

**Solicitation Number: 101320****CONTRACT**

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and W.W. Grainger, Inc., dba Grainger North America, 100 Grainger Parkway, Lake Forest, IL 60045 (Vendor).

Sourcewell is a State of Minnesota local government agency and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that offers cooperative procurement solutions to government entities. Participation is open to federal, state/province, and municipal governmental entities, higher education, K-12 education, nonprofit, tribal government, and other public entities located in the United States and Canada.

Vendor desires to contract with Sourcewell to provide equipment, products, or services to Sourcewell and the entities that access Sourcewell's cooperative purchasing contracts (Participating Entities).

**1. TERM OF CONTRACT**

- A. EFFECTIVE DATE. This Contract is effective upon the date of the final signature below.
- B. EXPIRATION DATE AND EXTENSION. This Contract expires November 16, 2024, unless it is cancelled sooner pursuant to Article 24. This Contract may be extended up to one additional one-year period upon request of Sourcewell and with written agreement by Vendor.
- C. SURVIVAL OF TERMS. Articles 11 through 16 survive the expiration or cancellation of this Contract.

**2. EQUIPMENT, PRODUCTS, OR SERVICES**

- A. EQUIPMENT, PRODUCTS, OR SERVICES. Vendor will provide the Equipment, Products, or Services as stated in its Proposal submitted under the Solicitation Number listed above. Vendor's Equipment, Products, or Services Proposal (Proposal) is attached and incorporated into this Contract.

All Equipment and Products provided under this Contract must be new/current model. Vendor may offer close-out or refurbished Equipment or Products if they are clearly indicated in

Vendor's product and pricing list. Unless agreed to by the Participating Entities in advance, Equipment or Products must be delivered as operational to the Participating Entity's site.

This Contract offers an indefinite quantity of sales, and while substantial volume is anticipated, sales and sales volume are not guaranteed.

B. **WARRANTY.** Vendor warrants that all Equipment, Products, and Services furnished are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Vendor warrants the Equipment, Products, and Services are suitable for and will perform in accordance with the ordinary use for which they are intended. Vendor's dealers and distributors must agree to assist the Participating Entity in reaching a resolution in any dispute over warranty terms with the manufacturer. Any manufacturer's warranty that is effective past the expiration of the Vendor's warranty will be passed on to the Participating Entity.

C. **DEALERS, DISTRIBUTORS, AND/OR RESELLERS.** Upon Contract execution, Vendor will make available to Sourcewell on a case-by-case basis and as requested by Sourcewell a means to validate or authenticate Vendor's authorized dealers, distributors, and/or resellers relative to the Equipment, Products, and Services related to this Contract.

### **3. PRICING**

All Equipment, Products, or Services under this Contract will be priced as stated in Vendor's Proposal.

When providing pricing quotes to Participating Entities, all pricing quoted must reflect a Participating Entity's total cost of acquisition. This means that the quoted cost is for delivered Equipment, Products, and Services that are operational for their intended purpose, and includes all costs to the Participating Entity's requested delivery location.

Regardless of the payment method chosen by the Participating Entity, the total cost associated with any purchase option of the Equipment, Products, or Services must always be disclosed in the pricing quote to the applicable Participating Entity at the time of purchase.

A. **SHIPPING AND SHIPPING COSTS.** All delivered Equipment and Products must be properly packaged. Damaged Equipment and Products may be rejected. If the damage is not readily apparent at the time of delivery, Vendor must permit the Equipment and Products to be returned within a reasonable time at no cost to Sourcewell or its Participating Entities. Participating Entities reserve the right to inspect the Equipment and Products at a reasonable time after delivery where circumstances or conditions prevent effective inspection of the Equipment and Products at the time of delivery.

Vendor must arrange for and pay for the return shipment on Equipment and Products that arrive in a defective or inoperable condition.

Sourcewell may declare the Vendor in breach of this Contract if the Vendor intentionally delivers substandard or inferior Equipment or Products. In the event of the delivery of nonconforming Equipment and Products, the Participating Entity will notify the Vendor as soon as possible and the Vendor will replace nonconforming Equipment and Products with conforming Equipment and Products that are acceptable to the Participating Entity.

B. SALES TAX. Each Participating Entity is responsible for supplying the Vendor with valid tax-exemption certification(s). When ordering, a Participating Entity must indicate if it is a tax-exempt entity.

C. HOT LIST PRICING. At any time during this Contract, Vendor may offer a specific selection of Equipment, Products, or Services at discounts greater than those listed in the Contract. When Vendor determines it will offer Hot List Pricing, it must be submitted electronically to Sourcewell in a line-item format. Equipment, Products, or Services may be added or removed from the Hot List at any time through a Sourcewell Price and Product Change Form as defined in Article 4 below.

Hot List program and pricing may also be used to discount and liquidate close-out and discontinued Equipment and Products as long as those close-out and discontinued items are clearly identified as such. Current ordering process and administrative fees apply. Hot List Pricing must be published and made available to all Participating Entities.

#### **4. PRODUCT AND PRICING CHANGE REQUESTS**

Vendor may request Equipment, Product, or Service changes, additions, or deletions at any time. All requests must be made in writing by submitting a signed Sourcewell Price and Product Change Request Form to the assigned Sourcewell Contract Administrator. This form is available from the assigned Sourcewell Contract Administrator. At a minimum, the request must:

- Identify the applicable Sourcewell contract number;
- Clearly specify the requested change;
- Provide sufficient detail to justify the requested change;
- Individually list all Equipment, Products, or Services affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
- Include a complete restatement of pricing documentation in Microsoft Excel with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Equipment, Products, and Services offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Request Form will become an amendment to this Contract and be incorporated by reference.

## **5. PARTICIPATION, CONTRACT ACCESS, AND PARTICIPATING ENTITY REQUIREMENTS**

A. **PARTICIPATION.** Sourcewell's cooperative contracts are available and open to public and nonprofit entities across the United States and Canada; such as federal, state/province, municipal, K-12 and higher education, tribal government, and other public entities.

The benefits of this Contract should be available to all Participating Entities that can legally access the Equipment, Products, or Services under this Contract. A Participating Entity's authority to access this Contract is determined through its cooperative purchasing, interlocal, or joint powers laws. Any entity accessing benefits of this Contract will be considered a Service Member of Sourcewell during such time of access. Vendor understands that a Participating Entity's use of this Contract is at the Participating Entity's sole convenience and Participating Entities reserve the right to obtain like Equipment, Products, or Services from any other source.

Vendor is responsible for familiarizing its sales and service forces with Sourcewell contract use eligibility requirements and documentation and will encourage potential participating entities to join Sourcewell. Sourcewell reserves the right to add and remove Participating Entities to its roster during the term of this Contract.

B. **PUBLIC FACILITIES.** Vendor's employees may be required to perform work at government-owned facilities, including schools. Vendor's employees and agents must conduct themselves in a professional manner while on the premises, and in accordance with Participating Entity policies and procedures, and all applicable laws.

## **6. PARTICIPATING ENTITY USE AND PURCHASING**

A. **ORDERS AND PAYMENT.** To access the contracted Equipment, Products, or Services under this Contract, a Participating Entity must clearly indicate to Vendor that it intends to access this Contract; however, order flow and procedure will be developed jointly between Sourcewell and Vendor. Typically, a Participating Entity will issue an order directly to Vendor. If a Participating Entity issues a purchase order, it may use its own forms, but the purchase order should clearly note the applicable Sourcewell contract number. All Participating Entity orders under this Contract must be issued prior to expiration of this Contract; however, Vendor performance, Participating Entity payment, and any applicable warranty periods or other Vendor or Participating Entity obligations may extend beyond the term of this Contract.

Vendor's acceptable forms of payment are included in Attachment A. Participating Entities will be solely responsible for payment and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

B. **ADDITIONAL TERMS AND CONDITIONS/PARTICIPATING ADDENDUM.** Additional terms and conditions to a purchase order may be negotiated between a Participating Entity and Vendor,

such as job or industry-specific requirements, legal requirements (e.g., affirmative action or immigration status requirements), or specific local policy requirements. Some Participating Entities may require the use of a Participating Addendum; the terms of which will be worked out directly between the Participating Entity and the Vendor. Any negotiated additional terms and conditions must never be less favorable to the Participating Entity than what is contained in this Contract.

C. **PERFORMANCE BOND.** If requested by a Participating Entity, Vendor will provide a performance bond that meets the requirements set forth in the Participating Entity's order.

D. **SPECIALIZED SERVICE REQUIREMENTS.** In the event that the Participating Entity requires service or specialized performance requirements (such as e-commerce specifications, specialized delivery requirements, or other specifications and requirements) not addressed in this Contract, the Participating Entity and the Vendor may enter into a separate, standalone agreement, apart from this Contract. Sourcwell, including its agents and employees, will not be made a party to a claim for breach of such agreement.

E. **TERMINATION OF ORDERS.** Participating Entities may terminate an order, in whole or in part, immediately upon notice to Vendor in the event of any of the following events:

1. The Participating Entity fails to receive funding or appropriation from its governing body at levels sufficient to pay for the goods to be purchased;
2. Federal, state, or provincial laws or regulations prohibit the purchase or change the Participating Entity's requirements; or
3. Vendor commits any material breach of this Contract or the additional terms agreed to between the Vendor and a Participating Entity.

F. **GOVERNING LAW AND VENUE.** The governing law and venue for any action related to a Participating Entity's order will be determined by the Participating Entity making the purchase.

## **7. CUSTOMER SERVICE**

A. **PRIMARY ACCOUNT REPRESENTATIVE.** Vendor will assign an Account Representative to Sourcwell for this Contract and must provide prompt notice to Sourcwell if that person is changed. The Account Representative will be responsible for:

- Maintenance and management of this Contract;
- Timely response to all Sourcwell and Participating Entity inquiries; and
- Business reviews to Sourcwell and Participating Entities, if applicable.

B. **BUSINESS REVIEWS.** Vendor must perform a minimum of one business review with Sourcwell per contract year. The business review will cover sales to Participating Entities,

pricing and contract terms, administrative fees, supply issues, customer issues, and any other necessary information.

## **8. REPORT ON CONTRACT SALES ACTIVITY AND ADMINISTRATIVE FEE PAYMENT**

A. **CONTRACT SALES ACTIVITY REPORT.** Each calendar quarter, Vendor must provide a contract sales activity report (Report) to the Sourcewell Contract Administrator assigned to this Contract. A Report must be provided regardless of the number or amount of sales during that quarter (i.e., if there are no sales, Vendor must submit a report indicating no sales were made).

The Report must contain the following fields:

- Customer Name (e.g., City of Staples Highway Department);
- Customer Physical Street Address;
- Customer City;
- Customer State/Province;
- Customer Zip Code;
- Customer Contact Name;
- Customer Contact Email Address;
- Customer Contact Telephone Number;
- Sourcewell Assigned Entity/Participating Entity Number;
- Item Purchased Description;
- Item Purchased Price;
- Sourcewell Administrative Fee Applied; and
- Date Purchase was invoiced/sale was recognized as revenue by Vendor.

B. **ADMINISTRATIVE FEE.** In consideration for the support and services provided by Sourcewell, the Vendor will pay an administrative fee to Sourcewell on all Equipment, Products, and Services provided to Participating Entities less returns, credits, tax, and special freight handling charges. The Administrative Fee must be included in, and not added to, the pricing. Vendor may not charge Participating Entities more than the contracted price to offset the Administrative Fee.

The Vendor will submit a check payable to Sourcewell for the percentage of administrative fee stated in the Proposal multiplied by the total sales of all Equipment, Products, and Services less returns, credits, tax, and special freight handling charges purchased by Participating Entities under this Contract during each calendar quarter. Payments should note the Sourcewell-assigned contract number in the memo and must be mailed to the address above "Attn: Accounts Receivable." Payments must be received no later than 45 calendar days after the end of each calendar quarter.

Vendor agrees to cooperate with Sourcewell in auditing transactions under this Contract to ensure that the administrative fee is paid on all items purchased under this Contract.

In the event the Vendor is delinquent in any undisputed administrative fees, Sourcewell reserves the right to cancel this Contract and reject any proposal submitted by the Vendor in any subsequent solicitation. In the event this Contract is cancelled by either party prior to the Contract's expiration date, the administrative fee payment will be due no more than 30 days from the cancellation date.

#### **9. AUTHORIZED REPRESENTATIVE**

Sourcewell's Authorized Representative is its Chief Procurement Officer.

Vendor's Authorized Representative is the person named in the Vendor's Proposal. If Vendor's Authorized Representative changes at any time during this Contract, Vendor must promptly notify Sourcewell in writing.

#### **10. ASSIGNMENT, AMENDMENTS, WAIVER, AND CONTRACT COMPLETE**

A. **ASSIGNMENT.** Neither the Vendor nor Sourcewell may assign or transfer any rights or obligations under this Contract without the prior consent of the parties and a fully executed assignment agreement. Such consent will not be unreasonably withheld.

B. **AMENDMENTS.** Any amendment to this Contract must be in writing and will not be effective until it has been fully executed by the parties.

C. **WAIVER.** If either party fails to enforce any provision of this Contract, that failure does not waive the provision or the right to enforce it.

D. **CONTRACT COMPLETE.** This Contract contains all negotiations and agreements between Sourcewell and Vendor. No other understanding regarding this Contract, whether written or oral, may be used to bind either party.

E. **RELATIONSHIP OF THE PARTIES.** The relationship of the parties is one of independent contractors, each free to exercise judgment and discretion with regard to the conduct of their respective businesses. This Contract does not create a partnership, joint venture, or any other relationship such as master-servant, or principal-agent.

#### **11. LIABILITY**

Vendor must indemnify, save, and hold Sourcewell and its Participating Entities, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees, arising out of the performance of this Contract by the Vendor or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused

by some defect in the Equipment, Products, or Services under this Contract to the extent the Equipment, Product, or Service has been used according to its specifications.

## 12. AUDITS

Sourcwell reserves the right to review the books, records, documents, and accounting procedures and practices of the Vendor relevant to this Contract for a minimum of 6 years from the end of this Contract. This clause extends to Participating Entities as it relates to business conducted by that Participating Entity under this Contract.

## 13. GOVERNMENT DATA PRACTICES

Vendor and Sourcwell must comply with the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13, as it applies to all data provided by or provided to Sourcwell under this Contract and as it applies to all data created, collected, received, stored, used, maintained, or disseminated by the Vendor under this Contract.

If the Vendor receives a request to release the data referred to in this article, the Vendor must immediately notify Sourcwell and Sourcwell will assist with how the Vendor should respond to the request.

## 14. INDEMNIFICATION

As applicable, Vendor agrees to indemnify and hold harmless Sourcwell and its Participating Entities against any and all suits, claims, judgments, and costs instituted or recovered against Sourcwell or Participating Entities by any person on account of the use of any Equipment or Products by Sourcwell or its Participating Entities supplied by Vendor in violation of applicable patent or copyright laws.

## 15. INTELLECTUAL PROPERTY, PUBLICITY, MARKETING, AND ENDORSEMENT

### A. INTELLECTUAL PROPERTY

#### 1. *Grant of License*. During the term of this Contract:

- a. Sourcwell grants to Vendor a royalty-free, worldwide, non-exclusive right and license to use the Trademark(s) provided to Vendor by Sourcwell in advertising and promotional materials for the purpose of marketing Sourcwell's relationship with Vendor.
- b. Vendor grants to Sourcwell a royalty-free, worldwide, non-exclusive right and license to use Vendor's Trademarks in advertising and promotional materials for the purpose of marketing Vendor's relationship with Sourcwell.

#### 2. *Limited Right of Sublicense*. The right and license granted herein includes a limited right of each party to grant sublicenses to its and their respective distributors, marketing representatives, and agents (collectively "Permitted Sublicensees") in advertising and



promotional materials for the purpose of marketing the Parties' relationship to Participating Entities. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this Article by any of their respective sublicensees.

*3. Use; Quality Control.*

- a. Sourcewell must not alter Vendor's Trademarks from the form provided by Vendor and must comply with Vendor's removal requests as to specific uses of its trademarks or logos.
- b. Vendor must not alter Sourcewell's Trademarks from the form provided by Sourcewell and must comply with Sourcewell's removal requests as to specific uses of its trademarks or logos.
- c. Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's Trademarks only in good faith and in a dignified manner consistent with such party's use of the Trademarks. Upon written notice to the breaching party, the breaching party has 30 days of the date of the written notice to cure the breach or the license will be terminated.

*4. Approval and Inspection.* Each Party will use the Licensed Trademarks only in a manner and form approved by the other Party. Each Party has the right to inspect the other Party's use of the Licensed Trademarks and the advertising, marketing and promotional materials used in connection with Licensed Trademarks. Each Party reserves the right to request and review, and the other Party agrees to provide, representative samples of any advertisements, marketing or other promotional materials both in-print and online. Any item or usage disapproved by a Party must be modified and resubmitted for approval.

*5. Termination.* Upon the termination of this Contract for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of vendors which may be used until the next printing). Vendor must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.

**B. PUBLICITY.** Any publicity regarding the subject matter of this Contract must not be released without prior written approval from the Authorized Representatives. Publicity includes notices, informational pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Vendor individually or jointly with others, or any subcontractors, with respect to the program, publications, or services provided resulting from this Contract.

**C. MARKETING.** Any direct advertising, marketing, or offers with Participating Entities must be approved by Sourcewell. Materials should be sent to the Sourcewell Contract Administrator assigned to this Contract.

**D. ENDORSEMENT.** The Vendor must not claim that Sourcewell endorses its Equipment, Products, or Services.

## 16. GOVERNING LAW, JURISDICTION, AND VENUE

Minnesota law governs this Contract. Venue for all legal proceedings out of this Contract, or its breach, must be in the appropriate state court in Todd County or federal court in Fergus Falls, Minnesota.

## 17. FORCE MAJEURE

Neither party to this Contract will be held responsible for delay or default caused by acts of God or other conditions that are beyond that party's reasonable control. A party defaulting under this provision must provide the other party prompt written notice of the default.

## 18. SEVERABILITY

If any provision of this Contract is found to be illegal, unenforceable, or void then both Sourcwell and Vendor will be relieved of all obligations arising under such provisions. If the remainder of this Contract is capable of performance, it will not be affected by such declaration or finding and must be fully performed.

## 19. PERFORMANCE, DEFAULT, AND REMEDIES

A. PERFORMANCE. During the term of this Contract, the parties will monitor performance and address unresolved contract issues as follows:

1. *Notification.* The parties must promptly notify each other of any known dispute and work in good faith to resolve such dispute within a reasonable period of time. If necessary, Sourcwell and the Vendor will jointly develop a short briefing document that describes the issue(s), relevant impact, and positions of both parties.
2. *Escalation.* If parties are unable to resolve the issue in a timely manner, as specified above, either Sourcwell or Vendor may escalate the resolution of the issue to a higher level of management. The Vendor will have 30 calendar days to cure an outstanding issue.
3. *Performance while Dispute is Pending.* Notwithstanding the existence of a dispute, the Vendor must continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute. If the Vendor fails to continue without delay to perform its responsibilities under the Contract, in the accomplishment of all undisputed work, any additional costs incurred by Sourcwell and/or its Participating Entities as a result of such failure to proceed will be borne by the Vendor.

B. DEFAULT AND REMEDIES. Either of the following constitutes cause to declare this Contract, or any Participating Entity order under this Contract, in default:

1. Nonperformance of contractual requirements, or
2. A material breach of any term or condition of this Contract.

Written notice of default and a reasonable opportunity to cure must be issued by the party claiming default. Time allowed for cure will not diminish or eliminate any liability for liquidated or other damages. If the default remains after the opportunity for cure, the non-defaulting party may:

- Exercise any remedy provided by law or equity, or
- Terminate the Contract or any portion thereof, including any orders issued against the Contract.

## 20. INSURANCE

A. REQUIREMENTS. At its own expense, Vendor must maintain insurance policy(ies) in effect at all times during the performance of this Contract with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:

1. *Workers' Compensation and Employer's Liability.*

Workers' Compensation: As required by any applicable law or regulation.

Employer's Liability Insurance: must be provided in amounts not less than listed below:

Minimum limits:

\$500,000 each accident for bodily injury by accident

\$500,000 policy limit for bodily injury by disease

\$500,000 each employee for bodily injury by disease

2. *Commercial General Liability Insurance.* Vendor will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Contract.

Minimum Limits:

\$1,000,000 each occurrence Bodily Injury and Property Damage

\$1,000,000 Personal and Advertising Injury

\$2,000,000 aggregate for Products-Completed operations

\$2,000,000 general aggregate

3. *Commercial Automobile Liability Insurance.* During the term of this Contract, Vendor will maintain insurance covering all owned, hired, and non-owned automobiles in limits of liability not less than indicated below. The coverage must be subject to terms

no less broad than ISO Business Auto Coverage Form CA 0001 (2010 edition or newer), or equivalent.

Minimum Limits:

\$1,000,000 each accident, combined single limit

4. *Umbrella Insurance.* During the term of this Contract, Vendor will maintain umbrella coverage over Workers' Compensation, Commercial General Liability, and Commercial Automobile.

