

Question 3.2 – Offeror MUST upload a Technical Response. Must provide a narrative point-by-point response, addressing in detail each area of the scoreable technical criteria located in: Scoreable Technical Criteria SECTION LOCATED IN Attachment D_EvaluationScoreSheet_OnlineMarketplace

Attachment D_Evaluation Score Sheet_Online Marketplace

1. Experience, Knowledge, and Expertise

Submit a description elaborating on Offeror's experience, knowledge, and expertise within the industry. Describe your solution(s) that you can provide and how the solution will meet the Scope of Work. Detail what makes you unique and why your services for an online marketplace and business account would add value to government operations

Overview and Experience

Amazon Business serves over 6 million business customers around the world, providing buyers with access to millions of business-only items and pricing, quantity discounts, and other benefits. Our customers include 96 companies on the Fortune 100 list, 90 of the 100 most populous local governments in the U.S., 50 of the 50 U.S. state governments, and 118K+ tax-exempt charitable organizations. Selling on Amazon Business enables businesses of all sizes to reach hundreds of millions of customers instantly. Today, over 60% of sales in Amazon's store are from independent sellers—and almost all of those are small and medium-sized businesses. We offer a variety of business-to-business capabilities for users to meet their missions while driving towards achieving diversity and sustainability spending goals and requirements, including, but not limited to:

- Buyer workflows to help manage transaction approvals
- Preferred-pricing practices (e.g., volume discounts, custom quotes from multiple sellers)
- Management of buyer accounts within a hierarchy
- Data dashboards with visibility into buyer/account spending trends
- Acceptance and processing of credit card transactions, as well as the ability to block unwanted credit cards by Bank Identification Number (BIN) range
- Dynamic, real-time pricing indicative of suppliers competing for fulfillment
- Conducting the check-out process within Amazon Business

Honors and Awards

Since Day One, Amazon has strived to be the Earth's most customer-centric company. We're honored to be recognized for the work we do on behalf of our customers, employees, and communities around the world. Below are recent awards we've received that show our proven brand recognition and admiration by our private, commercial, and government customers:

- [No. 1 LinkedIn Top Companies U.S. Edition, 2023—Ranked in the top 3, six years running](#)
- [No. 1 Newsweek and Statista Most Trustworthy Company within the Retail category, 2023](#)
- [No. 2 Fortune World's Most Admired Companies, 2023—Ranked in the top 2, seven years running](#)
- [No. 2 American Customer Satisfaction Index Internet Retail Category, 2023—Ranked in the top 5 of the Internet Retail category, over 20 years running](#)
- [JUST Capital JUST 100 Ranking of America's Most JUST Companies, 2018-2021, 2023](#)
- [No. 7 Fast Company Top 10 Most Innovative Companies that Responded to Crisis in 2023](#)

- [No. 3 Interbrand Best Global Brand, 2022—Ranked in the top 5, six years running](#)
- [No. 3 Boston Consulting Group's Most Innovative Companies, 2023—Ranked in the top 10, twelve years running](#)
- [No. 4 Kantar BrandZ Most Valuable Global Brand, 2023—Ranked in the top 4, five years running](#)
- [The Axios Harris Poll 100, 2023—Ranked in the top 10, fifteen years running](#)
- [Fortune Modern Board 25, 2022](#)
- [No. 2 Brand Finance Global 500: World's Most Valuable Brand, 2022—Ranked in the top 10, eleven years running](#)
- [Human Rights Campaign Corporate Equality Index Perfect Score and Best Places to Work for LGBT+ Equality, 2022—Ranked in the top 5, five years running](#)
- [TIME Magazine's TIME100 most Influential Companies, 2021-2022](#)
- [Disability Equality Index Best Places to Work for Disability Inclusion, 2018-2022](#)
- [No. 2 Drucker Institute & WSJ Best-Managed Companies, 2021—Ranked in the top 4, five years running](#)
- [No. 2 Favorable Institution in America by Harvard CAPS Harris Poll, 2021](#)
- [Hiring Our Heroes, The Lee Anderson Veteran and Military Spouse Employment Award, 2020](#)

Additional awards and recognitions are listed here: <https://www.aboutamazon.com/about-us/awards-recognition>.

