

**Solicitation Number: RFP #121223****CONTRACT**

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Liftnow Automotive Equipment Corp., 563 Croton Avenue, Cortlandt Manor, NY 10567-6247 (Supplier).

Sourcewell is a State of Minnesota local government unit 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 eligible 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. Sourcewell issued a public solicitation for Vehicle Lifts with Garage and Fleet Maintenance Equipment from which Supplier was awarded a contract.

Supplier 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.

**EXPIRATION DATE AND EXTENSION.** This Contract expires February 12, 2028, unless it is cancelled sooner pursuant to Article 22. This Contract allows up to three additional one-year extensions upon the request of Sourcewell and written agreement by Supplier. Sourcewell retains the right to consider additional extensions beyond seven years as required under exceptional circumstances.

B. **SURVIVAL OF TERMS.** Notwithstanding any expiration or termination of this Contract, all payment obligations incurred prior to expiration or termination will survive, as will the following: Articles 11 through 14 survive the expiration or cancellation of this Contract. All other rights will cease upon expiration or termination of this Contract.

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

A. EQUIPMENT, PRODUCTS, OR SERVICES. Supplier will provide the Equipment, Products, or Services as stated in its Proposal submitted under the Solicitation Number listed above. Supplier'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 and the current model. Supplier may offer close-out or refurbished Equipment or Products if they are clearly indicated in Supplier'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. Supplier 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, Supplier warrants the Equipment, Products, and Services are suitable for and will perform in accordance with the ordinary use for which they are intended. Supplier'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 extends beyond the expiration of the Supplier's warranty will be passed on to the Participating Entity.

C. DEALERS, DISTRIBUTORS, AND/OR RESELLERS. Upon Contract execution and throughout the Contract term, Supplier must provide to Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers relative to the Equipment, Products, and Services offered under this Contract, which will be incorporated into this Contract by reference. It is the Supplier's responsibility to ensure Sourcewell receives the most current information.

### 3. PRICING

All Equipment, Products, or Services under this Contract will be priced at or below the price stated in Supplier'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, Supplier 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. In the event of the delivery of nonconforming Equipment and Products, the Participating Entity will notify the Supplier as soon as possible and the Supplier will replace nonconforming Equipment and Products with conforming Equipment and Products that are acceptable to the Participating Entity.

Supplier 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 Supplier in breach of this Contract if the Supplier intentionally delivers substandard or inferior Equipment or Products.

B. **SALES TAX.** Each Participating Entity is responsible for supplying the Supplier 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, Supplier may offer a specific selection of Equipment, Products, or Services at discounts greater than those listed in the Contract. When Supplier 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**

Supplier 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 Supplier Development Administrator. This approved form is available from the assigned Sourcewell Supplier Development 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 Change Request Form will become an amendment to this Contract and will 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. Supplier 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.

Supplier 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. Supplier's employees may be required to perform work at government-owned facilities, including schools. Supplier'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 Supplier that it intends to access this Contract; however, order flow and procedure will be developed jointly between Sourcewell and Supplier. Typically, a Participating Entity will issue an order directly to Supplier or its authorized

subsidiary, distributor, dealer, or reseller. 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 or cancellation of this Contract; however, Supplier performance, Participating Entity payment obligations, and any applicable warranty periods or other Supplier or Participating Entity obligations may extend beyond the term of this Contract.

Supplier's acceptable forms of payment are included in its attached Proposal. 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, or other required transaction documentation, may be negotiated between a Participating Entity and Supplier, 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 negotiated directly between the Participating Entity and the Supplier or its authorized dealers, distributors, or resellers, as applicable. Any negotiated additional terms and conditions must never be less favorable to the Participating Entity than what is contained in this Contract.

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

D. **TERMINATION OF ORDERS.** Participating Entities may terminate an order, in whole or in part, immediately upon notice to Supplier 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 equipment, products, or services to be purchased; or
2. Federal, state, or provincial laws or regulations prohibit the purchase or change the Participating Entity's requirements.

E. **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. Supplier 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. Supplier 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, sales data reports, performance issues, 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, Supplier must provide a contract sales activity report (Report) to the Sourcwell Supplier Development Administrator assigned to this Contract. Reports are due no later than 45 days after the end of each calendar quarter. A Report must be provided regardless of the number or amount of sales during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

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

B. ADMINISTRATIVE FEE. In consideration for the support and services provided by Sourcwell, the Supplier will pay an administrative fee to Sourcwell on all Equipment, Products, and Services provided to Participating Entities. The Administrative Fee must be included in, and not added to, the pricing. Supplier may not charge Participating Entities more than the contracted

price to offset the Administrative Fee.

The Supplier will submit payment to Sourcewell for the percentage of administrative fee stated in the Proposal multiplied by the total sales of all Equipment, Products, and Services purchased by Participating Entities under this Contract during each calendar quarter. Payments should note the Supplier's name and Sourcewell-assigned contract number in the memo; and must be mailed to the address above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions. Payments must be received no later than 45 calendar days after the end of each calendar quarter.

Supplier 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 Supplier is delinquent in any undisputed administrative fees, Sourcewell reserves the right to cancel this Contract and reject any proposal submitted by the Supplier 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.

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

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

A. **AUDIT.** Pursuant to Minnesota Statutes Section 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Contract are subject to examination by Sourcewell or the Minnesota State Auditor for a minimum of six 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.

B. **ASSIGNMENT.** Neither party may assign or otherwise transfer its rights or obligations under this Contract without the prior written consent of the other party and a fully executed assignment agreement. Such consent will not be unreasonably withheld. Any prohibited assignment will be invalid.

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

D. **WAIVER.** Failure by either party to take action or assert any right under this Contract will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right. Any such waiver must be in writing and signed by the parties.

E. **CONTRACT COMPLETE.** This Contract represents the complete agreement between the parties. No other understanding regarding this Contract, whether written or oral, may be used to bind either party. For any conflict between the attached Proposal and the terms set out in Articles 1-22 of this Contract, the terms of Articles 1-22 will govern.

F. **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. INDEMNITY AND HOLD HARMLESS**

Supplier must indemnify, defend, save, and hold Sourcewell and its Participating Entities, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell or its Participating Entities, arising out of any act or omission in the performance of this Contract by the Supplier 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. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

### **12. GOVERNMENT DATA PRACTICES**

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

### **13. INTELLECTUAL PROPERTY, PUBLICITY, MARKETING, AND ENDORSEMENT**

#### **A. INTELLECTUAL PROPERTY**

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

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



b. Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising and promotional materials for the purpose of marketing Supplier's relationship with Sourcewell.

2. *Limited Right of Sublicense.* The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, 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. Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.

b. 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. *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 suppliers which may be used until the next printing). Supplier 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 Supplier 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. Send all approval requests to the Sourcewell Supplier Development Administrator assigned to this Contract.

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

#### **14. GOVERNING LAW, JURISDICTION, AND VENUE**

The substantive and procedural laws of the State of Minnesota will govern this Contract. Venue for all legal proceedings arising out of this Contract, or its breach, must be in the appropriate state court in Todd County, Minnesota or federal court in Fergus Falls, Minnesota.

#### **15. 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.

#### **16. SEVERABILITY**

If any provision of this Contract is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Contract is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

#### **17. 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, Sourcewell and the Supplier 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 Sourcewell or Supplier may escalate the resolution of the issue to a higher level of management. The Supplier will have 30 calendar days to cure an outstanding issue.
3. *Performance while Dispute is Pending.* Notwithstanding the existence of a dispute, the Supplier must continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute. If the Supplier fails to continue without delay to perform its responsibilities under the Contract, in the accomplishment of all undisputed work, the Supplier will bear any additional costs incurred by Sourcewell and/or its Participating Entities as a result of such failure to proceed.

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.

The party claiming default must provide written notice of the default, with 30 calendar days to cure the 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.

## 18. INSURANCE

A. REQUIREMENTS. At its own expense, Supplier 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.* Supplier 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 liability-completed operations

\$2,000,000 general aggregate

3. *Commercial Automobile Liability Insurance.* During the term of this Contract, Supplier 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, Supplier will maintain umbrella coverage over Employer's Liability, Commercial General Liability, and Commercial Automobile.

Minimum Limits:

\$2,000,000

5. *Professional/Technical, Errors and Omissions, and/or Miscellaneous Professional Liability*. During the term of this Contract, Supplier will maintain coverage for all claims the Supplier may become legally obligated to pay resulting from any actual or alleged negligent act, error, or omission related to Supplier's professional services required under this Contract.

Minimum Limits:

\$2,000,000 per claim or event

\$2,000,000 – annual aggregate

6. *Network Security and Privacy Liability Insurance*. During the term of this Contract, Supplier 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 Supplier'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 Supplier to maintain the required insurance will constitute a material breach entitling Sourcwell to immediately terminate this Contract for default.

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Supplier must furnish to Sourcwell 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 Sourcwell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcwell Supplier Development Administrator assigned to this Contract. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf.

Failure to request certificates of insurance by Sourcewell, or failure of Supplier to provide certificates of insurance, in no way limits or relieves Supplier of its duties and responsibilities in this Contract.

C. **ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE.** Supplier agrees to list Sourcewell and its Participating Entities, including their officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. 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.** Supplier 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 Supplier 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 Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

E. **UMBRELLA/EXCESS LIABILITY/SELF-INSURED RETENTION.** The limits required by this Contract can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

## **19. 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.** Supplier 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 Supplier conducts with Sourcewell and Participating Entities.

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

Supplier 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 Supplier declares bankruptcy, Supplier must immediately notify Sourcewell in writing.

Supplier 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. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Contract. Supplier further warrants that it will provide immediate written notice to Sourcwell if this certification changes at any time.

## **21. 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 have additional requirements based on specific funding source terms or conditions. 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 Supplier’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. Supplier 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. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier 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. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier 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).

Supplier 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. Supplier 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). Suppliers must file any required certifications. Suppliers 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. Suppliers 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. Suppliers 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, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier 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, Supplier 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, Supplier 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). Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and



records of Supplier that are directly pertinent to Supplier'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 Supplier'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.

M. **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.

N. **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Contract or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Contract or any purchase by an authorized user.

O. **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Contract or any purchase by a Participating Entity.

P. **FEDERAL DEBT.** The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.

Q. **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Contract or any aspect related to the anticipated work under this Contract raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

R. U.S. EXECUTIVE ORDER 13224. The Supplier, and its subcontractors, must comply with U.S. Executive Order 13224 and U.S. Laws that prohibit transactions with and provision of resources and support to individuals and organizations associated with terrorism.

S. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT. To the extent applicable, Supplier certifies that during the term of this Contract it will comply with applicable requirements of 2 C.F.R. § 200.216.

T. DOMESTIC PREFERENCES FOR PROCUREMENTS. To the extent applicable, Supplier certifies that during the term of this Contract will comply with applicable requirements of 2 C.F.R. § 200.322.

**22. CANCELLATION**

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

Sourcewell

Liftnow Automotive Equipment Corp.

DocuSigned by:  
*Jeremy Schwartz*  
C0FD2A139D06489...  
By: \_\_\_\_\_  
Jeremy Schwartz  
Title: Chief Procurement Officer  
Date: 2/7/2024 | 3:02 PM CST

DocuSigned by:  
*Paul Stern*  
795A97EBD40E42D...  
By: \_\_\_\_\_  
Paul Stern  
Title: Owner  
Date: 2/7/2024 | 2:49 PM CST

# RFP 121223 - Vehicle Lifts with Garage and Fleet Maintenance Equipment

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## Vendor Details

Company Name: LIFTNOW AUTOMOTIVE EQUIPMENT CORP.  
PO BOX 972  
Address: YORKTOWN HTS, NEW YORK 10598  
Contact: PAUL STERN  
Email: PJSTERN@LIFTNOW.COM  
Phone: 914-424-3479  
HST#: 74-3093226

## Submission Details

Created On: Tuesday October 24, 2023 11:11:07  
Submitted On: Monday December 11, 2023 22:44:40  
Submitted By: PAUL STERN  
Email: PJSTERN@LIFTNOW.COM  
Transaction #: ca5dbdc4-a616-44c4-b70c-d2bc7d34c930  
Submitter's IP Address: 74.73.50.151

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## Specifications

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

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

Line Item	Question	Response *
1	Proposer Legal Name (one legal entity only): (In the event of award, will execute the resulting contract as "Supplier")	Liftnow Automotive Equipment Corp.
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	N/A- Liftnow Automotive Equipment Corp. has no subsidiary entities.
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	Liftnow Automotive Equipment Corp. may be at times referred to as Liftnow.
4	Provide your CAGE code or Unique Entity Identifier (SAM):	Liftnow's CAGE Code is 579Z0 Liftnow's Unique Entity Identifier is NMPAEX9EK2D5
5	Proposer Physical Address:	563 Croton Avenue, Cortlandt Manor, NY 10567-6247
6	Proposer website address (or addresses):	www.liftnow.com
7	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):	Paul Stern, Owner, PO Box 972, Yorktown Heights, NY 10598-0972, pjstern@liftnow.com, 914-424-3479
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Paul Stern, Owner, PO Box 972, Yorktown Heights, NY 10598-0972, pjstern@liftnow.com, 914-424-3479
9	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	N/A - There are no other pertinent contacts for this proposal.

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

Line Item	Question	Response *
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<p>10</p>	<p>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>	<p>Liftnow Automotive Equipment Corp ("Liftnow") is one of the largest distributors of automotive equipment in the United States. Our customer base includes new car dealers, collision repair shops, mechanical repair shops, educational institutions, municipalities of all types, and utilities. Liftnow was founded in 2003 by Paul Stern, who has owned a collision shop, a general automotive repair shop, ran the equipment division of another distributor for 10 years and has nearly 35 years' experience in the automotive equipment industry. Liftnow now celebrates its 20th year in business.</p> <p>Liftnow is a family-owned company by the Stern Family, whose experience in steel products and distribution dates back over a century since the early 1900s, where they were the pre-eminent metal wholesalers in Eastern Europe. Liftnow is a privately-held corporation and can proudly state that it has no shareholders or parent companies, and does not think by quarter – Liftnow thinks by year and by decade.</p> <p>In 2020, Liftnow was successfully awarded the first of its larger cooperative purchasing contracts (Sourcewell Contract #013020-LFT) and subsequently has been awarded dozens of other contracts on national, state and local levels to serve public sector entities from the smallest of garages to the largest of transit authorities in the United States. This includes a NASPO ValuePoint Contract CW7256, which has now been adopted by 13 States in its first 8 months of contract adoption as of November 2023. This contract is now good through March 31st, 2028 and can be found here:  <a href="https://www.naspovaluepoint.org/portfolio/vehicle-lifts-and-garage-associated-equipment-2023-2028/liftnow-automotive-equipment-corp/">https://www.naspovaluepoint.org/portfolio/vehicle-lifts-and-garage-associated-equipment-2023-2028/liftnow-automotive-equipment-corp/</a>.</p> <p>We scored 1st in the Vehicle Lifts Category – Schedule A and scored 2nd in the Garage Equipment Category – Schedule B. We have attached the master agreement and evaluation tabulations of both our Sourcewell and NASPO Contracts.</p> <p>Liftnow has grown its business considerably in the past 5 years, due in large part to its original Sourcewell award, which has allowed it to scale and reinvest into becoming a platform for Sourcewell Members to purchase the widest variety of equipment and services in the Vehicle Lifts and Garage Equipment segment available on any contract. This has also grown to include numerous state and subdivision adoptions under our first contract award – most notably, New York State, New Jersey State, Ohio State, Missouri State, and Texas Multiple Award Schedule (TxMAS).</p> <p>Liftnow's mission is to enable agencies to easily procure, install and maintain their vehicle lifts and garage equipment. Liftnow meticulously chooses among various industry-leading manufacturers to offer the most comprehensive, highest-quality solution for the modern fleet maintenance manager. This includes the widest variety of products that meet applicable product certifications (for instance, ALI/ALCTV, ETL, UL, and ISO Standards to name a few) and applicable statutory or funding level requirements (for instance, Buy America, Buy American, etc.).</p> <p>In many cases Liftnow actually carries multiple products to serve the customer – guiding but not pressuring the customer to choose what's best for them, instead of what may be best for a specific manufacturer.</p> <p>Another of Liftnow's main philosophies is that a service facility's needs continue beyond purchase. Providing installation, training, inspection, and subsequent maintenance creates an all-encompassing solution that a facility and its employees can rely on for maximum efficiency, safety, and lowest total cost of ownership. Other principles that we live by and train into our sales force:</p> <ol style="list-style-type: none"> <li>1. We do the right thing – always.</li> <li>2. The agency is a partner.</li> <li>3. Nobody outworks us.</li> </ol> <p>Please read our cover letter, entitled "Letter to Sourcewell".</p>
<p>11</p>	<p>What are your company's expectations in the event of an award?</p>	<p>In the event of an award, we expect to work closely with Sourcewell for the life of the new contract to both increase Sourcewell's membership base through constant program promotion and continue to increase current sales under this contract for our entire scope of products and services. Additionally, we expect that the new award is communicated across Sourcewell's marketing and client relations channels to not only local subdivisions, but also to various State-level agencies as it relates specifically to the renewal/adoption of State-level piggybacks that Liftnow has secured during our tenure with our first Sourcewell Contract. With our increased staffing and investment, we expect to continue growing our already fantastic relationship with Sourcewell. This includes exploring any additional advertising or supplier council opportunities as they become available to Liftnow.</p>

