4; Finish Pole pockets	1	258.74	258.74	3	117.64	352.92	5	84.31	421.55	10	62.20	622.00	15	59.51	892.65	7,500	35.69	267,675.00	10,000	35.65		0	15-20wd apa ATL quote # 5939	To be discussed with Customer Service at time of order	Boxed	-

P44	Large Format Banners	Construction Fence Banner	Size 3 ft x 12 ft; Material Mesh Vinyl; Color 4/0; Finish Reinforced hems	1	337.13	337.13	3	186.89	560.67	5	160.79	803.95	10	127.83	1,278.30	15	120.16	1,802.40	7,500	84.79	635,925.00	10,000	84.76	847,600.00	0	15-20wds apa ATL quote # 5939	To be discussed with Customer Service at time of order	Boxed	-
P45	Large Format Banners	Window Banner	Size 2 ft x 5 ft; Material Perforated Vinyl; Color 4/0; Finish UV laminated	1	349.09	349.09	3	143.00	429.00	5	101.79	508.95	10	84.53	845.30	15	73.31	1,099.65	7,500	45.49	341,175.00	10,000	45.45		0	15-20wds apa ATL quote # 5939	To be discussed with Customer Service at time of order	Boxed	-
P46	Envelope / Non Window	#10 Regular Envelope	Size: 4.125 x 9.5; Paper: 24 lb White Wove; black ink:Flap: Commercial	250	0.19	47.50	500	0.13	65.00	1,000	0.08	80.00	2,500	0.05	125.00	5,000	0.04	200.00	7,500	0.04	300.00	10,000	0.04	400.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	-
P47	Envelope / Non Window	#9 Regular Envelope	Size: 3.875 x 8.875; Paper: 24 lb White Wove; black ink:Flap: Commercial	250	0.19	47.50	500	0.13	65.00	1,000	0.08	80.00	2,500	0.05	125.00	5,000	0.04	200.00	7,500	0.04	300.00	10,000	0.04	400.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	-
P48	Envelope / Non Window	#6 3/4 Envelope	Size: 3.625 x 6.5; Paper: 24 lb White Wove; black ink:Flap: Commercial	250	0.19	47.50	500	0.13	65.00	1,000	0.08	80.00	2,500	0.05	125.00	5,000	0.04	200.00	7,500	0.04	300.00	10,000	0.04	400.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	-
P49	Envelope / Non Window	A7 Envelope	Size: 5.25 x 7.25; Paper: 24 lb White Wove or Text; black ink: Flap: Square	250	0.31	77.50	500	0.21	105.00	1,000	0.16	160.00	2,500	0.14	350.00	5,000	0.13	650.00	7,500	0.11	825.00	10,000	0.11	1,100.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	-
P50	Envelope / Non Window	A2 Envelope	Size: 4.375 x 5.75; Paper: 24 lb White Wove or Text; black ink: Flap: Square	250	0.28	70.00	500	0.20	100.00	1,000	0.15	150.00	2,500	0.13	325.00	5,000	0.11	550.00	7,500	0.10	750.00	10,000	0.10	1,000.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	-
P51	Envelope / Non Window	#12 Booklet Envelope	Size: 4.75 x 11; Paper: 28 lb White Wove; black ink: Flap: Open side	250	N/A	#VALUE!	500	N/A	#VALUE!	1,000	0.28	280.00	2,500	0.23	575.00	5,000	0.20	1,000.00	7,500	0.19	1,425.00	10,000	0.19	1,900.00	0	11	To be discussed with Customer Service at time of order	Boxed	1000 minimum
P52	Envelope / Non Window	9 x 12 Booklet Envelope	Size: 9 x 12; Paper: 28 lb White Wove; black ink: Flap: Open side	250	0.38	95.00	500	0.28	140.00	1,000	0.19	190.00	2,500	0.14	350.00	5,000	0.11	550.00	7,500	0.11	825.00	10,000	0.11	1,100.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	-
P53	Envelope / Non Window	6 x 9 Booklet Envelope	Size: 6 x 9; Paper: 28 lb White Wove; black ink: Flap: Open side	250	0.38	95.00	500	0.28	140.00	1,000	0.19	190.00	2,500	0.14	350.00	5,000	0.11	550.00	7,500	0.11	825.00	10,000	0.11	1,100.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	134058-03202026KJH-A
P54	Envelope / Non Window	#10 Window Envelope	Size: 4.125 x 9.5; Paper: 24 lb White Wove; black ink: Flap: Commercial	250	0.19	47.50	500	0.13	65.00	1,000	0.08	80.00	2,500	0.05	125.00	5,000	0.04	200.00	7,500	0.04	300.00	10,000	0.04	400.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	-
P55	Envelope / Window	#10 Double Window Envelope	Size: 4.125 x 9.5; Paper: 24 lb White Wove; black ink: Flap: Commercial; Single Window, bottom right, industry standard size and placement	250	0.23	57.50	500	0.15	75.00	1,000	0.11	110.00	2,500	0.09	225.00	5,000	0.08	400.00	7,500	0.08	600.00	10,000	0.08	800.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	Quoted for the Single Right Window as requested.