1.1.1 B_SOW_OnlineMarketplace_052124 Response

1. Scope

The Contractor shall provide OMNIA Partners Participating Public Agencies access to and use of an online digital marketplace to purchase of goods and services that may be used routinely and needed quickly to address the everyday needs of public entities, schools, and universities. The contract will utilize a dynamic pricing structure in which the price for items listed on the online digital marketplace is driven by the market. This contract will not need to be amended when prices fluctuate. It is anticipated that this will result in multiple contracts being awarded.

Amazon Business confirms and agrees to the scope of work described.

2. Length of Contract

This contract is for a period of five (5) years with no renewal options for additional years. The Contractor shall have the right to enter local "service" agreements with Participating Public Agencies accessing the contract through OMNIA Partners, so long as the effective date of such agreement is prior to the expiration of the Contract. All local agreements may have a full potential term (any combination of initial and renewal periods) not to exceed five years. Although the scope reflects the needs and requirements of the State of Utah, OMNIA Partners Participating Public Agencies may have different requirements. Participants may elect to negotiate certain terms to conform to their purchasing and contracting requirements.

Amazon Business agrees to the length of contract.

3. OMNIA Partners Cooperative Agreement

Utilization of the contract by OMNIA Partners Participating Public Agencies will be at the discretion of the individual Participating Public Agencies. Any modifications agreed to by Participating Public Agencies and Contractor are exclusively between the Participating Public Agencies and the Contractor.

Acknowledge.

4. Deliverables

Contractor will provide the following deliverables for the contract:

- 1) Online Marketplace: Contractor will provide access and use to a digital marketplace for users of this contract to order goods and services through.
- 2) Order Fulfillment: Contractor will fulfill orders from beginning (ordering of products) to end (delivery to requestor).
- 3) Digital Analytics: Contractor will provide some form of data analytics.
- 4) Ability to Restrict Categories: Contractor will provide the ability to restrict certain items (IT, furniture, etc.) as designated by Participating Public Agencies as needed to meet their laws and applicable rules.

In addition to specific qualifications and requirements listed in this RFP, providers should offer an established, out-of-the-box business-to-consumer e-commerce marketplace platform that fits the following requirements:

- Is designed as a B2C (Business to Consumer) platform to connect one or more sellers to multiple buyers.
- An established and demonstrated methodology for showing prices are generally below retail prices
- Offers the ability to make payments through the platform or to a centralized accounts receivable function via credit card functionality
- Offers an online catalog, featuring a wide variety of products in multiple commodity groups with the awarded categories
- A focus on quick delivery with the majority of products available to be delivered to users within 5 days
- A central point of contact for customer service, delivery, or account issues

Preferences for platforms include:

- Out-of-the-box analytics/reporting dashboard and capabilities that are part of the platform, with
- Standard reporting
- Access to online order history
- Customizable workflow and governance capabilities in the platform to allow:
 - all administrators to restrict product or commodities depending on organizational internal policies and procedures.
 - full revision history of changes made and who made the workflow

Other Capabilities:

- Secure Login
- Mobile-enabled site
- Freight selection
- Online sample request form
- Product images (high resolution) associated with each item

1) In order to utilize the awarded contract, participating agencies will be required to set up a centralized Amazon Business account. Once an account has been set up, the account administrator can contact their dedicated Account Executive to utilize the contract. An Amazon Business account can be set up through this website: <https://www.amazon.com/business/register/org/landing>.