12	<p>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>	<p>Liftnow Automotive Equipment Corp. is a closely held New York State S-Corporation owned 100% by the Stern Family. Liftnow has sold over \$50 million of various vehicle lifts and garage equipment to its thousands with a nearly 100% customer satisfaction rating and virtually no returns or chargebacks.</p> <p>Liftnow's financial stability is second-to-none. The corporation has no outstanding debts or notes, including no long-term debt or interest payments. This also includes no outstanding or otherwise delinquent balances to our vendors – we're known for prompt and early payments and capture any and all early payment discounts as they are furnished to us, even while customers may take 60, 90, 120 days or more to pay. With no outstanding liabilities or debts, all ratios used to measure financial health (current ratio, cash ratio, operating cash flow ratio, debt ratio, etc.) are perfect.</p> <p>Liftnow's growth has been explosive thanks to its pivot toward government contracting and namely its Sourcewell Contract and this is reflected in its increasingly strong financial statements. Liftnow has been able to navigate this growth all without taking any outside money from equity or debt partners. Our ownership structure is notably beneficial versus other companies – we have no outside shareholders, no parent companies or subsidiaries, and no venture capital or investment partners. This is not only a strategic benefit, but a financial one – no one lays additional claim to the cash flows and financial distributions of the business, which effectively reduce cash flow of a business. The same cannot be said of any of our competitors.</p> <p>If copies of financial statements are needed or requested for evaluation purposes, we can release these with the request that these are for Sourcewell in-house use only and will not be shared under any freedom of information requests from other government agencies, competitors, or any associated companies.</p> <p>Bonding is always available to Sourcewell or other government agencies on an ad-hoc basis with Liftnow. Liftnow has successfully bonded for projects in the mid-high six figure range and has never been rejected a bid, payment, or performance bond. Please see attached redacted invoice for a recently bonded project. Information has been redacted to protect parties involved.</p> <p>Please see also attached bank references which further substantiate Liftnow's financial longevity and strength.</p>
13	<p>What is your US market share for the solutions that you are proposing?</p>	<p>Our portfolio of brands (which now encompasses over 40 distinct brands across many categories of vehicle lifts and garage equipment) holds between 50 and 90% of the US Market, depending on the product category and segment defined. This is based on industry estimates and surveys. No data is currently published regarding public sector specific sales data.</p>
14	<p>What is your Canadian market share for the solutions that you are proposing?</p>	<p>Our portfolio of brands (which now encompasses over 40 distinct brands across many categories of vehicle lifts and garage equipment) currently dominates the Canadian market - 60 and 90%+ of the Canadian Market, depending on the product category and segment defined. No data is currently published regarding public sector specific sales data.</p>
15	<p>Has your business ever petitioned for bankruptcy protection? If so, explain in detail.</p>	<p>N/A - Liftnow has never petitioned for bankruptcy protection.</p>

16	<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>Liftnow is a full service distributor/dealer/reseller providing installation, training, expertise and full range of value-adds through our Sourcewell Service Program.</p> <p>As a value-added distributor, Liftnow pursues deep and strategic relationships among its supplier partners. Unlike other companies that may simply hold an account or be authorized to distribute product, Liftnow partners with a vendor's entire organization (including various departments including sales, service, marketing, operations, upper management, etc.) to act as their government sales arm, providing training, expertise and marketing to our vendors to successfully capture public sector sales through dynamic contracting vehicles such as Sourcewell. This includes engaging both employees of our vendors as well as their distribution forces, who are generally independent companies also tasked with the installation, service and maintenance of such equipment as discussed below. Please see our attached Authorized Distributor and Reference Letters. Please also see the document entitled "Liftnow - Value Added Distributor Benefit".</p> <p>As a service provider, Liftnow coordinates on a regular basis with manufacturer-authorized service centers for all activities through the Sourcewell Service Program, which has seen tremendous success and adoption since we pioneered it in 2020 on our original Sourcewell Contract. Our service network is comprised of over 1300 full-time, independently owned companies that install, service and maintain all equipment outlined in this RFP. We maintain close relationships with many of these companies to provide local service to customers, and many of these relationships are nurtured on a daily and weekly basis to drive sales and operational efficiency for public sector customers. Please see the "Service and Installer Network Map" to see our service provider database.</p> <p>Increasingly, all stakeholders as mentioned above in Liftnow's ecosystem (with Sourcewell being Liftnow's largest volume contract to-date) have become familiar with and embraced Liftnow's Sourcewell Contract and value proposition. Liftnow has successfully positioned itself as the leader in government sales for its partner brands and customers alike. Liftnow's ongoing success is due to its approach in educating and fostering these long-tailed partnerships.</p>
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17	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.	<p>There are no formal and legal licenses legally required to sell, install, or maintain vehicle lifting equipment or associated garage equipment.</p> <p>Liftnow is legally incorporated in the State of New York as a Subchapter-S Corporation and is in good standing with the State of New York.</p> <p>All third parties and subcontractors that we use for installations must be properly licensed in their jurisdiction to install and maintain the equipment they are being contracted to install and maintain. This includes general business licensing. We also enforce strict insurance guidelines on our third parties and subcontractors as a condition of doing business, whereby anyone involved in the project must be appropriately insured. Additionally, these companies must be approved by the Manufacturer to install and maintain the specific vehicle lift or garage equipment.</p> <p>At times, certain projects or jurisdictions require a Public Works or other special project license. Liftnow in the past has and can secure any and all necessary licenses as requested and required.</p> <p>Paul Stern is also personally an ALI-Certified Lift Inspector under an Associate Member of the Automotive Lift Institute. Liftnow is factory trained on all equipment it sells. Additionally, Liftnow is known to be among the most knowledgeable master distributors in the entire industry.</p> <p>As a part of our Sourcewell Service Program, we offer as a service Inspections from ALI-Certified Inspectors, who have committed to following ANSI-ALOIM and ANSI-ALIS (the only automotive lift standards created by ALI under the American National Standards Institute) to successfully inspect the lifts, where available. To receive this accolade, members of the company must go through a rigorous testing and practical experience process to be certified to grant ALI-Certified Inspections. We coordinate with the 300+ companies certified by ALI to perform inspections in the United States and Canada. This is not to be confused with the ANSI-ALCTV standards, which are the standards that govern lift manufacturing. Roughly 90% of the lifts that we offer as a part of this proposal are certified by the Automotive Lift Institute based on this standard above, which is a higher percentage than the 75% generally required of lift manufacturers, including manufacturers that tout ALI Certification of many models. Every vehicle lift manufacturer today that manufactures ALI-Certified Models also manufactures non-ALI certified models. Other equipment that we carry as a part of this proposal that falls under "Garage Equipment" carries certifications wherever applicable including UL, ETL, NEMA, etc.</p> <p>Liftnow also meets the requirements for a small business enterprise through the SBA's size standards and designations.</p> <p>When projects require or prefer supplier diversity (VBE, M/WBE) Liftnow makes a good-faith effort to reach out to those companies that may be able to satisfy those requirements. There may be situations in the vehicle lift industry (both sales of equipment and maintenance) where there are no companies that meet these requirements. However, there are a select number of companies that meet the above supplier diversity designations, and we make attempts to contract with them.</p>
18	Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.	N/A - Liftnow has never been suspended or debarred from doing business with any government agency.

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

Line Item	Question	Response *
19	Describe any relevant industry awards or recognition that your company has received in the past five years	<p>Liftnow receives ongoing industry awards and recognition not only in the vehicle lift and garage equipment industry, but the government procurement industry as well.</p> <p>We have received press coverage in Collision, Independent, New Car Dealers, Tire Dealers, Education Customer Segment publications (print and digital). We have also received press coverage in magazines, newsletters, and trade journals. We have also had coverage on our products/services, events that we've both thrown, exhibited at and attended, and have even loaned our expertise to create original content for many of these publications, including the ongoing Sourcewell Quarterly marketing correspondence.</p> <p>We have been an educational speaker at AASP – Northeast in New Jersey, a collision and repair trade show which has over 7,000 attendees. We have given highly rated and thought provoking seminars on the future of vehicle safety systems, lift and equipment safety (including following OSHA and ALI guidelines) and the electrification of fleets across the United States.</p>



In 2021 we were also a highlighted speaker at the NIGP Forum's Construction Track where we gave a well-attended presentation entitled "The True Cost of Procuring Capital Equipment and Services". This presentation discussed capital equipment, the overview of how capital equipment is procured in the context of construction projects, the soft costs of capital equipment procurement, and a proposed procurement plan. This proposed procurement plan featured our Sourcewell Contract as the premier way that users should "owner-furnish, owner-install" equipment, and the savings that one can receive from a Sourcewell Contract. This presentation was heavily promoted by NIGP both before and after the presentation. Please see attached NIGP Presentation and Fleet Safety Presentation as samples.

Additionally, we are a member of the following groups where we regularly receive coverage and attention: APTA (American Public Transportation Association), APWA (American Public Works Association), Government Fleet, NAFA (North American Fleet Association), NCSFA (National Conference of State Fleet Administrators), NIGP (National Institute for Governmental Purchasing), NYS Towns and Highways, New York State School Facilities Association, NY SAMPO (State Association of Municipal Purchasing Officials). On the automotive side we maintain our relationships with GNYADA (Greater New York Auto Dealer's Association), NYCARA (New York City Auto Repair Association), CARA (Connecticut Automotive Retailer's Association), AASP (Alliance of Automotive Service Providers), ACA (Automotive Care Association), NETSA (New England Tire and Service Association) and Auto Body Association of Connecticut (ABAC).

Liftnow also receives numerous sales awards and customer service accolades from its vendors, including:

Challenger Platinum Partner: 2023, 2022, 2021, 2020, 2019  
Hunter \$1mm Club - 2023, 2022, 2021, 2020

The manufacturers that we represent through our contracts have won innumerable product and innovation awards over the years and continue to do so on a nearly continuous basis and represent best-in-class product design and thoughtfulness. Our portfolio of brands have collectively received hundreds of awards.

Please see a list of selected product awards in the last 3 calendar years:

PTEN - Professional Tool & Equipment News (PTEN) Innovation Awards recognize companies that create innovative products for the automotive aftermarket.

PTEN Innovation Awards 2023 - Autel  
PTEN People's Choice Awards 2023 - Autel, BendPak  
SEMA 2023 Best New Products - Goliath Carts  
PTEN Innovation, People's Choice Awards 2022 - Autel  
PTEN Innovation Awards 2021 - Autel, Pro-Cut, Mahle

Motor Magazine: Motor Magazine has awarded the best and brightest in product innovation since 1903. Awardees include Autel, Mahle, and more.

Other Awards by Manufacturer:

BendPak - Managing Automation Magazine - Progressive Manufacturing 100.

Collectively our brands are also awarded hundreds of patents (over 500) in technologies ranging from vehicle lift safety, equalization, and arm design to air compressor controls and pressure modulation and everything in between.

Additionally, Liftnow itself has other following awards/recognition:

- Sourcewell Awarded Vendor 2020-Present (Tied for 2nd in Evaluation out of over 10 Respondents)
- NASPO Awarded Vendor 2023-Present (Ranked 1st in Vehicle Lifts, Ranked 2nd in Garage Equipment)
- Awarded numerous trademarks including Shop Management System, Shop of the Future, and more.

- Certified Small Business by the SBA
- Certified Small Business by New York State

Finally, Liftnow has the pleasure of having placed its equipment not only in public sector entities around the country, but also to high-powered clients, including Verizon, Tesla, Walmart and Costco for equipment procurement, new facility assistance, and ongoing maintenance.

20	What percentage of your sales are to the governmental sector in the past three years	<p>Over the last three years, Liftnow has made a strong and concerted effort toward cementing itself as a fixture in the governmental sector, as illustrated through its increase of sales:</p> <p>2020: Approximately 11% of Revenue to Public Sector Entities  2021: Approximately 60% of Revenue to Public Sector Entities  2022: Approximately 60% of Revenue to Public Sector Entities</p> <p>Additionally, Liftnow's overall top-line volume continues to grow exponentially across segments - while 2021 and 2022 look similar in terms of percentage to government entities, 2022 saw an increase of almost 100% in total volume. 2023 again saw a large increase of approximately 70-80% in volume over 2022.</p>	*
21	What percentage of your sales are to the education sector in the past three years	<p>Over the last three years, Liftnow has also tried to attract sectors within the governmental sector - one major sector is education. Please see the following as it relates to percentage of total government sales:</p> <p>2020: Approximately 10% of Government Revenue to Educational Entities  2021: Approximately 14% of Government Revenue to Educational Entities  2022: Approximately 15% of Government Revenue to Educational Entities</p> <p>While at the time of writing this proposal 2023 is not yet complete, we estimate that 2023 should be approximately 15% of Government Revenue to Educational Entities.</p>	*
22	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>Liftnow holds many state and cooperative purchasing contracts.</p> <p>Notably, Liftnow holds a Sourcewell Contract (#013020-LFT) that has been adopted by: New York, New Jersey, Texas (TxMAS), Ohio, and Missouri.</p> <p>Liftnow also holds a NASPO Contract (CW7256) that has been adopted by: Alaska, Arizona, California, Iowa, Mississippi, Montana, New Mexico, Oregon, Rhode Island, South Carolina, South Dakota, Virginia, and Washington currently.</p> <p>Liftnow's largest cooperative purchasing Contract is Sourcewell, with below sales totals (rounded to the nearest \$1,000):  2020: \$5,000  2021: \$923,000  2022: \$806,000</p> <p>This year, Liftnow will easily exceed \$2,000,000 in sales for its Sourcewell Contract for 2023 and we encourage the evaluation team to independently verify this. Liftnow believes that with a new award for another contract, Liftnow will continue to experience explosive growth.</p> <p>Other major contracts include:</p> <p>New Jersey State Contract – (Sourcewell Adoption – valid through 2024 currently)  2021 - \$0.00 (New Contract)  2022 - Approximately \$237,000  2023 - Approximately \$110,000 YTD</p> <p>New York State Contract (OGS) (Sourcewell Adoption – valid through 2024 currently)  2021 - \$0.00 (new Contract)  2022 - Approximately \$353,000  2023 - Approximately \$648,000 YTD</p> <p>Texas State Contract (TxMAS) (Sourcewell Adoption – valid through 2024 currently)  2022 - \$0.00 New Contract  2023 - \$55,000 YTD</p> <p>Florida Sheriff's Association (valid through 2025)  2021 - New Contract  2022 - \$89,000  2023 - \$125,000 YTD</p> <p>Liftnow also holds several contracts that bring it little-to-no volume, including: AEPA, BuyBoard, HGAC, Costars (expired), Choice Partners, GoodBuy, and Omnia Partners. For more information on any of these contracts please contact us directly.</p>	*

23	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?	N/A - Liftnow currently holds no GSA contracts or Standing Offers and Supply Arrangements (SOSA). It remains a conscious decision by Liftnow to focus on growing its SLED and cooperative purchasing sales.	*
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**Table 4: References/Testimonials**

**Line Item 24.** Supply reference information from three customers who are eligible to be Sourcwell participating entities.

Entity Name *	Contact Name *	Phone Number *	
City of Hyattsville	Hal Metzler	240-832-6959	*
Orange County	John Lambertson	845-234-1000	*
Broome County	Matthew Padbury	607-778-1640	*

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

**Line Item 25.** 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 *	
Upon Request	Government	Illinois - IL	Provide a range of vehicle lifts including parts and ongoing support and maintenance.	Multiple transactions ranging from \$1,000 to over \$150,000. We anticipate further volume from this customer.	\$311,000	*
Upon Request	Government	Texas - TX	Provided vehicle lifts, support and training for this customer's multiple facilities.	We have had multiple transactions at or around \$250,000 this year alone with this agency. We anticipate further volume from this customer.	\$960,000	*
Upon Request	Government	Ohio - OH	Provided vehicle lifts, support and training for this customer's multiple facilities across the state including service and ongoing maintenance.	Transactions range from \$2,000 to upwards of \$130,000 for this customer. We have had approximately a dozen transactions with this customer. We anticipate further volume from this customer.	\$266,000	*
Upon Request	Government	New York - NY	Provided full shop outfit for this customer including vehicle lifts, wheel service equipment, air compressors, vehicle lubrication equipment and other shop equipment.	This is a single transaction. There may be more transactions in the future.	\$365,000	*
Upon Request	Government	Missouri - MO	Provided vehicle lifts and logistical support for this customer including ongoing technical and product support.	This is a single transaction. There may be more transactions in the future.	\$436,000	*

**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 *
26	Sales force.	Liftnow has an in-house sale force that is dedicated solely to Liftnow's cooperative purchasing efforts. This is the largest and to our knowledge ONLY team in the

industry exclusively dedicated to cooperative purchasing. This team has undergone over 5 weeks of cooperative purchasing and product training, including recent attendance at Sourcewell University in New York as well as Sourcewell webinars like Getting to Know Sourcewell, the upcoming Sourcewell Public Fleet and Public Works Webinar Series, and have even had our Supplier Development Administrator give dedicated training as an important part of our onboarding. This team currently covers the entire country by territory and there are plans to increase this sales force substantially in the coming year.

Liftnow has also had representation at the H2O conference in 2023 and 2022 (COVID interrupted Liftnow's attendance in 2020 and 2021). Liftnow plans on continuing to grow its sales team with the award of a new Sourcewell Contract.

At the helm of the Liftnow Sales Team is Paul Stern, the President and Owner of Liftnow Automotive Equipment Corp. Paul Stern is a 30-year industry veteran of the vehicle lift and garage equipment business having started in 1993 as a regional representative in New York and eventually opening Liftnow in 2003. Paul has received a plethora of awards related to his sales expertise, acumen and business growth over the years.

Additionally, we have successfully mobilized the sales force of our vendors as their government sales arm, totaling approximately 229 sales management, regional management and sales representative staff. Below are estimated sales profiles of our largest-volume suppliers that have fully embraced Liftnow as their government sales go-to-market strategy:

Challenger Lifts: 8 United States Regional Managers, 2 Canadian Regional Managers. Challenger Lifts also has upper management in the form of a National Sales Manager. All of these staff, particularly sales, understand the multistate cooperative and since 2022 have further embraced them as a pivotal point of their public sector sales strategy.

BendPak: BendPak's sales strategy is primarily direct sales, from BendPak to the end user, where they have a large staff of inside sales personnel (approximately 20 employees).

In spite of its direct sales model, BendPak and its national sales management fully support Liftnow as its government sales partner. BendPak has advertised and chosen Liftnow for their government sales efforts.

Omer: Omer has a rich history in the Government Sales arena, having been distributed by Stertil-Koni for several years before that relationship ended and Stertil-Koni began manufacturing more of their own lifts. Omer then underwent ownership changes at the US-Distribution Level, and since approximately 2017 has experienced incredible growth. Liftnow is proud to be a pivotal part of Omer's growth story, and the U.S. General Manager and National Sales Management of Omer has embraced Liftnow and its contracts as its primary channel to sell to public sector entities. Omer currently has approximately half a dozen inside sales and support staff.

Omer has incredibly aggressive and exciting growth plans for the next 5 years which includes product additions, increasing marketing spend, and building out internal and external sales and service. Omer has placed incredible support and faith in these Public Sector channels, and in Liftnow as its partner expert enough to navigate them.

Mahle: 12 Regional Rep Agencies that act as regional managers, with a total of approximately 60 staff (outside personnel), who act as both sales and service representatives for the equipment. Approximately 6 inside sales and service personnel.

Coats: Approximately 6 Regional Managers, 50+ Outside Service Representatives (In most cases direct employees). Approximately 6 inside sales.

NS Corporation: Approximately 3 Regional Managers, 9 Outside Service Representatives. Inside sales and marketing approximately 6 employees.

Champion: Approximately 4 Regional Managers, 21 Sales Reps.

Lincoln: Approximately 4 Regional Managers, 20+ Sales Reps, 4+ Strategic Account Managers (Inside and outside sales).

Information about other brands and distributors can be furnished upon request.