Minimum Limits:

\$2,000,000

5. *Network Security and Privacy Liability Insurance.* During the term of this Contract, Vendor will maintain coverage for network security and privacy liability. The coverage may be endorsed on another form of liability coverage or written on a standalone policy. The insurance must cover claims which may arise from failure of Vendor's security resulting in, but not limited to, computer attacks, unauthorized access, disclosure of not public data – including but not limited to, confidential or private information, transmission of a computer virus, or denial of service.

Minimum limits:

\$2,000,000 per occurrence

\$2,000,000 annual aggregate

Failure of Vendor to maintain the required insurance will constitute a material breach entitling Sourcewell to immediately terminate this Contract for default.

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Vendor must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Contract. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcewell Contract Administrator assigned to this Contract. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. All policies must include there will be no cancellation, suspension, non-renewal, or reduction of coverage without 30 days' prior written notice to the Vendor.

Upon request, Vendor must provide to Sourcewell copies of applicable policies and endorsements, within 10 days of a request. Failure to request certificates of insurance by Sourcewell, or failure of Vendor to provide certificates of insurance, in no way limits or relieves Vendor of its duties and responsibilities in this Contract.

C. ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE. Vendor agrees to list Sourcewell and its Participating Entities, including their officers, agents, and employees, as an additional insured under the Vendor's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or

“work” performed by or on behalf of Vendor, and products and completed operations of Vendor. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.

D. **WAIVER OF SUBROGATION.** Vendor waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Contract or other insurance applicable to the Vendor or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Vendor or its subcontractors. Where permitted by law, Vendor must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

E. **UMBRELLA/EXCESS LIABILITY.** The limits required by this Contract can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies).

F. **SELF-INSURED RETENTIONS.** Any self-insured retention in excess of \$10,000 is subject to Sourcewell’s approval.

## **21. COMPLIANCE**

A. **LAWS AND REGULATIONS.** All Equipment, Products, or Services provided under this Contract must comply fully with applicable federal laws and regulations, and with the laws in the states and provinces in which the Equipment, Products, or Services are sold.

B. **LICENSES.** Vendor must maintain a valid and current status on all required federal, state/provincial, and local licenses, bonds, and permits required for the operation of the business that the Vendor conducts with Sourcewell and Participating Entities.

## **22. BANKRUPTCY, DEBARMENT, OR SUSPENSION CERTIFICATION**

Vendor certifies and warrants that it is not in bankruptcy or that it has previously disclosed in writing certain information to Sourcewell related to bankruptcy actions. If at any time during this Contract Vendor declares bankruptcy, Vendor must immediately notify Sourcewell in writing.

Vendor certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject

matter of this Contract. Vendor further warrants that it will provide immediate written notice to Sourcwell if this certification changes at any time.

### **23. PROVISIONS FOR NON-UNITED STATES FEDERAL ENTITY PROCUREMENTS UNDER UNITED STATES FEDERAL AWARDS OR OTHER AWARDS**

Participating Entities that use United States federal grant or FEMA funds to purchase goods or services from this Contract may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may also require additional requirements based on specific funding specifications. Within this Article, all references to “federal” should be interpreted to mean the United States federal government. The following list only applies when a Participating Entity accesses Vendor’s Equipment, Products, or Services with United States federal funds.

A. **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all contracts that meet the definition of “federally assisted construction contract” in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. §60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 C.F.R. § 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.

B. **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person

employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Vendor must be in compliance with all applicable Davis-Bacon Act provisions.

C. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708). Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Contract. Vendor certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Vendor must comply with applicable requirements as referenced above.

D. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT. If the federal award meets the definition of "funding agreement" under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency. Vendor certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Vendor must comply with applicable requirements as referenced above.

E. CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387). Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). Vendor certifies that during the term of this Contract will comply with applicable requirements as referenced above.

F. DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689). A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. §180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Vendor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

G. BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352). Vendors must file any required certifications. Vendors must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Vendors must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Vendors must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

H. RECORD RETENTION REQUIREMENTS. To the extent applicable, Vendor must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Vendor further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

I. ENERGY POLICY AND CONSERVATION ACT COMPLIANCE. To the extent applicable, Vendor must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

J. BUY AMERICAN PROVISIONS COMPLIANCE. To the extent applicable, and following consultation with the Participating Entity, Vendor must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

K. ACCESS TO RECORDS (2 C.F.R. § 200.336). Vendor agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Vendor that are directly pertinent to Vendor's discharge of its obligations under this Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right



also includes timely and reasonable access to Vendor’s personnel for the purpose of interview and discussion relating to such documents.

L. PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322). A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

**24. CANCELLATION**

Sourcwell or Vendor may cancel this Contract at any time, with or without cause, upon 60 days’ written notice to the other party. However, Sourcwell may cancel this Contract immediately upon discovery of a material defect in any certification made in Vendor’s Proposal. Cancellation of this Contract does not relieve either party of financial, product, or service obligations incurred or accrued prior to cancellation.

Sourcwell

DocuSigned by:  
*Jeremy Schwartz*  
C0FD2A139D06489...  
By: \_\_\_\_\_

Jeremy Schwartz  
Title: Director of Operations & Procurement/CPO

11/16/2020 | 12:09 PM CST  
Date: \_\_\_\_\_

W.W. Grainger, Inc., dba Grainger North America

DocuSigned by:  
*Andrew Darpino*  
7401C1D924BA457...  
By: \_\_\_\_\_

Andrew Darpino  
Title: Sr. Government Sales Manager

11/18/2020 | 1:07 PM PST  
Date: \_\_\_\_\_

Approved:

DocuSigned by:  
*Chad Coauette*  
7E42B8F817A64CC...  
By: \_\_\_\_\_

Chad Coauette  
Title: Executive Director/CEO

11/18/2020 | 3:36 PM CST  
Date: \_\_\_\_\_

# RFP 101320 - Janitorial Supplies and Equipment with Related Services

---

## Vendor Details

Company Name: W W Grainger, Inc.  
Does your company conduct business under any other name? If yes, please state: Acklands - Grainger, Inc.  
Address: 100 Grainger Parkway  
Lake Forest, IL 60045  
Contact: Andrew Darpino  
Email: andy.darpino@grainger.com  
Phone: 646-773-8164  
HST#: 36-1150280

## Submission Details

Created On: Tuesday August 25, 2020 08:15:28  
Submitted On: Tuesday October 06, 2020 13:57:50  
Submitted By: Andrew Darpino  
Email: andy.darpino@grainger.com  
Transaction #: 58427d77-c63a-4fc0-b0f8-9b3ff3ee3d22  
Submitter's IP Address: 167.115.15.8

---

## Specifications

**Table 1: Proposer Identity & Authorized Representatives**

**General Instructions** (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Please do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; mark "NA" if the question does not apply to you (preferably with an explanation).

Line Item	Question	Response *
1	Proposer Legal Name (and applicable d/b/a, if any):	W.W. Grainger, Inc. DBA Grainger North America
2	Proposer Address:	100 Grainger Parkway, Lake Forest, IL 60045
3	Proposer website address:	US: www.grainger.com Canada: www.grainger.ca
4	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer and, in the event of award, will be expected to execute the resulting contract):	Andrew Darpino, Sr. Government Sales Manager Address: 212 Industrial Way West, Eatontown, NJ 07724 Email: Andy.Darpino@grainger.com Phone: 646-773-8164
5	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Andrew Darpino, Sr. Government Sales Manager Address: 212 Industrial Way West, Eatontown, NJ 07724 Email: Andy.Darpino@grainger.com Phone: 646-773-8164
6	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Michael Gerstel Sr Sales Manager, Government & Healthcare Grainger Canada 123 Commerce Valley Drive E., Suite 700, Thornhill, ON L3T7W8 Michael.Gerstel@grainger.ca 514-817-4881

**Table 2: Company Information and Financial Strength**

Line Item	Question	Response *
7	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested equipment, products or services.	<p>For over 92 years, Grainger has remained committed to helping professionals keep their operations running and their people safe by staying ahead of customer needs. As North America's leading broad line maintenance, repair and operating (MRO) products distributor, with operations also in Europe, Asia and Latin America, Grainger has built an advantaged supply chain network to support its multi-channel offering which includes branches, eCommerce channels and comprehensive inventory management capabilities. With customers as a central focus and a continued commitment to innovation, Grainger is well-positioned for the long term. Grainger will uphold its legacy of making responsible decisions for its customers, team members, shareholders and the communities it serves now and in the future.</p> <p>W.W. Grainger, Inc., founded in 1927 was incorporated in the State of Illinois in 1928. Grainger is a publicly held Fortune 500 company with shares traded on the New York Stock Exchange (NYSE). With 2018 sales of over \$11.2 billion, Grainger is the leading North American provider of maintenance, For over 92 years, Grainger has remained committed to helping professionals keep their operations running and their people safe by staying ahead of customer needs. As North America's leading broad line maintenance, repair and operating (MRO) products distributor, with operations also in Europe, Asia and Latin America, Grainger has built an advantaged supply chain network to support its multi-channel offering which includes branches, eCommerce channels and comprehensive inventory management capabilities. With customers as a central focus and a continued commitment to innovation, Grainger is well-positioned for the long term. Grainger will uphold its legacy of making responsible decisions for its customers, team members, shareholders and the communities it serves now and in the future.</p>

W.W. Grainger, Inc., founded in 1927 was incorporated in the State of Illinois in 1928. Grainger is a publicly held Fortune 500 company with shares traded on the New York Stock Exchange (NYSE). With 2019 sales of over \$11.5 billion, Grainger is the leading North American provider of maintenance, repair and operating (MRO) supplies. Grainger's capabilities include:

- A strategic US distribution network of 250 branches and 14 distribution centers supporting Sourcewell Members.
- An extensive product line, now more than 1.6 million products and over \$1.3 billion of on-hand inventory that meets agency's requirements.
- 97% of customers receive next day product delivery; 99.6% of in-stock orders are shipped within 24 hours.
- Proven experience in negotiating and implementing multi-state, complex, nationwide contracts.
- Acklands-Grainger Inc., (Grainger Canada), a wholly-owned subsidiary of W.W. Grainger, Inc.
- Canada's largest distributor of MRO products.
- Offering more than 476,000 million products across 32 product categories in our industry leading catalog.
- 31 strategically located branches and 4 distribution centers coast to coast, provide the capability of servicing all members with consistent service and high levels of product availability.
- Proven experience negotiating and implementing complex contracts.

Grainger's and Acklands-Grainger's (Grainger North America) investment in exceptional service, value-added programs, eProcurement solutions, KeepStock® inventory management solutions and physical presence has enabled hundreds of governmental agencies and thousands of end-users to benefit from the Sourcewell contract. We are proud to work with Sourcewell to provide a contract of scope and scale at a competitive overall value.

Through the relationships Grainger North America has developed over the years with Sourcewell and its Members, Grainger North America has demonstrated its value by providing unparalleled service and cost saving solutions for facilities maintenance products, including the Janitorial Supplies and Equipment with Related Services as specified in this RFP. Grainger North America is dedicated to understanding each Member's specific needs and working with our manufacturers and suppliers to assist each Member with achieving its goals.

Grainger North America has been selling facilities maintenance supplies including the Janitorial Supplies and Equipment with Related Services as specified in this RFP, to customers for decades. Based on customer demand, Grainger North America has continued to expand its product offering to include well over 90,000 items that support the requested equipment, products and services. This comprehensive equipment, product and services portfolio helps Sourcewell Members save both time and money.

Grainger carries the cleaning supplies needed to help keep the workplace clean and looking good-- and that can have an impact on Members' bottom line and user experience. We offer a full line of cleaning chemicals and supplies like degreasers and paper towels to help keep facilities clean, safe and productive We also carry a wide range of industrial vacuum cleaners and floor polishers that best suit specific flooring surface.

Grainger North America has also formed strategic relationships with key suppliers in the Janitorial Supplies and Equipment with Related Services market such as 3M, Clorox, Brady, Diversey, DuPont, Georgia Pacific, Gojo, Honeywell, Hoover, Kimberly Clarke, Lysol, Mi-T-M, Purell, Rubbermaid, SC Johnson, Simple Green, Tennant, Tornado, Vikan and Zep. North America's strong relationship with our suppliers enables local Government Account Managers to work with supplier representatives to bring relevant solutions to individual Sourcewell Members.

8	What are your company's expectations in the event of an award?	<p>If we receive an award, Grainger North America is excited to continue serving Sourcewell US and Canadian members with additional Janitorial Supplies and Equipment with Related Services. Grainger North America will strive daily to exceed Member expectations.</p> <p>Grainger North America expects to provide an expansive and growing product offering that adapts to market changes with product innovation and development. Grainger North America will continue our efforts to align with Sourcewell leveraging your marketing strategies and data base of Members in order to quickly and effectively communicate our new program benefits upon contract award. Grainger North America anticipates working with Sourcewell's cross functional partners to help us further understand the Sourcewell footprint in Janitorial Supplies and Equipment with Related Services. This will allow us to offer our high quality selection of nationally leveraged solutions to Members to meet their ever challenging needs.</p> <p>The success of Grainger North America contracts has been directly attributed to Grainger North America's focused and dedicated contract implementation process. As successful as Grainger North America has been throughout our partnership with Sourcewell, we recognize that a new award requires special focus on both existing and new participating Members and a focused, calculated approach to implementation with an expanded Janitorial Supplies and Equipment with Related Services offering in an ever changing, dynamic, public sector market.</p>	*
9	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response.	<p>W.W. Grainger, Inc. (including Grainger and Grainger Canada) is a publicly held Fortune 500 company and is the leading North America MRO provider.</p> <p>2019 highlights include:</p> <ul style="list-style-type: none"> <li>• Company sales of \$11.5 billion, up 2% from 2018</li> <li>• Volume growth of 3% versus 2018</li> <li>• Cash generated from operations of \$1.3 billion with free cash flow of \$895 million, up 8% from 2018</li> </ul> <p>Other detailed financial information is found in Grainger's 2019 Annual Report which has been uploaded to "Financial Strength and Stability" in the Document section of the RFP response template.</p>	*
10	What is your US market share for the solutions that you are proposing?	Approximately 6%	*
11	What is your Canadian market share for the solutions that you are proposing?	Approximately 8%	*
12	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	Grainger North America has never filed for bankruptcy	*
13	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization.</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>The Grainger North America team is an authorized distributor for all the products we sell (1.6M+). Grainger North America has contractual relationships with over 7,400 general catalog suppliers including all the items covered on this response.</p>	*
14	If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.	Grainger North America holds licenses to operate in all 50 states and US Territories, as well as Canada's 10 provinces and 3 territories	*
15	Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.	Neither Grainger nor Grainger Canada have ever been suspended or disbarred.	*

**Table 3: Industry Recognition & Marketplace Success**

Line Item	Question	Response *
16	Describe any relevant industry awards or recognition that your company has received in the past five years	<p>Grainger North America has been the recipient of the following awards over the past 5 years:</p> <p>2020</p> <ul style="list-style-type: none"> <li>• Fortune Most Admired Companies: #1 in Diversified Wholesalers 7th consecutive year</li> <li>• Grainger Earns Ranking of 11th Largest E-Retailer by Digital Commerce 360 - a slot we have held since 2016.</li> <li>• Grainger Earns Top Score on 2020 Corporate Equality Index</li> <li>• Grainger earns spot on Selling Power's "50 Best Companies to Sell for 2020"</li> </ul> <p>Lis</p> <p>2019</p> <ul style="list-style-type: none"> <li>• #1 Industrial Distribution's 2019 Big 50 List</li> <li>• Barron's 8th Most Sustainable Companies in the US</li> <li>• Newsweek America's Most Responsible Companies</li> <li>• 2020 Worlds Most Admired Companies</li> <li>• Best places to Work for Disability Inclusion</li> <li>• Investor's Business Daily 50 Best ESG Companies</li> <li>• 2020 Built in Chicago's Best Places to Work</li> </ul> <p>2018</p> <ul style="list-style-type: none"> <li>• #1 on Industrial Distribution's 2018 Big 50 List (ranks the top ten distributors of industrial products in North America)</li> <li>• Fortunes 2018 World's Most Admired Companies 5th consecutive year</li> <li>• 2018 Best Place to Work for Millennials by The Women's Choice Award</li> <li>• Black Enterprise's 2018 List of Top Executives in Corporate Diversity</li> <li>• Ranked 10th in the Internet Retailer 2018 Top 500 Guide</li> <li>•</li> </ul> <p>2017</p> <ul style="list-style-type: none"> <li>• Fortune Most Admired Companies: #1 in Diversified Wholesalers</li> <li>• HRC Corporate Equality Index 4th consecutive year</li> <li>• North America Dow Jones Sustainability Index Recognition</li> <li>• #17 on HR Executive Magazine's Most Admired in HR List</li> <li>• 2017 Executive Leadership Council Ambassador Company</li> <li>• Newsweek.com Top Green Companies in the US 2017</li> <li>• Best Place to Work for LGBT Equality by the Human Rights Campaign Foundation (4th year in a row)</li> <li>• CDP Score of A- 3 years in a row recognition</li> <li>• FTSE4Good Member Company</li> <li>• 2017 Disability Equality Index recognition</li> <li>• Best Places to Work for Disability Inclusion - American Association of People with Disabilities</li> <li>• Ranked 11th in the Internet Retailer 2017 Top 500 Guide</li> </ul> <p>2016</p> <ul style="list-style-type: none"> <li>• #1 ranking on FORTUNE magazine's List of Worlds Most Admired Companies (Category wholesalers)</li> <li>• Human Rights Campaign Foundation Best Places to Work</li> <li>• Internet Retailer: B2B E-Commerce Website Design of the Year Award, for the best e-Commerce website that effectively guides customer to the products they want, offers flexible shipping options, connects to approval and workflow systems</li> </ul>
17	What percentage of your sales are to the governmental sector in the past three years	<p>Grainger's US percentage of sales to the Government sector:</p> <p>2017 - 18%</p> <p>2018 - 18%</p> <p>2019 - 18%</p> <p>Grainger's Canada percentage of sales to the Government sector:</p> <p>2017 - 10%</p> <p>2018 - 10%</p> <p>2019 - 10%</p>
18	What percentage of your sales are to the education sector in the past three years	<p>Grainger's US percentage of sales to the Education sector:</p> <p>2017 - 5%</p> <p>2018 - 5%</p> <p>2019 - 5%</p> <p>Grainger's Canada percentage of sales to the Government sector:</p> <p>2017 - 6%</p> <p>2018 - 6%</p> <p>2019 - 6%</p>

19	List any state, provincial, or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?	<p>Cooperative Contracts Grainger North America holds in the US are presented below:  NASPO VALUEPOINT  2017 \$300 - \$400M  2018 \$300 - \$400M  2019 \$300 - \$400M</p> <p>E&amp;I  2017 \$100 - \$150 M  2018 \$100 - \$150 M  2018 \$100 - \$150 M</p> <p>NIPA  2017 \$100M - \$150M  2018 \$100M - \$150M  2019 \$100M - \$150M</p> <p>SOURCEWELL  2017 \$50M - \$80M  2018 \$50M - \$80M  2019 \$50M - \$80M</p> <p>Cooperative Contracts Grainger North America holds in Canada are presented below:  Kinetic  2017 NA  2018 New Agreement  2019 \$470K</p> <p>HealthPro  2017 \$3M - \$6M  2018 \$4M - \$7M  2019 \$4M - \$7M</p> <p>OECM  2017 \$250K - \$950K  2018 \$250K - \$950K  2019 \$250K - \$950K</p> <p>RMA  2017 \$500K  2018 \$500K  2019 \$500K</p>	*
20	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	<p>Grainger North America holds GSA Schedule: 51V Super Hardware Store – GS-06F-0007J/47QSHA18D000G. The annual sales volume for our GSA Contract for the last three years:  2017 - \$193M+  2018 - \$320M  2019 - \$328M</p>	*

#### Table 4: References/Testimonials

Line Item 21. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *	
City of Austin, TX	Matthew Duree MPA, PMP, CTCM Procurement Manager	512-974-6346	*
Duke University	Steve Palumbo Director Facilities Operations	919-660-4222	*
University of Colorado	Duane Tucker CPPB Director of Strategic Procurement	303-764-3453	*

#### Table 5: Top Five Government or Education Customers

Line Item 22. Provide a list of your top five government, education, or non-profit customers (entity name is optional), including entity type, the state or province the entity is located in, scope of the project(s), size of transaction(s), and dollar volumes from the past three years.