2) Amazon Business utilizes Amazon's full distribution and logistics network. To deliver packages, Amazon uses a vast network of delivery vehicles, shipping directly with Amazon and through other services such as UPS and USPS. We operate hundreds of fulfillment centers, sortation centers, and delivery stations in North America to get customers what they need. Our fulfillment network is made up of state-of-the-art technology and a variety of building types to support processing orders. Sortable fulfillment centers, which average around 800,000 square feet in size, can employ over 1,500 full-time associates to pick, pack, and ship customer orders. Products may come from several fulfillment centers depending on where the products are ordered and where they are shipped.

Amazon Business customers can shop the extensive selection of items available to businesses, with options available from both Amazon Business and third-party sellers. Third-party sellers have the option for Amazon to manage their inventory, or they can choose to manage it themselves. Fulfillment by Amazon (FBA) offers third-party sellers the option to utilize Amazon's fulfillment facilities, packing and shipping expertise, and customer service, providing sellers access to one of the most advanced fulfillment networks in the world. FBA sellers send their inventory to our fulfillment centers where we pick, pack, and ship items to customers worldwide. Sellers who ship products directly to the customer from their warehouse can take advantage of Amazon's pre-negotiated rates with major shipping carriers such as UPS and USPS.

Customer service for sellers in the FBA program is managed by Amazon. Orders that are seller-fulfilled handle their own customer service; however, buyers can initiate returns and refunds through Amazon Business. Seller-fulfilled orders are protected by the A-to-Z Guarantee. This means Amazon guarantees both the timely delivery and condition of items. If either are unsatisfactory, the buyer can report the issue to Customer Service, which will assess if the purchase is eligible for a refund. To learn more about Amazon's A-to-Z Guarantee, please visit:

<https://www.amazon.com/gp/help/customer/display.html?nodeId=GQ37ZCNECJKTIFYQV>.

3) Amazon Business understands the importance of having real-time analytics to drive business reviews. Data must be accessible, accurate, and analysis-friendly to inform decision making. Amazon Business Analytics is a feature available to customers in real time and is used to view spend data and create customized reports based on specific needs. This data enables insights into pricing and spending patterns, visualizing spend across categories, sellers, locations, groups, and fulfillment types. Account administrators can run analyses of employee spending patterns to help inform purchasing decisions.

Amazon Business can be customized to give you the tools to establish controls while providing appropriate transparency. Customized reports can be titled and saved as templates for future access. Reports can be filtered and reviewed at the account level or independently at any group level as defined in the account structure. Reports can be downloaded into CSV format and scheduled for automatic tracking. You can start with one of the curated reports below and tailor it to fit your specific needs with over 60 customizable fields:

- Orders Report—A complete view of order history and order status with line item level detail and organization.
- Shipments Report—Captures shipping and delivery status and product and seller information for easy tracking on all orders.
- Reconciliation Report—Compare order and payment history to your records. Useful for customers reconciling their own p-cards.

- Returns Report—Gain visibility into the return process for all returns placed in your organization.
- Refunds Report—Track the product, payment, and status of your refunds across your organization's returns.
- Savings Report—Captures a holistic view of different types of savings received at item level detail on all orders.
- Credentials Report—View sustainability, seller, and compliance credentials at item level detail for all orders.

Data can be filtered and reported on by categories, item type, selling partners, customer groups, users, and more, with additional filters and columns to pull more specific information. Amazon Business supports a multi-level account group structure allowing data to be filtered and reported on at the account level and for any defined group or sub-group. In addition, with Business Prime, you can access Spend Visibility data and dashboards to track and monitor spending with interactive charts, data tables, and dashboards.

4) Amazon Business offers Guided Buying, a feature available to Business Prime customers which allows administrators to restrict or block specific categories of items at the group or subgroup level. Blocked items are hidden by default on standard searches. While users can choose to display these items using a search refinement, the add-to-cart button is disabled as they arrive on the product detail page. Users are unable to check out if they have blocked items in their cart.

Competitive Pricing

Amazon Business's dynamic pricing model simplifies the purchasing process while increasing cost savings considerations. In the Amazon Business store, third-party sellers sell products alongside Amazon Business and they can update their pricing instantly to remain competitive. Multiple offers for items with shipping costs and applicable taxes are displayed on offer listing pages, allowing buyers to make transparent price comparisons. Dynamic pricing enables buyers to take advantage of Amazon's wide selection of items and competitive pricing, reducing costs overall.

