**amazon business**

# Request for Competitive Offers for Online Marketplace

## The County of Rockland

RCO-RC-EPC-2025-007

07/10/2025

# Table of Contents

Amazon Confidential. The information in this document may not be disclosed without the prior written consent of Amazon.          iii

legal

# 1.    Executive Summary

**Background and Overview**

The County of Rockland, on behalf of GOVMVMT Purchasing Cooperative and other government agencies, is seeking to establish an online marketplace solution to transform how public entities procure everyday essentials. This initiative aims to establish a comprehensive solution that serves state agencies, local governments, school districts, higher education institutions, and other eligible public organizations across the United States.

The selected online marketplace will provide participating agencies with access to a broad selection of products across multiple categories including office supplies, education-based accessories and related supplies, IT peripherals, higher education scientific equipment, lab supplies, clothing, and other routine purchases. Through this partnership, participating agencies seek to establish a relationship with an ecommerce marketplace provider capable of delivering a user-friendly purchasing experience, maintaining competitive pricing through a dynamic marketplace model, and providing comprehensive reporting and analytics. This approach will help public agencies reduce administrative burden, optimize spending, and improve procurement efficiency while maintaining appropriate controls and compliance requirements.

Exceptions or requirements that cannot be met have been redlined throughout the response to the Request for Competitive Offers.

**Our Solution**

Amazon Business can address the County of Rockland on behalf of GOVMVMT Purchasing Cooperative and other government agencies, product needs, and provide significant value to meet the objectives of this solicitation. 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.

**Amazon Business Online Marketplace**

Our user-friendly buying experience makes it easy for customers like County of Rockland and other participating public agencies to find the selection you need and the price competition you require—all in one place. Amazon Business offers millions of products at competitive prices from a variety of sellers. Hundreds of thousands of third-party selling partners, including small, diverse, and local businesses, sell goods on Amazon Business. This vast third-party selection, coupled with items sold by Amazon, allows buyers to view competitive product prices from multiple offers. Sellers can update their pricing instantly to win your business.

**Dedicated Customer Support**

The County of Rockland and other participating public agencies will receive one-on-one support from a dedicated Account Executive to assist with onboarding and implementation. You will also have access to additional Amazon Business team members, including Professional Services team members, to support implementation, innovations, and improvements. Additionally, Amazon provides 24/7 customer support in 16 languages from more than 130 locations around the globe.

**Delivery & Shipping**

Amazon Business uses Amazon's full distribution and logistics network. Our delivery system includes a vast network of last-mile delivery vehicles when shipping directly with Amazon Logistics (AMZL) and

legal

through other carriers such as UPS and USPS. Amazon's ground fleet consists of hundreds of thousands of transportation employees worldwide, and our Amazon Air cargo fleet has 100+ aircraft. Over 100 million items in our store are delivered for free in two business days after they ship.

## Trade Secret and Confidential or Proprietary Information

As required in the Rockland County General Terms and Conditions, Amazon Business requests the Commissioner not disclose our proposal submitted in response to Solicitation RCO-RC-EPC-2025-007, which has been marked as Amazon Confidential.  Amazon Business's detailed proposal response includes information which is known only to certain individuals within Amazon Business, which is used in Amazon Business's business and has both actual and potential commercial value, which gives Amazon Business an opportunity to obtain a business advantage over competitors who do not know or use this information.  The material submitted by Amazon Business is highly valued and unique to Amazon Business, thoroughly outlines Amazon Business security measures, business model, financial information, and bid proposal strategy, as well as other Amazon Business trade secrets which are exempt from disclosure under New York State Freedom of Information Law (FOIL) Article 6, Sections 84-90, and which Amazon Business takes great and reasonable efforts to maintain its secrecy.

If Amazon Business's trade secrets were disclosed and Amazon Business's competitors were to obtain this information, it would prejudice the competitive position of Amazon Business resulting in irreparable harm to Amazon Business and allowing our competitors to obtain economic value from the disclosure of our trade secrets. Further, the disclosure of Amazon Business's proposal is not in the public interest. The public has a significant interest in having a free and unfettered marketplace, where companies such as Amazon Business are able to independently bid on public projects with the state of New York and provide trade secrets to potential customers for evaluation, without fear that such trade secrets may be improperly disclosed.  In the event the County receives a FOIL request seeking disclosure of Amazon Business's Confidential Information, we request the County provide Amazon Business a copy of the FOIL request and provide an opportunity to review the request and seek relief, as applicable and allowable under the applicable FOIL.

## Proposed Contract Structure

Amazon Business has proposed an alternate contract structure with our submission.  Operators of online stores have terms and conditions governing the use of the store.  The alternate contract structure incorporates these terms while ensuring there are not conflicts between those terms, Rockland County's terms and GovMVMT's terms.

**Agreement between Rockland County and Amazon Business:**
Master Agreement
Exhibit A Rockland County General Terms and Conditions
Exhibit B Empire State Cooperative Terms and Conditions

**Agreement between GovMVMT and Amazon Business:**
Administration Agreement
Exhibit A GovMVMT Supplemental Terms
Exhibit B Amazon Business Marks
Exhibit C Master Intergovernmental Cooperative Purchasing Agreement
Exhibit D Lead Public Agency Certificate
Exhibit E Federal Funds Contract Provisions
Exhibit F FEMA Contract Provisions
Exhibit G Amendment 1 to the Amazon Business Accounts Terms and Conditions
Exhibit H New Jersey Business Compliance

legal

RCO-RC-EPC-2025-007

amazon business

# 2.  Product Information/Service Capability

Provide website address that lists all products and services, and associated items, that can be provided by Proposer under this contract.

https://business.amazon.com

Provide detailed information on service capability.

Using Amazon Business as your strategic supplier can reduce costs through several means including our dynamically priced online marketplace, technological features, reporting capabilities, and access to other services at no additional cost.

**Customer Service and Support:**

Our award-winning Customer Service team is at the heart of Amazon's mission to be Earth's most customer-centric company. Together, we create, we build, and we take ownership for what we do—whether we're developing new technology in-house, launching an Amazon fulfillment center, or delighting our customers by delivering packages directly to them. Customer Service focuses on a variety of solutions for our customers—from designing and developing self-service technologies, to interacting directly with customers, to building world-class customer relationship management systems used by millions of customers every day through Amazon's websites, shopping apps, and devices.

Amazon supports customers in 16 languages from more than 130 locations around the globe. Account administrators and requisitioners have the option to call, email, or chat with our Customer Service team through this link. Customers can also connect with their dedicated 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.

Participating agencies will have access to work with Amazon Business team members to implement innovations and improvements, including Account Executives, Professional Services team members, and more. Our team can identify areas for continued optimization and savings, and ensure you are getting the most of your Amazon Business account. This support includes:

- **Account Executives:** Account Executives assist with account setup, implementation, and administration. They answer questions, address concerns, troubleshoot issues, and ensure contract compliance and submission of on-time reports.