Entity Name	Entity Type *	State / Province *	Scope of Work *	Size of Transactions *	Dollar Volume Past Three Years *
Optional	Government	Texas - TX	This entity contracts with Grainger to support a Logistical and Services contract for its various departments. This service and support provides Entity 1 the products, services and logistical expertise they require to conduct operations and maintenance for day-to-day business operations, employee safety and emergency preparedness. Grainger's support during the time of disaster is second to none and this has been called upon in both 2017 and 2018 by the Entity 1 Emergency Operations Center. In 2017, Grainger provided the supplies for a last minute 5,000 person mega-shelter to house evacuees from the Texas Coast and Houston metropolitan area. In 2018, record flooding caused the Entity 1 water supply to become undrinkable. Again, Grainger was able to assist and supplied over 150 tractor trailers of bottled water during the week of the crisis. This reflects the same approach how Grainger handles day- to-day needs of every customer. Utilization of the Grainger contract has provided significant cost savings while allowing departments the flexibility to purchase daily low dollar consumable products as well as the critical commodities needed for first responders.	Average Order Size: 2017: \$735 2018: \$881 2019: \$789	2017: \$4.5M+ 2018: \$4.5M+ 2019: \$4.5M+
Optional	Government	Florida - FL	This entity awarded Grainger a 5 year mandatory single award MRO contract in 2015. Grainger delivers cost savings in excess of \$17M annually through product and freight savings, inventory management solutions, and administrative fees. The State's partnership with Grainger brings continuous improvement cost savings opportunities. These benefits are passed on to State agencies and local municipalities	Average Order Size: 2017: \$359 2018: \$418 2019: \$441	2017: \$20M+ 2018: \$20M+ 2019: \$20M+



Optional	Education	Florida - FL	This entity partnered with Grainger to support its campus by utilizing Grainger's onsite inventory management program. Grainger has a physical branch location with inventory and employees located on campus supplies for day-to-day MRO needs and large capital projects. The framework of Grainger's inventory management model focuses on a strategic framework around 5 key areas to deliver innovation and cost savings. The 5 indirect cost drivers are process, inventory, technology, products, and suppliers. The partnership began with Grainger's Consulting Services engagement, which is a team of accredited experts defining a baseline of current total MRO costs and presenting options to become more productive and safe.	Average Order Size: 2017: \$217 2018: \$268 2019: \$318	2017: \$3M+ 2018: \$3M+ 2019: \$3M+	*
Optional	Education	South Carolina - SC	This entity awarded in 2017, Grainger's 5 year MRO Supplies & Services Contract, entails supplying the right products needed by the Maintenance Team while providing an onsite inventory management solution. Grainger's Onsite Service Representatives (OSRs) work daily in the warehouse supporting Technicians picking product, recommending technical solutions, troubleshooting issues, and searching and selecting products. Grainger is responsible for ensuring the warehouse has the right products at appropriate min/max levels. By partnering with Entity 4 on multiple levels, Grainger supports this Entity's mission and vision.	Average Order Size: 2017: \$1,251 2018: \$1,484 2019: \$660	2017: \$500K+ 2018: \$500K+ 2019: \$500K+	*
Optional	Government	Michigan - MI	The Office of Procurement awarded a strategic MRO contract to Grainger to support its agencies, local government and education customers. The state agencies, local government and primary education customers in 2019 consisted of 678 ordering locations that placed 52,0354 orders for 56,989 unique items. Grainger's government-dedicated account management team leverages the State contract, Grainger Consulting, Ecommerce, emergency preparedness, inventory management and sourcing capabilities to increase operational efficiencies.	Average Order Size: 2017: \$362 2018: \$360 2019: \$389	2017: \$15M+ 2018: \$15M+ 2019: \$15M+	*

### Table 6: Ability to Sell and Deliver Service

Describe your company's capability to meet the needs of Sourcwell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *
23	Sales force.	Government-dedicated sellers manage and service Sourcewell Members with an experienced team of over 500+ US government sellers and 100+ Canadian government sellers. Grainger North America provides full geographic coverage to all state, province, local and education Members. Government sellers are trained to manage and maintain government specific contracts. All sellers annually complete government ethics and compliance training.
24	Dealer network or other distribution methods.	<p>Grainger North America's company-owned supply chain makes inventory available to customers on a just-in-time basis. This distribution network includes 280 branch locations and 18 distribution centers (DCs), which includes over \$1.5 billion on-hand inventory supported by over 7,600 Grainger supplier and manufacturer agreements. Grainger North America's branches and DCs tailor inventory to Member location demands to ensure products are available for immediate pick-up, same-day shipment, or same-day delivery.</p> <p>All distribution center team members are directly employed by Grainger North America and do not overlap in other areas of the business.</p> <p>Grainger North America's advanced technology and multiple distribution channels link branches and distribution centers across the US and Canada. When an order is received through our multiple ordering platforms, the result is an almost instantaneous transmittal of product inventory and shipment information to the customer.</p> <p>For additional information, please see document named "Table 6_Line Item 24_Grainger North America Distribution Network" contained within the Zip File named "Grainger North America Additional Documents" uploaded to the "Additional Document" section of the RFP response template.</p>
25	Service force.	<p><b>CUSTOMER SERVICE:</b></p> <p>Grainger North America's customer service team consists of 3,000+ highly trained and experienced employees to serve Members. Grainger's Customer Services Associates (CSAs) do not overlap into other areas, focusing solely on supporting customers. All Customer Service team members provide information, answer questions, place orders and address customer concerns or issues, such as:</p> <ul style="list-style-type: none"> <li>• Information on order status and deliveries</li> <li>• Backorder information</li> <li>• Item price information based on contract</li> <li>• Product availability</li> <li>• Detailed product information</li> <li>• Helping locate products for specific applications and finding products to meet specific technical requirements</li> <li>• Providing dedicated manufacturer and technical support resources</li> <li>• Helping Buyers select alternate products</li> <li>• Placing and managing emergency orders</li> <li>• Generating product quotations and assisting with order placement</li> </ul> <p><b>TECHNICAL PRODUCT SUPPORT:</b></p> <p>Grainger North America provides direct technical support from knowledgeable field personnel and manufacturers' field representatives. Grainger has an in-house Technical Product Support Department whose members average 28 years of experience to answer product questions across all categories. Approximately 5,800 times a day, 102 technically trained product specialists answer questions regarding product selection, application assistance, troubleshooting, installation, product specifications, performance data/wiring diagram, and government requirements and agency approvals.</p> <p>In the US, Sourcewell Members can access Grainger's in-house Technical Product Support (TPS) department by calling 1-800-GRAINGER (1-800-472-4643). This team of more than 150 TPS experts can answer product-related questions and resolve any complex technical issues.</p> <ul style="list-style-type: none"> <li>•Ready to help Sourcewell Members pick products, manage installation, troubleshoot, and access suppliers.</li> <li>•Easily available during standard business hours.</li> <li>•Chosen based on in-depth professional field experience. Grainger's TPS experts are always sharpening their knowledge of products, tools, and industry trends while maintaining extensive technical documentation.</li> </ul> <p>In Canada, technical product groups such as Safety to provide industry leading technical level product solutions. The specialists can help Sourcewell Members to increase efficiencies and provide a safe work environment in a cost-effective manner. These individuals are available to Grainger Canada customers such as Sourcewell Members at no additional charge. Specialists are trained as product category experts to ensure a vast knowledge base of all of the product/service solutions available.</p> <ul style="list-style-type: none"> <li>•Specialists nationally covering Safety</li> <li>•Specialists build relationships and gain industry knowledge by belonging to, attending and actively participating in industry associations and training programs.</li> <li>•Grainger Canada Safety Specialists are available to customer's Joint Health &amp; Safety</li> </ul>

Committees to recommend and advise on requirements for Safety equipment and product in specific to the local geographic areas (Legislation/Regulations, etc.)

- On-Site surveys for product identification and needs analysis
- Product identification/rationalization for continuous improvement programs
- Product demonstrations and seminars
- Consultation on technical services
- Coordination of vendor product training programs

Safety Equipment Technical Services (available through Grainger Canada only):

Grainger Canada provides services that deliver convenient solutions to maximize productivity, reduce the risk of injury and minimize costly downtime by keeping your safety equipment running smoothly. Your local Grainger Canada team will coordinate all of your calibration, certification, repair and rental needs via one of our 3 Service Centers or mobile at your location (some restrictions and fees apply).

Services include:

- Fit Testing Services on all mask types
- Functional Flow Testing of Self-Contained Breathing Apparatus (SCBA)
- Functional Flow Testing of Supplied Air Breathing Apparatus (SABA)
- Hydro Static Testing of cylinders
- Internal Visual Inspection of cylinders
- Cylinder Recharge
- Rental of Scott & MSA packs & bottles
- Repair, maintenance of Breathing Air Compressors

Grainger Canada's factory trained and certified technicians are committed to providing quality repair, maintenance and calibration services to your equipment.

We provide the highest quality service, in compliance with all manufacturing and regulatory requirements such as NFPA and Transport Canada.

To ensure downtime is eliminated, we also have available a fleet of equipment for rental, including:

- SCBA Units
- Ventilation Kits (i.e. air carts)

#### INVENTORY MANAGEMENT ONSITE SUPPORT:

Onsite Service Representatives (OSR's) are instrumental in facilitating the proper onsite servicing of Sourcewell Member locations with inventory management requirements. Regularly scheduled OSR's are available to manage inventory and provide customized, knowledgeable support for Sourcewell Members' entire inventory program including unanticipated needs. For Grainger's Vendor Managed Inventory (VMI) solutions... KeepStock® Onsite, KeepStock® Vending and KeepStock® Replenish, OSRs ensure Members have the MRO supplies on their shelves or loaded into vending machines at the approved inventory levels.

#### PUBLIC SAFETY PROGRAM MANAGERS:

Grainger also has six dedicated Government Public Safety Program Managers who are led by a National Strategic Operations Manager with years of collective knowledge and experience. These program managers are experienced in all public sector issues and are responsible for executing our public safety strategy focusing agency-specific product needs as well as Cleaning and Maintenance products. The Public Safety Managers are also hired directly by Grainger.

#### SAFETY FIELD SPECIALIST:

Grainger North America's Field Safety Specialists bring education, experience and expertise to help Members address a wide range of safety and health questions and issues assisting with injury reduction, compliance improvement, risk assessment, understand goals and align best-in-class solutions. Grainger North America has the depth and structure to deploy, support and track agency-wide initiatives.

Our teams'

Primary accreditations conferred by the Board of Certified Safety Professionals include: Certified Safety Professional (CSP)/Associate Safety Professional (ASP)/Safety Trained Supervisor (STS)

#### MANUFACTURERS REPRESENTATIVES:

Grainger North America has formed strategic relationships with key suppliers in the Janitorial Supplies and Equipment with Related Services market such as 3M, Clorox, Brady, Diversey, DuPont, Georgia Pacific, Gojo, Honeywell, Hoover, Kimberly Clarke, Lysol, Mi-T-M, Purell, Rubbermaid, SC Johnson, Simple Green, Tennant, Tornado, Vikan and Zep. North America's strong relationship with our suppliers enables local Government Account Managers to work with supplier representatives to bring relevant solutions to individual Sourcewell Members.

26	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>Grainger North America Customer Service Associate's (CSA) use state-of-the-art technology tools needed to address inquiries and ensure member's expectations are met. Grainger North America's CSAs are available during standard hours of 8:00AM to 5:00PM each day in the US and 6AM – 8PM in Canada in each time zone.</p> <p>Additionally, US CSAs are available 24/7 via email, toll free number or fax at 800-472-4643 24/7, 365 days a year for all critical needs.</p> <p>CSAs utilize a workforce planning software to ensure resources are available 24 hours a day. Utilizing this software, Grainger North America is able to accurately forecast volumes and handle work schedules based on historical and real-time needs. This capability allows Grainger North America to ensure adequate staffing levels to provide a consistent level of service throughout every interval of the day. Grainger North America uses phone routing logic that routes calls to the first available CSA. In emergency circumstances, calls are routed to the appropriate Grainger North American representative.</p> <p>As a North American MRO distributor, Grainger has incorporated sound quality management principles within its operating philosophy. We use a combination of proven approaches helps accomplish these objectives. We are dedicated to a culture of Continuous Improvement (CI) as the foundation of our Quality Assurance Plan. This set of concepts, principles and tools is used to create and deliver the most value to our customers. A critical part of CI is using a deliberate and iterative cycle of Plan, Do, Check and Adjust (PDCA) activities to drive quality.</p> <p>P-D-C-A: A key element is Continuous Improvement (CI). Continuous improvement is a set of concepts, principles and tools used to create and deliver the most value, from the customer's perspective while consuming the fewest resources. Grainger's Lean-based approach to CI is based on the Plan-Do-Check adjust cycle. Grainger North America's objective is to improve how we do our work:</p> <ul style="list-style-type: none"> <li>•Inventory Accuracy - measured monthly with minimum goal of 99%</li> <li>•Will Call Ready Rate – measured monthly with minimum goal of 95% of orders ready within 30 minutes</li> <li>•Product Availability – measured weekly with a goal of 95.6% of stocked items in stock</li> <li>•Inventory Turns – measured monthly against targeted turns of 2x-3x/year</li> <li>•Percentage of calls answered within 20 seconds. Grainger's goal is 88 - 92%.</li> <li>•Perfect Order / Order Accuracy - The percent of our order lines that are not returned or sent out again as a Free of Charge. Maintaining a 98% Order Accuracy Rate</li> <li>•Invoice Accuracy - Measures the percent of our orders that do not have credits/debits associated with them. Maintaining a 99.1%</li> <li>•Fill Rate: 98% order fill rate; 98% line fill rate</li> <li>•Same-day shipping is achieved for 99% of in-stock items within the continental U.S. when your order is received by 5 p.m. local time at the shipping facility.</li> </ul>	*
27	Identify your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>Grainger is currently providing full service and support to Sourcewell Members across all states, territories and provinces in the US.</p>	*

28	Identify your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>Grainger is currently providing full service and support to Sourcewell Members across all provinces in Canada.</p> <p>Our proposal is a North American response. It is intended to serve Sourcewell Members throughout the US and Canada.</p> <p>Grainger Canada is Canada's leading broad-line distributor of industrial, safety and fastener products. Grainger Canada operates 31 branches and four distribution centers across Canada. These facilities represent more than three million square feet of warehousing and over \$275 million of inventory. Offering more than 476,000 in-stock items to more than 65,000 customers in Canada, Grainger Canada provides its customers access to products online at Grainger.ca and through a customized catalog, in English and French.</p> <p>Grainger Canada has been providing innovative solutions and industry-best customer service for over 125 years across Canada to a wide variety of industries. Grainger Canada's business is successful because it has the best team in the industry, backed by a strong foundation of supply chain and systems. This combination enables us to deliver excellent service to Canadians and the needs of organizations like Sourcewell's.</p> <p>Furthermore, Grainger Canada strives to build strong partnerships with key manufacturers to offer the broadest selection and best products available in the marketplace. With over 1,000 key suppliers, we continue to improve our position as the market leader in Canada. In addition to our many recognized brand name products, we also offer a wide selection of private-label products. We continue to search for new and innovative products and best-in-class manufacturers that provide our customers an attractive product offering that meets MRO needs. This network and existing partnership with the manufacturers that Sourcewell trusts, allows us to provide the best prices, the best availability and the best service</p>	*
29	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	If awarded, Grainger North America can and will continue to service Sourcewell Members in all areas of the US and Canada.	*
30	Identify any Sourcewell participating entity sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. Explain in detail. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract?	If awarded, Grainger North America can and will continue to service Sourcewell Members in all sectors.	*
31	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	Grainger North America sees no contract requirements or restriction that would apply to Members in Hawaii, Alaska or the US Territories.	*

Table 7: Marketing Plan

Line Item	Question	Response *
32	Describe your marketing strategy for promoting this contract opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>Grainger North America's marketing goal is to promote the relevancy and competitiveness of the new Sourcewell MRO contract to increase Member participation, understanding contract value and exceeding Member expectations. Our digitally-enabled, integrated approach will amplify our marketing efforts through the following plan:</p> <p><b>TARGETED ADVOCACY CAMPAIGNS:</b></p> <ul style="list-style-type: none"> <li>- Press Release announcing new Sourcewell award</li> <li>- Social media platforms broadcasts</li> <li>- Updated Sourcewell Landing Page</li> <li>- Direct mail catalog (Tools, Emergency Preparation, Safety, Fall/Winter Seasonal)</li> <li>- Radio / television advertisements</li> <li>- Profile Sourcewell at trade shows and government events</li> </ul> <p><b>CUSTOM MEMBER LANDING PAGE:</b> Upon login, the Member will be directed to Sourcewell custom content including contract Member pricing. The landing page will include contract benefits of particular services and solutions available under the new Sourcewell contract.</p> <p><b>MEMBER ENABLEMENT TOOLKIT:</b> A toolkit that includes a marketing document providing an overview of contract benefits and relevant services and solutions. A marketing presentation will be designed to be member-facing.</p> <p><b>MEDIA KIT:</b> This kit contains a bundle of Grainger-branded flyers, print ads and digital</p>

banner ads used to leverage in marketing and sales programs for Sourcewell.

As the current awardee of Sourcewell contracts... 121218-WWG (Facility Maintenance, Repair and Operating Supplies and Related Services), 121416-WWG (Public Safety Supplies and Related Services), 032620-WWG (Firefighting PPE, Apparel and Related Services) and 040220-WWG (Firefighting Equipment, Rescue Tools and related Services)... Grainger will leverage proven processes and practices to ensure seamless transitions for Members using this contract, increasing Sourcewell Member participation in the North American Janitorial Supplies and Equipment portfolio. This includes enhanced focus on contract growth in Canada. Our proven process begins with formal and prescriptive training for our Sales Management and Direct Sales team.

Presented below are details of Grainger's three Training phases for Grainger Resources (Sales Management, Direct Sales Team, and Customer Service Associates):

**Phase I: Promote Awareness of Sourcewell Contract**

Training Venue: Multiple channels to share, store, and support internal teams dissemination and use of contract information

- Conference Calls - Conducted nationally by the Contract Enablement and Sales Leadership teams
- Customer Relationship Management (CRM) – Salesforce.com will be Grainger's repository for all Sourcewell Sales Leader and Sales Team specific training materials and contract information

Training Content & Tools: Overview of the new Sourcewell contract and implementation plan

- Member Benefits - Pricing, incentives, and product/services/solutions
- Contract terms and conditions - Contract term, freight, payment terms
- Implementation instructions - for current and potential members to realize the contract benefits quickly and easily
- Contract Benefits Awareness Material (CBAM) - Co-branded document providing an overview of the Sourcewell contract benefits, relevant services, and solutions

**Phase II: Position Contract Benefits**

Training Venue: Multiple channels to share, store, and support internal teams dissemination and use of contract information

- Virtual WebEx: Conducted nationally by the Contract Enablement and Sales Leadership teams
  - WebEx's will be recorded and made available to all Sales Team members
- Develop Data Base: Relevant contract documents and training materials

Training Content & Tools:

- Sourcewell Cooperative Overview
- Contract Details
- Positioning Sourcewell and Contract Member Benefits through Grainger
- Breadth of Offer
- Achieving Member Needs and Goals
- Competitive Pricing
- Cost Savings Programs and Solutions
- Implementation Expectations and Execution Plans including Timelines
- Contract Benefits Awareness Material (CBAM) - Co-branded document providing an overview of the Sourcewell contract benefits, relevant services, and solutions
- Contract Benefits Presentation - Co-branded presentation providing overview of specific contract benefits and relevant services and solutions. Sales Team will leverage this customer-facing presentation to launch the new contract or educate a new group of contacts on an existing contract.

Grainger North America will collaborate with Sourcewell throughout the training process of its sales and management teams.

**Phase III: Leverage Contract Value**

- Ongoing Training: Grainger continually trains and leads its team members to grow Sourcewell Member participation through relevant product and service offerings
- Contract Updates: Grainger Sales Management and Direct Sales will receive updates on Sourcewell contract enhancements

Other detailed Marketing information is found in the "Grainger Sourcewell Marketing Plan Sample" document which has been uploaded to "Marketing Plan/Samples" in the Document section of the RFP response template.