P56	Letterhead	Letterhead	8.5 x 11, 1 side, black ink, 24 lb bond, Black Ink	250	0.20	50.00	500	0.14	70.00	1,000	0.11	110.00	2,500	0.09	225.00	5,000	0.08	400.00	7,500	0.08	600.00	10,000	0.06	600.00	0	2-3 days	To be discussed with Customer Service at time of order	Boxed	-
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26-067 Printing Services / Promotional Items

Supplier ODP Business Solutions, LLC

Exhibit B Upcharges

Revised 3.10.2026

Project #	Upcharge Category	Upcharge Name	Description	Ink Type	Pricing Method	Upcharge Amount	Applies Per	Notes
U01	Ink Coverage	Standard Coverage	Standard ink coverage within normal print tolerances	B/W	Included	N/A	Job	Included in price shown.
U02	Ink Coverage	Standard Coverage	Standard ink coverage within normal print tolerances	2 Color	Included	N/A	Job	Included in price shown.
U03	Ink Coverage	Standard Coverage	Standard ink coverage within normal print tolerances	Full Color	Included	N/A	Job	Included in price shown.
U04	Ink Coverage	Heavy Ink Coverage	Ink coverage exceeding standard levels	B/W	Percent of base price	N/A	Job	Included in price shown.
U05	Ink Coverage	Heavy Ink Coverage	Ink coverage exceeding standard levels	2 Color	Percent of base price	N/A	Job	Included in price shown.
U06	Ink Coverage	Heavy Ink Coverage	Ink coverage exceeding standard levels	Full Color	Percent of base price	N/A	Job	Included in price shown.
U07	Prepress	File Repair	Correction of non print ready files	All	Hourly	100.05	Hour	
U08	Prepress	Color Correction	Color adjustment beyond proof	All	Hourly	100.05	Hour	
U09	Prepress	Variable Data Setup	Setup for variable data printing	All	Per Job	100.05	Job	
U10	Proofing	Hard Copy Proof	Printed physical proof	All	Per Proof		Proof	30% discount on minimum product offering. Example for product P1, minimum product offering would be a quantity of 25 and pricing would be \$10.27.
U11	Proofing	Press Proof	On press color proof	All	Per Proof		Proof	30% discount on minimum product offering. Example for product P1, minimum product offering would be a quantity of 25 and pricing would be \$10.27.
U12	Finishing	Die Cutting	Custom die cutting	All	Per Job		Job	Quoted at time of request, each die is specific to job requested. If die cutting is an industry standard size and shape conforming to the 100's of dies in our library then there is no charge.
U13	Finishing	Perforating	Perforation for tear off sections	All	Per Thousand	36.00	1,000 units	Example of pricing for this is based on a 5x7 Postcard with a horizontal perforation. Anything additional would be custom.

