

## **SWC# 316 – Office Supplies** **Contract Usage Instructions**

**Contract Procurement:** The contract was competitively bid and awarded to one (1) vendor:  
**ODP Business Solutions, LLC.**

**NOTICE: DO NOT ORDER from RETAIL WEBSITE: OfficeDepot.com**

**Summary/Background Information:** This is a statewide contract for Office Supplies. This includes general office supply items (classification folders, ballpoint pens, highlighters, paper clips, post-it notes, etc.), ink and toner (new and remanufactured cartridges for various devices), office machines (shredders, electric staplers, label makers, voice recorders, etc.), basic data storage (CDs, DVDs, cassettes, thumb drives, etc.), boards and board accessories (white boards, easels, easel pads, dry erase markers, cork boards, chalk boards, etc.), and calendars and planners (desk calendars, planner inserts, etc.) just to name a few. The State has negotiated heavily discounted pricing for merchandise classified as “Core” and “Catalog” to ensure that cost-savings are passed to the agencies. A list of both Core and Catalog items can be found by following instructions for Access to Contract Documents Online (below), and by searching SWC 316, or Office Supplies. The Core and Non-Core Assortment List can be used as a cross-referencing tool when inquiring about Edison and **ODP Business Solutions, LLC.** item numbers.

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

### **Access to Contract Documents Online:**

1. Click on the link below to go to the Supplier Portal homepage:  
<https://tn.gov/statewide-contracts>
2. Scroll down the list of contracts and locate “Office Supplies”. Click on the picture of a folder under the “Details” column.
3. You will get a rectangular box and one of the columns (to the right) will say “Contract Documents”, and below will be a picture of a file folder, click on it and you will get a new

box with multiple contract documents shown. Click on the picture of the document to view the attachment.

### Quotes and Special Requests:

Items on the Core and Non-Core Assortment List do not require a quote as pricing has already been negotiated and established. Please reference the Core and Catalog Assortment List for complete pricing information.

To view the entire **ODP Business Solutions** contract assortment, please visit <http://www.ODPbusiness.com>.

**Username:** TNBrowse

**Password:** TNBrowse1

(Password is ***Case Sensitive***)



Item 161636  
★★★★★ 162 Reviews  
Office Depot® Retractable Ballpoint Pens  
With Grips, Medium Point, 1.0 mm,  
Black/Blue/Red Barrels, Black/Blue/Red  
Inks, Pack Of 50 Pens  
Availability: 2.338  
✓ Sold Online  
✓ Sold in Stores  
Best Value ←

Please Note, Contracted Items will be displayed with a “**Best Value**” Icon (shown left). Any items with an icon have been priced at a discounted State of TN Rate, from, **ODP Business Solutions, llc.**

*The State and ODP Business Solutions, LLC. will be monitoring all off-contract purchases. If you would like to have an item added to contract, please reach out to the State Contract Administrator at [Chad.Butler@tn.gov](mailto:Chad.Butler@tn.gov). A list of catalog additions is sent to ODP at the end of each month due to the high number of requests we receive. Then it takes ODP around five business days to complete the catalog update.*

### To Place an Order or Request a Quote:

#### ODP Business Solutions, LLC

Phone Number:

Email Address:

Hours:

#### State of Tennessee Service Team

1-833-740-4868 (toll free)

[StateofTN@ODPbusiness.com](mailto:StateofTN@ODPbusiness.com)

Monday - Friday 8am - 10:30pm ET

Note\* - Please include your Business Unit Number (BU#) on any quote request.

## SmartShop:

Please refer to the [SmartShop User Guide, attached here](#). This is for State agencies.

Purchase Orders created via Special Request (not direct connect/punchout catalog) must be emailed or faxed. They cannot be transmitted electronically.

## Inventory & Asset Management Modules:

The TN SmartShop cannot be used to procure goods that will be managed in the Inventory or Asset Management modules. These modules require the use of Edison Catalog item IDs (10-digit item IDs starting with 10-). Requisitions and purchase orders for such goods must be created using these Item IDs (note - Special Request items are not appropriate. An Edison Item ID is required). The CPO Systems Management team creates and maintains Edison Catalog Item IDs, and requests for additional or updated items should be directed to [content.group@tn.gov](mailto:content.group@tn.gov) and the Contract Administrator, [Chad.Butler@tn.gov](mailto:Chad.Butler@tn.gov).

If placing an order for goods that will be managed in Inventory from a Supplier who maintains a Punchout Catalog within the TN SmartShop, the purchase order must be adjusted before submission, as follows:

- The Doc Type must be changed from GEN to an appropriate doc type for the purchase.
- The Dispatch Method must be changed from EDX to PRINT.

Once dispatched, the purchase order should be delivered to the Supplier via email or fax, per Supplier's preferred method, as indicated in the Statewide Contract Usage Instructions for that Supplier's contract.