To date, there is NO Member agency where we have not been able to fully employ our sales force as described above. Please see attached Territory Map.

27	Dealer network or other distribution methods.	<p>Liftnow is well-versed in the needs of a multistate cooperative and have the dealer networks and distribution to match.</p> <p>With Liftnow's guidance and leadership, our partner brands continue to successfully inform their internal and external sales and service forces (which number in the hundreds – thousands of people and companies across the entire United States) to increase sales and utilization of Liftnow's contract portfolio. Since Liftnow and its vendor partners have already experienced the years-long learning curve in embracing and increasing utilization of cooperative purchasing contracts - answering both the easy questions "What is cooperative purchasing?" and the more difficult questions about cooperative purchasing "Can I use cooperative purchasing for [insert project here] with [insert funding source here]?" As a result, Liftnow utilizes over 1500 full-time and independently owned distributor companies through the partner brands to drive sales, the estimated breakdown of which is below:</p> <p>Challenger Lifts: Approximately 150-200 Distributors  BendPak: Approximately 100 Distributors  Omer: Approximately 50 Distributors  Mahle: Approximately 400 Distributors.  Coats: Approximately 250 Distributors  NS Corporation: Approximately 25 Distributors  Champion: Approximately 900 Distributors  Lincoln: Approximately 500 Distributors</p> <p>Information about other brands and distributors can be furnished upon request. See attachment Dealer Networks for more information.</p> <p>We have forged incredible partnerships with many of these outfits across the United States both as service providers to facilitate the installation and maintenance provided through the only, best-in-class, Sourcewell Service Program, but also have developed deeper and more involved partnerships with some of these distributor companies, who at times have up to 100-150 employees of their own. We educate these distributor partners on our offerings and offer a small compensation to them for referring an Entity, even if it is not for their specific product offering. This allows us to further multiply our efforts for a national cooperative like Sourcewell.</p> <p>Liftnow has successfully positioned itself as the government sales partner for this entire network above, and we continue to work with our vendors to spread the message to distributor companies to ensure that they fully understand the benefits of cooperative purchasing and Liftnow, their expert partner. This is an ongoing process that is never complete but always progressing. We have made important relationships with some of these larger companies in different locations, leveraging their relationships and decades-long track record to create win-win's for the Entity, Sourcewell, the distributor company, the vendor, and Liftnow, in that order.</p> <p>The dealer network (vendors and distributors) is trained and continue to be trained to pass any public sector inquiries to Liftnow, who is able to bridge the gap between a traditional distributor or vendor's technical prowess and experience with the sometimes complex world of public sector purchasing and contracting. As a result, the Entity gets a product and experience that they value, the referring dealer company and Vendor get their order through cooperative purchasing, usually at a much faster pace than general bidding, and Liftnow continues building its reputation as a leader.</p> <p>To date, there is NO Member agency where we have not been able to fully employ our dealer and distribution network as described above.</p> <p>Liftnow and its partners also hold multiple millions of combined square feet, spanning factories, distribution facilities and retail networks, all of which add to its distribution prowess. See Table 11 - Pricing and Delivery under unique distribution and delivery methods to learn more.</p> <p>To address distribution facilities of distributors and the "retail network", this does not include any of the hundreds of distributor or service provider facilities throughout the country. While we do not maintain this data, this could easily be another 1,000,000+ Square Feet of Distribution Facility space.</p>
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28	Service force.	<p>Liftnow's service force is not only the most expansive in the country in terms of geography, with over 1200 service providers in all 50 states, Canada and Territories, but is the most expansive in terms of scope, as Liftnow maintains relationships with service providers that install, service, maintain, remove, diagnose and inspect all categories of equipment available through our proposal, everywhere in the country, wherever a Member may reside. This network dwarfs the service force of any other vendor – and is almost certainly larger than the service forces of all other prospective vendors combined. This service network is largely comprised of independently-owned companies as well as staff employed by our various vendors:</p> <p>Challenger Lifts: Approximately 200-300 Authorized Service Centers. Additional staff dedicated to inside service/warranty calls (Approximately 10).</p> <p>BendPak: BendPak has approximately 400 Authorized Service Centers. BendPak also has a large staff of inside service personnel to field warranty requests and service requests (approximately 20).</p> <p>Omer: Omer currently has approximately half a dozen inside sales and support staff, as well as approximately 50 distributors who handle both sales and service of the lifts. Omer also has 2 full-time employees dedicated to field service assistance and cover the entire United States.</p> <p>Mahle: 12 Regional Rep Agencies that act as regional managers, with a total of approximately 60 staff (outside personnel), who act as both sales and service representatives for the equipment. Approximately 6 inside sales and service personnel.</p> <p>Coats: Coats has 50+ Outside Service Representatives (In most cases direct employees). Approximately 6 inside service professionals. Multiple hundreds of distributors, some of whom additionally service the equipment.</p> <p>NS Corporation: NS has approximately 25 distributors that are tasked with the installation and maintenance of the equipment that they sell. NS also maintains a few staff (approximately 5) in-house to assist with installation assistance.</p> <p>Champion: Champion currently has over 400 service providers nationwide.</p> <p>Lincoln: Lincoln currently has over 200 service providers nationwide.</p> <p>Service forces of our other vendors may be furnished upon request.</p> <p>Not only is Liftnow's service force the largest and deepest in the country, but Liftnow uniquely maintains a service-first philosophy, as opposed to a sales-above-all-else mentality, when it comes to serving Sourcewell's Member Agencies. This philosophy has proved extraordinarily valuable and successful for the Member Agencies, Sourcewell, and Liftnow, in that order. Member Agencies have utilized and adopted the Sourcewell Service Program to not only aid in larger projects, but aid in the smaller ones that become essential to the actual day-to-day operations of a fleet maintenance facility.</p> <p>The service force not only extends to include service providers with whom we maintain ongoing relationships (as discussed above and in line items 26 and 27), but also extends to include our in-house Service Implementation Team that successfully implement the Service Program and deploy this Service Force. Currently we have 2 staff dedicated to this implementation and anticipate with the growth of our contract to continue hiring implementation staff to meet demand. Some of our manufacturers manage service themselves utilizing their own technicians as discussed above. We maintain direct access to all of these technicians in both the United States and Canada through our Sourcewell Service Program.</p> <p>Outside experts and contractors needed on the open-market are located by our implementation team for the United States and Canada pursuant to the terms in Line Item 60.</p> <p>To date, there is NO Member agency where we have not been able to fully employ our service force, including the full scope of our Sourcewell Service Program.</p>
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29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>Through centralization, Liftnow tightly manages a seamless customer experience for members. This centralization also improve's a Member's perception of the Sourcewell experience, where Liftnow controls every aspect of the process, from quoting and ordering through installation and invoicing.</p> <p>While Liftnow itself is an authorized distributor, we disallow other companies, including our Vendor partners, from accepting purchase orders or delivering quotes on our behalf to Sourcewell Member Agencies or members of other cooperative purchasing organizations. While many external companies promote our contracts and sell (including our vendor partners, the Manufacturers), only Liftnow Automotive Equipment Corp. processes orders in connection with this contract.</p> <p>This centralization is done to ensure that every single quote, purchase order and invoice remains contract-compliant pursuant to the terms and conditions of the contract.</p> <p>This centralization is also done to ensure ease of monthly and quarterly reporting as required by our contracts including Sourcewell. Most notably, this method is identical to the last 4 years of our Sourcewell Contract, and is already in place and functioning properly. The execution of this centralized ordering has resulted in our Sourcewell administrative reports being an average of 38 days early. Please see the attachment entitled "Payment History - Sourcewell Contract."</p> <p>To describe the ordering process as it relates to Members specifically, orders must have written approval or acceptance from a Participating Entity, and the approval or acceptance must come in the form of one of the following Order Methods:</p> <ul style="list-style-type: none"> <li>• Written Purchase Order – By Hard Copy/Mail</li> <li>• Written Purchase Order – By Electronic Mail (Email)</li> <li>• Electronic Purchase Order – Using Participating Entity's E-Commerce Solution (For example, many clients of Periscope Holdings send purchase orders via their dedicated portal instead of Print or Email Copies).</li> <li>• For small purchases, specifically service calls and repair authorizations – an email in writing from a contact person authorized to make purchases below the Entity's purchase order threshold, for a purchase below the Entity's purchase order threshold (sometimes called the small purchase or micropurchase threshold).</li> </ul> <p>Tracking orders varies per both manufacturer and type of product, but is generally done via email to the purchasing department and using department on a basis of:</p> <ul style="list-style-type: none"> <li>• Order Placed with Vendor (All orders with vendors are currently placed less than 24 hours after receipt of order by Entity)</li> <li>• Order in Production with Vendor with Estimated Date of Completion</li> <li>• Order Shipping from Vendor (Shipping to Entity)</li> <li>• Freight Company to call Entity with 24 Hours-Notice Prior to Delivery</li> </ul> <p>Liftnow tracks this information studiously for its own purposes as well, to ensure that if installation is requested by the User, that this installation is scheduled as closely as possible to the delivery of the equipment. In cases where the installing company is unloading the equipment (which is common of heavier/custom-built lifts), Liftnow coordinates between the installer company, the freight company and the User to ensure that everyone shows up on time and completes delivery seamlessly.</p> <p>Additionally, all BendPak orders benefit from BendPak's internal tracking system, shown in the attachments "BendPak Shipping" and "Fedex Tracking". This can be sent directly to the user's email address to show shipping status, where "Track Delivery" will directly link to the tracking status of that package. In this example, you'll see that it links directly to FedEx where the Participating Entity can follow along with their package until delivery.</p> <p>All administrative activities as described above are the sole responsibility of Liftnow Automotive Equipment Corp.</p>
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30	<p>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>	<p>Our customer service program is second-to-none. Liftnow becomes the single call and customers service point of contact for dozens of brands across many categories and subcategories. This is instead of making ten calls to ten different vendors or manufacturers if a technical or other service issue arises.</p> <p>Calling LIFTNOW, they will only have to make one call for all of their automotive equipment needs, in a way that no other companies can boast. We are not only open 60 hours/week through our toll-free 800 number that directs to our office in Yorktown Heights, NY, but we've also implemented a live-chat on our website <a href="http://www.liftnow.com">www.liftnow.com</a>, where visitors can get a real-time person (not a robot) to talk to them about their needs. Liftnow can also be reached via webform 24 hours a day, 7 days a week on its website at <a href="http://www.liftnow.com">www.liftnow.com</a>. We have specific webforms for Sales Inquiries, Service Inquiries, and Inspection Inquiries.</p> <p>Additionally, we implemented a dedicated email address specifically to field Sourcewell requests (<a href="mailto:sourcewell@liftnow.com">sourcewell@liftnow.com</a>). This dedicated email address allows us to fast track Sourcewell requests above other request by highlighting in our company email that a Sourcewell Member is specifically requesting assistance. This email is used for both sales and service inquiries. See attached example of the <a href="mailto:sourcewell@liftnow.com">sourcewell@liftnow.com</a> email in action in our attachment "Email Example".</p> <p>We utilize a web-based CRM system for both sales and service tickets, as well as a companywide communication system to keep communication as quick as possible in the digital age. This includes adding vendor partners to our company communication system to make communication between parties as seamless as possible. It is this digital communication and investment in faster and better communication that makes our response times incredible. We currently make same or next day contact on 100% of our inquiries. Almost all customers then get actual contract-compliant Sourcewell quotes in less than 24 hours. Our sales team must respond to inquiries within 4-6 hours and are rewarded for doing so more quickly.</p> <p>Our Customer Service Manager Nicole currently heads up customer service concerns. Nicole is a 30-year veteran in customer service, having directly managed a staff of 50 in retail operations for one of the highest volume branches of the largest clothing retailers in the country, the TJX Companies Inc (NYSE: TJX). Nicole is loved by all of our customers, vendors and installers and has built a national reputation for service. She continues to bring communication innovations and customer service improvement to the forefront for Liftnow.</p> <p>Our Customer Service Associate Sherry joins us from a manager-level role in Human Resources at one of the East Coast's leading benefits providers and has over 35 years of experience in people management, which she brings to the Liftnow team every day. Sherry competed with over 100 candidates to receive the role that she's currently ingrained in.</p> <p>Additionally, our vendor partners brands Dealers and Service Providers for responsiveness to service calls. We will also discuss response-time tracking and Customer Satisfaction Index of our service providers in later questions, both of which help us to strengthen our customer service program.</p>
31	<p>Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.</p>	<p>Since 2020, Liftnow has successfully leveraged its existing Sourcewell Contract in nearly all 50 states. Liftnow has navigated COVID, supply chain and inflation pressures and has experienced explosive growth in spite of these challenges.</p> <p>Liftnow has spent the last 3 years educating and leveraging the power of dozens of brand partners who collectively represent thousands of people across every city, county and state in the country. Liftnow has given dozens of national webinars and gone to dozens of trade shows in promoting our existing contract not just to users, but across the sales and service forces outlined in Line Items 26, 27 and 28.</p> <p>This includes our efforts in NASPO, where we have been awarded 13 State contracts in our first 6 months on that contract. Those contracts are now good through 2028 where we have already made more years-long commitments into successfully serving this National Contract.</p> <p>Liftnow is not only willing and able to serve the entire United States, but Liftnow has been serving the entire United States for years prior to this RFP and is excited to serve the entire United States for years to come. There is no entity in the entire United States that will not be served by another Liftnow Sourcewell Contract.</p>



32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Liftnow and its partners have multiple regional managers (over 8) and over 20 distributor partners in Canada that are solely focused on Canadian sales and have a strong footing in the Canadian public sector market. This staff is also trained in Sourcewell and cooperative purchasing sales. Liftnow looks to Sourcewell to encourage cross-promotion of its offerings through the new Canoe brand as the vehicle lift business is alive and well in Canada. Liftnow also anticipates hiring a Canadian-focused sales representative within the tenure of the next prospective Sourcewell contract.	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	N/A - There are no geographic areas that we will not be fully serving through the proposed contract.	*
34	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?	N/A - There are no Sourcewell participating entity sectors that we cannot service fully through the proposed contract. Sourcewell has been and remains the largest volume and best promoted contract for Liftnow. Liftnow already has a years-long track record and has done business in nearly all 50 States as a national outfit utilizing the Sales and Service Networks as outlined in Line Items 26, 27 and 28. Liftnow does not currently have any cooperative purchasing contracts that limit our ability to promote another contract.	*
35	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	N/A - There are no specific contract requirements or restrictions that would apply to participating entities in Hawaii, Alaska or the U.S. Territories. The only exception is the freight policy as outlined in Line Item 63 of the proposal.	*

**Table 7: Marketing Plan**

Line Item	Question	Response *
36	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>Liftnow has and continues to implement an integrated marketing strategy and anticipates spending multiple millions of dollars in marketing over the life of the next contract. Our integrated marketing strategy draws on the usage of available data to continue identifying developing and nurturing opportunities to market the Sourcewell Contract to increase overall utilization of the contract by both total dollars but also by customer segments (see the answer to Line Item 67 on tracking success).</p> <p>Liftnow is the most adept marketer of its peers, as shown by its formal and data-driven strategy and proven by its exponential growth.</p> <p>This is partially due to Liftnow's Head of Marketing, who comes from a Top 2 ranked Business School in the United States, the New York University Stern School of Business. He brings his decade of marketing experience consulting for a wide range of domestic and international businesses, spanning vehicles to home automation to ice cream, and applies it to Liftnow's marketing efforts. He has also received a Harvard Business School Certificate in Business Analytics, Inbound HubSpot Marketing Certification, Google Analytics Advanced Google Analytics Certification, and Google Cloud Machine Learning for Business Professionals.</p> <p>The integrated marketing process is outlined below:</p> <p>After we have defined customer types among Sourcewell Agencies, we will target the following groups:</p> <ol style="list-style-type: none"> <li>1. Agencies who have purchased related products/services through the previous Sourcewell contract</li> <li>2. Agencies who have purchased related products/services, not through the previous Sourcewell contract</li> <li>3. Agencies who have not purchased related products/services, but have purchased through similar vehicles, or agencies who have purchased from similar fleet-related contracts (complementary Sourcewell contracts that may alert us to a Purchasing Agency that has a fleet)</li> <li>4. Are there specific agencies that Sourcewell is looking to target?</li> </ol> <p>Upon award, we will first execute an omnichannel marketing message to relaunch our partnership with Sourcewell, across social media, our website/blog, and various printed marketing materials and upcoming events and emails. See Line Item 38 regarding specific roll-out and integration into our sales process. After we've broadcast that initial announcement and message and identified the core groups as discussed above, we will develop integrated marketing strategies for each. This can include, but is not limited to:</p> <p><b>DIRECT MARKETING</b></p> <p>Postcards/Flyers/Catalogs, Email Marketing, Fax Marketing, Text Message Marketing,</p>

## Phone Marketing

## DIGITAL MARKETING

SEO, SEM, Google AdWords/AdSense, PPC, ACoS, etc. In the last half of 2022, Liftnow contracted with a large web development and digital marketing firm to rebuild our website and execute our ongoing digital marketing strategy. We committed a high six-figure dollar amount to the build and execution of this strategy which was completed in March of 2023. This company has over 500 digital marketers on staff and has worked with numerous Fortune 500 companies to achieve their robust goals. Liftnow spends an ongoing six-figures per year on content generation, backlink generation, and more to this company to continue building its digital identity and lead over other vendors in an increasingly digital world.

A large part of our digital strategy is centered around the Google Analytics platform, which gives us insight into both on-page and off-page statistics across a variety of important digital parameters that ultimately help improve customer behavior and optimize for call-to-action conversion on our quote forms, service forms and contact us forms. These metrics include but are not limited to pageviews, sessions, click-through rate, bounce rate and more. See a more detailed discussion in Line Item 37 below.

## PERSONAL SELLING

Personal selling refers to in-person selling. Liftnow primarily sells through its cooperative-purchasing focused sales team, and a new Sourcwell Contract Award will allow us to keep hiring sales representatives. Liftnow has spent hundreds of thousands of dollars to date on this venture. This is in addition to the over 200 other sales personnel that are personally selling daily to public sector entities on behalf of the Liftnow Sourcwell Contract – see Line Items 26, 27 and 28.

Additionally, personnel from partner is already trained on a continuous basis, as we host periodical webinars discussing sales methods and tools and identify products with greater velocity or greater opportunity (based on our data-driven marketing and engagement approach). In the last 3 years, we have hosted approximately 20 webinars per year to our vendors and other interested stakeholders.

All sales personnel will also receive LIFTNOW and Sourcwell-specific marketing materials, including brochures and multimedia pieces. For example, we've created scale models of products using cardboard, interactive QR-code brochures, virtual reality renderings, and more. We will also leverage this contract into additional marketing cooperative dollars, which is available through many of our manufacturers.

