



Please click [here](#) to view the full Warner Middle School case study.

RFP 24-01 **Furniture, Installation, and Related Services** **Products and Pricing**

June 13, 2024, 2:00pm central time

PRODUCTS AND PRICING

a) Products/Pricing

- i. Offerors shall provide pricing based on a discount from a manufacturer's price list catalog, or fixed price, or a combination of both with indefinite quantities. Offeror may offer their complete product, and service offering as a balance of line. Prices listed will be used to establish the extent of a manufacturer's product lines, services, warranties, etc. that are available from Offeror and the pricing per item. Multiple percentage discounts are acceptable if, where different percentage discounts apply, the different percentages are specified. Additional pricing and/or discounts may be included. Products and services proposed are to be priced separately with all ineligible items identified. Offerors may elect to limit their proposals to any category or categories. The discount proposed shall remain the same throughout the term of the contract and at all renewal options.

This proposal includes our full breadth of furniture & related product categories and turn-key solutions as outlined in the scope of the RFP. Pricing for our ODP Business Solutions catalog furniture assortment items will be reflected at the time of order entry on our private contract website, www.odpbusiness.com. Our invoicing capabilities allow for full pricing detail to further provide price verification. (See attached Furniture Line Cards that demonstrates our key strategic furniture partnerships that will be available to all Region 4 ESC participants.)

For purposes of differentiating the two distinct offerings available through ODP Business Solutions, we will refer to the offerings as follows:

- Catalog/Stocked Furniture offering (ODP Business Solutions sometimes refers to these orders as "coded") – for customers that have immediate needs. The items on specified on the core list will be fixed priced. The remainder of the items in the current catalog will be a discount from web price and then the remaining furniture items will be priced at web priced.
- Special Order/Non-Stocked/Project Furniture – for customers that have specific requests, have a longer lead time or long-term projects, we have a full-service furniture dealership to work with customers. Special order furniture will be priced at the quoted discount from list.

Special Order (non-stocked) furniture orders will require the Region 4 ESC contract number to process, and to obtain the correct (additional) manufacturers' discounting. All orders are price verified by furniture order management at time of order, and again at order acknowledgement to ensure the correct Region 4 contract price. Our invoicing statements provide line item detail of pricing and discount percentage.



PRODUCTS AND PRICING

Furniture products that respond
to your needs.

Line Card



SCHOOL DISTRICT

Our comprehensive portfolio includes:

3Form
3M
9 to 5 Seating
Acacia Originals
ACCO Brands
Acaray
Adapt Global
AFC Industries
Agat
Aleo
Allermuir
Allseating
Altus
Alumni Classroom Furniture
American Seating
AmFab, Inc.
AMQ Solutions
AmTab
Andrew World
Anew
Arcadia Contract
Arconas
Artlura
Art Concepts
Art Partnerships
Autopex
Aurora Storage
Back App
Beaufum
Bernhardt
BioFit
Blackhouse
BluDot
Bold Furniture
Borroughs
Borgo
Bradford Systems
Bradford
Brown Jordan
Brookline Furniture
Bush Business Furniture
Buzzspace
Cabit Wynn
Cartwright, Inc.

Carolina Healthcare
Champion Chair
Cherryman
Claridge
Clarus Glassboards
Concept Seating
Conset America
Compel Office
Coriander Designs
Cramer
Creative Wood Products
Creative Hardwood
Do-Lite Screen Co.
Dorran Furniture
Datum Filing Systems
Dauphin
Deflecto Corp.
Design Within Reach
DeskMakers
DHive
Diversified Woodcraft
Doug Mockatt
Dreamseats
Edsal Sandusky
Egan Visual
Ekitta
EKO Contract
Elkay
Emeco
EMU Americas
Encore
Enwork
ERG International
ErgoGenesis
ESI Ergonomic Solutions Etc.*
Eurotech Seating
Furniture Group
Fatboy USA
Faustino's Chair Factory
Fellowes
FireKing International
Flash Furniture
Flexsteel

Flokk
Formaspace
Friant
Furniture Lab
Gavco Industries
GE Appliances
Ginsberger
Global Furniture Group
GMI Companies
Grand Rapids Chair
Grand Stands
Great American Art
Great Openings
Grassco Ltd.
Grofflax
Groupe Lacasse / Neocase
Hamilton Casework
Halcon
Haskell Office
HAT Collective
HBF
Heartwork Inc.
Holman Furniture
HIS Furniture
High Point Furniture
Hightower
Hirsh Industries
Hollman
Homestead Outdoor
HON
Humanscale
Iceberg
IOA
Indiana Furniture
Innovant
Integra
Intensa
Interwoven Health*
Imperial Privacy Systems
Iron Age Office
Jasper Group Brands
Janus Et Cie
Jonti-Craft
Kannoa

Kailhauer
KFI Studios
Kidstuff Playsystems
Kimball*
Krug
Kwaku
La-Z-Boy / KNU
Landscape Forms
LED Supply Co.
Legacy Lockers
Lagrand AV
Laisura Craft Inc.
Laland International
Lancore Acoustics
Larso Industries
Laval 4 Design
Lutz
Library Furniture Inc.
LifeFlo
Light Corp
Ligne Roset
Linea Italia
Loftwall
Lumisource
Lyon Workspace
Magna Visual
Marco Group Inc.
Marquis Seating
Martin Brattud
Matro
Media Technologies
Medline
Mid Atlantic Surfaces
Mien Co.
Milly-Lite
Modulform
MooreCo.
MPS Acoustics
MTS Seating
Muzo
National Office Furniture*
National Public Seating
Neutral Postura
Navers

Navins
New England Woodcraft
NGS Film & Graphics
Nienkamper International
Norix Group
Nova Solutions
Nucraft
Nidwall
OBEX Inc.
OCI-Stitwall
Offices To Go
OFM Inc.
OFS Brands
Open Plan Systems
Palmer Hamilton Brands
Paragon Furniture
Paramount Sleep
ParkNPool
Patterson Pope
Pater Popper Products
Prismatique Designs
PS Furniture
RDT Concepts
Restoration Hardware
RFM Seating
Richelieu America
RightAngle
RT London
Rubbermaid
Safco
Sandbox Sign Co.
Sauder Manufacturing
Sauder Woodworking
Scholar Craft
Scandinavian Spaces
Screenflex
Senator Group
Sentry Group
Silescape Design
Sitmatic
SitOnIt Seating
Skelch
Sliding Door Co.
Source International

Source Outdoor
Spacemaker Inc.
SpaceStar
Spec Furniture
Special T
Staging Concepts
Stanco Healthcare
Stylax
Studio Litica
SurfaceTech
Surfaceworks
Summer Classics
Symphony Tables
Systems 2/90 Inc.
Takeform
Table Logic
Tenjam
Tenneco
Tensator Inc.
Taxacraft
Travel Chair Co.
Trojan Classroom
Tropitone Furniture
Tucci
Tushy Furniture
Ultraplay Systems
University Loft
Vari
Vantael
Via
Vitra
Watson
WCI
Wenger Corp.
Wieland Furniture
Workrite Ergonomics
Workspace48
Xtrelight
Zanez
Zuo Modern

* Kimball International Brands | Select Vendor Partners

For more information, contact us.

877.543.0944 | workspaceinteriorsod.com

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PRODUCTS AND PRICING

Furniture Solutions For Education

ODP Business Solutions provides schools with the necessary equipment to create a conducive learning environment for students. We offer a comprehensive range of furniture designed to meet the diverse needs of educational institutions, enhance productivity, and support academic success.

We provide a variety of furniture solutions tailored for classrooms, libraries, cafeterias, outdoor furniture, stadiums, administrative office, nurse's office, meeting rooms, breakrooms and common areas. Our selection includes desks, chairs, and tables designed for ergonomic comfort, durability, and flexibility. We also offer storage solutions such as shelves, cabinets, and lockers, allowing schools to efficiently organize and secure educational materials. In addition we offer ancillary items such as classroom rugs, window coverings and window films (decorative, solar & safety). We can also provide the way finding/signage to help your students, staff & visitors know where they are going.



Furthermore, we offer a wide range of audiovisual equipment to facilitate engaging and dynamic learning experiences. Our offerings include projectors, interactive whiteboards, audio systems, and video conferencing solutions. These technologies support multimedia presentations, virtual classrooms, and distance learning, enabling educators to deliver and share content effectively.

ODP Business Solutions understands that each educational institution has unique requirements. That is why our dedicated team works closely with schools to provide customized solutions to address their specific needs. We are committed to offering reliable, durable, and innovative school equipment that promotes a productive and engaging learning environment for students, while providing support and convenience for teachers and administrators.

Furniture Solutions for Agencies

In addition to our significant furniture & installation services available for education agencies, we have a full offering for cities, counties, states, non-profits and special districts. These solutions include providing furniture needed for all areas of a building (inside and out) including, lobbies, private offices, conference rooms, breakrooms, co-working spaces, wellness rooms, training rooms, architectural walls and collaborative spaces.

To support whatever project a participating agency requires, ODP Business Solutions provides creative services (design, space planning), custom solutions, creation of standards programs,

PRODUCTS AND PRICING

project management, installation services, financial services, work from home and return to work solutions.

The skilled and experienced team at ODP Business Workspace Interiors can manage every aspect of your next project — right down to the last detail. Whether you want someone to take on the entire process or work in a supporting role with a design and architectural firm, we'll be there for you every step along the way.

Collaborative Classroom Design & Build

Design, furnishings, and support materials

Integration of Technology

MakerSpace Design & Build

- Design, furnishings, and support materials
- 3D printers and technology

eSports

As the world of competitive gaming continues its rapid growth in popularity, it's becoming more common for schools (K-12) and colleges to offer esports clubs and even varsity teams. According to the National Federation of State High School Associations (NFHS), nearly 200 colleges in the United States and Canada are actively recruiting and offer scholarships for esports. Esports is so much more than game playing — it can help promote strategic thinking, STEM learning, collaboration and communication. All students need is desire, skill and the top tools to unleash their competitive nature. That's where ODP Business Solutions comes in. With a wide selection of the latest equipment featuring fast processors, powerful RAM, dedicated graphics and SSDs, we'll help you get your esports programs set up for success. From mice and keyboards to hard core, top-performing gaming desktops and laptops and the furniture to make it all happen, ODP Business Solutions is your one-stop shop for all things gaming.

