

How to Use the Miscellaneous Office Supplies Contract

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Dedicated NYS Online Ordering Website: <https://staples-c.allego.com/r/nys>

- Links to each Reseller's website can be located on the website above.

1. PROCUREMENT INSTRUCTIONS:

Authorized Users should follow the following procurement instructions when purchasing Miscellaneous Office Supplies from the Contract.

- A. When utilizing the Contract, the Authorized User should be familiar with and follow the terms and conditions governing its use. The Authorized User is accountable and responsible for compliance with the requirements of public procurement processes. The Authorized User, when purchasing from OGS contracts, should hold the Contractor accountable for Contract compliance and meeting the Contract terms, conditions, specifications, and other requirements.
- B. The Contract under Award 23273 is a single award. Authorized Users shall follow their applicable procurement guidelines when making a purchase. Awarded Contractor Product offerings, Contract and pricing information will be posted to the OGS website at <https://ogs.ny.gov/award-23273>
- C. Pricing is consistent between Staples and all resellers, with the exception of "OGS or Less" as referenced in Section 6.29 of the Phased Solicitation.
<https://ogs.ny.gov/procurement/biddocument/23273bid>
- D. OGS Procurement Services cannot provide technical assistance for Authorized Users' Staples Accounts. All questions and issues should be directed to the Staples representatives identified below. If you have an existing account, please provide the account number when contacting Staples.
- E. The contractor and each individual reseller on this contract have their own website with NYS pricing.

2. NEW ACCOUNT REGISTRATION FOR AUTHORIZED USERS

In order to purchase contract items from the Contractor or any of their Resellers, Authorized Users must request individual accounts be set up under each vendor's associated contract website.

- Separate accounts are required for the Contractor and each Reseller.

To register for online ordering with Staples:

<https://register.staplesadvantage.com/doRegister?RegFormId=ABoCdm>

To set up Reseller accounts, Authorized Users should send an email to the contact listed below:

Kimberly Moreno

Phone: (585) 486-8739

Email: Kimberly.Moreno@Staples.com

The following information is required:

- Username (First and Last Name)
- Email Address
- Ship To Location
- Phone Number
- Specify what accounts require set-up:
 - Staples Contract & Commercial LLC
 - Resellers
 - Authorized users must specify which reseller accounts they need set-up.

Account set-up for Staples accounts takes approximately forty-eight (48) hours and set-up of Reseller Accounts can take up to thirty (30) days.

3. ORDERING:

- Orders can be made by phone, fax, and online through both e-mail and the associated Staples or Reseller website.
- Purchase Orders shall be made in accordance with the terms set forth in Appendix B, Purchase Orders. Orders submitted shall be deemed received by Contractor (and any approved Resellers) on the date submitted.
- All orders shall reference the Contract number, requisition, and/or Purchase Order number (if applicable). Upon Contractor's receipt of an order, confirmation is to be provided to the Authorized User.
- Order confirmation should be sufficiently detailed, and include, at a minimum, Net Price, date of order, delivery information (if applicable), Authorized Username, and sales representative (if applicable).
- For all orders that cannot be fully delivered in compliance with the terms of Section titled, Product Delivery, the Contractor (and any approved Resellers) shall inform the ordering Authorized User, within 48 hours (excluding Saturday, Sunday and NYS legal holidays) after receipt of the order(s), of the date when such order(s) will be fully delivered.

4. NON-STATE AGENCIES PARTICIPATION IN CENTRALIZED CONTRACTS:

New York State political subdivisions and others authorized by New York State law may participate in centralized contracts. Questions regarding an organization's eligibility to purchase from New York State Contracts may also be directed to OGS Procurement Services - Customer Services at (518) 474-6717.

5. POOR PERFORMANCE:

Authorized Users should notify OGS Procurement Services - Customer Services promptly if the Contractor fails to meet the requirements of the Contract. Performance which does not comply with requirements or is otherwise unsatisfactory to the Authorized User should also be reported to Customer Services:

Office of General Services
Procurement Services Email: OGS.sm.customer.services@ogs.ny.gov

OGS - Procurement Services
Customer Services
38th Floor Corning Tower
Empire State Plaza
Albany, NY 12242