Our service partners will be similarly engaged. Each service partner can be given a flowchart of the sales and service process, along with equipment surveys that are mandatory with every visit. These equipment surveys will be submitted to us to strengthen our continued marketing approach. They will also be armed with periodical service-specific webinars and a suite of marketing materials specific to service, inspection, and maintenance. Finally, each member of our service network receives unlimited digital access to operations and parts manuals that we've compiled over 10 years to help them specifically diagnose and repair certain garage equipment.

## PRINT MARKETING

Paid Media--Advertisement in Trade Journals, Newsletters, Magazines. Advertising can easily be done nationally, with the Sourcwell logo displayed prominently in all advertising materials. Liftnow has also pioneered new print solutions with many partners, including furnishing the Vendor Explainer Letters, Manager Letters, as well as the Liftnow One-Pager which is a wonderful customer facing document that, in one-page, explains Liftnow's Sourcwell Contract.

## MEDIA MARKETING

With Sourcwell's new Media Studio in Staples, we would anticipate that Sourcwell would be looking for new and exciting ways to engage with vendors on co-branded media marketing. Liftnow would like to perhaps start a podcast or video series with Sourcwell, or even featuring as a vendor with expertise on Fleet Equipment, maintenance, repair and more.

## PUBLIC RELATIONS

Community Engagement with Local and Regional "Influencer" Agencies and Bodies: For example, NYC DCAS - Department of City Administrative Services, which helps guide policy and procedure in New York City or ASE, the National Institute for Automotive Service Excellence, which accredits schools and instructors alike on automotive repair. There are many ways to engage key groups of people that fall into one of the core groups identified in Roll Out which we can further explore once we have done more

research into the demographics, habits and behavior of these groups.

Liftnow is currently a member of the following national and local organizations: National: NIGP, NCSFA, APWA, APTA, GFX, AESA, NAFA  
Local: GNYADA, NYCARA, CARA, AASP

#### EVENT MARKETING

There are many events throughout the year that align well with the core groups discussed - including regional and national "reverse trade shows" for procurement professionals. As we define our core groups and strategy over the 1-year, 3-year and 5-year time frame, we will exhibit at these shows and, with the continued and anticipated success of our project, reinvest into increased presence at these events. Some of these events include but are not limited to APTA (American Public Transportation Association), NCSFA (National Conference of State Fleet Administrators), NTEA (National Truck Equipment Association), APWA (American Public Works Association). Please see the attachment IMC2022 for a schedule of which events we attended for the marketing year ending 6/30/2023. Liftnow spent hundreds of thousands of dollars on event marketing alone this last year.

#### CONTENT MARKETING

Content marketing is an important and ever-growing tool in the marketer's toolbox. Content marketing refers to creation of new and thought-provoking content for customers to help them in one of the three main stages of decision making: awareness, consideration, and decision. When the content is original, novel and helpful, a reader is more likely to make their decision with your company in mind. We've used content marketing not only on our own website ("Owned Media") but have used it in a variety of trade journals, newsletters and websites ("Earned Media"). These publications have worked closely with us on a now-regular basis to generate exciting and valuable content for their readers. We plan on replicating this model for the segments to which Sourcewell Agencies belong. This is also a strength of the digital marketing and web development firm we have hired, and they have dozens of content specialists on staff, where we also have a dedicated Content Marketer who is helping us with writing regular blog posts, getting PR, and more.

#### CONSUMER PROMOTION

Consumer promotion refers to incentivizing an increase in purchasing for a certain product or product line during a specified period. While the intention of the RFP is to deliver consistently low and flat-rate prices to the Purchasing Agencies there are occasional brand-sponsored specials. At Sourcewell's instruction, we are willing and able to broadcast these specials to the members on a continuous basis as we receive them. We will pass along the vast majority of the promotion directly to the Members. Due to the nature of consumer promotion/specials, we are unable to predict this promotion as a percentage or dollar amount.

#### PARTNERSHIPS

Partnerships refer to partnering with complementary organizations to help our dual cause of promoting sales on the contract, as well increasing contract utilization as a means of reducing friction for the remainder of nationwide sales of our brand portfolio.

For example, a partnership may be with other Sourcewell Vendors, like Construction vendors or Vehicle vendors, to help fuel one another's efforts. Construction partners may stimulate business for us by letting us know that a municipality wants to construct a new maintenance facility. Likewise, we would find existing customers that want to expand or otherwise modify their facilities, where we would call the Construction partners.

For Agencies not currently utilizing this Sourcewell Contract, this is equally powerful: Sourcewell vendors on different contracts can align as a vertically integrated solution available most economically and productively through Sourcewell, inducing Agency Utilization. As a result of these partnerships (which Sourcewell could be helpful in fostering), we are open to exploring these "edge transactions" and how they could benefit Sourcewell as a whole.

Please also see File Entitled "Marketing Plan and Samples" to see some visual representations of the marketing we have done and continue to do. Notably, within this folder, please see "013020 Marketing Samples", which refers to specific materials that have been created by the Liftnow Marketing Team during our current contract including: Case Study Articles, Fleet Safety Presentation, Lift Lifecycle Cost Analysis and Study, Government Portfolios, Linecards, One-Pagers, and more. It is our viewpoint that Marketing of a contract is a living, breathing organism; thus, marketing approaches and materials must continue to develop.

Importantly, these marketing initiatives as discussed are all assumed by Liftnow specifically. This does not include any of the above marketing initiatives of our respective vendors,

37	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>who all exhibit at other major and minor municipal shows and advertise Liftnow's contracts in their booths, etc. While our vendors do not publicize their marketing budgets, an internal calculation informs us that this combined marketing spend is well into the millions of dollars annually across all categories above.</p> <p>Liftnow harnesses the power of customer analytics and digital data in methods that are unique to the vehicle lift and garage equipment industry, and more closely resemble a digital-first company of the 21st century. Digital data, including metadata, is not the same as mere webpage/social media presence, email marketing or an internal software stack. Instead, Liftnow knows that digital data can actually provide two-way communication between Liftnow and its customer base - actions that customers take on our website, and around the Internet (metadata) can provide us insights into customer behavior, overall market trends or shifts, and in some cases, real-time ad performance. Utilizing this digital data and asking the right questions surrounding that data to create meaningful changes in behavior. For example:</p> <p>"What is the bounce rate?" vs. "What does the bounce rate of this page mean in the context of how the page is organized? What can we do to improve upon it?"</p> <p>Liftnow both combines its rich experience in data analytics (see Line Item 36) with a masterclass partner in the field. Our web and data partner was carefully chosen in mid-2022 among a field of dozens of companies. This company, with over 500 digital marketers on staff, as worked with numerous Fortune 500 companies to achieve their robust goals.</p> <p>Among their huge benefits (including billions in revenue and millions of leads won for their clients), comes their internal client Marketing Portals which are used not only by their Marketing Team (which are specifically assigned to the Liftnow Account), but also available for Liftnow to see. Some of the data available includes:</p> <p>Organic SEO Performance  Sessions  New Users  Form Leads (Quote Form Submissions, Service Requests, Brochure Requests)  Phone Calls  Pageviews  Pages/Session  Average Session Duration</p> <p>Top Converting Pages  Top Geography of Users</p> <p>Impressions  Clicks  Site CTR  Average Position (Google)</p> <p>Keyword Rankings (Including Keyword, Search Volume Over Time, Position on Page)</p> <p>We look at these types of parameters across Year-over-Year and Month-over-Month. Please see an attached sample of a single page of our 30 page monthly report entitled "Digital Data - Monthly Report Sample."</p> <p>We also splice the data to create customer profiles, across some of the initial parameters set out in the previous question. We also inform our Marketing Partner of our Integrated Marketing Plan, to create additional synergistic opportunities. For example, we inform the Marketing Partner to look for a potential jump in traffic following a trade show. If the traffic wasn't as expected or wasn't from the geography we expected, we ask why and continue to improve our entire marketing plan through our use of digital data.</p> <p>Liftnow anticipates investing more time and money into digital data and marketing than any other channel in its new prospective contract.</p>
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38	<p>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>	<p>Liftnow is proud to continue and develop its partnership with Sourcewell on its existing contract, #013020-LFT, into its next prospective contract. Together, Liftnow and Sourcewell executed the plan set out in our previous RFP in 2020, and this resulted in faster growth than any other contract in this category. As discussed in Line Items 36 and 37, we understand how to promote this contract and drive continued growth, as we have already done it successfully for years.</p> <p>We do ask that Sourcewell provide us the following:</p> <ul style="list-style-type: none"> <li>- Endorsement and promotion of the new Liftnow Contract awarded by this RFP</li> <li>- Preliminary marketing materials and brand-usage guidelines including the new Sourcewell-awarded artwork and any other assets (Member Guides, PDFs, Buy Sourcewell information, etc.)</li> <li>- Review of information as we post it to our industry-leading website, <a href="http://www.liftnow.com">www.liftnow.com</a>.</li> </ul> <p>In order to fully realize our marketing plan, we also ask that Sourcewell share the following:</p> <ul style="list-style-type: none"> <li>- New Registrations of Sourcewell Members as they arrive (this is already being done on a weekly basis by Sourcewell to Liftnow)</li> <li>- Metadata of Sourcewell Members as it relates to the Sourcewell website, and specifically our contract (for example, have members clicked through to our page?)</li> <li>- Endorsement of Liftnow's new Contract to various partners for Event Marketing and Partnerships. In the context of Event Marketing, this may mean helping endorse us to speak at an event, or exhibit, using connections or warm introductions between Sourcewell and another large organization (any of the organizations as outlined in our Marketing Plan above) .</li> </ul> <p>Liftnow already has a robust plan on integrating a new Sourcewell-awarded contract into our sales process:</p> <p>Upon award of the new contract, our entire Liftnow team is notified immediately. Liftnow will have another kickoff to launch the brand new Sourcewell Contract. Since our team is focused solely on cooperative-purchasing, there will be little-to-no onramp and learning curve, we will just change the contract awarded artwork, contract number, and links to our website and our Sourcewell Landing Page. Therefore, since cooperative purchasing was already integrated for years (since 2020), there isn't much incremental integration that is needed.</p> <p>Liftnow will also craft emails to send to our approximately 229 Sales Members, distributor partners, and service partners across our vendor partners to alert them of the good news across the United States and Canada via email. Like our internal sales force, these staff are well aware of how to utilize our Sourcewell Contract and how to drive business. For them, a new contract simply carries a new contract number and new artwork. Our Vendor One-Pagers will be updated to include the contract number. See attachment Sample Vendor One-Pager.</p> <p>For management-level personnel at these companies, we write a more personal letter that describes the benefit of the program. See attachment Sample - Manager Letter.</p> <p>Upon receipt of awarded contract artwork from Sourcewell, Liftnow will revise its print materials, event materials and web materials all to include the new contract, which includes:</p> <p>Trade Show Materials</p> <p>Print PDFs</p> <p>Liftnow Home Page - <a href="https://liftnow.com/">https://liftnow.com/</a></p> <p>Liftnow Public Sector Page <a href="https://liftnow.com/capabilities/public-sector/">https://liftnow.com/capabilities/public-sector/</a></p> <p>Liftnow Sourcewell Dedicated Page <a href="https://liftnow.com/capabilities/sourcewell/">https://liftnow.com/capabilities/sourcewell/</a></p> <p>Finally, once all information is updated, we will begin making further external communication to promote and kickoff the new contract, including social media blasts, press releases, and promotional emails to our 100,000+ database of public sector buyers.</p> <p>Liftnow will also utilize the newly awarded contract to run new digital ads capitalizing on the theme of a "New Sourcewell Contract" for interested buyers.</p>
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39	<p>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>	<p>Unlike many of our competitors who believe that e-procurement isn't applicable or plausible for Vehicle Lifts and Garage Equipment, Liftnow knows better. Not only is Liftnow the only currently awarded contract #013020-LFT with a Buy Sourcwell Punchout and E-Commerce Store, but is also the only awarded contract with sprawling, full photo catalogs and purchase abilities on a variety of government commerce platforms.</p> <p>Liftnow has worked tightly with EqualLevel, Periscope, TxMAS Internal Team, and more technology partners to create e-catalogs and simplify the path to purchase. Liftnow has successfully driven sales through these channels to facilitate point and click purchase. See attached TXMAS Sample.</p> <p>Governmental and educational customers alike have been able to place orders for most of Liftnow's catalog online without any further action taken. In cases where the transaction needs more information, a member of customer service reaches out ASAP to facilitate those more specific questions. In this way, the government customer gets the best of both worlds: a personal touch from the Liftnow team, while at the same time taking advantage of frictionless purchasing that exists in every other facet of life.</p> <p>Finally, Liftnow 's catalog is the only of its kind, and is fully searchable by part number, which resembles an E-Commerce website and, allows visitors to directly make inquiries about products and express their interest directly to Liftnow. This part number visibility is especially helpful when customers are searching across the Internet for various part numbers and very specific or targeted products.</p> <p>The catalog also allows for product filters, including the types of vehicle lifts (Two Post, Scissor, etc.) as well as capacity, brand, Buy America, etc. to help visitors successfully wade through our many options. This same functionality is available across all product lines, for Vehicle Lifts and Garage Equipment.</p> <p>For Garage Associated Equipment (e.g. compressors), this will include things like:</p> <ul style="list-style-type: none"> <li>Type of Compressor (Reciprocating, Rotary Screw, Rotary Vane, Rotary Scroll, etc.)</li> <li>Horsepower Range of Compressor</li> <li>Requested Voltage of Compressor</li> <li>CFM of Compressor</li> <li>Base Mount or Tank Mount, etc.</li> </ul> <p>This is the only of its kind of any Sourcwell respondent, past or present. This represents a significant investment from Liftnow, as each listing has its own product page with descriptions, key product specifications, brochures and attachments, and full color, high-resolution images. Importantly, this also allows a customer to express interest in a specific product which helps inform a discussion much more quickly and compress time-to-sale. There are plans in the future to continue building out features of this catalog.</p> <p>Please see the vehicle lifts catalog here: <a href="https://liftnow.com/products/vehicle-lifts/">https://liftnow.com/products/vehicle-lifts/</a>. Please also see our attachments Sample Catalog 1 and Sample Catalog 2.</p> <p>Finally, while not a particularly technologically advanced solution, Quickbooks Online has the option of sending invoices directly to a customer's requested email, see attached E-Pay Sample.</p> <p>For customers paying with a P-Card or procurement credit card, there would be a button on this email for a direct payment, whereby they can fill out their credit card information directly with Quickbooks in an encrypted format, and Quickbooks would then mark our invoice as paid, charging the customer's credit card and debiting our account.</p>
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**Table 8: Value-Added Attributes**

Line Item	Question	Response *
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40	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	<p>Installers and vendor partners for all of our lift brands (Challenger Lifts, BendPak, Omer, Mahle, etc.) provide training for shop technicians as a part of the installation package.</p> <p>Additionally, through the Automotive Lift Institute (ALI), multiple training materials are available, such as the "Lifting it Right" Package, which acts as a handy, single source of safety and training information. This package includes a manual and a DVD. These materials, and other ALI Materials (like the ANSI/ALI ALOIM "Blue Book", which acts as a compendium for lift operation and maintenance knowledge for a variety of lift types, designs and working environments), are uniquely available under the title "Manuals" in our Sourcewell Service Program. Additionally, as a part of this program at no additional charge to Sourcewell Members, Liftnow maintains records and access to operation and parts manuals for many hundreds of types of lifts that are both in-and-out of operation.</p> <p>After sale and initial installation, should a Sourcewell Member require any additional training services, they can utilize our Sourcewell Service Program for predictably priced training for all products as covered by this RFP. Liftnow remains the only Sourcewell Contract in the country where training can be requested for any automotive lift or garage equipment products, anywhere in the country. This includes important ongoing training and retraining in very common scenarios, such as:</p> <p>Employee Turnover: New employees need to learn the equipment</p> <p>Multiple Shifts: Members request training sessions across multiple shifts, days or seasons.</p> <p>Liftnow also pioneered virtual training in 2020 due to the COVID-19 pandemic. This came out of necessity since government agencies still needed to purchase their lifts and equipment (which was deemed essential), but local regulations disallowed contractors from making site visits for a period of time. In response to this, Liftnow worked with multiple manufacturers, including Omer Lifts, to develop a virtual training protocol which was well-received by customers around the United States. This included Teams meetings with live demonstrations, walkthroughs of operating manuals, and more.</p> <p>All Coats products, and mobile columns from Challenger and Mahle include setup/installation and technician training as a part of the sale upon request. Additionally, all AC and fluid machines from Mahle include setup and training.</p> <p>Many products offered by Liftnow through this RFP require little-to-no training and are shipped ready to use. All products also come with product, operating and maintenance manuals standard. These manuals are made available via print and also electronically by request at no additional charge.</p> <p>Training may be requested/scheduled for any brand and product.</p>
41	Describe any technological advances that your proposed products or services offer.	<p>Being a distributor and not a manufacturer, Liftnow curates a suite of solutions that are carefully tailored to customer needs, and continuously improve their offerings. Liftnow also assesses its solutions on a regular basis to ensure that its product portfolio both captures the needs above, and also identifies new overall industry trends as they develop and proliferate. Most notably, this includes the addition and development of a now-robust EV (electric vehicle) repair equipment offering available in #013020-LFT and which will be available in our new prospective contract.</p> <p>While any single brand is inherently limited by its individual ability to innovate, Liftnow remains at the forefront of innovation by offering entities a choice and communicating advancements on a regular basis to those entities as they develop. See below a sample of currently-developing products by our vendor partners in the Vehicle Lift Segment and Garage Equipment Segment:</p> <p>Vehicle Lift Technological Advancements</p> <p>Challenger Lifts – Medium Duty Mobile Column Lifts – These mobile column lifts will be the first of their kind in the lift industry and will be approximately 10,000 lbs. per pair of lifts, which is much lighter than the 24,000 lbs. which is currently the lightest capacity that mobile column lifts are available. The advantages of mobile column lifts (and what makes them the best-selling lift product within the Public Sector Segment) is the lack of site planning that is needed due to their portability, combined with their relatively low price per capacity. They will also be at a lower price point than virtually all of the mobile columns currently in the market, but not sacrifice any functionality (same rise heights, portability, etc.) and still be a Buy America Compliant model like the rest of Challenger's mobile column lifts which are made by Gray Manufacturing.</p> <p>This product offering was formally shown at SEMA 2022. This is a notable product because it is the first medium duty mobile column lifts in the entire market.</p> <p>BendPak – 30,000 Lb. Two Post Lift – The BendPak 30,000-Lb. Capacity Two Post lift is slated to arrive to market in 2024 and will represent BendPak's heaviest two post lift. Much like the rest of BendPak offerings, this lift will be ALI-Certified and represent an incredible savings over the current products in the market.</p>

Omer – Athlon Vertical Rise Lifts – Omer will debut a lighter duty range of their vertical rise lifts (technically scissor lifts per Automotive Lift Institute), in the 20,000-50,000 Lb. Range. This is also exciting because vertical rise popularity has risen in recent years due to their smaller profile than the more traditional parallelogram lifts. The Athlon will occupy an important space in the Vehicle Lift market, as no manufacturer is currently offering this full range of capacities.