**High-Volume Orders:** Please reach out to our representative, Dorit Shiloah-Boxer ([Dorit.Boxer@odpbusiness.com](mailto:Dorit.Boxer@odpbusiness.com)) to place orders that exceed available quantity on SmartShop.

## Billing and Payment Instructions:

Shipping is FOB Destination, with next day shipping. As such, under no circumstances should there be any charges for shipping, delivery, or freight. **ODP Business Solutions, Ilc.**, offers Desktop Services, if questions regarding this service, please reach out to the contract administrator.

## Returns, Damaged Deliveries, and Backordered Items:

**ODP Business Solutions, LLC.**, will accept returns up to thirty (30) calendar days after receipt of the order. General supply items should be returned in the original packaging. Your Original Receipt is required for all store returns or exchanges of technology. There are no restocking fees for returned goods. All returns will be credited within fifteen (15) business days of receipt.

Items not scheduled for delivery within two (2) business days are considered to be on backorder. **ODP Business Solutions, LLC.**, is required to notify the ordering agency if an item is backordered and allow the agency to cancel the order or choose to wait for the late delivery.

## Contracted Catalog Discounts:

The following discounts apply to non-core items and have been negotiated by the State. To find details of these discounts at the item level, please refer to the Core and Non-core Item List found within the Contract Documents (instructions above) or reach out to the Contract Administrator.

Catalog Category	% Discount to State
OEM Laser Toner Cartridge	40.00%
OEM Inkjet Cartridge	40.00%
Remanufactured Laser Toner Cartridge	61.00%
OEM Drums / Developer Belts	40.00%
Maintenance and Transfer Kits	40.00%
Remanufactured Inkjet Cartridge	61.00%
Compatible Toner	61.00%
Cleaning Units and Waste Toner	40.00%
Remanufactured Drums / Developer Belts	61.00%
OEM Fax Cartridges	40.00%
Filing, Forms, and Envelopes	72.00%
Pens	71.00%
Binders and Accessories	69.00%
Notebooks and Writing Pads	69.00%
Tape, Adhesives and Fasteners	70.00%
Labeling Equipment and Supplies	62.00%
Organization Sets, Tools and Accessories	69.00%
Appointment Books	65.00%

Staplers, Punches and Supplies	62.00%
Calendars	65.00%
Presentation and Accessories	55.00%
Mailing Supplies	65.00%
Permanent Markers	71.00%
Pencils	71.00%
Teaching Aids	49.00%
Tools and Measuring Devices	55.00%
Badges and Lanyards	62.00%
Highlighters	71.00%
Journal, Ledger, and Record	65.00%
Backpacks, Cases and Rolling Cases	46.00%
Literature Holders	68.00%
Computer Fax and Add Rolls	65.00%
Art and Craft Supplies	59.00%
Stationery, Cards and Card Stock	70.00%
Data Storage	42.00%
Machines and Supplies	54.00%
Computer Cleaning and Maintenance	55.00%
Document Scanners	43.00%
Cables, Adapters and Hubs	51.00%
Mice and Keyboards	41.00%
Ergonomic Accessories	45.00%
Multimedia Projector	25.00%
Office Electronics	42.00%
Extension Cords, Power Strips and Surge Protectors	55.00%
Digital Cameras	37.00%
Monochrome Laser Single Function Printer	30.00%
Shredders	40.00%
CDR/DVD Media	50.00%
PC and Laptop Locks	49.00%
Mobile Phone Accessories	43.00%
Inkjet Printers	30.00%
Color Laser Single Function Printer	30.00%

Printer Accessories	49.00%
Custom	25.00%
Other	25.00%

### Blocked Categories/Items:

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

- **Facilities & Janitorial Supplies** (ex: toilet tissue, paper towels, garbage bags/liners, brooms, mops, etc.). Some of these items will be on SWC235 Industrial Supplies and some will be on SWC365 Paper and Plastic Goods.
- **Breakroom Supplies** (ex: disposable cups, disposable flatware, disposable dinnerware, beverages, snacks/candy, napkins, condiments, etc.). Please order from SWC365 Paper and Plastic Goods. **Please note: Coffee, tea, hot chocolate, cream, and sugar may be purchased under SWC 316.**
- **Office Furniture** (ex: desks, lighting, coat racks, tables, stools, fixtures, bookcases, etc.). Please order from SWC238 Open Office Landscape Furniture. **Please note: Office chairs, folding tables, and filing cabinets may be purchased under SWC 316.**
- **Print/Promotional Items** (ex: service awards, letterhead, business forms, signs, and banners, greeting cards, gift cards, etc.)
- **Computers & Peripheral Items** (ex: laptops, tablets/e-readers, software, all-in-one (AIO) devices, telephones, mobile phones, GPS devices, HP, Dell, Lenovo, and Panasonic monitors, etc.). Please use appropriate contract, such as SWC338.
- **Business Services** (ex: installation, repairs, extended warranties/protection plans, assembly, wireless service plans, moving, freight, etc.)
- **Copy Paper** (ex: virgin copy paper, recycled copy paper, colored copy paper, etc.). Please use SWC317 Copy Paper.
- **Appliances** (ex: televisions, microwaves, toaster ovens, refrigerators, ice makers, freezers, etc.). Please see SWC154 Appliances.
- **Medical & Safety Supplies** (Ex: surveillance equipment, medicine, rubber gloves, protective wear, safes, etc.) **Please note: Band-Aids, first aid kits, and over the counter drugs are available under SWC 316 and do not apply to this blocked category.**