- **Professional Services:** Our Professional Services team work directly with your organization to execute smart buying solutions to configure your account to help achieve your intended outcomes. Our team is involved from the beginning of your journey, meaning the transition between our team of experts is seamless.

**Procurement Technology and Tools**

Amazon Business gives administrators the tools to establish controls while providing appropriate transparency. There are several benefits unique to Amazon Business that make it

legal

a superior procurement and order management solution for professionals. Below are key Amazon Business features that digitize and streamline the purchasing process:

- **Guide buyers toward preferred items.** Use Guided Buying, a Business Prime feature, to prefer, restrict, or block specific sellers or products.
- **Approval workflows.** Reduce time spent reviewing purchases while maintaining compliance with spending policies. Approval workflows help control spending limits, set approvers, and more. Scale workflows across your organization or customize them for different groups.
- **Payment solutions.** Choose from multiple payment methods and share them across groups. Organizations with tax-exempt status can sign up for the Amazon Tax Exemption Program and make tax-exempt purchases on eligible orders.
- **Amazon Business** Lists allow users to bookmark preferred products, reorder products, remember products for later, or highlight products they would like other buyers to purchase.

**Reporting Capabilities**

Amazon Business understands the importance of having real-time analytics to drive business decisions. Data must be accessible, accurate, and analysis-friendly to inform decision making. Amazon Business Analytics (AB Analytics) is available to customers in real time and can be used to view spend data and create customized reports based on specific needs. AB Analytics contains filterable and sortable information about your Amazon Business procurement history, helping provide data for audit readiness, reimbursement, program reviews, etc. AB Analytics covers a variety of attributes such as order IDs, returns, refunds, transaction dates and amounts, payment instruments, purchase order numbers, order contents, and tracking numbers.

In addition, Spend Visibility, a Business Prime feature, offers a comprehensive dashboard solution that allows users at all levels of the business to make informed, data-driven decisions. Spend Visibility is highly customizable and has the ability to perform advanced forecasting. Whatever the size of your business, Spend Visibility can help you to determine measures to help cut costs and optimize spend. Automating the process of business data analytics can free up valuable time and resources within your organization, allowing your team to work smarter and spend less time gathering information.

**Bulk buy and palletization**

Users can buy in bulk from Amazon Business to save costs and streamline business. Over one million products are available in case packs for office, breakroom, janitorial supplies, and more. Whether you need two or 2,000 items, Amazon Business has your bulk supplies needs covered.

- **High volume purchase.** Defined as a single-SKU order greater than $10K or 999 units. Customers can make non-quoted or quoted large quantity purchases.
- **Case packs and pallets.** Our B2B-specific selection makes it easier and more convenient for business customers to buy large quantities of a single product in case packs or pallets.

legal

- **Quantity Discounts.** Available on over 40 million products, with some discounts starting as low as two units. Suppliers can set pricing tiers to where unit price comes down as volume goes up.

## Integrations

Amazon Business simplifies the procurement process, and one of the key ways it does this is by integrating with third-party systems to drive efficiencies and quickly discover insights. By integrating your existing systems to a single source of supply, you can build an integrated buying journey that matches your preferences and meets your goals.

- **Drive compliance.** Direct purchases from Amazon Business through your purchasing system to help comply with your organization's buying policies.
- **Save time and money.** Make purchases with less clicks, training time, and product searches. Reduce time spent on reconciling one-off expense reports and checking multiple supplier sites.
- **Increase visibility.** Gain insights into your Amazon Business spend within your purchasing system. Find opportunities to save costs.

## Punchout

Punchout is typically the first integration enabled for many integration partners and customers. It can be a prerequisite for other integrations that add on to your capabilities. With punchout, customers begin in their e-procurement system, then jump out to Amazon Business to make a purchase. Amazon Business has integrated punchout with over 300 e-procurement partners globally, including Jaggaer, SpendBridge, Oracle, Ivalua, Teampay, BuyerQuest, SAP Ariba, Skyward, QuickBooks, Okta, Coupa, Procurify, and more. Our team maintains a library of downloadable how-to guides and step-by-step videos that explain how you can set up punchout, processes, and policies across your Amazon Business account. Our Professional Services team can work with you directly to support implementation of punchout from startup through launch.

## Punch-in

With Punch-in, shopping starts on Amazon Business and ends in your e-procurement solution for approvals and budgeting. It offers a unique combination of the familiar Amazon interface and processes for compliance and control. Every punchout user can also use Punch-in, which means little setup is needed. Punch-in is ideal for both occasional and frequent buyers that prefer the Amazon Business shopping experience. By punching into an e-procurement system, buyers can route a larger share of spend to help ensure purchases are in line with your buying policies and approvals processes.

## Integrated Search

Most business purchases begin with a search. Integrated Search lets buyers search and shop from spend management or procurement tools, reducing clicks, saving time, and supporting compliance with your purchasing policies. Spend limits can be set by tapping Business Prime features, and Guided Buying policies can steer buyers to preferred products and categories.

## E-invoicing

legal

Invoice integration, or e-Invoicing, enables transmission of purchase and invoice data to customer reconciliation systems, payment card networks, or government portals in a system-readable format through an integration. This helps organizations to automatically reconcile and validate their purchases on Amazon Business with three-way matching, and they can also process payments and file tax claims more easily. Invoice integration drives automation of invoice reconciliation and payment processing and delivers cost savings of up to 80% for Amazon Business's large enterprise customers.

**Custom Quotes**

Amazon Business integrations also can solve various customer pain points throughout the procurement process, such as requesting a custom quote. In the procurement industry, many customers use various quoting tools to request quotes from suppliers against a purchase request. As a result of customer feedback, Amazon Business now offers the ability to integrate with such quoting tools to systemically ingest and respond to RFQs.

**Additional APIs**

- **Reporting API.** Provides order history data, tracking, and payment details directly to your reporting tools. Facilitates efficiency improvement with automated reporting.
- **User Management API.** Creates Amazon Business user accounts with a specified name and New-to-Amazon (NTA) email address. Customers use this API to automatically create accounts for customers without an AB user account in their business's AB account.
- **Ordering API.** Allows buyers to submit orders electronically without logging into Amazon Business. Creates a simplified approval and budget process within your system.

**Delivering for business customers**

With increasing complexity of delivery needs due to hybrid or remote employees, different business locations, and unique time zones and operating hours, organizations of all sizes require smart solutions to equip their teams with essential work items. Amazon Business empowers organizations to leverage Smart Business Buying features to manage their delivery preferences, ensuring teams receive what they need—when, where, and how they need it. Our massively scaled, end-to-end supply chain enables the procurement and distribution of mission-essential goods, just-in-time for our customers.