Technology

- Gaming desktop computers
- Portable gaming laptops
- High-definition (HD) monitors
- Gaming keyboards
- Wireless optical mice
- Headsets with microphones and surround sound

Furniture

- Chairs
- Gaming desks

PRODUCTS AND PRICING

- Signage
- Design & Installation Services from ODP Business Solutions™ Workspace Interiors
- Floor-mounted wireway systems

Services from ODP Business Solutions™ Workspace Interiors**Floor-mounted wireway systems**

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

Utilizing our network of 200-plus furniture manufacturers throughout the United States and Canada gives Participating Agencies a tremendous amount of diverse product to choose from, limiting their need to source through multiple dealers. We have multiple vendors that are able to meet all of the categories listed above, please reference our pricing spreadsheet. Below are our preferred manufacturers:

HON

NATIONAL



Kimball

- ii. Include an electronic copy of the catalog from which discount, or fixed price, is calculated. Electronic price lists must contain the following: *(if applicable)*
 - Manufacturer part #
 - Offeror's Part # (if different from manufacturer part #)
 - Description
 - Manufacturers Suggested List Price and Net Price
 - Net price to Region 4 ESC (including freight)

Submitted price list must include the Offerors' company name, name of the solicitation, and date.

Please refer to Attachment. ["Region 4 Proposed Furniture Core & Catalog Discounts"](#)

- iii. List the category or categories you are offering.

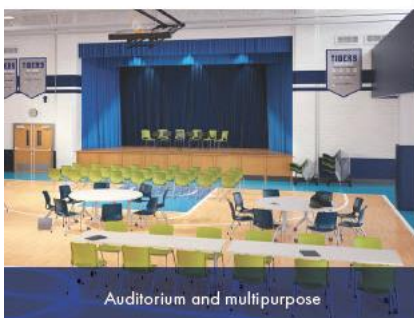
Furniture Product Lines and Categories

ODP Business Solutions has proposed our complete catalog of products and services including, but not limited to, the following categories:

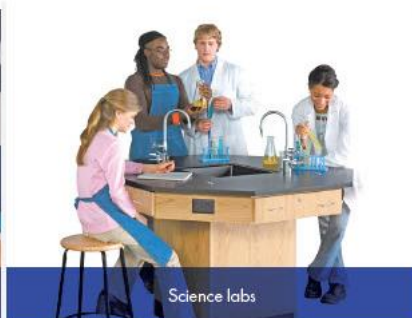
PRODUCTS AND PRICING

- Seating/Chairs: A complete and comprehensive catalog of office and classroom chairs, tandem seating and other general seating not limited to pre-school items available.
- Soft Seating: A complete and comprehensive catalog selection of soft seating for areas such as commons, libraries, waiting areas and open learning spaces. Products include, but are not limited to, lounge seating, modular linear seating, tables, and accessories.
- Technology Support Furniture: A complete and comprehensive catalog selection of technology support furniture to support technology-based learning environments.
- Library Furniture: A complete and comprehensive catalog selection of library furniture including shelving.
- Cafeteria Furniture: A complete and comprehensive catalog selection of cafeteria furniture.
- Learning Spaces Furniture: A complete and comprehensive catalog selection of all educational spaces, including early childhood furniture.
- Audio/Visual Furniture: A complete and comprehensive catalog selection of audio/visual furniture.

Comprehensive products and solutions



Auditorium and multipurpose



Science labs



STEAM and STEM



Administrative



Student collaboration



Staff lounges



Lobby and reception



Early education



Breakrooms

PRODUCTS AND PRICING

- Art Instructional Furniture: A complete and comprehensive catalog selection of art instructional furniture.
- Educational Office Furniture: A complete and comprehensive catalog selection of educational office furniture.
- Career/Technical Education Furniture: A complete and comprehensive catalog selection of career/technical education furniture.
- Music/Auditorium/Theater/Performing Arts: A complete and comprehensive catalog selection of event, music stands, performing arts, public sitting, auditorium/theater fixed seating, grandstands, bleachers, staging/riser platform, and related furniture.
- Filing Systems, Storage and Equipment: A complete and comprehensive catalog of filing systems including vertical and lateral files, freestanding file cabinets, bookcases, and equipment and accessories available from ODP Business Solutions.
- Systems Furniture: A complete and comprehensive catalog of all systems furniture, lines, and accessories available.
- Freestanding Furniture: A complete and comprehensive catalog of all case goods, furniture, (including folding and mobile) desks, tables, and accessories not limited to pre-school items available.
- Health and Science Furniture: A complete and comprehensive catalog selection of health, science and laboratory storage and shelving.
- Wall and Ceiling Solutions: A complete and comprehensive catalog selection of modular wall systems, sound isolation, acoustical panels, and shells
- Privacy Pods, Phone, Sound Isolation Rooms, and Furniture Booths: A complete and comprehensive catalog selection of privacy pods, furniture booths, quiet spaces, and related products.
- Safety and Security Furniture: A complete and comprehensive catalog selection of safety, first aid, security furniture and related products including window film (decorative, solar and safety).
- Interior Solutions: A complete and comprehensive catalog of available interior solutions, custom design, pre-engineered and prefabricated, air filtration/purification systems, artwork, boutique items, signage, and other products and services not specifically named in the above categories that complement the products, accessories and services that provide participating agencies to complete an interior solution.
- Related products and design, "Quick Ship", design and layout, fabric and color design services, assessment tools, professional development, sensory based learning, musical stands, furniture leasing, asset management services, storage, buyback



Cafeterias and dining

PRODUCTS AND PRICING

programs, furniture refurbishing and recycling, furniture cleaning, interior and exterior signage, and any other related products and services or solutions offered by the Company.

- **Services and Support Solutions:** A complete understanding of delivery options, installation options, labor rates (non-union, prevailing wage, Davis-Bacon, etc.), project management, design services, reconfiguration, strategic and/or occupancy planning, dealer storage and field services.

iv. Is pricing available for all products and services?

Yes. There may be some Special Order items which will have to be quoted because the cost will be based on the actual specifications of the item.

PRICING METHODOLOGY:

Special Order Furniture

ODP Business Solutions is providing the complete product catalog from our manufacturer partners in our proposal. Our proposal includes manufacturer's current list prices and specification guides. These manufacturer's catalogs, at a minimum, include, product descriptions, manufacturer model numbers, effective date of catalog and item list price. Please refer to ***Attachment XV - RFP 24-01 Region 4 ESC - ODP Business Solutions Workspace Interiors*** for manufacturer pricing.

ODP Business Solutions is offering a percentage discount off manufacturer catalog or list pricing, and additional discounting for larger single orders. Please refer to ***Attachment XV - RFP 24-01 Region 4 ESC - ODP Business Solutions Workspace Interiors***.

Our net product pricing for agencies is based on a discount off manufacturers list prices and is tiered to offer agencies additional cost savings for volume purchases.

Catalog Offering/Furniture Core List

All references for the purposes of our pricing proposal as it pertains to a catalog offering will be made to the BSD Furniture Catalog assortment available at the time of order to ODP Business Solutions customers. This list of products contains 2 pricing tiers.

1. The Furniture Core List now contains 1800 items, available as soon as 24 hours at very aggressive pricing. Pricing for Furniture Core items will be visible on ODP Business Solutions's website located at <https://odpbusiness.com> after customer logs in. We have included the list of pricing and corresponding net prices on the "Region 4 Proposed Furniture Core."
2. Items that are not on the Furniture Core list and are in the BSD Catalog will receive a 20% discount from current web price. On each calendar quarter, with 30 days notification, the pricing will be updated. The furniture categories and corresponding discount from web are also included on "Furniture Non-Core" tab in Attachment ***Region 4 Proposed Furniture Core***.

PRODUCTS AND PRICING

Products not in the BSD Furniture Catalog: Items not contained in the ODP Business Solutions BSD Furniture Contract Catalog but which are identified on www.odpbusiness.com, will be priced at the regular sales price (promotions excluded) set forth on www.odpbusiness.com at the time of the order, exclusive of bulk pricing discounts or other specials. Notwithstanding anything herein to the contrary, clearance items and promotional items, including, but not limited to, Instant Savings, Coupon Savings, Mail-In Savings, and Bundled Savings (collectively, "Excluded Categories").



Furniture items that are not identified in the BSD Catalog or on www.odpbusiness.com shall not be subject to the pricing methodology otherwise set forth in this Agreement. Rather, prices for such items, as well as Excluded Categories, will be established by ODP Business Solutions at its discretion and will be presented to the Participating Agency at the point of sale or otherwise at the time of order placement.

Hosted Catalog: For those Participating Agencies that require a static pricing solution to support complex and/or certain electronic procurement platform requirements, ODP Business Solutions reserves the right to provide customized static pricing files to meet the needs of that individual Participating Agency on an as needed basis as mutually agreed upon with the Participating Agency. It is understood that such pricing shall not be offered to other participating members; and such customized pricing will not be identified as an unacceptable variance for purposes of an audit review.

Pricing Updates: Pricing for products covered by this furniture agreement will be adjusted as follows:

Furniture Core List - ODP Business Solutions will update prices on the calendar quarter, with 30-days notice per the notification process identified in (ii).

Product Selection. In an effort to continuously improve its overall product selection, ODP Business Solutions reserves the right to add products, services and/or categories (e.g., move services, inventory management services, etc.) to the Contract that are related to the scope of the RFP and the Response, and/or which are related to the business that ODP Business Solutions provides to its customers from time to time. In such event, ODP Business Solutions will provide at least thirty (30) days prior notice to Region 4 ESC.

School Solutions catalog: ODP Business Solutions produces a school specific catalog that focuses on our wide product selection and programs for the K-12 market. This catalog includes expanded sections for arts and crafts, teacher resource materials, and health/PE equipment. The School

PRODUCTS AND PRICING

Solutions catalog also contains an insert that highlights our solutions for schools, including 'Learn from Anywhere', printing, breakroom and cleaning supplies, future ordering capabilities, and more. Access the free of charge virtual copy at: www.odpbusiness.com.

