

SWC# 316 – Office Supplies **Contact Information and Special Instructions**

Contract Period: This is a collaborative statewide contract between the State of Tennessee, the Tennessee Board of Regents, and the University of Tennessee. It is a one (1) year contract with four (4) annual options to renew for one (1) year each. The contract was competitively bid and awarded to one (1) vendor: Staples Contract & Commercial (dba “**Staples Business Advantage**”).

NOTICE: DO NOT ORDER from Staples.com

Summary/Background Information: This is a statewide contract for Office Supplies. This includes general office supply items (classification folders, ballpoint pens, highlighters, paper clips, post-it notes, etc.), ink and toner (new and remanufactured cartridges for various devices), office machines (shredders, electric staplers, label makers, voice recorders, etc.), basic data storage (CDs, DVDs, cassettes, thumb drives, etc.), boards and board accessories (white boards, easels, easel pads, dry erase markers, cork boards, chalk boards, etc.), and calendars and planners (desk calendars, planner inserts, etc.) just to name a few. The State has negotiated heavily discounted pricing for merchandise classified as “core” to ensure that cost-savings are passed to the agencies. A list of “core” items is attached below for your convenience when placing orders. This attachment can also be used as a cross-referencing tool when inquiring about Edison and Staples item numbers.



Core Item List
2019-2020

The contract is available to local government entities and non-profits. State employees are also eligible to receive contract pricing on personal purchases via the Employee Purchase Program. For employee purchases, registration with a personal credit card prior to purchase is required to receive the State negotiated pricing. See below for details.

Access to Contract Documents Online:

1. Click on the link below to go to the Supplier Portal homepage:
https://sso.edison.tn.gov/psp/paprd/SUPPLIER/SUPP/h/?tab=PAPP_GUEST
2. Click on the "Statewide Contract (SWC) Search" link at the top of the page under "Statewide Contract Information".
3. Scroll down the list of contracts and locate "Office Supplies". Click on the picture of a folder under the "Details" column.
4. You will get a rectangular box and one of the columns (to the right) will say "Contract Documents", and below will be a picture of a file folder, click on it and you will get a new box with multiple contract documents shown. Click on the picture of the document to view the attachment.

Requisition and Purchase Order Generation:

For information on how to create a requisition and/or purchase order please reference the Job Aid "Requisitions and Purchase Order Document Types" below:



Requisition and
Purchase Order Doc 1

Quotes and Special Requests:

Items on the Core and Non-Core Assortment List do not require a quote as pricing has already been negotiated and established. Please reference the attached Core and Non-Core Assortment List for complete pricing information. Core and Non-Core Assortment items should be purchased using the requisition and purchase order generation process referenced in the "Agency Upgrade User Guide" above. **Do not purchase Core or Non-Core Assortment Items via Special Request. Special Requests should only be utilized for the purchase of restricted items and require written CPO approval prior to purchase. Quotes should be obtained with CPO assistance for special negotiated pricing on one-time purchases.** For both Special Requests and Quotes, please contact James Vallone at James.Vallone@tn.gov for approval and further instruction.

Billing and Payment Instructions:

Shipping is FOB Desktop Delivery as described in the contract under Attachment A, "Contractor's Requirements" section 1.1.3 and "Deliveries>Returns/Back Ordered Items" sections 6.6.2 and 6.6.3. As such, under no circumstances should there be any charges for shipping, delivery, or freight.

The payment term is NET 30 upon receipt of an invoice that meets the minimum invoicing requirements as described in the contract under section D.8 "Invoice Requirements."

Returns, Damaged Deliveries, and Backordered Items:

Staples will accept returns up to thirty (30) calendar days after receipt of the order. Custom, Non-Stock, and Custom Imprinted items are not eligible for return unless they are damaged or defective. There are no restocking fees for returned goods. Items not scheduled for delivery within five (5) business days are considered to be on back-order. Staples is required to notify the ordering agency if an item is back-ordered and allow the agency to cancel the order or choose to wait for the late delivery.

Blocked Categories/Items:

This contract should only be utilized for the purchase of office supplies and office supply related items. The State has established separate statewide contracts for items falling under the following categories:

- **Facilities & Janitorial Supplies** (ex: toilet tissue, cleaning supplies/disinfectants, paper towels, garbage bags/liners, brooms, mops, etc.)
- **Breakroom Supplies** (ex: disposable cups, disposable flatware, disposable dinnerware, beverages, snacks/candy, napkins, condiments, etc.)
- **Office Furniture** (ex: chairs, desks, lighting, coat racks, tables, stools, fixtures, file cabinets, bookcases, etc.)
- **Print/Promotional Items** (ex: service awards, letterhead, business forms, signs and banners, greeting cards, gift cards, etc.)
- **Computers & Peripheral Items** (ex: laptops, tablets/e-readers, protective cases, extension cords, keyboards, software, printers, scanners, fax machines, all-in-one (AIO) devices, telephones, mobile phones, GPS devices, etc.)
- **Business Services** (ex: installation, repairs, extended warranties/protection plans, assembly, wireless service plans, moving, freight, etc.)
- **Copy Paper** (ex: virgin copy paper, recycled copy paper, colored copy paper, etc.)
- **Audio/Video Equipment** (ex: speakers, headphones/earbuds, microphones, video cameras, etc.)