				Quantity 1			Quantity 2			Quantity 3			Quantity 4			Quantity 5			Quantity 6			Quantity 7					
Project ID	Finishing Item	Description	Unit	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Setup Fee	Standard Lead Time	Notes
F01	Saddle Stitch	Up to 40 pages, includes 2 staples, trim to final size	Per booklet	250	0.45	112.50	500	0.45	225.00	1,000	0.45	450.00	2,500	0.45	1,125.00	5,000	0.45	2,250.00	7,500	0.45	3,375.00	10,000	0.45	4,500.00	0	Included	finishing only w/ assumed b/w print. (univ. costing)
F02	Perfect Bind	Up to 200 pages, square spine, includes cover wrap Bindery Only 5x7, 196pp (furnished 24x8 + 1x4) + cover (furnished 1 up) Collate folded sigs with cover, PUR perfectbind on 7", trim, carton, local delivery We understand that you will be providing: (24) 8 + (1) 4 pp folded sigs - 70# gloss text (allow .25 head, foot & face trims + .125 grind) 1 up flat covers 10.875x7.75 (includes .25 face + .375 head & foot trims	Per book	250	2.15	537.50	500	2.15	1,075.00	1,000	3.09	3,090.00	2,500	2.15	5,375.00	5,000	1.13	5,650.00	7,500	0.97	7,275.00	10,000	0.88	8,800.00	0	2-3 weeks depending on capacity at the time of the order	Description: Bindery Only with assumed b/w print 5x7, 196pp (furnished 24x8 + 1x4) + cover (furnished 1 up) Collate folded sigs with cover, PUR perfectbind on 7", trim, carton, local delivery We understand that you will be providing: (24) 8 + (1) 4 pp folded sigs - 70# gloss text (allow .25 head, foot & face trims + .125 grind) 1 up flat covers 10.875x7.75 (includes face + .375 head & foot trims (univ. /network costing)
F03	Coil Bind	75 pages, Plastic coil, includes clear front and black back cover Cost is for binding only, no collating, no printing or internal pages are included. Max quantity is 1000 for the source Costing based on assumed size of 8.5 x 11 Black plastic coil binding size of 1/4" to 1/2" Max sheet capacity of 101	Per book	250	0.55	137.50	500	0.55	275.00	1,000	0.55	550.00	2,500	0.55	1,375.00	5,000	0.55	2,750.00	7,500	0.55	4,125.00	10,000	0.55	5,500.00	0	Estimated 10 Business days	Cost is for binding only, no collating, n printing or internal pages are included assumed b/w print. Costing based on assumed size of 8.5 x 11 Black plastic coil binding size of 1/4" to 1/2" Max sheet capacity of 101.
F04	Lamination 5 mil	8.5 x 11 sheet lamination, trim included	Per sheet	250	1.67	417.50	500	1.65	825.00	1,000	1.64	1,640.00	2,500	1.63	4,075.00	5,000	1.63	8,150.00	7,500	1.63	12,225.00	10,000	1.63	16,300.00	0	Add one day	8.5x11 5 mil laminated gloss - 2 sided 4/4
F05	Lamination 10 mil	8.5 x 11 sheet lamination, trim included	Per sheet	250	3.24	810.00	500	3.2	1,600.00	1,000	3.16	3,160.00	2,500	3.16	7,900.00	5,000	3.15	15,750.00	7,500	3.15	23,625.00	10,000	3.15	31,500.00	0	Add one day	8.5x11 5 mil laminated gloss - 2 sided 4/4
F06	Tri Fold	80 lb Text stock, Tri-fold. Fold included.	Per sheet	250	0.13	32.50	500	0.07	35.00	1,000	0.07	70.00	2,500	0.04	100.00	5,000	0.03	150.00	7,500	0.03	225.00	10,000	0.03	300.00	0	Add one day	Priced as tri-fold on text stock
F07	Three Hole Punch	Standard 3 hole punch on 8.5 x 11	Per sheet	250	0.05	12.50	500	0.03	15.00	1,000	0.02	20.00	2,500	0.02	50.00	5,000	0.01	50.00	7,500	0.01	75.00	10,000	0.01	100.00	0	Add one day	Standard 3 hole punch
F08	Shrink Wrap	Bundle of 50, include label on bundle, NO backer	Per bundle	250	1.13	282.50	500	1.13	565.00	1,000	1.13	1,130.00	2,500	1.13	2,825.00	5,000	1.13	5,650.00	7,500	1.13	8,475.00	10,000	1.13	11,300.00	0	Add one day	\$.85/per pack (shrink pricing only)
F08	Shrink Wrap	Bundle of 50, include label on bundle, chipboard backer included	Per bundle	250	1.2	300.00	500	1.2	600.00	1,000	1.2	1,200.00	2,500	1.2	3,000.00	5,000	1.2	6,000.00	7,500	1.2	9,000.00	10,000	1.2	12,000.00	0	Add one day	\$.90/per pack (shrink pricing + chipboard backer only)
F09	Numbering	Sequential numbering, 1 location	Per 1,000	250		-	500		-	1,000		-	2,500		-	5,000		-	7,500		-	10,000		-	0	Included	Included in pricing showing as digital printing
F10	Tab Dividers, Paper	Set of 5 tabs, printed, drilled	Per set	250	1.07	267.50	500	1.07	535.00	1,000	1.07	1,070.00	2,500	1.07	2,675.00	5,000	1.07	5,350.00	7,500	1.07	8,025.00	10,000	1.07	10,700.00	0		Tab Dividers, 8.5 x 11 Paper (default manilla or standard stock-list stock quoted) Set of 5 tabs, printed 1/1 on tab only, 3 hole drilled qty is # of sets
F10	Tab Dividers, Mylar	Set of 5 tabs, printed, drilled	Per set	250	1.86	465.00	500	1.86	930.00	1,000	1.86	1,860.00	2,500	1.86	4,650.00	5,000	1.86	9,300.00	7,500	1.86	13,950.00	10,000	1.86	18,600.00	0		Tab Dividers, 8.5 x 11 Mylar (default manilla or standard stock-list stock quoted) Set of 5 tabs, printed 1/1 on tab only, 3 hole drilled qty is # of sets

