Maricopa County Community College District (MCCCD)

Office Supply Program
Request for Proposal #3371-6

August 2, 2017

Presented by:

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August 2, 2017

Mr. Larry Woo, Buyer I
Maricopa County Community College District
2411 West 14th Street
Tempe, Arizona 85281

RE: Request for Proposal # 3371-6, Office Supply Program

Dear Mr. Woo,

We appreciate the opportunity to respond to your RFP for Office Supplies and understand that the Maricopa County Community College District (MCCCD) is looking to establish a relationship with a strategic partner who can provide new concepts, out-of-the-box thinking and value-added offerings. Throughout our response you will find that Staples Business Advantage offers MCCCD a solution that will help you achieve your procurement goals with expertise, service and value. These features include:

- A dedicated tenured local team of industry experts that understand your complex business requirements and will recommend procurement efficiencies
- A flexible and intuitive e-commerce solution, StaplesAdvantage.com, that offers features to help your end users save time on finding items they need and helps you maintain program compliance through reporting and administrative controls
- A tightly integrated supply chain with a 271,000-square foot fulfillment center in Tolleson, Arizona. Staples provides accurate, free next-business-day delivery on orders placed before 4:30 p.m. your local time zone
- A one-source solution for multiple commodities, including office supplies, print and promotional products, managed print services, facilities cleaning, breakroom supplies, coffee and water programs, technology, furniture and interior design services

Our proposal offers a customized program that meets your expectations for product selection, process efficiency and competitive pricing. We look forward to the opportunity for further discussion.

Sincerely,

John Geurin
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(918) 669-4695
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For further assistance regarding Staples’ proposal, please contact:

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Table of Contents

4. Proposal Requirements ............................................................................................................. 1
   4.1 Minimum Requirements ....................................................................................................... 1
   4.2 Specific Requirements ......................................................................................................... 1

5. Scope of Work ......................................................................................................................... 8
   5.1 Environment ......................................................................................................................... 8
   5.2 Scope of Work ....................................................................................................................... 9
   5.3 Sustainability ....................................................................................................................... 37
   5.4 Additional Services ............................................................................................................ 45
   5.5 Strategic Added Value Offerings: ....................................................................................... 46

7. Respondent Questionnaire ...................................................................................................... 49
   7.1 Company Overview ............................................................................................................. 49
   7.2 Corporate Structure ........................................................................................................... 50
   7.3 Operating History .............................................................................................................. 51
   7.4 Core Business Strategy .................................................................................................... 53
   7.5 Organizational Structure ................................................................................................... 54
   7.6 Business Outlook ............................................................................................................. 54

8. Pricing Schedule ..................................................................................................................... 56
   Detailed Pricing Schedule

9. Signature Page .......................................................................................................................... 56
   Addendum 1 Acknowledgment

Required Attachments & Exhibits

Attachment A  Bidder’s Statement
   Bidder’s Statement
   Bidder References
   Additional Business Information

Attachment C  Core List

Attachment D  Copy Paper Usage

Exhibit 1  Staples’ Requested Deviations

Exhibit 2  NDA for Website Access

Exhibit 3  MCCCCD Delivery Analysis & Retail Footprint

Exhibit 4  Sample Reports

Exhibit 5  Secretary’s Certificate
4. Proposal Requirements

4.1 Minimum Requirements

4.1.1 Must be licensed by the State the business is in, if services requested require such licensure.

Staples is licensed to do business in all 50 states and the District of Columbia.

4.1.2 Must provide a completed pricing schedule (Section 8) signed by an authorized company signatory.

Staples has complied with this requirement.

4.1.3 Must have carefully read and understand all parts of the RFP and certified that the Proposal is made in accordance therewith.

Staples has read and understands all parts of the RFP and confirms that our proposal is made accordingly.

4.1.4 Must submit written answers to the respondent questionnaire (Section 7). All answers must be in the order in which the questions were asked.

Staples has complied with this requirement.

4.2 Specific Requirements

Order Placement Requirements

4.2.1.1 Able to receive orders electronically as well as over the phone.

Staples can comply with this requirement. Please see Staples’ response to question 5.2.1.1 for a description of Staples’ ordering methods.

4.2.1.2 Individual accounts for authorized users are required for each person placing an order. These accounts shall be unique and password protected.

Staples can comply with this requirement. Please see Staples’ response to question 5.2.1.2 for an overview of the user registration process.

4.2.1.3 There will be no minimum order amount. MCCCD will consider establishing a minimum order amount if there is an appropriate reason to do so.

Staples has read and understands. Staples does not have minimum order requirements. We will work with MCCCD to communicate ordering best practices to your end users as these initiatives help the environment by reducing carbon emissions from delivery trucks and paper waste from boxes and other packaging materials that are involved with each order.

Example: Staples helped a new customer reduce their number of small orders by 10% per quarter, resulting in savings of $78,000 in transaction costs, 27,291 lbs. of CO₂ emissions and the equivalent of 31 trees worth of paper in one year.
Order Processing and Fulfillment

4.2.2.1 Fulfill and deliver, without cost, in stock orders within a 24 hour business day window.

Staples has read and understands. We strive to fulfill 99% of the items on MCCCD’s core office supply list on the next business day.

Staples does not apply additional charges or fees for standard delivery. However, there are some special exceptions on unique items below where a delivery or special handling fee may apply. These fees will be displayed in your shopping cart on StaplesAdvantage.com upon ordering and are never hidden.

Common delivery exceptions that require a surcharge include:

- Furniture unpacking or assembly
- Expedited deliveries
- Deliveries outside Staples’ standard distribution area (Alaska and Hawaii)
- Bulky or heavy items such as cases of water, soda, ice melt and chemicals

4.2.2.2 Orders shall be delivered to a designated receiving point at each MCCCD location. Desktop delivery options will also be considered. Main campus addresses are located in Attachment E.

Staples can comply with this requirement and desktop delivery, if needed.

4.2.2.3 The contractor is fully responsible for all items while in transit. Any freight claims will be the responsibility of the contractor. Any damaged shipments will be rejected and notification given to the contractor.

Agreed, Staples can comply with this requirement.

4.2.2.4 Backorders of out of stock items will be created automatically and notification shall be sent via email which includes an ETA for delivery.

Staples can comply with this requirement. Staples fills every item on an order as standard practice, unless directed otherwise by the customer. When backorder situations occur, customers receive an email notification alerting them of the delay and of the expected delivery date.

Staples has the ability to source an item from the next closest fulfillment center or a wholesaler when a particular item is temporarily out of stock. This platform technology allows Staples to fulfill a high percentage of orders immediately. Orders filled by wholesalers are married up with your Staples orders for seamless, on-time delivery.

4.2.2.5 Packing slips will be included with each order and detail at minimum the ordering person and contact info, method of payment (ex-list the PO number), items shipped, and any backordered items.

Staples can comply. Staples provides two packing slips with each order. Every packing list includes the following standard information:

- Item number
- Product description
- Unit of measure
- Quantity ordered and shipped
Pricing can be added to the packing list as a means of reconciling your purchase. Packing lists also include the following pertinent customer information:

- Customer name, department and customer number
- Ship date
- Number of packages
- Order number
- Purchase order number
- Release number
- Cost center and purchaser
- Ship-to and sold-to contact information

Large items, such as a chair or a case of paper, will display the packing list on the outside of the shipment in a clear envelope. If the delivery includes multiple items, it will be shipped in a box with the packing list inside.

4.2.2.6 *Packaging shall be the minimum necessary to ensure damage-free delivery of products. Please describe your packaging reduction program and any availability of reusable packaging.*

Staples can comply with this requirement. Here is how we minimize the use of packaging materials both in our products as well as in our deliveries:

- **Utilizing fulfillment center technologies** that tailor box sizes to the exact size of the order. Our new approach to packaging will result in a 15% reduction in corrugate, a 60% reduction in air pillows, and an annual carbon footprint reduction of more than 30,200 tons.
- **Working to reduce product packaging** from our largest suppliers, balancing product protection, marketing and environmental considerations. This includes ongoing evaluation and repackaging of Staples® brand products’ primary product packaging and secondary master case packaging.
- **Optimizing our outbound break pack delivery packaging** for items not shipped in a full case. This includes reducing the amount of corrugate and air pillows used and improving the cube efficiency through box optimization and using bags versus boxes where feasible.
- **Choosing the smallest delivery box** based on the dimensions of all items in the order. Small orders can be transferred to a padded envelope, reducing packaging waste.
- **Eliminating the use of shrink wrapping** in our fulfillment centers and shipping the majority of products in boxes made from 35% to 100% recycled content.
- **Piloting shipping paperwork systems enhancements** that will enable customized, electronic delivery of packing slips and other relevant information to customers.
- **Working with customers** to reduce the environmental impact of deliveries by consolidating their supply needs and eliminating small, inefficient orders.
Methods of Payment

4.2.3.1 Accepted forms of payment will be by valid Procurement Card (currently Visa backed) or by signed Purchase Order.

Staples acknowledges and can comply. Staples welcomes a wide range of payment types to meet your needs, including:

- Procurement or credit card, at the time of purchase (Discover, American Express, MasterCard or Visa)
- Company check
- Automated Clearing House (ACH) with notifications via fax, email or EDI
- Electronic Funds Transfer (EFT)

4.2.3.2 All orders must capture either a valid Procurement Card number or a PO number. Failure to capture this information will relieve MCCCD’s responsibility for payment of that order.

Staples can partially comply. Pursuant to RFP Section 4.3 Deviations from RFP, we have noted our deviation in a separate listing. Please see Exhibit 1 Staples’ Requested Deviations for details.

Reporting

4.2.4.1 Reporting capabilities should include but are not limited to: order history, dollar volume, non-core item purchases, accounts payable aging, sustainability usage, etc.

Staples can comply with this requirement. Please see Staples’ response to question 5.2.1.16 for detailed information on Staples’ reporting capabilities.

4.2.4.2 Reports should be available in an electronic format. At minimum reports are to be available in Excel and Adobe PDF formats.

Staples can comply with this requirement. Please see Staples’ response to question 5.2.1.16 for detailed information on Staples’ reporting capabilities.

4.2.4.3 Usage reports are to be provided on a quarterly basis.

Staples acknowledges and agrees to provide usage reports on a quarterly basis.
Invoicing and Payment

4.2.5.1 Individual invoices will be sent daily to MCCCD’s Accounts Payable Department via email. Invoices are to be sent in a PDF format.

Staples can comply with this requirement. Additionally, MCCCD can have your invoices presorted by purchase order, budget center or ship-to — whatever works best for you.

Please refer to question 5.2.1.6 for information on our invoicing capabilities.

4.2.5.2 Any invoices that reference a PO as the payment option must include a valid PO number in order to be processed for payment.

Staples has read and accepts.

4.2.5.3 Payments of invoices will be made via ACH transfers.

Staples has read and accepts.

4.2.5.4 A priced receipt for orders purchased using a Procurement Card will be emailed to the end user who placed the order once the card is charged.

Yes, a priced receipt can be emailed when requested during your account setup. We call this eReceipts, and would code your bill-to for credit-card only. The end user placing the order on StaplesAdvantage.com would then receive an eReceipt via email.

Account Representation

4.2.6.1 A dedicated, local account representative will be assigned to the account who can address customer service issues, account set-ups, accounts payable issues, etc.

Charlene Pope will be MCCCD’s local Strategic Account Leader and will address all the above-listed issues. Please see Staples’ response to question 5.2.5.1 for an overview of MCCCD’s dedicated local Account Management team.

4.2.6.2 Whenever circumstances allow, MCCCD should be notified in writing of any forthcoming changes to the account team.

Staples acknowledges and will comply.

4.2.6.3 The Account Manager will conduct quarterly business reviews with the MCCCD Buyer to review contract utilization and core item sales. Core item usage will be adjusted quarterly according to sales. Annually, on the anniversary of the contract, the Regional Vice President and the MCCCD Director of Purchasing & Auxiliary Services will attend the quarterly meeting for the purpose of assessing the overall success of the contract and any progress towards meeting the strategic initiatives established at the onset of the contract.

Staples acknowledges and will comply. As part of our quarterly business review process, your Strategic Account Leader Charlene Pope will review MCCCD’s core item list, in addition to showing other opportunities for cost savings, reducing rogue spend, increasing program compliance, and finding savings in other product and service categories.

For additional information about Staples’ business review process, please see Section 5.2.4.2.
Pricing

4.2.7.1 Core pricing shall remain firm and fixed for the first two (2) years from the date the contract goes into effect.

Pursuant to RFP Section 4.3 Deviations from RFP, we have noted a deviation to this provision in a separate listing. Please see Exhibit 1 Staples’ Requested Deviations for details.

4.2.7.2 MCCCD will consider core price increase requests if submitted in writing 60 days prior to contract renewal. When possible, it is preferred that price increases coincide with our fiscal year, which begins on July 1.

Staples agrees to submit price increase requests in writing 60 days prior to contract renewal and to coincide with MCCCD’s fiscal year, when possible.

4.2.7.3 Price increase requests must be substantiated with proof of increased costs using such items as independent industry indices and/or manufacturer letters. It will be at MCCCD’s discretion to accept such reports and agree to them.

Staples agrees. Extraordinary manufacturer increases will be presented to MCCCD for approval and include manufacturer documentation or other proof of increased costs as required. Further, price increases will not be in excess of manufacturer increases.

4.2.7.4 Pricing is to be discounted off a core list of approximately 600 items as listed in Attachment C. Items on the core list represent usage information with quantities purchased from July 2015-June 2016.

Additionally, a negotiated discount of any non-core catalog item/product category shall be part of a pricing proposal. Pricing should be based on a “cost +” model where an item’s price is established by calculating the cost for the item plus a set percent mark-up per item category.