33	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Grainger's marketing efforts are primarily through digital channels, including paid search, display/programmatic, social media, email and Search Engine Optimization (SEO) – with more than one billion impressions and millions of clicks per month. We also continue to leverage more traditional channels, including radio and print (ranging from our iconic large catalog to smaller more targeted mailings). When partnering with Grainger, Sourcewell will have the force of a sophisticated, experienced marketing team with access to digital innovation to drive relevance, competitiveness and simplicity as part of the marketing lifecycle.</p> <p>Sourcewell Members will have access to Grainger.com and Grainger.ca, the largest industrial MRO sites in North America with more than 10 million visitors in 2017. The following technology and digital tools anticipate and provide relevant products and solutions to Sourcewell Members:</p> <ul style="list-style-type: none"> <li>• Paid Search captures customer traffic reflecting MRO purchase intent in Google, Bing and Yahoo. Sourcewell Members are targeted with text and product listing ads. Paid search is highly scalable with over 100 billion searches placed on Google per month and large scale automation. It is highly measurable with immediate results and quickly identifiable trends to understand how Member needs evolve.</li> <li>• Search Engine Optimization (SEO) focuses on increasing visibility in non-paid search engine results. Through technical design and content, SEO improves the accessibility and relevancy of Grainger.com and Grainger.ca, for Sourcewell Members. Grainger North America leverages third party tools to track performance metrics including keyword ranking, traffic and revenue to provide better Member experience.</li> <li>• Interactive Media uses data driven technology to optimize delivery of relevant digital ads to targeted customers. Grainger North America leverages online user data to serve Members with relevant messages. Interactive Media supports multiple businesses and marketing objectives.</li> <li>• Other Channels include Radio, Direct Mail, Catalog, Tradeshow and Marketing Collateral. For Direct Mail, we use statistical models to target Members with relevant offers and solutions. For radio and events, we use customer research and data to engage Members.</li> </ul>
34	In your view, what is Sourcewell's role in promoting contracts arising out of this RFP? How will you integrate a Sourcewell-awarded contract into your sales process?	<p>Grainger anticipates continuing its strong relationship with Sourcewell and leveraging Sourcewell's reputation, credibility and insight in the marketplace. Through collaboration, we anticipate Sourcewell promoting the contract values through the following avenues:</p> <ul style="list-style-type: none"> <li>• Promotional Campaigns - Alignment to Grainger capabilities (e.g. supply chain expertise and efficiencies, product depth and breadth, eCommerce, comprehensive programs such as sustainability, safety or inventory management)</li> <li>• Advertising and Marketing Collaterals - Cobranding Sourcewell and Grainger North America opportunities</li> <li>• Sourcewell Digital Presence - Links between Sourcewell and Grainger North America</li> <li>• Event Sponsorship - Collaboration with Sourcewell at trade shows and conferences</li> </ul> <p>Integration of Contract into Grainger North America's Sales Team: Grainger will provide its Sales Team a robust Sourcewell contract implementation plan. This plan will provide specific actions to promote, plan, measure, and reinforce the new Sourcewell contract values. Integration progress will be tracked through Salesforce providing visibility to completion.</p> <p>In complex Member scenarios (e.g. multiple locations, large end-user community, multiple technology related solution requirements), Grainger assigns resources to facilitate and manage the implementation for both the Sourcewell Member and Grainger. A Member-specific execution plan can be constructed to focus on key initiatives to drive cost savings and improve productivity</p>

35	Are your products or services available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	<p>Grainger has extensive experience in facilitating government and education purchasing through electronic marketplaces. Members can connect (punch-out) to Grainger's real time online catalog from their system to see account specific pricing, create a requisition and return the shopping cart back to the marketplace for review and approval. Grainger can accept electronic orders in cXML, EDI or flat file formats, as well as send order acknowledgements and invoices in those same formats.</p> <p>Grainger has many ePro integrations with Jaggaer, Skyward, Workday, Tyler Technologies and all major marketplaces that serve the public sector and education segments. The chart below reflects Grainger's experience and flexibility in offering members options throughout the purchasing process:</p> <p>Direct Connection to ERP: Grainger offers the ability to integrate our online catalog with Members' purchasing and ERP systems. Members who wish to punch-out directly from their ERP can access Grainger's online catalog and return the shopping cart back to their purchasing system to manage the order workflow.</p> <p>Content File: Grainger offers members the option of loading a content file which includes all contract products and their contract price into the member's system enabling the member to shop and purchase Grainger product through their internal systems. Often the content is associated with the Member's web-based purchasing application.</p> <p>During 2019, 53.6% of all orders placed on existing Grainger/Sourcwell contracts by Sourcwell Members were placed through one of Grainger's e-procurement channels.</p>
----	---	---

**Table 8: Value-Added Attributes**

Line Item	Question	Response *
36	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcwell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	<p>Grainger North America offers multiple maintenance or operator training programs to Sourcwell Members. Grainger North America works with our General Catalog manufacturers and suppliers to align training programs with Member needs.</p> <p>Grainger North America's Environmental, Health and Safety Services can help you prevent workplace injuries, illnesses and fatalities. Through our network of qualified, insured and licensed service providers, we can provide Sourcwell members with comprehensive solutions that help them meet their safety goals.</p> <p>A wide range of EHS topics are available to equip individuals with the knowledge needed to effectively perform their tasks. These training opportunities are available through an online experience or led by an instructor at your location.</p> <p>Grainger North America will engage its internal expert resources and external supplier partners to assist with virtual or on-site sales, service, training and/or support activities. These will be coordinated with all appropriate parties as to date, time, duration and location that best suits the scope of the activity/opportunity.</p> <p>Grainger North America has summarized its training programs on one attachment, Grainger North America Value Add and Fee-Based Services. All training is optional for member selection. Value Add services are provided for no additional fees. Fee-Based services are priced according to the final selected Scope of Work.</p>
37	Describe any technological advances that your proposed products or services offer.	<p>Grainger North America's product team continually reviews Member requirements to secure innovative technologically advanced products and services. Our current 1.6M US product offering has thousands of such items that evolve daily.</p> <p>Technology also allows Grainger North America to streamline the search and acquisition process permitting Members more efficient product search, better product comparisons and easier order completion. The focus of our internal technological development is to create an effortless experience for users.</p> <p>Mobile Apps (Grainger US Only): Mobile apps make it easy for Sourcwell members to get the products they need no matter what device they use or where their work takes them. For example, a member does not need to leave the job site to place an order for the product they need to get the job done.</p> <p>The Mobile app and mobile web solutions offer the great features of Grainger.com including:</p> <ul style="list-style-type: none"> <li>· Search And Place Orders</li> <li>· Order Approval</li> <li>· Maintain Lists For Easy Reorder</li> <li>· Location Based Lists</li> <li>· Real-Time Product Availability</li> <li>· Barcode Scanning For Easy Reorder</li> <li>· Click to Chat With Product Photo – for Support</li> <li>· KeepStock® Order Scanning</li> <li>· Branch Locator for Product Pick Up</li> <li>· Order History</li> </ul>



		<p>ePro Mobile (Grainger US Only): Members placing orders through their procurement system can use the Grainger mobile app. Members can use Grainger’s mobile apps to generate requisitions from the work site and direct the requisition to the Grainger punch-out, allowing the member’s purchasing agent to access the order and process it through its Jaggaer or other system.</p> <p>Budgeting (Grainger US Only): Grainger’s Order Management System (OMS) on Grainger.com allows Sourcewell Members to manage spend more effectively by establishing spend limits and budgeting per employee. The OMS system gives an administrator the ability to configure spend limits, approval limits and default approvers per user. There is a budgeting capability to manage spend over a defined period of time. Reports can be generated to illustrate user’s spend versus budget and data can also be exported in various formats.</p> <p>Exciting enhancements to Grainger.com!</p> <ul style="list-style-type: none"> <li>• Mobile Photo App on Grainger.com: Shoppers may take a photo with their cell phone. Grainger.com will analyze the photo and automatically provide search option results.</li> </ul> <p>Now Members will find it easier to find what they need and order with confidence. For example:</p> <ul style="list-style-type: none"> <li>• Members visiting the website via any device can see our breadth of products, place their order and receive customer support – all directly from the homepage.</li> <li>• Members visiting the website via a computer or tablet will see a new Product Detail Page (PDP) that features product specifications in the center and groups purchase-related information and actions on the right.</li> </ul> <p>In addition, the following are examples of technologically advanced products Grainger offers to Sourcewell Members:</p> <ol style="list-style-type: none"> <li>1) Autonomous T7 Micro-Rider Floor Scrubber: A Robotic Solution that addresses labor challenges, drives efficiencies and maintains a high standard of cleaning with the T7AMR, a robotic solution designed to work safely and efficiently alongside employees so they can focus on high-value tasks. Equipped with BrainOS® technology, the autonomous T7 is designed and tested to operate in complex, real world environments while safely avoiding people and obstacles.</li> <li>2) LumiCleanse UV-C Germicidal Fixtures: LumiCleanse UV-C1 ultraviolet germicidal lights use UV-C wavelength light to kill bacteria, mold, fungi, viruses and allergens found in the air and on surfaces. They are recommended to cover an area of 100 sq. ft. per dose cycle. They sit on counter-tops or desks or hang from the ceiling. The units have a remote-control switch to allow users to leave the room before activating the UV-C light. They also have a motion sensor that turns the light off if a person enters the space. These lamps are commonly used to disinfect reception areas, offices, restrooms, hotel rooms, service counters, or other public spaces when they are unoccupied.</li> <li>3) Lind Apollo UV-C LED Disinfection Lights: Lind Apollo UV-C LED lights are portable lighting units that provide a touch-free way to decontaminate vehicles, rooms, and equipment. They use UV-C wavelength LEDs to kill microorganisms found in the air and on surfaces. A red indicator light lets users know when the lights are on and in use as they do not give off visible light. They produce no heat and turn on and off instantly (no wait time). These lights can be linked together using the included plug and connector cords. It is recommended to use them with an extension cord that can be plugged in outside the disinfection area to protect users from UV-C exposure. They can also be used with remote control outlets or timers to turn them on and off away from the unit. These lights can be hung from the ceiling, mounted on stands, or mounted to a wall.</li> <li>4) PURO Lighting UV Light Disinfection: PURO™ Lighting’s Helo and Sentry UV disinfection lighting products, powered by Violet Defense™ technology, represent a significant breakthrough in viral protection and clinical level disinfection. PURO Lighting uses a powerful, broad-spectrum light, including germicidal UV-C, UV-B and anti-bacterial UV-A to optimize their germ-killing efficiency.</li> </ol>
38	Describe any “green” initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.	<p>Grainger North America is committed to conducting business in an environmentally responsible manner while working to reduce energy use and minimize waste in our operations. To do so most effectively, we focus on the environmental challenges within the material parts of our business: our operations, our products and our supply chain. Our annual Corporate Social Responsibility Report provides on-going insight into our corporate sustainability efforts.</p> <p>US GREEN INITIATIVE FOCUS: We work to improve our environmental performance across our value chain from our suppliers through our operations and our customers. We encourage stewardship in our operations and share our lessons with others. We partner with third party sustainability</p>

organizations, such as the CDP (formerly known as the Carbon Disclosure Project), the GreenBiz Executive Network, the U.S. Environmental Protection Agency, SmartWay® Program, UL Inc. (formally Underwriter's Laboratories, Inc.) and the U.S. Green Building Council to help us align our environmental investments with our stakeholders' expectations.

**Operations:** We focus our efforts where we can have the most influence. Grainger's Distribution Centers account for roughly 38 percent of our operations and will proportionally increase as we expand our service offering. Inherent to this footprint is an opportunity for energy management. We closely monitor our energy consumption and improve our green energy mix by researching sustainable solutions to increase efficiency and utilize renewable energy. When possible, we invest in onsite renewable energy, purchase renewable energy credits and green tariffs.

**Products:** Grainger provides customers with the products they need to keep their businesses running over the long term. As part of this, we work to understand how these products affect the environment. Our customers have increasingly requested environmentally preferable products (EPP) and we stock them to improve our service. Our EPP portfolio helps customers maintain sustainable facilities through efficient energy management, water conservation, waste reduction and air-quality improvement. The Grainger EPP portfolio includes more than 100,000 SKUs, 26 EPP product certifications and 46 EPP product attributes in all categories. The portfolio also spans more than 600 brands across 672 product categories. More than 15% of Grainger suppliers offer products featured within our environmentally preferable product portfolio.

For a product to be classified as environmentally preferable it must maintain one or more environmentally preferable attributes or third-party certifications such as WaterSense®, ENERGY STAR® or Green Seal. Our suppliers inform Grainger of the product certifications and attributes their products may carry. Then an independent 3rd Party, Underwriters Laboratory Inc. (UL Environment), verifies the viability of the certification or attribute claims. Grainger also works with UL Inc. to ensure that the most current certification and attribute options are identified.

Sourcewell members can easily identify environmentally preferable products on Grainger.com. When searching for products simply look for our Green Leaf icon. This indicates that the select product has a UL validated certification and/or attribute. On Grainger.com members can filter any product search results to view environmentally preferable options.

**Grainger EPP Portfolio - Product Certifications & Certification Bodies:**

Our environmentally preferred product portfolio is featured on the Green Resources landing page on Grainger.com.

**Services:** Grainger Lighting Solutions (GLS) and Grainger Energy Services (GES) provide a network of qualified, insured and licensed service providers that help identify and facilitate a variety of energy savings projects that impact the bottom line.

**Comprehensive Services Include:**

- Multiple Energy and Water Saving solutions
- Audit and Financial Analysis
- Material, Contractor and Project Management
- Installation by Qualified, Insured and Licensed Service Partners
- Identification of Applicable Incentives and Rebates
- Disposal and Recycling

For more information visit the Grainger Energy Services landing page on Grainger.com.

**Hazardous Recycling Services:** Grainger's recycling services solve the disposal problem for environmentally hazardous bulbs, dry batteries, and ballasts.

1. **Recyclable Kits:** When you buy our specialized recycling kits for fluorescent lamps, ballasts or dry batteries, you're buying a whole turnkey service for one all-inclusive price. For larger volume needs Grainger offers bulk pick-up. We will custom design a program that works for you. This service encompasses lamps, ballasts, batteries, electronics, and mercury.

Each kit includes:

- Special UN/DOT approved container
- Pre-printed label with instructions
- Toll-free number for pickup
- Certificate of reclamation

2. **Grainger Branch Programs:** Grainger offers customers the opportunity to deposit recyclable items in collection boxes for no additional charge in Grainger branches through our partnership with EnviroLight , specialized recycling services.

3. **Additional Supplier Based Programs:** Grainger works with our key suppliers to provide the current following no-fee and fee-based program's for Members.

- Grainger offers recycling kits available for purchase on Grainger.com for many of the items listed above provided by EVERLIGHTS, RECYCLEPAK & SUPPLYPAK. Further details and kit specifications can be easily obtained by entering the search term "recycling kits" on

Grainger.com.

- Georgia-Pacific's (GP) Dispenser Refurbish, Recycle, Reuse (RRR) Program provides a no-charge end of life solution for old paper towel and toilet paper dispensers. The GP team removes old dispensers and reuses components. Old dispenser components are utilized in manufacturing new products, such as computers and automobile parts. Dispensers are picked up at the end user's location.
  - Georgia-Pacific provides a no charge service developed to reduce the number of batteries in landfills in partnership with CALL2RECYCLE. Through this service, boxes can be provided to customers for collection of used batteries. Boxes are picked up at the facility and new boxes provided for continued collection and environmental disposition.
  - GOJO will coordinate the removal, transport and sustainable disposal of old hand soap and sanitizer dispenser materials when completing a GOJO managed dispenser installation project.
  - For Members utilizing LOCTITE® Anerobics or Light Cure Technologies, Henkel offers a solution to help you meet recycling goals and recycle items that were previously non-recyclable. Through an innovative partnership with TerraCycle®, boxes can be purchased that enable convenient return shipping and recycling.
  - Stanley Black & Decker offers a no-charge end of life solution for DEWALT, BLACK&DECKER, STANLEY TOOLS & BOSTITCH brands.
  - Tyvek Protective Apparel can be recycled through DuPont's Recycling Program.
- Grainger's Mid-Stream Utility Rebate Program: For Sourcewell Members in eligible zip codes, Grainger identifies utility rebates applicable to LED Lighting and other items.

#### CANADA GREEN FOCUS

Grainger Canada has implemented a robust environment, health and safety management system and is currently assessing compliance and consistency with ISO 18001 and ISO 14001 standards. As a distributor of products, our significant environmental impacts are quite low in comparison to many other industries.

In line with our vision to be an outstanding business partner for our targeted customers and suppliers and to be a good corporate citizen, Grainger Canada has implemented a number of environmental initiatives and practices over the past few years.

Environmental Products & Catalog: We continue to work with our suppliers to promote goods and services that are environmentally responsible. The Grainger Canada catalogue has a green designation for a selection of products that can help reduce your company's impact on the environment. The products bear this symbol throughout the catalogue. Over 1,600 items in our product offering are classified as environmentally friendlier. Examples include:

- Paint products that are lead free and in some instances solvent free
- Higher solid content spray paints to reduce fugitive emissions
- CFC and fluorocarbon free propellants in spray cans
- Biodegradable skin care products
- Solvent free parts cleaning and degreasing agents
- Biodegradable cleaning agents
- Solvent recovery systems
- Environmental remediation products

Grainger Canada also participates in a number of product stewardship programs in several provinces to help with the recovery and recycling of a number of products such as paint, batteries, oil, oil filters and oil container, antifreeze and antifreeze container.

Best Practices and Programs: In addition to our various product lines, we also have a number of internal practices to support the environment. Grainger Canada locations participate in recycling activities in most of our office environments recycling such items as paper, cardboard, organic waste cans and bottles. Our distribution centers also participate and recycle and reuse as much as possible. This includes cardboard, wooden pallets and packaging. To facilitate this level of recycling we have installed bailers and compactors to ensure as high a capture rate as possible. Our powered industrial equipment in each distribution center is electric, further reducing our carbon footprint.

Various energy efficiency initiatives such as the use of programmable thermostats, energy efficient lighting, air curtains, roof top turbines and de-stratification fans have been installed or are planned in many facilities. These measures help to reduce energy usage, costs and the associated carbon footprint. Grainger Canada has an agreement with Bullfrog Power to purchase 100% renewable electricity for some of our locations, this initiative started back in November 2008.

From a real estate perspective, we conduct a phase 1 environmental site assessment and, where warranted, a phase 2 environmental site assessment prior to the purchase of any new property. This ensures that we do not purchase properties that may have historic contamination and other related environmental issues. We also conduct environmental monitoring of our owned sites to ensure operations do not have a detrimental effect on the environment. If contamination is found, it is cleaned using the latest technology and scientific methodologies.

		<p><b>Environmental Initiatives with Customers</b>                  Grainger Canada works with customers throughout Canada to help eliminate waste, environmental impact and recycling costs with our bin delivery programs. Examples of how we help customers reduce their carbon footprint:</p> <ul style="list-style-type: none"> <li>• University of BC was able to remove over 1.5 tons of packaging from landfills</li> <li>• City of Calgary replaced 73 boxes in 1 month and eliminated 900 boxes over the course of 1yr.(1,100 lbs. of cardboard)</li> </ul> <p>• Grainger Canada has partnered with a major University to help decrease their environmental impact by; consolidating suppliers, reducing shipments, eliminating cardboard waste, acquiring goods manufactured locally and supporting them with a full line of environmentally friendly products</p> <ul style="list-style-type: none"> <li>• Grainger Canada has shown this customer a consolidation of deliveries from 10 to 4 a week (43,434KM's /yr. to 4,140KMs). This equals an 88% reduction in CO2. There has also been a reduction in cardboard waste from 14.33 tons a year to 1.65 tons</li> <li>• Grainger Canada is committed to complying with all applicable environmental legislation. We have internal specialized professional staff that monitors this legislation to ensure that we have the right processes, practices and products in place</li> </ul> <p>We will continue to work with suppliers and review internal practices to ensure we take a proactive approach to managing business in a way to minimize impact on the natural environment.</p> <p><b>Product and Suppliers</b>                  As Canada's leading distributor of industrial and safety MRO products, Grainger Canada, takes its environmental role seriously. Our vendor and product selection processes are designed to ensure, where available, the products we distribute are designed to conserve and protect the environment in which we live. These criteria include:</p> <ul style="list-style-type: none"> <li>• Vendors business practices, values and environmental policies</li> <li>• Recycled content of the product</li> <li>• Recyclable packaging</li> <li>• On-going product development</li> <li>• Energy efficiency</li> <li>• Safety and meeting all Canadian regulations for product certifications</li> </ul> <p>For additional information, please see document named "Table 8_Line Item 38_Grainger North America Sustainability Overview" contained within the Zip File named "Grainger North America Additional Documents" uploaded to the "Additional Document" section of the RFP response template.</p>
39	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the equipment or products included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>Grainger's product offering includes more than 100,000 products that help customers maintain sustainable initiatives through efficient energy management, water conservation, waste reduction, and air-quality improvement. These products are classified by maintaining one or more environmentally preferable certifications or attributes.</p> <p>To provide an additional measure of confidence to customers, Grainger receives ongoing verification of its environmentally preferable SKU designation from UL, Inc. (the former Underwriter's Labs). These environmentally preferable products are clearly designated on Grainger.com by a green leaf and totaled more than \$600 million in 2019 sales.</p> <p>Certifications our products receive include: Energy Star, NEMA Premium, WaterSense, Green Seal, Ecologo, GreenGuard, BioPreferred, Safer Choice, Smart Certified, Sustainable Choice, Compostable, RoHS Compliant, FSC, Sustainable Forestry Initiative, CarbonFree and more. The green leaf symbol in the Grainger General Catalog and online at www.grainger.com helps U.S. customers identify environmentally preferable products to address their sustainability objectives. The triangle symbol on Grainger.ca allow Canadian customers to identify environmentally preferable products.</p>

