

GENERAL SERVICES ADMINISTRATION  
FEDERAL STRATEGIC SOURCING INITIATIVE (FSSI)  
OFFICE SUPPLIES BPA SIN 75-200  
TERMS AND CONDITIONS

Contract Number – GS-02F-XA003  
Contract Period – 6/01/2012 thru 5/31/2013  
Contractor: Independent Stationers Inc.  
POC: Angie Fenoglio [Email: angie@isgroup.org](mailto:angie@isgroup.org)  
9100 N Purdue Rd STE 400  
Indianapolis, IN 46268-1180  
Telephone: 317-579-1147 Fax: 317-585-8762  
Company website  
[www.independentstationers.coop](http://www.independentstationers.coop)  
<http://fssi.independentstationers.coop>

INFORMATION FOR ORDERING ACTIVITIES:

GSA Contracting Officer Responsible for administration of this BPA is:  
Michael Cullis  
Phone number: 212-264-3561  
Fax number 253-876-3829

1. Awarded Special Item Number: 75-200
2. Maximum Order: \$150,000 USD
3. Minimum Order: \$100.00 USD (See Pg 2)
4. Geographic Coverage:  
The 48 Contiguous States and the District of  
Colombia, Standard Delivery, Alaska, Hawaii, Puerto  
Rico and International
5. Category Discounts:  
Market Basket Average – 21.9%  
General Office Supplies – 23.9%  
Paper – 25.3%  
Toner –20.7%  
Inkjet--19.4%
6. Standard Delivery 3 to 4 Business Days (See Pg2)
7. Delivery Options:  
Standard Delivery: 3 to 4 Business Days  
Next Day Delivery – 5% Additional Fee  
Desktop Delivery – 4% Additional Fee  
Secure Desktop Delivery -8% Additional Fee  
International Delivery -15% Additional Fee
8. Government purchase cards are accepted below and  
above the micro-purchase threshold.
9. Packing Slip: Contractor shall prepare slip for each  
order placed under the BPA and provide it with the  
order. Contractor shall ensure the delivery ticket or  
packing slip contains the following minimum  
information (See Pg 2)
10. Point of Sale Discount – Customers automatically  
receive BPA pricing by using GSA SmartPay Card

11. Return Policy: Contractor shall allow the  
government to return items in the original  
packaging and in sellable condition up to  
**30** days from the date the item was  
delivered. Contractor shall provide a full  
refund, less any applicable restocking fee  
within the 30 days of receipt of the refund
12. Restocking Fee: Restocking Fee is capped at  
no more than 10 % of the item cost when the  
contractor incurs additional costs due to  
customer ordering error. There shall be no  
restocking fees when the item is returned due  
to item condition or contractor error.
13. Order Placement: Order placement via  
phone, fax, e-mail, in-person, or  
Contractor operated website shall be  
accepted. It is anticipated that the vast  
majority of orders will be through DOD E-  
Mall and GSA Advantage'
14. Order Responsiveness: For orders placed  
electronically, Contractor shall provide the  
following:  
\*\*Electronic acknowledgement within 8 hours to  
the customer that the order was received;  
\*\*Electronic acknowledgement within 8 hours of  
the order being shipped;  
\*\*Electronic acknowledgement of credit returns or  
refunds within 48 hours; and Out-of-stock  
backorder notification within 24 hours with follow  
up telling customer when item will be available

15. Contractor charges an additional **10%** for all orders under the BPA minimum order of \$100.00

**16. Customer Service:**

Contractor shall provide a customer service center that is operational at a minimum from 9:00 am Central Time to 5:00 pm Monday through Friday, except federal holidays. The hours of operation shall be those of the location of the customers in the 48 contiguous United States, Alaska, Hawaii, and Puerto Rico.

**17. Delivery:**

Except when otherwise specified in the order, all orders shall be delivered via ground within the contiguous United States, within three (3) to four (4) business days after receipt of order. Contractors may specify an additional charge for delivery to Alaska, Hawaii, Puerto Rico, or International locations as indicated in their Federal Supply Schedule 75 contract (F-FSS-202-F and F-FSS-202-G). Additionally, Contractors in Pool Two are required, and Contractors in Pools One and Three are permitted, to include overnight, and secure desktop delivery options as well as delivery to Alaska, Hawaii, and International locations.

**18. Freight on Board (FOB Destination):**

Contractor must ensure delivery to locations specified by the purchasing agency, including to specific offices or rooms inside large government buildings or facilities, FOB destination.

**19. Packing Slip minimum information:**

Name of BPA Contractor

BPA Contract number, order, or call number.

Name of cardholder or government employee/purchaser and activity address;

Date of Purchase;

Itemized list of supplies shipped, including total cost of the order;

Manufacturer's part number;

Model number or National Stock Number (NSN); and

Quantity, unit price, and total cost of each item shipped.

The name of the cardholder or government employee/purchaser and the agency name shall appear in all "ship-to" address blocks of packing slips and invoices.

**20. Reliability:**

Contractor must maintain a 98 percent on-time delivery record. On a rolling 90 day basis, delivery must occur within the required timeframes for at least 98 percent of orders placed during the period.

The 98 percent on-time delivery baseline will not include any items for which the Contractor has notified the customer of stock outages or delivery problems at time of order placement.

**21. Damage Goods:**

Damage products are the Contractors' responsibility and liability. If ordered items are received in damaged condition, Contractor must replace items within 3 business days after receipt of notification of damage at Contractor's expense. The delivery of replaced items must adhere to the delivery timeframes specified in the original order.

Contractor must provide a returned merchandise authorization (RMA) and prepaid shipping label with each replacement order. The cardholder or government employee/purchaser will document damage on shipping documents.