Pursuant to Addendum 1, Item 9, Staples provided category discounts off current list price for MCCCD’s non-core purchases. Please refer to Section 8 Pricing Schedule for details.

4.2.7.5 Paper usage information is available in Attachment D. This information represents the approximate usage from July 2015-June 2016. Quantities are calculated using data from the current contract as well as paper purchased from other suppliers.

Options for discounts off other paper options (different sizes, colors, weight, etc.) than those listed should be offered using the “cost +” method.

Please see Staples’ response to the previous question.

4.2.7.6 Private label / branded items on the core list or paper list may be substituted for an equivalent item. Substituted items should be of the same quality, count, package size, etc. as the private label / branded item. Any substituted items must be clearly identified as such. Name brand items shall not be offered a substitute option at this time.

Staples has complied with this requirement.
4.2.7.7 Options for printing services on items such as stationary, envelopes, business cards, report binding, etc. may also be submitted under Section 5.5 - Additional Services.  

Currently a variety of logos, material choices, etc. are used District-wide on these items. A review is underway by MCCCD’s Marketing Department which may result in standardizations of these items. Examples of these printed items will be provided upon request.

If awarded as MCCCD’s supplier, Staples will request samples of MCCCD’s printed item needs. Our Print & Marketing Services team can customize a program for MCCCD with solutions to meet all your specific print needs. Our capabilities include, but are not limited to:

- High-speed digital color and black & white printing
- Wide-format, color printing and finishing
- Pressure-sensitive and production identification labels and packaging solutions
- Complete binding and finishing services
- CD/DVD duplication

In addition, we can develop customized programs for the following services:

- Forms
- Envelopes
- Corporate Identity
- Digital Copy & Print
- Label Products & Solutions
- Signage, Banners & Displays
- Commercial Print
- Kitting & Fulfillment

Refer to section 5.5 Strategic Value Added Offerings for detailed information on Staples' Print & Marketing Services capabilities.
5. Scope of Work

5.1 Environment

The Maricopa County Community College District, along with most educational entities in the State of Arizona, has been dealing with decreased funding support from the State for many years. In 2015, the State of Arizona eliminated all of the funding it was providing to help support MCCCD’s operations. In addition to the loss of all funding from the State, MCCCD has experienced decreasing student enrollment, which is a typical trend for all community colleges during strong economic times. In spite of these challenges, MCCCD has established many meaningful and impactful strategic commitments that, once achieved, will have positive impacts on our students and the greater community. It is recommend that you review MCCCD’s 2017 – 2020 Strategic Commitments (https://asa.maricopa.edu/sites/default/files/StrategicPlan20172020.pdf) and detail how leveraging a strategic partnership with your company can assist MCCCD in achieving our goals.

It is the philosophy of MCCCD that this loss of funding and decreased enrollment should not be bridged by raising student tuitions or by burdening the public with increases in their taxes. The result of these funding reductions has created a need to rethink the traditional model of customer and vendor so that MCCCD can continue to provide the best learning environment for our student population as well as practice good stewardship of the public support we receive.

It is the District’s desire to move towards a model that is being utilized by many other higher learning institutions throughout the country which is to evolve the previous customer/supplier relationships associated with our contractors to that of becoming our Strategic Partners. By cultivating strategic partnerships it will enable MCCCD and the awarded contractor to help identify potential cost reductions, maximize efficiencies, and tap unexplored value-added opportunities to maximize resources and support to the benefit of both parties. Any potential strategic initiatives can be established during negotiations.

MCCCD is a diverse organization with multiple locations throughout the County. Changes in both the external and internal environments occur continuously. It is with this dynamic environment in mind that this RFP is issued and with how any resulting contract will be managed.

MCCCD currently purchases their office supplies from a cooperative contract that includes a core list of items that are deeply discounted, combined with a percentage off list for other items listed in the full catalog. Copy paper and printing services have not been a large percentage of the purchases under the current office supply contract. It is the intent with the new agreement that future purchases of these items may be facilitated under this contract if it is found advantageous to MCCCD.

Further, there have been other items excluded from purchase under the office supply contract (furniture, technology items). MCCCD is willing to consider removing some or all of the restrictions for technology items and will evaluate those items as part of the non-core / full catalog offerings. A separate RFP will be released that addresses furniture.

It is the desire of MCCCD to actively drive usage to the core items of this contract as well as continually evaluate and refine this list as new usage data is gathered throughout the life of the contract. It is MCCCD administration’s goal to actively promote and advocate this contract to maximize usage and savings. Any suggestions or mechanisms that might help accomplish this goal should be outlined in depth in your response.

We understand MCCCD’s current environment and strategic goals. Staples’ proposal includes upfront monies towards MCCCD’s strategic plan objectives to help meet the lifelong learning needs of your students, as well as cost-saving strategies and opportunities for continuous improvement throughout the life of your Staples program.
5.2 Scope of Work

Describe in detail how your proposed solution to the items listed in the specific requirements section would be executed.

Functional

Detail how your company would fulfill the specifications of this program.

5.2.1.1 Describe the methods in which an order may be placed. List any in order for standard next business day delivery to occur.

The cut-off time for next-business-day deliveries is 4:30 p.m. local time. Our normal delivery hours are 8:00 a.m. to 5:00 p.m. local time, Monday through Friday.

Staples Business Advantage offers your purchasers a variety of ways to shop, including:

- Online
- Mobile App
- Electronic Data Interchange (EDI)
- Third-party interface
- Buy Online Pick Up in Store
- Telephone (toll-free number)

Purchases can be made with procurement cards (P-cards) for any of these ordering methods.

5.2.1.2 Describe how individual user accounts may be requested and created.

The process for adding or deleting new users is simple and can be performed at any time by either an administrator or a supervisor assigned the ability to manage users within your organization.

- First, the administrator or supervisor navigates to ‘My Account’ and selects, ‘Manage Users’ from the menu.
- Next, the user selects the type of user to create (associate, supervisor or administrator) and follows the wizard entering all of the required user information (name, user ID, phone number, email address, select shipping addresses, etc.).

In creating a new user, you have the ability to:

- Define user spending limits, including minimum/maximum spending limits and order approval workflow (what orders must be approved and by whom), if applicable
- Define access rights – i.e. giving a user order approval rights or making them a site administrator (only administrators can create administrators).

5.2.1.3 Detail the security used to protect user information from unauthorized access.

Staples Business Advantage implements a number of rigorous safeguards to secure and protect customer data and the privacy of customer transactions on StaplesAdvantage.com. We review our security methods and procedures on a regular basis to provide reasonable and prudent levels of security.
Our e-commerce site is run on a multi-tier Demilitarized Zone (DMZ) network environment (web server, app server, database), separate from other DMZs, protected by state-of-the-art appliance-based firewalls with full logging capabilities, IDS and other 24/7 monitoring with alerting and escalation procedures in place.

Data is protected in motion using SSL. Bulk data transfers, where required, are protected with SFTP. Sensitive data at rest is protected using industry-standard 128-bit encryption. Encryption is software-based.

Our e-commerce site is run at two Staples Data Centers in a multi-site, high-availability configuration. Both data centers are equipped with redundant HVAC, fire suppression systems, flood detection systems, environmental sensors, plus multiple UPS, backup generators, power feeds and network connections. Their siting takes physical security considerations into account. Security includes remotely monitored building management systems, 24/7 monitoring and guards, scheduled maintenance and maintenance contracts.

Authentication

All users must provide a case-sensitive user ID and password to log into StaplesAdvantage.com. StaplesAdvantage.com protects the transmission of the user ID and password by using Transport Layer Security (TLS) encryption. After login, users receive an encrypted session ID in the form of a browser cookie. Encrypting the session ID prevents an eavesdropper from guessing the user ID or hijacking the session.

Credit Card Security

All credit card numbers are stored encrypted in a database isolated from all other systems at Staples. Every web page or frame that includes credit card information or allows the user to provide credit card information uses TLS encryption for transmission. StaplesAdvantage.com does not send credit cards to payment processing institutions over the Internet. Orders are passed to Staples’ processing system over a secure private network as soon as the order is entered. If necessary, we can disable the saved credit card feature and require a credit card number to be entered with every order.

Password Security

All passwords are stored encrypted. Every web page or frame that includes passwords or allows users to enter or change passwords uses TLS.

Impersonation

User ID and password pairs provide initial security from impersonation. Encrypting passwords and session IDs adds to that security by preventing counterfeiting of session credentials. Using the Exit button on the site or leaving the site for 60 minutes or more invalidates the session ID.

Secure Storage of Customer Data

All customer information is stored in a database located behind multiple firewalls. It cannot be accessed directly from the Internet. Firewall rules prevent passing data to any unauthorized IP address inside or outside the Staples network.
**PCI Compliance**

StaplesAdvantage.com is in compliance with all PCI standards as developed by the major credit card companies. For our customers and our company, it is critical that we maintain the highest credit card security standards.

5.2.1.4 Can order status be monitored online? Is there a delivery tracking feature?

Yes. StaplesAdvantage.com can display near real time package tracking details for over 90% of shipments. Tracking information is easily accessible from a variety of locations on our website, including the header, dashboard and order details page. In addition, your employees can opt into receiving email and text notifications when packages are shipped and delivered.

Our package tracking is updated based on carrier event scans, and we identify which items are in each box in a shipment, so your employees know exactly what products are coming and when.
5.2.1.5 Provide a demonstration account for evaluation members to login and test for ease of use and functionality. Outline any customizations that may be made to the order platform that would better suit MCCCD’s requirements.

Outlined below are options available to MCCCD to review the functionality of StaplesAdvantage.com and the ways Staples can customize our ordering platform to meet your needs.

**Temporary Access to StaplesAdvantage.com**

Staples can furnish MCCCD with temporary access to our StaplesAdvantage.com demonstration site for the purpose of reviewing the functionality of the site. We ask that an executed non-disclosure agreement be in place prior to providing test-account login credentials due to the valuable confidential and proprietary information that may be disclosed through this process. In order to expedite the process, our non-disclosure agreement has been attached for MCCCD’s consideration as *Exhibit 2 NDA for Website Access*.

Alternatively, Staples offers MCCCD two convenient options to review the functionality of the site: the StaplesAdvantage.com guest experience and a live site demonstration hosted by your local, dedicated Account Management team.

**Guest Experience on StaplesAdvantage.com**

While the most robust features of StaplesAdvantage.com are only available with a valid login, Staples does provide a browsing experience to users who don’t have login credentials. By visiting StaplesAdvantage.com viewers can:

- Search our entire catalog to see our assortment
- Click on “Information” icons to get more information about browsing, lists, dashboard, etc.
- Quickly access our “Learn” tab to find more information on Staples’ offerings and other sites
- Track orders without logging in, by accessing the “Track Order” feature and providing the order number and their email address

**Live Demonstration**

MCCCD’s local Staples team — Kristi Derry, Charlene Pope and Colin Doherty — would appreciate the opportunity to provide a live tutorial of our ordering site upon reaching finalist status in your vendor selection process.

**StaplesAdvantage.com Overview**

Fully customizable to your unique needs, StaplesAdvantage.com provides features and functionalities to streamline your ordering process while minimizing time spent on purchasing the items your organization needs.
With over 500,000 products available online, finding what you need is easy with StaplesAdvantage.com

**Easy Ordering Tools**

StaplesAdvantage.com offers MCCCD a simple ordering experience and provides instant access to your organization’s customized product assortment.

Key features include:

- Buy Online, Pick Up in Store
- Easy Search and Navigation
- Shopping Lists
- Order Tracking
- Live Chat
- “Call me Back” customer service
- Ink & Toner Finder
- My Deals
- Customizable Print Products
- Digital Copy & Print Ordering
- Online Returns
- Auto Restock

**Mobile Capabilities**

MCCCD’s employees can order products, track shipments and access their accounts on their tablets or smartphones using our mobile app. Available for Android and Apple devices, features of the Staples Business Advantage mobile app include:

- Full account information, including recent orders, orders pending approval and custom deals
- Scan-to-order functionality
- Search, browse and order on the go
- One-touch order approvals
- Shopping lists for quick replenishment
- Ink & Toner Finder
- Quick Order entry
- Filterable search results
- Order status and package tracking
- Integration with StaplesAdvantage.com
- Secure “Remember Me” feature for login convenience
Scalability

If MCCCD has a surge in new hires, or acquires a new division, your Staples team is ready for it. StaplesAdvantage.com is fully scalable to match your changing business needs. We have the infrastructure in place to handle the ordering needs of additional users without risking website performance. We analyze site capacity levels and plan for additional volume months in advance. We conduct stress tests regularly to ensure optimum site performance and site speeds.

5.2.1.6 Describe in detail the order cycle from order placement, processing, delivery, billing, etc.

Please find below detailed information on our order fulfillment, processing, delivery and billing processes.

Order Fulfillment Process

1) Order Placement – Once we receive an order through StaplesAdvantage.com, phone or fax, it is automatically entered into our order management system, which manages customer requirements and validates each order as it is placed.

2) Order Sourcing & Routing – Once in our order management system, the order goes through a standardized process that determines how to fill the order. The system chooses the best location to source the item, either from the primary or secondary fulfillment center, or from a wholesaler, whichever will provide the shortest delivery time for the customer.

3) Box Creation – Next, the warehouse management system creates the optimal box size for each order. Our system analyzes the dimension and weight of each product to ensure your order is protected against damages without excess packaging material. Each carton receives a unique barcode to track it throughout the order cycle in our package tracking system.

