

## How to Use the Office Supplies, Recycled Paper and Envelopes Statewide Contract

<b>Contract #:</b> OFF36	<b>Contract Duration:</b> 01/01/2014 to 12/31/2016
<b>MMARS #:</b> OFF36*	<b>Options to Renew:</b> until 2018
<b>Contract Manager:</b>	Jodi Paris Anastos – 617-720-3169 Jodi.ParisAnastos@state.ma.us
<b>This contract contains:</b>	Environmentally Preferable Products (EPP), Supplier Diversity Office (SDO) Contractors
<b>UNSPSC:</b> 44-12-00; 44-12-15; 14-11-18 (office supplies, recycled envelopes, recycled paper)	
<b>Last change date:</b>	<b>November 22, 2016</b>

### Contract Summary

The Office Supplies, Recycled Paper and Envelope statewide contract includes office supplies, recycled paper and envelopes consisting of the following three categories and the respective awarded vendors in each:

1. Office Supplies
  - a. W.B. Mason
2. Recycled Paper
  - a. Lindenmeyr Munroe
  - b. xpedx
3. Recycled Plain and Printed Envelopes
  - a. Bay State Envelope

Most of the paper and envelope products contain a minimum of 30% post-consumer recycled content which complies with the federal and state requirements. In addition, many of the office supplies are environmentally preferable and will be designated as such in the vendor catalogs. See the [Environmentally Preferable Products \(EPP\)](#) section below for additional information. For the most up to date, accurate and complete listing of contractors and related pricing information please visit [www.commbuys.com](http://www.commbuys.com).

### Benefits and Cost Savings

The Strategic Sourcing Team (SST) decided to have a market basket list of items which represents 976 items that have been determined to represent the largest amount of spend under the previous contract. Therefore, the SST asked for the deepest discount on these items. Since this market basket represents the best value, please purchase these items first whenever possible. The non-market list represents other categories and the discount off that particular category.

### Who Can Use This Contract?

**Applicable Procurement Law:** MGL c. 7, §22; c. 30, §51, §52; 801 CMR 21.00



### Eligible Entities:

1. Cities, towns, districts, counties and other political subdivisions;
2. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
3. Independent public authorities, commissions and quasi-public agencies;
4. Local public libraries, public school districts and charter schools;
5. Public hospitals owned by the Commonwealth;
6. Public institutions of higher education;
7. Public purchasing cooperatives;
8. Non-profit, UFR-certified organizations that are doing business with the Commonwealth;
9. Other states and territories with no prior approval by the State Purchasing Agent;
10. Other entities when designated in writing by the State Purchasing Agent.

## Pricing and Purchase Options

**Purchase Options:** Purchases made through this contract will be direct, outright purchases.

All Vendor cost files are posted on the [COMMBUYS](#). Also, please see below "Summary of Where to Obtain Important Contract Information" to locate other related contract files.

To ensure that you are being offered statewide contract pricing, the user should identify and reference the contract number OFF36 when placing an order. **Referencing the statewide contract is important even when repeat orders are being placed.**

Contract users should review all invoices received from the vendor(s) to ensure that the invoice pricing agrees with the vendor(s) cost sheet found in [COMMBUYS](#) and if there are discrepancies the user should contract the vendor(s) for resolution. If a resolution cannot be reached, the user should contact the Strategic Sourcing Services Lead at [Jodi.ParisAnastos@state.ma.us](mailto:Jodi.ParisAnastos@state.ma.us), explaining the issue.

### Product Substitutions for Discontinued Items

Orders must be filled as submitted unless the item has been discontinued by the manufacturer and is not available for shipment. If that is the case, the Eligible Entity's approval of any proposed substitute product is required prior to shipping the order. The replacement item must be of equal or better quality at an equal or lower price. If the substitute item is less expensive, that must be reflected on the invoice. If samples are available and requested by the Eligible Entity the vendor should provide the item at no additional charge. If the vendor must charge a fee for the sample the price must be negotiated between the vendor and Eligible Entity.

## Delivery

Delivery must be made at no extra cost to Eligible Entities with all deliveries being F.O.B. destination. F.O.B. destination shall mean inside delivery to the location specified by the Eligible Entity. The vendor shall be responsible for all delivery and unloading of product at no additional cost. All orders will be processed, confirmed and delivered based on established delivery schedules. Should the vendor use an independent business to satisfy delivery requests, it is understood that said vendor accepts responsibility for ensuring the delivery company will coordinate with the contract user on delivery manner. The vendor is also responsible for all violations and penalties if the delivery company is not performing to the terms of this contract. Late deliveries or deliveries that cannot be made within the above guidelines may be canceled at no cost to the Eligible Entity.