Payment Methods

Amazon.com accepts a variety of payment options, including credit and debit cards.

The following payment methods are available for use:

- Visa (including the Amazon Rewards Visa Signature Card)
- Amazon Store Card
- Amazon Secured Card
- MasterCard/EuroCard
- Discover Network
- American Express
- Checking Account
- JCB
- China UnionPay (credit card only)
- Visa, MasterCard, or American Express prepaid credit or gift cards

You can add a completely new payment card or change your existing payment details, without having to place an order, in your [Amazon Wallet](#).

You can also use Amazon [Gift Cards](#) to pay for your order.

Note:

- You can split payment between one of the accepted credit or debit cards and an Amazon.com Gift Card, but you can't split payment among multiple cards.
- We accept Flexible Spending Accounts (FSA), Health Savings Accounts (HSA) (U.S. billing addresses only) for the purchase of FSA or HSA eligible items.
- SNAP EBT cards are accepted as payment methods for valid cards from participating states. In compliance with the U.S. Department of Agriculture, the federal organization managing SNAP purchasing online, customers may register one EBT card to their online account at a time. For more information, visit www.amazon.com/SNAP. EBT Cash benefits are not available as a payment method.

Online Catalog

Amazon Business can provide an online catalog with order tracking, help functionality, and related prompts that open automatically to an item's description, part number, catalog price, contract price, and photo.

Amazon Business understands the importance of maintaining a robust catalog of items available at competitive prices. Maintaining this catalog helps ensure buyers receive the resources they need to support mission-critical functions across their organization. Amazon Business will provide access to our online catalog through a punchout. Our account team will work with you to verify that integration and implementation are meeting your requirements. Through coordination with our pricing and sales teams, account managers will maintain the catalog to ensure selection relevance and accuracy, including product details, pricing, and alternatives. We have sufficient resources to ensure implementation success, including our account managers, self-service troubleshooting videos and guides, and support through our Professional Services team. Should specific items require attention, our account managers will coordinate to address the issue and provide a resolution.

Delivery

We calculate delivery estimates by adding the transit time to the estimated shipping date.

Transit time is based on your chosen shipping speed. We calculate transit time using business days. Saturday and Sunday don't usually count toward the transit time. An exception to this is when a weekend delivery option is available during checkout. We also take holidays into account when calculating the transit time.

For some delivery dates, we may provide an "order within" countdown timer. This shows the window of time in which you must place the order to receive your delivery by the date shown. The date is subject to change before you place your order. Your order confirmation email will include your confirmed delivery date.

After an order ships, you can track it in Your Orders.

Free Two-Day Shipping through Amazon Business Prime

If the item you order is out of stock or unavailable to ship immediately, you may not receive the item in two business days. Selecting One-Day or Two-Day shipping reduces the transit time to one or two business days after we've shipped your order, but won't impact the time it takes to obtain the item or prepare it for shipment. The shipping method time starts when the item ships. For example, it takes up to two business days after an item ships to reach you with Two-Day Shipping.

Free Shipping

Your order will arrive within five to eight days. We process and ship your order in the most cost-efficient way possible so we can offer free shipping. If you notice that your items haven't shipped yet, don't worry. We may take a little longer than you expect to ship out your order, but we'll ship in time for the expected delivery date.

Orders Placed with Amazon Marketplace Sellers

Delivery dates may vary for orders placed with Marketplace sellers. For more information, contact the seller directly. If your order is eligible for Amazon Business Prime, Customer Service handles any questions about shipping and delivery after you place an order. For more information, go to [Seller Shipping Rates](#).

International Shipments

Orders shipped abroad may be delayed due to customs controls.

