




STATE OF ARKANSAS
**Department of Finance
and Administration**

OFFICE OF STATE PROCUREMENT
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MEMORANDUM

To: State Agencies, Boards and Commissions, Colleges and Universities
Co-op Purchasing Program Participants

ATTN: Chief Fiscal Officers, Purchasing Agents and Agency Purchasing Officials

From:  Reba Sims, Buyer, Office of State Procurement

Date: December 5, 2007

Subject: Furniture Delivery Charge on Office Supply Contract #42595

Effective December 17, 2007, there will be a delivery charge added on a select group of furniture related items when purchased through the office supply contract. A flyer is attached giving more details about the delivery charge.

Please read the "frequently asked questions" flyer and if you have further questions you may contact Reba Sims at reba.sims@dfa.state.ar.us or Kurtis Markish at kurtis.markish@dfa.state.ar.us

FREQUENTLY ASKED QUESTIONS

FURNITURE DELIVERY PROGRAM

FURNITURE SERVICES STANDARD ON ALL ORDERS

Q: Why am I being charged a fee, and what service will I be receiving for the fee?

A: The furniture delivery fee represents a superior level of service that includes the following:

- Two-person delivery team*
- Inside delivery to the room of your choice (furniture will be taken to upper floors upon request)
- Unpacking (upon request)
- Packing debris removal
- Basic assembly on selected items for contract customers

Q: How will I know which products are eligible for basic assembly?

A: Products eligible for basic assembly include items that

generally have a high value, are less labor intensive or require light assembly.

- For those items that qualify, basic assembly includes activities such as leveling of files, attaching a return, bridge and hutch to a desk, assembling a conference table, assembling the backs and arms of chairs, etc.
- Only in-stock items are included.

Please consult your sales representative for more information.

Q: What products are not eligible for basic assembly?

A: Customers should be aware that Ready to Assemble or flat packed furniture will not be unpacked or assembled. Cartons

are delivered, and customers will be responsible for the package removal.

It also would not include seating that has a high requirement for assembly due to many parts.

Q: Is the fee per piece or per order?

A: The \$24.99 or \$39.99 fee is a per order charge, regardless of how many pieces you purchase.

Q: What if one of the furniture items is on backorder – will I be charged a second fee?

A: No. The fee is a per order charge, regardless of how many deliveries take place.

Q: What if I place more than one order on the same day – will I be charged a second fee?

A: Yes. There will be a furniture delivery fee on all furniture orders, with the exception of split orders. For example: If you place five furniture orders in a day, there will be a furniture delivery charge on each order. If, however, you place one order for three pieces of furniture but one piece is on back order, the order would split. Office Depot will deliver the pieces that are in stock and return at a later date when the other piece is received. There is no additional charge for an order that is automatically split.



*Two-person team is dependent on select items only that require two people and are within the delivery areas.

FEE SCHEDULE

Dedicated Markets

- \$24.99 per order.
- Applies to our local delivery areas, which are most zip codes within 20 miles of an Office Depot store or customer service center or within a dedicated market. For market specific information, contact your Office Depot sales representative.

Network Markets

- \$39.99 per order.
- Applies to zip codes that fall outside of our local delivery area.

Out of Area Markets

- No additional fees applied.
- Enhanced service currently unavailable.

Transit Times

- Dedicated Markets: zip codes located in our dedicated markets and local delivery areas will generally receive next-business-day delivery.
- Network or Out of Area Markets: zip codes not within our dedicated markets and local delivery areas will generally receive delivery in 3 to 7 business days. A notification call will be made within 2 to 3 business days from date of purchase regarding delivery of your order.

Q: I am located in a Network Market. Why am I being charged \$39.99 for this service?

A: If your delivery address is outside of our local delivery area, the costs for the delivery service (two-person team, inside delivery to room/floor of choice, unpacking, debris removal) are greater. The \$39.99 fee represents the additional costs associated with covering the distance to remote delivery areas. It is important to note the level of service will be consistent for both Dedicated and Network deliveries.

Q: When and how will I see the delivery fee being applied when I place an order?