## Hours

All deliveries shall be performed during regular working hours, usually 9:00 AM to 5:00 PM EST/EDT Monday through Friday. Delivery at other times is permissible only with the written approval of the Eligible Entity.

**NOTE:** it has been discovered that vendors are not able to access certain buildings, particularly the McCormack Building at 1 Ashburton Place, Boston, without prior notification to the loading dock. Therefore, any agency that places an order for One Ashburton Place, Boston **must** notify the loading dock immediately at:

<http://www.mass.gov/anf/property-mgmt-and-construction/facilities-mgmt-and-maintenance/state-office-bldgs/mccormack-bldg/mccormack-loading-dockcontractor-access.html>.

## Time Allowed for Delivery after Order Placement

### Category 1

All deliveries must be made within one business day of the order placement, or per a delivery schedule mutually agreed upon by the Eligible Entity and the vendor. The only exception would be delivery to the islands in which case 3 business days will be acceptable.

In the event a vendor cannot deliver within the required time frame indicated above, the vendor must notify the Eligible Entity and work out a mutually acceptable schedule. If the vendor does not contact the Eligible Entity, or if the vendor & Eligible Entity cannot agree on a mutually agreed upon schedule, then you must contact the contract manager by e-mail, because a penalty of \$100.00 per day/per violation may be imposed.

### Category 2

All deliveries must be made within two business days of the order placement for stock items and within three business days for non-stock items, or per a delivery schedule mutually agreed upon by the Eligible Entity and the vendor, except as provided below for rolled stock.

All deliveries of white, standard rolled stock must be within three business days of the receipt of the order, unless mutually agreed upon by the Eligible Entity and the vendor.

Deliveries of specialty rolled stock and/or colors must be within fifteen business days of the receipt of the order, unless mutually agreed upon by the Eligible Entity and the vendor.

In the event a vendor cannot deliver within the time frames allowed for this category, the vendor must notify the Eligible Entity and work out a mutually acceptable schedule. If the vendor does not contact the Eligible Entity, or if the vendor & Eligible Entity cannot agree on a mutually agreed upon schedule, then you must contact the contract manager by e-mail, because a penalty of \$100.00 per day/per violation may be imposed.

### Category 3

All deliveries must be made within two business days for plain stock envelopes and seven to ten business days for printed stock envelopes or per a delivery schedule mutually agreed upon by the Eligible Entity and the vendor. For non-stock plain or printed envelopes delivery must be made in accordance with a delivery schedule mutually agreed upon by the Eligible Entity and the vendor.

In the event a vendor cannot deliver within the time frames allowed for this category, the vendor must notify the Eligible Entity and work out a mutually acceptable schedule. If the vendor does not contact the Eligible Entity, or if the vendor & Eligible Entity cannot agree on a mutually agreed upon schedule, then you must contact the contract manager by e-mail, because a penalty of \$100.00 per day/per violation may be imposed.



### **Backordering – Category 1**

Vendors must automatically deliver all backordered items not in stock at the time of request as soon as the items become available. If a vendor cannot deliver the backordered item(s) within two business days of the original date of order or in a time frame mutually agreed upon by the Eligible Entity and the vendor, then the vendor may deliver an equal or better quality item at the same price or lower, of the backordered item within two business days. The Eligible Entity's approval of the backorder replacement item is required prior to shipment of the item. No additional fees or service charges will be allowed for delivery of supplies on backorder.

### **Order Fill Rate – Category 1 Only**

Vendors must maintain a complete order fill rate of 98% for next day delivery during the term of the contract. In the event that a vendor cannot maintain the fill rate, the vendor must notify the Eligible Entity and work out a mutually acceptable replacement for the items that are not filled. If the vendor does not contact the Eligible Entity, or if the vendor & Eligible Entity cannot agree on a mutually acceptable resolution, then you must contact the contract manager by e-mail, because a penalty of up to \$100.00 per violation may be imposed.

### **Backordering – Categories 2 and 3**

Vendors must deliver backordered items in a time frame mutually agreed upon by the Eligible Entity and the vendor. No fees or service charges will be allowed for delivery of supplies on backorder.

### **Minimum Order Quantities – Category 3 Only**

The minimum order for printed envelopes will be 1 carton.

## **Product Returns**

- Vendors must resolve all requests to return non-custom items in original condition within 5 business days. Items will be picked up and credited by the vendors within five business days at no cost to the Eligible Entity. No restocking fees will be charged.
- Unapproved substitutions are not allowed under this Contract and if delivered in error must be replaced with the requested items or approved substitutes within 2 business days. No restocking fees will be charged.
- All vendors are responsible for insuring that item(s) received that do not meet the written guarantees and/or warranties published by the manufacturer are replaced within 30 days of notification by the department whom purchased the item. Returning of the defective item will be done so at the expense of the supplier.