- v. Furniture Offerings: New, Used, Parts, Accessories, Service and Repair, Trade-Ins, Leasing/Financing and provide pricing structure for each of these items.

Financial Services

Workspace Interiors offers leasing, not only to conserve working capital, but also to make the experience easier and more flexible. We know the importance of your office environment and offer several financial services to accommodate your business needs.

LEASING: When leasing office furniture is your best option, Workspace Interiors can provide an excellent furniture-leasing program. Our competitive rates make this a favorable financing option.

RENTING: If you have discovered the benefit of renting your new office furniture, Workspace Interiors is happy to discuss in further detail a rental program that fits your needs.

FINANCING: Workspace Interiors has experienced financing agents ready to assist with all aspects of your new furniture financing. Payment options can be structured to fit any size budget.

USED FURNITURE BROKERAGE.: Workspace Interiors can broker the sale of your existing used furniture. Depending on the type, age and condition of your product, we will negotiate an offer by accessing our various industry resources.

Requests For Repairs / Services

Workspace Interiors conducts a detailed final project inspection, considers future needs and planned follow-ups, and also sets up ergonomic assessments for your associates. We are always on hand for follow-up repairs and services as needed. Contact your local Workspace Interiors business development manager for details.

- vi. What is the ability to provide custom or special orders furniture products? Include catalogs and any fees related to custom or special orders.

Workspace Interiors by ODP Business Solutions is the contract furniture division of ODP Business Solutions. We work closely with our clients to determine their exact needs and preferences. This information is developed and communicated to our manufacturers, offering products manufactured to specification. Sales professionals, project consultants, and designers are all trained on our varied complement of vendors offering product manufactured to spec. We employ a wide variety of methods to communicate and confirm the details associated with development of customized solutions, including written specification, 2D, and 3D drawings. Rendering and virtual walkthrough programs are sometimes utilized to demonstrate complex details and concepts. Customized furniture and furniture programs are part of the foundation that drives ODP Business Solutions' furniture business. Custom or special orders furniture is custom designed for each

PRODUCTS AND PRICING

customer, so there is no catalog. We welcome all inquiries and treat every request with a high level of importance. Please see the attached pricing matrix for hourly rates for design and project management services.

Furniture Solutions

ODP Business Solutions can provide Region 4 ESC participating agencies a wide assortment of furniture from desk/file and chairs to complete office design and installation. We are a full-service contract furniture resource and can assist in all phases of a project from planning and design through installation. See (a)I for a more complete listing of all available furniture solutions.

Design and Specification Services

ODP Business Solutions offers specification and space planning from initial concept through final installation of furniture. An experienced in-house design staff, including a professional CAD specialists, will gather and use on-site data and information to develop an effective space plan that meets your needs and supports your budget.

Project Management

We handle facility project management, implementation and detailed follow-up on mid-size to major projects.

Installation & Reconfiguration

We work closely with our installation partners to provide consistency, accuracy and quality in all of our labor services. Our expert staff will handle every detail of your furniture installation. We also will configure or reconfigure your furniture in accordance to your layout and design. Our national installation partners have been factory-trained and certified in systems installation helping to deliver a seamless project execution.

Move Management

Our relocation services ensure the successful and timely completion of facility moves or reconfigurations.

Leasing Options

Innovative leasing solutions add to your bottom line. ODP Business Solutions's flexible leasing options offer a financial network of innovative leasing solutions that make it easy to acquire office furniture.

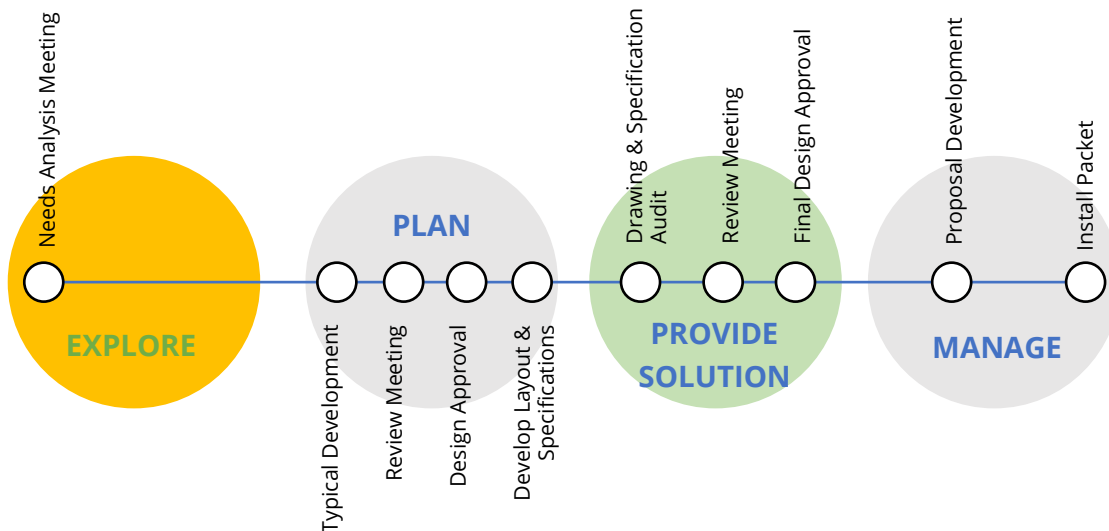
WORKSPACE INTERIORS TEAM AND PROCESS

Our professional Workspace Interiors staff can assist every step of the way, from concept to implementation. The process begins with an assessment of your needs, including function, required aesthetics, logistics and budget. This initial process includes both our sales and design staff, to ensure that we are developing a standard assortment that is reflective of your needs. From there, we develop a proposal with multiple options, usually a good, better and best scenario. Once you

PRODUCTS AND PRICING

have decided on the product, our staff will coordinate a full turn-key approach to ensure the product is on time, and set-up prior to the critical date.

Services



Creative services

Workspace Interiors has the experience and insight to put together a creative plan that works — plus the discipline to make the process seamless. Our project planners can help create and design a solution tailored to your environment — drawing on our comprehensive selection of furniture.

Project management

Creating and organizing a fully functional new workspace? Whether you want someone to take on the entire process or work in a supporting role with your design and architectural firm, Workspace Interiors can help you manage the details of your next project.

Labor services

We work closely with our installation teams to provide consistency, accuracy, and quality in all of our labor services. Our teams will understand every specific detail of your project and have been factory-trained and certified in systems installation to help execute your project seamlessly.

Financial services

Workspace Interiors offers leasing to help conserve working capital and also make your furniture experience easier and more flexible. We understand the importance of your office environment and offer several financial services to accommodate your business needs.

PRODUCTS AND PRICING**Custom solutions**

At Workspace Interiors, we strive to develop custom solutions that address our customers' ever-changing needs and help make their jobs easier. By pairing innovative technology with years of experience, our staff can create the tools to help you meet your office furniture goals.

Repair services

After we conduct a detailed final inspection of your project, assess future needs/follow-ups, and conduct an ergonomic assessment for your associates, Workspace Interiors will be on hand for follow-up repairs and services as needed.

ODP Business Solutions® Workspace Interiors is a full-service furniture dealer that can meet all your needs — from concept to completion. Put our powerful combination of efficiency, cost savings, and control to work for you.

vii. Describe any minimums order quantities or fees.

Furniture orders may be as small as a single furniture item. Minimum order quantities may include a minimum labor charge for small installations. While working with a participating agency, minimums or fees based upon their unique needs will be communicated during the quote process.

viii. Describe ordering methods, tracking, and reporting.

With 37 years of experience continually driving improved ordering processes, ODP Business Solutions has developed several ordering tools for our customers. We offer significant order entry flexibility and automation. Available options are discussed below.

Phone, Fax, Email

ODP Business Solutions provides nationwide toll-free service for both phone and fax orders. Our Customer Care Professionals are empowered professionals who have complete product knowledge and a drive for providing exceptional service. Requisition forms are also available; you need only to write in the requested quantities.

Direct Internet Ordering

The ODP Business Solutions internet ordering system stands out in the industry for how easily it can be configured to meet workflow requirements. Our internet ordering system offers a full online catalog, as well as ordering tools such as live inventory, order history and custom shopping lists. The website is secure and encrypted from the time of login to the time of exit for any ODP Business Solutions customer who orders via the internet. Please find a description of our online ordering website provided in our proposal.

PRODUCTS AND PRICING**Electronic Data Interchange (EDI)**

EDI technology has been used since 1989 by ODP Business Solutions customers to speed purchasing, invoicing, and banking. Typically, EDI systems employed by our customers are often linked directly to corporate accounting systems. EDI users have the option to create their order in an interactive mode using the search and browse capabilities of the ODP Business Solutions Internet catalog. After you create the order, it is routed back to your EDI system. There, it is converted to the universally accessible ANSI x.12 format before being sent through the standard EDI processing.

E-Procurement Integration (XML, cXML, xCBL)

ODP Business Solutions processes well over 100,000 orders per week via third-party e-procurement platforms. We can integrate through EDI or XML for a dynamic punch-out experience. We are one of the largest suppliers on the Ariba network and the Perfect Commerce platform. We have agreements with all of the major players in the third-party e-procurement market, including PeopleSoft, Jaggaer (fka SciQuest), Oracle, Infor (fka DataStream), and SAP.

TRACKING AND REPORTING

ODP Business Solutions offers a wide range of reports available to partners and customers. We can provide reporting down to the site level based on our account hierarchy utilization. Participating Agencies are linked to the Cooperative Contract as the highest-level, allowing ODP to provide required reporting to OMNIA Partners and every Participating Agency.

ODP will provide customer-centric business reviews and reports for Region 4 ESC Participating Agencies. Our Business Review process is a high-level summary that ties together the statistical information we gather on our performance and service levels. We will provide OMNIA Partners-specific performance data by Region 4 ESC Participating Agencies, geographic location or business unit. Each business review completed will then be rolled up into a master review of for entire cooperative. This process of creating multiple reviews allows us to compare each of your participating agency locations against one another to find best practices, innovations, and ensure all locations are performing to minimum Region 4 ESC standards.