Amazon Business customers can tailor the delivery experience by using the Delivery Preferences feature. Delivery Preferences allows you to specify opening times for your business, include instructions for delivery, and more. Buyers can set preferences for individual shipments, while account administrators can designate preferences for eligible deliveries organization-wide. This helps to promote a consistent and improved delivery experience across business locations.

- **Choose the day and time you want shipments delivered.** Amazon Business enables you to set delivery windows on workdays when you'd like your shipments delivered.

- **Leverage Same-Day Shipping.** You can opt for fast same-day shipping for eligible items (available only to Business Prime members). These deliveries can occur outside

legal

normal business hours. If your business can accept evening deliveries, simply turn on Same-Day Shipping.

- **Provide customized instructions for seamless delivery.** Note specific drop-off points, share access codes, and offer detailed instructions on entrances or loading docks.

- **Opt for pallet delivery.** If your location can receive pallets, you can indicate that as a preference for large deliveries. Amazon Business will prioritize eligible shipments for delivery on a pallet at no additional cost.

- **Upload shipping addresses in bulk.** Upload multiple shipping addresses and share them with different groups within your organization. Once uploaded, purchasers in those groups can have their shipments delivered to any of those addresses.

- **Consolidate shipments for delivery.** Choose one or two days of the week to receive eligible deliveries from Amazon Business (Amazon Day—available only to Business Prime members).

- **Set up recurring deliveries.** Save time by setting up recurring deliveries on frequently purchased items at a cadence that works for you. Plus, earn discounts up to 5% on eligible items and up to 10% on eligible items fulfilled by Amazon.

> Provide available payment terms and payment methods – purchase order, credit card (Procurement card), etc. If credit cards are accepted, may credit card payment(s) be made online?

Amazon Business integrates with 300+ leading procurement applications and supports cXML invoicing. Amazon Business provides multiple payment options for maximum flexibility, including procurement/credit card (p-card) and Pay by Invoice. Payment can be accepted immediately via p-card upon order, or made later through invoicing against a purchase order. If using Pay by Invoice, participating entities will be invoiced in one of two ways:

- Emailed PDF Invoice

- CXML or EDI invoicing via e-procurement system

To learn more about Pay by Invoice, visit the [About Pay by Invoice](#) page.

Amazon Business offers a variety of other payment method options including:

**Credit and debit cards**: Credit card payments can be made online. Amazon Business accepts credit and debit cards from Visa, Mastercard, American Express, and more.

**Business Prime American Express or Amazon Business American Express**: The Amazon Business American Express Card allows you to earn rewards (% back as reward points or extended payment terms) on all purchases on and off Amazon Business. [Visit our detail page for more information about the Amazon Business American Express card.](#)

**Pay over time installments plan with Affirm**: Pay over time installments plans in partnership with Affirm enables sole-proprietor and registered businesses (such as LLC, Partnership, and Corporation) shopping on Amazon Business the additional flexibility to pay for purchases over

Amazon Confidential. The information in this document may not be disclosed without the prior written consent of Amazon.      5

legal

time through equal monthly installments. Pay over time installments plan with Affirm offers equal monthly installments of 3 to 48 months durations for cart values of $100 or more. It is a transaction-based joint liability payment option that the business and business owner will be jointly responsible for the payment. To learn more, visit [Buy now, pay over time with Affirm](#).

**Checking accounts**: You can add your business and personal checking accounts to your business account, when you use individual or shared payment settings.

**Gift card**: You can redeem gift cards only using Individual Payment Methods. If you are purchasing from a shared pay group, the gift card will not be visible at checkout.

Administrators can select Shared and Individual Payment Methods in Business Settings to provide payment methods for the group and allow employees to use their own payment method.

If the gift card does not cover the full balance of the order, you can add another individual payment method to complete the order. You cannot use gift cards with shared payment methods on the same order.

### Describe your company's webportal/e-procurement capabilities

Amazon Business provides a user-friendly online buying experience to make finding and purchasing supplies easy. Our service integrates with 300+ leading e-procurement software systems for punchout ordering and supports EDI and cXML punchout protocols with invoices transmitted via PDF, EDI, or cXML. Features include the ability to onboard buyers and set individual spending limits at applicable thresholds as well as create approval workflows and set up batch approvals, which eliminates the need to approve orders individually. Approvers can also delegate approvals to others (e.g., when they are out of office), and end users can add comments (e.g., to indicate the project for which items are purchased).

When a buyer selects an item, product offerings from third-party selling partners are presented alongside Amazon Business listings. This enables users to compare, select, and order items with transparent shipping speeds, customer ratings, and pricing to ensure they're getting the best price. On the Offer Listing Page, users can view seller ratings and socioeconomic credentials including small, women-owned, veteran-owned, and minority-owned businesses. Order tracking is available for individual users and administrators via "Your Orders." Users can check their own orders, while administrators can check all orders within their group or subgroup. After an order has shipped, users can track their packages on Amazon Business online or via the Amazon Business mobile app. If an order includes multiple items, each may have separate delivery dates and tracking information.

Amazon Business Analytics is available to customers in real time and can be used to view spend data and create customized reports based on specific needs. Reports can be titled and saved as templates for future access. Amazon Business supports a multilevel account group structure allowing data to be filtered and reported at the account level and for any defined group or subgroup. Data can be filtered and reported on by category, item type, selling partners, customer groups, users, and more, with additional filters and columns as needed to pull more specific information. You can start with one of the below curated reports and then customize it to fit your needs with over 60 customizable fields:

**amazon business**

- 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.

Guided Buying, Spend Visibility, and Pay by Invoice are additional features available to you through Business Prime. Learn more about Business Prime features and plans here: https://www.amazon.com/businessprime.

Describe your company's Quality Assurance/Quality Control processes for tangible products, online offerings, and customer service.

Amazon expects all products sold in the Amazon Store or provided to Amazon to be manufactured or produced in accordance with our Supplier Code of Conduct ("Supplier Code"). We also expect all suppliers of goods and services to Amazon to comply with the Supplier Code, even when this Supplier Code exceeds the requirements of applicable law. To learn more about our Supply Chain Standards, please visit: https://sustainability.aboutamazon.com/amazon_supply_chain_standards_english.pdf.

In addition, Amazon provides an A-to-Z Guarantee that covers the timely delivery and condition of items and protects customers when purchasing items sold and fulfilled by third-party selling partners. You can learn more about our A-to-Z Guarantee by visiting: https://www.amazon.com/gp/help/customer/display.html?nodeId=GQ37ZCNECJKTFYQV. If you're unable to resolve an issue directly with the seller, you can make a claim directly to Amazon and our team will assess your eligibility for a refund.