Note: Unexpected service delays (for example, weather conditions, natural disasters, or unforeseen events) add at least two to three business days to your estimated delivery date. Choosing a higher quantity for an item may make it ineligible for immediate shipping when the item is unavailable locally or at the same location. In this case, the One-Day Delivery option may not appear.

Customer Service

Amazon Business provides 24/7 customer support. Account administrators and requisitioners have the option to call, email, or chat with our Customer Service team through this link:

<https://www.amazon.com/hz/contact-us>. Customers can also connect with their Account Executive for guidance or escalation. Account escalation and resolution will be communicated with customers through the email address associated with their Amazon Business account.

Secure Login

Users can sign in with a standard user name/email and password.

Customers can also leverage Single Sign-on (SSO). SSO is an integral part of identity management strategy. Employees access several Software as a Service (SaaS) services a day. Without SSO, users must create (and, more importantly, continuously manage) passwords or credentials for each SaaS application that they access, adding overhead and increasing likelihood of security issues. At the same time, users expect to access SaaS applications from different devices and locations, whether in the office, at home, or in public areas. Administrators, therefore, have to balance security and convenience. With SSO, users have one set of organization credentials that they use for one-click access to SaaS applications on various devices, including mobile. SSO eliminates the use of simple passwords that present a security risk while also reducing helpdesk costs of managing passwords.

SSO integration provides a secure, centralized, and simple way to access Amazon Business, and is available to all Amazon Business customers. With SSO, you can enable federated SSO authentication using Security Assertion Markup Language (SAML) 2.0 with identity providers so that users can use existing organization credentials. This raises the security bar by removing the need to create and manage new credentials, simplifying onboarding friction for new users, centralizing the authentication process, and reducing the overhead of managing user access, all while providing your employees a seamless purchasing experience. Please visit <https://www.amazon.com/ab/sso/info> to learn more.

Customization

Amazon Business accounts can be customized to include distinct groups and subgroups for each respective department and division as deemed necessary. Groups and subgroups are simple to create and this feature is available via self-service. Guided Buying, a Business Prime feature which allows you to restrict or block specific categories of items, is also available at the group or subgroup level. Creation of Guided Buying policies can be performed as part of contract implementation at no cost, or by using self-service tools available to account administrators.

5. Product Offering - Categories

Contractor should be able to provide products for a minimum of two categories.

The items listed in each category are not restrictive or exhaustive but included to provide a general description of products and supplies that may be included. While all items described are available through an awarded contract, Participating Public Agencies may choose to limit which categories their end users have access to. Contractors are encouraged to offer their complete catalog of product and services or balance of line offering.

Consisting of thousands of sellers of diverse sizes, capabilities, and certifications, Amazon Business's supplier network provides buyers with an ever-increasing array of products and level of inventory availability. Millions of products from hundreds of thousands of sellers provides a variety of choice and ensures availability of items with cost-competitive prices. Product categories include, but are not limited to:

- Computers and IT Accessories
- Maintenance, Repair, and Operating (MRO) Supplies
- Office Products
- Electronics
- Breakroom Supplies
- Home Decor and Interiors
- Arts and Sports Equipment
- Medical Supplies and Consumables
- Automotive and Fleet Parts
- Outdoor Sports
- Janitorial and Sanitation Supplies
- Office Furniture
- Food Service Equipment
- Childcare Supplies and Toys
- Gift Cards and Vouchers
- Books and Ebooks
- Amazon Devices
- Clothing, Shoes, and Uniform Essentials

1) Education-Based Accessories, Display, Products and Related Supplies

Items related to products and supplies used in an education-based setting which may include but is not limited to: animal and pet supplies, art supplies, craft products, books, lesson plans and curriculum, school equipment, white boards, blackboards, teaching material, and other related products.

Amazon Business provides items identified in this category.

2) Information Technology-Peripheral Devices and Related Products

Supplies and solutions that involve information technology peripheral devices which may include but is not limited to: mouse, copiers, printers, cameras, video cameras, microphones, speakers, keyboard, multifunction printers, scanners, plotters, and other related products. Items in this category should not connect to an end user's network.