## **Billing**

Billing must be done at a minimum per order, unless consolidated billing is requested. All vendors will provide electronic invoices to the Eligible Entities upon request. Vendors may be required to provide consolidated billing, upon request of the Eligible Entity. All invoices must have a separate line item identifying the account and any line item detail requested by the Eligible Entity for each order and delivery. Prompt pay discounts will be based on the receipt date of the consolidated invoice.



## Complaints

It is important that the contract manager is made aware of all unresolved issues with any of the vendors. Ongoing issues can be addressed by the contract manager if you send an e-mail describing the problem and include any backup information that pertains to the problem.

Examples of problems may include, but are not limited to:

- timeliness of deliveries;
- sufficient inventory (*e.g.* fill rates);
- vendor is selling items that are excluded from this contract;
- quality of customer service

## Environmentally Preferable Products (EPP)

This contract provides Commonwealth buyers an extensive office supply catalog that contains hundreds of items made with environmentally preferable products (EPPs). EPPs include products and services that:

- contain recycled materials
- conserve energy or water
- minimize waste
- are less toxic and hazardous
- reduce the generation, release, or disposal of toxic substances
- protect open space
- otherwise lessen the impact of such products or services on public health and the environment.

The [EPP program](#) has set minimum standards for vendors to identify EPPs in this contract and encourages buyers to consider purchasing these products. Vendors are required to mark products with an environmental symbol, and have a description of the environmental attribute (*e.g.* post-consumer recycled content, 3rd party certifications, reduced toxic substances, or using less energy/water).

**Note:** Executive Department Agencies are required to comply with Executive Order 515: Establishing an Environmental Policy by procuring EPP's whenever such products and services are readily available, perform to satisfactory standards, and represent best value to the Commonwealth.

For more information on the EPP's listed in this contract, please view the [Recycled and Environmentally Preferable Products and Services Guide](#).

## Additional Information

Below are some additional contract provisions with which Eligible Entities should be familiar in order to use the contract to full advantage. The Request for Response (RFR) is located under the [C166513-vCurrent](#) record in COMMBUYS and includes all related contract provisions; the RFR should be referenced to ensure that the Vendor(s) are in compliance.

## Products Excluded

The following items are allowed only in **limited quantities** from Category 1 – Office Supplies: copy paper and unprinted envelopes. Limited quantities are defined as 5 or less cases. Copy Paper and unprinted envelopes should be purchased from Categories 2 and 3.



The purchase of the following items are **not** allowed under this contract as there are more appropriate statewide contracts that must be used as listed below:

- Office furniture (e.g. desks, chairs, tables, mobile or cube furniture): use OFF38
- Printer, copier and fax toner cartridges or bottles (name brand or remanufactured): use OFF32
- Janitorial cleaning and related supplies: use FAC85
- Printers, including desktop printers: use ITC47 category 6
- Paper goods (i.e. paper plates, plastic ware etc.): use GRO35
- Food: use GRO30 (Prime Grocers) GRO32 (Dairy Products) GRO33 (Baked Goods); GRO34 (Bottled Water)
- Art and Instructional School Supplies: use OFF35
- Appliances: use FAC94 (MRO)

Awarded vendors are authorized to only provide those items and/or quantities of products that are covered by this contract.

It was discovered that agencies were misusing the OFF28 contract, so processes have been instituted to capture this information early and to rectify it immediately. If you are unsure, e-mail the Strategic Sourcing Services Lead at [Jodi.ParisAnastos@state.ma.us](mailto:Jodi.ParisAnastos@state.ma.us).

### Vendor List and Contract Information

Company	Category	Contact	Phone	Email
Bay State Envelope	3	Caitlin Menoche	(508) 337-8900	CMenoche@baystateenvelope.com
Lindenmeyr Monroe	2	Scott Ago or Jeff Margolis	(800) 237-2737	sago@lindenmeyr.com or jmargolis@lindenmeyr.com
W.B. Mason	1	Pat Vacca	(888) 926-2766 x1850	Pat.Vacca@wbmason.com
XPEDX, LLC	2	Bob Horne	(877) 263-0896	robert.horne@veritivcorp.com

### Available Discount Information for Category 1 Office Supplies

	W.B. Mason
Prompt Pay Discount (PPD) - 30 days	5%
Prompt Pay Discount (PPD) - 20 days	5%
Prompt Pay Discount (PPD) - 15 days	5%
Prompt Pay Discount (PPD) - 10 days	5%
Volume Purchase Discount (VPD)	
\$2000-\$3499	1%
\$3500+	1%
Dock Delivery Discount (DDD)	5%



Eligible Entities are encouraged to plan for larger orders rather than more frequent small orders whenever this is practical. Making larger and less frequent orders is also more energy-efficient and can cut down on packaging required.