Describe your company's level of service as it relates to customer service, shipping, lead times, warranties, returns, and order placement.

From customer support, shipping, returns, order placement, and beyond, Amazon Business provides comprehensive solutions designed to streamline your purchasing experience.

**<u>Customer Service</u>**

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:

legal

RCO-RC-EPC-2025-007

amazon business

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.

## Shipping & Lead Times

Over 100 million items arrive two business days after they ship. Delivery times vary from one to two days or more depending on the product. We calculate delivery estimates by adding the transit time to the estimated shipping date. We estimate delivery by adding transit time to the shipping date. Transit time depends on your shipping speed. We use business days, excluding weekends, and account for holidays to calculate transit time. An exception to this is when a weekend delivery option is available during checkout.

Sometimes we provide an "order within" countdown. This shows the time that you have to place the order for us to meet the delivery date shown. The date may change before you order and your order confirmation email will have the final delivery date. You can track your order in Your Orders after it ships.

- *Free Two-Day Shipping through Amazon Business Prime*. If an item is out of stock, you may not get it in two business days. Faster shipping reduces transit time but doesn't impact the order preparation time. Shipping time starts when the item ships.
- *Free Shipping*. Your order will arrive in 5-8 days. We ship orders cost-effectively, so it may take longer than expected, but we'll ship in time to arrive by the expected delivery date.
- *Orders Placed with Amazon Marketplace Sellers*. Delivery dates may vary for Marketplace sellers. For more information, contact the seller directly. Amazon handles questions about shipping for Prime orders.
- *International Shipments*. Orders may be delayed by Customs.

**Note:** Unexpected delays such as weather conditions add 2-3 business days. Ordering more items may make some ineligible for One-Day Delivery if they are not available locally.

Amazon Business does not have a backorder policy. Except in limited circumstances, users are unable to place orders for out-of-stock items. Upon searching for an item, users will see that the item is out of stock and will be provided with a list of alternative products available for purchase.

## Returns

Amazon offers free returns on most items delivered to an address within the 50 U.S. states. Look for whether the item is eligible for "Free Returns" next to the price to confirm that the item qualifies before ordering. Buyers can exchange or replace an item through Amazon's Online Returns Center if the exchange or replacement meets certain criteria. Depending on the item and reason for the return, shipping methods may vary, and could include mail and/or in-store return options. Most new and unopened items sold and fulfilled by Amazon can be returned within 30 days of delivery for a full refund. Users can track the status of their refund and return on the Your Orders page.

legal

amazon business

When an item is ordered from a seller that fulfills and ships its own inventory, the return is sent back to the seller instead of Amazon Business. Most sellers offer a return policy equivalent to Amazon's; however, some seller return policies may vary. The return policy of the seller can be viewed in the Returns and Refunds Policy section of the seller's profile page. To view the seller's return policy once an item has been ordered, select the order in the Online Returns Center.

Please refer to the links below to learn more:

- Amazon Free Returns: https://www.amazon.com/b?ie=UTF8&node=18726306011
- Return Costs: https://www.amazon.com/gp/help/customer/display.html?nodeId=GXM7UWCH63ZJHAVP
- General Return and Refund Policies: https://www.amazon.com/gp/help/customer/display.html?nodeId=GKM69DUUYKQWKWX7

## Warranties

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=GFQYJJ5P2DA32EZW.

Amazon provides an A-to-Z Guarantee to protect customers when purchasing items sold and fulfilled by third-party selling partners: https://www.amazon.com/gp/help/customer/display.html?nodeId=GQ37ZCNECJKTFYQV. The A-to-Z Guarantee covers both the timely delivery and condition of purchased items. If you are unable to resolve an issue directly with the seller, you can make a claim to Amazon and our Customer Service team will assess if you are eligible for a refund. Third-party sellers fulfilling their own items may charge a restocking fee under certain circumstances.

## Order Placement

Amazon Business provides a user-friendly online buying experience to make finding and purchasing supplies easy. Our service integrates with 300+ leading e-procurement software systems for punchout ordering and supports EDI and cXML punchout protocols with invoices transmitted via PDF, EDI, or cXML. Features include the ability to onboard buyers and set individual spending limits at applicable thresholds as well as create approval workflows and set up batch approvals, which eliminates the need to approve orders individually. Approvers can also delegate approvals to others (e.g., when they are out of office), and end users can add comments (e.g., to indicate the project for which items are purchased).

When a buyer selects an item, product offerings from third-party selling partners are presented alongside Amazon Business listings. This enables users to compare, select, and order items with transparent shipping speeds, customer ratings, and pricing to ensure they're getting the best price. On the Offer Listing Page, users can view seller ratings and socioeconomic credentials including small, women-owned, veteran-owned, and minority-owned businesses. Order tracking is available for individual users and administrators via

legal

"Your Orders." Users can check their own orders, while administrators can check all orders within their group or subgroup. After an order has shipped, users can track their packages on Amazon Business online or via the Amazon Business mobile app. If an order includes multiple items, each may have separate delivery dates and tracking information.

Amazon Business Analytics is available to customers in real time and can be used to view spend data and create customized reports based on specific needs. Reports can be titled and saved as templates for future access. Amazon Business supports a multilevel account group structure allowing data to be filtered and reported at the account level and for any defined group or subgroup. Data can be filtered and reported on by category, item type, selling partners, customer groups, users, and more, with additional filters and columns as needed to pull more specific information. You can start with one of the below curated reports and then customize it to fit your needs with over 70 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.

Amazon Business enables custom information fields on orders through "Business Order Information." Administrators can choose the order information requisitioners must enter at checkout. To set up or edit the order information that requisitioners must enter at checkout, complete the following steps:

Go to Business Settings and select Business Order Info.

Select the Enabled button beside each field that you want to use. You can add an additional custom field if necessary. Note: You can enable a maximum of 12 fields.

Complete one of the following steps:

- Leave the Open text field button selected to enable requisitioners to enter the text they want. You can also enter a default selection if necessary.
- Select the List of Defined Options button if you want the requisitioner to choose from the list of defined options. To add options, select Add.

legal

Select the Required checkbox for each field that you want to make mandatory.

Select Save.

Visit the link here for more information:
https://www.amazon.com/gp/help/customer/display.html?nodeId=202183880

Guided Buying, Spend Visibility, and Pay by Invoice are additional features available to you through Business Prime. Learn more about Business Prime features and plans here: https://www.amazon.com/businessprime.

# 3.    GOVMVMT Compliance Documents

Please see Exhibit A – Questionnaire for National Consideration and Exhibit B – Suppliers Response submission for response content.

# 4.    Cost Proposal Offer

a. Pricing based on their marketplace model.