The reason that many manufacturers are offering new solutions for the medium and heavy-duty market (of which all of the above innovations would be technically considered) has a lot to do with the increasing average capacity of vehicles over the years, driven mainly by the heavier batteries in hybrid and electric vehicles, the popularity of which has exceeded everyone's expectations, see diagram.

This weight difference is going to be even more dramatic in the medium and heavy-duty vehicle industry because of the changes in battery weight for Class 3 and Class 4 Vehicles. The transit bus, which is a very popular vehicle among fleet departments and transit authorities that might use the Sourcwell contract, is going to be at least 5,000 Lbs. heavier (if not significantly more depending on model and battery configuration, etc.) than previous diesel models.

Sourcwell Service Program

For the Sourcwell Service Program, the Hundred-Hour Program and Inspection Protection Program are innovations in our own Service Program for the vehicle lift industry. When Liftnow debuted the Sourcwell Service Program in 2020, it was the first of its kind for public sector clients and continues to be the only of its kind. Liftnow's commitment to innovation expands to not only its product offerings portfolio, but its service offerings portfolio as well where it can properly serve public sector clients. Additional Considerations on service-level innovations include but are not limited to:

- Virtual Inspections and Site Visits
- Automated Inspection Reminders (approximately 10-11 months after the inspection, 1-2 months before an inspection is due again). Ensures no lapse in inspections.
- Inventory Management Tool for Clients to keep track of lifts, repairs to lifts, in a centralized manner, in an easy-to-use dashboard.
- If the Sourcwell team would like our other innovations on our Product Roadmap, please let us know and we are happy to provide additional details.

Garage Equipment Technological Advancements

Challenger Lifts, BendPak, Omer

- Battery Table - Used to facilitate and safely perform the installation and removal of EV batteries, electric car battery packs, transmissions, gearboxes, clutches, engines and various components of the car chassis.

BendPak

- Combo Packages - These new garage equipment packages offer smartly combined packages for top products. These specialized packages include up to four handpicked pieces of equipment including, alignment lifts, 3D aligners, rolling bridge jacks, and tire changers. These combinations have their own SKUs and represent a significant savings over purchasing individual pieces.

Mahle

- OzonePRO – Mahle debuted a professional-grade ozone generator that safely eliminates odors from the interior of vehicles. In certified lab tests, the OzonePRO demonstrated up to a 99.7% reduction in the number of active coronaviruses after a 35-minute cleaning cycle.

Autel

- ADAS Systems - The MaxiSYS IA900WA Wheel Alignment and ADAS calibration frame enables the performance of four-wheel alignment and ADAS component calibration. Software includes Illustrated alignment instructions, live readings, required tools, and adjustment locations display on included 24" touchscreen screen. Alignment coverage for U.S., Asian and European vehicles, 1996 and newer.

Six high-resolution positioning and tracking cameras in frame automatically monitor vehicle height on shop lift. Robotic frame movement for efficient use and alignment reading accuracy to 0.02 degrees for precise alignments. Includes steering wheel lock and wheel chocks.

- Electric Vehicle Diagnostics - The MaxiSys Ultra EV is a new generation of intelligent diagnostics for electric, hybrid, gas, and diesel vehicles. The Ultra EV provides a comprehensive analysis of electric and hybrid vehicles with expanded topology mapping and battery pack analysis that can be performed via OBD or directly with included specialty cables and jumpers.

Champion

- New D-Series Compressors – Champion expanded their product line by launching the new fixed speed D Series and the energy saving variable speed DRS Series rotary screw compressors. These new, cost effective 5-200 horsepower compressors, offer a flow range of 16 to 926 CFM and working pressure up to 145 psig. D and DRS Series compressors are ideal for continuous-use applications with reduced noise levels as low as 63 dBA for



		<p>maximum customer satisfaction. These easy-to-use compressors feature convenient control solutions to monitor and simplify maintenance for reliable and efficient performance at an affordable price.</p> <p>Coats</p> <p>The new MAXX Series of Tire Changers includes: dual nozzles, standard 220V voltage to accommodate a variety of garages, dual bead loosener controls, and no indexing.</p>
42	<p>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>	<p>As a distributor and service provider, Liftnow does not itself receive certifications for the equipment or products included in the Proposal related to "green initiatives". As a company, Liftnow has little-to-no negative impact on the environment as we do not manufacture products. Most of our work is done on the computer or over the phone. Liftnow consistently seek ways to reduce its carbon footprint. While there is a brief discussion below, due to the breadth of our product offerings and variety of manufacturers, we believe it to be more expedient to refer you to the "Sourcewell Green Initiatives" Document, where you can find a Per-Brand List of initiatives. Any further information can be requested as needed.</p> <p>Notable stand outs in Green Initiatives by our Vendor Partners include:          Challenger Lifts – Inground EV Series lifts have fully-contained and sealed recycled polymer cassette tub eliminates risk of hydraulic fluid seeping into the ground. This is in contrast to many of the "old style" Inground lifts.          BendPak - BendPak has an entire webpage devoted to sustainability and green initiatives, some of which are stated here:</p> <ul style="list-style-type: none"> <li>• BendPak facilities utilize the absolute best powder-coating procedures. In addition to being far more durable, powder coating cuts down on harmful emissions created by traditional coating methods.</li> <li>• Our electric-powered blast cabinets employ an extremely advanced and efficient filtration system that produces virtually no emissions. There is currently no better equipment or process available for preparing metal surfaces for coating.</li> <li>• BendPak intentionally uses paints and solvents that have a lower VOC (volatile organic compound) content than mandated by the California Health and Safety Code, known to be one of the strictest codes in the nation.</li> <li>• In an effort to constantly evaluate our processes for potential improvement, BendPak voluntarily underwent a waste evaluation conducted by FGL Environmental in 2008. As a result of our proactive approach to surface coating, the waste products produced by our paint booth were determined to have no negative impact on the environment or local wildlife and no longer qualify as hazardous.</li> <li>• We service all our vehicles at least once a month for optimum efficiency and to eliminate needless waste.</li> <li>• Instead of scrapping a failed product, we salvage and refurbish as much as we can in-house.</li> <li>• We exceed recommended harmful chemical disposal guidelines and closely follow electronic equipment disposal procedures to protect our employees and the environment.</li> <li>• All forklifts and office-to-office transportation vehicles are zero-emission, 100% electric. We plug them in when we're not using them to keep them charged. The investment in this technology pays for itself in gas savings. And, it's nice to not have gas fumes stinking up our facilities.</li> <li>• When we remodeled and expanded our Santa Paula facilities, we put forth special effort to include green space and planters into the design—not only for an enhanced appearance, but to retain and utilize rainwater runoff in order to support the city's local ecosystem.</li> <li>• We continually reduce our paper consumption by making almost all of our company, sales and informational literature available digitally.</li> <li>• Whenever possible, BendPak makes a point to recycle used oils through approved local facilities.</li> </ul> <p>Champion- Variable speed compressors offer significant energy savings over fixed speed compressors. Installing a variable-speed drive machine can save up to 70% of energy consumption in a typical facility. By mitigating wasteful part-load energy consumption, variable speed drive compressors optimize a facility's airflow. Additionally, Champion's oilless and oil-free compressor options use minimal to no oil, presenting an environmentally solution to traditional compressors. Mattei also offers variable speed drive compressors as well. (VSD)</p> <p>Mahle - Both of Mahle's flagship refrigerant recovery machines, the ACX2180 and ACX2280, now have the H series, offering flexibility with the same benefits of the original machines but the added capability of servicing hybrid vehicles.</p> <p>Vidir, Omer, BendPak – Vertical storage solutions and equipment offers numerous environmental benefits for the agencies that choose their products, stemming mainly from the more efficient use of space within a facility, as opposed to the emissions and resource that would otherwise be used in a new construction.</p> <p>NS Wash – NS offers a full range of eco-friendly truck and transit washes, which include clarifier and reclamation systems to maximize water savings.</p>

43	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>As discussed above, Liftnow does not generally receive certification for the equipment or products included in the Proposal. However, Liftnow has received Platinum Certification with the Green Business Bureau (GBB), which highlights its significant commitment to environmental sustainability. This achievement reflects Liftnow's completion of numerous initiatives with considerable environmental impact, as Platinum Certification is the highest certification that can be achieved by a business with the GBB. Please see attachment entitled "Platinum GBB Certification."</p> <p>The Green Business Bureau Certification includes a full assessment of Liftnow's business practices in its EcoAssessment, which spans across categories such as Transportation, Consumption/Waste, Water Use, Energy/Emissions, Work from Home, and Retailing/Wholesaling/Trading. The GBB also allows Liftnow to continue improving its sustainable business practices through the usage of various initiatives that we can complete.</p> <p>Please also see our attached list of vendor-specific product and manufacturing certifications, which number in the dozens and spans ISO 9001, ALI/ETL, UL, ASME, IRIS, TSSA, ASME and more, and is entitled "Sourcewell Certifications."</p>	*
44	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>Liftnow meets the requirements for a small business enterprise through the SBA's size standards and designations.</p> <p>Liftnow actively participates with a variety of MWBEs, SBEs, SDVOSBs, etc. in a variety of states. This includes purchasing both products as well as services from these vendors. Notable vendors include (names redacted);</p> <p>SDVOSB headquartered in Indiana providing Liftnow with select equipment and consulting services</p> <p>SDVOSB, MBE headquartered in New York. Providing Liftnow with select equipment and consulting services.</p> <p>CADIR, DBE, SBE, MBEs (Multiple) in California. Providing Liftnow with select equipment, installation and a variety of consulting services.</p> <p>Liftnow also makes it a habit of actively soliciting quotes and services from a variety of businesses with such certifications, and has done so in dozens of states for dozens of projects. Even when it is not requested or required, Liftnow often makes a Good Faith Effort to request quotes from these entities.</p> <p>As requested or required Liftnow can make good faith efforts and/or meet a wide range of participation goals utilizing the contractors above and more. Please reach out if any additional information is needed.</p>	*

45	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?</p>	<p>While our vendor partners have innumerable features and products that would be considered "value-add" attributes, Liftnow's largest value add comes from its total solution that has already been tested and successful in the Public Sector. These value-added attributes include more ALI-Certified Models available through Liftnow than any other contract past or present; more Buy-American Compliant products than any other contract past or present; state adoptions in New York, New Jersey, Ohio, Missouri, Texas (TxMas), and pending North Carolina; the world's only fully fledged Service and Maintenance Program through a cooperative purchasing contract.</p> <p>Liftnow's value and uniqueness lies in its breadth in product and service offerings. This breadth allows us to become the true single point of contact and offer an all-encompassing solution to Sourcewell members everywhere. Single-point purchasing has become even more important since the last RFP in 2020 as departments continue to be tasked with buying and doing more with less resources.</p> <p>Liftnow assists and builds relationships in ways that other manufacturers (or manufacturers with 3-4 value added suppliers) simply cannot. We now carry close to 40 brands of equipment across all categories, including categories that were not previously available on Sourcewell and continue to be offered through Liftnow as interest grows; lifts and wheel service equipment is just the tip of the iceberg when it comes to presenting a turnkey solution for Fleet Maintenance Facilities. For example, Liftnow remains the only vendor on the existing Sourcewell Contract #013020 offering:</p> <ul style="list-style-type: none"> <li>• Stationary Air Compressors and Air Treatment</li> <li>• Diagnostic Tablets and Equipment</li> <li>• Tire Carousels</li> <li>• AC Recovery and Recycling Equipment</li> <li>• Fluid Exchange Equipment</li> <li>• Vehicle Exhaust Extraction Equipment</li> <li>• Parking and Storage Lifts</li> <li>• Collision Equipment</li> <li>• Auto Shop Benches and Cabinetry</li> <li>• Sourcewell Service Program</li> </ul> <p>Additionally, our Sourcewell Service Program allows us to create more frequent touchpoints that are not only about sales. This service-first relationship only improves our positioning as the "single-call" for a customer in need. This includes acting as a single point of contact for all warranty dispatch.</p> <p>This approach is also good business - over 90%+ of our transactions through our previous Sourcewell Contract include some intersectionality of products and services offered that are not offered by other vendors.</p> <p>In other words, opportunities, relationships and larger transactions are being created as a result of Liftnow's continued investments into being a turnkey solution.</p> <p>Please see attached Internal PowerPoint Entitled "Case Study 1 – Value Add". This Case Study highlights a Sourcewell customer who has made the most of Liftnow's unique product offerings, and has resulted in a long-term, large relationship. This case study also highlights the alternate scenario if a Member were NOT to use Liftnow, but use another on-contract vendor. In that case, a Member must still separately procure many pieces of equipment and coordinate many contractors. Many of the benefits of cooperative procurement begins to vanish.</p> <p>In other words, Liftnow is THE partner that helps carry out Sourcewell's value proposition of saving Members time, money, and headaches in the most complete way.</p> <p>Finally, Liftnow remains the first and only currently awarded vendor in the Vehicle Lifts and Garage Equipment Category with an e-commerce and punchout store on Buy Sourcewell, which is an e-commerce platform allowing Members to procure products and services than every before. Liftnow currently has over 1,400 products available for direct purchase through Buy Sourcewell and has already begun fielding customer inquiries.</p>
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**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 *
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46	Do your warranties cover all products, parts, and labor?	<p>All of our vendor partners, manufacturers and service providers maintain a warranty program that covers a combination of parts and labor. These partners meet, and in many cases, exceed industry standard warranties.</p> <p>Firstly, regardless of the product purchased, Liftnow offers LIFETIME tech support through its email, sourcewell@liftnow.com or its toll free number 1-800-LIFT-NOW.</p> <p>The longest of our product warranties is a LIFETIME warranty on many of our most popular of our vehicle lifts and shop equipment. This includes both parts (also called materials) AND workmanship. This far exceeds the industry standards for warranties in this product.</p> <p>However, this lifetime warranty is not the only lifetime warranty. Lifetime warranties are also seen across categories including in categories such as Vehicle Exhaust Extraction and Shop Cabinetry and Equipment.</p> <p>Other common warranties include 10 Year Warranties, 7 Year Warranties and 5 Year Warranties.</p> <p>Please refer to the document entitled "Warranty Summaries" to learn more about which warranties cover what from our brand portfolio. Please refer to the folder entitled "Specific Warranties" to learn more about specific warranties by product.</p>	*
47	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	No, there are no warranties that impose usage restrictions or other limitations that adversely affect coverage.	*
48	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	Yes. For repairs within the warranty period, the service network invoices the vendor partner directly for travel time and mileage to perform warranty repairs.	*
49	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?	<p>There are no geographic regions in North America (United States, Canada AND Territories) for which we cannot provide certified technicians to perform warranty repairs. All warranty requests can be dispatched either through Liftnow at no cost to the Member or directly to the manufacturer.</p> <p>There is no difference in the process to provide service and warranty repair for a piece of equipment that is in a remote area or a well-covered one. This is because Liftnow and its vendor partners already maintain operations, service partners, and national accounts in these remote areas that necessitate warranty and service work. In other words, there is no incremental effort, money or time needed of a Sourcewell Member Agency to utilize an already-deployed program.</p> <p>Equipment sold by Liftnow and its vendor partners is already being actively serviced in extraordinarily remote areas, most notably:</p> <p>American Samoa Guam Alaska Nunavut (NU) Hawaii</p>	*
50	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?	<p>As a service-first company, warranties are typically passed on to the original equipment manufacturer (OEM) but we stand ready to assist any Sourcewell Member in procuring warranty service and fulfill all warranty requests directly through Liftnow.</p> <p>Also described in the Sourcewell Service Program, we are pleased to also offer out-of-warranty service for not only our partner brands but brands of other equipment in the same product categories within the scope of this RFP. This includes brands that have since been discontinued or defunct as well as manufacture custom parts for Members.</p> <p>Also as a service-first company, a large part of Liftnow's selection of its brand partners has to do with not only that partner's ability to service customers regardless of location (see line item 49), but also its attitude toward warranty work. The truth is that regardless of the length or terms of a warranty, that warranty is only as strong as the company that supports it. Liftnow experiences firsthand the professionalism and "do the right thing" attitude by its vendor partners in the rare but ultimately inevitable case of warranty work.</p>	*

51	What are your proposed exchange and return programs and policies?	<p>Due to our exhaustive assessment of our customer's needs, Liftnow is proud to report virtually no returns whatsoever. We'd also like to note that like our vendor partnerships are also predicated on the "do the right thing" mentality when it comes to return and exchange policies that are above and beyond what may be required.</p> <p>We must adhere to the return programs and policies of each of our vendor partners including restocking fees as necessary, which are usually expressed as a percentage of the initial purchase price. For the sake of brevity, we have not included all return programs and policies here. We have included BendPak as a sample of a return policy, entitled "BendPak Return Policy", while many others have return policies as a part of their warranties. We can provide any return policy information as requested and necessary to execute this contract.</p> <p>In Liftnow's 20-year history, we maintain a nearly perfect customer satisfaction rating, with virtually no returns or exchanges for our entire line of equipment.</p> <p>We conducted research when writing our Sourcewell Proposal and concluded that this category's total revenue through Sourcewell has included less than 0.025% of returns or exchanges.</p> <p>Furthermore, Liftnow's return ratio currently stands at approximately 0.10% of total volume of orders, and 0% of Sourcewell and cooperative purchasing orders.</p> <p>Liftnow maintains a staggeringly low return and exchange rate due to the measures it takes, including pre-order site visits, measurements, data sheet sign offs, concrete tests, electrical tests and more.</p> <p>We encourage Agencies to fill out a copy of our "Project Management Worksheet" which is attached on their own or with the assistance of a member of the Liftnow team. We encourage this so that supply and installation goes as smoothly as possible. There are multiple versions and special questions for each "major" type of equipment requiring installation and configuration.</p> <p>If these cannot be reliably answered with Entity Input, and in some cases Photos and Videos, Liftnow will arrange for a site visit.</p> <p>After all questions and site conditions are successfully answered and the equipment arrives, the equipment is ready to be installed as long as removal of existing equipment was not needed.</p> <p>It is this process that has allowed us to keep an incredibly low return and exchange rate.</p>
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52	Describe any service contract options for the items included in your proposal.	<p>Liftnow has a variety of service contract options through its Sourcewell Service Program.</p> <p>Each vendor partner has its own service contracts that may be available. Most notably, most vehicle lifts and wheel service equipment that we carry have a line item to purchase Extended Warranty Coverage.</p> <p>Additionally, our Sourcewell Service transparently describes a menu of prices for all services related to this RFP regardless of location or quantity throughout North America.</p> <p>Liftnow now has a variety of quantity-based and duration-based service contract options at the previous request of Member Agencies.</p> <p>Notable service contract options include:</p> <ol style="list-style-type: none"> <li>1. The Hundred Hour Program - . While no agencies are obligated to take advantage of it, the Hundred-Hour Program allows interested states or agencies to guarantee a minimum quantity of labor hours to Liftnow and the Sourcewell Service Program in exchange for a volume-based discount. This program can scale up to 1000 labor hours and can be quoted as a larger agreement on a case-by-case basis. This is essentially a quantity-based discount for the Sourcewell Service Program in Line Item 59 - Quantity or Volume Discounts.</li> <li>2. The Inspection Protection Program - While no agencies are obligated to take advantage of it, the Inspection Protection Program (IPP for short) allows interested states or agencies to set up their vehicle lift or other equipment inspections for multiple years at once. This essentially mirrors a service contract that is typical of agencies today that procure on the open-market: generally a multiple year arrangement for lift inspections to ensure that there is no lapse in vehicle lift inspections. It is of paramount importance from a safety and compliance perspective that agencies do not let their vehicle lift and other equipment inspections lapse. The Inspection Protection Program is available for 2-year, 3-year, 4-year or 5-year time horizons.</li> </ol> <p>Liftnow will continue to develop and innovate service contracts, products and services to meet the needs of the modern fleet maintenance facility in ways that no other vendors can perform.</p>
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**Table 10: Payment Terms and Financing Options**