40	Describe any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation of certification (as applicable) in the document upload section of your response.	<p>Grainger US has two best in-class industry programs to help our customers meet their WMBE and/or SBE goals. Grainger has over 20 years of successful experience offering diverse companies opportunities through two core programs.</p> <p>1. GRAINGER US SMALL AND DIVERSE SUPPLIER PROGRAM – This tier-two program affords customers with access to diverse (ESB/MBE/WBE/DV &amp; DBE) manufacturers and suppliers through our catalogs and distribution channels. Grainger's Small and Diverse Supplier Program allows customers to buy WMBE and/or SBE products directly from Grainger and receive regular reporting that shows WMBE and/or BE products purchased by the customer. Products provided by diverse manufacturers and suppliers are identified as part of the supplier diversity program with the following symbol.</p> <p>2. GRAINGER US DISTRIBUTOR ALLIANCE PROGRAM (only available in the US at this time) - This tier-one program allows customers to buy Grainger products directly from authorized diverse business entities (DBEs) that have partnered with Grainger. Currently there are over 70 DBE's that have been vetted by Grainger and support the needs of many customers that have MWBE and/or SBE tier one goals. In the Distributor Alliance reseller program, the customer can leverage these companies' capabilities, experience and expertise to meet diverse goals.</p> <p>In Canada, Grainger Canada has been highly involved with many aboriginal groups across Canada. Our policy to work with local aboriginal groups has been a long-standing initiative and has driven many innovative programs between Grainger Canada and aboriginal groups. Grainger Canada was highly involved in a three-way partnership with Suncor and the Mikisew Cree First Nation to setup Mikisew Sling and Safety. This has been a successful partnership and Grainger Canada has leveraged its industry and management expertise, as well as distribution capacity, to assist Mikisew with its continued growth over the last several years. Since their partnership began with Grainger Canada, their sales have increased from \$470,000 to over \$1.8 Million annually. We helped Mikisew to define their target market, expanded our inventory position with their product lines, supported business education, develop relationships with some of our largest customers and had an aggressive merchandising program throughout our branch network. Grainger Canada distributes Mikisew Sling and Safety products nationally and the company now employs approximately 25 First Nations members at a state-of-the-art facility in Edmonton.</p> <p>In addition to Mikisew Slings, Grainger Canada has been involved with the joint market development for Fort Chipewyan Manufacturing to develop wristolet product for use at Suncor and Syncrude. This company was formed in 1998, has continued to grow and is now manufacturing a number of items. Although Grainger Canada does not distribute this product, we worked closely with our customers and our suppliers including DuPont to assist the set-up and on-going improvement of this business. In this case, Grainger Canada assisted in the setup of the business and removed itself from the supply chain in order to facilitate a direct relationship between Fort Chip and the customers. This was the only way to make the program financially viable.</p> <p>These efforts are further facilitated by Grainger Canada's strong support of organizations such as the Canadian Aboriginal and Minority Supplier Council (CAMSC), the Canadian Aboriginal Mining Association (CAMA), and the National Aboriginal Achievement Awards. Grainger Canada is proud to be the only MRO and safety distributor that is a member of CAMSC and a multi-year sponsor of CAMA.</p> <p>Additional information is found in the document "Grainger US_Distributor Alliance Program Overview" which has been uploaded to "WMBE/MBE/SBE or Related Certificates" in the "Documents" section of the RFP response template.</p>
41	What unique attributes does your company, your products, or your services offer to Sourcwell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcwell participating entities?	<p>Grainger North America has the broadest and deepest inventory available in the US and Canada in an intensively competitive market sector. Product is ready for shipment across every category. An advanced supply chain infrastructure is driven by the customer needing product now. Grainger North America's investment in ecommerce and digital platforms yields advanced product search, meaningful assistance and comparison and a most efficient and accountable ordering process. Grainger North America's employees, our most important investment, have expertise and commitment to assist with product selection, and to assure availability and timely delivery. Our technology experts design and innovate our information systems and digital platforms. Overall our employees bring distinction and merit critical to customer choice.</p> <p>Grainger North America's experience in serving Sourcwell Members has given us insight to comprehend the challenges public agencies face and to bring our attributes to assist in addressing them. Public servants know well the costs associated with acquisition beyond product price - searching for products, leaving facilities to shop, repetitive procurement processes, maintaining inventory of product infrequently needed yet critical when it is and the high cost of spot purchases. The competitive market leveraged by Sourcwell's comprehensive solicitation assures reasonable pricing across all product and service categories; our offer being the most competitive to date. The breadth and depth of Grainger North America inventory and its distribution network centered on next day delivery results in quantified cost savings. Our offer also engages Grainger North America's advanced information systems to assure compliance and audit acumen expected of public expenditure and can be structured to the individual agency.</p>

The following are unique products Grainger offers to Sourcewell Members:

1) Autonomous T7 Micro-Rider Floor Scrubber:

A Robotic Solution that addresses labor challenges, drives efficiencies and maintains a high standard of cleaning with the T7AMR, a robotic solution designed to work safely and efficiently alongside employees so they can focus on high-value tasks. Equipped with BrainOS® technology, the autonomous T7 is designed and tested to operate in complex, real world environments while safely avoiding people and obstacles.

2) LumiCleanse UV-C Germicidal Fixtures:

LumiCleanse UV-C1 ultraviolet germicidal lights use UV-C wavelength light to kill bacteria, mold, fungi, viruses and allergens found in the air and on surfaces. They are recommended to cover an area of 100 sq. ft. per dose cycle. They sit on counter-tops or desks or hang from the ceiling. The units have a remote-control switch to allow users to leave the room before activating the UV-C light. They also have a motion sensor that turns the light off if a person enters the space. These lamps are commonly used to disinfect reception areas, offices, restrooms, hotel rooms, service counters, or other public spaces when they are unoccupied.

3) Lind Apollo UV-C LED Disinfection Lights:

Lind Apollo UV-C LED lights are portable lighting units that provide a touch-free way to decontaminate vehicles, rooms, and equipment. They use UV-C wavelength LEDs to kill microorganisms found in the air and on surfaces. A red indicator light lets users know when the lights are on and in use as they do not give off visible light. They produce no heat and turn on and off instantly (no wait time). These lights can be linked together using the included plug and connector cords. It is recommended to use them with an extension cord that can be plugged in outside the disinfection area to protect users from UV-C exposure. They can also be used with remote control outlets or timers to turn them on and off away from the unit. These lights can be hung from the ceiling, mounted on stands, or mounted to a wall.

4) Coronavirus Awareness & Social Distancing Signs:

Coronavirus awareness and social distancing signs advise people to take health precautions to protect themselves and others. They provide instructions for maintaining a proper physical distance from others, remind people to evaluate their health before entering a building, and call out areas where people can wash their hands or use hand sanitizer. These signs mount to a wall, except for those designated as floor signs

5) Facemask Required Signs:

"Facemask Required" signs advise employees, patrons, and guests to wear facemasks when in certain areas. These signs mount to a wall, except those designated as floor signs

6) PURO Lighting UV Light Disinfection:

PURO™ Lighting's Helo and Sentry UV disinfection lighting products, powered by Violet Defense™ technology, represent a significant breakthrough in viral protection and clinical level disinfection. PURO Lighting uses a powerful, broad-spectrum light, including germicidal UV-C, UV-B and anti-bacterial UV-A to optimize their germ-killing efficiency.

7) Pandemic Related Services:

Decontamination Cleaning Services: Routine disinfection services for scheduled maintenance or deep cleaning of your facilities. Options include HVAC hygienic cleaning and air barrier solutions to help customers maintain a clean, healthier facility.

UV & Disinfectant Solutions: Grainger can help eligible customers with turnkey installation or products for self-installation of UV lighting solutions and ionization technology for your HVAC system to eliminate airborne particles, odors and pathogens.

Temperature Detection and Medical Screening

Barrier Protection Design

Business Continuity Plan Support

8) Transparent Surgical Masks:

These transparent masks don't block visibility to the wearer's face. They are commonly worn by healthcare workers and educators to communicate facial expressions and emotions, or facilitate lip-reading with deaf and hard-of-hearing patients or students. These masks are worn in person-to-person settings to provide general protection from germs transmitted through coughing, sneezing, and talking.

9) Portion Control System Chemicals:

These cleaning chemicals for portion control systems are highly concentrated and take less space to store than standard containers of cleaning chemicals. They are for use with compatible portion control systems, which eliminate wasted chemicals and prevent improper mixing of cleaning chemical solutions due to human error. The system dispenses an exact amount of chemicals when diluting the cleaning solution, which guarantees the cleaning solution is mixed at the optimal strength for cleaning applications.

10) Pest & Rodent Repellent Trash Bags:

Pest- and rodent-repellent trash bags prevent pests and rodents from disturbing trash and

		<p>waste. These bags are scented to make food waste unappealing to mice, racoons, and other rodents. Use these bags indoors and outdoors to deter pests from approaching trash and receptacles and keep facilities clean and picked up.</p> <p>For additional information, please see document named "Table 8_Line Item 41_Grainger North America Unique Products" contained within the Zip File named "Grainger North America Additional Documents" uploaded to the "Additional Documents" section of the RFP response template.</p>
--	--	---

**Table 9: Warranty**

**Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. You may upload representative samples of your warranty materials (if applicable) in the document upload section of your response in addition to responding to the questions below.**

Line Item	Question	Response *
42	Do your warranties cover all products, parts, and labor?	<p>All warranties cover all products/equipment parts. Grainger North America doesn't provide labor, unless manufacturer's warranty covers labor.</p> <p>Other detailed warranty information is found in "Grainger Warranty Program 2020" which has been uploaded to "Warranty Information" in the Document section of the RFP response template.</p>
43	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	Grainger North America shall have no liability for, and expressly disclaims any warranty, express or implied, including (i) the implied warranties of merchantability and fitness for a particular purpose and (ii) any warranty or affirmation of fact related to misuse, improper selection, recommendation, or misapplication of any product.
44	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	This is not applicable because Grainger North America is a distributor, not a manufacturer, and therefore does not have technicians on staff that perform warranty work on products sold.
45	Are there any geographic regions of the United States or Canada (as applicable) for which you cannot provide a certified technician to perform warranty repairs? How will Sourcewell participating entities in these regions be provided service for warranty repair?	Grainger North America, as nationwide distributors of Maintenance, Repair and Operations products, generally will not be the manufacturer and service provider for the majority of the products offered pursuant to the awarded contract. Upon request, the manufacturer of a given product will address the geographic availability of a warranty repair technician
46	Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?	Many of the Products listed in Grainger North America's General Catalogs and included in this proposal are warranted by the manufacturer to the final user. Upon request by Buyer, as a service for the Term of this Agreement, Grainger North America will obtain copies of manufacturers' consumer warranties and will furnish them free of charge to Buyer. Such requests must include the Grainger's stock number and the manufacturer's model number (if shown) of each Product for which a copy of the warranty is requested. Grainger may also furnish sales brochures and other literature of the manufacturer. Grainger North America assumes no responsibility for the content or coverage contained in any manufacturer's warranty or sales literature by providing this service.
47	What are your proposed exchange and return programs and policies?	<p>Grainger US Exchange and Return Policy: Returns for Grainger catalog products can be made up to one (1) year from the date of purchase. Returned product must be in original packaging, unused, undamaged and in saleable condition. Proof of purchase is required. Grainger will either replace the product or issue a credit for the purchase price.</p> <p>Grainger Canadian Exchange and Return Policy: Any cancellation or return must be approved by Grainger Canada (at its discretion), be accompanied by proof of purchase, and may be subject to restocking or other charges. Any returns due to shipping errors, damage or loss must be reported to Grainger Canada immediately. For returns not related to damage or loss during shipping, product must be returned within 1 year of shipment and be in original package and re-saleable condition. Returns can be made to Grainger Canada; however, Grainger Canada will only accept returns on products purchased through Grainger Canada. Returns of custom sourced products may not be permitted.</p>

48	Describe any service contract options for the items included in your proposal.	<p>In addition to our product line offering, Grainger North America offers select service contracts either directly or via our supplier/manufacturer network, in support of our product offering. Grainger North America will work with Members to review and assess which service opportunity is best suited to satisfy the Member's operational needs.</p> <p>Safety Equipment Technical Services (available through Grainger Canada only): Grainger Canada provides services that deliver convenient solutions to maximize productivity, reduce the risk of injury and minimize costly downtime by keeping your safety equipment running smoothly. Your local Grainger Canada team will coordinate all of your calibration, certification, repair and rental needs via one of our 3 Service Centers or mobile at your location (some restrictions and fees apply).</p> <p>Our Services include:</p> <ul style="list-style-type: none"> <li>• Functional Flow Testing of Self-Contained Breathing Apparatus (SCBA)</li> <li>• Functional Flow Testing of Supplied Air Breathing Apparatus (SABA)</li> <li>• Hydro Static Testing of cylinders</li> <li>• Internal Visual Inspection of cylinders</li> <li>• Cylinder Recharge</li> <li>• Fit Testing Services on all mask types</li> <li>• Rental of Scott &amp; MSA packs &amp; bottles</li> <li>• Repair, maintenance of Breathing Air Compressors</li> </ul> <p>Grainger Canada's factory trained and certified technicians are committed to providing quality repair, maintenance and calibration services to your equipment. We provide the highest quality service, in compliance with all manufacturing and regulatory requirements such as NFPA and Transport Canada.</p> <p>To ensure downtime is eliminated, we also have available a fleet of equipment for rental, including:</p> <ul style="list-style-type: none"> <li>• SCBA Units</li> <li>• Ventilation Kits (i.e. air carts)</li> <li>• Gas Detection (i.e. personal monitors, docking stations)</li> </ul>
----	--	---

**Table 10: Payment Terms and Financing Options**

Line Item	Question	Response *
49	What are your payment terms (e.g., net 10, net 30)?	Grainger North America's payments terms are NET 30.
50	Do you provide leasing or financing options, especially those options that schools and governmental entities may need to use in order to make certain acquisitions?	Grainger North America does not offer leasing or financing options at this time.
51	Briefly describe your proposed order process. Include enough detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template. For example, indicate whether your dealer network is included in your response and whether each dealer (or some other entity) will process the Sourcewell participating entities' purchase orders.	<p>Grainger is proposing a Business to Government order process, through a Grainger or Grainger Canada branch or any of the multiple EDI platforms.</p> <p>Grainger North America utilizes SAP's innovation for reporting, transactional, planning, logistical and operational needs of the facilities maintenance marketplace and especially to meet our customers' reporting requirements. Grainger North America can provide quarterly sales data to Sourcewell.</p>
52	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	Grainger North America accepts all types of VISA, MasterCard, Discover Card and American Express (AMEX) cards as a means of payment. There is no additional cost to Members for this process.

**Table 11: Pricing and Delivery**

Provide detailed pricing information in the questions that follow below. Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract as described in the RFP, the template Contract, and the Sourcewell Price and Product Change Request Form.

Line Item	Question	Response *
-----------	----------	------------



53	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	<p>Grainger North America's pricing offer encompasses significant discounting across the proposed categories. These category discounts are applied to Grainger North America's Contract Reference Price (CRP). Introduced in 2017, CRP is the new product pricing basis for contract customers. CRP is market-based and lower than our historic List Price and thus makes more products attractively priced and simplifies the purchasing process. CRP is stable and only subject to change three times per year. Because CRP is lower than Grainger North America's prior List Price, contract category discounts are also lower. It is therefore important to compare the "final" product prices, as a larger discount percentage offered by a competitor may not yield a lower final product price.</p> <p>For Sourcewell Members, CRP is found on Grainger.com and Grainger.ca when Members log into their account. The CRP at the time of purchase will be the price to which any contract discounts will be applied. The offered category discounts are fixed through the life of the contract across identified categories.</p> <p>Grainger North America's category discounts are based on product category hierarchy at time of purchase. Grainger North America's categorization of product is subject to change. Grainger North America's current product category hierarchy is available from Grainger upon request.</p> <p>If Grainger North America experiences a material increase in its cost to supply any Catalog Product as a result of, among other things, changes in laws or regulations, impositions of tariffs, increases in commodity prices, extraordinary events (e.g., COVID-19 pandemic) that significantly impact the global supply chain, or other changes in conditions not reasonable to foresee, Grainger North America reserves the right to revise its pricing.</p> <p>Volatile Product - A volatile product is one that is impacted by unpredictable market conditions outside the control of Grainger North America which cause the product price to fluctuate. Pricing for such product may change on a monthly, weekly or even daily basis. An example of such product includes, but is not limited to, wire, cable, personal protective equipment and certain chemicals. Changes in the cost of raw materials, global or domestic demand and/or logistics costs for example, can immediately impact the price for such product. Volatile product are subject to Grainger North America's primary price discount of five percent (5%) off of Contract Reference Price ("CRP").</p> <p>Grainger North America's proposed category discounts are identified in the Document named "RFP #101320 Grainger North America Category Discounts" which has been uploaded to the "Pricing" category in the Documents section of the RFP response template.</p>	*
54	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	The discount range in this offer represents 19%-22% off Grainger North America's Contract Reference Price (CRP) as defined in Line Item 53.	*
55	Describe any quantity or volume discounts or rebate programs that you offer.	<p>Large Order and Volume Discounts: Grainger has years of experience working with Sourcewell Members on individual projects and discounted pricing. Grainger North America will continue to work with Sourcewell Members to leverage additional discounts for large, single orders, based on size and scope.</p> <p>Customer Specific Pricing (CSP): Grainger North America recognizes the importance of providing Members with relevant pricing for specific products in special circumstances. Deeper discounted pricing can be sought in the form of Customer Specific Pricing (CSP) as it relates to specific opportunities.</p>	*
56	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	Grainger North America's Sourcing Team procures facilities maintenance products and services beyond the Grainger catalog. With access to more than 5 million products and more than 15,000 suppliers, this team provides a total cost solution for acquiring infrequent and low demand items. Grainger North America has business relationships with manufacturers critical to Member operations. Quotes for "sourced" products will be supplied for each such request.	*

57	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	Grainger North America includes all costs associated with product and product related services purchased by our customers in our pricing submittal. Our pricing is transparent. The price quoted or invoiced is the total cost of acquisition for the product and/or product related service to be paid by the customer.	*
58	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Grainger North America offers the Sourcewell Member pre-paid freight on standard ground shipments. Title transfers to Sourcewell Members at time of delivery, FOB Destination. Other terms and fees may apply for shipment of export orders and orders placed for Sourced Products. Charges and fees incurred for additional services, such as expedited delivery, carrier or special handling by the carrier, air freight, freight collect, export orders, hazardous materials, customer's carrier, shipments originating within the U.S. and shipping outside the contiguous U.S.; shipments originating in Canada and shipping outside Canada, will be paid by Member. There are no additional charges for travel.	*
59	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Grainger North America offers the Sourcewell Member pre-paid freight on all standard ground shipments originating in Canada and shipping in Canada. Alaska and Hawaii also receive pre-paid freight on standard ground shipments. Sourced products may have other terms or fees that apply for shipment of product in Canada, Alaska and Hawaii, as well as export orders. Charges and fees incurred for additional services, such as expedited delivery, carrier or special handling by the carrier, air freight, freight collect, export orders, hazardous materials, customer's carrier, or other special handling by the carrier, will be paid by Member.	*
60	Describe any unique distribution and/or delivery methods or options offered in your proposal.	Grainger North America's advanced technology and multiple distribution channels delivers product to Members where and when they need it. The unique combination of broad on-hand inventory strategically located across North America in distribution centers and branches provides unrivaled product availability: <ul style="list-style-type: none"> <li>•On-hand Inventory \$1.5 billion and more than 1.6M products</li> <li>•Technology Investment and Supply Chain Expertise that forecasts Member needs to ensure product availability by locating inventory near the Member throughout the distribution network</li> <li>•Product ordered by 4PM, 95% of customers receive next day</li> </ul> <p>Grainger North America provides the best combination of product selection, depth of inventory locally available, speed of delivery and ordering simplicity through a network of 280 branches and 17 distribution centers across North America. Throughout Grainger's network, we carry over \$1.5 billion in inventory on hand every day provided by over 7,600 Grainger North America supplier and manufacturer agreements</p>	*

Table 12: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
61	b. the same as the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	

**Table 13: Audit and Administrative Fee**

Line Item	Question	Response *
62	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcewell.	<p>Grainger North America takes contract compliance very seriously. Understanding the processes and related system functionality required to operationalize the terms of the contract is crucial to fully adhering and complying with all contractual provisions. Grainger North America knows this well and is experienced in ensuring its processes and systems are designed to drive contract compliance, including pricing compliance and administrative fee payments.</p> <p>Grainger North America's approach includes people, processes and systems. The starting point is the Member's account number to which pricing is linked. Pricing is linked at the inception of the Sourcewell contract for previously aligned Sourcewell Members and for any new Member requesting to participate on the Sourcewell contract. We do much more to ensure that accurate contract pricing is continually delivered to Sourcewell Members. Monthly pricing reviews are performed ensuring each Sourcewell Member receives valid contract pricing. If there are any inconsistencies, we ensure adjustments are made and the Member is credited.</p>
63	Identify a proposed administrative fee that you will pay to Sourcewell for facilitating, managing, and promoting the Sourcewell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See the RFP and template Contract for additional details.)	<p>Grainger will provide Sourcewell with a Direct Sales Administrative Fee ("DSAF") of Two Percent (2%) on all North American Product Purchases pursuant to an awarded contract. Grainger will provide Sourcewell with a DSAF of One Percent (1%) on all Member's Distributor Alliance Program purchases, pursuant to an awarded contract. Member utilization of Grainger's small business Distributor Alliance Program must first be documented by Grainger in a Statement of Work specific to each Member. Grainger will provide Sourcewell with a DSAF of One Percent (1%) on all Plus Program Member's Product Purchases, pursuant to an awarded contract. Qualifying purchases are those purchases made by a Sourcewell Member from Grainger pursuant to the awarded contract and shall include total net invoice price less freight, taxes, returned products and credits. Grainger will calculate the DSAF amount quarterly and provide the DSAF payment to Sourcewell within forty-five (45) days from the end of the quarter.</p>