Our review will be customized to provide the specific format and metrics that Region 4 ESC 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 business 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 each Region 4 ESC Participating Agency location by analyzing spending and usage data. This process helps by providing a consistent regular customer focus to drive greater usage to their core product list, identify rogue spend outside their endorsed contract stationer, and analyze actual product usage.

PRODUCTS AND PRICING

Business Reviews include:

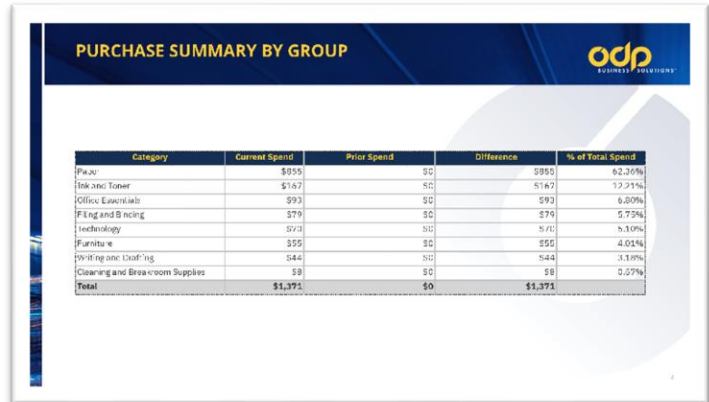
- Our customers' initial objectives
- Previous time-period accomplishments and objectives for the next reporting period

Sales Statistics:

- Purchases by product group
- Purchases by location
- Average monthly purchases
- Special categories

Performance Measurements:

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



PURCHASE SUMMARY BY GROUP

Category	Current Spend	Prior Spend	Difference	% of Total Spend
Printer	\$955	\$0	\$955	82.38%
Ink and Toner	\$167	\$0	\$167	12.31%
Office Essentials	\$93	\$0	\$93	6.80%
Filing and Binding	\$79	\$0	\$79	5.72%
Technology	\$73	\$0	\$73	5.30%
Furniture	\$55	\$0	\$55	4.02%
Printing and Imaging	\$44	\$0	\$44	3.18%
Cleaning and Breakroom Supplies	\$9	\$0	\$9	0.57%
Total	\$1,371	\$0	\$1,371	

Independent Business Reviews:

- Customer Focus Groups
- Customer Interviews
- Customer Telephone Surveys

Key performance indicators:

- Spend and average order analysis
- Fill rate and order accuracy

Purchasing trends and best-in-class comparison

- Net spend and product category spend
- Product category spend vs. peer group average
- ODP / Office Depot brand spend by product category
- Top product purchases
- Accounts receivable aging

Savings and solutions

- Diversity spend analysis
- Electronic orders and invoices
- Average order savings opportunities
- GreenerOffice™ Dashboard
- Customer Savings Plan

PRODUCTS AND PRICING

- ix. Describe any shipping charges.
- Describe delivery charges along with definitions for:
 1. Dock Delivery
 2. Inside Delivery
 3. Deliver and Install

The pricing set forth in this Contract includes, dock (a loading dock or loading bay area of a building where goods from vehicles are loaded and unloaded) and/or room-of-choice (inside delivery) delivery. Additional freight charges may apply for items exceeding 70 lbs. in weight and/or 110" in length/width, bulk items, furniture, special order furniture and/or rush deliveries, and Hawaii, Alaska, and Puerto Rico orders. For Participating Agencies that require desktop delivery additional charges may apply. The additional freight charges for orders shipped to Hawaii, Alaska, and/or Puerto Rico shall be set uniformly be each market's retail delivery partner and may impose a minimum order value ("MOV") of \$50.00.

ODP Business Solutions may impose a minimum order value ("MOV") of \$50.00. In lieu of an MOV, a Participating Agency may elect to be subject to a small-order delivery fee consistent with ODP Business Solutions' standard delivery terms. ODP Business Solutions reserves the right to waive the MOV or small-order delivery fee for, among other reasons, Participating Agencies that have efficient delivery requirements or complex ERP Systems.

Furniture Delivery Rates and Policy:

- In-stock furniture orders under 70 lbs. (based on total order weight) will be delivered at no extra charge to a ground-floor location on the next business day in most cases. Delivery date may be within 2-3 days based on the volume of orders. ODP Business Solutions delivery representatives will move packaging materials from these items to a customer-specified location at no extra charge upon request. Unpacking will not be provided by third-party delivery services.
- Our Enhanced Delivery Service is required for all in-stock furniture orders over 70 lbs. (based on total order weight). Some customers within our local delivery areas will receive next business day delivery; all others will be given the earliest delivery appointment available (within 7 business days) at the time an order is placed. Customers outside of our local delivery areas will be contacted within 2-3 business days of placing an order by our delivery carrier to schedule an appointment. In-stock furniture orders will be delivered by appointment by two-man teams and will be placed in the room of choice with minor assembly on select items (delivery and install). Packaging will be removed upon request. This fee is a per order charge, regardless of how many deliveries take place. Actual delivery fees to be provided at point of sale. Fees are subject to change without notice. Enhanced Delivery Service is not yet available in all areas. Please validate at checkout whether these fees apply in your area, or call (888) 263-3423 for details.
- Non-stocked catalog items furniture will be delivered to a ground floor location in the manufacturer's shipping carton at no additional charge.
- Furniture assembly service is available upon request for an additional fee. This service can be arranged and scheduled through a Workspace Interiors sales representative for projects or Customer Care Professional for in-stock furniture.

PRODUCTS AND PRICING

- Preferred delivery service is available for security and anti-theft chests/files and fire safes for an additional fee. Please call (888) 263-3423 at the time of purchase to arrange for preferred delivery service. This service includes delivery, unpacking, set up, and removal of debris. Deliveries requiring multiple flights of stairs may require additional charges.
- Simple Specials/Non Code Furniture (quick ship, customizable, transactional centered, small order) ship in 1 – 3 weeks after receipt of purchase order.

Special Order furniture (not available in our furniture catalog) - Assembly and Installation charges will be priced on a per project basis and are based factors including, but not limited to, project schedule/phasing, Union requirements, and local market labor rates. Freight, delivery assembly and installation charges are clearly marked on invoices. Upon request, ODP Business Solutions can provide an hourly rate breakdown by order for installation charges.

All other services, such as reconfiguration planning and design, furniture inventory assessment, etc., but not including new furniture specification and design services will be priced on a per project basis.

Drop ship - Shipping from manufacturer to end user DOCK only with end user supplying receiving services and processing - No lift gate services.

Inside delivery - Consolidation of purchase order items at local Workspace Interiors preferred vendor. Workspace Interiors will coordinate delivery inside the facility to a central location without stair carry. No dunnage removal.

- x. Provide pricing for warranties on all products and services.

ODP Business Solutions warranties will be limited to ODP Business Solutions-branded products only, and for all other products, ODP Business Solutions will pass through to Customer all manufacturer-supplied end-user warranties.

WARRANTY AND CLAIMS

Warranties

Workspace Interiors guarantees all of the products sold. Should the end user encounter manufacturer warranty issues, Workspace Interiors will work on your behalf to complete prompt repair or replacement of furniture with the manufacturer. Errors and damages that occur as a result of a Workspace Interiors error will be handled promptly through repair or return and replacement of the product. The following figure illustrates our detailed process for fulfilling warranty claims on products sold through Workspace Interiors.

Let it be noted that Workspace Interiors is not the manufacturer of any furnishings purchased hereunder. Customer shall be entitled to all manufacturer's product warranties associated with the furnishings purchased by Customer hereunder. Workspace Interiors will use reasonable efforts to assist Customer in asserting such warranty rights.

PRODUCTS AND PRICING



xi. Describe any return and restocking fees.

REFUNDS AND EXCHANGES

Your complete satisfaction is our primary concern.

At ODP Business Solutions, we want to ensure every purchase is the right one for you. If you are dissatisfied with your purchase for any reason, you may return most items in their original packaging within 30 days of purchase for a replacement or full refund.

Exceptions:

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

PRODUCTS AND PRICING

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

To place a return online, click on the Order Number under Order Tracking. Click on the Begin Return link on the Order Detail page to start the return process. For further assistance in processing your return online, or if the order does not have a Begin Return link, please contact the Technical Support Desk at 888-2OFFICE (888.263.3423) by selecting the option for "Web Support."

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

- xii. Describe any additional discounts, special offers, promotions, or rebates available. Additional discounts or rebates may be offered for large quantity orders, single ship to location, growth, annual spend, guaranteed quantity, etc.

ODP BUSINESS SOLUTIONS VALUE-ADDED PROGRAM REBATES AND INCENTIVES

ODP Business Solutions is pleased to present a program that goes beyond the RFP requirements as follows.

Volume Rebates: ODP Business Solutions will pay qualified Participating Agencies the following volume rebates:

Agency Annual Volume Rebate: ODP Business Solutions will pay Participating Agencies an annual volume rebate ("Agency Annual Volume Rebate") based on such Participating Agency's Spend, provided that the Participating Agency is not materially delinquent in paying undisputed invoices as required under the Contract. Agency Annual Volume rebates shall be calculated back to dollar one. The Agency Annual Volume Rebate shall be disbursed within ninety (90) days of the contract anniversary and shall be calculated as follows:

Annual Spend	Annual Volume Rebate %
\$500,001 - \$1,000,000	1.5% of Annual Spend
\$1,000,001 - \$2,000,000	2.0% of Annual Spend
\$2,000,001 - \$3,000,000	3.0% of Annual Spend
\$3,000,001 - \$4,000,000	4.0% of Annual Spend
\$4,000,001+	5.0% of Annual Spend

For purposes of the Furniture, Installation, and Related Services RFP, Contract Anniversary shall be based on the Office Supply contract period beginning July 1 and concluding June 30th of each contract year during the terms of the contract. "Spend" shall mean Participating Agency's paid-for purchases net of taxes, shipping costs, returns, discounts, credits, any incentives amortized for the applicable period, rebates actually paid, postage, shipping and mailing services, technology items, non-code and special order furniture, gift cards and warranties.