Line Item	Question	Response *
53	Describe your payment terms and accepted payment methods.	<p>Our payment terms are Net 30 Days for all products from the invoice date. That being said, there are a variety of times where the agency wishes to pay via their standard terms - Net 45 Days or Net 60 Days are common. In the case that the Agency can demonstrate that this payment policy is standard for them, we will happily accommodate.</p> <p>Accepted payment methods include Check, ACH/EFT/Direct Deposit, and P-Card or Purchasing Card (described in Line Item 56). This also extends to include leasing or financing options as described in Line Item 54 below.</p>

54	Describe any leasing or financing options available for use by educational or governmental entities.	<p>Liftnow works with a variety of lending partners to successfully lease or finance large projects on a weekly basis. All financing and leasing programs can be extended to Members of Sourcewell in order to make acquisitions under this prospective Contract, as was true of our last Contract. Members can request financing and leasing applications directly on our website.</p> <p>Liftnow is also pleased to work closely and directly with NCL Government Capital, a Sourcewell-awarded vendor that has also been competitively bid and awarded Sourcewell Contract #011620-NCL. Liftnow's sales team and external vendor partners have been trained directly by NCL on the benefits of "tax-exempt municipal leasing" and the value it can bring to government agencies and Liftnow alike. Please see attached sample document for a recent Lease Purchase opportunity from NCL entitled "NCL_Lease Purchase Redacted."</p> <p>Liftnow prominently displays NCL's company biography, value proposition, status as an awarded Sourcewell contract holder and its explainer video directly on its website at: <a href="https://liftnow.com/capabilities/financing/">https://liftnow.com/capabilities/financing/</a>.</p> <p>Liftnow directly manages financing and leasing requests (including those made to fellow awarded contract holder NCL) by customers as a part of its suite of services to continue providing a seamless and friction-free experience.</p>	*
55	Describe any standard transaction documents that you propose to use in connection with an awarded contract (order forms, terms and conditions, service level agreements, etc.). Upload a sample of each (as applicable) in the document upload section of your response.	<p>The only notable document being used in connection with is our Sourcewell-specific quote template which has been uploaded here for review and comment. See attached "Sourcewell Quote Sample 1".</p> <p>This template has thus far been tested and revised multiple times throughout the life of our original Sourcewell contract. We are open to any input by the Sourcewell team on ways to continue strengthening this template.</p>	*
56	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?	<p>Yes - Liftnow fully accepts and embraces the P-Card procurement and payment process and successfully processed a variety of transactions under its existing Sourcewell Contract for Members. There continues to be no additional cost for Sourcewell Members to use this process. We particularly see success with accepting P-Cards in our Sourcewell Service Program, where many of the transactions fall under the purchase order threshold and well within the P-Card usage thresholds.</p> <p>For P-Cards and credit cards, we use a payment processor that provides a rate that is "interchange-plus" which is tied to a daily rate. This is instead of the traditional flat rate fee structure charge by many payment processors. We have never and will never raise our prices or place any limits/restrictions on Members for any Products or Services due to higher interchange rates at any time for the duration of this contract as set forth by Sourcewell.</p> <p>However, when the interchange rate becomes sufficiently high, we may provide an additional discount to Members not to use their P-Card to avoid this rate increase, communicating this in our sales process. If a Member chooses to still use their P-Card after being extended such an offer, we will proceed with the purchase and payment processing as normal. Transactions will not be delayed due to this additional step in the payment process.</p>	*

### 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 *
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57	<p>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>	<p>Our pricing model can be best described as a per-brand discount. Each brand has a fundamentally different pricing structure and, as such, must have different discount models. All brands are implementing some % off discounts as it relates to either MSRP (Manufacturer's Suggested Retail Price) or MAP (Minimum Advertised Price). The vast majority of our brands include freight prepaid (FOB Destination) to the Continental United States, including automotive lift brands and wheel service brands. However, we do regret that some other brands in this Proposal must charge freight because it is more instrumental to total cost. This is outlined brand-by-brand both on the "Price Summary" tab of our Excel Sheet, as well as on each brand's dedicated tab. This is done versus a discount per category to reap the maximum discounts available based on the unique price structures of each vendor partner.</p> <p>Our brands also qualify for an additional quantity discount based on the number of units ordered, or the total dollar amount. Please see our Sourcewell Master Price Sheet for a SKU-by-SKU breakdown for transparent pricing and discount structures for tens of thousands of SKUs. Please see our answer in Line Item 59 to learn more about Quantity and Volume Discounts.</p> <p>The Sourcewell Service Program follows a different pricing model and is largely expressed as flat rate pricing, although there are times where there are hourly prices, and % off of List Prices. Please see the Excel Sheet entitled "Sourcewell Service Program".</p> <p>All prices in the sheets include net prices based on the discounts. Net Prices include all administrative remittance to Sourcewell.</p>
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58	<p>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.</p>	<p>Liftnow is pleased to offer more brands and discounts than any other vendors, offering discounts on tens of thousands of products, up to 66.1% off of MSRP. We have broken out the discounts by brand:</p> <p>Vehicle Lifts</p> <p>BendPak Family of Brands - BendPak, DannMar, GrandPrix, QuickJack, MaxJax - 17.0% off MSRP  BendPak OE Parts - 10% off MSRP  Challenger Lifts - 33.5% off MSRP  Challenger Lifts OE Parts - 26.0% off MSRP  Coats - 35% off MSRP  Maxima - 39% off MSRP  Mahle - 51.1% off MSRP  Omer - 15.0% off MSRP</p> <p>Garage Equipment</p> <p>Air Cleaning Specialists (Includes a family of Brands for Exhaust Ventilation and Air Quality Improvement Solutions): Blue Ox Air Cleaners, CLARCOR, Clark Filter, Crushproof Hose, Dynamo Dust Collectors, Fume-A-Vent, FumeXtractors, Nederman Fume Removal Experts, Nordfab Ducting Systems, Purolator, ScandMist, Smoketeers) - 15.0% off MSRP</p> <p>Aircom - 10.0% off MSRP  Alemite - 10.0% off MSRP  American Forge &amp; Foundry - 45.0% off MSRP  Autel - 10.1% off MSRP  AutoStacker - 0.00% off MSRP  BendPak Family of Brands - BendPak, DannMar, GrandPrix, QuickJack, MaxJax - 17.0% off MSRP  BendPak OE Parts - 10% off MSRP  Challenger Lifts - 33.5% off MSRP  Challenger Lifts OE Parts - 26.0% off MSRP  Coats - 35% off MSRP  Mahle - 51.1% off MSRP  Omer - 10.0% off MSRP  Champion Compressors - 15.0% - 20.0% off MSRP  Chassisliner - 5.10% off MAP  Compressed Air Systems - 10.00% OFF MSRP  Containment Solutions - 10.00% OFF MSRP  Hein Werner Family of Companies - 20.0% OFF MSRP  JPW Family of Companies (jet, Powermatic, Edwards, Wilston, Baileigh) - 7.21% - 51.17% OFF MSRP  Lincoln Industrial/SKF - 20.0-66.10% OFF MSRP  Mattei Compressors - 25.0% OFF MSRP  NS Incorporated - 12.0% OFF MSR  Omer - 15.00% OFF MSRP  Pro-Cut 24.45%-37.87% OFF MSRP Major Pieces  Shure Manufacturing - 6.5% OFF MSRP  Surewerx Safety Equipment - 13.0% OFF MSRP  SVI (including custom parts) - 15.0% OFF MSRP  Vidir - 5.0% OFF MSRP</p> <p>Sourcewell Service Program - All pricing for the Sourcewell Service Progra is facilitated on a flat-rate and line item basis. Since most of these services are not previously offered on a Sourcewell Contract (but were offered on our Sourcewell Contract #013020-LFT with enormous success), MSRPs are not generally available. That being said, Liftnow publishes MSRPs for its inspection products. Inspection discounts range from 15.6% off of MSRP to 33.4% off MSRP for utilizing the Inspection Protection Program.</p> <p>Please ensure review of the Sourcewell Service Program Document and accompanying price sheets to reach out with any questions. Please also note that we newly revamped our price sheets for 2023 to include full color photos on every tab to create a seamless user experience for government buyers to shop.</p>
59	<p>Describe any quantity or volume discounts or rebate programs that you offer.</p>	<p>Liftnow offers discounts as a way to engage and excite different customer groups, and tailor our approach in a competitive and transparent way over-and-above the pricing terms as laid out in Line Items 57 and 58. Liftnow wants these additional discounts to be rewarding and attainable.</p>

Liftnow's major motivation behind offering quantity discounts is to attract more State Adoptions with its Sourcewell Contract. If a State were to decide to sign a piggybacking agreement utilizing the Sourcewell Contract, Liftnow would like to additionally incentivize that State to participate through customized contract incentives: Liftnow is aware that each State may have different procurement goals and objectives, which may lead to a different variety of contract incentives.

To identify which incentives best align with an Entity's respective goals and objectives, Liftnow will collaborate with each State/purchasing agency during their onboarding process. Depending on multiple factors, such as contract commitments, single award status, and market competition, our incentives may include, but are not limited to, the following options:

#### Member State Administrative Fee Structure

Additional Discounts: There are cases for both specific agencies or projects where additional discounts may best reflect the needs of the agency or project. This may include additional discounts for large projects or projects featuring a mixture of Vehicle Lifts and Garage Associated Equipment.

Liftnow offers quantity and volume-based discounts for a variety of its brands, as it did for its previous contract, and offers volume discounts that range from 0.5% up to 15%. Please see the column in our Price Sheet entitled "Quantity Discounts" on how to qualify, with volume discounts starting as low as a few thousand dollars.

Please also see select columns in the Sourcewell Service Program for Quantity Discounts.

Most notably, Liftnow is offering a brand-new volume discount structure which benefits ALL members utilizing our Sourcewell Contract, regardless of which items they purchase in our vast portfolio, or even how much they purchased. Liftnow will offer an additional tiered incentive to all Entities tied to annual incremental purchase growth. If the annual increase in Total Entity Purchases meets or exceeds annual calendar year incremental purchase growth by more than 20%, 25% or 35%, then Liftnow's discounts identified in this proposal will be increased by 0.25%, 0.5% or 1% respectively for the term of the following calendar year. These growth figures are not unattainable due to our overall growth goals which we have outlined.

Total Entity Purchases is defined as net invoice price of product purchases made by all Entities affiliated with this contract less freight, taxes, returned products and credits made by all Entities affiliated with this contract during the calendar year. Purchases from Entities who affiliate after the start of the calendar year will be included in the following year's baseline. Annually, Liftnow will calculate the Total Member Purchases figure for the preceding calendar year, beginning in the calendar year 2023 as a baseline on our existing contract #013020-LFT. Please consider the following example as outlined in the attachment "Volume Discount Table."

Additionally, as shown and previously discussed in our Sourcewell Service Program, Liftnow has now innovated two important quantity/volume based discounts. These discounts provide an Agency with an additional discount for an additional commitment, but also, in the case of the Inspection Protection Program, price stability for years for inspections:

1. Hundred-Hour Program - The Hundred-Hour Program allows Members to guarantee a minimum quantity of labor hours to Liftnow and the Sourcewell Service Program in exchange for a volume-based discount. This program can scale up to 1000 labor hours and can be quoted as a larger agreement on a case-by-case basis. 200 Hours is a 5% Discount; 500 Hours is a 7.5% Discount; 1000 Hours is a 10% Discount.

2. Inspection Protection Program – The Inspection Protection Program allows Members to pre purchase inspections over 2, 3, 4 and 5 year time horizons in exchange for a discount and price protection.

60	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.	In order to provide the best solution for our customers, the process for sourcing open market or non-standard options would be the same as the process for products and services being offered under the contract. This is exemplified through our Sourcewell Service Program, which offers a variety of services previously unavailable on a predictable and stable-price basis. That being said, there are some aspects of this equipment that must be ordered "open market". As a courtesy to the Members, we arrange these services at cost-plus pricing. It is our intention with the continued success of the program to augment our Sourcewell Service Program to include these more complex services in the future and continue developing the most turnkey solutions possible for Sourcewell Members.	*
61	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.	Sales of equipment, unless otherwise stated in this RFP by brand, does NOT include any ancillary services such as: Installation, Training, Removal, Receiving, Pre Delivery Inspection, Inspection, Maintenance, Unloading, Liftgate/Forklift Service or Equipment Rentals, Storage, Redelivery. Any and all of these services are available through the Sourcewell Service Program.	*
62	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	<p>Freight is offered prepaid for the majority of our brands within the Continental United States. However, as explained in the previous questions, some of our brands must charge shipping due to the nature of their products. The list of brands for which we must charge additional freight are included in the Price Summary Section of the Sourcewell Price List - Vehicle Lifts and Sourcewell Price List - Garage Equipment, along with a message on each brand's specific page stating that freight is an additional charge. Listed above, some of these brands do qualify for free freight with a certain dollar amount purchased.</p> <p>The freight, shipping and delivery for those brands where it is not already included will consist of "Freight Prepay-and-Add" terms on a quote to the Member. Liftnow guarantees the freight costs on the quote furnished to the customer prior to a purchase order.</p> <p>The customer is then invoiced for the amount that was enumerated on the final version of the accepted quote.</p> <p>On our existing contract #013020-LFT, Liftnow has never charged additional money or charges for freight after-the-fact and has shielded Sourcewell Members from freight price increases it has experienced, particularly during 2020 and 2021. Thus, in 100% of cases, Liftnow's customers have not been charged more than previously approved.</p>	*

63	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	<p>There are no requirements or restrictions that would apply to our Members in Hawaii, Alaska and the US Territories. We ship to all members located off shores. The only difference is our shipping program for the continental United States. We will use the freight program (based on applicable manufacturer, as stated above and in our attached price files) that is applicable to the port of exit and then charge the cost of delivery from the port of exit to the actual/final shipping location. This freight is charged in accordance using the terms and conditions stated in Question 62, above.</p> <p>Liftnow has experience with freight forwarders for Hawaii and Alaska. Liftnow has both an Alaska State Contract and has successfully shipped equipment to Alaska, Hawaii and the Territories.</p> <p>Liftnow drop ships the equipment to the port-of-exit (generally a freight company specializing in offshore deliveries). The freight company then stores the equipment and readies it for the next shipment from the port-of-exit in the United States (for example, on the West Coast this is generally in California for Hawaiian shipments - generally Washington for Alaskan shipments), where it arrives at the relevant port-of-entry to the offshore Purchasing Entity and is then prepared for final delivery onto a truck or flatbed (depending on the equipment). The equipment is then delivered.</p> <p>Liftnow receives container tracking information and a bill-of-lading.</p> <p>Liftnow communicates this journey to the Purchasing Entity as it develops:</p> <ul style="list-style-type: none"> <li>• Shipment from distribution facility to port-of-exit/freight company.</li> <li>• Loading of freight company onto container.</li> <li>• Arrival of container into port-of-entry.</li> <li>• Unloading of container onto final shipping method.</li> <li>• "Last mile" shipping to Entity Destination.</li> </ul> <p>Liftnow currently maintains strong relationships with a quantity of freight companies, specializing in offshore delivery and is happy to furnish any of these companies upon request.</p> <p>It is worth noting that due to the additional transit time, lead times of equipment shipping to offshore destinations of Purchasing Entities are longer than lead times of the same equipment shipping to continental destinations.</p>
64	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>Liftnow maintains many unique distribution and delivery methods. Firstly, our brands have warehouses and shipping points all over the United States, and can serve Sourcewell members most expediently after we receive a purchase commitments, sometimes within a couple of days. For many of our smaller products, shipping can be available for an additional cost where offered by the manufacturer. Additionally, receiving, rigging, storing, and unloading are all available through the Sourcewell Service Program. This is particularly helpful in our industry where there are many heavy items, and Sourcewell Members currently value these services highly as a part of Liftnow's overall value proposition.</p> <p>Additionally, as discussed in Line Item 45, Liftnow remains the first and only currently awarded vendor in the Vehicle Lifts and Garage Equipment Category with an e-commerce and punchout store on Buy Sourcewell, which is an e-commerce platform allowing Members to procure products and services than every before. Liftnow currently has over 1,400 products available for direct purchase through Buy Sourcewell and has already begun fielding customer inquiries.</p> <p>As discussed in Line Item 27, Liftnow and its partners also hold multiple millions of combined square feet, spanning factories, distribution facilities and retail networks, all of which add to its distribution prowess. See below:</p> <p>Challenger Lifts  Factory and Distribution Facility in Louisville, KY – Approximately 140,000 Square Foot Facility  Distribution Facility in Louisville, KY – Customer Pick Ups Only  Partner Factory and Distribution Facility in St. Louis, MO - Size Unknown, Approximately 200,000 Square Feet  Partner Factory and Distribution Facility in Fort Worth, TX – Approximately 130,000 Square Foot Facility  Wholly-Owned Snap-On Factories in Asia – X00,000 Square Foot</p>

## Facility

## BendPak

Distribution Facility in Theodore, AL – Approx. 150,000 Square Foot Facility  
 Distribution Facility in Santa Paula, CA – Approx. 350,000 Square Foot Facility

## Mahle

Factory and Distribution Facility in St. Johns, MI – Approximately 100,000 Foot Facility  
 Partner Factory and Distribution Facility in St. Louis, MO - Size Unknown, Approximately 200,000 Square Foot Facility

## Omer

Factory and Distribution Facility in Italy – Likely 300,000 Square Feet +  
 Distribution Facility in Atlanta, GA – Approximately 30,000 Square Feet

## Coats

Factory and Distribution Facility in La Vergne, TN – Approximately 190,000 Square Foot Facility

Partner Factory and Distribution Facility in Canada. – Approximately 60,000 Square Foot Facility

Partner Factory and Distribution Facility in Italy – Wheel Engaging Mobile Columns Only – Approximately 300,000 Square Feet + \*

## Champion (Gardner Denver)

Factory and Distribution Facility in Princeton, IL – Approximately 130,000 Square Foot Facility  
 Factory and Distribution Facility in Princeton, IL – Approximately 330,000 Square Foot Facility  
 Distribution Facility, Training Center and Headquarters in Quincy, IL – Approximately 200,000 Square Foot Facility

Other Facilities Totaling 500,000 Square Foot Plus throughout the world

Lincoln Factory and Distribution Facility in St. Louis, MO – 310,000 Square Foot Facility

Alemite Factory and Distribution Facility in Lancaster, NC – 33,000 Square Foot Facility

NS Corp Factory and Distribution Facility in Inglewood, CA – 60,000 Square Foot Facility

AFF Surewex Factory and Distribution Facility in Schaumburg, IL – 70,000 Square Foot Facility

Mattei – Distribution Facility in Randallstown, MD – Size Unknown

Vidir – Facilities in Canada and Lebanon PA, Size and Nature Unknown

Aircom – Distribution Facility in Charlotte, NC – Size Unknown

SVI International – Distribution Facilities in IL, MD, CA

Autel – Distribution Facility and Training Center in Farmingdale, NY

Liftnow - Distribution Facility in Torrington, CT – Approximately 10,000 Square Foot Facility.