Amazon Business provides items identified in this category.

3) Maintenance, Repair and Operations Products (MRO)

Items related to the maintenance, repair, and/or general operations that include but is not limited to: building materials, hardware, cabinets, motors, pumps, paints and coatings, plumbing equipment, power tools, windows, doors, cleaning products (to include green and dye-free), carpet care products and supplies, restroom care products and supplies, waste receptacles and liners, industrial tools and supplies (such as carts, dusters, brushes, spray bottles, squeegees, and gloves), rags, wipes and other related supplies and products.

Amazon Business provides items identified in this category.

4) Office-Based Accessories, Décor, Products, and Related Supplies

Items that could be utilized in an office-like setting and used on a semi-regular basis which may include but is not limited to: binders, folders, filing materials, storage, calendars, paper (copy, printer, photo and presentation), notebooks, labels, post-it notes, shipping materials, envelopes, staplers, staples, paper punches, paper clips, scissors, rubber bands, cash register and thermal rolls, ink, toner cartridges, pens, pencils, markers, framing, tabletop or floor lamps, mirrors, general signage, wall décor, display cases, area rugs, mats, and other related products.

Amazon Business provides items identified in this category.

5) Apparel

Items that could be utilized by juveniles or adults, which may include but is not limited to: innerwear, outerwear, shoes, uniforms, linens, and other related products.

Amazon Business provides items identified in this category.

6) Personal Care Items

Items related to personal care that include but are not limited to: personal hygiene items, bath accessories, feminine personal hygiene items, toilet paper, and other related products

Amazon Business provides items identified in this category.

6. Customer Service

Contractor must have at least one authorized representative that will be available by phone, e-mail, virtual chat during normal business hours (9am to 5pm MST) Monday through Friday. Representative will respond to inquiries within 24 business-hours. Representative will handle all concerns related to returns, recalls, quality, and ordering.

Participating entities can report issues to your dedicated Account Executive, [REDACTED], as well as contact Customer Service 24 hours a day, 7 days a week. Our team supports customers in 16 languages from over 130 locations around the globe. Chat agents are connected within less than a minute on average, and email response time is by next business day pending complexity of the request. Customer Service escalation specialists are available from 8AM to 8PM EST, and you can also submit a call-back request via the online portal. Account Executives can be reached via email or phone with same-day or next business day response times. From there, if escalation is needed to resolve an issue, our staff will take action to route the issue accordingly. Resolution status will be communicated to the customer via email.

7. Warranty

Contractor shall provide a one-year warranty on labor for all installation projects, in addition to the window film and/or polycarbonate product(s) manufacturer's warranty. The Contractor shall warrant that the work shall be performed in a timely manner, shall conform to the requirements of the contract, and shall be free of defects of workmanship.

Amazon Business does not currently offer installation services as part of our core offering; however, on a case by case basis, installation services can be accommodated. For more details, please see <https://www.amazon.com/gp/help/customer/display.html?nodeId=GRD263UR6NNUTT48>.

Product warranties are determined by the individual sellers in our online store. Product warranty details can be found on the respective product page and may vary depending on the product. For more information on warranties, repairs, and replacing or returning products, please visit the following link: <https://www.amazon.com/gp/help/customer/display.html?nodeId=GFOYJJ5P2DA32EZW>. For products sold and fulfilled by Amazon, returns are simple and easy. Our full return policy can be found at the following link: https://www.amazon.com/gp/help/customer/display.html?ref=hp_left_v4_sib&nodeId=GXM7UWCH63ZJHAVP.

2. Breadth of Offerings and Ordering

State what product Categories you are submitting for and describe the depth and breadth of offered Categories, and how it relates to the Scope of Work. Submit a detailed description on the delivery of goods beginning from initial order to delivery, including lead times, shipping/delivery methods. What systems does offeror have in place to ensure this process is user friendly and delivered in a timely manner.