26-067 Printing Services / Promotional Items

Exhibit D Mailing and Fulfillment Projects Pricing

Revised 3.10.2026

Supplier ODP Business Solutions, LLC

Exhibit D Mailing and Fulfillment Projects Pricing			Quantity Breaks																						
Revised 3.10.2026			Quantity 1			Quantity 2			Quantity 3			Quantity 4			Quantity 5			Quantity 6			Quantity 7			Standard Lead Time	Notes
Project ID	Mailing Service	Description	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended		
M01	Inkjet Addressing	Print address and barcode on piece, includes basic formatting	250	0.05	12.50	500	0.05	25.00	1,000	0.04	40.00	2,500	0.04	100.00	5,000	0.03	150.00	7,500	0.03	225.00	10,000	0.03	300.00	3 - 5 business days - dependant on quantity of orders placed	Prints K/O
M02	Tabbing	One tab on self mailers, placement standard	250	0.05	12.50	500	0.05	25.00	1,000	0.05	50.00	2,500	0.05	125.00	5,000	0.04	200.00	7,500	0.04	300.00	10,000	0.04	400.00		Priced with 2 t
M03	Insertion	Insert letter into number 10 envelope, seal	250	0.08	20.00	500	0.08	40.00	1,000	0.07	70.00	2,500	0.07	175.00	5,000	0.06	300.00	7,500	0.06	450.00	10,000	0.05	500.00		
M04	Postage Processing	Postage statement, permit use, hand off to USPS	250	0.07	17.50	500	0.03	15.00	1,000	0.02	20.00	2,500	0.01	25.00	5,000	0.01	50.00	7,500	0.01	75.00	10,000	0.01	100.00		
M05	Presort	Presort to maximize postal discounts, documentation included	250	0.07	17.50	500	0.03	15.00	1,000	0.02	20.00	2,500	0.01	25.00	5,000	0.01	50.00	7,500	0.01	75.00	10,000	0.01	100.00		
M06	List Hygiene	Address standardization, CASS, basic dedupe	250	0.07	17.50	500	0.03	15.00	1,000	0.02	20.00	2,500	0.01	25.00	5,000	0.01	50.00	7,500	0.01	75.00	10,000	0.01	100.00		
M07	NCOA Update	NCOA processing and move update report	250	0.07	17.50	500	0.03	15.00	1,000	0.02	20.00	2,500	Included	#VALUE!	5,000	Included	#VALUE!	7,500	Included	#VALUE!	10,000	Included	#VALUE!		
M09	Kitting	Assemble kit containing the following components: • One (1) folded poster (approx. 11 in. x 17 in., folded) • One (1) promotional magnet (approx. 3 in. x 5 in.) • One (1) informational brochure (tri-fold) • One (1) postcard or insert • One (1) small promotional item (e.g., sticker or similar item) Place all components into a small corrugated box or padded mailer (approximately 9 in. x 12 in. x 3 in.), seal, and apply shipping label as	250	4.35	1,087.50	500	3.79	1,895.00	1,000	3.38	3,380.00	2,500	3.04	7,600.00	5,000	3.03	15,150.00	7,500	3.01	22,575.00	10,000	3.01	30,100.00		