The above are all manufacturer facilities. To address distribution facilities of distributors and the “retail network”, this does not include any of the hundreds of distributor or service provider facilities throughout the country. While we do not maintain this data, this could easily be another 1,000,000+ Square Feet of Distribution Facility space.

Finally, the Sourcewell Service Program also leverages the existing

		<p>parts inventory of our Service Network. All members of our Service Network are encouraged and at times required by our vendor partners to maintain a parts inventory of commonly-requested parts. We incentivize these installers to use their existing parts inventory whenever possible, paying them an additional percentage over their cost for access to this inventory. This helps compress lead times on commonly requested parts for Members, and leads to a more seamless delivery of any service related to those parts. Otherwise, these parts can take between 24 hours and a few weeks to ship (for custom-built parts).</p> <p>By using inventory analysis of parts available, parts requested and equipment owned by Sourcewell Members, we intend on developing a predictive and preventative maintenance recommendation mechanism which will help members to stave off problems before they occur.</p>
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**Table 12: Pricing Offered**

Line Item	The Pricing Offered in this Proposal is: *	Comments
65	c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	A maximum discount of 66.1% is applied. Please see attached pricing files in our Table 11 folder to learn more.

**Table 13: Audit and Administrative Fee**

Line Item	Question	Response *
66	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. Provide sufficient detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template.	<p>Liftnow has already executed a self-audit program that has resulted in an average of submitted sales reports 38 days early to Sourcewell for the life of its existing contract, #013020-LFT.</p> <p>The self-audit process is largely the responsibility of the Liftnow Contract Administrator for Sourcewell. This self-audit process consists of constant verification of pricing, sale reports and ensuring quarterly remittance of the appropriate administrative fee to Sourcewell.</p> <p>Pricing Verification</p> <p>Constant verification of pricing is already being done through Master spreadsheets which were uploaded for Pricing within this RFP. This Master spreadsheet makes it simple for the Liftnow sales team to utilize this pricing in conjunction with our Sourcewell Quote Template. This Sourcewell Quote Template contains all of the essential information not only for processing orders but for generating sales reports and ultimately remitting fees to Sourcewell to create a bulletproof audit trail. This includes all of the sale report information (see below), and additionally the Sourcewell awarded contract artwork to make it very clear that this is a contract-compliant quote.</p> <p>The sales team currently utilizes these standardized spreadsheets which are always the latest sheets reflecting the most updated Sourcewell pricing. Every quote is then sent to the Vice President of Public Sector Sales prior to being sent out to the customer. This is to ensure compliance. Then, this approved quote is sent out. Sometimes, an agency may have additional questions prior to a purchase order and/or ask about the pricing being current, etc. This is yet another chance prior to purchase order for Liftnow to ensure that the quote is accurate and contract compliant based on the most recent pricing, etc.</p> <p>Once a purchase order is made to Liftnow under the Sourcewell Contract (or any other contract for that matter), Liftnow again checks this information to ensure that it is</p>

correct and that the agency purchase order matches the final quote supplied. Additionally, Liftnow asks a series of questions including actual shipping address, point of contact information, etc. Liftnow has found that this extra step is crucial to ensure success considering sometimes agency purchase orders do not reflect the actual shipping information.

There is yet another opportunity to ensure compliance at the invoicing step, where Liftnow ensures that the invoice matches the purchase order which matches the purchase order and quote. The final opportunity to ensure compliance once payment is received/revenue is recognized by Liftnow. The Liftnow Receivables Department checks this payment to ensure it is identical to the invoice, which matches the purchase order as well as the contract compliant quote, creating a single trail.

Sale Reports

As mentioned previously in this proposal, all of our reports for existing have not only been on time, but on average payment has been remitted to Sourcewell an average of 38 days early. Additionally, all reports contain the following fields pursuant to the Contract Template:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity 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 Supplier.

Proper Fee Remittance

For prompt remittance, we simply calculate the administrative fee on each of the transactions for the quarter, and then we can either write a check to Sourcewell or set up direct deposit/ACH Transfers. Currently Liftnow utilizes direct deposit with Sourcewell. This is all made simple with a standardized Excel sheet with formulas set up. Again, our Vice President of Sales double checks the sales report and actual remittance for any computational errors or discrepancies prior to remitting.

To date, Liftnow has had no known deficiencies in its price verification, reporting or remittance as described above.

67 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.

The most important metric for Liftnow is customer satisfaction, which drives repeat business and ultimately revenue growth.

If awarded another Sourcewell contract, there are many ways to gauge success. In 2020, we set out a blueprint to define KPIs (Key Performance Indicators), measure them and systematically improve upon them. These KPIs touched on quantitative ways to capture not only the obviously important metrics (revenue, conversion, etc.) but also touched on metrics designed to capture the less tangible but equally important— including response times, customer satisfaction, utilization of new products, and more. See below for the KPIs included in determining contract success, and then continue reading for a discussion on the continuous improvement of this method as we enter our second prospective contract.

Some original KPIs from 2020 are included below and are

now modified to include our next contract:

- Total Sales – Equipment Revenue
  - o What are total sales?
  - o Are they increasing over the length of the contract?
  - o Do they continue increasing from our first to second contract?
  - o What percentage of customers are returning (new vs. existing customers)?
- Category Sales – Equipment Revenue
  - o What are the sales in each category?
  - o Are they increasing over the length of the contract?
  - o Do they continue increasing from our first to second contract?
  - o What percentage of customers are returning (new vs. existing customers)?
- Total Sales – Sourcewell Service Program Revenue
  - o What are total sales?
  - o Are they increasing over the length of the contract?
  - o Do they continue increasing from our first to second contract?
  - o What percentage of customers are returning (new vs. existing customers)?
- Attachment Rates
  - o What % of service customers are converting into customers of new equipment?
  - o What % of sales customers are fully utilizing the Sourcewell Service Program?
  - o Can these attachment rates increase over time?
- What are the sales of each Brand?
- What are the total state and local adoptions by Liftnow in the Sourcewell Contract?
  - o Are they increasing over time?
- What is our overall customer acquisition cost? (CAC)
  - o Is this different for different geographies, categories of equipment, types/sizes of agencies?
  - o Can we decrease this customer acquisition cost?
- What is the conversion rate of an interested agency via various marketing channels into a new customer?
  - o Is this number increasing over time?
- What is the average response time of Liftnow with a new customer?
  - o Is this time frame decreasing over time?
- What is the overall customer satisfaction rate?
  - o Is this number increasing over time?
- Are we maintaining the appropriate product mix?
  - o Do we need to add or modify our offerings to better serve our customer base?
  - o How is this product mix influencing overall go-to-market strategy as well as our other KPIs (stated above)?

While quality assurance (QA) is generally confused with QC (Quality Control) to describe manufacturing processes, QA can be applied to any processes. As a customer-focused organization, Liftnow successfully implements the tenets of QA (set standards, measure standards, improve standards) across Liftnow's main focus areas, which are currently: customer satisfaction and portfolio assessment. It is our unique viewpoint that these two focus areas are ultimately the drivers behind the ever-important success metrics of increasing sales in this category. In other words, solve for customer satisfaction and our product portfolio and receiving increasing and sustainable sales.

#### Customer Satisfaction

Our primary KPI (Key Performance Indicator) is general customer response rate (100%) and time to first response (<6 hours). We are currently reaching these goals.

Other KPIs to consider include:

Time-to-Quote: 2 Days for "Simple Requests" – 7 Days after site visit for "Complex Requests". Hurdle KPI is 75% for each of these requests.



Currently 100% of "Simple Requests" are being quoted within 2 days from a request for quote by any customer, regardless of product type. Currently, 60% of "Complex Requests" are being quoted within 7 days after a site visit so this is a KPI that we are looking to improve over time. The way that we are going to improve this is through more constant communication with the service provider directly after the site visit to find out what's needed.

Right now we are waiting a few days to make this contact, and many of the installer companies that give quotes are owner-operators, in that it takes them time to do their administrative work. If we can contact them sooner after their site visits we will likely meet this Hurdle KPI.

Time-to-Site-Visit: 7 Days after Request – KPI = 75% of each of these requests. Rural/Remote Areas - 10 Days after Request – KPI = 50% of each of these requests.

Complaint Rate: KPI = <0.50% of \$ orders

This complaint rate is being adhered to, and formal complaints currently stands at 0% of total volume of orders. As we increase order flow we want to monitor this KPI and keep this number below 0.50%.

Return Ratio: KPI = <0.25% of \$ orders

This return ratio is being adhered to, and currently stands at approximately 0.10% of total volume of orders. As we increase order flow we want to monitor this KPI and keep this number below 0.25%.

Overall Customer Satisfaction Rate: KPI = >90%

Overall customer satisfaction rate is not currently being measured as a % and we plan on implementing this in the near future. We have always looked to complaint rates to inform satisfaction rates, which leaves out an entire group of folks in between and we are missing out on improvement.

#### Portfolio Assessment

Portfolio assessment refers to our continuous improvement of managing our portfolio of products and services. While we refer to adding products/services as well as incorporating technological advances in our Scope of Work response, we are consistently working to answer the following questions among our suppliers to ensure that we are bringing forward a high-quality and innovative offering to the public fleets of the United States:

- Is this supplier fulfilling their brand promises of quality?
- Is this supplier at the forefront of innovation? Are they making commitments and investments to the future of vehicle service?
- Is this supplier managing their supply chain well? Is this supplier adapting to an ever-changing supply chain environment?
- Is this supplier fulfilling their duties as the manufacturer of the equipment (warranty, service, customer service, document availability, etc.)?
- Is this supplier maintaining legal and ethical business practices?

If the answer is not a resounding "Yes" to all of the questions above, Liftnow simply does not do business with them since Liftnow has an incredible amount of options to choose from in the marketplace, being the largest public-sector value-add distributor in the country.

68	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>The proposed administrative fee that we will pay to Sourcewell in the event we are awarded will be:</p> <p>2.00% for Equipment Revenue</p> <p>2.50% for Sourcewell Service Program Revenue</p> <p>Administrative fee remittance will be done according to Sourcewell's Contract terms.</p> <p>Please review the document entitled "Alternative Administrative Remittance Structure" to review an optional fee structure for Sourcewell based on a couple of distinct contract scenarios.</p>
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**Table 14A: Depth and Breadth of Offered Equipment Products and Services**

Line Item	Question	Response *
69	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	<p>Liftnow offers the most complete line of vehicle lifts, garage equipment and fleet maintenance equipment anywhere in the United States with nearly 100,000 SKUs. Liftnow also includes a one-of-a-kind, fully-fledged Sourcewell Service Program to install, maintain, and repair all equipment in the scope of this RFP.</p> <p>Vehicle Lifts</p> <ul style="list-style-type: none"> <li>• Two Post Surface Mounted –Capacities ranging from 7,000 lbs. – 20,000 lbs.</li> <li>• Multi-Post Runway – (Sometimes called “Four Post” Lifts) – Capacities ranging from 7,000 Lbs. – 60,000 Lbs.</li> <li>• Low/Mid Rise Frame Engaging – Capacities ranging from 5,000 lbs. to 10,000 Lbs.</li> <li>• Drive-On Parallelogram –Capacities ranging from 50,000 Lbs. – 100,000 lbs.</li> <li>• Scissors (Sometimes called “Vertical Rise” Lifts) – Capacities Ranging 7,700 Lbs. – 99,000 Lbs.</li> <li>• Mobile Column – Capacities ranging from 28,000 Lbs. (Pair) to 152,000 Lbs. (Set of 8, simultaneous use).</li> <li>• In-Ground – Capacities ranging from 8,000 Lbs. to 15,000 Lbs.</li> </ul> <p>Vendor partners offered in this segment are currently: Challenger Lifts, BendPak, Mahle, Omer Lifts, Maxima.</p> <p>Diagnostic Equipment</p> <ul style="list-style-type: none"> <li>• Scan Tools</li> <li>• Diagnostic Tablets (Light and Heavy Duty)</li> <li>• Diagnostic Accessories</li> <li>• Flash Systems (VCI, CMI)</li> <li>• OEM Specific Cables including Chrysler, Trailer, Nissan, Tesla, and many more.</li> <li>• Automotive Oscilloscopes</li> <li>• OBDII and Non-OBDII Adapter Kits</li> <li>• Electric Vehicle Diagnostic Equipment including Diagnostic Tablets</li> <li>• Battery Testers</li> <li>• Emissions Testers</li> <li>• Tire Pressure Monitoring Systems (TPMS)</li> <li>• TCP Cards including Software Keys</li> <li>• Complete Diagnostic Systems (Laptop + Adapters, Cables, etc.)</li> <li>• ADAS Systems (Advanced Driver Assist Systems) and Equipment</li> <li>• Standard Frame and Targets for a Variety of Vehicles and OEMs</li> <li>• Lane Departure Warning (LDW) Targets and Reset Systems for a Variety of Vehicles and OEMs</li> <li>• Blind Spot Monitoring (BSM) Targets and Reset Systems for a Variety of Vehicles and OEMs</li> <li>• Around View Monitoring (AVM) Targets and Reset Systems for a Variety of Vehicles and OEMs</li> <li>• Other ADAS Reset Targets and Reset Systems for a Variety of Vehicles and OEMs</li> <li>• Mobile ADAS Solutions</li> <li>• ADAS Specific Diagnostic Tablet</li> <li>• Vehicle Alignment Check Systems</li> <li>• Tread Depth Scanners and Systems</li> <li>• Body Damage Cameras/Scanners and Systems</li> <li>• Vendor partners in this category currently offered include: Autel, BendPak, Mahle, Coats</li> </ul> <p>Stationary Air Compressors and Air Treatment</p> <ul style="list-style-type: none"> <li>• Stationary Reciprocating Air Compressors</li> <li>• Stationary Rotary Screw Air Compressors</li> <li>• Stationary Rotary Vane Air Compressors</li> </ul>

- Stationary Scroll Air Compressors
- o Air Treatment and Downstream Equipment
- o Air Filters
- o Air Dryers including Membrane Dryers, Refrigerated Dryers, Desiccant Dryers
- o Oil Water Separators
- o Drains
- o Mist Eliminators
- o Nitrogen Generators
- o Flow Controllers and Demand Expanders
- Compressed Air and Gas Tubing and Piping Systems

#### Automotive Ventilation Systems

- Vehicle Exhaust Removal and Extraction Systems
- Air Filtration Systems
- Fume Extraction Arms
- Welding Booths
- Portable Fume Extractors
- Downdraft Tables
- Commercial & Industrial Ducting
- Dust Collector Cartridge Filters
- Air Filters & Furnace Filters
- Vehicle Exhaust Hoses
- Exhaust Blowers/Fans
- High Speed Abort Gates
- NFPA Explosion Valves
- Industrial Dust Collectors

Vendor partners offered in this section include Aircom, Champion Air Compressors, Compressed Air Systems, Mattei, Fume-A-Vent, Blue Ox Air Cleaners, CLARCOR, Clark Filter, CleanLeaf, Crushproof Hose, Dynamo Dust Collectors, FumeExtractors, Nordfab Ducting, Purolator Air Filters, and Smokeeters.

#### Garage Tooling and Equipment

- Wheel Service Equipment – Full line of wheel balancers, tire changers, vehicle alignment equipment (wheel aligners), brake lathes. From the lightest duty to heaviest duty of solutions.
- Refrigerant recycling and recovery machines and equipment – important for the 1234YF and 134A refrigerants in general purpose shops, and other types of refrigerant and fluid exchange in shops with different use cases (Heavy Duty, Brake work, etc.) Since COVID-19 this now includes coronavirus and disinfectant machines for fleet departments
- Vehicle Fluid and Lubrication Equipment – Automotive lubrication and fluid management equipment that is found in fleet departments all over the country, including but not limited to air/water/oil reels, hoses, grease guns, oil caddies, trollies, containment systems, etc.
- General Shop Equipment – Jacks, dollies, stands, presses, lathes, vises, creepers, vehicle storage equipment, electric/manual shop hoists/mini jib cranes, etc. Parts washers and spray cabinets.
- Shop Cabinetry and Work Benches – Modular and customizable parts room solutions and work bench solutions for fleets. Includes workbenches, tool storage cabinets, shop equipment, parts department and room solutions. Automotive garage shelving.
- Electric Vehicle specialty equipment – Many manufacturers have debuted versions of electric vehicle equipment, most notably battery tables that assist with the heavy batteries found in new electric vehicles, and also electric vehicle-specialty tablets to ease with repair of those new vehicles.
- Tire Carousel Systems including Vertical Lift Modules (VLM) and Industrial Carousel Systems
- Collision Repair Equipment – includes body pullers, anchors and anchor pots, etc.