Amazon Business has hundreds of millions of business-relevant products, from office supplies to professional-grade equipment specific to niche industries. To maintain existing supplier relationships, customers can invite negotiated vendors to onboard to Amazon Business. Procurement professionals can cut costs with business-only prices, deals, and bulk discounts, plus up to an additional 10% off with Recurring Delivery on eligible items. Users can conduct order management, search for products, and complete their entire transaction directly in Amazon Business, including payment and shipping options. Users also have access to order tracking, order history, printable invoices, reporting, and more within their accounts.

Our product detail pages provide customers with the ability to view product descriptions, specifications, multiple pictures and images, reviews (including text, star ratings, images, and videos), and questions with answers from customers across the globe who purchased the same items. We receive more than 30 million reviews each week and use a combination of machine learning technology and skilled investigators to analyze each review. If inventory is not available for a specific item, there is a vast array of similar but alternative items to choose from within Amazon Business. These items will be available at then-current and competitive, business-only pricing.

Product categories include, but are not limited to:

- Computers and IT Accessories
- Maintenance, Repair, and Operating (MRO) Supplies
- Office Products
- Electronics

- Breakroom Supplies
- Home Decor and Interiors
- Arts and Sports Equipment
- Medical Supplies and Consumables
- Automotive and Fleet Parts
- Outdoor Sports
- Janitorial and Sanitation Supplies
- Office Furniture
- Food Service Equipment
- Childcare Supplies and Toys
- Gift Cards and Vouchers
- Books and Ebooks
- Amazon Devices
- Clothing, Shoes, and Uniform Essentials

Amazon Business utilizes the full distribution and logistics network in use by Amazon. More information on Amazon's facilities can be found here. To deliver packages to customers, Amazon uses a vast network of delivery vehicles, shipping directly with Amazon and through other carriers such as UPS and USPS. Business Prime-eligible items will enjoy the following shipping benefits:

- **Free Two-Day Shipping.** Unlimited free Two-Day Shipping on over 100 million items. Look for the Business Prime logo while shopping and choose Two-Day Shipping at checkout. Get Same-Day or One-Day Shipping on eligible orders.
- **Amazon Day for Business.** Business Prime members can choose Amazon Day to minimize the number of deliveries and packages by selecting one day of the week to receive weekly eligible ordered items.

After an order has shipped, users can track their packages on Amazon Business online or on the mobile app. From "Your Orders," users can find tracking information in their order details. If an order includes multiple items, each may have separate delivery dates and tracking information.

We provide a user-friendly online buying experience to make finding and purchasing supplies easy. Amazon Business integrates with 150+ leading e-procurement systems and supports EDI and cXML punchout protocols with invoices transmitted via PDF, EDI, or cXML. Amazon Business gives administrators the tools to establish controls while providing appropriate transparency. Features include the ability to onboard buyers and set individual spending limits at applicable thresholds, as well as the ability to create approval workflows and set up batch approvals, which eliminates the need to approve orders individually. End users can add comments to indicate the project for which items are purchased. Approvers can delegate approvals to others, for instance, when they are out of office. Reporting and transparency are enabled at the individual, group, and account levels. Payment methods and shipping addresses can be established at the end user or administrator level, providing an additional means of account management.

3. Customer Service, Training and Support

Submit a detailed description of Offeror's customer service, training and support that will be provided to assist throughout performance of the contract. State key personnel that will provide these services. Describe how your organization responds to any potential customer complaints. Describe how users access such services (phone call, web chat,

webinars, video call). State whether any training offered is in-person or web-based. Describe in detail your training and implementation process for eligible end-users.