Amazon Business offers a dynamically priced online marketplace with millions of products at competitive prices from a variety of sellers. Amazon Business customers may have access to business-only prices that include special pricing discounts. Business-only prices are available on only certain items, and those items may change from time to time. Amazon Business customers may also have access to quantity discounts on certain larger quantity purchases. These quantity discounts are available on only certain items and certain quantities of those items.

**GENERAL PRICING. The inherent price competition in our online store means** our prices change continually. "List Price" means the suggested retail price of a product as provided by a manufacturer, supplier, or seller. We regularly check List Prices against prices recently found on Amazon and other retailers. Certain products may have a "Was Price" displayed, which is determined using recent price history of the product on Amazon.

**BUSINESS PRICES.** Amazon Business customers may have access to business-only prices that include special pricing discounts. Business-only prices are available on only certain items, and those items may change from time to time.

**QUANTITY DISCOUNTS.** Amazon Business customers may have access to quantity discounts on certain larger quantity purchases. These quantity discounts are available on only certain items and on certain quantities of those items, and those items and quantities may change from time to time.

**SUBSCRIBE & SAVE DISCOUNTS.** Subscribe & Save offers a 5% discount on eligible products and an additional tiered discount when you have 5 or more subscriptions arriving on the same day to the same address. Subscribe & Save discounts apply to Subscribe & Save orders only.

Please see the following link for additional information on Amazon Business's pricing policy: https://www.amazon.com/gp/help/customer/display.html?ref_=hp_left_v4_sib&nodeId=GUKKCM63W PRVL86G

legal

e.  If your organization is already using Amazon Business, you may see an option to request joining the business account.

Customers awaiting business verification or needing to complete their registration details may have the opportunity to preview Amazon Business with a Browsing Access account, which offers limited access.

If Browsing Access is available to you, select the **Start Browsing** option that appears during the registration process or via email. Then sign in with the credentials created during registration. With Browsing Access, you can search the Amazon Business storefront for products, view prices and quantity discounts, and explore select business-only features.

on product pages. For Business Prime members, this experience is enhanced with the display of volume discounts and tiered pricing options, allowing for more strategic purchasing decisions.

When it comes to comparing products, Amazon Business has streamlined the process. Customers can use the side-by-side product comparison tool to evaluate multiple items simultaneously. The website also offers robust filtering options to narrow down choices based on specific criteria. Additionally, on individual product pages, customers can find a "Compare with similar items" section, making it easy to assess alternatives.

To stay on top of market trends, Business Prime members have access to a powerful Business Analytics dashboard. This tool provides valuable insights into spending patterns, purchasing trends within their organization, and category-specific analytics. These reports help customers understand their buying behavior and identify potential cost-saving opportunities.

# 5.    Detailed Response

## 5.1    Company Background and Experience

How long has your company been providing an Online Marketplace for the purchase of Products and Services?

Amazon.com, Inc. was founded in 1994. Amazon.com Services LLC (dba Amazon Business) was founded in 2015. Services are not available for purchase on our online marketplace.

Can you provide examples of similar projects where you've supplied an Online Marketplace for the purchase of Products and Services to public agencies through a cooperative contract?

Amazon Business, through multiple cooperative contracts, delivers cost-saving solutions that simplify procurement and drive compliance with purchasing requirements for public sector

legal

entities including state and local governments, public and private school districts, institutions of higher education, and nonprofit organizations.

**General Services Administration (GSA):**
Amazon Business was awarded a re-compete contract on the General Services Administration's (GSA) Commercial Platforms Program. We provide over 50,000 GSA SmartPay Purchase Card holders, from over 35 distinct agencies, with access to an online store for purchases of routine commercial products with the user-friendly, familiar experience of Amazon.com. Customers include the U.S. Department of Homeland Security (7,600+ buyers), U.S. Air Force (4,000+ buyers), Smithsonian Institute (500+ buyers), Social Security Administration (5,000+ buyers), and many more through the Department of Defense and Federal Civilian agencies.

**OMNIA Partners Cooperative Contracts: 1) Prince William County Public Schools; 2) State of Utah:**
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. To learn more, please see: https://www.omniapartners.com/publicsector/suppliers/amazonbusiness/overview.

**Pennsylvania Education Purchasing Program for Microcomputers (PEPPM) Cooperative Agreement:**
PEPPM is a national purchasing cooperative serving education systems and other public sector agencies throughout the U.S. Amazon Business provides a dynamic catalog of hundreds of thousands of items for participating agencies to purchase goods, including office and educational supplies. To learn more, please see: https://www.peppm.org/accounts/amazon/.

**Massachusetts Higher Education Purchasing Consortium (MHEC):**

MHEC was established under Massachusetts state law to provide efficiency and cost savings to its members. MHEC serves over 2,600 members including government entities, public schools and institutions of higher education, and nonprofit organizations, providing members with cost savings and procurement efficiencies. Amazon Business was competitively awarded a five-year cooperative contract for an online marketplace. Members are able to purchase products within the office and school supplies categories that meet their respective compliance requirements.

### 5.1.1 Product and Solution Offering

Fully describe your product/solution offering including pricing methodology

legal

**amazon business**

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
- Safety and PPE
- 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

legal

Amazon Business's dynamically priced online marketplace 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.
Amazon Business enables customers to get competitive pricing on hundreds of millions of built-for-business products. Cut costs with business-only prices, deals, and bulk discounts, plus get up to an additional 10% off with Recurring Delivery on eligible items. Amazon Business customers can set delivery preferences to get eligible orders when and where it is most convenient.

- Save more with Quantity Discounts starting at two units, with pricing discounts up to five quantity tiers and opportunities to request special prices on even larger orders. Use Request for Quote for discounted pricing on high-volume single-SKU purchases (>$10K or >999 units), saving time on negotiations with sellers.
- Set a Recurring Delivery through Subscribe & Save for frequently purchased products, while earning an immediate 5% discount on eligible items and up to 15% when you have 5 or more subscriptions arriving on the same day, to the same address.
- Leverage Budget Management to speed up pre-purchase approvals using control checkpoints and spending limits to help reduce manual processes.

## 5.1.2 Technical Specifications and Compliance

Demonstrate the proposed solution's ability to meet the technical requirements of the RCO.

Through Amazon Business' online business-to-business (B2B) e-commerce store, we provide users access to millions of business-only items and pricing, quantity discounts, and other benefits tailored to an organization's procurement needs not available to Amazon.com retail customers. Customers enjoy access via single or multi-user business accounts, dashboard-style reporting mechanisms, dedicated customer support, and other features not available to Amazon.com retail customers.

Amazon Confidential. The information in this document may not be disclosed without the prior written consent of Amazon.