4) Order Picking & Quality Control – Fulfillment associates pick orders, inspect for quality and pack orders for shipment. Methods for picking orders include pick-to-light, robotic picking and system generated “tasks” to pick everything from a full pallet of paper to an individual toner cartridge. Sophisticated conveyor systems direct cartons through the required pick zones, through Quality Control for final inspection and onto the correct truck.
We perform regular analysis to ensure every order is a perfect order — delivered the next business day, without any substitutions and without any damaged, wrong or missing items.

5) **Delivery** — Once the source for an order is determined, our order management system determines the best method for delivery.

- Package tracking information uploads into our system once the fulfillment center processes the order for shipping. This tracking system reduces delays, errors and provides visibility to Customer Service Representatives and delivery associates. Customers can check the status of their orders through package tracking on our e-commerce site without contacting customer service.
- The most efficient delivery route is determined based on the number of cartons, order weight, customer zip code and carrier rates, allowing us to keep fuel costs low. Drivers scan shipments at the delivery destination, capturing the time stamp, name and signature of the person receiving the delivery.
- Our Customer Service Representatives have access to up-to-the-minute package tracking information throughout the course of the day. Users can also see proof of delivery by accessing package tracking through our e-commerce website.

**Delivery & Distribution**

Staples Business Advantage delivers an average of 575,000 cartons per day. We operate 30 strategically located fulfillment centers, ensuring a nationwide fill rate of 97% for next-business-day deliveries. Every component of our operation is refined to quickly and accurately fill, ship and track orders for MCCCD. Key differentiators include:

- Automated warehouse processes ensure the highest levels of order accuracy and on-time delivery
- Continuous service level and cost improvement driven by our Lean Six Sigma Process Excellence approach
- A low-cost, efficient network insulates from industry-wide cost increases
- Focus on consolidated deliveries and improved processes to reduce waste
- Ability to track the progress of all deliveries, from order placement to arrival

**Fulfillment Centers**

MCCCD benefits from a national network of fulfillment centers supporting your local area with next-business-day delivery. By operating our own fulfillment centers, we can keep direct and operational costs low.

<table>
<thead>
<tr>
<th>Direct Costs</th>
<th>Operational Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>We purchase in bulk and stock the majority of products our customers need, reducing our dependence on wholesalers and keeping product costs low for our customers.</td>
<td>Our fulfillment centers are located close to our delivery partners, vendors and customers to ensure that we maintain low network costs.</td>
</tr>
</tbody>
</table>

Our fulfillment centers are highly automated. This means your products arrive accurately, on time, complete and undamaged.
The technology we use includes:

- **Radio Frequency Identification** – Items are tagged with radio frequency tags for easier tracking and identification
- **Pick-to-Light** – Operators are directed to appropriate bins by lights activated by barcode scanners
- **Pick-to-Voice** – Operators use voice activated technology to identify product and receive instructions
- **SmartSize™ Packaging** – Packaging is customized to the size of the order, reducing waste

**Delivery Operations**

Staples uses a combination of our own fleet, national delivery services and third-party couriers to ensure the fastest, most efficient delivery options for our customers. We use one package system, regardless of carrier, to ensure consistent quality and service for your locations. Our Transportation team has analyzed MCCCD’s locations and determined that MCCCD will primarily be serviced by Staples fleet, except for five delivery locations that would be serviced by OnTrac and Small Parcel Courier.

Staples only selects third-party carriers after a rigorous evaluation process and require them to meet our customers’ service level agreements. Of MCCCD’s main campus locations, only Scottsdale Community College is currently serviced by our third-party courier, OnTrac. By execution of this contract, we anticipate all MCCCD’s main campuses will be serviced by Staples’ fleet.

For additional details, please see *Exhibit 3 MCCCD Delivery Analysis & Retail Footprint*.

**Billing & Invoicing**

Staples’ billing process is completely customizable to your requirements. During implementation, our experts will assess your accounting practices and information system capabilities to recommend the best solution. It is our goal to help you reduce paperwork and enjoy an easier and more efficient payment process.

Our customizable offering includes:

- Easy layout options that allow you to have your invoice organized to your specific requirements
- Invoicing that breaks out each line item by a specific budget center, making it easier to reconcile and allocate payments
- Flexibility to schedule invoice delivery by a daily, weekly, monthly or bi-monthly cycle or a specified day of the month or week
- Formats that work best for your organization, including paper, PDF and Excel
- XML or EDI invoicing delivered directly to your accounts payable system
- Billing by accounting unit
- ACH and wire payments and notification via fax, email or EDI
5.2.1.7 What delivery options do you offer besides a centralized delivery point (ex-desktop, expedited, etc.)? List any additional charges associated with these methods.

As part of your account setup, we will meet to discuss your individual needs and develop delivery protocols that make it easy for you to do business with Staples Business Advantage. Requests for changes to our standard delivery service are vetted by our internal transportation team, and approved, if feasible.

Examples of premium delivery service we have provided in the past include:

- Specific delivery windows (before noon, after 10:00 a.m., etc.)
- Desktop delivery (desk-to-desk)
- Inside delivery (specific floor)
- Mail room delivery (by floor)
- Delivery to copy areas (where we leave a fixed number of cases of paper per mail room, in some cases, stocking the shelves)
- Putting boxes through an X-ray machine prior to making delivery

5.2.1.8 What is your return policy? Detail how a return can be requested. List any restrictions, restocking fees, deadlines for returns, length of time for a credit to be issued, etc.

If for any reason you are not completely satisfied with a product purchased from Staples, you may return it within the applicable return period. We will gladly accept returns of a product in resalable condition with its complete and original manufacturers’ packaging intact and undamaged, including Universal Product Code (UPC), manuals and parts and a copy of the packing slip.

At any time, you can call our Customer Service team to submit a return or use our no-hassle online return process offered through StaplesAdvantage.com. Your delivery driver will pick up the returned item so no shipping expense is required from you. Credit for returned items is issued once the items are received at the Staples fulfillment center. Typically, returns are picked up within 1 to 5 business days and the credit is released within 24 to 48 hours after receipt of the items.

We do not charge you for return shipping or impose restocking fees for standard products; however, restocking fees may apply on large furniture returns.

**Return Periods by Product**

<table>
<thead>
<tr>
<th>Product Category</th>
<th>Applicable Return Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Supplies and Facilities Supplies</td>
<td>30 Days</td>
</tr>
<tr>
<td>Software (unopened)*</td>
<td>30 Days</td>
</tr>
<tr>
<td>Technology Items and Business Machines</td>
<td>14 Days</td>
</tr>
<tr>
<td>Furniture</td>
<td>14 Days after delivery**</td>
</tr>
<tr>
<td>Non-Stock Products</td>
<td>Not returnable unless damaged/defective (within 30 days)</td>
</tr>
<tr>
<td>Custom-Imprinted Products</td>
<td>Not returnable unless damaged/defective</td>
</tr>
</tbody>
</table>

*Opened or defective software may be exchanged for the same title and version within 30 calendar days of receiving the software.

**Only products in new condition, unassembled and in original packaging are eligible for return. A 35% restocking fee may apply. Special-order or non-stocked furniture is not returnable, unless such products arrive damaged or defective.
Warranties
Staples will pass along all manufacturers’ warranties to the customer. Staples will reasonably assist in coordinating the repair or replacement of the product by the manufacturer.

Damaged/Defective Items
Please call your Customer Service team to return damaged or defective products. Your account will be credited when returned merchandise is received back into inventory. We conduct a thorough analysis of all damaged or defective products to ensure that our manufacturers correct any quality issues.

Important Notes About All Returns:
- Non-defective dated goods such as forms, batteries, film, toner and ink cartridges are subject to approval and require a Return Authorization for credit.
- Calendars cannot be returned after January 31 of the year to which they correspond.
- For health and safety reasons, food, beverages, first aid and medical products cannot be returned.
- For similar reasons, janitorial and sanitation products (such as cleaning chemicals) can only be returned in unopened and unaltered original case quantities and packaging.
- Products purchased in bulk, including those intended to be used during a World Health Organization epidemic or pandemic alert, are subject to review prior to return.
- Neither party shall be liable for any consequential, incidental, special or exemplary damages arising out of or in connection with the sale, delivery, use or performance of the product. In no event shall Staples be liable (whether in contract, tort or otherwise) for damages arising out of or relating to a breach of any warranty or the sales, delivery, installation, use or performance of the product that exceed the purchase price of the product.
- Additional charges may be incurred for the shipping and handling of products classified as hazardous or oversized materials. Partial cartons or opened containers of hazardous materials cannot be returned. It is your responsibility to ensure the products are used and disposed of in accordance with all applicable federal, state, county and local laws and regulations, including environmental rules and regulations.

5.2.1.9 What is your fill rate (within 24 hours of receipt of an order) of the 200 most commonly used items from our core list? How many of our core list items would be standard stock items in the distribution center servicing the MCCCD account?

Staples Business Advantage is committed to filling at least 99% of the items on MCCCD’s core list for delivery by the next business day. All your core list items are stocked items in our local distribution center. Our current next-business-day fill rate across all items we carry, is 97.1%.
Staples Business Advantage measures fill rate by the percent of complete orders we ship from our fulfillment centers (orders which can be fulfilled entirely from stock we have on hand without the need to backorder). Some companies measure fill rate by percent of units fulfilled per order, but we hold ourselves to stricter standards counting any order as 0% filled if it’s missing even one item. By maintaining a high fill rate, we ensure you’ll get the products you order on time, without having to substitute or wait for them to arrive at our warehouses first.

5.2.1.10 How are backorders handled? What are the options for a user to cancel that backorder or request a substitute product?

Staples Business Advantage goes to great lengths to stock the right assortment of products to meet our customers’ needs. We use sophisticated inventory models to ensure that items are stocked in the right fulfillment centers and in the right quantities. We continuously gather customer input to determine which products to include in future stocking models, including the slower-moving but necessary ones.

*Backorders*

Users on StaplesAdvantage.com can confirm that an item will be delivered the next business day by viewing the “Expected Delivery Date” notification just above the “Add to Cart” icon. If the item is on backorder, the site will display the expected delivery date. The purchaser can then choose whether to place the order.

When backorder situations occur, customers receive an email notification alerting them of the delay and of the expected delivery date. Staples tracks and manages backorders using the following tools:

- **Fulfillment Center Replenishment** – We compile backorder information in real-time against our inventory control system, which calculates average daily demand and automatically issues electronic orders to our manufacturers when supplies of an item fall below set thresholds.
- **Customer Purchase Data** – StaplesAdvantage.com tracks backorder information and provides the user with accurate expected delivery dates.

Staples provides “Check Delivery Date” links throughout the site, so that your users can confirm if an urgent item will get there on time, and can plan for the arrival of a large order or item.

Once the full quantity of a backordered item is on hand at the customer’s primary fulfillment center, an order will drop for immediate processing and ship by the customary delivery method. Oldest backorders are filled first.
5.2.1.11 What is the location of the distribution center that will be servicing the MCCCD account?

MCCCD will be serviced by Staples’ Phoenix fulfillment center, located at 8602 West Buckeye Road, Tolleson, Arizona 85353.

5.2.1.12 How will product substitutions or deletions be handled? Will an alternate product be recommended or automatically substituted?

StaplesAdvantage.com allows an item to be automatically substituted for the original item during the ordering process. This functionality is implemented at MCCCD’s request, in collaboration with your Account Management team.

**Easy Savings Alternatives**

Save on your supplies with our Easy Savings Alternatives, on StaplesAdvantage.com. When users place an order, if a quality, lower-cost alternative is available, it will display automatically on their ordering page. Your users will have the option to purchase the alternative lower cost item, or continue with their initial selection.

In our pricing proposal, Staples has proposed $70,812.42 in savings on exact like-item matches.

**Easy Savings Reporting**

Easy Savings Alternatives reporting includes a summary report of master account-level data, detailing the purchase of product alternatives within your organization.

Summary data and reporting includes:

- Total number of alternatives offered
- Accepted and declined alternatives (by period, quarter, year)
- Savings achieved (accepted products alternatives)
- Savings lost (declined product alternatives)

<table>
<thead>
<tr>
<th>Company: ABC Corporation</th>
</tr>
</thead>
<tbody>
<tr>
<td>YTD Sales</td>
</tr>
<tr>
<td>YTD Easy Savings Possible</td>
</tr>
<tr>
<td>YTD Easy Savings Realized</td>
</tr>
<tr>
<td>Missed Savings as % of Sales</td>
</tr>
</tbody>
</table>

5.2.1.13 Are there locations available for users to walk-in to purchase contracted items and/or pick up online orders (retail locations, warehouse will call)? If so, provide the locations and how this process would work.

When you need something right away, MCCCD can take advantage of your negotiated pricing at any of our U.S. stores, including 28 stores in Arizona and a store located within 2-10 miles of all your campuses and delivery locations, making it very easy to make same day purchases. Please refer to Exhibit 3 MCCCD Delivery Analysis & Retail Footprint for more information.

Our Retail Purchasing Program is a powerful tool to ensure program compliance; allowing your employees to get what they need, when they need it, without going outside your established purchasing program.

Registration is easy. Your purchasers can request a Staples Convenience Card or register their corporate procurement cards online to take advantage of the program.
Benefits of registering your corporate procurement cards:

- Gives your company’s contract price or the retail price, whichever is lower at the time of purchase.
- Available when you link your Discover, American Express, MasterCard or Visa card to your program.
- Registration is fast and easy. Once submitted, the card will be usable in retail stores the next day.

Benefits of using the Staples Convenience Card:

- Receive the same benefits as the corporate procurement card
- Bills directly to your company’s Staples account
- Spending is monitored via your monthly usage reports

In addition to office supplies, your employees can receive a minimum 10% discount on most services offered in our in-store Copy & Print Centers.