**Table 14A: Depth and Breadth of Offered Equipment Products and Services**

Line Item	Question	Response *
64	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	<p>Grainger North America is much more than a supplier offering a wide breadth of products and an extremely efficient distribution system. Through the relationships Grainger North America has developed over the years with Sourcewell and its Members, Grainger North America has demonstrated its value by providing unparalleled service and cost saving solutions for facilities maintenance products, including the Janitorial Supplies and Equipment with Related Services as specified in this RFP. Grainger North America is dedicated to understanding each Member's specific needs, and working with our manufacturers and suppliers to assist each Member with achieving its goals.</p> <p>Grainger North America has been selling facilities maintenance supplies including the Janitorial Supplies and Equipment with Related Services as specified in this RFP, to customers for decades. Based on customer demand, Grainger North America has continued to expand its product offering to include well over 90,000 items that support the requested equipment, products and services. This comprehensive equipment, product and services portfolio helps Sourcewell Members save both time and money. Grainger carries the cleaning supplies needed to help keep the workplace clean and looking good-- and that can have an impact on Members' bottom line and user experience.</p> <p>We offer a full line of cleaning chemicals and supplies like degreasers and paper towels to help keep facilities clean, safe and productive. We also carry a wide range of industrial vacuum cleaners and floor polishers that best suit specific flooring surface. Grainger North America has also formed strategic relationships with key suppliers in the Janitorial Supplies and Equipment with Related Services market such as 3M, Clorox, Brady, Diversey, DuPont, Georgia Pacific, Gojo, Honeywell, Hoover, Kimberly</p>

Clarke, Lysol, Mi-T-M, Purell, Rubbermaid, SC Johnson, Simple Green, Tennant, Tornado, Vikan and Zep. North America's strong relationship with our suppliers enables local Government Account Managers to work with supplier representatives to bring relevant solutions to individual Sourcewell Members

At the time of submittal, Grainger North America's offer covers over 90,000 items the following product categories (associated sub-categories are listed in our response to Line Item 65):

Brooms, Brushes, and Dust Pans  
 Cleaning Chemicals  
 Cleaning Equipment and Vacuum Cleaners  
 Dust Mops, Dusters, and Cleaning Pads  
 Furniture Care including:  
 Janitorial Carts and Supply Holders  
 Odor Control  
 Paper Products and Dispensers  
 Personal Care Products  
 Rags and Wipes  
 Receptacles and Containers  
 Recycling Equipment  
 Restroom Equipment  
 Trash Bags  
 Wet Mops, Squeegees, and Buckets  
 Window Washing Equipment Accessories  
 Disinfection Lighting  
 Eye Protection and Accessories  
 Face Protection  
 Gloves and Hand Protection  
 Respiratory Protection  
 Signs and Signage  
 Disposable and Chemical Resistant Clothing

In addition, Grainger North America's offer covers the following SERVICES / SOLUTIONS / RESOURCES: Inventory Management, Online Safety Manager, Emergency Response Support, Public Safety Program Managers, Safety In-Field Specialists, Grainger Consulting, Technical Support and Product Training/Assessments:

#### INVENTORY MANAGEMENT:

A critical facet of distribution and delivery is anticipating and understanding Member needs. Inventory Management is a unique delivery solution moving high usage items close to point of use and maintaining critical product availability. Through its KeepStock® Program, Grainger North America provides multiple inventory management solutions reducing Member's total cost of inventory ownership. Effective inventory management reduces on-hand inventory, improves purchasing efficiencies, and ensures availability of critical product all while providing secure and efficient access.

Grainger North America's KeepStock portfolio of inventory management solutions help Members manage their inventory and reduce costs. Beyond industry-standard vending machines, Grainger North America's portfolio provides both customer-managed (CMI) and Grainger vendor-managed (VMI) inventory options, including vending. Solutions range from simple to complex serving Member needs and can be combined within their facility to provide a custom service. KeepStock® can be integrated with Member purchasing systems or connected with Grainger.com. or Grainger.ca.

KeepStock® Capabilities: Grainger's KeepStock Inventory Management Solutions can specifically target facilitate streamlined order processes, replenishment, inventory management, and inventory reporting and accountability.

Grainger's unique capabilities that will contribute to cost savings for Sourcewell Members include:

- ePro/electronic data interchange (EDI) integration
- Workflow order-approval designations
- Vending dispense limits by item group or employee
- Inventory management software capability within managed MRO
- Consigned inventory within Vending, Onsite, and Managed (Guidelines apply.)
- KeepStock Trailer for temporary projects or short-term, high-product-volume requirements

Inventory management is not a "one size fits all" solution. Grainger take a customer-centric approach to align solutions with Sourcewell Members' needs. Grainger will work with Sourcewell Members to identify inventory challenges, determine where and how inventory is used, and develop a solution. Managing inventory effectively is core to Grainger's operations.

#### ◀KeepStock® Digital/CMI

The KeepStock Digital/CMI customer managed inventory solution leverages mobile and desktop technology to give customers complete control of their Grainger inventory. Grainger offers this program for no additional charge to any customer interested in self-managing inventory.

The Digital/CMI web-based tool can manage inventory to support Sourcewell Members' specific operations across locations. This easy-to-use and powerful software solution offers visibility, flexibility, and control while managing product. And, after Grainger's team installs and trains Sourcewell Members' staff, you get to control the rest.

Key features of Grainger's Digital/CMI solution:

- Easily find, buy, and manage Grainger products.
- Scan barcodes and send orders from the Grainger app.
- Adjust min/max and reorder points to ensure Sourcewell Members have what they need.
- Check and adjust as necessary.
- Manage users, approvals, and controls to track spend.
- Easily add, edit, and replace items.
- Access order history and purchase information to make informed inventory decisions.

#### ◀KeepStock® Replenish

Replenish is a vendor-managed inventory (VMI) solution that helps order and stock commonly used items, plus special-order project materials. An onsite inventory-management resource will help manage and analyze Sourcewell Members' inventory needs. The onsite resource ensures that Grainger products are on the shelves at the approved inventory levels and will help with the materials Sourcewell Members just needs occasionally.

Key features of Grainger's Replenish solution:

- Streamline Grainger-supplied inventory management through item identification and barcode labeling.
- Manage inventory levels to the established minimum/maximum stocking levels.
- Cross-reference Grainger items from Sourcewell Members' approved purchase requisitions and orders.
- Scan managed items, and place spot-buy orders as needed.
- Document standard operating procedures at Sourcewell Members' locations to provide direction and continuity of service.
- Comply with the facility's safety and inspection requirements.
- Understand Sourcewell Members' inventory needs and provide inventory insight and the ability to view slow/dead moving product.
- Leverage Grainger's inventory management expertise.

◀KeepStock® Vending is an industrial dispensing solution that Sourcewell Members can manage or that Grainger can help manage. Grainger's vending solution uses secure machines to control supply usage and is the best answer when Sourcewell Members need 24/7 access to products at point of use. This is an ideal solution for controlled access to consumable inventory and to durable items that can be used and returned. This valuable option helps encourage correct item usage and reduces overuse or shrinkage.

There are no delivery, installation, maintenance, rental, or usage fees for the Grainger equipment unless noted in the schedule. Sourcewell Members must maintain a minimum annual purchase level of Grainger's goods through each piece of equipment (net of freight, taxes, credits, and returns) of the amount indicated on the schedule for each type of equipment.

Grainger will provide complete project management of the dispensing machines implementation — including planning, transportation, installation, onsite training, and replenishment services. Sourcewell Members just needs to provide the necessary electrical and internet connections beyond Grainger's cellular option.

To better serve Sourcewell Members' dispensing needs, Grainger has a variety of standard offer machine types, security level capability, and check in/out features. Additional machine types and configurations are available if needed.

Key features of Grainger's Vending solution:

- Security: Products are secured in a locked cabinet to help control product usage and theft.
- 24/7 Access: Easy unattended and secure access to consumable and durable items.
- Flexible Placement: Located at point of use, Sourcewell Members' employees will spend more time on the job and less time in the storeroom.
- Automated Reordering: Greatly reduce carrying costs by decreasing on-hand inventory, eliminating stock-outs, and lowering purchase-order processing costs.
- Detailed Reporting: Includes department, job, and employee data. Sourcewell Members will know which items are coming in and going out — to easily track inventory value and measure purchasing accuracy.

- Vending Program Management: Grainger owns and is responsible for vending machine repair and maintenance.
- Vending Replenishment Flexibility: Sourcewell Members can design replenishment for controlled or union environments.

◀KeepStock® OnsiteSM is a VMI solution for larger, more complex customers who can consolidate spend with Grainger. This highly impactful solution creates documented value by offering dedicated space and a Grainger specialist with the inventory expertise to support Grainger-supplied inventory. Grainger's knowledgeable inventory management resource will work at Sourcewell Members' site to develop a deep understanding of inventory needs and will replenish and reissue Grainger product. Grainger's team will support Sourcewell Members' inventory management program and provide valuable insights and recommendations to increase the overall effectiveness of indirect spend. Key features of Grainger's Onsite solution:

- Streamline Grainger-supplied inventory management through item identification and barcode labeling.
- Manage inventory levels to the established minimum/maximum stocking levels.
- Issue product to member staff to improve productivity and maintain compliance.
- Organize inventory and restock products in proper location.
- Scan managed items and place spot-buy orders as needed.
- Source hard-to-find products.
- Desktop delivery.
- Document standard operating procedures at Sourcewell Members' locations to provide direction and continuity of service.
- Comply with the facility's safety and inspection requirements.
- Understand Sourcewell Members' inventory needs and provide inventory insight and the ability to view slow/dead moving inventory.
- Leverage Grainger's inventory management expertise.

#### ◀KeepStock® Managed

This fee-based solution places Grainger's inventory specialists at Sourcewell Members' facility to manage all indirect material requirements for Grainger and non-Grainger product. Grainger can provide this service within Sourcewell Members' existing inventory management system or provide the hardware and software to manage all inventory. Sourcewell Members maintains full control of all procurement and purchasing decisions. The focus is on MRO material management and finding ways to reduce product expense, better leverage inventory investment, and increase productivity. It puts indirect inventory to work — to help Sourcewell Members' storerooms achieve maximum efficiency — saving time and money. Fees may be offset through consolidation/volume incentive rebates. Key features of Grainger's Managed solution:

- Highly trained Grainger resources skilled in inventory management best practices, plus onsite support
- 90+ job tasks across 6 categories: Source, procure, stock, consume, analyze, and adjust
- 24/7 coverage
- Storeroom design and layout, process mapping, and material management systems available
- Standard operating procedures at Sourcewell Members' locations to provide direction and continuity of service
- Data and process standardization for improved compliance and visibility
- Customized and documented key performance indicators (KPIs)

#### KeepStock Enabled Capabilities

The following enabled capabilities are available for all Grainger KeepStock solutions except the Digital/CMI customer managed inventory option.

- eProcurement: This capability integrates KeepStock ordering with Sourcewell Members' procurement system or marketplace to create an efficient connection and automated processes.
- Trailers: This capability provides temporary storage for Grainger products when special projects, plant turnarounds, or other planned events create an increase in demand.
- Consignment: This capability sets up consigned inventory that delays invoicing of qualified Grainger products. To free up additional working capital, the products are stored in a secure location at Sourcewell Members' facility until time of use.

#### Inventory Management Implementation

Each onsite inventory management solution (Digital/CMI, Vending, Replenish, Onsite, Managed, and Integrated) is managed through a local or centralized implementation team. Grainger builds the implementation plan with Sourcewell Members' team and typically includes key milestones, timetables, transition activities, and change management considerations. After Sourcewell Members sign off on the completed implementation, the local service team will take over the day-to-day operations.

#### Eligibility Considerations:

Eligibility for Grainger's KeepStock® solutions is subject to qualifying criteria and

might require Grainger's Consulting Services group to conduct an assessment at Sourcewell Members' site and a written service agreement is required for KeepStock® Secure.

#### ADDITIONAL KEEPSTOCK® SERVICES:

**Storeroom Layout:** Storeroom Layout is a comprehensive offering to help companies maximize the available space for stocking indirect materials inventory. Over time, a maintenance storeroom becomes cluttered, inefficient and home to many obsolete and unidentifiable parts. By optimizing the design of the storeroom or tool crib, there is an opportunity to repurpose valuable floor space, make products easier to find and improve the flow of materials in and out. We collaborate with you on interactive 3-D designs before ever physically moving a single fixture.

**Data Quality:** Our Data Quality services encapsulate the creation or cleansing of a foundational data set of your parts inventory that is consistent, attribute rich and free of duplication. For organizations that lack quality data for their parts inventory, they unnecessarily put their operation at risk. The goal is to help improve the data integrity and management of inventory in order to achieve higher levels of productivity, increased up-time and improved spare parts maintenance.

For additional Inventory Management information, please see documents named "Table 14A\_Line Item 64\_Grainger North America KeepStock Inventory Management Overview" and "Table 14A\_Line Item 64\_Grainger North America KeepStock Vending Overview" contained within the Zip File named "Grainger North America Additional Documents" uploaded to the "Additional Document" section of the RFP response template.

#### ONLINE SAFETY MANAGER:

The Grainger Online Safety Manager system makes it easier than ever to manage critical workplace safety programs from your location. This online solution gives Members instant access to a set of comprehensive safety management tools and resources.

- Save time, money and create a safer workplace!
- Reduce injuries, accidents and exposure to fines
- Manage risk, compliance, documents and SDSs from your PC
- Ensure regulatory compliance and drive standardization
- Support your transition to GHS (Globally Harmonized System)
- Track training and results, customize curriculum
- Access to Specialized Training for OSHA, NEPA, HAZWOPER and DOT
- Management of incident and Inspections, schedule safety checks, audits and track root cause analysis
- Instant Access to Safety Data Sheets, GHS label printing
- Occupational Health instantaneous interpretation of PFT results, questionnaire for employee clearance for respirators

#### EMERGENCY RESPONSE SUPPORT:

A critical element of Grainger North America's distribution capability is assisting emergency response for the small and large incident. Expedient and quality response in real time entails internal planning and preparation. In an emergency, Grainger North America's Crisis Management Team first assesses the condition of Grainger branches and facilities to make sure they are available to distribute product. Frequently a pre-determined product list, coordinated with local emergency response agencies, is used to move supplies to the affected area. If additional products are required, Grainger North America moves products to the area from its 280-branch network and 17 regional Distribution Centers or directly from product suppliers. A critical element in Grainger North America's expeditious response is its breadth of inventory, relationship with suppliers, capability to determine where inventory is located, and its transportation proficiency, personnel with expertise and experience and long-term relationships with state, local and federal agencies. In severe emergency situations, Grainger works with First Responders to make sure they have priority access whether from Grainger or the product manufacturers. The Crisis Management Team and Grainger on-scene leadership works with emergency management agencies and others to ensure appropriate and fair distribution.

#### PUBLIC SAFETY PROGRAM MANAGERS:

Grainger US also has six dedicated Government Public Safety Program Managers who are led by a National Strategic Operations Manager with years of collective knowledge and experience. These program managers are experienced in all public sector issues and are responsible for executing our public safety strategy focusing on all Fire/EMS, Law Enforcement, Departments of Corrections and Emergency Management entities to include agency specific product needs as well as their Maintenance, Repair, and Operations products. The Public Safety Managers are also hired directly by Grainger.

#### SAFETY FIELD SPECIALIST:

Grainger US Field Safety Specialists bring education, experience and expertise to help Members address a wide range of safety and health questions and issues

assisting with injury reduction, compliance improvement, risk assessment, understand goals and align best-in-class solutions. Grainger North America has the depth and structure to deploy, support and track agency-wide initiatives.

Our teams'

primary accreditations conferred by the Board of Certified Safety Professionals include: Certified Safety Professional (CSP)/Associate Safety Professional (ASP)/Safety Trained Supervisor (STS)

#### CONSULTING SERVICES:

Grainger North America's Consulting Services teams analyze Member operations to increase efficiencies and lower cost associated with acquisition of MRO products and inventory management. Based on our experience, most Members have the opportunity to take as much as 25% or more out of their costs.

This evaluation employs a strategic framework of identified cost drivers to benchmark and provide ideal and cost-effective solutions. This framework of cost drivers focuses on:

- Process: Grainger North America consultants can help redesign purchasing and inventory management processes to reduce complexity and cycle time while improving service levels. We offer solutions to streamline the purchasing process and automate inventory replenishment for enhanced productivity.

- Inventory: Inventory is a critical, expensive component of a Member's maintenance operation. Consultants provide expertise to optimize inventory levels. We work with Member resources to understand inventory demand and supply requirements, identify obsolete stock, recommend proper on-hand inventory levels and set effective reorder points for MRO items.

- Supplier / Product: Consultants segment, classify and analyze supplier/product usage to identify opportunities for greater leverage and incremental value

- Technology: Effectively integrating electronic solutions into the MRO procurement strategies is key to enable long-term success and cost savings. Our Consultants develop strategies and implementation plans to get the most out of your electronic solutions.

#### TECHNICAL PRODUCT SUPPORT:

Grainger offers direct technical support from knowledgeable field personnel and manufacturers' field representatives. For key supplier programs, manufacturers dedicate field resources to work solely with Grainger field representatives.

In the US, Sourcewell Members can access Grainger's in-house Technical Product Support (TPS) department by calling 1-800-GRAINGER (1-800-472-4643). This team of more than 150 TPS experts can answer product-related questions and resolve any complex technical issues.

- Ready to help Sourcewell Members pick products, manage installation, troubleshoot, and access suppliers.
- Easily available during standard business hours.
- Chosen based on in-depth professional field experience. Grainger's TPS experts are always sharpening their knowledge of products, tools, and industry trends while maintaining extensive technical documentation.

In Canada, technical product groups such as safety and welding to provide industry leading technical level product solutions. The specialists can help Sourcewell Members to increase efficiencies and provide a safe work environment in a cost-effective manner. These individuals are available to large Grainger Canada customers such as Sourcewell Members at no additional charge.

Specialists are trained as product category experts to ensure a vast knowledge base of all of the product/service solutions available. (Example: Fall Arrest, Gas Detection, Confined Space, Welding etc.).

- Specialists nationally covering safety and welding/metal removal
- Specialists build relationships and gain industry knowledge by belonging to, attending and actively participating in industry associations and training programs.
- Grainger Canada Safety Specialists are available to customer's Joint Health & Safety Committees to recommend and advise on requirements for Safety equipment and product in specific to the local geographic areas (Legislation/Regulations, etc.)
- On-Site surveys for product identification and needs analysis
- Product identification/rationalization for continuous improvement programs
- Product demonstrations and seminars
- Consultation on technical services
- Coordination of vendor product training programs

#### TECHNICAL PRODUCT TRAINING/ASSESSMENTS\*:

Grainger North America works with our General Catalog manufacturers and suppliers to align training programs with Member needs. Grainger North America's Environmental, Health and Safety Services can help you prevent workplace injuries, illnesses and fatalities. Through our network of qualified, insured and licensed service providers, we can provide Sourcewell members with comprehensive solutions that help meet their safety goals.