16

legal

RCO-RC-EPC-2025-007

amazon business

| Feature | Amazon | Amazon Business |
|---|---|---|
| Buyers | Individual consumers | Businesses, organizations with tax IDs, government agencies |
| Account | Single user/family | Multiple users |
| Pricing | Retail | Business pricing, retail, negotiated pricing |
| Tax Exemption | As applicable | Exemption for qualifying organizations |
| Payments | Credit card, Amazon.com store card | Corporate cards, government purchase cards, Amazon.com corporate card |
| Products | All, except some B2B | All, plus some business-only products |
| Quantity Discounts | None | Tiered quantity discounts, rebates |
| Shipping | Prime, seller-fulfilled Prime | Business Prime, seller-fulfilled Prime |
| Insights/Analytics | Order history | Approval workflows, Guided Buying, purchasing analytics |

Multi-user business accounts offer flexible ways to manage business purchasing within your organization, helping to save time and improve purchasing processes. With Amazon Business, you can create and configure purchasing groups, add administrators, set permissions, and enable approval workflows. Then, easily turn data into actionable insights with tools to plan and manage purchasing.

- Buyers can get what they want, when they need it, using Approval Workflows to identify the right approver, assign multiple approvers, or enable batch approvals.
- Dig deeper to gain visibility into spending across your organization, monitor buying activity, and automate reporting with Amazon Business Analytics and Spend Visibility.
- Easily integrate with 300+ e-procurement solutions for a streamlined user experience that simplifies and secures your purchasing processes, including Single-Sign On (SSO) access and secure expense reporting using Punch-In and Punchout.
- Choose from multiple payment methods and share them across your organization. Buy now and pay later with Pay by Invoice or with the Amazon Business American Express Card.

## ERP Integration

Amazon Business can be integrated with 300+ leading procurement systems, including Procurify, nVision, WinCap, Unimarket, Jaggaer, Tyler Munis, SpendBridge, Oracle, Ivalua, Teampay, BuyerQuest, SAP Ariba, Skyward, QuickBooks, Okta, Coupa, and more. Account administrators can configure their purchasing system in Business Settings. Our team maintains a library of downloadable how-to guides and step-by-step videos that explain how you can set up punchout, processes, and policies across your Amazon Business account.

Our Professional Services support organization can also work with you to support implementation of punchout from startup through launch at no additional cost. Professional Services is a global team of experts providing consulting and implementation support to help customers get the most out of Amazon Business. For more information, please visit:

legal

https://business.amazon.com/en/find-solutions/streamline-procurement-process/integrations.

**Reporting Capabilities**

Amazon Business understands the importance of having real-time analytics to drive business decisions. Data must be accessible, accurate, and analysis-friendly to inform decision making. Amazon Business Analytics is available to customers in real time and can be used to view spend data and create customized reports based on specific needs. Amazon Business Analytics contains filterable and sortable information about your Amazon Business procurement history, helping provide data for audit readiness, reimbursement, program reviews, etc. Amazon Business Analytics covers a variety of attributes such as order IDs, returns, refunds, transaction dates and amounts, payment instruments, purchase order numbers, order contents, and tracking numbers.

In addition, Spend Visibility, a Business Prime feature, offers a comprehensive dashboard solution that allows users at all levels of the business to make informed, data-driven decisions. Spend Visibility is highly customizable and has the ability to perform advanced forecasting. Whatever the size of your business, Spend Visibility can help you to determine measures to help cut costs and optimize spend. Automating the process of business data analytics can free up valuable time and resources within your organization, allowing your team to work smarter and spend less time gathering information.

**Amazon Business App**

The Amazon Business app provides on-the-go access to shop and track business purchases. Accounts are free and sign-up is easy. Millions of products are accessible in the online store, allowing buyers to save time and money, no matter where they are. Enjoy the following benefits with the Amazon Business app:

- **A dedicated app for your business purchases.** Separate work and personal shopping. Shop with confidence using the dedicated app built specifically for your business. Create custom buying lists for frequently purchased items for your business, and share with your colleagues. Scan product barcodes and images to compare prices and check availability.
- **On-the-go business shopping and account management.** Stay informed with push notifications that provide order updates and approval requests. With Business Settings, you can easily manage payments, addresses, buying policies, and more.
- **One-click secure buyer access.** Maintain the same secure one-click experience as with your Single Sign-On integrated corporate applications. Use existing corporate credentials to purchase from Amazon Business without creating a new password.

Amazon Confidential. The information in this document may not be disclosed without the prior written consent of Amazon.

18

legal

amazon business

## Payment Methods

Amazon Business offers a variety of payment method options:

- **Credit and debit cards.** Amazon Business accepts credit and debit cards from Visa, Mastercard, American Express, and more.

- **Business Prime American Express or Amazon Business American Express.** The Amazon Business American Express Card allows you to earn rewards (% back as reward points or extended payment terms) on all purchases on and off Amazon Business. Visit our detail page for more information about the Amazon Business American Express card.

- **Pay by Invoice.** Pay by Invoice gives eligible Amazon Business customers an extended due date for paying for purchases made on credit. This method allows you to improve the cash flow and streamline your purchasing and payments processes. To learn more about Pay by Invoice, visit the About Pay by Invoice page.

- **Pay over time installments plan with Affirm.** Pay over time installments plans in partnership with Affirm enables sole-proprietor and registered businesses (such as LLC, Partnership, and Corporation) shopping on Amazon Business the additional flexibility to pay for purchases over time through equal monthly installments. Pay over time installments plan with Affirm offers equal monthly installments of 3 to 48 months durations for cart values of $100 or more. It is a transaction-based joint liability payment option that the business and business owner will be jointly responsible for the payment. To learn more, visit Buy now, pay over time with Affirm.

- **Checking accounts.** You can add your business and personal checking accounts to your business account, when you use individual or shared payment settings.

- **Gift card.** You can redeem gift cards only using Individual Payment Methods. If you are purchasing from a shared pay group, the gift card will not be visible at checkout. Administrators can select shared and Individual Payment Methods in Business Settings to provide payment methods for the group and allow employees to use their own payment method. If the gift card does not cover the full balance of the order, you can add another individual payment method to complete the order. You cannot use gift cards with shared payment methods on the same order.

## Customer Service and Support

Amazon provides 24/7 customer support in 16 languages from more than 130 locations around the globe. Account administrators and requisitioners have the option to call, email, or chat with our Customer Service team through this link. Customers can also connect with their dedicated 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.

legal

On Day 1 you will have access to work with Amazon Business team members to implement innovations and improvements, including Account Executives, Professional Services team members, and more. Our team can identify areas for continued optimization and savings, and ensure you are getting the most of your Amazon Business account. This support includes:

- **Account Executives:** Account Executives assist with account setup, implementation, and administration. They answer questions, address concerns, troubleshoot issues, and ensure contract compliance and submission of on-time reports.