5.2.1.14 What capability does the ordering platform have to direct users to core items; lower priced alternatives; or more sustainable options?

Staples identifies preferred items with a blue, customizable icon that can contain your own message, such as “MCCCD Contract Item.” This message will appear with the icon wherever product information is displayed. Users will see the icon on product pages, shopping lists, shopping carts and order status screens.

Some common flags used by customers include:

- On Contract Item
- Preferred Item
- Best Buy

“On Contract” Product Flag Screenshot
5.2.1.15 Can a specific item or product group be restricted from the ordering platform?

Yes, StaplesAdvantage.com offers assortment management or item blocking of specified items. Prior to launching your program, we work with you to identify the items or categories you want restricted, which will then be excluded from your catalog. If a user tries to order a restricted item, a customized blocked item message can be displayed. The message can explain that the item is not available for purchase, or detail what action the end user needs to take to order the item.

Sample Item Blocking Message during Search:

5.2.1.16 Describe the types of reporting that may be requested. Provide samples of reports that can be generated for usage, spend analysis, and sustainability tracking.

Please refer to Exhibit 4 Sample Reports.

Through your partnership with Staples Business Advantage, you will gain access to a comprehensive suite of reports, including activity, online and environmental reports. With these tools and resources — as well as a dedicated Strategic Account Leader and support team committed to your ongoing savings — you can identify procurement trends, isolate savings opportunities and make informed purchasing decisions.

The extensive reporting we offer is one of our market differentiators, both in terms of its scope and in the detail of the information we provide. Our ordering, invoicing and reporting systems operate on one national platform, so you can be sure that the reports you access are accurate and consistent for all MCCCD’s locations, giving you total transparency and visibility into your spend.

Staples’ reporting capabilities ensure that you always have:

- **Easy Access** – From online to email, Excel to PowerPoint, our reports are accessible through a variety of methods and formats.
- **Timely Information** – Reports delivered on demand or at pre-determined intervals.
- **Comprehensive Results** – Measure everything from product usage to service levels with our robust reporting systems.
- **Detailed Insight** – Our reports allow you to gain a complete view of your spend — from individual purchasers across all your departments, budget centers and locations to overall spend.

**Activity Reports**
With Staples activity reports, you can track your product usage as well as Staples’ service levels for your program. These reports are delivered by your Strategic Account Leader.

- **Usage reports** allow MCCC to track product usage organization-wide and drill down by facility, department, office or individual, so you can find area-specific opportunities for increased savings and efficiency. Usage reports also allow you to detail purchases of recycled items or those from minority vendors, giving you clear metrics to support your corporate responsibility initiatives.
  - Vendor
  - Order method (phone, online)
  - Product category
  - Contract versus non-contract items
  - Recycled and environmentally preferable products
  - MWBE products

- **Service level** reports provide MCCC with statistical information to track Staples’ performance and service levels. Service level reports measure:
  - Fill rate
  - On-time delivery rate
  - Order accuracy
  - Sales breakdown of contract versus non-contract items
  - Backorders and orders shipped complete
  - Returns
  - Credits and debits
  - Average order information and summary by size

**Online Reports**
At any given time, designated MCCC employees can easily access several reports on StaplesAdvantage.com.

- **User reports** provide pertinent information including approval hierarchy, ordering limits and assigned ship-to or budget center information.

- **Spending reports** provide a summary of purchases by budget center, bill-to, ship-to or individual for up to 24 months, including details on ordering method, order totals, number of orders and average order size.

- **Budget reports** allow you to monitor the variances between spend versus budget.
Stay on budget. With StaplesAdvantage.com budget reports, you can download up to one-year of budget data to monitor your spending.

5.2.1.17 List the formats (Excel, Adobe PDF, etc.) the reports will be available in and also how quickly can they be provided.

Our reports are accessible through a variety of methods and formats, including online, email, Excel, PowerPoint and PDF.

5.2.1.18 Is there an ability to generate reports on demand / self-service? What kind of data can be requested in these reports?

Yes. MCCCD-designated employees can easily access on-demand reports on your e-commerce ordering site.

- User reports provide pertinent information including approval hierarchy, ordering limits and assigned ship-to or budget center information.
- Spending reports provide a summary of purchases by budget center, bill-to, ship-to or individual for up to 24 months, including details on ordering method, order totals, number of orders and average order size.

5.2.1.19 What self-service account administration features are available (generating reports, adding users, restricting items, etc.)?

StaplesAdvantage.com offers MCCCD several features to achieve greater control over your purchasing, without having to reach out for technical support for assistance:

- **User & Location Management** – Easily add new users, supervisors and account administrators and remove or add shipping locations.
- **Approval Controls** – Establish spending limits and approval routing to track account expenditures by user and department.
- **Small Order Controls** – To maximize efficiencies, implement order controls that prevent users from placing orders under a minimum amount.
- **Customization Features** – Customize your platform with special instructions and messages to keep users in program compliance.
5.2.1.20 Is there an ability to price match items if a lower online price is found? If so, how would that process be handled?

Staples Business Advantage does not price match every item as standard practice. Rather, we invest in robust pricing software that shops daily market pricing to ensure our prices are competitive, and that our customers will not find higher prices on our retail site versus their custom Staplesadvantage.com site, unless there is a special item promotion on Staples.com. In this case, the end user can contact their Strategic Account Leader, Charlene Pope, to adjust the item price accordingly. Additionally, MCCCD’s true savings on our customized program offering are the deeper discounts on your most frequently purchased items. Your Strategic Account Leader can add new core pricing on items that were not captured on this original core list and also provide special quotes on less frequently purchased items that would be purchased in bulk, such as for an event or project.

Your Staples Account Management team will work directly with your organization to understand current product needs and usage. On a quarterly basis, we will meet with you to review your item requirements and implement any changes to support continuous savings.

For purchases made at our Staples stores, we offer your contract price or the retail price, whichever is lowest, when using a Staples Convenience Card or registered procurement card.

5.2.1.21 Elaborate how your company would help MCCCD better achieve the desired goal of driving more core list spending and ways to maximize savings.

According to industry research, employees making purchases outside a procurement program can increase operating costs by anywhere from 25% to 45%. Reducing maverick spend can dramatically impact the effectiveness of your procurement program. Staples uses multiple strategies to keep program compliance high and costs low.

**Comprehensive Program Launch Campaign**

Staples will develop and execute a comprehensive communication campaign that starts 30 days prior to launch. Our Field Marketing team will customize a plan to maximize program awareness at all your locations.

Tactics include:

- Program announcement emails, flyers and other materials that emphasize program benefits
- Electronic welcome kits that contain training guides, a Staples catalog and other key information
- Onsite vendor trade shows where MCCCD employees can learn about products from our key suppliers, get free product samples and meet their dedicated Staples Strategic Account Leader.

**Ongoing Communication Support**

After program launch, we schedule regular communications conveying the benefits of the Staples program to users. We also have dedicated compliance support teams to proactively contact end users with program information as needed.
Our communications:

- Highlight why it is important to comply with the Staples Business Advantage program in order for MCCCD to maximize savings opportunities
- Promote product categories within your preferred/contract item list
- Communicate special initiatives important to your organization, such as campaigns to raise environmental product awareness
- Align MCCCD’s goals and initiatives with your Staples program

Sample Product Category Promotions

Online Compliance Controls

Staples Business Advantage’s e-commerce site helps drive compliance to your programs with features like:

- The ability to customize your home page with messaging to communicate key program rules (such as minimum order requirements) and guide purchasers to preferred-item shopping lists
- Shared or personal shopping lists populated with commonly ordered or preferred core items
- Optional spending and approval controls that eliminate inefficient and costly small orders

Compliance Reporting & Tracking

Our reporting systems track dollars spent outside your designated core or contract item list. We’ll review this data during your quarterly business reviews and present a customized action plan for improving contract compliance.

5.2.1.22 Do you offer any prompt pay discounts? If so, list in section 8 Pricing Schedule.

In lieu of a prompt-pay discount, Staples increased our upfront incentive offering in addition to rebates based on purchase volume.

5.2.1.23 Detail the discounts offered for non-core items/product category items and how they will be calculated. List them in section 8 Pricing Schedule.

Staples has complied. Please see Section 8 Pricing Schedule.
5.2.1.24 Can user logins for the evaluation team to review the system functionality and the ordering process outlined in your proposal be made available for testing? Access level and functionality should mimic what end users and system administrators will have in your system.

As discussed in response to item 5.2.1.5, Staples can furnish MCCCD with temporary access to our StaplesAdvantage.com demonstration site once an executed non-disclosure agreement is in place. Please see Exhibit 2 NDA for Website Access.

Please also refer question 5.2.1.5 for alternative options available to MCCCD evaluators for review of the site’s functionality.

Implementation

Detail your plan to transition, provide training, and implement your proposed solution.

5.2.2.1 Identify who will train MCCCD staff and their experience in training.

Your Staples Account Management team, Kristi Derry and Charlene Pope, along with your assigned E-Commerce and Marketing Specialist, will conduct a comprehensive training campaign, customized to MCCCD’s unique needs.

Our training will include the following elements:

- Provide a Meet & Greet with the Staples team and offer free product samples from our vendors
- Announce these trainings via customized emails and posters weeks in advance, with accessible times and dates
- Conduct webinar tutorials for employees to learn all of your customized ordering site’s features and enhancements so they can enjoy the easiest buying experience

Training Materials

Your Account Management team will distribute Staples Business Advantage welcome emails that include program information, ordering website login credentials and training materials including User Guides and Quick Tips.
5.2.2.2 What MCCCD resources will be required to perform training?

We provide a number of experts and resources during the implementation process. This includes a complete end-to-end communication and training plan, incorporating the registration of your purchasers for maximum program compliance.

Your Staples account support team does more than 95% of the implementation work once we receive your standard account set-up information, such as billing and invoice preferences, delivery information and a list of your approved end users, along with any approval routings or special instructions we receive from MCCCD during our implementation calls. Kristi Derry will provide MCCCD with one-page account set-up questions and an end-user template of the information we need to register all your end users. Your Project Manager will load all this information including your customized pricing and non-core discounts.

Upon MCCCD’s approval of our marketing pieces, we advise MCCCD’s sends out the communication pieces we provide that announce our program, provide the dates and times for our ordering site webinar trainings and the final Go Live piece, which reminds your end users on the go-live date to start ordering their supplies through StaplesAdvantage.com. In addition to our online training webinars — which can be accessed at the end user’s desk and work computers — Charlene Pope and Kristi Derry can also host in-person trainings and provide snacks and beverages for those that want to gather in a conference room. A couple of days prior to the go-live date, your Staples E-Commerce Specialist (who is assigned upon award) will send out welcome emails to all authorized end users that contain their account log-in information.

By providing these resources, we are able to shift the work involved in implementation and training onto our shoulders and minimize the demands on your internal teams.

Staples Implementation Team Members and Roles

- **Implementation Project Manager**: Oversees the entire implementation process, reducing the demands on your team, and keeps all supporting teams and tasks on track.
- **Strategic Account Leader**: Streamlines and simplifies communication lines.
- **Business Development Executive**: Reviews and analyzes requirements and supply needs.
- **Field Marketing**: Designs customized communication plan and program information.
- **Customer Support Services**: Performs all integration testing and manages any third party integration.
- **E-Commerce Support**: Customizes e-commerce ordering site and conducts training seminars.
5.2.2.3 Can additional trainings be scheduled for new users when needed? Detail how this would be done.

Yes. To ensure MCCCD’s new employees understand the program, Staples can conduct refresher training sessions, as needed, throughout the life of your program. Some of the services and materials that can be provided include:

- **Onsite/Live Training** – Tutorials on the site’s key features and recent enhancements, to highlight the ease and functionality of StaplesAdvantage.com
- **Online Webinar Training** – Ideal for refresher sessions, new users or smaller locations. Multiple sessions can be scheduled and training can be customized based on MCCCD’s ordering methods.
- **Training Materials** – Ordering Handbook, User Guides, Quick Tips and FAQs
- **Lunch & Learns** – Seminars on topics such as ergonomics, workplace organization and security solutions

We will work with you to determine the appropriate schedule of these trainings and seminars to get the most participation.

5.2.2.4 Provide an estimated time-line to complete implementation. Provide any recent examples of transitions of other organizations of similar size and scope.

Our standard implementation timeline is 30-45 days, pending how soon we receive your account set-up information. Staples’ implementation model provides MCCCD the following benefits:

- A dedicated Project Manager to oversee the entire implementation process, reducing demands on your team and keeping all supporting teams on track
- Host weekly calls, from implementation kickoff to the week of going live
- Consistent program adoption across all your locations
- Increased compliance savings through an email registration process that enrolls your purchasers quickly
- Seamless implementation with your current technology
- Issue resolution facilitated by your dedicated Strategic Account Leader

Throughout the implementation process, your Project Manager will maintain a detailed internal project plan to keep all implementation tasks on track.