- **Appliances** (ex: televisions, microwaves, toaster ovens, refrigerators, coffee makers, ice makers, freezers, etc.)
- **Medical & Safety Supplies** (Ex: first-aid kits, surveillance equipment, medicine/vitamins, rubber gloves, protective wear, safes, etc.)

Please make sure you are utilizing the appropriate contract. If you have any questions, concerns, or require further assistance, please contact the contract administrator assigned to the statewide contract you want to utilize.

GO-DBE Manufactured Items Available on the Core List: While Staples Advantage itself is not a GO-DBE vendor; they do offer items manufactured by GO-DBE certified vendors. As such, the purchases of GO-DBE manufactured items through the contract will be attributed towards the purchasing agency's GO-DBE spend. For further detail, please reference the Core List. GO-DBE information has been provided for all items.

Minimum Order Amount and In-Store Purchasing:

The minimum order amount is \$50.00. Agencies are strongly encouraged to bundle or consolidate orders whenever possible to meet the minimum order amount. For smaller, remotely located offices and/or for emergency purchases, agencies with registered pCards may purchase items at Staples retail locations at the in-store price or at the contract price (whichever is lower). The minimum order amount requirement does not apply to purchases made at Staples retail locations.

Staples Retail Locations within the State of Tennessee:

2000 Mallory Lane
Franklin, Tennessee 37067

1090 Hunters Crossing
Alcoa, Tennessee 37701

1740 Old Fort Parkway
Murfreesboro, Tennessee 37129

5100 Old Hickory Boulevard
Hermitage, Tennessee 37076

849 West Main Street
Oak Ridge, Tennessee 37830

1609 South Congress Parkway
Athens, Tennessee 37303

5450 Highway 153
Chattanooga, Tennessee 37343

1505 East Andrew Johnson Highway
Greenville, Tennessee 37745

8913 Town and Country Circle
Knoxville, Tennessee 37922

1012 Glenbrook Way
Hendersonville, Tennessee 37075

4375 Keith Street
Cleveland, Tennessee 37312

100 Powell Place
Nashville, Tennessee 37204

2220 Hamilton Place Boulevard
Chattanooga, Tennessee 37421

401 South Mount Juliet Road
Mount Juliet, Tennessee 37122

538 Winfield Dunn Parkway
Sevierville, Tennessee 37876

6622 Charlotte Pike
Nashville, Tennessee 37209

514 South Willow Avenue
Cookeville, Tennessee 38501

1791 A Gallatin Pike North
Madison, Tennessee 37115

7615 U.S. Highway 70 South
West Nashville, Tennessee 37221

809 Industrial Boulevard
Smyrna, Tennessee 37167

2547 North Main Street
Crossville, Tennessee 38555

Employee Purchase Program:

As referenced in Attachment A of the contract, "Additional Services," Section 9.e, Employees may receive the State discounted pricing available under this Contract with a registered personal credit card. For registration instructions and more information about this offer, please click on the following link:

<https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/staples-state-employee-discount-program-.html>

State Contact Information

Contract Administrator:

James Vallone
Category Specialist - Commodities
Central Procurement Office
(615) 253-8528
James.Vallone@tn.gov

Backup Contract Administrator:

Karen Conway
Category Specialist - Commodities
Central Procurement Office
(615) 507-6211
Karen.Conway@tn.gov

Vendor Contact Information:

Contract Representative:

Company Name: **Staples Contract & Commercial (dba Staples Business Advantage)**
Edison Contract Number: 46441
Vendor Number: 115108
Name of Contact Person: Heather Walker
Position of Contact: Staples Key Account Manager
Phone Number(s) of Contact: (865) 247-7226 (Office)
(865) 250-1444 (Mobile)
Email Address of Contact: Heather.Walker@Staples.com
Mailing Address of Contact: 500 Staples Drive
Framingham, MA 01702

Contract Representative:

Company Name: **Staples Contract & Commercial (dba Staples Business Advantage)**
Edison Contract Number: 46441
Vendor Number: 115108
Name of Contact Person: Blair Wright
Position of Contact: Customer Success Consultant
Phone Number(s) of Contact: (865) 809-1990 (Mobile)
Email Address of Contact: Blair.Wright@Staples.com
Mailing Address of Contact: 7104 Crossroads Blvd. Suite 118
Brentwood, TN. 37027

Customer Service:

Name of Contact: **Customer Service - State Only**

Phone Number(s) of Contact: (844) 823-1029 (State Only Customer Service)
Email Address of Contact: governmentteam@staples.com
Name of Contact: Customer Service – General (Local Gov't, UT, TBR)
Phone Number(s) of Contact: (877) 826-7755 (General Customer Service)
(877) 609-7770 (Customer Service Fax)

Invoicing/Accounts Receivable:

Name of Contact: Trelawn Billie
Phone Number(s) of Contact: (888) 753-4107 Ext. 8651
Email Address of Contact: Trelawn.Billie@Staples.com