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

**GO-DBE Manufactured Items Available:** While **ODP Business Solutions, llc.**, is not a GO-DBE vendor; they do offer items manufactured by GO-DBE certified vendors. As such, the purchases of GO-DBE manufactured items through the contract will be attributed towards the purchasing agency's GO-DBE spend.

**Minimum Order Amount and In-Store Purchasing:**

The minimum order amount is \$25.00. Agencies are strongly encouraged to bundle or consolidate orders whenever possible to meet the minimum order amount.

You may NOT go to an Office Depot retail location and use your P-Card to use the contract. You may, however, place a pickup order by emailing one of the following people:

Dorit.Boxer@odpbusiness.com  
Kyle.Averette@odpbusiness.com  
StateofTN@ODPbusiness.com

**State of Tennessee - Contact Information**

**Primary Contract Administrator:**

Chad Butler  
Category Specialist - Commodities  
Central Procurement Office  
615-532-7235  
[Chad.Butler@tn.gov](mailto:Chad.Butler@tn.gov)

**Backup Contract Administrator:**

Laitin Beecham  
Commodities Team Lead  
Central Procurement Office  
615-291-5794  
[Laitin.Beecham@tn.gov](mailto:Laitin.Beecham@tn.gov)

**Vendor Contact Information**

**Customer Service:**

Name of Contact:  
Phone Number:  
Email Address:

**Agency User Support Mailbox**

**ODP – Customer Service Team**  
1-833-740-4868 (toll free)  
[StateofTN@ODPbusiness.com](mailto:StateofTN@ODPbusiness.com)

(Dedicated Email Support box for State of Tennessee Contract Users)

Hours: Monday - Friday 8am - 10:30pm ET

- **Support mailbox developed to provide ODP Business Solution - State of Tennessee Agency users a central place for quick assistance. Please use the mailbox to:**
- Submit Orders and/or Check on Existing Order Status
- Request Return Authorizations due to; damage or defective items, mis-ships, shortages, etc.
- Utilize to Create, Edit and/or Delete user profiles including "login credentials" or "password re-sets", and "add" and/or "update" shipping addresses.
- Request copies of invoices, credit memos or proof of delivery. Note: you must provide the order number of the document you need. You will receive PDF of document in 24 - 48 hours.

**ODP Contract Representative: Agency Sales Support, Quotes, Special Order Requests**

Name of Contact Person: **Kyle Averette**  
Position of Contact: Teaming Representative, Inside Sales  
Phone Number(s) of Contact: 512.883.9985  
Email Address of Contact: [Kyle.Averette@ODPbusiness.com](mailto:Kyle.Averette@ODPbusiness.com)

**ODP Contract Representative: Program Manager**

Name of Contact Person: **Dorit Shiloah-Boxer**  
Position of Contact: Strategic Account Manager  
Phone Number(s) of Contact: 901.606.9480  
Email Address of Contact: [Dorit.Boxer@ODPbusiness.com](mailto:Dorit.Boxer@ODPbusiness.com)

**Escalation Contact: Director**

Name of Contact Person: **Terry Sterck**  
Position of Contact: Director, Major Partnerships - Public Sector East  
Phone Number(s) of Contact: 904.699.6377  
Email Address of Contact: [Terry.Sterck@ODPbusiness.com](mailto:Terry.Sterck@ODPbusiness.com)

**Local Counties and Other Eligible Users:**

**\*THIS SECTION IS NOT INTENDED FOR STATE AGENCIES\***

To setup an account with **ODP Business Solutions, Ilc.**, please register your establishment at the following link:  
<https://app.smartsheet.com/b/form/24ed7845e5774e8680596bacecca8209>



To view the entire assortment of **ODP Business Solutions, LLC.**, items available, please visit:  
<http://www.ODPbusiness.com>.

Username: **TNBrowse**  
Password: **TNBrowse1**  
(Password is *Case Sensitive*)

**ODP Business Solutions, LLC.**, will work with Local Agencies to setup individual buying programs from this selection.

### **Employee Purchase Program:**

Employees may receive the State discounted pricing available under this contract with a registered personal credit card. For registration instructions and more information about this offer, please click on the following link:

<https://community.odpbusiness.com/GPOHome?id=37815641>

### **Additional Info.**

- SmartShop is not to be used for inventoried or asset items.
- Please dispatch to PRINT for anything with an Edison Item ID or Special Request.
- The State of TN b2b account profile is not set up to accept one-time addresses.