e ID : 236222C3-86BD6-863D-80D1-A43AA0BDDAA

26-067 Printing Services / Promotional Items

Exhibit E Promotional Items Projects Pricing

Revised 3.10.2026

NOTE: If any listed item has been discontinued, the Respondent should substitute the item with a recommended equivalent.

Supplier ODP Business Solutions, LLC

NOTE: If any listed item has been discontinued, the Respondent should substitute the item with a recommended equivalent.					Quantity Breaks																							
Project ID	Item Category	Item Description and Decoration	Item	Unit	Quantity 1			Quantity 2			Quantity 3			Quantity 4			Quantity 5			Quantity 6			Setup Fee	Standard Lead Time	Notes			
					Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended						
R01	Drinkware	20 oz tumbler, stainless, 1 color imprint, includes standard packaging	5599	Each	36	8.89	320.04	50	8.89	444.50	100	8.89	889.00	250	8.89	2,222.50	500	8.89	4,445.00	1,000	8.89	8,890.00		10-15 days				
R02	Drinkware	12 oz, insulated coffee mug, 1 color imprint, includes standard packaging	1601-94	Each	25	26.25	656.25	50	26.25	1,312.50	100	26.25	2,625.00	250	26.25	6,562.50	500	26.25	13,125.00	1,000	26.25	26,250.00	\$55.00 (free set up at 500 and 1000 pieces)	5-7 working days for quantites up to 400				
R03	Pens	Plastic pen, 1 color imprint, standard ink	PL-3928	Each	25	N/A	#VALUE!	50	N/A	#VALUE!	100	0.58	58.00	250	0.58	145.00	400	0.58	232.00	1,000	0.58	580.00	\$33.50	5-7 days	not available in lower quantity			
R04	Totes	Non woven tote bag, 1 color imprint, one side	BG125	Each	25	N/A	#VALUE!	50	N/A	#VALUE!	150	1.25	187.50	250	1.25	312.50	500	1.25	625.00	1,000	1.25	1,250.00	\$65.15	5-7 days	not available in lower quantity			
R05	Notebook	5x7 notebook, elastic band, 1 color imprint	NBK104	Each	25	2.69	67.25	50	2.69	134.50	100	2.69	269.00	250	2.69	672.50	500	2.69	1,345.00	1,000	2.69	2,690.00	\$55.00	5-7 days				
R06	Stickers	3 inch by 3 inch vinyl sticker, full color, cut to shape	STCK33	Each	25	N/A	#VALUE!	50	N/A	#VALUE!	100	1.52	152.00	250	1.23	307.50	500	0.66	330.00	1,000	0.42	420.00	\$55.00	5 days	not available in lower quantity			
R07	Lanyards	Standard lanyard, 1 color imprint, safety breakaway	LA38BA-IS	Each	25	n/a	#VALUE!	n/a		#VALUE!	200	1.09	218.00	300	0.90	270.00	500	0.90	450.00	1,000	0.90	900.00	\$55.00	5-7 days	not available in lower quantity			
R08	Water Bottles	27 oz bottle, 1 color imprint	WKM	Each	25	4.13	103.25	50	4.13	206.50	100	4.13	413.00	200	4.13	826.00	500	4.13	2,065.00	1,000	4.13	4,130.00		5-7 days				
R09	Awards	Acrylic award , 10 sq inch	ACR-AW10	Each	25	6.20	155.00	50	6.20	310.00	100	6.20	620.00	250	6.20	1,550.00	500	6.20	3,100.00	1,000	6.20	6,200.00	\$50.00	12-15 days				
R10	USB Drives	16 GB USB drive, 1 color imprint, domestic	73099	Each	25	5.11	127.75	50	5.11	255.50	100	5.11	511.00	250	5.11	1,277.50	500	5.11	2,555.00	1,000	5.11	5,110.00	\$56.25	1-3 days				
	USB Drives	16 GB USB drive, 1 color imprint, domestic	73408		25	N/A	#VALUE!	50	N/A	#VALUE!	100	4.96	496.00	250	4.96	1,240.00	500	4.79	2,395.00	1,000	4.59	4,590.00	\$56.25	12 days	not available in lower quantity			
R11	Safety	High visibility vest, 1 color imprint on back	CSV102	Each	24	17.76	426.24	48	15.90	763.20	144	13.53	1,948.32	250	13.53	3,382.50	500	12.65	6,325.00	1,000	11.66	11,660.00	\$25.00	2-3 weeks	Includes sizes S/M and L/XL. sizes will require additional charges.			

