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Department of Administrative Services
State Purchasing Division
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Assistant Commissioner-Procurement

Sonny Perdue
Governor

Brad Douglas
Commissioner

February 8, 2008

To: All UPO's and APO's

Effective immediately, the statewide contract with Office Depot for office supplies has been terminated, and Office Depot has been placed on temporary suspension by the State Purchasing Division. Various performance issues by Office Depot have been identified and documented the past few months, including numerous pricing, service delivery issues and overall lack of responsiveness. Last August, a formal "cure" letter was sent to Office Depot demanding improvement in these areas.

Since that time, DOAS' State Purchasing Division, as well as other resources, have spent an inordinate amount of time and effort performing quality control to ensure correct contract pricing is available to the state and that service issues are rectified.

While some progress has been noted, the errors committed by Office Depot have simply occurred for too long with too much effort being expended by the state to assist them in delivering the level of service and pricing outlined in our state contract. DOAS has been diligent in our efforts to rectify this situation due to the enormous effort expended by many of you who served on the Sourcing Team and Evaluation Team used to put the new contract in place. Unfortunately, those efforts have proved futile and it is simply time to find other sources.

Accordingly, please notify all buyers, secretaries and administrators within your agency or university that their access to the State Office Depot website will be disabled, effective immediately. For orders which have already been placed, we would expect those orders to be fulfilled by Office Depot.

Moving forward, any source of supply for office products will be allowed.

We plan to begin work immediately to field a new Sourcing Team to assist the State Purchasing Division in a new procurement effort for a statewide Office Supply contract. Until such time, buyers across the state will be able to purchase office supplies from any office supply retailer, including Office Depot. However, no statewide contract is in place, therefore previous state contract pricing is no longer available, and user access to the Office Depot State of Georgia portal will no longer be available. All purchases must comply with State Purchasing rules and policies as outlined in the Georgia Procurement Manual on the DOAS State Purchasing website.

The State Purchasing Division will work as expeditiously as possible to put a new contract in place to assist the state in keeping its costs down for office supplies.

Should you have any questions, please direct them to Dennis King at 404-656-5417.

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