

Office Supplies QPA# 63576 Frequently Asked Questions

What is the difference between the Office Depot Business website and the punch out?

- [Business.officedepot.com](https://business.officedepot.com) is designed for browsing and creating carts, but not for ordering. To order, you should access the punch out catalog via PeopleSoft. Many find the Office Depot Business site helpful because the PeopleSoft punch out will time out after 20 minutes. Using the Office Depot Business site will allow you to browse and compile a full list of items for ordering without a time limit.

If I find an item on the Office Depot punch out, doesn't that mean it is "on QPA?"

- Not necessarily. Office Depot offers a variety of products that do not fit within the categories of Office Supplies. To see the awarded categories document for a fuller understanding of what is and is not covered by the QPA please refer to the "Awarded Categories and Common Items on Other QPAs" document available on the QPA Supplemental Information page.
- The vast majority of items that are not appropriate to purchase through the QPA have been restricted, but due to technical limitations, occasionally items will not be restricted even though they are not within the scope of the QPA. Please be mindful of what types of items are and are not office supplies and contact the vendor manager, Kelsie Baire, at KBaire1@idoa.in.gov with any questions.

Can Office Depot provide quotes for items not considered to be part of the QPA as part of a solicitation?

- Yes, Office Depot may be included in a solicitation like any other vendor for items not covered by the QPA. If Office Depot is the awarded vendor, the items must be entered as Special Request items rather than through the punch out and require IDOA approval.

Why must we first utilize Best Value/Market Basket items and how are they selected?

- Best Value (Market Basket) items are commonly purchased items with negotiated prices that present additional savings over and above the discount pricing on all other non-market basket items. Because of the additional discount offered, they should first be utilized over other functionally equivalent items.

Best Value (Market Basket) items are selected through analysis of purchase history in order to identify high frequency, lost cost items that will meet a sustained need across all State agencies. Best Value items are negotiated at the beginning and throughout the life of the contract.

What do I do if the item I need has no Market Basket equivalent or the Market Basket equivalent will not meet the specific needs of the end user?

- If you find that there is not a Best Value item that meets your need or that the Best Value alternatives differ in a significant way from another similar item, please be sure to fill out the following justification questionnaire in the requisition header comments.

Please answer the questions for *all* non-Market Basket items:

- Identify what line items are non-Market Basket.
- Detail why each specific product is needed.

- What research was done to determine that this product is not available or similar to a product through the best value/market basket items?
- If there is a similar product in the market basket, please detail what sets the product aside from the best value/market basket item(s). Similar? Also, explain what the product offers that other products don't.

How do I search only for Best Value/Market Basket items?

- In the punch out, click the "My Lists" icon in the top right corner, immediately left of "Cart." You will then see a list of product categories. Choose the category that best describes the item you are looking for, and you will be taken to a list of only Best Value items in that category.
- On the [Office Depot Business](#) site, you can locate the same list of product categories in two ways:
 - Select the "Shopping List" icon in the center of the screen, below the scrolling banner.
 - Select the "My Account" drop down at the top of the screen, immediately left of the search field. Scroll over "My Lists" and select "Manage Lists."

An item shows as restricted. What do I do?

- First assess whether the item is truly an office supply by referencing the "Awarded Categories and Common Items on Other QPAs" document. If you believe that it does warrant purchase through the QPA, please contact Kelsie Baire at KBaire1@idoa.in.gov to explain the need and to request an exception to purchase the item.

How do I order a custom stamp through the punch out?

- Please see the instructions for ordering custom items in the Office Depot Quick User Guide, which can be accessed through the QPA Supplemental Information page.

How do I process a return?

- Please contact Office Depot customer service at 888.777.4044 to initiate your return. You may return most items in their original packaging within 30 days of purchase for a replacement or full refund.