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					Quantity Breaks																										
					Quantity 1			Quantity 2			Quantity 3			Quantity 4			Quantity 5			Quantity 6			Quantity 7			Quantity 8					
Project ID	Decoration Type	Description	Item #	Unit	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Qty	Unit Price	Extended	Setup Fee	Standard Lead Time	Notes
A01	Screen Print	One color, left chest, standard size, on Easy Cotton Tee White	PC43	Per garment	12	N/A	#VALUE!	24	5.48	131.52	48	4.19	201.12	96	3.73	358.08	144	3.60	518.40	300	3.25	975.00	600	3.10	1,860.00	1,020	2.98	3,039.60		2-3 weeks	All shirts priced for sizes Small through XL. Plus sizes will require additional charge.
A02	Screen Print	Two color, full back, on Easy Cotton Tee White	PC43	Per garment	12	N/A	#VALUE!	24	8.21	197.04	48	5.44	261.12	96	4.81	461.76	144	4.49	646.56	300	3.99	1,197.00	600	3.55	2,130.00	1,020	3.36	3,427.20		2-3 weeks	
A03	Embroidery	Up to 7000 stitches, left chest, on Core Blend Jersey Knit Polo	KP55	Per garment	12	15.35	184.20	24	13.75	330.00	72	12.66	911.52	288	12.48	3,594.24	500	12.29	6,145.00	1,000	12.15	12,150.00	N/A			N/A		\$50.00	2-3 weeks		
A04	Embroidery	Hat embroidery, up to 6000 stitches on Port Authority® Six-Panel Twill Cap	CP80	Each	12	10.88	130.56	24	9.11	218.64	72	8.05	579.60	288	7.86	2,263.68	500	7.74	3,870.00	1,000	7.64	7,640.00	N/A			N/A		\$50.00	2-3 weeks		
A05	Heat Transfer	Full color transfer, left chest Easy Cotton Tee White	PC43	Each	12	12.98	155.76	24	10.13	243.12	48	7.25	348.00	72	7.25	522.00	144	6.18	889.92	300	6.18	1,854.00	600	5.51	3,306.00	1,020	5.51	5,620.20		2-3 weeks	
A06	DTG	Full color direct to garment, front, Easy Cotton Tee White	PC43	Each	12	10.13	121.56	24	9.04	216.96	48	7.61	365.28	72	7.61	547.92	144	7.01	1,009.44	300	7.01	2,103.00	600	6.80	4,080.00	1,020	6.80	6,936.00		2-3 weeks	
A07	Screen Print	Sleeve print, one color, Easy Cotton Tee White	PC43	Each	12	N/A	#VALUE!	24	5.73	137.52	48	4.44	213.12	96	3.98	382.08	144	3.85	554.40	300	3.51	1,053.00	600	3.35	2,010.00	1,020	3.24	3,304.80		2-3 weeks	
A08	Neck Label	Printed neck label, one color, silkscreen (this is the charge to add a neck label print to any of the above screenprinted shirts)	N/A	Each	12	N/A	#VALUE!	24	N/A	#VALUE!	50	2.89	144.50	100	1.93	193.00	250	1.15	287.50	500	0.78	390.00	1,000	0.64	640.00	N/A				2-3 weeks	
A08	Neck Label	Printed neck label, one color, pad print (this is the charge to add a neck label to any of the DTG or Transfer printed shirts above)	N/A	Each	12	1.43	17.16	24	1.13	27.12	48	1.00	48.00	72	0.94	67.68	N/A			N/A			N/A			N/A				2-3 weeks	
A09	Patch	Sewn patch application, 2" x 4" patch applied to garment (up to 5 colors)	N/A	Each	12	N/A	#VALUE!	24	12.78	306.72	50	11.75	587.50	100	9.89	989.00	200	7.71	1,542.00	300	7.16	2,148.00	500	6.61	3,305.00	N/A			\$75.00	2-3 weeks	
A10	Screen Print	Front and back, one color each location Easy Cotton Tee White	PC43	Each	12	N/A	#VALUE!	24	8.74	209.76	48	6.14	294.72	96	5.21	500.16	144	4.96	714.24	300	4.28	1,284.00	600	3.96	2,376.00	1,020	3.73	3,804.60		2-3 weeks	