Amazon's Customer Service team has a very clear purpose—to prevent and solve problems and delight our customers. Amazon employs Customer Service Associates in more than 130 locations in over 40 countries around the world, supporting customers in 16 languages. Customer Service tracks complaints and issues across many categories and uses a diverse set of metrics. For example, we track frequent questions including: Where's my stuff? Problem with an Order? Returns and Refunds? Punchout Issues? Product Information? And more. The team records metrics such as the number of contacts for similar issues and time to resolve issues. Customer Service is focused on preventing and solving problems for customers, from designing and developing self-service technologies, to building and managing products and programs, to interacting directly with customers. Our team continuously innovates to raise the bar on customer experience. We listen to our customers and escalate pain points to enable Amazon to improve and deliver exceptional customer service. Our technology and product teams build world-class customer relationship management systems and self-service solutions used by millions of customers every day.

If you have an issue or inquiry, you can contact Amazon Business Customer Service. To solve your issue, we may open a case on your behalf. All of your cases are listed in Your Interactions in Your Account. When we update a case, you will receive an email with a link to your case.

Your Interactions enables you to:

- Filter cases by active or resolved.
- Respond to a case. Select Reply in an active case.
- Reopen a case. Select Reply and reopen in a resolved case.
- Reference case information like the Case ID and email history.
- Use the Case ID when contacting Amazon Business Customer Service.

Participating entities can report urgent issues to your dedicated Account Executive, as well as contact Customer Service 24 hours a day, 7 days a week. Our team supports customers in 16 languages from over 130 locations around the globe. Chat agents are connected within less than a minute on average, and email response time is by next business day pending complexity of the request. Customer Service escalation specialists are available from 8AM to 8PM EST, and you can also submit a call-back request via the online portal. Account Executives can be reached via email or phone with same-day or next business day response times. From there, if escalation is needed to resolve an issue, our staff will take action to route the issue accordingly. Resolution status will be communicated to the customer via email.

Dedicated staff will be ready to support buyers through account launch, questions, and overall activation. In-person and webinar trainings are available for account administrators and end users. These trainings are typically one-hour sessions hosted as part of the implementation process and can be requested through your dedicated Account Executive. On-demand self-service training videos and downloadable how-to guides are available at the following link: <https://business.amazon.com/en/discover-more/events/training-videos>. Our team can also support your staff with a presentation to showcase the functionality and capabilities of Amazon Business. An overview of Amazon Business solutions is located at: <https://business.amazon.com/en/find-solutions>.

In addition, our Professional Services support organization can work with you directly and support punchout implementation from startup through launch. Professional Services is a global team of experts providing consulting and implementation support to help customers get the most out of

Amazon Business. Our team can work with you to build tailored and integrated solutions that enhance your organization's procurement strategies, tools, and processes.

Webinar and video trainings are also available for both account administrators and end users for the following topics:

- Direct access registration
- Shareable link registration
- Buying policies and approvals, including configuration of Guided Buying, spend limits, and reviewing requests
- Members overview, including user roles and permissions, groups, and adding and removing users
- Single Sign-On (SSO)
- e-procurement
- Budget management, including step-by-step instructions and configuration
- Bulk ordering

Please visit the following link to access our training materials:

<https://business.amazon.com/en/discover-more/events/training-videos>.

4. **Omnia Master Agreement Promotion**

Describe your company's experience working with contracting cooperatives and how you intend to market and encourage usage of your Master Agreement. Describe your approach to negotiation of Participating Addenda. Describe the extent to which you provide Participating Public Agencies flexibility in incorporating entity-specific language into their Participating Addenda (e.g., do you require entities to provide statutory citations for their entity-specific language? Are you able to devote resources to negotiate multiple Participating Addenda?)

Amazon Business, through multiple cooperative contracts with OMNIA, delivers cost-saving solutions that simplify procurement and drive compliance with purchasing requirements for public sector entities including state and local governments, public and private K-12 school districts, institutions of higher education, and nonprofit organizations. Please visit the following website to learn more: <https://www.omniapartners.com/publicsector/suppliers/amazon-business/overview>.

If awarded, Amazon Business can provide customers with marketing collateral to market and promote the contract. Amazon Business will collaborate with you to ensure buyers and member agencies are aware of the awarded contract, activation process, and contract benefits. Amazon Business will market the contract in accordance with our corporate business practices.