

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

**Contract Procurement:** The contract was competitively bid and awarded to one (1) vendor: Office Depot, Inc.

**NOTICE: DO NOT ORDER from RETAIL WEBSITE: [OfficeDepot.com](http://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 Office Depot 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. **Do not purchase Core or Non-Core Assortment Items via Special Request.**

To view the entire assortment of Office Depot Items available, please visit:  
<http://www.Business.OfficeDepot.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 without an icon have been priced at a discounted State of TN Rate, from Office Depot.

**The State and Office Depot 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.**

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

#### Office Depot – State of Tennessee Service Team

Phone Number: 1-833-740-4868 (toll free)  
Email Address: StateofTN@officedepot.com  
Hours: Monday - Friday 8am - 10:30pm ET

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

### **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. Office Depot offers Desktop Services, if questions regarding this service, please reach out to the contract administrator.

### **Returns, Damaged Deliveries, and Backordered Items:**

Office Depot 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.

- Due to the recent Covid-19 virus, sales of cleaning, sanitation, breakroom, safety, facility, and other related products and supplies are final and no returns are permitted until July 1st, 2021, at which time any purchase made after this date will follow the standard return policy outlined in this contract.

Items not scheduled for delivery within two (2) business days are considered to be on backorder. Office Depot 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.

<b>Catalog Category</b>	<b>% Discount to State</b>
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, cleaning supplies/disinfectants, paper towels, garbage bags/liners, brooms, mops, etc.)
- **Breakroom Supplies** (ex: disposable cups, disposable flatware, disposable dinnerware, beverages, snacks/candy, napkins, condiments, etc.)
- **Office Furniture** (ex: chairs, desks, lighting, coat racks, tables, stools, fixtures, file cabinets, bookcases, etc.)
- **Print/Promotional Items** (ex: service awards, letterhead, business forms, signs and banners, greeting cards, gift cards, etc.)
- **Computers & Peripheral Items** (ex: laptops, tablets/e-readers, protective cases, extension cords, software, printers, scanners, fax machines, all-in-one (AIO) devices, telephones, mobile phones, GPS devices, etc.)
- **Business Services** (ex: installation, repairs, extended warranties/protection plans, assembly, wireless service plans, moving, freight, etc.)
- **Copy Paper** (ex: virgin copy paper, recycled copy paper, colored copy paper, etc.)
- **Audio/Video Equipment** (ex: speakers, headphones/earbuds, microphones, video cameras, etc.)
- **Appliances** (ex: televisions, microwaves, toaster ovens, refrigerators, coffee makers, ice makers, freezers, etc.)
- **Medical & Safety Supplies** (Ex: first-aid kits, surveillance equipment, medicine/vitamins,

rubber gloves, protective wear, safes, etc.)

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

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

**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. For smaller, remotely located offices and/or for emergency purchases, agencies with registered pCards may purchase items at Office Depot retail locations at the in-store price or at the contract price (whichever is lower). The minimum order amount requirement does not apply to purchases made at Office Depot retail locations.

**Office Depot Retail Locations within the State of Tennessee:**

The below Office Depot retail locations are organized in alphabetical order by city.

727 BRENDA DRIVE, Store# 623 ALCOA , TN 37701 (865) 981-2889	330 FRANKLIN ROAD #306C, Store# 250 BRENTWOOD , TN 37027 (615) 373-5778
5600 BRAINERD RD, Store# 3235 CHATTANOOGA , TN 37411 (423) 892-4336	2273 GUNBARREL ROAD #111, Store# 2139 CHATTANOOGA , TN 37421 (423) 499-9811
2710 WILMA RUDOLPH BLVD, Store# 531 CLARKSVILLE , TN 37040 (931) 552-5447	305 MARKET BLVD, Store# 2153 COLLIERVILLE , TN 38017 (901) 861-1336
805 EAGLE COURT, Store# 6516 COLUMBIA , TN 38401 (931) 840-8778	575B SOUTH JEFFERSON AVE., Store# 6520 COOKEVILLE , TN 38501 (931) 525-1428
415 HIGHWAY 46 SOUTH, Store# 2545 DICKSON , TN 37055 (615) 740-9410	545 COOL SPRINGS BLVD SUITE 105, Store# 3356 FRANKLIN , TN 37067 (615) 465-4766
1275 S GERMANTOWN RD, Store# 2084 GERMANTOWN , TN 38138 (901) 756-1991	252 E. MAIN STREET, Store# 2613 HENDERSONVILLE , TN 37075 (615) 824-4585
157 STONEBROOK PLACE, Store# 6261	2111 NORTH ROAN STREET STE#120, Store# 399