PRODUCTS AND PRICING

Enhanced Rebate Program: For purposes of determining rebate tier all annual purchases will be considered to calculate the percentage tier. Rebate dollars will only be paid on "spend" as defined in the contract. This will allow for a higher number of Participating Agencies to qualify for rebates. The enhanced rebate program will apply to all Region 4 ESC contracts held by ODP Business Solutions.

Print, Promo & Apparel (Adjacency Rebate): In addition to the Agency Annual Volume Rebate, ODP shall pay to Participating Agencies an annual Adjacency Rebate ("Adjacency Rebate") to those customers that spend \$200,000 or greater in qualified Print Promo & Apparel solutions. The PPA Adjacency Rebate shall be disbursed within ninety (90) days of the contract anniversary and shall be calculated as follows:

Adjacency	Achievement \$	Rebate %
Print, Promo & Apparel	\$200,000+ Annually	5% of Category Spend

Order Size Incentive: Provided Participating agency has complied with the payment terms set forth in this Agreement, Participating Agency may receive a point-of-sale discount based on pre-tax order size as set forth in the table below. This point-of-sale discount excludes orders that include inventory that is not stocked in an ODP facility at the time of the order, special orders, furniture, technology products, and services (i.e. assembly and product protection plans). Applicable discounts will be reflected on the corresponding invoice.

Order Size (pre-tax)	Discount Percentage
\$99.99 - \$ 199.99	1%
\$200.00 - \$1000.00	1.5%

Alternative to Rebates: Notwithstanding the foregoing, at the Participating Agency level, ODP Business Solutions may agree to offer lower prices in lieu of anticipated rebate dollars to those Participating Agencies whose total Spend exceeds \$500,000. To implement, ODP Business Solutions will enter into an agency-level agreement, which will also provide for an annual reconciliation to ensure that the earned rebate dollars correlate to the additional discounts and adjustments to pricing will be made as necessary (a "true-up"). A sample Participation Agreement has been provided in our RFP response and is labeled, *Exhibit B*.

Tier One Alternative: ODP Business Solutions has developed a diversity purchasing initiative ("Tier I Program") that can be utilized by end customers to purchase products and services from small businesses, minority-or women-owned suppliers and service disabled veteran suppliers. We appreciate the opportunity to help our Tier I diversity partners while assisting Region 4 Participating Agencies to achieve their diversity spending goals. Our proposed program maintains the structure of known auditable pricing that Region 4 contracts provide Participating Agencies while meeting the diversity needs of the Tier I Partners.

PRODUCTS AND PRICING

In the event a Participating Agency wishes to purchase under the Region 4 Contract but also elects to utilize an ODP Business Solutions Tier I partner in connection with such purchases, Region 4 shall permit the Participating Agency to participate in ODP Business Solutions's Tier I program, provided such participation is in accordance with the terms of the Region 4 Contract. The parties agree that the Participating Agency shall pay a fee in addition to the pricing offered under the Contract in order to participate in the Tier I Program. The final unit price for the invoice will be the Region 4 contract sell price plus the Tier I program fee which shall be negotiated among the Participating Agency, the Tier I partner and ODP Business Solutions.

xiii. Describe how customers verify they are receiving Contract pricing.

At the time of order entry on our private contract website, www.odpbusiness.com, will show items that are part of the primary contract offering. The items are notated with a C (core item) or Best Value icon.

Furthermore, this proposal includes our full breadth of product offering. Our invoicing capabilities allow for full pricing detail to further provide price verification.

Special Order (noncode), project furniture orders require the Region 4 contract number to process, and to obtain the correct (additional) manufacturer's discounting. All orders are price verified by furniture order management at time of order, and again at order acknowledgement to ensure the correct contract price. Our invoicing statements provide line item detail of pricing and discount percentage.

Our furniture order management software is a closed loop system that includes current electronic manufacturer catalogs used to create accurate specifications and quotations. Our furniture ordering and invoicing are located on the same centralized IT platform keeping information consolidated—allowing for consistency throughout the process.

ODP Business Solutions also has an industry leading contract compliance department, which is not a part of our sales organization. ODP Business Solutions made a significant investment in creating an organization, dedicated to ensuring accurate customer pricing set-up, timely maintenance of customer pricing, and protecting the integrity of our agreements with our customers. To carry out those important responsibilities, we developed an on-line document management system which calendarizes the significant milestones of our legal agreements. This provides us with visibility to those commitments that are time sensitive. In addition to our system enhancements, our team of Compliance Managers is responsible for establishing a consistent schedule of inspection ensuring that Region 4 Participating Agencies end users are receiving the service and pricing that ODP Business Solutions has committed to provide.

PRODUCTS AND PRICING

- xiv. Describe payment terms and methods offered. Indicate if payment will be accepted via credit card. If so, may credit card payment(s) be made online? Also state the Convenience Fee, if allowable, per the Visa Operating Regulations.

Transactions may be paid via EFT, P-Card Point-of-Sale Purchasing, credit card, or check via electronic and/or mailed invoice (Summary or Standard).

- Check
- Credit or Procurement Card (VISA, MasterCard, Discover, AMEX) only at point of sale
- EFT
- EDI

ODP Business Solutions offers Net 30 days payment terms. We will work with each Agency to accept the payment methods that are mutually agreed and acceptable to the customer.

- xv. Propose the frequency of updates to the Offeror's pricing structure. Describe any proposed indices to guide price adjustments. If offering a catalog contract with discounts by category, while changes in individual pricing may change, the category discounts should not change over the term of the Contract. Updates may not be more frequently than quarterly.

ODP is offering a Core List for the most popular furniture items purchased by public sector agencies. Those prices are subject to change quarterly based on 30-day notification to Region 4 and approval from Region 4. For items on the ODP Business website that are not part of the core list, we propose a Discount from Web price on the items in our catalog and matching web price on all other furniture items outside the catalog. We do not anticipate the structure to change. The proposed Discount from Web price table has been included in our Appendix E price file submission.

In the event of extenuating market conditions, ODP Business Solutions reserves the right to adjust Customer's prices commensurately. These items may be available in limited quantities and will be available to all Participating Agencies in the geographic region (s) identified, however, Promotions offered to individual Participating Agencies will not be extended to other agencies. Purchases of items under any Regional Promotion will be counted toward the Spend used to calculate the Agency Annual Volume and Adjacency Rebates and the Administrative Fees due to Region 4 ESC under the Contract. The terms and conditions related to Regional Promotions shall be at the sole discretion of ODP Business Solutions.

SPECIAL ORDER FURNITURE

ODP Business Solutions guarantees the Discount from List set forth in *Attachment XV - RFP 24-01 Region 4 ESC - ODP Business Solutions Workspace Interiors.xlsx* for the life of the agreement.

PRODUCTS AND PRICING**Catalog Furniture Core List**

ODP Business Solutions will update the Catalog Furniture Core List on the calendar quarter with 30-days notice and manufacturer documentation to support the change. Core price changes shall be implemented after thirty (30) day notice to Region 4 ESC. Region 4 ESC shall respond to the proposed price increase by the end of the thirty (30) day notice, and to the extent that Region 4 ESC does not respond within that time period, their silence shall be deemed acceptance of the proposed price change.

Catalog Furniture – Non Core

ODP Business Solutions is proposing a Discount from Web Price for its Non-Core, BSD Furniture Catalog items. The proposed Discount from Web price table has been included in our price file submission and below.

Non-Core BSD Catalog items pricing will be updated on a quarterly basis in January, April, July and October of each year during the term of the Agreement. Items will be based upon the product assortment in the BSD Catalog at the time of order. ODP Business Solutions will take a snapshot of web pricing, apply category discounts, and lock pricing for the quarter (until next update).

Notification Process for all Non-Core BSD Catalog Product Category Increases: ODP Business Solutions shall give Region 4 ESC at least thirty (30) days written notice of such price increase before any price increases take effect. ODP Business Solutions shall provide Region 4 ESC with an updated web-less category discount file for all Non-Core BSD Catalog items to verify that product price adjustments are being appropriately passed through to Region 4 ESC for Non-Core BSD Catalog items. In the event of extenuating market conditions, ODP Business Solutions reserves the right to adjust Customer's prices commensurately.

Please see the following table for Non-Core discounts.

PRODUCTS AND PRICING

REGION 4 ESC FURNITURE WEBLESS DISCOUNT		
DEPARTMENT	CLASS	WEBLESS DISCOUNT
FURNITURE	DESKS & WORKSTATIONS	20%
FURNITURE	FURNITURE ACC	20%
FURNITURE	FILING	20%
FURNITURE	PRESENTATION BOARDS	20%
FURNITURE	OFFICE DECOR	20%
FURNITURE	BOOKCASES	20%
LIGHTING	TUBES	20%
LIGHTING	LAMPS	20%
LIGHTING	FIXTURES	20%
LIGHTING	BULBS	20%
SEATING	STOOLS/DRFTNG CHAIRS	20%
SEATING	SPECIALTY	20%
SEATING	FLOORING	20%
SEATING	STACK FOLD CHAIRS	20%
SEATING	MANAGERIAL	20%
SEATING	TASK	20%
SEATING	SEATING ACCESSORIES	20%
SEATING	EXECUTIVE	20%
SEATING	CHAIR MATS	20%
SEATING	ACCENT SEATING	20%
SEATING	RECPTN/GUEST SEATING	20%
SEATING	BIG & TALL	20%

PRODUCTS AND PRICING

- xvi. Describe how future product introductions will be priced and align with Contract pricing proposed. What is the proposed frequency for new product introductions?

When future product introductions are needed we will provide Region 4 ESC with the information concerning the product and the reasons for the introduction and the proposed pricing which will be based on the then current pricing structure within the contract unless there is no precedent, in which case we will propose pricing and negotiate in good faith to reach agreement.

Product Selection. In an effort to continuously improve its overall product selection, ODP Business Solutions reserves the right to add products, services and/or categories to the Contract that are related to the scope of the RFP and the Response, and/or which are related to the business that ODP Business Solutions provides to its customers from time to time. In such event, ODP Business Solutions will provide at least thirty (30) days prior notice to Region 4 ESC.

- xvii. Are repurpose or end of life programs offered? If so, explain the process.