- **Professional Services:** Our [Professional Services](#) team work directly with your organization to execute smart buying solutions to configure your account to help achieve your intended outcomes. Our team is involved from the beginning of your journey, meaning the transition between our team of experts is seamless.

## Delivery Experience

Amazon Business customers can tailor the delivery experience by using the Delivery Preferences feature. Delivery Preferences allows you to specify opening times for your business, include instructions for delivery, and more. Buyers can set preferences for individual shipments, while account administrators can designate preferences for eligible deliveries organization-wide. This helps to promote a consistent and improved delivery experience across business locations.

- **Choose the day and time you want shipments delivered.** Amazon Business enables you to set delivery windows on workdays when you'd like your shipments delivered.

- **Leverage Same-Day Shipping.** You can opt for fast same-day shipping for eligible items (available only to Business Prime members). These deliveries can occur outside normal business hours. If your business can accept evening deliveries, simply turn on Same-Day Shipping.

- **Provide customized instructions for seamless delivery.** Note specific drop-off points, share access codes, and offer detailed instructions on entrances or loading docks.

- **Opt for pallet delivery.** If your location can receive pallets, you can indicate that as a preference for large deliveries. Amazon Business will prioritize eligible shipments for delivery on a pallet at no additional cost.

- **Upload shipping addresses in bulk.** Upload multiple shipping addresses and share them with different groups within your organization. Once uploaded, purchasers in those groups can have their shipments delivered to any of those addresses.

- **Consolidate shipments for delivery.** Choose one or two days of the week to receive eligible deliveries from Amazon Business (Amazon Day— available only to Business Prime members).

legal

RCO-RC-EPC-2025-007

**amazon business**

### Guided Buying

Manage and guide purchasing within your organization by defining transparent guardrails. Features such as Buying Policies and Approvals, Guided Buying (a Business Prime feature), and Budget Management enable you to manage purchasing while fostering transparency and confidence in the buying process among purchasers.

- **Enable simple and transparent budgeting.** Easily set pre-approved budgets using the Budget Management tool. Allocate funds to your buyers and empower them to make timely and transparent purchasing decisions. Provide clear rationale for buying policies and approval workflows so that purchasers understand the intent.

- **Bring purchase orders to a closure quickly using 3-Way Match.** Avoid confirming receipt for orders that are missing, damaged, or incorrect. 3-Way Match automatically unites your order, item receipt, and invoice for faster reconciliation— matching all invoice line-items to the receiving status.

- **Balance buyer empowerment with purchasing control.** Drive compliance with internal purchasing policies by easily defining policies that identify preferred, restricted, and blocked product categories or sellers and set spend limits. Identify appropriate approvers for buying policies, and assign multiple approvers if needed, each with the ability to grant permission for a fast turnaround on eligible buyer orders.

- **Guide buyers to products your organization recommends.** Use Guided Buying to prefer products or sellers that your organization recommends and restrict or block non-preferred product categories.

With a view of your organization's spend and scalable mechanisms in place to encourage compliance, you can enable payment methods for all users to manage cash flow and reconcile purchases. You can optimize cash flow for your organization by using a flexible payment solution from Amazon Business. Pairing the convenience, value, and selection of Amazon Business with Pay by Invoice can help your organization simplify and streamline purchasing. With Pay by Invoice, you can easily reconcile purchases through detailed item-level invoices available via email or in your Amazon Business account. You also have the ability to customize your invoices to suit your organization's billing needs. For example, if your organization has multiple billing addresses, you can create templates specific to each address and assign that template to different groups within the organization. This feature can be helpful for organizations with different offices, different schools within a district, or the specific cost centers within the organization.

## 5.1.3 Support and Maintenance

What is your approach to providing ongoing technical support, service, and warranty services?

Amazon's mission is to be Earth's most customer-centric company, and our award-winning Customer Service team is a key part of that mission. The Customer Service team has a clear purpose—to prevent and solve problems and delight our customers. Our team supports customers in 16 languages from over 130 locations around the globe. Customer Service tracks complaints and issues across many categories and uses a diverse set of metrics. For

legal

example, we track frequent issues including "Problem with an Order," "Returns and Refunds," "Punchout Issues," "Product Information," and "Where's my stuff?"

The team also records metrics such as number of contacts for similar issues and time to resolve issues. Amazon's Customer Service technology and product teams focus on a variety of customer service solutions—from designing and developing self-service technologies, to interacting directly with customers, to building world-class customer relationship management systems used by millions of customers every day through Amazon's websites, shopping apps, and devices.

Amazon Business provides 24/7 support for our customers. Account administrators and requisitioners have the option to call, email, or chat with our Customer Service team through this link: https://www.amazon.com/gp/help/customer/contact-us?ref=bfooter_cu. Customers can connect with their dedicated 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.

For account administrators, Amazon Business provides an enhanced Customer Service team that will be available via phone, email, and chat to quickly resolve any questions. If your question is unable to be resolved upon initial contact, it will be escalated to the appropriate team with an expected SLA of 24-48 hours.

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=GFQYJJ5P2DA32EZW.

### Do you offer 24/7 support?

Participating agencies can report issues to 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 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.

### Please describe your support model.

Participating agencies can report issues to 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 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

legal

resolve an issue, our staff will take action to route the issue accordingly. Resolution status will be communicated to the customer via email.

Amazon Business has dedicated staff and resources to assist participating agencies with implementation. Timelines vary based on size, complexity, and pre-established features but typically range from one to six weeks. For existing system integrations, we expect no greater than a 30-day implementation period centered on user experience, account restructuring (if needed), and creation of change management tools to ensure a smooth and successful launch. Our Professional Services team can also work with participating agencies to support punchout implementation from startup through launch, if needed.

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.

### 5.1.4    Implementation and Training

What is your proposed timeline for delivery, installation, and testing of the products and/or services?

Amazon Business has dedicated staff and resources to assist participating agencies with implementation. Timelines vary based on size, complexity, and pre-established features (e.g., Business Prime) but typically range from one to six weeks. For existing system integrations, we expect no greater than a 30-day implementation period centered on user experience, account restructuring (if needed), and creation of change management tools to ensure a smooth and successful launch.

Participating agencies can also set up punchout integration by visiting: https://business.amazon.com/en/find-solutions/punchout or by working with your dedicated Account Executive upon contract award. Account administrators can also set up punchout using the self-configuration tool. Sign in to your Amazon Business account and go to Business Settings > Systems Integration > Configure Purchasing System and follow the step-by-step instructions.

Our Professional Services team can also work with participating agencies to support punchout implementation from startup through launch, if needed.

Can you provide details on the training program you offer for the products or services offered, including user and technical support staff training?

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

Amazon Confidential. The information in this document may not be disclosed without the prior written consent of Amazon.

23

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.