### Available Discount Information for Categories 2 & 3 Recycled Paper and Envelopes

Price files for each vendor(s) in Categories 2 and 3 are available on the COMMBUYS ([www.commbuys.com](http://www.commbuys.com)). If an item is not on the price file, contact the vendor(s) to obtain quotes.

	Category 2 – Paper		Category 3 – Envelopes
	Lindenmeyr Munroe	Xpedx	Bay State Envelope
Prompt Pay Discount (PPD) - 30 days	1%	1%	1%
Prompt Pay Discount (PPD) - 20 days			1%
Prompt Pay Discount (PPD) - 15 days			1%
Prompt Pay Discount (PPD) - 10 days			1%
Volume Purchase Discount (VPD): \$5000+	0.5%		1%
Dock Delivery Discount (DDD)	2%		4%

### Strategic Sourcing Services Team Members

Name	Department
Keris Akins	Department of Revenue
Ian Bain	Department of Public Health
David Collins	Department of Mental Health
Karen E. Glass	Department of Developmental Services
Glenn Kendall	Operational Services Division
Barbara Picardi	Department of Revenue
Mariange Roberts	Department of Corrections
Mark Rousseau	Executive Office of Labor & Workforce Development
Julia Wolfe	Operational Services Division

### Where to Find Contract Information on COMMBUYS

To obtain in depth contract information please go to the COMMBUYS website ([www.commbuys.com](http://www.commbuys.com)), click on “Contract and Bid” Search, select the radio button for Contracts/Blankets, and type OFF36 into



the Contract/Blanket Description field. Then click "Find It." [C166513-vcurrent](#) is the record containing the vendor-specific attachments that were imported from Comm-PASS.

This Master Blanket Purchase Order also contains:

- **Contract User Guide** – the latest version of this document
- **Request for Response (RFR)** – the original bid document containing complete service specifications

Some vendors have a PunchOut and an additional MBPO for a zero dollar line item for those special or miscellaneous orders that are not able to be processed through a PunchOut catalog. There are also vendors who only have a line item catalog. Refer to each vendor's specific Contract User Guide that was adapted just for their contract.

Below you will find some examples for the various categories on this contract. If you need additional assistance please contact the COMMBUYS help desk at (617) 720-3197.

**NOTE:** Prior to requesting quotes or issuing orders, contract users should always check COMMBUYS to see whether the vendor is currently in "Active" status. Vendors may be suspended for several reasons, including failure to comply with their contract obligations. New orders may not be issued to vendors whose status is "Inactive," who have been suspended from new business or dropped from the contract

## How to use this contract in COMMBUYS

### How to place an order

Once a price has been obtained and selected the ordering process is as follows:

1. Initiate a new requisition
2. Search for an item (Use OFF36) in the description
3. Select the vendor you will be placing an order with
4. Select the appropriate catalog line
5. Enter quantity
6. Enter the total price
7. Add additional items if required
8. Submit for approval

### P.O. for Ongoing Services

If the price is estimated for ongoing supplies (ex: one large annual encumbrance or PO and then monthly payments/draws etc.), then you may enter a PO for the full amount of the estimate, as per the instructions above, and place partial receipts as you receive billing from the vendor. In such purchase orders insert the following language in the special instructions box of the PO: "This Purchase Order represents the total estimated expenditure for this engagement (*insert brief description*), against which



(*identify department*) will execute partial receipts in COMMBUYS upon receipt and approval of invoices, in order to record the work accomplished according to the agreed upon engagement terms. All estimated expenditures are subject to reconciliation based on invoices rendered for agreed-upon delivery of goods and/or services." Further direction is available in the ["How to Complete a Partial Receipt in COMMBUYS" Job Aid](#).

### **PunchOut Master Blanket Purchase Orders**

PunchOuts are COMMBUYS connections developed with specific sellers that allow buyers to 'PunchOut' to a seller's online shopping website to search for and choose the desired items. Once items are selected, the buyer transfers these items to COMMBUYS to start a release requisition. Use of PunchOut is covered in more detail in the Job Aid "[Purchase from a Vendor Online PunchOut G2B Catalog](#)" on [Job Aids for Purchasers](#).

Please see below for the list of OFF36 Vendors who currently have PunchOut Catalogs:

1. WB Mason
2. Xpedx