As part of our turn-key furniture services, ODP Business Solutions provides full delivery, set-up, and trash removal for most products. If there is a need to dispose of existing product, we work with brokers to develop the best proposal for each scenario, including buy-back programs, charitable donations, or in some cases, outright disposal. As we are an environmentally sensitive company, we always strive for a viable solution that minimizes landfill waste.

- xviii. Are product loaner programs available? If so, explain the requirements.

At Workspace Interiors, we understand the importance of evaluating and testing new products before making a purchase decision for your facility. That's why we offer a sample/mockup program to help you experience the product firsthand. We provide these samples or mockup products to you at no cost, along with the installation of the furniture piece. Please note that while we do not charge for the sample or mockup product and its installation, it's the customer's responsibility to ensure that the site is prepared and ready for delivery and installation. This includes making sure that power, data, and other building site conditions are conducive to the successful implementation of the sample or mockup program. We believe in delivering a seamless experience and want to ensure that you have all the necessary resources and information to make an informed decision regarding your furniture solutions. If you have any questions or require further clarification, please don't hesitate to reach out to us.

- xix. Describe experience with Prevailing Wage and Bacon-Davis.

As a North American distributor, ODP Business Solutions serves thousands of public and private organizations, businesses, and institutions in all 50 states. We have extensive experience with Prevailing Wage and Bacon-Davis and meet Federal requirements.

ODP Business Solutions complies with all laws regarding prevailing wage rates, including the Davis-Bacon Act, applicable to this solicitation and/or Participating Public Agencies. ODP will pay wages

PRODUCTS AND PRICING

to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination. ODP will 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.

If during installation, additional products are necessary or required to complete the job, such additional products and labor will be charged to Customer at prevailing rates.

xx. Provide any additional information relevant to this section.

Together, We Can Take Your Interiors and Your Workplace to a Whole New Level.

When your business needs more than a catalog offering look to Workspace Interiors. We're a full-service national furniture solution provider that specializes in large, multi-floor projects, which are highly reconfigurable and complex. We offer space planning, design, project management and installation with cutting-edge products that you won't find in stores or in a standard furniture catalog.

As a competitive national dealership in the office furniture industry, Workspace Interiors contracts with top furniture manufacturers—giving you individual attention through more than 175 local service representatives. Workspace Interiors has been operating as a contract furniture dealer for over 30 years.



By partnering with our knowledgeable team, you can leverage our experience with projects (large or small), reconfigurations, new spaces and our ability to address your custom needs offering you complete control over exactly what you need for your workplace.

Expect passion and personal attention to detail on every aspect of your project as we bring your vision to life. Our reach and experience enables us to stay on top of trends and preferences for every market we serve—most importantly, yours.

Count on us to be an invaluable partner for your workplace through a powerful formula of efficiency, cost savings and control.

Your Vision. Our Experience. That's Partnership Perfected.

Workspace Interiors is committed to helping you achieve the workplace you need, to maximize efficiency in your day-to-day business. Our wide-reaching network and experienced specialists will help you make the most out of your investment, and offer complete access to a range of products, solutions and support—no matter where you are located.

PRODUCTS AND PRICING

Most importantly, our goal is to make sure that you are completely satisfied. Following a thorough post-installation review to go over every single item on the project checklist, we will set follow-up dates to assess workplace performance.

At Workspace Interiors, no detail is ever too small, because no vision is ever too big.

Regional Promotions: ODP Business Solutions shall have the right to offer special promotional pricing on certain items on a national, regional, or individual Participating Agency basis. In the event of extenuating market conditions, ODP Business Solutions reserves the right to adjust Customer's prices commensurately. These items may be available in limited quantities and will be available to all Participating Agencies in the geographic region (s) identified, however, Promotions offered to individual Participating Agencies will not be extended to other agencies. Purchases of items under any Regional Promotion will be counted toward the Spend used to calculate the Agency Annual Volume and Adjacency Rebates and the Administrative Fees due to Region 4 ESC under the Contract. The terms and conditions related to Regional Promotions shall be at the sole discretion of ODP Business Solutions.

Employee Purchase Program: In an effort to continuously improve its customer-focused offering, ODP Business Solutions reserves the right to offer market-competitive pricing on select products (i.e., certain educational materials, classroom supplies, and copy and printing services) to employees of Participating Agencies (including teachers).

Employee purchases may be made at ODP Business Solutions online at www.odpbusiness.com. Employees will be required to use a personal credit card for all purchases. Notwithstanding anything herein to the contrary, the aforementioned discount shall not apply to (i) products in the following categories (as such categories are identified on www.odpbusiness.com), Technology, Business Machines and Equipment, Custom Printing, Gift Cards, Shipping Services, Warranties, and U.S. Postage; and (ii) clearance items and promotional items, including, but not limited to, Instant Savings, Coupon Savings, Mail-In Savings, and Bundled Savings. Items that are not identified in the BSD Web Catalog shall not be subject to the discounts or pricing under the employee purchase program. Rather, prices for such items will be established by ODP Business Solutions in its discretion and will be presented to the relevant employee at the point of sale or otherwise at the time of order placement. Any employee account shall be subject to approval by the Participating Agency whose employee desires to open an account.

Under this program, there shall be no delivery fee for orders over \$50.00, but orders below \$50.00 will be subject to a small-order delivery fee consistent with ODP Business Solutions's standard delivery terms.

PRODUCTS AND PRICING

Not to Exceed Pricing. Region 4 ESC requests pricing be submitted as not to exceed pricing. Unlike fixed pricing, the Contractor can adjust submitted pricing lower if needed but, cannot exceed original pricing submitted. Contractor must allow for lower pricing to be available for similar product and service purchases. Cost plus pricing as a primary pricing structure is not acceptable.

Acknowledged by ODP Business Solutions.

Special Offers/Promotions

In addition to decreasing prices for the balance of the Contract term due to a change in market conditions, Contractor may conduct sales promotions involving price reductions for a specified lesser period. Contractor may offer Participating Agencies competitive pricing which is lower than the not-to-exceed price set forth herein at any time during the Contract term and such lower pricing shall not be applied as a global price reduction under the Contract.

Acknowledged by ODP Business Solutions.

Federal Funding Pricing

Due to products and services potentially being used in response to an emergency or disaster recovery situation in which federal funding may use, provide alternative pricing that does not include cost plus a percentage of cost or pricing based on time and materials; if time and materials is necessary, a ceiling price that the contract exceeds at its own risk will be needed. Products and services provided in a situation where an agency is eligible for federal funding, Offeror is subject to and must comply with all federal requirements applicable to the funding including, but not limited to the FEMA Special Conditions section located in the Federal Funds Certifications Exhibit.

Acknowledged by ODP Business Solutions.



RFP 24-01
Furniture, Installation and Related Services

Value Add

June 13, 2024, 2:00pm central time

VALUE ADD**d) Value Add**

The following pages include the comprehensive solutions that ODP Business Solutions provides to public sector agencies. We are truly a “one-stop supplier” that facilitates time and cost savings through supplier consolidation opportunities and provides a significant variety of product, services, and solutions to our customers. We believe this detail demonstrates how ODP Business Solutions continually invests in new products, services, and solutions to meet the ever-changing needs of the workplace. Adapting to the needs of our customers has been our legacy and will be our future.

- i. **Provide any additional information related to products and services Offeror proposes to enhance and add value to the Contract.**

At ODP Business Solutions, a commitment to education is at our core, and efficiency is one of the main benefits that sets us apart.

We’ll continue to build on our foundation with proficiencies that help us support districts, communities, teachers, and parents in providing a school system that propels students into the future with lasting success. No matter the size of your Participating Agency or how many schools they have, Region 4 ESC can count on us for quality products at competitive prices.

As noted throughout our proposal, ODP Business Solutions is dedicated to helping students succeed in school and in life. We are proud to impact education at every level.

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

At ODP Business Solutions, we believe in high-quality business frameworks. This means improving efficiency to reallocate resources towards procurement solutions, growth, and sustainability. We understand the importance of being great stewards of public funding, and we offer an array of



VALUE ADD

services and solutions to help public agencies manage costs and operate more efficiently. Our commitment to serving Public Sector Agencies is evident in our deployment to service and serve those that have entrusted us to provide innovative solutions and world-class contract compliance.

We understand that today's procurement officers are not only being challenged to do more with less; they are also making shifts in procurement methodologies, demands from the constituencies they serve, and a changing workforce. ODP Business Solutions has been partnering with the agencies we serve to bring them the products and services they need to support these shifts.

The cooperative contracting platform continues to gain momentum and acceptance in the marketplace amongst the most respected public procurement professionals while allowing us to adapt to the changes and needs of our valued public agency customers. We continue to refine our contract offering to meet the demands in the marketplace with industry leading contract compliance while offering the right products through related contracts.

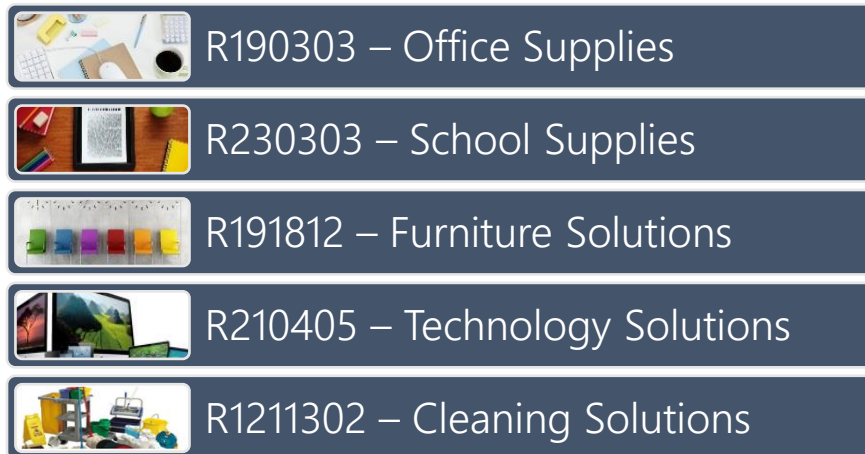
We are proud to be an incumbent contract holder of the current Furniture Installation and Related Services (R191812). We do not take this privilege lightly – as we compete for this award once again, our entire sales organization is actively engaged in promoting the entire suite of Region 4 ESC contract awards. Our team is committed to providing a comprehensive market basket of cost-saving solutions under the Region 4 ESC and OMNIA Partners contracting label. This market basket approach supports the desire of many public procurement officials to reduce vendor count while giving them the benefits of the solutions that we currently offer and are proposing in this solicitation.