A: As you place your order either via phone, fax or the Internet, you will see the applied delivery fee upon order completion and order confirmation. You will not see the fee when doing a simple price check or quote. If you call customer service, upon request they can calculate if a furniture charge applies and the amount.

Q: Can I waive the delivery fee if I choose to get the furniture delivered to the curbside (rather than inside)?

A: As this is now our standard service for furniture, the delivery fee will be charged on all applicable furniture orders.

Q: What items are subject to the delivery fee?

A: Items subject to the delivery fee meet any of the following criteria:

The furniture delivery program represents a superior level of service.



- Pieces weighing over 70 lbs
- Combined length of the item's two longest box sides is greater than 110 inches
- Items identified as requiring light assembly
- Coffee brewer installation

Examples include:

- Office Furniture
- Computer Furniture
- Filing / Storage Cabinets
- Seating
- Whiteboards

Please contact your Business Solutions Division sales associate for additional information regarding our furniture delivery program.

TERM CONTRACT
AMENDMENT



NUMBER : 42595 AMENDMENT: 04
BUYER : MARY WALCOTT
BUYER PHONE : (323) 267-2208-0000
NUMBER :
DATE ISSUED : 03-06-07
VENDOR NUMBER : 051258 -14
VENDOR PHONE : (800) 650-1222
REQ AGENCY : IS9000

INTERNAL SERVICES DEPARTMENT

INTERNAL SERVICES DEPARTMENT

OFFICE DEPOT
PO BOX 70049
LOS ANGELES, CA 90073-0049

AGENCY REQ NO. :
REQ NO. : 11022107
FISCAL YEAR : 06
EFFECTIVE DATE : 01-03-06
EXPIRATION DATE : 01-01-10

TYPE CHANGE : INCREASE CONTRACT VALUE

OFFICE AND CLASSROOM SUPPLIES

AMENDMENT #4 IS ISSUED TO ALLOW PRICE INCREASES TO SELECTED ITEMS ON THE OFFICE SUPPLIES SECTION OF THE CORE LIST AND TO INCORPORATE THE FOLLOWING CLAUSE FOR FURNITURE DELIVERY SERVICE FOR US COMMUNITIES PARTICIPANTS:

FURNITURE DELIVERY SERVICE IS AVAILABLE ON A SELECT GROUP OF ITEMS. THIS SERVICE WILL INCLUDE A TWO (2) PERSON DELIVERY CREW THAT WILL DELIVER AND SET PRODUCT IN ROOM OF CHOICE. AT CUSTOMER'S REQUEST, CREW WILL UNPACK AND PERFORM MINOR ASSEMBLY ON SAID SELECT ITEMS. CREW WILL REMOVE ALL PACKING MATERIAL AND TRASH FROM SITE. THE FEE FOR THIS SERVICE IS \$19.99 PER ORDER IN DEDICATED MARKETS AND \$39.99 IN NON-DEDICATED MARKETS. DEDICATED MARKET IS DEFINED AS AN ORDER OF SELECT ITEMS SERVICED WHEN CUSTOMER'S ZIP CODE IS WITHIN FIFTY (50) MILES OF OFFICE DEPOT DISTRIBUTION CENTER OR RETAIL STORE. NON-DEDICATED MARKET IS DEFINED AS CUSTOMER'S ZIP CODE BEYOND FIFTY (50) MILES OF OFFICE DEPOT DISTRIBUTION CENTER OR RETAIL STORE. A LISTING OF SELECT ITEMS IS AVAILABLE FROM OFFICE DEPOT UPON REQUEST.

Mary Walcott
COUNTY OF LOS ANGELES

VENDOR SIGNATURE/DATE

SPECIAL TERMS & CONDITIONS

TERM CONTRACT AWARD

CONTRACT NO: MA-IS-42595-4

PAGE

46

AMENDMENT #5 IS ISSUED TO INCREASE THE COST OF DELIVERY FOR FURNITURE BEING DELIVERED
WITHIN OFFICE DEPOT'S DEDICTED DELIVERY MARKETS.
THE COST WILL GO FROM \$19.99 TO \$24.99 EFFECTIVE 12/3/07.
ALL REMAINING TERMS AND CONDITIONS ARE UNCHANGED.