### Sample Implementation Project Management Plan

<table>
<thead>
<tr>
<th>Task</th>
<th>Duration</th>
<th>Start Date</th>
<th>Finish Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Prep Call</td>
<td>1 day</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kick-Off Call</td>
<td>1 day</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customize Project Plan</td>
<td>1 day</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>INFORMATION GATHERING AND ACCOUNT SET UP</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Send vendor set up forms to Staples</td>
<td>1 day</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complete vendor set up forms</td>
<td>3 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Set up Staples as a vendor in MCCCD system</td>
<td>TBD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gather bill-to relationships and requirements</td>
<td>5 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gather ship-to locations and codes</td>
<td>5 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Determine PO requirements</td>
<td>5 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Determine and gather Budget Center requirements</td>
<td>5 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Build bill-to file in Staples system, code requirements</td>
<td>10 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Build ship-to file in Staples system, code requirements</td>
<td>10 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Load budget center list in Staples system</td>
<td>5 days</td>
<td></td>
<td></td>
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</tbody>
</table>

*Success Story*

We successfully implemented a large company with 12,000 employees across 350 sites in 30 days.
Communication Support

The Staples Field Marketing team serves as MCCCD’s strategic resource for all your program communication needs, both during and after implementation. Staples’ communication materials include:

- **Coming Soon** program announcement to build excitement
- Webinar training announcements, with dates and times
- **Today Is the Day** announcing go-live
- Ordering handbooks and user guides

Registration Support

Staples uses an online registration process to remove the time-consuming process of registering MCCCD’s employees for your new supply program. Our unique process accelerates the collection, setup and roll out of your Staples program while removing the burden of registration from your desk.

Staples will send a customized email to the employees of your choice that provides the registration form and describes the conveniences of online ordering with StaplesAdvantage.com.

- Our automated process gathers the data to register new users quickly.
- We can accommodate any number of registrants.
- Our process streamlines and accelerates the overall implementation timeline, allowing you to order online in days, compared to weeks.

Success Story

Key Energy Services’ 8,500 employees were utilizing multiple suppliers and fax-based ordering across its 180 locations. Our customized communication campaigns resulted in 97% compliance to their Staples program and reduced spend by 20%.
## Snapshot of Customer Success Stories

<table>
<thead>
<tr>
<th>Customer Profile</th>
<th>Key Strategies</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Global energy, healthcare and consumer products company with 17 divisions, 8,000 shipping locations and thousands of remote users.</td>
<td>Implemented a retail purchasing solution that enables remote sales reps to receive corporate contract pricing at Staples’ stores.</td>
<td>Achieved $400,000 in annual savings from increased compliance and reduced maverick spend.</td>
</tr>
<tr>
<td>Global beverage retailer with 845 shipping locations and 153,000 employees.</td>
<td>Designed customized email communications and onsite training strategy to quickly enroll all end users and locations to the new program.</td>
<td>Successfully implemented a national and diversity office supply program in 30 days, with high levels of program compliance.</td>
</tr>
<tr>
<td>Large telecommunications company with 350 sites, 12,000 employees and no in-house procurement officer.</td>
<td>Teamed up with outside consultant to centralize procurement processes and improve usage and spend reporting across the customer’s enterprise.</td>
<td>Streamlined processes and enhanced spend visibility have led to increased program savings and end user compliance.</td>
</tr>
</tbody>
</table>

5.2.2.5 Detail any technological requirement or ITS participation that may be needed for implementation.

Staples oversees the entire implementation process, reducing demands on your team and keeping all supporting teams on track. Through our vast experience, Staples has the change management expertise to know what works, and the agility and best-practice learnings to customize our implementation process to meet your time frame and system requirements.

Most critical to the successful implementation of MCCCD’s program is the timely and accurate exchange of information regarding your ordering and invoicing infrastructure and program requirements. Once Staples is in receipt of this vital information, the ball is solidly in our court and the burden of responsibility for the successful implementation is ours. Upon receipt of this information, Staples’ standard implementation timeframe is between 30 to 45 days.

### System Requirements

StaplesAdvantage.com is supported by the following computer operating system minimums:

- Windows 7
- Windows 2000
- Mac OS X

The following web browsers are currently supported:

- Internet Explorer Latest Version
- Firefox Latest Version
- Chrome Latest Version
- Safari Latest Version

StaplesAdvantage.com uses cookies, which must be enabled through the browser settings. Contact your organization’s Technical Support department if you see a message advising you that cookies need to be enabled.
StaplesAdvantage.com uses JavaScript, a standard programming language, in the creation of some of the site pages. Your web browser must be enabled for JavaScript in order to interpret information on those web pages. Contact your organization’s Technical Support department if you see a message advising you that JavaScript needs to be enabled.

Caching is not recommended with StaplesAdvantage.com. Computers cache web pages in order to reuse them on subsequent visits. While caching makes access to web pages faster, there are times where information on a web page has been updated since the last visit, but the old information still appears.

Business Reviews

*In order to foster a more strategic partnership regular business reviews are requested.*

5.2.4.1 Provide a sample agenda for a typical review.

<table>
<thead>
<tr>
<th>Agenda</th>
<th>STAPLES Business Advantage</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Introductions</td>
<td></td>
</tr>
<tr>
<td>• Staples Business Update</td>
<td></td>
</tr>
<tr>
<td>• Accomplishments</td>
<td></td>
</tr>
<tr>
<td>• Opportunities</td>
<td></td>
</tr>
<tr>
<td>• Program Metrics</td>
<td></td>
</tr>
<tr>
<td>• What’s New at Staples</td>
<td></td>
</tr>
<tr>
<td>• Action Steps</td>
<td></td>
</tr>
<tr>
<td>• Appendix - (Detailed Metrics, etc.)</td>
<td></td>
</tr>
</tbody>
</table>

5.2.4.2 What factors are important to include at the review and why? Who should be invited to these meetings?

Your Staples Account Management team will meet with you regularly to deliver your *Workplace Insight Review* — a comprehensive business review of your program with Staples. We customize the structure and focus of the review based on your goals and purchasing history, as well as business insight gathered from industry trends.

Our standard audience during our business reviews are your buyers or procurement officer/administrator who oversees the Office Supply program for your organization. Occasionally, upper management attends, and anyone else involved in the program can attend. If there is another product category discussion that your Strategic Account Leader identifies, you will be notified prior to the review to discuss who else we recommend being present.

These reviews are intended to:

- Benchmark MCCCD’s program results in comparison to businesses of your similar size and industry
- Share key usage metrics important to MCCCD’s program and evaluate program efficiency
- Provide workplace insight based on thought leadership, industry research and opportunities unique to your business
- Highlight new products and valuable services to MCCCD
- Identify cost savings opportunities such as:
  - Rationalizing product assortments
  - Streamlining invoices and administrative costs
  - Improving online and mobile ordering and return percentages
  - Identifying areas where Staples® brand products can offer better value
  - Setting goals for minimizing returns and small orders, which will decrease costs
- Develop goals and action plans to grow the value of your Staples Business Advantage program

Your Strategic Account Leader will make recommendations for program improvements and cost savings, based on the findings in your Workplace Insight Review.

5.2.4.3 Do you agree with the business review frequency and purpose described in section 4.2.6.3 of this RFP? If not, what are your suggestions for change and why?

Yes, Staples agrees to provide MCCCD with quarterly business reviews.

5.2.4.4 Give some specific examples of past experiences and results with other business reviews you have done.

The Staples Business review process is one of our most important tools in driving continuous value and program improvement to our customers.

One recent example occurred when we identified category spend funneling through a travel purchase card program. Through our research we were able not only to outline the issue but also provide solutions that improved the overall process and helped reduced spend. Another example is how we helped one of our large Healthcare Office supply customers identify hidden cost and extra fees from their Managed Print Services provider which we uncovered after analyzing their usage and process with their other vendor. As a result, we showed our client over 25% savings and offered upfront monies to purchase new copiers upon our customers transition to Staples Managed Print Services.
Account Team

Identify the main account team that will be responsible for day-to-day interactions with MCCCD.

5.2.5.1 Describe their experience, years with the company, familiarity with the ordering platform, etc.

Our account management professionals help you manage your supply program strategically and proactively, saving MCCCD time and money. Your local Account Management team offers expertise in the following areas:

- Strategic expertise to lower costs, consolidate suppliers and operate efficiently
- Product and service expertise to find the right solutions at the best value
- E-procurement expertise to help automate and better control ordering
- Implementation expertise to make your program transition seamless, removing cost and risk
- Communication expertise to maximize employee adoption and program compliance savings
- Corporate responsibility expertise to help achieve environmental and diversity spend goals

**Kristi Derry, Staples Business Development Executive**

Kristi has worked with higher education and the public sector throughout her career and understands the importance in being a strategic procurement partner by identifying cost-saving opportunities along with process efficiencies.

Kristi is approaching close to five years in business development with Staples in the Arizona market, is a resident of Chandler and volunteers with local schools. Kristi has a strong appreciation for community colleges and the resources they provide as she is a first-generation college graduate that put herself through school financially and received her Associate’s Degree from Mesa Community College in San Diego before transferring to a University.

- On the outset, Kristi will help design a program that aligns offerings and capabilities with MCC’s business goals, philosophies and objectives.
- Upon award, Kristi will be involved with your account set up working alongside Charlene Pope, your Staples Strategic Account Leader, to ensure the seamless implementation of your program and the effective communication of your goals, requirements and expectations to our Account Management team members.

**Charlene Pope, Strategic Account Leader**

Charlene has more than 17 years of experience in account management with Staples. She has worked with numerous clients in the public sector throughout her tenure with Staples, including many non-profit entities, K-12 and higher education. She has worked specifically with Northern Arizona University and Mohave Community College, Eastern Arizona College and Yavapai Community College; while also managing large private accounts such as Sprouts, Alliance Residential and Go Daddy. Charlene understands the importance of representing a procurement partner and diligently strives to identify cost-saving opportunities along with dedication to day to day departmental needs of her customer base. Charlene has resided in Phoenix, Arizona for over 40 years. She has

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Success Story

“From day one, Staples has been an extension of our internal staff. They educate us about products that would be valuable to our organization and outline the cost versus performance benefits allowing us to make smart purchasing decisions.”

Frances Mesa, Purchasing Manager, Alaska Children’s Services
raised two wonderful children here in the Valley, and now devotes much of her free time donating and volunteering for local non-profit organizations that she is passionate about.

Charlene will serve as MCCCD’s main point of contact, with ultimate responsibility for your program implementation and the successful partnership between MCCCD and Staples. Charlene Pope will work with MCCCD’s senior management team to develop strategies that lower costs throughout the organization. Charlene’s responsibilities include:

- Establishing implementation guidelines and timetables
- Analyzing spend to recommend cost-saving and product improvements
- Setting program goals
- Providing overall program supervision and project management
- Conducting regular business reviews

Debi Sorin, Service Consultant

Debi Sorin is approaching nine years with Staples in the Arizona market, with five years of experience in her role as a Service Consultant to our larger existing customer accounts. She is responsible for providing back-up support to our local Strategic Account Leaders for day-to-day complex customer needs such as, but not limited to: reporting, special order requests, online set up needs, and invoicing inquiries. She has worked with numerous clients in the public sector throughout the Country.

Debi has a quick same day response time since she primarily provides inside support to our local customers and is not frequently out attending meetings. Prior to her role in sales support, she worked in human resources and helped set up what is now the Arizona Staples Warehouse. Her primary focus and strengths is that she is always willing to go the extra mile for our customers. This partnership benefits MCCCD by providing an extra layer of live support in the event Charlene is unavailable.

Colin Doherty, Arizona Regional Sales Director

Colin Doherty is a 25-year veteran of the office products industry, joining Staples in 2008 as part of the Corporate Express acquisition. In this role, Colin leads and supports Arizona’s Strategic Account Management team who manages and supports all mid-large commercial and enterprise accounts head quartered in Arizona. Our Strategic Account Leaders are your one point of contact and have a capped amount of accounts they manage that allows them to provide their customers with support and proactive account management.

Colin enjoys attending customer meetings and business reviews with his team, taking the time to truly understand the unique needs and culture of each client, to ensure the account is being managed to meet and exceed our customers’ expectations. The Account Management team takes an insightful approach to craft customized procurement solutions that enable our customers’ procurement staff and end-users to purchase the products they need — across a wide array of product categories while remaining within budget.
5.2.5.2 Will there be assigned back-up to the account representative?

Yes, Debi Sorin is responsible for providing back-up support to your local Strategic Account Leader, Charlene Pope, for day-to-day customer needs.

5.2.5.2 Please provide an organizational chart of your company beginning with assigned account representative to the person who would be authorized to approve a contract change.

At the onset, Kristi Derry and Bob Martin will work with MCCCD to develop mutually agreeable contract terms and develop a solution tailored to your needs.

Once the account it is active, your dedicated Strategic Account Leader, Charlene Pope, is empowered to make most decisions regarding pricing, contractual terms and service commitments on a day-to-day basis. This is based on our national account management model, which leverages a single, centralized point of contact for our customers.

Of equal importance is the streamlined internal process we have in place to escalate issues requiring management input or approval. This process enables Charlene to provide timely responses to any issue, large or small. If escalation is required, we would leverage the following path:
5.3 Sustainability

MCCCD is interested in solutions that offer sustainable (Green) options or alternatives but also take into consideration the fiscal prudence we seek with this contract.

5.3.1.1 Outline ways your company can assist MCCCD in becoming a more sustainable entity through its office supply program.

To help MCCCD meet its sustainability goals, Staples Business Advantage offers recycling services, waste reduction programs, eco-friendly products and detailed reporting on metrics such as CO₂ reductions, recycled content and third-party certifications. Our corporate sustainability experts will design a sustainability program tailored to your goals, and our Field Marketing personnel will help promote it to your employees.