Five Contracts – One Account Number

As we work to serve the needs of our public agencies and provide them with competitively solicited and awarded cooperative contracts, ODP Business Solutions has elected to monitor and respond to cooperative contract solicitations lead by Region 4 ESC to provide a unique customer contracting solution. To date, our team has responded to and has been awarded five (5) contracts with Region 4 ESC. This unique strategy aligned with the vast and growing number of product categories, solutions, and services we provide allow us to provide our customers with all five (5) contracts utilizing a single account number. This supports several initiatives our public agencies have today; vendor consolidation, simplified buying and billing experience and peace of mind that the category has been competitively solicited and awarded, thus meeting the procurement standards as set forth by the various agencies we serve. We like to refer to this solution as Five in One.

ODP Business Solutions' current Region 4 ESC Contract portfolio has been carefully developed as we responded to and were awarded the five contracts we are able to offer our public sector customer base today. As we continue to listen to the needs of our public sector customers, it is our intent to continue to respond to solicitations that can provide further value while streamlining the procurement process for the agencies we are privileged to serve.

VALUE ADD

**Value Add Competitive Differentiators**

ODP Business Solutions' unique offerings bring unusual value to Participating Agencies in areas that may be highly important to those Agencies, providing them opportunities not available from other suppliers. These include:

- Certificates for trees planted or carbon offsets purchased by the Agencies, which they can post or publish under the TreeUp program based on purchasing thresholds of paper by the Agency. The Arbor Day Foundation TreeUp program is described in our sustainability program; see – Performance Capability section of our response.
- A new group in ODP Business Solutions specializes in customer satisfaction. The emphasis is on Participating Agencies and their satisfaction is monitored by new tools and techniques that are highly sensitive to customer inputs and takes quick action in response to anything less than complete satisfaction.
- Net Promoter Score (NPS) – We are working to better understanding our customers' experience in all channels, while also gaining insight as a benchmark of our performance against our competitors. Surveys are conducted with customers to monitor performance and customer satisfaction levels. Distribution Center, support personnel and service providers are measured and held accountable against this NPS score.


70 NET PROMOTER SCORE

ODP Business Solutions' main areas of distinction include:

- World-Class Reporting Capabilities
- Leading Diversity program with three-dimensional approach
- Benchmark Environmental program
- Largest portfolio of products and services in the industry with value-adds:
 - Janitorial & Breakroom Supplies

VALUE ADD

- Single-Cup Coffee Program (K-Cups and Commercial Keurig Brewers)
- Print-on-Demand
- Virtual File Cabinet (digital files for digital printing)
- Brand Identity
- Managed Print Services
- Promotional Products
- National copy and print program
- Furniture & Interiors
- Over 275,000 technology products competitively priced

ODP Business Solutions stocks and buys more items directly than any supplier in the industry. This approach allows us to minimize the use of wholesalers and other middlemen that add cost to the sell price.

- Distinctive, experienced Account Management and Implementation Teams that provide more on-site support and services.
- Customer-Centric Business Reviews presented with cost savings and continuous improvement opportunities
- Well-Seasoned Customer Care team with a One-Call-Resolution process
- 25 U.S. Distribution Centers and a network of delivery points to provide local reliable next business day service
- Supply Chain Excellence with industry-leading inventory turns
- Single-order platform for all products and services
- World-Class Business B2B Contract Website offering multiple features and cost savings benefits
- Unique customized solutions for your business that will stay flexible throughout the life of our agreement.
- Contract Compliance organization, which monitors all customer agreements. This shows Participating Agencies our commitment to total transparency in our pricing. We are the only major supplier that has developed this solution for our customers.

These combined resources will provide all Participating Agency locations, from the main offices to the smallest location, a level of service that exceeds the Agencies' expectations.

TEACHER AND COMMUNITY PROGRAMS

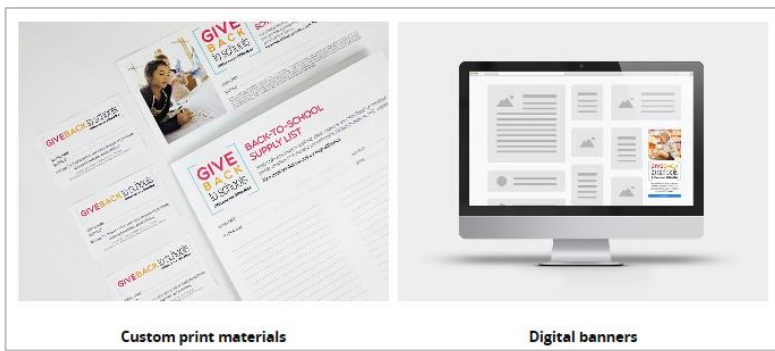
We're proud to provide programs that support, inspire, and reward teachers and their communities everywhere.

VALUE ADD**Give Back to Schools Program**

ODP Business Solutions is committed to education across our omnichannel network: retail, direct, and contract, where we are promoting our 5% back to the school's program. This is an opportunity for our Region 4 ESC Participating Agencies to achieve additional reallocation by earning 5% back through a School Promo ID and retail purchasing. This program and pricing is a retail program and the pricing will not be Region 4 ESC contract pricing.

ODP Business Solutions also helps schools spread the word by providing free tools they can use in their School community.

Shoppers can simply make a purchase of qualifying school supplies, provide their school's ID at checkout (in-store and online) and the designated school will receive 5% back in credits for FREE supplies. It's a small act that can make a huge difference.



This is a meaningful way that the entire District community can participate in advancing their School's educational mission.

Bulk gift cards

- Office Depot OfficeMax gift cards can be purchased online and in bulk
- Bulk purchases will have discount levels built in
- Districts can use these to allow teachers to purchase supplies for their rooms using district funds

VALUE ADD

#depotdifference

The ODP Corporation is a company practicing social, corporate and environmental responsibility as evident in our evolving, refining, and aligning of the following areas: planet, people, community, and prosperity. Our current Corporate Sustainability Report provides a detailed glimpse into our practices. Please search Sustainability Solutions for Business (odpbusiness.com) for the latest copy of our Corporate Sustainability Report.

As our company changes and evolves in exciting ways, so has the way we impact our communities, and #depotdifference brings an employee-centric, hands-on approach to empower us all to make a difference. Led by our Community Ambassador Network in North America and guided by the Community Investment Team at the corporate headquarters, #depotdifference strives to get all 20,000 associates involved in the communities we serve and call home.

Here are some of the recent ways we're joining together to support communities in need:

- Donating \$200,000 in grants to nonprofit summer camp providers to "Slow the Summer Slide" by supporting their education programming
- Donating \$25,000 to hunger relief agencies to supplement the National School Lunch Program (NSLP) at Title I schools
- Converting our annual Depot Day of Service program to support the most disadvantaged schools and after-school programs across the country by donating over \$200,000 in 'Teacher Support Grants' to Title I schools and 'Youth Education Grants' to after-school programs



start proud!
Helping students and teachers shine



ELEVATE TOGETHER™
Powered by Round It Up America®



#depotdifference Signature Programs

Through #depotdifference, the ODP Corporation is focused on issues and causes that not only align with our business, but that speak to who we are as an organization; a company that enables opportunities for people to succeed, no matter their challenges or circumstances.

#depotdifference

For more on ODP Business Solutions community investment, please visit depotdifference.com.

VALUE ADD

Specifically, the #depotdifference program supports nonprofit and community organizations through volunteer and philanthropic initiatives primarily impacting three areas of focus:

- Empowering Education: Supporting early childhood education, K-12 success and college/career attainment.
- Championing Entrepreneurship: Supporting organizations that foster entrepreneurial leadership in economically distressed communities.
- Strengthening Communities: Supporting local communities through our commitment to volunteerism, associate engagement, disaster relief, and diversity.

This is our mission and our goal. Each of these cause areas are supported by robust employee-led volunteerism, with a focus on celebrating diversity of all kinds.

Through a portfolio of #depotdifference programs, we engage thousands of associates and impacted many of our largest communities.

- Start Proud! – ODP Business Solutions' back-to-school philanthropic initiative, partners with Title I schools to provide thousands of backpacks, supplies and other support to the students, parents and teachers of that school community.
- Mentorship Movement – A program that gives interested associates committed, longer-term mentorship opportunities, creating relationships with great possibility of changing futures and impacting lives.
- Elevate Together – ODP Business Solutions announced the launch of Elevate Together™ powered by Round It Up America®, a new nonprofit initiative designed to help accelerate the creation, growth, and prosperity of Black and Hispanic-owned small businesses.
- School Supply Drive in Partnership with Round it up America® - Beginning in the summer of 2020, Office Depot® OfficeMax® stores nationwide began raising funds to support local Title I schools in communities nationwide. Thanks to the incredible generosity of our customers, we've raised millions to help teachers and school administrators get the supplies they need to keep school going—without reaching into their own pockets.

To learn more, enter keyword search, when visiting [The ODP Corporation newsroom](#) for our latest press releases. To view the site pages, Click underlined content and/or links.

Annual Investment

Resources Donated

Corp. Donations (t) - \$1.5M

Customer Donations (Ed. 365/POS) (t) \$3.5M

Product Donations (t) \$21M

VALUE ADD**IT SECURITY – KEEPING YOUR DATA SECURE****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 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.

SOC 1 Reports

A SOC 1 report is available upon request from ODP Business Solutions' datacenter managing partner, ATOS, who maintains the certification. Please allow one week to obtain the SOC 1 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.

- ii. Furniture and related products not noted in categories can be included as a Value-Add, include any fees such as installation, delivery options, setup/cleaning, design/layout, custom, special orders, etc.

ODP Business Solutions is a full-service national furniture solution provider that specializes in large, multi-floor projects, which are highly reconfigurable and complex. We offer space planning, design, project management and installation with cutting-edge products that you won't find in stores or in a standard furniture catalog.