Our Professional Services team can work with participating agencies of to provide a customized training experience for all users. Our team works to build a training program to reach maximum participation and can offer a combination of in-person, online, and prerecorded options. Our team can also assist with customizing user guides for all end users.

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

An overview of Amazon Business solutions is located at: https://business.amazon.com/en/find-solutions.

### 5.1.5 Innovation and Future Proofing

How does your company account for future technological advancements or changes in in the marketplace?

**Governments at all levels—federal, state, and local—should have access to the best technology.** Harnessing the capabilities of advanced technology such as the cloud, artificial intelligence (AI), and edge computing are important to the ongoing safety and security of the country, its citizens, our communities, and the world. We will continue to provide governments and public safety agencies access to the most advanced technology and other commercial innovations.

Amazon Business has been leveraging artificial intelligence (AI) and machine learning (ML) for years to offer procurement professionals more efficient processes, a greater understanding of buying habits and, ultimately, reduced prices. We continually invest in technology and innovation to optimize our services. These advancements can help you stay at the forefront of supply chain resilience practices, such as near real-time tracking, automation, and predictive analytics.

Amazon has been making use of AI and ML for over two decades, meaning Amazon Business buyers can take advantage of these exciting capabilities. One way we've utilized these tools is

Amazon Confidential. The information in this document may not be disclosed without the prior written consent of Amazon.

24

legal

through improving the search experience and product discoverability for administrators and buyers. Amazon Business's AI-powered product recommendations can help buyers find comparable or identical items based on past purchases but at lower prices or with discount availability, often through the convenience of 'Subscribe and Save' or quantity discounts for bulk orders.

The use of AI in this process means buyers benefit from genuine insight without having to go through time-consuming research and comparisons. With the emergence of Large Language Models and scalable vector databases, we can create simplified procurement shopping experiences from a simple customer ask. For example, if you need HVAC part replacements while at a work site, you can simply ask Amazon Business, via the Amazon Business mobile app, for a large number of replacement parts, with confidence they fit specifications via an interactive confirmation, and complete your order in less than a minute.

AI is also being used to help companies gain greater insight into their buying patterns through Amazon Business Analytics and Spend Visibility (a Business Prime feature). This allows businesses to analyze data for timely insights to support decision making—identifying what has been spent and with which suppliers. Organizations can then use these insights to shape strategy by consolidating spend with fewer providers, for instance, or inviting suppliers to put forward their best price. Crucially, this can lead to immediate cost savings that can also be tracked over time.

AI and ML can also help deliver a better procurement experience for internal customers. Amazon Business makes use of sophisticated chatbots to help answer common customer questions, meaning if users have a query about an item, they can receive an immediate response or be transferred to a human. In the near future, customers may not even need to explain the issue at all, as the AI functionality will know exactly what stage they are at in the purchasing process and what kind of support they will require.

Specifically accept the Empire Procure Connect Terms and Conditions and the Supplier Convenience Fee

Amazon takes exception to this requirement. Amazon Business has proposed redlines to the Empire Connect Terms and Conditions and the Supplier Convenience Fee as part of our proposal response. This is available for negotiation should we be selected for contract award.

legal

# 6. Value-Added Considerations

Amazon Business delivers comprehensive value through its dynamically priced online marketplace, offering access to millions of products at competitive prices. Our online marketplace combines the efficiency of real-time pricing updates from both Amazon and third-party sellers with transparent price comparisons, creating a streamlined procurement process. The solution is supported by dedicated account management, 24/7 multilingual customer service, and Amazon's robust logistics network featuring two-day delivery on over 100 million items.

Additionally, using Amazon Business as your strategic supplier can reduce costs through several means, including access to other services at no additional cost (e.g., customer service, Professional Services, advanced analytics and reporting tools, a mobile app for on-the-go use, etc.). In the Amazon Business online store, third-party selling partners 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.

Amazon Business has hundreds of millions of business-relevant products, from office supplies to professional-grade equipment specific to niche industries. 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.

In addition to our dynamically priced online marketplace, Amazon Business customers have access to millions of business-only items and pricing, discounts, and other benefits tailored to an organization's needs that can reduce your total procurement costs, including:

- Amazon Business Request for Quote gives you the ability to request a discounted price on single-SKU purchases greater than $10K or 999 units—helping to support spot buys and buying in bulk for your organization, with typical savings of 10%.
- Amazon Business is your one-stop shop for instant volume savings with bulk purchasing discounts. Shop office supplies, breakroom products, janitorial supplies, and more from trusted brands. Whether you need two or 2,000 items, Amazon Business has your bulk supplies needs covered.
- With the Amazon Business American Express Card, choose 5% back or 90-day terms on U.S. purchases at Amazon Business, AWS, Amazon.com, and Whole Foods Market with an eligible Prime membership. If you choose to earn rewards, you'll earn 5% back on the first $120,000 in purchases each calendar year, and 1% back thereafter.

legal

- **Pay by Invoice**. Buy now and pay later at Amazon Business with no upfront interest or fees. With 30-day payment terms and on-demand itemized digital invoices, Pay by Invoice gives your business more flexibility and control.
- **Free shipping for eligible items**. Any item with "Free Shipping" on the product detail page that is fulfilled and shipped by Amazon is eligible and contributes to your free shipping order minimum. Customers that choose to purchase Business Prime receive unlimited free two-day shipping on eligible items, with no minimum spend.

- **Business Prime**. Business Prime is a membership program for organizations of all sizes with premium procurement benefits that help free time and resources. With Business Prime, users can unlock the best of Amazon Business. Members receive access to business-specific features and benefits based on the selected plan. Business Prime includes free shipping on eligible items, ability to guide users toward preferred products and suppliers with purchasing and spend policies, and visibility into organization spending. The cost of Business Prime varies based on organization size and type.

## Free and easy returns

Amazon offers free returns on most items delivered to an address within the 50 U.S. states. Look for whether the item is eligible for "Free Returns" next to the price to confirm that the item qualifies before ordering. Buyers can exchange or replace an item through Amazon's Online Returns Center if the exchange or replacement meets certain criteria. Most new and unopened items sold and fulfilled by Amazon can be returned within 30 days of delivery for a full refund. Users can track the status of their refund and return on the Your Orders page.

## Additional Resources

- Amazon Awards and Recognition – https://www.aboutamazon.com/about-us/awards-recognition
- Amazon Business Blog – https://business.amazon.com/en/discover-more/blog
- Amazon Supply Chain Standards – https://sustainability.aboutamazon.com/amazon-supply-chain-standards-english.pdf
- Customer Success Stories – https://business.amazon.com/en/discover-more/customer-success-stories
- Public Policy – https://www.aboutamazon.com/about-us/public-policy
- Safety at Amazon – https://safety.aboutamazon.com/
- On-Demand Webinars – https://business.amazon.com/en/events/reshape

legal