Our sustainability programs can help MCCCD:

- Reduce carbon emissions and pollution associated with your purchasing
- Minimize the purchase of non-recycled products across all your business spend
- Eliminate chemicals of concern from your product supply chain
- Decrease packaging and waste
- Responsibly recycle toner cartridges, e-waste, furniture and facilities dispensers
- Control and reduce paper consumption
- Maintain a sustainable supply chain
- Use agricultural bio-based, compostable and other eco-friendly products
- Reduce energy use
- Institute environmentally safe cleaning and maintenance solutions
- Increase employee awareness and buy-in for your sustainability programs

Visit Staples Green Focus to discover more about Staples’ green product selection, recycling services, eco-copy and print program, ways to green your office and our goals and initiatives.
**Easy Recycling Services**

Staples offers our customers a wide range of no- and low-fee, convenient recycling services. Not only can we recycle all of MCCC’s toner cartridges, regardless of brand, our drivers will collect them when making deliveries. Or, if you prefer, you can send them back with our prepaid mailing labels. You can also recycle electronic or technology products (e-waste), free of charge in our stores or for a fee through Staples’ pick-up or mail-back services. We offer low-cost recycling services for furniture, lamps, ballasts and batteries — and customers can work with our partner Call2Recycle for free recycling of cell phones. Finally, we can support customers in leveraging manufactures’ recycling programs for binders, writing instruments and crayons. Check out [Staples Recycling Services](https://www.StaplesAdvantage.com) for more details.

<table>
<thead>
<tr>
<th>Products</th>
<th>How it Works</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toner Cartridges</td>
<td>● Free delivery driver pick-up and mail-back service</td>
</tr>
<tr>
<td></td>
<td>● Work with your delivery driver to pick a location for regular pick-up</td>
</tr>
<tr>
<td></td>
<td>or print a mail-back label from StaplesAdvantage.com</td>
</tr>
<tr>
<td>Technology</td>
<td>● Low costs options for delivery driver pick-up and mail-back service</td>
</tr>
<tr>
<td></td>
<td>● Free drop off at Staples stores</td>
</tr>
<tr>
<td></td>
<td>● Order pre-paid recycling kits, boxes and pallets for larger items</td>
</tr>
<tr>
<td></td>
<td>through StaplesAdvantage.com</td>
</tr>
<tr>
<td>Business Furniture</td>
<td>● Talk to your Strategic Account Leader for details on recycling,</td>
</tr>
<tr>
<td></td>
<td>decommissioning and donating office furniture</td>
</tr>
<tr>
<td>Lamps, Ballasts, Batteries</td>
<td>● Low cost mail-back service through StaplesAdvantage.com</td>
</tr>
<tr>
<td>Cell Phones</td>
<td>● Work with Staples’ partner Call2Recycle for low cost options</td>
</tr>
<tr>
<td></td>
<td>for the collection of cell phones</td>
</tr>
</tbody>
</table>

In addition to standard recycling programs, Staples provides our customers with extensive recycling programs for surplus equipment including resale or donation to a charity. In many cases we are able to provide sustainability reporting to assist MCCC in the measuring and tracking of these assets. Speak with your Strategic Account Leader for more details.

**Eco-Friendly Products**

From remanufactured toner to recycled-content paper and furniture, Staples offers more than 14,000 environmentally conscious products, measuring 48 different third-party certifications. MCCC has easy access to eco-friendly products with StaplesAdvantage.com, through green shopping lists and a search feature that allows your employees to narrow their search to eco-conscious and recycled products.

Our eco-conscious product selection includes:

- More than 2,000 paper items (notebooks, writing pads, Post-it® notes, printing paper) with post-consumer recycled content, including Staples® brand 50% and 100% recycled copy paper that are also Forest Stewardship Council certified
- Innovative and exclusive alternative fiber paper products, such as Staples® brand notebooks and Sustainable Earth by Staples™ copy paper made from 95% sugarcane fiber residue
- Non-toxic cleaning products, like our EPA Safer Choice labeled Sustainable Earth by Staples brand cleaning product line
- Pens, scissors, binders, organizers and other plastic products containing post-consumer recycled plastics
- Reduced-impact alternative products such as biodegradable packing peanuts and nontoxic, Green Seal™ and EcoLogo-certified cleaners
- Eco-friendly breakroom supplies, from recycled content cups and plates to bioplastic cutlery and food containers made from sugarcane fiber residue
- Furniture and office panel systems made with post-consumer recycled materials that are also GREENGUARD or Indoor Advantage certified for promoting indoor air quality
- A wide selection of ENERGY STAR qualified and EPEAT registered technology from leading brands
- Sustainable Earth by Staples remanufactured toner, manufactured in an ISO 14001-certified, zero waste facility

**Sustainability Program Engagement**

MCCCD needs employees’ active participation in your sustainability programs to meet your goals. Staples can help drive green behavior with our Field Marketing team. This dedicated resource will develop customized communication materials to promote employee compliance to your sustainability programs.

**Sample Program Engagement Brochures**

Sample campaigns include:

- Order consolidation campaigns that help to minimize deliveries to your locations, resulting in CO2 savings and reduced packaging waste
- Paper reduction and conservation campaigns
- Demand management campaigns to promote the use of eco-friendly product alternatives on your e-commerce site
Sustainability Expertise

Having the right expertise to support you in your initiatives is essential. Staples Business Advantage will support MCCCD with:

- Our team of sustainability experts who provide free strategic consultation and help shape a sustainability program that advances your goals
- Our Field Marketing team who develop education campaigns to increase compliance to your green purchasing programs
- Your Strategic Account Leader who recommends high-performing alternative products to meet your environmental goals and provide regular benchmarking and reporting of your green spend

AASHE STARS Tracking & Reporting

MCCCD is a member institution of the Association for the Advancement of Sustainability in Higher Education (AASHE). Staples Business Advantage recognizes how important your membership is to our environment, our community, your students, your faculty and your staff. We will collaborate with your sustainability team and other stakeholders to help your institution meet your sustainability goals.

As a member of AASHE, you have access to their Sustainability Tracking, Assessment & Rating System™ (STARS) program, a tool for self-reporting your institution’s sustainability efforts. Staples will partner with you to ensure the highest STARS rating possible for MCCCD.

It’s important that your supply programs align with your sustainability efforts to help run your campus with less environmental impacts. We are committed to running a sustainable organization at Staples and we share the urgent stewardship of your campus. With Staples, your campus will be supported by our team of corporate sustainability experts who can provide strategic consultation. This team will shape a sustainability program that advances your goals strategically and can boost your STARS V2.0 and V2.1 Category Eligibility Reporting by assisting in the following three areas:

- Computer Purchasing
- Office Paper
- Cleaning Products

For example, one of the evaluation criteria through the STARS program is the percentage of spend on silver or gold rated EPEAT computers versus your total expenditure on computers. Staples sells hundreds of computers registered as EPEAT silver or gold and can help you set up an institutional preference for these machines, allowing you to score the highest on this metric within STARS.
We work closely with your procurement department and sustainability department to measure campus environmental impacts based upon faculty and staff purchasing behaviors, and will arrange regular Sustainable Business Reviews. We will measure the top environmental certifications for the products you purchase in both dollars spent and weight. This allows us to mutually monitor trends and collaboratively establish goals that will manage the products in your supply chain, reduce your waste stream and assist you in your STARS certification.

5.3.1.2 How will these efforts be monitored and reported?

Staples’ environmental reporting makes it easy for MCCCD to measure the impact of your sustainable initiatives. With our Environmental Purchases Summary report, MCCCD will see a complete picture of green purchasing behaviors across your organization. Our Small Order Reduction Calculator details how you can reduce both delivery costs and environmental impacts. Our Industry Benchmark tool will help you compare your performance to that of your industry peers.

From measuring environmental attributes and quantifying eco-friendly purchases to identifying opportunities for improvement and communicating your green initiative progress to stakeholders, our reporting tools provide valuable information to help you meet your sustainability goals.

Environmental Purchases Summary Report

As part of MCCCD’s business reviews, your Strategic Account Leader will provide a customized Environmental Purchases Summary that details your top purchasing categories and your environmental penetration in those categories. By seeing how much of your spend goes towards environmental products, MCCCD can easily determine where you have the most opportunity to increase your “green” purchases.

This report also reveals what percentage of your total spend comes from products that contain at least one of more than 40 green features, such as recycled content or ENERGY STAR-certified items. We group those attributes into three categories: “Advanced,” “Basic” and “No eco features” based on the amount of post-consumer content used and other environmental certifications. This distinction makes it easy for decision-makers to measure progress and to prioritize the focus of initiatives.
If MCCCD has a specific environmental program, such as LEED certifications, or recycled content targets, we can provide detailed tracking of specific attributes, at the department or user level. This ability provides you with tremendous detail, insight and reporting to help you meet your goals.

<table>
<thead>
<tr>
<th>Sample Top-Ten Product Categories &amp; Environmental Penetration by Spend</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staples Category</strong></td>
</tr>
<tr>
<td>Paper</td>
</tr>
<tr>
<td>Ink and Toner Cartridges</td>
</tr>
<tr>
<td>Food and Breakroom</td>
</tr>
<tr>
<td>Shipping &amp; Mailing Supplies</td>
</tr>
<tr>
<td>Filing</td>
</tr>
<tr>
<td>Ink Writing</td>
</tr>
<tr>
<td>Janitorial Paper</td>
</tr>
<tr>
<td>Binders</td>
</tr>
<tr>
<td>Post-It Notes, Index Cards</td>
</tr>
<tr>
<td>Presentation</td>
</tr>
<tr>
<td>Top 5 Categories Combined</td>
</tr>
<tr>
<td>Top 10 Categories Combined</td>
</tr>
</tbody>
</table>

Through our summary and detailed reporting capabilities, MCCCD will see a complete picture of your organization’s environmental purchasing behavior.

**Small Order Reduction Calculator**

Designed to highlight how MCCCD can reduce the costs and environmental impacts of multiple, small order deliveries, the Small Order Reduction Calculator allows for analysis of minimum order scenarios.

Reduce Costs & Your Environmental Impact – Industry statistics show that with every order transaction you process, you can incur soft costs of $20 to $100, and these costs increase when you consider environmental factors like additional packaging materials and the increase in carbon emissions expelled by delivery trucks. Achieve significant reduction of these costs by implementing minimum order standards.

Our dedicated Account Management team will work with MCCCD to suggest strategies that lead to more efficient ordering. Staples will support these initiatives with a full communications campaign that includes customized brochures and flyers explaining the benefits of consolidation to your users. We can also implement order size controls on your ordering platform that would require users to reach a minimum dollar threshold.
before submitting the order. Both of these methods have been extremely effective in helping our other customers minimize costs without inconveniencing their associates.

5.3.1.3 Is there a way to offer both a contracted core item as well as a sustainable alternative?

Yes. Staples can assist in creating a core list of green products by providing a simple conversion analysis from existing products selection to eco-alternative products.

Additional ways Staples can help MCCCD increase its green spend include:

- **Green Shopping Lists** – We work with you to produce a shopping list of environmentally conscious products to help users make speedy selections.
- **Environmental Consult** – Whether you are just starting environmental initiatives or you’re already practicing your sustainable plan, Staples can help. Our National Managers of Sustainable Business Strategy & Solutions, our operations team, our Strategic Account Leaders and our Field Marketing team can help you design, enhance and promote your initiatives and accomplishments.
- **Eco-Alternatives** – During implementation, we can work with MCCCD to determine sustainable alternatives to suit your needs, which can appear while purchasers browse the site.

5.3.1.4 Provide past examples of being able to provide more sustainable options without significant cost increases.

Staples has developed an exclusive line of award-winning eco-conscious products that are not only less harmful to humans and the planet, but deliver cleaning power and cost-in-use savings that outperform the traditional brands.

**Sustainable Earth by Staples™**

From eco-responsible manufacturing processes and product components to packaging made from recycled materials, every Sustainable Earth by Staples product meets our brand’s high environmental standards. Plus, like every other Staples® brand product, the quality is guaranteed.

Typical requirements for Sustainable Earth by Staples products include the following:

- Independent third-party certifications that cover multiple product attributes such as raw materials, energy use and chemicals of concern
- High levels of post-consumer recycled content, and/or features such as reduced materials use and reduced packaging
- Expected life-cycle impact screening of the product, from raw material extraction to end of life, to ensure there are no significant trade-offs

5.3.1.5 Preferably a 30-70% recycled content for paper products would be desired if costs are similar. Is that possible? Would samples be available?

Staples offers thousands of recycled-content paper products; from notebooks to legal pads to copy and printing paper. Your Account Management team will provide samples upon request.
Because many of our recycled paper products are manufactured under our own Staples® brand, the quality is guaranteed and the pricing is exceptionally competitive when compared with other national brands.

Most of our designated eco-conscious paper products have at least 30% post-consumer recycled content and meet U.S. EPA Comprehensive Procurement Guidelines. We also offer a number of paper products with 50% to 100% post-consumer recycled content, some of which are also certified by the Forest Stewardship Council.

As an alternative to tree-based paper, we offer select paper products such as notebooks and sticky pads manufactured with 80% sugarcane waste, which is a more sustainable and renewable resource. We have also introduced Sustainable Earth by Staples™ copy paper, which is 95% sugarcane waste.

5.3.1.6 Is paper sourced with an FSC (Forest Stewardship Council) certification?

We currently offer seven Forest Stewardship Council (FSC) certified Staples® brand printing and copy paper products in our Full Line catalog, as well as FSC-certified paper products from national brands such as HP, Domtar and Hammermill.

Staples is the first national copy and print operation to make FSC certified paper a standard offering. Printing paper certified by FSC and containing 50% post-consumer recycled content is a standard offering for all black & white high-speed copy jobs in all retail Copy & Print Centers and closed-door Staples Business Advantage digital copy service centers nationwide.

Staples® brand FSC-certified papers include:

- White laser paper
- Bright white inkjet paper
- 30% Recycled Multipurpose Paper
- 30% Recycled Copy Paper
- 50% Recycled Multipurpose Paper
- 50% Recycled Heavyweight Multipurpose
- 100% Recycled Multipurpose Paper
- 100% Recycled Copy Paper

5.3.1.7 Do you or can you utilize a packaging reduction or reusable shipping container program with our account? If so, please describe your program in detail. Attach pictures of these containers.