A wide range of EHS topics are available to equip individuals with the knowledge needed to effectively perform their tasks safely. These training opportunities are available through an online experience or led by an instructor at your location. These include:

**SUSTAINABILITY:**

Diversey / Floor Care Productivity Survey\*\*  
 Diversey / Greenguard Certification\*\*  
 Georgia-Pacific / Dispenser Refurbish, Recycle, Reuse (RRR) Program\*\*  
 Georgia-Pacific / LEED® Calculator & LEED® Reporting\*\*  
 Georgia-Pacific / Battery Recycling Program\*\*  
 GOJO / Dispenser Disposal & Recovery\*\*  
 GOJO / Pre-Installation Site Survey\*\*  
 New Pig Spill Preparedness Program\*\*  
 Rubbermaid / LEED® Certification Support\*\*  
 Rubbermaid / Recycling Solutions\*\*  
 Rubbermaid / Site Assessments & ROI Calculators\*\*  
 Rubbermaid / Waste Audits\*\*

**PANDEMIC RELATED SERVICES:**

Temperature Detection and Medical Screening Services  
 Decontamination Cleaning Services  
 Barrier Protection Design  
 UV and Disinfectant Solutions  
 Business Continuity Plan Support & Infection Control Services  
 Space Utilization/Traffic Management  
 Social Distancing Signs & Floor Markers  
 Virtual Instructor Led Training

**EMERGENCY PREPAREDNESS:**

Pandemic Response/Personal Protective Equipment Training

**GRAINGER EMERGENCY SERVICES:**

After-Hours Emergency Services  
 Emergency Recovery and Response Services  
 Emergency Support Teams  
 Essential Product Availability  
 Extended Hours and Personnel (Grainger Branches)  
**HEALTHCARE SPECIFIC:**  
 Hospital Decontamination Practical Exercise  
 Hospital First Receiver Decontamination Training  
 Healthcare Business Continuity Planning (Continuity of Operations Plan)

**ENVIRONMENTAL, HEALTH & SAFETY:**

Employee Exposure Monitoring  
 Environmental Compliance - Assessments -Consulting (air, water, waste)  
 Environmental Compliance Audits  
 Online Respirator Medical Clearance Testing  
 Photo luminescent markings inspection & installation  
 PPE Assessments  
 Respirator Fit Testing  
 Sustainability Assessments

**EH&S ONLINE SERVICES & TRAINING:**

Learning Management System and Online EH&S Training and COVID-19 Recovery Libraries  
 Online EH&S Training Libraries (Via Customer's LMS)  
 Online Occupational Health Evaluations (Audio, Pulmonary, Respiratory)  
 Online SDS Management System  
**EH&S PROGRAM DEVELOPMENT**  
 Hand Protection & Glove Program\*  
 LINK360 - Safety Compliance Software (Brady)  
 VPP Management Solutions Assistance  
 Written Safety Program Development  
**EH&S TRAINING - INSTRUCTOR-LED/LIVE OR VIRTUAL**  
 More than 30 Critical Topics; Electrical, BBP, Confined Space, Fire, Falls, HAZCOM, HAZMAT, LOTO and more  
 Toolbox Talk Resources on Multiple Safety/EHS Critical Topics

**FLOORING SERVICES:**

Concrete Polishing

**GRAINGER SOLUTIONS:**

Consulting Services

**ECOMMERCE & EPROCUREMENT SOLUTIONS:**

Integration to Market Place or ERP  
 Landing Page or Custom Home Page  
 Order Management System  
 Punch Out Catalog  
 Training (Onsite – Webinar – Materials)

GRAINGER ONLINE  
 RESOURCES:

Grainger Safety Solution Center  
 "KnowHow" Resource Center...topics available include:

- Are You Drying Your Hands the Right Way?
- 8 Must-Have Cleaning Supplies to Buy in Bulk
- Different Cleaning Materials and Their Uses
- Choosing the Right Trash Bag Size
- Best Cleaning Supplies for Different Types of Messes
- Bleach and Mold: Busting the Myth
- Debunking Common Hand Sanitizer Myths
- How to Clean Floors by Type of Flooring
- Disinfecting the Workplace After COVID-19 Exposure
- How to Disinfect and Sanitize Public Areas
- Respirators, Surgical Masks, Cloth Face Coverings: What's the Difference?

IN FIELD RESOURCES (WHERE AVAILABLE):  
 Field Specialists

INVENTORY MANAGEMENT:  
 KeepStock Customer Managed Inventory (CMI) Solution  
 KeepStock Onsite Inventory Solution (VMI)  
 KeepStock Secure Vending Solutions  
 Managed MRO Solution

ON-THE-PHONE RESOURCES:  
 Ask an Expert/TPS

LIGHTING RETROFIT & UPGRADES:  
 Interior Lighting Retrofit & Upgrades  
 Interior Lighting Retrofit & Upgrades Material Only Projects

\* Not all are available in Canada at time of submittal. Sourcewell Members can work with their primary Account Manager for available services.  
 \*\* Requires qualifying purchase.

In addition to the above list, Grainger Canada provides services that deliver convenient solutions to maximize productivity, reduce the risk of injury and minimize costly downtime by keeping your safety equipment running smoothly. Your local Grainger Canada team will coordinate all of your calibration, certification, repair and rental needs via one of our 3 Service Centers or mobile at your location (some restrictions and fees apply).

- Services include:
- Functional Flow Testing of Self-Contained Breathing Apparatus (SCBA)
  - Functional Flow Testing of Supplied Air Breathing Apparatus (SABA)
  - Hydro Static Testing of cylinders
  - Internal Visual Inspection of cylinders
  - Cylinder Recharge
  - Fit Testing Services on all mask types
  - Rental of Scott & MSA packs & bottles
  - Repair, maintenance of Breathing Air Compressors

Grainger Canada's factory trained and certified technicians are committed to providing quality repair, maintenance and calibration services to your equipment.

For additional information, please see document named "Table 14A\_Line Item 64\_Grainger North America Value-Added and Fee-Based Services" contained within the Zip File named "Grainger North America Additional Documents" uploaded to the "Additional Document" section of the RFP response template.

65 Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.

At the time of submittal, Grainger North America's offer covers over 90,000 items the following product categories/sub-categories:

- Brooms, Brushes, and Dust Pans including:  
 Broom Accessories  
 Broom Handles  
 Brooms  
 Cleaning Brush Accessories  
 Color Coded Brushes  
 Counter and Bench Brushes

Dust Pan Brush Sets  
 Dust Pans  
 Food Service Brushes  
 Lobby Brooms and Dust Pan Sets  
 Pipe and Tubing Brushes  
 Scratch Brushes  
 Scrub Brushes  
 Tile and Grout Brushes  
 Toilet Brushes  
 Trash Pickers and Grabbers  
 Utility Brushes

Cleaning Chemicals including:  
 Adhesive Removers  
 All Purpose Cleaners  
 Bathroom Cleaners  
 Contact Cleaners  
 Degreasers  
 Dishwashing Detergents and Rinses  
 Disinfectants and Sanitizers  
 Drain Cleaners and Maintainers  
 Etchants, Rust and Lime Removers  
 Fabric Softener Sheets and Balls  
 Floor Sweeping Compounds  
 Glass Cleaners  
 Graffiti Remover  
 Grill, Range, and Oven Cleaners  
 Laundry Detergents, Softener and Stain Removers  
 Metal Polish and Stone Care  
 Mold Foggers  
 Mold Killers and Mildew Removers  
 Pet Supplies  
 Pool and Spa Chemicals  
 Portion Control System Chemicals  
 Pre-Measured Chemical Dispenser Accessories  
 Pre-Measured Chemical Dispensers  
 Specialty Cleaners  
 Toilet Bowl Cleaners  
 Wastewater Treatment and Bio-augmentation  
 Wood Cleaners

Cleaning Equipment and Vacuum Cleaners including:  
 Backpack Vacuum Cleaners  
 Burnishers  
 Carpet Extractor Accessories  
 Carpet Extractors  
 Carpet Sweepers  
 Concrete Preparation Tools  
 Cordless Backpack Vacuums  
 Cordless Canister and Handheld Vacuums  
 Cordless Robotic Vacuums  
 Cordless Shop Vacuum Cleaners  
 Cordless Upright Vacuums  
 Critical Area Vacuums  
 Escalator Cleaners  
 Floor Machine Accessories  
 Floor Machine Pads  
 Floor Polishers  
 Handheld and Canister Vacuum Cleaners  
 Large Area Sweepers  
 Large Area Vacuum Cleaners  
 Pad Drivers and Accessories  
 Pneumatic Vacuum Cleaners  
 Pneumatic Vacuum Heads  
 Rotary Brushes  
 Self-Propelled Floor Scrubbers  
 Shop Vacuum Cleaners  
 Upright Vacuum Cleaners  
 Vacuum Cleaner Accessories and Service Parts  
 Vacuum Cleaner Accessory Kits  
 Vacuum Cleaner Attachments  
 Vacuum Cleaner Bags  
 Vacuum Cleaner Belts  
 Vacuum Cleaner Filters  
 Vacuum Cleaner Hoses  
 Vacuum Heads

## Dust Mops, Dusters, and Cleaning Pads including:

Baseboard Cleaning Pads and Holders  
 Dust Mop Heads  
 Dust Mop Kits  
 Duster Refills and Mitts  
 Floor Finish Applicators and Pads  
 Handled Dusters  
 Sponges and Scouring Pads  
 Floor Care including:  
 Carpet & Upholstery Cleaning Chemicals  
 Floor Cleaners and Maintainers  
 Floor Finish Applicators  
 Floor Finishes and Sealers  
 Floor Strippers  
 Protective Floor Coverings

## Furniture Care including:

Furniture Polish and Dust Mop Treatments

## Janitorial Carts and Supply Holders Including:

Cleaning Supplies Holders  
 Dispensing Container Accessories  
 Dispensing Containers  
 Janitor-Housekeeping Cart Accessories  
 Janitor-Housekeeping Carts  
 Spray Bottles and Trigger Sprays

## Odor Control including:

Air Freshener Accessories  
 Air Freshener Dispensers  
 Air Freshener Refills  
 Closet and Drawer Odor Control  
 Odor Control Filter Frames  
 Odor Control Pellets and Tablets  
 Surface and Air Deodorants  
 Toilet and Urinal Mats  
 Urinal Blocks, Screens and Rim Hangers

## Paper Products and Dispensers including:

Door Handle Tissue Dispensers  
 Door Handle Tissues  
 Facial Tissue Dispensers  
 Facial Tissues  
 Paper Dispenser Accessories  
 Paper Towel Dispensers  
 Paper Towel Trash Cans  
 Paper Towels, Rolls  
 Paper Towels, Sheets  
 Toilet Paper Dispensers  
 Toilet Paper, Rolls  
 Toilet Paper, Sheets  
 Toilet Seat Cover Dispensers  
 Toilet Seat Covers

## Personal Care Products including:

Body and Hand Wipes  
 Correctional Facility Body Wash and Shampoo  
 Correctional Facility Deodorant  
 Correctional Facility Personal Hygiene Kits  
 Correctional Facility Toothbrushes and Razors  
 Correctional Facility Toothpaste and Floss  
 Deodorants and Antiperspirants  
 Feminine Hygiene Products  
 Hair Brushes and Combs  
 Hand Sanitizer Accessories  
 Hand Sanitizer Wipes  
 Hand Sanitizer, Lotion, and Soap Dispensers  
 Hand Sanitizers  
 Hand Soap  
 Incontinence Supplies  
 Lotions, Moisturizers and Balms  
 Sanitary Napkin and Tampon Dispensers  
 Shampoo, Conditioner, and Body Wash  
 Soap/Lotion Dispenser Accessories  
 Toothbrushes, Razors and Files

Toothpaste and Mouthwash

Rags and Wipes including:  
 Cloth Rags and Shop Towels  
 Disposable Towels and Dry Wipes  
 Microfiber Cloths  
 Surface Disinfecting and Sanitizing Wipes  
 Wet Cleaning Wipes  
 Wipe Dispenser Accessories  
 Wipe Dispensers

Receptacles and Containers including:  
 Ash Trays and Cigarette Receptacles  
 Laundry Nets  
 Recycling Bins and Containers  
 Recycling Container Tops  
 Reusable Litter Collection Bags  
 Sanitary Napkin Dispensers and Receptacles  
 Trash and Recycling Container Accessories  
 Trash and Recycling Container Dollies  
 Trash Can Tops  
 Trash Cans

Recycling Equipment including:  
 Baling Presses  
 Oil Filter and Can Crushers  
 Trash Compactors

Restroom Equipment including:  
 Air Powered Plunger Accessories  
 Air Powered Plungers  
 Forced Cup Plunger Accessories  
 Forced Cup Plungers  
 Hand Dryer Accessories  
 Hand Dryers  
 Restroom Cleaning Systems  
 Toilet Paper Holders  
 Toilet Roll Spindles

Trash Bags including:  
 Hazardous Waste Bags  
 Pet Waste Bags  
 Sanitary Receptacle Liners and Individual Sanitary Napkin Bags  
 Trash Bag and Can Liner Accessories  
 Trash Bag Holders  
 Trash Bags

Wet Mops, Squeegees, and Buckets including:  
 Buckets and Pails  
 Flat Mops  
 Mop and Duster Handles  
 Mop Bucket and Wringer Combinations  
 Mop Buckets and Pails  
 Mop Frames  
 Mop Wringers  
 Sponge Mops  
 Squeegee Handles  
 Squeegee Replacement Blades and Refills  
 Squeegees  
 Telescoping Poles  
 Wet Mop Accessories  
 Wet Mop Heads  
 Wet Mop Kits  
 Window Washing Equipment  
 Window Washing Equipment Accessories

Disinfection Lighting including:  
 Disinfection Lights  
 Disinfection Lighting Fixtures  
 Disinfection Lighting Accessories

Eye Protection and Accessories including:  
 Disposable Eye Shields  
 Eyewear Dispensers  
 Eyewear Germicidal Cabinets  
 Eyewear Retainers

Hard Hat Eyewear  
 Laser Eyewear and Goggles  
 Lens Cleaning Station Solution Refills  
 Lens Cleaning Station Tissue Refills  
 Lens Cleaning Stations  
 Prescription Insert Holders  
 Protective Eyewear Accessories  
 Protective Eyewear Cases  
 Protective Goggles  
 Reader Eyewear  
 Replacement Eyewear Lenses  
 Safety Glasses

Face Protection including:  
 Faceshield Accessories  
 Faceshield Assemblies  
 Faceshield Headgear  
 Faceshield Replacement Visors  
 Hard Hat Face Shields  
 Hard Hat Faceshield Mounting Accessories  
 Splash Shield Starter Kits

Gloves and Hand Protection including:  
 Abrasion Resistant Gloves  
 Aluminized Gloves  
 Antistatic Gloves  
 Arc Flash and Flame Retardant Gloves  
 Chainmail Cut-Resistant Gloves  
 Chemical Resistant Gloves  
 Clean Room and Lab Gloves  
 Coated Gloves  
 Cold-Condition Gloves  
 Coverall Connectors  
 Cryogenic Gloves  
 Cut-Resistant Gloves  
 Disposable Gloves  
 Electrical Glove Accessories  
 Electrical Glove Kits  
 Electrical Glove Protectors  
 Electrical Gloves  
 Extraction and Rescue Gloves  
 Finger Cots  
 Finger Tape  
 Firefighter Gloves  
 Flame Retardant Gloves  
 Glove Bags  
 Glove Box Gloves  
 Glove Dispensers  
 Glove Drying Racks  
 Glove Holder Clips  
 Glove Liners  
 Hand and Finger Guards  
 Heat Reflective Aluminized Pads  
 Heat Resistant Gloves  
 Heated Gloves and Hand Muffs  
 Impact Resistant and Anti-Vibration Gloves  
 Knit Gloves  
 Leather Gloves  
 Mechanics Gloves  
 Military, Police and Tactical Gloves  
 Welding Gloves

Respiratory Protection including:  
 Parts  
 Breathing Air Cylinder Carts  
 Cartridges And Filters  
 Cloth Face Masks  
 Disposable Respiratory Protection  
 Emergency Escape Breathing Apparatus  
 Escape Hoods and Respirators  
 Face Mask Earloop Extenders  
 Fire Fighting SCBA  
 Fit Testing  
 Full Face Respirators  
 Gas Mask Canisters  
 Gas Masks

Half Mask Respirator Kits  
 Half Mask Respirators  
 Industrial SCBA  
 PAPR  
 PAPR Accessories  
 PAPR and Supplied Air Hoods and Helmets  
 Procedural Masks  
 Respirator Accessories  
 Respiratory Cleaning Kits and Wipes  
 Respiratory Equipment Storage  
 SCBA Accessories  
 SCBA and Breathing Air Cylinders  
 SCBA Backframe Assemblies  
 Spectacle Kits and Lens Covers  
 Supplied Air Accessories  
 Supplied Air Compressors and Ambient Air Pumps  
 Supplied Air Pump Packages  
 Supplied Air Respirators

Signs and Signage including:  
 Biohazard Signs  
 Caution Signs  
 Danger Signs  
 Exit and Entry Signs  
 Fire and Emergency Situation Signs  
 Floor Signs  
 Glow-in-the-Dark Signs  
 Hospital Signs  
 LED Message Displays  
 LED Signs  
 LED Traffic Signs and Signals  
 No Smoking Signs  
 Notice Signs  
 Office and Facility Signs  
 Railroad Blue Flag Signs  
 Restroom Signs  
 Safety Scoreboards  
 Safety Signs  
 Security Signs  
 Sign Accessories  
 Sign and Post Accessories  
 Sign Bases and Stands  
 Sign Posts  
 Sign Slider Inserts  
 Sign Slider Message Boards  
 Traffic Signs  
 Virtual Floor Markings  
 Warning Signs

Disposable and Chemical Resistant Clothing including:  
 Disposable Barrier Gowns  
 Chemical Resistant and Disposable Sleeves  
 Disposable Shirts  
 Chemical Resistant and Disposable Clothing Accessories  
 Shoe and Boot Covers  
 Disposable Pants  
 Chemical Resistant and Disposable Coveralls  
 Chemical Resistant and Disposable Aprons  
 Chemical Resistant and Disposable Hoods  
 Encapsulated Chemical Suits

In addition to these product categories/sub-categories, Grainger North America's offer covers the following SERVICES / SOLUTIONS / RESOURCES: Inventory Management, Online Safety Manager, Emergency Response Support, Public Safety Program Managers, Safety In-Field Specialists, Grainger Consulting, Technical Support and Product Training/Assessments. These SERVICES / SOLUTIONS / RESOURCES are described in further detail in our response to Line Item 64.

For additional information, please see document named "Table 14A\_Line Item 65\_Grainger North America Cleaning Line Card" contained within the Zip File named "Grainger North America Additional Documents" uploaded to the "Additional Document" section of the RFP response template.

**Table 14B: Depth and Breadth of Offered Equipment Products and Services**

Indicate below if the listed category or type of equipment, products, and services are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Line Item	Category or Type	Offered *	Comments	
66	Cleaning supplies and chemicals	<input checked="" type="radio"/> Yes <input type="radio"/> No	As described in further detail in Line Items 64 and 65	*
67	Janitorial equipment	<input checked="" type="radio"/> Yes <input type="radio"/> No	As described in further detail in Line Items 64 and 65	*
68	Consumable items	<input checked="" type="radio"/> Yes <input type="radio"/> No	As described in further detail in Line Items 64 and 65	*
69	Facility and sanitary maintenance products	<input checked="" type="radio"/> Yes <input type="radio"/> No	As described in further detail in Line Items 64 and 65	*
70	Breakroom supplies	<input checked="" type="radio"/> Yes <input type="radio"/> No	As described in further detail in Line Items 64 and 65	*
71	Safety supplies	<input checked="" type="radio"/> Yes <input type="radio"/> No	As described in further detail in Line Items 64 and 65	*
72	Janitorial or custodial-related software, applications, or platforms	<input checked="" type="radio"/> Yes <input type="radio"/> No	As described in further detail in Line Items 64 and 65	*
73	Customer support, training or assessment services	<input checked="" type="radio"/> Yes <input type="radio"/> No	As described in further detail in Line Items 48 and 64	*
74	Digital catalog with web-based purchasing	<input checked="" type="radio"/> Yes <input type="radio"/> No	As described in further detail in Line Items 35 and 81	*

**Table 15: Industry Specific Questions**

Line Item	Question	Response *	
75	If you are awarded a contract, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the contract.	<p>Grainger North America uses a number of internal metrics to track and measure success with the contract. These include, but not limited to:</p> <ul style="list-style-type: none"> <li>- Members sales vs. prior on a month-to date and year-to-date basis</li> <li>- Members sales vs. prior on a month-to date and year-to-date basis sorted by Grainger North America Seller, District or Region</li> <li>- Members sales vs. prior on a rolling 3 month and 12 month basis</li> <li>- Member sales by product category</li> <li>- Member sales by individual item number</li> <li>- Member Procurement Tendencies reports</li> <li>- Member Green item purchases</li> <li>- Member Ecommerce sales</li> </ul> <p>These metrics can also be measured on a total Sourcewell member basis. All of these metrics help Grainger North America's Sales team to identify and share successes/best practices, to identify growth opportunities and to identify gaps requiring corrective action. They also act as tools for strategic account planning and tactical execution activities.</p>	*



76	Describe your capabilities for training new participating entities as it relates to the order process, accessing resources and training, and website navigation.	<p>Grainger will provide contract and ordering training at no additional cost to ensure members are familiar with the benefits of your new contract and how to order products and materials. Training can be provided via a webinar or can be reviewed online 24/7 at the most convenient time by the member.</p> <p>Grainger's training offers opportunities to Members to ensure the end user has a thorough understanding of all order processes. Grainger will provide communication and reference material to drive awareness to this new Sourcewell program. Training is also available on an ad hoc basis through our Advanced Grainger.com team.</p> <p>Training is also provided in the following methods:          Inside sales representatives provide member support, training and technical assistance as needed during the ordering process.          eProcurement – Integration: Grainger offers a wide breadth of training tools and resources to ensure members optimize the features and functionality of Grainger.com including:</p> <ul style="list-style-type: none"> <li>• Grainger.com User Guides</li> <li>• On-Site Live Training Sessions</li> <li>• The Grainger Help Desk Video Tutorials</li> </ul> <p>Grainger.com training tools and resources cover topics including:</p> <ul style="list-style-type: none"> <li>• Registration</li> <li>• Account Overview</li> <li>• Account Settings</li> <li>• Order History</li> <li>• Invoice History</li> <li>• Customizing &amp; viewing order history data</li> <li>• Creating &amp; managing lists</li> <li>• Location based lists using Grainger Mobile</li> <li>• Order management system capabilities</li> </ul> <p>Government Account Managers and support personnel are available to conduct live on-site training sessions for larger groups.          Government Sales Managers, Account Managers, Onsite Service Representatives and Branch Managers are available to discuss KeepStock® solutions and tailor a training program.          Government Account Managers Government Account Managers are available to meet with Sourcewell Members to discuss the ordering processes. Regularly scheduled visits can be established with Members to review the contract and answer questions.          Grainger.com has online tutorials available 24/7.</p>
77	If you are a dealer, distributor, or reseller, describe your capabilities for verification of product authenticity, quality control, and documentation of custody in your supply chain.	<p>As a distributor of finished goods, Grainger does not have an established program to identify counterfeit goods. Grainger purchases products only from approved suppliers/manufacturers. This approval process includes extensive vetting activities that must be completed to our satisfaction prior to entering into any contractual agreements. Grainger cannot make any agreement regarding counterfeit products on behalf of our suppliers/manufacturers.</p> <p>Requests for Certification of Non-Counterfeit goods must specify each Grainger SKU number before issuing a purchase order to Grainger. We will direct these requests to the supplier(s)/manufacturer(s) and return certifications to the customer.</p>
78	Describe your ability to address member concerns related to packaging, including product markings, safety, warnings, waste reduction, packaging toxicity, recycling and/or re-use, etc.	<p><b>PACKAGING:</b>          Grainger works closely with suppliers to identify potential opportunities to minimize unnecessary packaging while reducing the risk of product damage during shipping. Grainger's Supplier Packaging Guidelines, available to U.S. and Grainger global sourcing suppliers, include best practices to help reduce damage and waste while maximizing recyclable materials.</p> <p>Grainger's DCs are dedicated to reducing corrugate usage and packaging and freight expenses. Additionally, Grainger boxes are fully recyclable made from 43% post-consumer content</p> <p><b>RECYCLING PROGRAMS;</b>          Grainger offers the following recycling programs through our key suppliers for our customers:</p> <ul style="list-style-type: none"> <li>• Kimberly Clark RightCycle Program (Nitrile Gloves &amp; Single Use Apparel) - This innovative program enables our customers to collect previously hard-to-recycle items, such as Kimberly-Clark Professional* nitrile gloves and single-use apparel and have them turned into eco-responsible consumer goods. The RightCycle Program is open to all companies who use Kimberly-Clark Professional* apparel items and/or nitrile gloves in non-hazardous applications. These safety products must not be exposed to hazardous waste or require special handling or disposal.</li> <li>• Georgia-Pacific Battery Recycling Program: Reduce the number of batteries in landfills. Through this service boxes are provided to enable the collection of used</li> </ul>

batteries in the area of your choice. Boxes are picked up at the facility and new boxes are provided for continued collection and environmental disposition.