JACKSON , TN 38305 (731) 668-2203	JOHNSON CITY , TN 37601 (423) 610-0676
2003 N. EASTMAN ROAD SUITE 1000, Store# 382 KINGSPORT , TN 37660 (423) 378-3594	6719 CLINTON HIGHWAY, Store# 6668 KNOXVILLE , TN 37912 (865) 938-2771
11012 PARKSIDE DRIVE, Store# 6695 KNOXVILLE , TN 37934 (865) 966-6868	4212 NORTH BROADWAY, Store# 536 KNOXVILLE , TN 37917 (865) 687-3882
7111 KINGSTON PIKE, Store# 37 KNOXVILLE , TN 37919 (865) 558-6024	415 S. CUMBERLAND, Store# 6647 LEBANON , TN 37087 (615) 547-0071
1582 GALLATIN PIKE NORTH, Store# 58 MADISON , TN 37115 (615) 860-4783	2863 WOLF CREEK PKWY, Store# 578 MEMPHIS , TN 38133 (901) 213-3443
5510 POPLAR AVENUE, Store# 3297 MEMPHIS , TN 38119 (901) 762-0307	1460 UNION AVENUE, Store# 6233 MEMPHIS , TN 38104 (901) 725-8180
2583 EAST MORRIS BLVD, Store# 6577 MORRISTOWN , TN 37813 (423) 581-2355	620 RIDGELY ROAD, Store# 2316 MURFREESBORO , TN 37129 (615) 494-0303
3161 LEBANON PIKE, Store# 6557 NASHVILLE , TN 37214 (615) 884-1245	5706 NOLENSVILLE PIKE, Store# 6762 NASHVILLE , TN 37211 (615) 833-8300
2312 WEST END AVENUE, Store# 2260 NASHVILLE , TN 37203 (615) 340-9544	4504 HARDING PIKE, Store# 22 NASHVILLE , TN 37205 (615) 297-4180
1711 NORTH JACKSON, Store# 6676 TULLAHOMA , TN 37388 (931) 461-0057	

## State Contact Information

### Contract Administrator:

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

**Backup Contract Administrator:**

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

**Vendor Contact Information**

**Customer Service:**

Name of Contact: **Office Depot – State of Tennessee Service Team**  
Phone Number: 1-833-740-4868 (toll free)  
Email Address: [StateofTN@officedepot.com](mailto:StateofTN@officedepot.com)  
Hours: Monday - Friday 8am - 10:30pm ET

**Contract Representative:**

Name of Contact Person: **Krystal Gilbert**  
Position of Contact: Major Account Manager  
Phone Number(s) of Contact: 870.703.0454  
Email Address of Contact: [Krystal.Gilbert@officedepot.com](mailto:Krystal.Gilbert@officedepot.com)

**Contract Representative:**

Name of Contact Person: **Morrie Norwood**  
Position of Contact: Major Account Manager  
Phone Number(s) of Contact: 850.251.7307  
Email Address of Contact: [Morrie.Norwood@officedepot.com](mailto:Morrie.Norwood@officedepot.com)

**Escalation Contact:**

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@officedepot.com](mailto:Terry.Sterck@officedepot.com)

**Invoicing/Accounts Receivable:**

Name of Contact: Customer Service  
Phone Number(s) of Contact: 1-888-263-3423

Email Address of Contact: [ecsupport@officedepot.com](mailto:ecsupport@officedepot.com)

**Local Counties and Other Eligible Users:**

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

In order to setup an account with Office Depot, please register your establishment at the following link: <https://app.smartsheet.com/b/form/24ed7845e5774e8680596bacecca8209>

All local questions, please defer your questions to either the State of Tennessee account manager, or reach out to Office Depot at [TNSales@officedepot.com](mailto:TNSales@officedepot.com)

To view the entire assortment of Office Depot Items available, please visit:  
<http://www.Business.OfficeDepot.com>.

**Username:** TNBrowse

**Password:** TNBrowse1

(Password is **Case Sensitive**)

*Office Depot 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.officedepot.com/GPOHome?id=37815641>