To help reduce waste at MCCCD’s facilities, Staples Business Advantage has engineered our order fulfillment process to minimize packaging and shipping materials on supply deliveries. Simultaneously, we ensure that all deliveries are properly protected in order to arrive to you intact. As the only supplier in our industry to customize the size of our delivery boxes to your order, through SmartSize™ technology, we eliminate every ounce of material we can from our product and delivery packaging.

We’ve rolled out SmartSize™ technology in the majority of our fulfillment centers to tailor box sizes to the size of the order. In addition to utilizing less corrugate, this lessens our use of air pillows by approximately 60%. This approach to packaging will result in an annual carbon footprint reduction of more than 30,200 tons, equivalent to 120,000 trees.
Staples continuously investigates and tests new options to replace standard packaging boxes and other shipping materials with higher recycled materials or reusable alternatives. Currently, the majority of our boxes are made from 35% to 100% recycled material.

5.4 Additional Services

Proposer may offer, on a separate page referencing this Section 5.5, additional goods and/or services including associated costs/prices that are not addressed in Section 8. The District retains the absolute and sole discretion to examine and consider these additional goods/service options for inclusion in the contract awarded under this RFP.

Please refer to Section 5.5 Strategic Added Value Offerings for details.

Staples can offer numerous creative partnership ideas, such as having our local sales executives and directors speak at a career day on interviewing best practices and skills for management training. We also provide and have provided positions to many MCCCD students through our direct recruitment contacts at MCCC. Additionally, we can offer internships for a variety of corporate positions. We look forward to the opportunity to present additional ideas should our partnership progress.
5.5 Strategic Added Value Offerings:

MCCCD would be interested in receiving any suggestions that would bring added value to this contract. As stated in section 5.1, the previous sources of State revenue support have been cut and in order to continue to provide the quality of education our students deserve MCCCD is open to considering new resources and ideas to help alleviate these short-falls. These proposals may be a one-time or recurring in nature, revenue producing (such as incentives or rebates) or other such offerings that would bring added value to our organization. Creative solutions are encouraged and should be clearly labeled in the proposal under this section (5.5).

Potential added value offerings may be proposed in general in this section but will not be reviewed and considered until after the competitive evaluation process has been completed. Once a susceptibility of award is determined by the evaluation team further negotiations regarding these added value offerings may occur and must be completed prior to a final contract award.

The negotiation of any added value offerings are separate from the evaluation process. Changes / additions to these offerings may be made if agreed upon in writing by both parties and included as a signed contract amendment.

MCCCD reserves the right to exclude items offered under this section from co-operative use unless also agreed upon by the awardee.

Additional Rebates & Incentives

We understand that State funding has been cut. If Staples is awarded as MCCCD’s sole Strategic Partner for the full volume of this contract, we would like to contribute upfront monies towards MCCCD’s strategic plan objectives to help meet the lifelong learning needs of your students and enrich our communities by providing $75,000 that can be used towards scholarship monies, vendor shows or any other way this contribution is best suited.

Staples Managed Print Services

Staples Managed Print Services provides a total print management program that monitors, maintains and services all the print devices in your organization. Through our network of factory-trained personnel, you’ll get a complete view of your organization’s print environment so you can drive down costs.

Benefits of the program include:

- Reducing print-related costs by up to 30%
- Giving time back to your IT staff
- Reducing supply needs by using fewer types of toner
- Increasing productivity and reduce printer downtime with scheduled and emergency maintenance visits
- Getting auto replenishment of toner refills with fast, free delivery
- Finding eco-conscious options and energy-efficient equipment to meet your sustainability goals
Print & Marketing Services

Staples Print & Marketing Services team will work with you to develop customized programs for the following print needs and more:

- **Forms** – Every type of form, custom and stock, for every use imaginable.
- **Custom Print** – Everything from business and greeting cards to custom stationery, stamps and nameplates.
- **Digital Copy & Print** – Upload, save and reconfigure documents, place orders for nationwide delivery through our Web-to-print ordering system on StaplesAdvantage.com.
- **Label Solutions** – We will design solutions for you from product identification, information system and radio frequency identification labels to flexible packaging.

Staples Promotional Products®

As the largest distributor of corporate-branded merchandise in the U.S., Staples Promotional Products offers fast turnaround on more than 700,000 high quality promotional products at value prices. Our offering includes:

- **Branded Merchandise** – Includes items ranging from retail to custom premium brands — perfect for corporate-branded events. We'll consult with you on your objectives, quote product ideas and timelines in writing, and coordinate every aspect from sample and proof approvals to product arrival.
- **In-stock Merchandise Catalog Programs** – Custom print and electronic catalogs of merchandise decorated with your logo and chosen specifically for your brand identity. Full turnkey program management, including eStore design and hosting, sourcing, warehousing and fulfillment, customer service and reporting.
- **Incentive & Recognition Programs** – Examples include anniversary programs, sales incentives, gifting programs and safety awareness programs. Several applications can be run simultaneously and employees can save points from multiple programs to redeem for the awards of their choice.

Benefits for Your Employees

We offer your employees a Personal Advantage program by extending coupons for their personal use on products and services throughout the year in any of our Staples stores. Your employees can also take advantage of our Employee Purchase Program, which offers your negotiated pricing on their personal purchases.

Special Orders

Staples can procure, manage and deliver every product you need — from your unique proprietary products to supplies specific to your industry. We have a dedicated internal sourcing team that concentrates on procuring specialty products from many leading vendors, and our industry-leading buying power allows us to deliver highly competitive pricing and continually drive down costs. Additionally, we can stock MCCCD’s proprietary supplies in our fulfillment centers, making it easy to purchase these supplies on-demand through StaplesAdvantage.com.
Facility Site Assessment – Catered to Your Business

See your facility with fresh eyes, address long-term pain points and find ways to save time and money with a full facility assessment by Staples’ facility solutions experts. Using our revolutionary BluPrint™ app, our experts will conduct a walkthrough of your facility, providing you with a valuable view of the effectiveness of your janitorial program, identifying opportunities for improvement and creating a personalized program to help you standardize, consolidate and reduce your overall operational costs.
7. Respondent Questionnaire

Provide information to all sections below. Failure to provide required information may cause the proposal to be deemed non-responsive.

Give an overview of your company’s history and capabilities in the office supply industry. Include years in business, experience with business-to-business customers, retail outlets, financial outlook, account team, etc.

7.1 Company Overview

Staples, Inc.

Founded in 1986, Staples, Inc. has grown to become the world’s largest office supplier — a testament to our ability to evolve alongside our customers. Staples retail stores and Staples.com help consumers make more happen with our broad product assortment, expanded business services and easy ways to shop — in store, online and through mobile apps — all backed with a lowest price guarantee. Expanded services include in-store Business Centers, featuring shipping products and services; copy, scan, fax and computer workstations; technology services; a full suite of Print & Marketing services; Staples Merchant Services and small business lending and credit services.

Staples Business Advantage

As the business-to-business division of Staples, Inc., Staples Business Advantage offers a curated products and services assortment combined with deep expertise, best-in-class customer service, competitive pricing and a state-of-the-art e-commerce site. Staples Business Advantage is the one-source solution for all things businesses need to succeed, including office supplies, facilities cleaning and maintenance, breakroom snacks and beverages, technology, print and marketing services, furniture and interior design.

You Can Count on Us

- Reliable financial stability – We’re the industry’s strongest performer with $18.2 billion in annual revenue and ranked #132 on the Fortune 500 list.
- We’re nearby and involved in our communities – Our 64,000 associates across the world live and work where you do.
- Simple, efficient online ordering – We’re one of the largest e-retailers in the world.
- Unmatched convenience – We have more than 1,500 stores worldwide, including 28 in Arizona, and provide free next-business-day delivery in more than 40 countries.
- How we run our business matters – We’re proud to be a Fortune Most Admired Company.

Staples’ Commitment to the Community

Staples is committed to supporting charitable endeavors where our customers and associates live and work, providing millions of dollars worldwide each year. We do this through our charitable arm, the Staples Foundation, cause-marketing initiatives and partnerships with nonprofit organizations, in-kind gifts and monetary donations.
We support nonprofit organizations focused on educational causes that strive to teach, train and inspire people from different walks of life and backgrounds.

- Staples employs 743 associates in Arizona, contributing to the local economy and employment rates.
- Number of Staples retail stores: 28, including over 12 within 10 miles of MCCCD’s locations.
- Total number of Staples facilities: 1
- Total taxes paid: $22,563,662
- Total grant giving: $37,500

<table>
<thead>
<tr>
<th>Arizona Causes We Support</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A New Leaf</td>
<td>Hattie Mae and PALS Foundation</td>
</tr>
<tr>
<td>Arizona Autism United</td>
<td>K-12 Foundation for Lake Havasu Unified School District #1</td>
</tr>
<tr>
<td>Arizona Burn Foundation Inc</td>
<td>KnowledgeTutoring Service Program</td>
</tr>
<tr>
<td>Bethany Christian School</td>
<td>Lake Havasu Chamber Foundation for Education and Leadership</td>
</tr>
<tr>
<td>Boys &amp; Girls Club of Avondale</td>
<td>Leukemia &amp; Lymphoma Society</td>
</tr>
<tr>
<td>Boys &amp; Girls Club of Kingman</td>
<td>Literacy Volunteers of Coconino County</td>
</tr>
<tr>
<td>Boys &amp; Girls Club of Phoenix</td>
<td>Louis &amp; Elizabeth Sands Boys &amp; Girls Club</td>
</tr>
<tr>
<td>Boys &amp; Girls Club of Sierra Vista AZ</td>
<td>Mentally Ill Kids in Distress</td>
</tr>
<tr>
<td>Boys &amp; Girls Clubs of the Colorado River</td>
<td>Mesa Arts Academy – Boys &amp; Girls Club of the East Valley</td>
</tr>
<tr>
<td>Carondelet Foundation</td>
<td>New Pathways for Youth, Inc.</td>
</tr>
<tr>
<td>Chandler Gilbert Family YMCA</td>
<td>OCJ Kids</td>
</tr>
<tr>
<td>Children’s Museum of Phoenix</td>
<td>Phoenix Children’s Hospital Foundation</td>
</tr>
<tr>
<td>Earth Science Museum</td>
<td>Ronald McDonald House Charities of Phoenix</td>
</tr>
<tr>
<td>Frank &amp; Edith Morton Clubhouse</td>
<td>Save the Family Foundation of Arizona</td>
</tr>
<tr>
<td>Free Arts for Abused Children of Arizona</td>
<td>Shadow Rock Preschool</td>
</tr>
<tr>
<td>Friendly House</td>
<td>SySTEM Schools</td>
</tr>
<tr>
<td>Future for Kids</td>
<td>Virginia G. Piper Branch – Boys &amp; Girls Club</td>
</tr>
<tr>
<td>Glendale Elementary School</td>
<td>Welcome/Kalp (Kingman Area Literacy Program)</td>
</tr>
<tr>
<td>District Challenger School</td>
<td>Yavapai Big Brothers Big Sisters</td>
</tr>
<tr>
<td>Grace Evangelical Lutheran Church &amp; School</td>
<td>Youth on Their Own</td>
</tr>
</tbody>
</table>

### 7.2 Corporate Structure

#### 7.2.1 Legal entity

Staples Contract & Commercial, Inc., operating as Staples Business Advantage.

#### 7.2.2 State of registration or incorporation

Delaware

#### 7.2.3 Public company – listing symbol

Staples Contract & Commercial, Inc., operating as Staples Business Advantage, is a wholly owned subsidiary of Staples, Inc., a publicly traded corporation listed on the NASDAQ. Staples’ ticker symbol is SPLS.

#### 7.2.4 Majority ownership

Staples Business Advantage is a wholly-owned subsidiary of Staples, Inc.
7.3 Operating History

7.3.1 Years in business

Staples has been in business since May of 1986 when we opened our first retail store in Brighton, Massachusetts. We launched our contract division – now Staples Business Advantage – in 1993.