As a competitive national dealership in the office furniture industry, Workspace Interiors contracts with top furniture manufacturers—giving you individual attention through more than 175 local service representatives. Workspace Interiors has been operating as a contract furniture dealer for over 30 years.

The world of education is evolving. Fact-learning environments are in transition, and middle and high school facilities are attempting to replicate college and university life. By combining years of experience and partnerships with some of the best furniture manufacturers in the industry, ODP Business Solutions can help transform learning environments and create spaces to help retain, grow, and drive student achievement.

ODP Business Solutions can also offer additional furniture solutions, including:

- Dorm Room, Bedroom
- Facilities Furniture Products (Ladders, Step Stools, Shelving, etc)

VALUE ADD

- Flooring and Area Rugs
- Lighting
- Massage Chairs
- Cafeteria Equipment
- Outdoor Furniture (Tables, Chairs, Benches, etc)
- Playground Equipment
- STEM, Sensory Furniture
- Storage (Industrial Shelving/Storage, Classroom, Library)
- Remote Learning Furniture (including *Step Up For Students* Contract furniture)

FURNITURE SOLUTIONS AND SERVICES

ODP Business Solutions can help you furnish every space in your school, including offices, classrooms, libraries, cafeterias, computer labs, and locker areas. Turn inspiration into realization by designing classrooms that can help stimulate learning through flexibility, mobility, and connectivity.

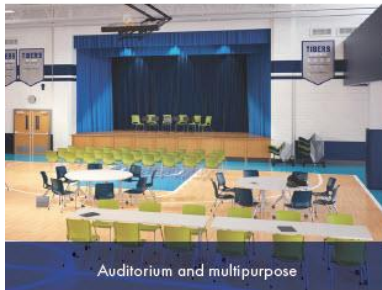
**ODP Business Solutions Workspace Interiors**

- Develop the look and feel of educational environments — from concept to completion
- Use our holistic approach for time and money savings
- Leverage our design services for space planning, color choices, fabric selection, ergonomic evaluations, furniture selection, and installation



VALUE ADD

Comprehensive products and solutions



Auditorium and multipurpose



Science labs



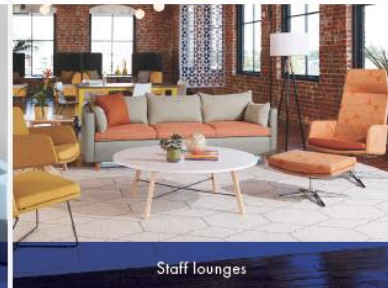
STEAM and STEM



Administrative



Student collaboration



Staff lounges



Lobby and reception



Early education



Breakrooms

Comprehensive product assortment and services:

- Modernize spaces to help enhance instructional pedagogies and advance student achievement
- Relationships with 300+ furniture industry leaders, such as HON®, Bush®, Saeco®, Global®, and Iceberg®
- Private collection of brands such as WorkPro® and Realspace® that provide outstanding value and great quality and are part of our in-stock inventory available for fast delivery
- Ease of ordering via online, in-store pickup, customer service, account manager, or inside sales furniture manager
- Flexible and agile furniture for modern classrooms
- Custom-made solutions to fit your unique space
- Space planning and design services
- Certified, insured, factory-trained North American installation associates

VALUE ADD

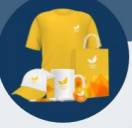
- Repair and restoration services
- Desk shields and furniture with antimicrobial features to help reduce the spread of germs
- Flexible financial services that include leasing and renting options

Dedicated furniture resources for space planning and more:

- Product recommendations
- Access to current promotions
- Standards programs
- Ergonomic solutions
- Filing consolidations
- Order placement and management
- Installation and delivery arrangements

Access our expansive breadth of education solutions to custom fit your Participating Agencies' unique and changing needs

REIMAGINED OFFERING – EVOLUTION OF LEARNING

 School & Office Supplies Fuel ideas & productivity Leverage a one-stop shop for supplies to help boost classroom and administrative productivity, as well as customized solutions, all delivered fast and within budget.	 School Spaces Design for any space Create productive and innovative learning and working spaces inside your schools and out on school grounds that keep your students and teachers engaged with guidance and support from design to execution.	 School Facilities Create clean and comfortable environments Gain efficiencies and prioritize cleanliness, safety and comfort with consistent, timely delivery backed by the supply chain strength of one of North America's largest distributors of cleaning supplies.	 Technology Solutions Stay connected Adopt innovative technology solutions and deliver a modern education experience that is adaptable to your students' needs and backed by the support and knowledge of a partner with a legacy in education standing almost 30 years.	 Print, Promo, & Apparel Expand the way you communicate Take control of school brand management with ODP 360; a single-source platform with easy customization and thousands of products that help you create everything from school spirit merchandise to curriculum printing and distribution.
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We focus on providing your Participating Agencies with relevant Solutions at the value they deserve.

VALUE ADD



Interiors Snap Shot



Explore



Plan



Solution



Order



Manage

ODP Business Solutions™ Workspace Interiors draws on a range of turnkey planning and installation services to provide assistance at every project stage.

Whether your project is well-defined or not defined at all, we have the resources and knowledge to help you every step of the way.

- > Space planning/specification support
- > Project management
- > Labor services
- > Move management
- > Financial services
- > Standards programs

OMNIA[®]
PARTNERS

For information regarding the contracts offered visit omniapartners.com

For more information regarding the complete services available through ODP Business Solutions™ Workspace Interiors or their support of OMNIA® Partners members, contact us at 877-543-0944 or email info@workspaceinteriorsod.com.

Workspace Interiors can be your national furniture provider for multiple educational environments, subject areas and grade levels. Plus we can help you consolidate your buying power through cooperative contracts, so you can leverage deeper discounts on furniture expenditures. Our comprehensive furniture offering provides adaptable, stylish solutions that include these top brands:

HON.



ALUMNI



haskell

MOORECO

esi

media technologies

Trendway

ultraPLAY

Fellowes

Kimball International



global

SAFCO

Flagship Carpets

Claridge

Humanscale

ODP BUSINESS
SOLUTIONS[™]
WORKSPACE INTERIORS

VALUE ADD

ODP BUSINESS SOLUTIONS KNOWLEDGE AND REACH IN EDUCATION

**1.5M+**ORDERS IN ONE
FISCAL YEAR**24**OF THE TOP 25 DISTRICTS
IN AMERICA USE
ODP BUSINESS SOLUTIONS**\$500M+**SALES IN
2021**40%***K-12 PURCHASES ARE
NON-TRADITIONAL
(i.e., excludes school
and office supplies)**10K+**ACTIVE K-12
CUSTOMERS

*As of 2021 fiscal year

Customer-Centric Business Review

ODP Business Solutions provides planning meetings with our public agencies. Our Business Review process is a high-level summary which ties together all the statistical information that we gather on our performance and resulting time/cost savings. We will provide Region 4 ESC Participating Agencies specific performance data based off our programs. This process also allows us to compare each agencies performance to find best practices, innovations and ensure all departments are performing to established standards.

Our review will be customized to provide the specific format and metrics that Region 4 ESC Participating Agencies would like to evaluate. The goal of these reviews is to provide more than "raw data." Our objective is to create documents that will show in one page how we are doing in meeting objectives within the goals of the partnership such as cost reduction, purchasing efficiency, end-user spend, service levels, reallocation of resources into strategic plans.

The ODP Business Solutions account management team will assist each Region 4 ESC Participating Agency location 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

Performance Statistics:

- Purchases by product group
- Sales by location

VALUE ADD

- Average monthly sales
- Special categories

Performance Measurements:

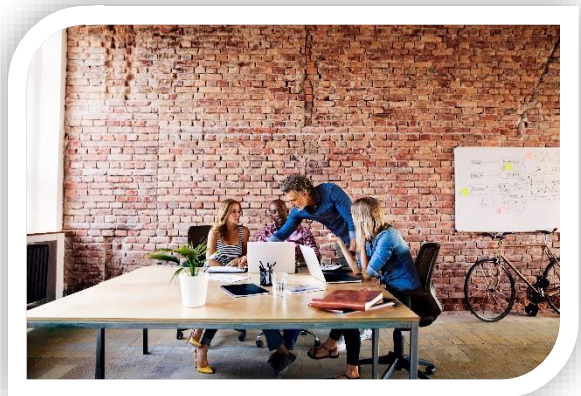
- Customer Report Card
- Customer Quarterly Review
- Customer Evaluation Survey
- ODP Business Solutions's plan of action to ensure customer satisfaction

Strategic Planning

- Initiatives review
- Budgeting and reallocation
- Next steps & planning

Independent Business Reviews:

- Customer Focus Groups
- Customer Interviews
- Customer Telephone Surveys



- iii. **Competitive Range:** It may be necessary to establish a competitive range. Factors from the predetermined criteria will be used to make this determination. Responses not in the competitive range will not receive further award consideration. Region 4 ESC may determine establishing a competitive range is not necessary.

ODP Business Solutions understands and will comply.

- iv. **Past Performance:** An Offeror's past performance and actions are relevant in determining whether or not the Offeror is likely to provide quality goods and services; the administrative aspects of performance; the Offeror's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the Offeror's businesslike concern for the interests of the customer may be taken into consideration when evaluating proposals, although not specifically mentioned in the RFP.

ODP Business Solutions understands and will comply. We have included references in our Qualifications Experience response section as well as links to case studies.

VALUE ADD

- v. Additional Investigations: Region 4 ESC reserves the right to make such additional investigations as it deems necessary to establish the capability of any Offeror.

ODP Business Solutions understands and will comply.

OUR COMMITMENT

We commit to providing our Region 4 ESC partners our creative and professional best and treating them with integrity and respect. We commit to upholding and enhancing our company's reputation for excellence. We customize each endeavor to ensure that what is offered is the best match for the holistic need of the district, teaching teams, educator, and most importantly the learner!

- Committed to Service
- Committed to Solutions
- Committed to YOU!

With all of this, we believe that ODP Business Solutions is the right choice for Omnia Partners / Region 4 ESC and its Participating Agencies. We thank you for this opportunity!