- Georgia-Pacific Harmon Recycling Program: GP Harmon's Retail & Distribution Solutions recycling program diverts paper, plastic and metal from landfills in order to avoid waste and minimize the environmental impact of your business. Our recycling program is unique and custom-designed to help meet, and even exceed, your sustainability goals.

- Georgia-Pacific Dispenser Refurbish, Recycle, Reuse (RRR) Program: Providing an end of life solution for old paper towel and toilet paper dispensers. GP team removes old dispensers and reuses components. Old dispenser components are utilized in manufacturing new products, such as computers and automobile parts. Dispensers are picked up at the end user's location.

#### VALUE ADDED – NO FEE PROGRAMS;

- GOJO Dispenser Disposal & Recovery: GOJO will coordinate the removal, transport, and sustainable disposal of old hand soap and sanitizer dispenser materials when completing a GOJO managed dispenser installation project. This is a great option for large installation/conversion projects and a great way to support sustainability initiatives within your facilities.

- GOJO Pre-Installation Site Survey: For large hand soap & sanitizer installation or conversion projects (> 250 dispensers), GOJO will conduct a site walk-thru with material planning and project management. This service addresses challenges related to storage space constraints and reduces materials that must be moved, stored, shipped, or disposed of.

- Acuity Lighting & Controls - Audit & Design: For large lighting projects Acuity offers on-site audit of lighting & controls, recommendations, layout & design, ROI analysis, assistance with utility rebates & project management support with installer.

- Rubbermaid Waste Audits: For those interested in waste-reduction or recycling initiatives Rubbermaid offers on-site audits designed to help educate users on the impact of implementing a recycling system. This service provides an evaluation of current waste stream habits and processes and diversion practices and provides recommendations and assistance in designing a recycling system.

- Diversey Greenguard Certification: Minimize contaminants introduced to the air during cleaning and improve indoor air quality. Greenguard certification identifies the proper products, tools and processes to clean the facility. Diversey supports certification efforts via on-site setup, training and system auditing.

- Georgia-Pacific LEED® Calculator & LEED® Reporting: For customers interested in earning LEED® credits under the LEED® v4 Operations & Maintenance (O+M) Rating System. Georgia Pacific can generate a report for you illustrating & calculating how GP Pro products can support your efforts. Reports can be downloaded and provided to your LEED auditor.

#### FEE-BASED ENVIRONMENTAL SERVICES;

- DuPont Tyvek Protective Apparel Recycling Program: The DuPont™ Tyvek® protective apparel recycling program offers an opportunity to recycle garments that would have been destined for the land fill. Instead, recycling used Tyvek® protective apparel reduces overall waste to landfills, helps meet corporate solid waste reduction goals and extends the life of valuable materials into new applications. Customers using laundered garment services may want to evaluate the merits of this program for Tyvek® protective apparel.

79	Describe the extent to which your products promote sustainability, are recyclable or contain recycled materials.	<p>Grainger is committed to conducting business in an environmentally responsible manner and will work to continuously improve its environmental performance across operations, solutions, and products.</p> <p>Sustainable Supply Chain: Grainger's product offering includes more than 100,000 products that help Sourcewell Members maintain sustainable initiatives through efficient energy management, water conservation, waste reduction, and air-quality improvement. These products are classified by maintaining one or more environmentally preferable certifications or attributes.</p> <p>To provide an additional measure of confidence to customers, Grainger receives ongoing verification of its environmentally preferable SKU designation from UL, Inc. (the former Underwriter's Labs). These environmentally preferable products are clearly designated on Grainger.com by a green leaf and totaled more than \$599 million in 2018 sales.</p> <p>Additionally, Grainger boxes are fully recyclable made from 43% post-consumer content. Grainger works closely with suppliers to identify potential opportunities to minimize unnecessary packaging while reducing the risk of product damage during shipping. Grainger's Supplier Packaging Guidelines, available to U.S. and Grainger global sourcing suppliers, include best practices to help reduce damage and waste while maximizing recyclable materials.</p> <p>In addition to its product offering, Grainger will provide significant added value at no cost to help Sourcewell Members operate in a more sustainable way:</p> <ul style="list-style-type: none"> <li>• Environmentally Preferable Purchase (EPP) Reporting – Accountability and compliance can be significant barriers to implementing a sustainability initiative. Grainger can review Sourcewell Members's past purchases to help determine which products purchased can be categorized as environmentally preferable. Using historical data, Grainger assists Sourcewell Members set and measure progress toward EPP goals.</li> <li>• Environmentally Preferable Cross-Referencing Services – Grainger will cross-reference historical purchases, plus purchases from other vendors, to locate more environmentally preferable product alternatives at no additional cost to Sourcewell Members.</li> <li>• Supplier Assessments – Many of Grainger's supplier partners offer more than 20 assessment services at no additional cost — from power-quality audits and environmentally preferable cleaning training to waste reduction services. These services will be coordinated locally through Grainger account managers.</li> </ul>
----	--	--

80	Describe your capability to identify third-party issued eco-labels, ratings or certifications for the products in your catalog related to environmental or green factors.	<p>Grainger receives ongoing verification of its environmentally preferable SKU designation from UL, Inc. (the former Underwriter's Labs). These environmentally preferable products are clearly designated on Grainger.com by a green leaf and totaled more than \$599 million in 2018 sales.</p> <p>Please note that this leaf is intended to help guide our customers to more environmentally preferable solutions and is not meant to represent a certification. Products identified with this leaf fall into two categories of more environmentally preferable products—those that are certified by independent organizations and those that have "green environmental attributes." Our goal is to provide customers with the ability to find products that promote sustainability through reducing energy, conserving water, minimizing waste and improving indoor air quality through using products such as greener cleaners. In addition to product identification, Grainger has the goal of providing transparency to customers in terms of why products are identified as more environmentally preferable, so each individual organization can make their own determination of whether or not certain products meet their defined "green" goals.</p> <p>Grainger provides Sourcewell Members with the ability to shop for all certified products by clicking the certification logo provided on the grainger.com/green website. In addition, Members have the ability to narrow search results in order to identify environmentally preferable certifications and attributes that meet their specific requirements.</p> <p>Grainger identifies certifications from organizations like ENERGY STAR and EcoLogo that shed light on which products meet the established requirements to be considered "high-efficiency" and "more environmentally preferable." Grainger identifies the following green certifications on our website: Energy Star, NEMA Premium, WaterSense, Green Seal, ECOLOGO, BioPreferred, SAFER CHOICE, GREENGUARD, Sustainable Choice, Smart Certified, CRI Plus, Compostable, RoHS Compliant, FSC, Sustainable Forestry Initiative, and Carbonfree to name a few.</p> <p>In addition to its product offering, Grainger will provide significant added value at no cost to help Sourcewell Members operate in a more sustainable way:</p> <ul style="list-style-type: none"> <li>• Environmentally Preferable Purchase (EPP) Reporting – Accountability and compliance can be significant barriers to implementing a sustainability initiative. Grainger can review Sourcewell Members's past purchases to help determine which products purchased can be categorized as environmentally preferable. Using historical data, Grainger assists Sourcewell Members set and measure progress toward EPP goals.</li> <li>• Environmentally Preferable Cross-Referencing Services – Grainger will cross-reference historical purchases, plus purchases from other vendors, to locate more environmentally preferable product alternatives at no additional cost to Sourcewell Members.</li> <li>• Supplier Assessments – Many of Grainger's supplier partners offer more than 20 assessment services at no additional cost — from power-quality audits and environmentally preferable cleaning training to waste reduction services. These services will be coordinated locally through Grainger account managers.</li> </ul>
81	Describe the features of your digital catalog to include available standard and enhanced content (description, photo, pricing, stock availability, ship/delivery date, etc.)	<p>Grainger has a proven record as the largest e-retailer in the MRO industry and in 2020 earned a top spot as the 11th largest online retailer by Digital Commerce 360 (formerly known as Internet Retailer)—a slot we have held since 2016. The 2020 edition of its Top 1000 Report features data and analysis on North America's largest and fastest growing e-retailers. Grainger's customer-focused, flexible web portals, mobile apps, and eProcurement solutions deliver easy to find, use, and connect procurement solutions that will help Sourcewell Members save time and money.</p> <p>Grainger.com is an intuitive, fully configurable eCommerce solution with enhanced tools for better purchasing control that is tailored to Member's purchasing process.</p> <p>Grainger.com is an online solution to find the products (Customer) needs, compare like items, and purchase products efficiently. (Customer) can also access real-time availability and track order history.</p> <p>Grainger.com can manage (Customer) spend and increase contract compliance by:</p> <ul style="list-style-type: none"> <li>• Approving orders and workflows</li> <li>• Configuring spend limits</li> <li>• Retrieving procurement reporting</li> </ul> <p>GRAINGER'S ONLINE ORDERING BENEFITS:</p> <ul style="list-style-type: none"> <li>• Access to over 1.6 million products for (Customer)'s U.S. sites</li> <li>• (Customer)'s specific Grainger Agreement pricing</li> <li>• Item comparison</li> <li>• Copies of invoices and packing slips</li> <li>• Order history and order status</li> <li>• Personal and shared lists</li> </ul>

- Customizable order and line-level data fields
- Searchable customer part numbers
- Order management and budgeting per user
- Auto reorder
- Real-time product availability
- eQuotes
- Click to Call and chat support

Grainger's Order Management System (OMS) website includes an Order Management Dashboard (shown below). Through its customizable spend-management and order-visibility functionality, the OMS helps Sourcewell Members manage expenses more efficiently.

Grainger's Order Management Solution can help Sourcewell Members:

- Manage single sign-on for online and KeepStock® solution orders.
- Create up to four levels of order approvals.
- Budget approvals per spend limit of individual users.
- Set spend limits for multiple users.
- View Member's Grainger order history.
- Track order status.
- Change delivery information for standard shipping orders.
- Set order approval controls.
- Receive order confirmations.
- Grainger will work with Members during the implementation phase to create user IDs, approvers, and workflows.

Other features on grainger.com include:

- Personal and Shared Lists: Create and share personalized lists of frequently purchased items with others on the account. This makes it easier to order the same items next time.
- Custom Catalog: Direct users to the best values or restrict items that should not be ordered. Users can view Your Products or toggle between Member's catalog and Grainger's general catalog.
- Customized Account Settings: Configure the cart experience to include certain order- and line-level item details (for example, general ledger/GL codes and cost centers).
- Multi-user Management: Set up a single user ID and login so a purchasing representative can access multiple accounts.
- Custom Home Landing pages: Tailor the user experience with customer-specific content on the Grainger.com home page. Grainger can also set a default landing page.
- Reporting (Order History Download): Access to detailed order history information such as order, shipping, payment, product, price and quantity, and account defaults.
- Mass Registration: Grainger can register all Members' users at once for a quicker startup.

#### EXCITING ENHANCEMENTS TO GRAINGER.COM:

- Mobile Photo App on Grainger.com: Shoppers may take a photo with their cell phone. Grainger.com will analyze the photo and automatically provide search option results.

Now Members will find it easier to find what they need and order with confidence. For example:

- Members visiting the website via any device can see our breadth of products, place their order and receive customer support – all directly from the homepage.
- Members visiting the website via a computer or tablet will see a new Product Detail Page (PDP) that features product specifications in the center and groups purchase-related information and actions on the right.

#### MOBILE APP:

The Grainger mobile app gives access to more than 1.6 million products and allows Member's end users to quickly find and order products. End users can view Member's account pricing, and check product availability in the office or out on a job site.

With a mobile app for iPhone and Android devices plus a mobile site optimized for any smartphone Member's employees can access an enhanced Grainger.com from any location: job site, truck, plant floor, and garage or maintenance shop. Employees can log in, view pricing, confirm local product availability, approve pending orders, and check out. The product will be ready for pickup at a Grainger branch or shipped directly to an office or job site.

		<p>Grainger eProcurement solutions can integrate Member's purchasing and enterprise resource planning (ERP) systems. Grainger connects to customers through electronic marketplaces, exchanges, or ERP systems via universal technology standards like cXML and EDI. Grainger also offers shopping solutions behind Member's firewall through a static catalog or punch out.</p> <p>eProcurement solutions allow Members to:</p> <p>Control spend more effectively. Reduce purchasing-agent overhead. Improve requisition-to-order cost and cycle time.</p> <p>Grainger offers the following eProcurement solutions and services:</p> <p>Electronic marketplaces – Grainger connects to customers through electronic marketplaces, exchanges, or enterprise purchasing software systems using universal technology standards such as cXML and EDI. Customers can punch out to Grainger's online catalog, create a requisition, and return the shopping cart back to the marketplace for review and approval.</p> <p>Direct connections to customers' ERP systems – Grainger can integrate its general catalog and buying process with Member's purchasing and ERP systems. If Members punch out from their ERP, they can access Grainger's online catalog and return the shopping cart back to their purchasing system to manage the order workflow.</p> <p>Grainger can set up a scoping call with its e-business integration team to understand needs and customizations to ensure a proper integration. Grainger has experience with more than 140 eProcurement platforms and can provide end-to-end integration capability to drive streamlined processes. That means Members will reduce costs through productivity enhancements and lowering Members' direct ordering cost. Grainger's dedicated team of experts will help Members customize and implement the solution.</p>
82	Describe your capabilities or limitations related to ordering and/or deliveries (minimum order requirements, order consolidation, expedited shipping/delivery, etc.)	<p>Grainger has no minimum order quantities or delivery limitations.</p> <p>Grainger's standard operations to provide a high level of customer services include shipping orders the same day the order is received if the order is received by 4PM. If required, Grainger can consolidate Member orders within our distribution network and minimize deliveries to members locations.</p> <p>Grainger also offers expedited shipping if needed.</p>

**Table 16: Exceptions to Terms, Conditions, or Specifications Form**

**Line Item 83. NOTICE:** To identify any exception, or to request any modification, to the Sourcwell template Contract terms, conditions, or specifications, a Proposer must submit the exception or requested modification on the **Exceptions to Terms, Conditions, or Specifications Form** immediately below. The contract section, the specific text addressed by the exception or requested modification, and the proposed modification must be identified in detail. Proposer's exceptions and proposed modifications are subject to review and approval of Sourcwell and will not automatically be included in the contract.

Only those Proposer Exceptions to Terms, Conditions, or Specifications that have been accepted by Sourcwell have been Incorporated into the contract text.

## Documents

### Ensure your submission document(s) conforms to the following:

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

[Financial Strength and Stability](#) - Grainger\_2019\_Annual Report.pdf - Monday September 21, 2020 14:57:46

[Marketing Plan/Samples](#) - Grainger North America\_Sourcewell\_Marketing Plan Sample.pdf - Monday September 21, 2020 15:34:01

[WMBE/MBE/SBE or Related Certificates](#) - Grainger US\_Distributor Alliance Program Overview.pdf - Tuesday September 22, 2020 12:58:15

[Warranty Information](#) - Grainger North America Standard Warranty\_2020.pdf - Monday September 21, 2020 15:34:37

[Pricing](#) - Grainger North America Category Discounts.pdf - Tuesday September 22, 2020 12:21:18

[Additional Document](#) - Grainger North America Additional Documents.zip - Tuesday September 22, 2020 12:59:21

## Proposer's Affidavit

### **PROPOSER AFFIDAVIT AND ASSURANCE OF COMPLIANCE**

I certify that I am the authorized representative of the Proposer submitting the foregoing Proposal with the legal authority to bind the Proposer to this Affidavit and Assurance of Compliance:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for contract award.
3. The Proposer, including any person assisting with the creation of this Proposal, has arrived at this Proposal independently and the Proposal has been created without colluding with any other person, company, or parties that have or will submit a proposal under this solicitation; and the Proposal has in all respects been created fairly without any fraud or dishonesty. The Proposer has not directly or indirectly entered into any agreement or arrangement with any person or business in an effort to influence any part of this solicitation or operations of a resulting contract; and the Proposer has not taken any action in restraint of free trade or competitiveness in connection with this solicitation. Additionally, if Proposer has worked with a consultant on the Proposal, the consultant (an individual or a company) has not assisted any other entity that has submitted or will submit a proposal for this solicitation.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest exists when a vendor has an unfair competitive advantage or the vendor's objectivity in performing the contract is, or might be, impaired.
5. The contents of the Proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or legally authorized agent of the Proposer and will not be communicated to any such persons prior to Due Date of this solicitation.
6. If awarded a contract, the Proposer will provide to Sourcewell Participating Entities the equipment, products, and services in accordance with the terms, conditions, and scope of a resulting contract.
7. The Proposer possesses, or will possess before delivering any equipment, products, or services, all applicable licenses or certifications necessary to deliver such equipment, products, or services under any resulting contract.
8. The Proposer agrees to deliver equipment, products, and services through valid contracts, purchase orders, or means that are acceptable to Sourcewell Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to Sourcewell Members under an awarded Contract.
9. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
10. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statutes Section 13.591, subdivision 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals become public data. Minnesota Statutes Section 13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
11. Proposer its employees, agents, and subcontractors are not:
  - a. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
  - b. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://www.sam.gov/portal/3>; or
  - c. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated



by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Andrew Darpino, Sr. Government Sales Manager, W. W. Grainger, Inc.

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the bid.

Yes  No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
<b>Addendum 5_Janitorial Supplies_RFP_101320</b> Mon October 5 2020 10:21 AM	<input checked="" type="checkbox"/>	2
<b>Addendum 4_Janitorial Supplies_RFP_101320</b> Fri September 11 2020 03:22 PM	<input checked="" type="checkbox"/>	1
<b>Addendum 3_Janitorial Supplies_RFP_101320</b> Thu September 10 2020 10:32 AM	<input checked="" type="checkbox"/>	1
<b>Addendum 2_Janitorial Supplies_RFP_101320</b> Wed September 2 2020 09:20 AM	<input checked="" type="checkbox"/>	1
<b>Addendum 1_Janitorial Supplies_RFP_101320</b> Fri August 21 2020 08:16 AM	<input checked="" type="checkbox"/>	2