Vendor partners in this section include Alemite, American Forge & Foundry, AutoStacker, Dannmar, Ranger, Chassisliner, Challenger Lifts, Coats, Containment Solutions, Hein Werner Family of Companies, JPW Family of Companies (Jet, Powermatic, Edwards, Wilton, Baileigh), Lincoln Industrial/SKF, Mahle, Omer, Pro-Cut, Shure Manufacturing, Surewerx Safety, SVI, Vidir.

#### Vehicle Wash Systems

Liftnow offers more categories as outlined than any other vendor. Liftnow has and continues to provide the most turnkey solution for Sourcewell Member Agencies.

- Vehicle Wash Systems (Light Duty)
- Vehicle Wash Systems (Heavy Duty and Truck)
- Transit Wash Systems including Bus Wash Systems, Train and Railcar Wash Systems, Other Large Commercial Vehicle Wash Systems and Transit Wash Equipment

Vendor Partners include NS Wash Systems (NS Corporation).

#### Sourcewell Service Program

Liftnow maintains the largest and most complete installation, repair and maintenance program through its already operative and successful Sourcewell Service Program, which provides for installation, removal, training, inspections, ongoing maintenance/service for all garage equipment, including those offered through our

		<p>Proposal but also those not offered through our Proposal, namely defunct and discontinued models of garage equipment. Liftnow serves as the single and sole point of contact for this entire Service Program, which is outlined specifically in our Sourcewell Service Program Price File (In Table 11 – Pricing and Delivery) as well as the accompanying document attached in that section entitled “Sourcewell Service Program”.</p> <ul style="list-style-type: none"> <li>• Installation of All Products in Scope of RFP</li> <li>• Receiving of All Products in Scope of RFP</li> <li>• Transfers and Relocations of All Products in Scope of RFP</li> <li>• Removal and Disposal of All Products in Scope of RFP</li> <li>• Inspection of All Products in Scope of RFP</li> <li>• Liftgate and Specialized Delivery and Freight Services</li> <li>• Service and Ongoing Maintenance of All Products in Scope of RFP including Preventative Maintenance Options</li> <li>• Parts Availability for All Products, Plus Defunct and Discontinued Equipment in Scope of RFP</li> <li>• Training of All Products in Scope of RFP</li> <li>• Facility Design</li> <li>• Warranty Registration</li> <li>• Extended Warranties</li> </ul> <p>For a further discussion please see any of the previous materials and the more specific breakdowns in line items 70-77. Please also see select attached Catalogs.</p>
70	<p>Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.</p>	<p>Vehicle Lifts</p> <ul style="list-style-type: none"> <li>• Two Post, Four Post, Multi-Post Runway, and Scissors: Two Post, Four Post, Two Post Enthusiast, Four Post Enthusiast, Full Rise Scissor Lift, Motorcycle Lift, Low/Mid Rise Lift, Pad Lift, Turf Lift, Parking Lifts, Alignment Racks (Scissor and Four Post)</li> <li>• Heavy Duty, Light Duty and Bus: Parallelogram, Mobile Column Lifts, Bus Lifts, HD Lifts, LD Lifts</li> <li>• Inground, Moveable, Mobile and Platform Lifts</li> <li>• Parts, Supplies and Accessories</li> <li>• Installation, repair, maintenance and warranty services</li> </ul> <p>Garage and Fleet Maintenance Equipment</p> <ul style="list-style-type: none"> <li>• Wheel balancers, tire changers, alignment and tire machine: Heavy Duty Balancers, Light Duty Balancers, Heavy Duty Tire Changers, Light Duty Tire Changers, Heavy Duty Aligners, Light Duty Aligners, Center Clamp Tire Changers, Automatic Tire Changers, Table Top Tire Changers, Tilt Back Tire Changers</li> <li>• Brake Lathes - Bench Lathe, On Car Lathe</li> <li>• Stationary Air Compressors - Rotary Screw Compressors, Rotary Vane Compressors</li> <li>• Parts Washers</li> <li>• Exhaust Ventilation Systems</li> <li>• Diagnostic Equipment - Diagnostic Tablets, Diagnostic Software (which accompanies the tablets), Reprogramming/Flashing Devices)</li> <li>• Vehicle Wash Systems</li> <li>• Shop Tools and Equipment - Jacks, Dollies, Carts, Cabinetry, Safety Equipment, etc.</li> <li>• Parts, Supplies and Accessories</li> <li>• Installation, repair, maintenance and warranty services</li> <li>• AC Equipment (Refrigerant Handling Machines) - 1234YF Machine, 134A Machine</li> <li>• Nitrogen Tire Inflation Systems, Fluid Exchange Systems</li> <li>• Lubrication Equipment, Oil/Air Reels, Grease Fittings, Pumps</li> <li>• Advanced Driver Assistance System- Safety System Reset Equipment</li> <li>• Tire Pressure Monitoring System Devices</li> <li>• Cabinetry for Garages and Shops (Pre-Built or Custom-Built)</li> <li>• Air Piping</li> <li>• Parking Lifts (Home, Storage, Commercial, Garage)</li> <li>• Collision Equipment – Frame Machines</li> </ul> <p>Services</p> <ul style="list-style-type: none"> <li>• Inspections</li> <li>• Service, Installation &amp; Maintenance</li> <li>• Equipment Financing/Payment Options</li> <li>• Facility Design</li> <li>• Warranty Registration</li> <li>• Receiving, Transfer, Removing Equipment</li> <li>• Training</li> <li>• Parts and Service for ALL brands of automotive equipment, regardless of age or manufacturer status, through the Sourcewell Service Program.</li> </ul> <p>This is by no means an exhaustive or complete list.</p>

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

Indicate below if the listed types or classes 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
71	Vehicle lifts	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Liftnow offers more categories as outlined than any other vendor. Liftnow offers far more lifts than any other vendor as well (numbers are approximate):</p> <ul style="list-style-type: none"> <li>• Two Post Surface Mounted – 103 Distinct Lifts Offered; Capacities ranging from 7,000 lbs. – 20,000 lbs. 84 Accessories Offered.</li> <li>• Multi-Post Runway – (Sometimes called “Four Post” Lifts) – 72 Distinct Lifts Offered; Capacities ranging from 7,000 Lbs. – 40,000 Lbs. 95 Accessories Offered.</li> <li>• Low/Mid Rise Frame Engaging – 23 Distinct Lifts Offered; Capacities ranging from 5,000 lbs. to 10,000 Lbs. 49 Accessories Offered.</li> <li>• Drive-On Parallelogram – 3 Distinct Lifts Offered; Capacities ranging from 50,000 Lbs. – 100,000 lbs. These three lifts have dozens of configurations based on the length of the lift as well as surface mount or flush mount, all configurations are ALI-Certified)</li> <li>• Scissors (Sometimes called “Vertical Rise” Lifts) – 30 Distinct Lifts Offered; Capacities ranging from 7,700 Lbs. – 18,000 Lbs.</li> <li>• Mobile Column – 34 Distinct Lifts Offered; Capacities ranging from 28,000 Lbs. (Pair) to 152,000 Lbs. (Set of 8, simultaneous use) with 16 Accessories Offered.</li> <li>• In-Ground- 38 Distinct Lifts Offered; 23 Accessories Offered</li> </ul> <p>Total: Approximately 300 Lifts (which all come included with standard equipment for operational use along with additional accessories and manuals/literature requested).</p> <p>Just like the deliverables state, this not an exhaustive list for Liftnow.</p>

72	Diagnostic equipment	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Liftnow offers more categories as outlined than any other vendor:</p> <ul style="list-style-type: none"> <li>• Scan Tools</li> <li>• Diagnostic Tablets</li> <li>• Diagnostic Accessories                     <ul style="list-style-type: none"> <li>o Flash Systems (VCI, CMI)</li> <li>o OEM Specific Cables including Chrysler, Trailer, Nissan, Tesla, and many more.</li> <li>o Heavy Duty Diagnostic Accessories</li> <li>o Automotive Oscilloscopes</li> <li>o OBDII and Non-OBDII Adapter Kits</li> <li>o CANBUS Adapters</li> </ul> </li> <li>• Digital Inspection Videoscopes</li> <li>• Key Programmers and Adapters</li> <li>• Heavy Duty Diagnostic Tablets for Trucks, Heavy Duty and Off-Road Vehicles</li> <li>• Electric Vehicle Diagnostic Equipment including Diagnostic Tablets                     <ul style="list-style-type: none"> <li>• Battery Testers</li> <li>• Emissions Testers</li> <li>• Tire Pressure Monitoring Systems (TPMS)</li> <li>• TCP Cards including Software Keys</li> </ul> </li> <li>• Complete Diagnostic Systems (Laptop + Adapters, Cables, etc.)</li> <li>• ADAS Systems (Advanced Driver Assist Systems) and Equipment                     <ul style="list-style-type: none"> <li>o Standard Frame and Targets for a Variety of Vehicles and OEMs</li> <li>o Lane Departure Warning (LDW) Targets and Reset Systems for a Variety of Vehicles and OEMs</li> <li>o Blind Spot Monitoring (BSM) Targets and Reset Systems for a Variety of Vehicles and OEMs</li> <li>o Around View Monitoring (AVM) Targets and Reset Systems for a Variety of Vehicles and OEMs</li> <li>o Other ADAS Reset Targets and Reset Systems for a Variety of Vehicles and OEMs</li> <li>o Mobile ADAS Solutions vs. Stationary ADAS Solutions</li> <li>o ADAS Specific Diagnostic Tablet</li> </ul> </li> <li>• Vehicle Alignment Check Systems                     <ul style="list-style-type: none"> <li>• Tread Depth Scanners and Systems</li> <li>• Body Damage Cameras/Scanners and Systems</li> </ul> </li> </ul>
73	Stationary air compressors and ventilation systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Liftnow offers more categories as outlined than any other vendor. Notably, stationary air compressors range from 2 Horsepower (HP) – 5 is the most common introductory air compressor, all the way through 200 HP +, for the most involved and intense of compressed air needs. Liftnow has and continues to provide the most turnkey solution for Sourcewell Member Agencies. Stationary Air Compressors and Air Treatment</p> <ul style="list-style-type: none"> <li>• Stationary Reciprocating Air Compressors                     <ul style="list-style-type: none"> <li>o Bare Pumps and Airends Electric or Engine Driven</li> <li>o Splash-Lubricated Reciprocating Air Compressors</li> </ul> </li> </ul>

- o Electric or Engine Driven Pressure-Lubricated Reciprocating Air Compressors
- o Electric or Engine Driven Duplex Reciprocating Air Compressors
- o Electric or Engine Driven Climate Control Series and Energy-Efficient Air Compressors
- o Quiet Enclosure Air Compressors
- Stationary Rotary Screw Air Compressors
- o Bare Pumps and Airends Electric or Engine Driven
- o Unenclosed Rotary Screw Air Compressors
- o Enclosed Rotary Screw Air Compressors
- o Fixed Speed Rotary Screw Air Compressors
- o Variable Speed Rotary Screw Air Compressors
- Stationary Rotary Vane Air Compressors
- Stationary Scroll Air Compressors
- Air Treatment and Downstream Equipment
- o Air Filters
- o Air Dryers
  - Membrane Dryers
  - Refrigerated Dryers
- Cycling or Non-Cycling Desiccant Dryers including Heatless Air Dryers
- o Oil Water Separators
- o Drains
- o Nitrogen Advantage
- o Mist Eliminators
- o Flow Controllers and Demand Expanders
- o Compressed Air and Gas Tubing and Piping Systems
- Automotive Ventilation Systems
- Vehicle Exhaust Removal and Extraction Systems
- Air Filtration Systems
- Fume Extraction Arms
- Welding Booths
- Portable Fume Extractors
- Downdraft Tables
- Commercial & Industrial Ducting
- Dust Collector Cartridge Filters
- Air Filters & Furnace Filters
- Vehicle Exhaust Hoses
- Exhaust Blowers/Fans
- High Speed Abort Gates
- NFPA Explosion Valves
- Industrial Dust Collectors

74	Garage tooling and equipment	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Liftnow offers more categories as outlined than any other vendor. Liftnow has and continues to provide the most turnkey solution for Sourcewell Member Agencies.</p> <ul style="list-style-type: none"> <li>• Wheel Service Equipment – Full line of wheel balancers, tire changers, vehicle alignment equipment (wheel aligners), brake lathes. From the lightest duty to heaviest duty of solutions.</li> <li>• Refrigerant recycling and recovery machines and equipment – important for the 1234YF and 134A refrigerants in general purpose shops, and other types of refrigerant and fluid exchange in shops with different use cases (Heavy Duty, Brake work, etc.) Since COVID-19 this now includes coronavirus and disinfectant machines for fleet departments</li> <li>• Vehicle Fluid and Lubrication Equipment – Automotive lubrication and fluid management equipment that is found in fleet departments all over the country, including but not limited to air/water/oil reels, hoses, grease guns, oil caddies, trollies, containment systems, etc.</li> <li>• General Shop Equipment – Jacks, dollies, stands, presses, lathes, vises, creepers, vehicle storage equipment, electric/manual shop hoists/mini jib cranes, etc. Parts washers and spray cabinets.</li> <li>• Shop Cabinetry and Work Benches – Modular and customizable parts room solutions and work bench solutions for fleets. Includes workbenches, tool storage cabinets, shop equipment, parts department and room solutions. Automotive garage shelving.</li> <li>• Electric Vehicle specialty equipment – Many manufacturers have debuted versions of electric vehicle equipment, most notably battery tables that assist with the heavy batteries found in new electric vehicles, and also electric vehicle-specialty tablets to ease with repair of those new vehicles.</li> <li>• Tire Carousel Systems including Vertical Lift Modules (VLM) and Industrial Carousel Systems</li> <li>• Collision Repair Equipment – includes body pullers, anchors and anchor pots, etc.</li> </ul>	*
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75	Vehicle wash systems	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Liftnow offers more categories as outlined than any other vendor. Liftnow has and continues to provide the most turnkey solution for Sourcewell Member Agencies.</p> <ul style="list-style-type: none"> <li>• Vehicle Wash Systems (Light Duty)</li> <li>• Vehicle Wash Systems (Heavy Duty and Truck)</li> <li>• Transit Wash Systems <ul style="list-style-type: none"> <li>o Bus Wash Systems</li> <li>o Train and Railcar Wash Systems</li> <li>o Other Large Commercial Vehicle Wash Systems</li> </ul> </li> <li>• Transit Wash Equipment <ul style="list-style-type: none"> <li>o Arches</li> <li>o Brushes</li> <li>o Exhaust Removal</li> <li>o Interior Cleaning</li> <li>o Pumps</li> <li>o Reclaim</li> <li>o Reverse Osmosis</li> <li>o Support Equipment</li> <li>o Tires &amp; Wheels</li> <li>o Under-Chassis Systems</li> <li>o Vacuums</li> </ul> </li> <li>• Water Reclamation and Recovery Systems as Related to Vehicle Wash Systems</li> </ul>
76	Related parts, supplies, and accessories related to the offering of 71 - 75 above	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>There are no less than 10,000 SKUs in Liftnow's catalog, some of which are expressed above but is by no means an exhaustive list. This includes all related parts, supplies and accessories for the vendor partners in our proposal, including repair parts and components offered by those vendor partners. When considering parts and components there can be an estimated 100,000 SKUs, all of which are available for Sourcewell Members.</p> <p>Through our Sourcewell Service Program, related parts, supplies and accessories for defunct and discontinued brands may also be procured.</p> <p>Finally, any ancillary parts, supplies or accessories not spelled out in our price files or by vendor partner shall conform to the terms for sourced products as outlined in Line Item 60 of this RFP.</p>

77	Installation, repair, and maintenance services related to the offering of 71 - 75 above	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Liftnow maintains the largest and most complete installation, repair and maintenance program through its already operative and successful Sourcewell Service Program, which provides for installation, removal, training, inspections, ongoing maintenance/service for all garage equipment, including those offered through our Proposal but also those not offered through our Proposal, namely defunct and discontinued models of garage equipment. Liftnow serves as the single and sole point of contact for this entire Service Program, which is outlined specifically in our Sourcewell Service Program Price File (In Table 11 – Pricing and Delivery) as well as the accompanying document attached in that section entitled “Sourcewell Service Program”.</p> <p>Again, manufacturers are generally motivated by sales of new equipment, while Liftnow will again give a simple choice to Agencies – presenting options to either repair/remedy an existing piece of equipment, or supply and install a new piece of equipment. This directly opposes the traditional Manufacturer’s business model, some of whom train their networks to falsely condemn old equipment in order to supply new equipment. Manufacturers might also artificially inflate repair estimates to make the difference between repairing and replacing equipment smaller, inducing purchase of a new unit.</p>
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**Table 15: Exceptions to Terms, Conditions, or Specifications Form**

**Line Item 78. NOTICE:** To identify any exception, or to request any modification, to Sourcewell standard Contract terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Contract Template provided in the “Bid Documents” section. Proposer must upload the redline in the “Requested Exceptions” upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Contract.

Do you have exceptions or modifications to propose?	Acknowledgement *
	<input type="radio"/> Yes <input checked="" type="radio"/> No

**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.”

- [Pricing](#) - Table 11 - Pricing and Delivery.zip - Monday December 04, 2023 22:21:51
- [Financial Strength and Stability](#) - Table 2 - Company Information and Financial Strength Final.zip - Monday December 11, 2023 18:24:09
- [Marketing Plan/Samples](#) - Table 7 - Marketing Plan.zip - Monday December 04, 2023 22:20:16
- [WMBE/MBE/SBE or Related Certificates](#) - Line Item 17 - Required Licenses.zip - Monday December 04, 2023 22:25:37
- [Warranty Information](#) - Table 9 - Warranty.zip - Monday December 04, 2023 22:24:35
- [Standard Transaction Document Samples](#) - Sourcewell Quote Sample 1.pdf - Monday December 04, 2023 22:26:40
- [Upload Additional Document](#) - Liftnow RFP 121223 - Full Zip File Final.zip - Monday December 11, 2023 22:33:59
- Requested Exceptions (optional)

## Addenda, Terms and Conditions

### 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:
  1. 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>;
  2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
  3. 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. - Paul Stern, Owner, Liftnow Automotive Equipment Corp.

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_2_RFP_121223_Vehicle_Lifts</b> Wed November 15 2023 03:04 PM	<input checked="" type="checkbox"/>	1
<b>Addendum_1_RFP_121223_Vehicle_Lifts</b> Tue November 14 2023 04:21 PM	<input checked="" type="checkbox"/>	2