7.3.2 Growth rate

New Segment Reporting Structure

The company changed its business segments during the fourth quarter of 2016 to align with its 20/20 strategic plan, and reflect its priorities to accelerate growth in North American Delivery and preserve profit in North American Retail. Under the new structure, the North American Delivery segment includes Staples Business Advantage, Staples.com, Staples.ca and Quill.com. The North American Retail segment includes the company’s retail stores in the U.S. and Canada. The company’s European results are presented as discontinued operations, and its remaining results of operations outside of North America are presented as a reconciling item in the company’s segment reporting. For comparability, 2015 and 2016 quarterly results have been recast to align with the company’s new structure and can be accessed on the company’s investor relations website at investor.staples.com.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Sales</td>
<td>$18.2B</td>
<td>$18.8B</td>
<td>$19.7B</td>
<td>$23B</td>
<td>$24B</td>
</tr>
<tr>
<td>Cost of Goods Sold</td>
<td>$13.5B</td>
<td>$13.9B</td>
<td>$14.7B</td>
<td>$17.1B</td>
<td>$17.9B</td>
</tr>
<tr>
<td>Gross Profit Margin</td>
<td>26%</td>
<td>26%</td>
<td>26%</td>
<td>26%</td>
<td>27%</td>
</tr>
<tr>
<td>Operating Expenses</td>
<td>$3.8B</td>
<td>$4.0B</td>
<td>$4.1B</td>
<td>$4.8B</td>
<td>$4.9B</td>
</tr>
<tr>
<td>Operating Income</td>
<td>-$264M</td>
<td>$713M</td>
<td>$296M</td>
<td>$1.2B</td>
<td>$1.5B</td>
</tr>
<tr>
<td>Net Income Before Taxes</td>
<td>-$352M</td>
<td>$564M</td>
<td>$253M</td>
<td>$1.1B</td>
<td>$265M</td>
</tr>
<tr>
<td>Total Assets</td>
<td>$8.3B</td>
<td>$10.2B</td>
<td>$10.3B</td>
<td>$11.2B</td>
<td>$12.3B</td>
</tr>
<tr>
<td>Total Long-Term Debt</td>
<td>$529M</td>
<td>$1.0B</td>
<td>$1.0B</td>
<td>$1.0B</td>
<td>$1.0B</td>
</tr>
<tr>
<td>Working Capital</td>
<td>$1.4B</td>
<td>$1.6B</td>
<td>$1.9B</td>
<td>$1.9B</td>
<td>$1.9B</td>
</tr>
</tbody>
</table>

All figures adjusted for one-time charges

7.3.3 Services

From office products to facility supplies, computer hardware to managed print services, custom print to business furniture, Staples Business Advantage offers an unmatched selection of products and services, saving you the time and expense of dealing with multiple vendors. With free next-business-day delivery available for more than 500,000 products on our e-commerce site, Staples is the one-source solution for everything MCCCD needs to run smoothly.
7.3.4 Hours of operation

In the U.S., Customer Service is available Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Time (ET) via phone, email and proactive live Chat on StaplesAdvantage.com. If a customer calls after 8:00 p.m. ET, they are greeted by a message that states our normal hours of operation.

Our goal is to respond to emails within four hours and to address all emails before 8:00 p.m. ET each weekday. Emails that are not answered by 8:00 p.m. ET are prioritized based on arrival time and addressed the following business day.

7.3.5 Financial condition

Our industry leading financial performance has enabled us to continually invest in our programs, technology and people, providing MCCC with the confidence that you are establishing a long-term relationship with a strong and stable supplier.

- Strong buying power, supported by our $18.2 billion in annual revenue
- Continually investing capital back into our business
- Generated over $5 billion of free cash flow over past five years
- Efficient supplier with low operational costs as a percentages of sales
- Ranked #132 on the Fortune 500

Buying Power

Our size and strength enable Staples Business Advantage to maintain a strong position with our suppliers, resulting in great service levels and competitive pricing for all of our customers.

In addition, our Staples® brand sourcing group contributes to our supplier relationships. We have dedicated teams in Asia working to source products and material from local suppliers; this team provides insight into the local commodities market that allow us to check, verify and, where possible, influence manufacturer pricing.
Annual Reports
Our financial reports, which detail our financial stability, are available at Staples Investor Relations.

7.4 Core Business Strategy
Our mission is to make more happen for associates, local communities and even the planet through the programs, policies and values we live by. Founded in 1986, Staples, Inc. has continued to evolve to meet the changing needs of our customers. As workplaces have changed, so has our offering — expanding beyond office products to facilities and breakroom supplies, technology solutions, promotional products, business furniture and print services.

We maintain a leadership position in our industry through:

- **More Products** – We strive to offer every product businesses need to make more happen, and we continue to add thousands of products to our assortment every day.
- **More Ways to Shop** – We offer a seamless buying experience that includes in-store shopping and kiosks, an industry-leading e-commerce site, mobile applications and more.
- **More Ways to Save** – We want to help our customers stay within their budget, which is why we offer a variety of ways to shop and savings programs specifically tailored to our customers’ needs.
- **More Easy** – All this adds up to making things easier for you. From finding whatever it is you are looking for, and much more, to bottom-line savings and meeting your green objectives, we’re always looking for ways to make your Staples program stronger.

Corporate Responsibility
In addition to the strategic Staples 2020 initiatives outlined above, Staples remains committed to the communities and environments in which we operate. We believe that doing business right is the key to doing business well. Staples’ growth is also fueled by our strong commitment to corporate responsibility. Our corporate values move us to embrace diversity, sustain the environment, give back to our communities and practice sound ethics. Combining these values with our business strategy and operations contributes to our financial success and helps us become an exceptional employer, corporate citizen and neighbor.
7.5 Organizational Structure

Our organizational structure is aligned to meet the unique needs of our diverse customer groups. Staples, Inc. is divided into two business units: North American Delivery and North American Retail.

7.6 Business Outlook

Staples has established industry leadership through the quality and value of our products, an exceptional customer service model, innovative procurement programs and a relentless drive to make more happen for our customers. While our brand, execution and market leadership have contributed to our leading position, we understand that customers’ needs are always evolving, and we must evolve along with them.

In 2013, Staples undertook a reinvention, to achieve our ultimate vision of providing businesses with every product they needed to succeed. In support of this reinvention, we drove costs out of our operations, added product categories beyond office supplies, invested in a world-class e-commerce solution and selection, and enhanced the retail shopping experience.

Now, we are excited to enter into the next phase of our evolution: Staples 2020. This customer-focused strategy is built on four key pillars:

- **Expanded Mid-Market Focus** – While we continue to provide the same level of support and dedication to enterprise-level businesses that we pride ourselves on, Staples seeks to engage smaller, mid-market businesses through strategic mergers and acquisitions and an expanded salesforce. This growing market segment will help to further strengthen Staples’ stability as a strategic partner to all our customers while providing cash flow necessary to keep our costs down and our value high.

- **Profitable Management of Retail** – Our business-to-business offering is the growth engine of our company, but our retail locations are a valuable asset to our
customers nationwide. In recognition of our customers’ needs, we will continue building upon key retail functions like copy and print, shipping, and omni-channel shopping.

- **Reduction of Costs to Fund Investments** – To stay competitive and best serve our customers, we have established a goal of creating a culture of profit improvement, driving value through innovation of our own brands and products, operational efficiency and strategic cost reduction.

- **Streamlined Partnership with Our Global Partners** – In order to continue to provide best-in-class service for our customers in North America and globally, Staples is exploring strategic opportunities that will maximize the flexibility and independence of our European operations while improving the strength of our North American operations.
8. Pricing Schedule

The undersigned has read and understands all conditions and terms of RFP 3371-6, is authorized to submit this proposal on behalf of the company, and hereby offers to perform the services for the pricing indicated below:

8.1 Products/Services as requested in this RFP:

Submit Pricing for Core Items directly on Attachment C. Submit Pricing for Paper Items directly on Attachment D. Include an Excel spreadsheet of pricing on the USB flash drive as part of your proposal.

Any private label / brand items listed on the Core list or Paper list may be substituted with an equivalent item. The quality, count, package size, etc. of any substituted item should be equal or better than the private label / brand item it is replacing. Any such substitutions must be clearly identified by highlighting the substitute item in yellow.

8.2 Prompt Payment Discount (if offered): Not applicable

8.3 Discount for product group/category outside of the Core Items list:

<table>
<thead>
<tr>
<th>Product Group / Category</th>
<th>Cost Plus Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
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</tbody>
</table>

Pursuant to Addendum 1, Item 9, Staples has provided category discounts off current list price for MCCCD’s non-core purchases in the attached Detailed Pricing Schedule. The discounts shown on the attached page apply exclusively to our annually printed Full Line Catalog. Supplier’s designation of products within product categories for purposes of category discounts offered to Buyer shall control for all purposes.

8.4 Additional Products / Services and Costs:

<table>
<thead>
<tr>
<th>Products / Service</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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</tr>
</tbody>
</table>

Proposed prices are all-inclusive, including cost to serve and insurance costs. We also provide account management, reporting and standard delivery service at no additional cost.
8.5 Purchase Volume Rebate (if offered):

<table>
<thead>
<tr>
<th>Annual Purchase Volume (in dollars)</th>
<th>Percent Rebate</th>
</tr>
</thead>
<tbody>
<tr>
<td>$990,000.00 to $1,499,999.99</td>
<td>Two percent (2%)%</td>
</tr>
<tr>
<td>$1,500,000.00 to $1,999,999.99</td>
<td>Three percent (3%)%</td>
</tr>
<tr>
<td>$2,000,000.00 or more</td>
<td>Five percent (5%)%</td>
</tr>
</tbody>
</table>

For additional incentives Staples proposes to MCCCD, please refer to Section 5.5 Strategic Added Value Offerings.

Other required services/fees, if any, not specifically requested in the RFP (list below)

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not applicable.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
</tr>
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</tr>
</tbody>
</table>

Costs/Fees listed above shall include all overhead and profit. No billing will be accepted that shows any other costs than those listed above. This includes, but is not limited to, travel, any out-of-pocket costs, meetings, secretarial, printing, delivery, rent, phone calls, postage, overnight mail service, accounting, fuel charges, office supplies, etc.

**You may submit a more detailed pricing schedule in lieu of the above as an attachment to this page, but the next page must be completed, signed and included with your proposal.**
Detailed Pricing Schedule

8.3 Discount for product group/category outside of the Core Items list:

Pursuant to Addendum 1, Item 9, Staples has provided category discounts off current list price for MCCCD’s non-core purchases. The discounts shown below apply exclusively to our annually printed Full Line Catalog.

<table>
<thead>
<tr>
<th>Product Group / Category</th>
<th>Discount Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakroom - Non-Water/Beverage</td>
<td>25%</td>
</tr>
<tr>
<td>Breakroom - Water/Beverage</td>
<td>10%</td>
</tr>
<tr>
<td>Facilities</td>
<td>25%</td>
</tr>
<tr>
<td>Furniture - Transactional</td>
<td>25%</td>
</tr>
<tr>
<td>Mail &amp; Ship</td>
<td>25%</td>
</tr>
<tr>
<td>OEM Toner/Ink</td>
<td>25%</td>
</tr>
<tr>
<td>Office Supplies</td>
<td>55%</td>
</tr>
<tr>
<td>Paper</td>
<td>65%</td>
</tr>
<tr>
<td>Print</td>
<td>15%</td>
</tr>
<tr>
<td>Appliances</td>
<td>15%</td>
</tr>
<tr>
<td>REMAN Toner/ink</td>
<td>30%</td>
</tr>
<tr>
<td>Technology - Computing/Printing</td>
<td>25%</td>
</tr>
<tr>
<td>Technology - Everyday Tech</td>
<td>25%</td>
</tr>
</tbody>
</table>

Supplier’s designation of products within product categories for purposes of category discounts offered to Buyer shall control for all purposes.
Pursuant to Arizona Revised Statutes 35-391.06 & 35.393.06, proposer certifies that it does not have a scrutinized business operation in either Sudan or Iran.

SIGNATURE

PRINTED NAME  John Geurin

TITLE  Vice President, Staples Business Advantage Sales

COMPANY  Staples Contract & Commercial, Inc., operating as Staples Business Advantage

ADDRESS  500 Staples Drive

CITY, STATE, ZIP  Framingham, MA 01702

TELEPHONE  (508) 253-5000

FAX NUMBER  (508) 253-8989

For information regarding our offer, please contact:

E-MAIL  Kristi Derry | Business Development Executive | (858) 472-9230 | Kristi.Derry@Staples.com

Is your firm a:

( X ) Corporation*  ( ) Partnership  ( ) Individual  ( ) Joint Venture
* If a corporation, answer the following:
(a) Where incorporated:  Delaware
(b) Date incorporated:  September 18, 1997
(c) Have your Articles ever been suspended or revoked?  ( ) Yes  ( X ) No
If yes, when, for what reason, and when were they reinstated:

Has your firm or its parent or subsidiaries ever been debarred or suspended from providing any goods or services to the Federal Government or other public entities?  No.

If yes, when, for what reason, and when were they reinstated:  Not applicable.
Q24. Attachment D page 74 need more information: Are all these cardstock or are the pastels 20# paper? Which colors? Please provide Item numbers, if possible, for all the items on page 74.

A24. Any cardstock item is listed as such. For the Pastels the weight is 20# and colors included: blue, green, yellow, grey, orchid, and tan. Specific quantities of each color or item numbers were not available. These purchases were included as part of the managed print services contract which allowed for paper purchases.

Q25. Attachment D page 75 – need more information about the Astrobrights, specifically the weights and Item numbers, if possible, for all the items on page 75

A25. Astrobrights paper is 24#. Item numbers were not available as the paper was purchased as part of the managed print services contract.

Q26. Please confirm that no part of attachment B is required on the initial submission of the RFP.  

A26. Attachment B (MCCCD External Entity Due Diligence Questionnaire) is not required at the time of proposal submittal. MCCCD may ask for this attachment to be filled out at a later time.

Q27. Would you extend the time for Q & A for 48 hours after the addendum has been released should there be any need for clarification?

A27. No, there will not be any follow-up period for additional questions.

Q28. Since cost plus was determined as a unstable method of determining price can we assume you will require a net price file for the non-core products with a pre-determined hold on pricing for the remaining full line catalog of items?

A28. Pricing for non-core items as discussed in Question #9 should be offered as a percent off manufacturer’s list pricing. Additional analysis of the pricing offered for non-core items will be done using a market basket of these non-core items. Non-core pricing will adhere to the same terms as outlined on page 18 (under Pricing) of the RFP.

Please fill in the requested information below as acknowledgment that you have received this addendum as noted above and include IN YOUR PROPOSAL when it is submitted.

Name of Firm: Staples Contract & Commercial, Inc., operating as Staples Business Advantage

Address: 500 Staples Drive Framingham, MA 01702

Fax #: (508) 253-3999 Tel. #: (508) 253-5000

Name:(Print) John Green Title: Vice President, Staples Business Advantage Sales

Signature: Date: July 26, 2017

E-Mail: Kristi Derry | Business Development Executive | (858) 472-9230 | Kristi.Derry@Staples.com