Certificate Of Completion

Envelope Id: 238222C3-86D6-863D-80D1-A43AA0DBDDAA

Status: Completed

Subject: Complete with Docusign: 26COR-067 PRINTING SERVICES & PROMOTIONAL ITEMS

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Signatures: 4

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Record Tracking

Status: Original

Holder: sean.carroll

Location: DocuSign

6/25/2026 6:00:20 PM

sean.carroll@aposteriorillc.com

Signer Events

Brian Abromovage

brian.abromovage@odpbusiness.com

VP

Security Level: Email, Account Authentication
(None)

Signature

DocuSigned by:

Brian Abromovage
1C09BC77E45B48A...

Signature Adoption: Pre-selected Style
Using IP Address: 205.157.124.132

Timestamp

Sent: 6/25/2026 6:21:39 PM

Resent: 6/30/2026 10:18:25 AM

Viewed: 6/30/2026 10:19:28 AM

Signed: 6/30/2026 10:19:38 AM

Electronic Record and Signature Disclosure:

Not Offered via Docusign

James Hallock

James.Hallock@coretrustpg.com

Chief Executive Officer

CoreTrust Purchasing Group LLC

Security Level: Email, Account Authentication
(None)

DocuSigned by:

James Hallock
B8E312074BE546B...

Signature Adoption: Pre-selected Style
Using IP Address: 155.190.17.75

Sent: 6/30/2026 10:19:41 AM

Viewed: 6/30/2026 10:46:23 AM

Signed: 6/30/2026 10:46:33 AM

Electronic Record and Signature Disclosure:

Not Offered via Docusign

Lee Gatliff

cityofdelightar@gmail.com

Mayor

Security Level: Email, Account Authentication
(None)

Signed by:

Lee Gatliff
83973FAE40444D6...

Signature Adoption: Pre-selected Style
Using IP Address: 2a04:4e41:2e01:16b2::1c41:66b2
Signed using mobile

Sent: 6/30/2026 10:46:36 AM

Viewed: 6/30/2026 2:08:01 PM

Signed: 6/30/2026 2:10:13 PM

Electronic Record and Signature Disclosure:

Not Offered via Docusign

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Carbon Copy Events	Status	Timestamp
Jennifer Jimenez jennifer.jimenez@odpbusiness.com Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 6/30/2026 2:10:17 PM
Kelley A. Kelley kelley.kelley@aposteriorillc.com n/a Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 6/30/2026 2:10:17 PM
Andrea Santini andrea.santini@coretrustpg.com Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 6/30/2026 2:10:18 PM
Brian Esposito brian.esposito@coretrustpg.com Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 6/30/2026 2:10:18 PM Viewed: 6/30/2026 2:11:49 PM
Dana Hightower cityofdelightar@gmail.com Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 6/30/2026 2:10:19 PM

Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	6/25/2026 6:21:39 PM
Envelope Updated	Security Checked	6/29/2026 1:02:46 PM
Envelope Updated	Security Checked	6/29/2026 1:02:46 PM
Envelope Updated	Security Checked	6/29/2026 1:02:46 PM
Envelope Updated	Security Checked	6/29/2026 1:02:46 PM
Envelope Updated	Security Checked	6/29/2026 1:02:46 PM
Certified Delivered	Security Checked	6/30/2026 2:08:01 PM
Signing Complete	Security Checked	6/30/2026 2:10:13 PM
Completed	Security Checked	6/30/2026 2:10:19 PM

Payment Events	Status	Timestamps
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