

**MASTER AGREEMENT #010725****CATEGORY: STEM Education Solutions and Equipment with Related Accessories, Supplies, and Services****SUPPLIER: Palmer Hamilton LLC**

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Palmer Hamilton LLC, 143 S. Jackson St., Elkhorn, WI 53121-1911 (Supplier).

Sourcewell is a local government and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) offering a Cooperative Purchasing Program to eligible participating government entities.

Under this Master Agreement entered with Sourcewell, Supplier will provide Included Solutions to Participating Entities through Sourcewell's Cooperative Purchasing Program.

**Article 1:
General Terms**

The General Terms in this Article 1 control the operation of this Master Agreement between Sourcewell and Supplier and apply to all transactions entered by Supplier and Participating Entities. Subsequent Articles to this Master Agreement control the rights and obligations directly between Sourcewell and Supplier (Article 2), and between Supplier and Participating Entity (Article 3), respectively. These Article 1 General Terms control over any conflicting terms. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

- 1) **Purpose.** Pursuant to Minnesota law, the Sourcewell Board of Directors has authorized a Cooperative Purchasing Program designed to provide Participating Entities with access to competitively awarded cooperative purchasing agreements. To facilitate the Program, Sourcewell has awarded Supplier this cooperative purchasing Master Agreement following a competitive procurement process intended to meet compliance standards in accordance with Minnesota law and the requirements contained herein.
- 2) **Intent.** The intent of this Master Agreement is to define the roles of Sourcewell, Supplier, and Participating Entity as it relates to Sourcewell's Cooperative Purchasing Program.
- 3) **Participating Entity Access.** Sourcewell's Cooperative Purchasing Program Master Agreements are available to eligible public agencies (Participating Entities). A Participating Entity's authority to access Sourcewell's Cooperative Purchasing Program is determined through the laws of its respective jurisdiction.
- 4) **Supplier Access.** The Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Agreement is at the Participating Entity's sole convenience. Supplier will educate its sales and service forces about Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

- 5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on May 14, 2029, unless it is cancelled or extended as defined in this Agreement.
- a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
- b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in (Solicitation #010725) to Participating Entities. In-Scope solutions include:
- a) Teaching resources, curriculum, kits, videos, and Do-it-Yourself (DIY) activities;
- b) Sight, sound, and sensory learning tools;
- c) MakerSpace and fabrication laboratory (Fab Lab) equipment and products;
- d) Robotics, Artificial Intelligence (AI), and coding equipment and products;
- e) Design tools and educational or production-grade 3D printers;
- f) Virtual reality, augmented reality, or simulation devices and applications;
- g) Industrial and technical equipment or tools;
- h) Agricultural or plant science equipment and products; and
- i) Renewable or alternative energy educational products.
- 8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.
- 9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.
- 11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.
- 12) **Open Market.** Supplier's open market pricing process is included within its Proposal.

13) Supplier Representations:

- i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.
- ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.
- iii) **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.

14) Bankruptcy Notices. Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the term of this Agreement.

15) Debarment and Suspension. 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 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 Agreement. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time during the term of this Agreement.

16) Provisions for non-United States federal entity procurements under United States federal awards or other awards (Appendix II to 2 C.F.R § 200). Participating Entities that use United States federal grant or other federal funding to purchase solutions from this Agreement 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 Section, all references to "federal" should be interpreted to mean the United States federal government. The following list applies when a Participating Entity accesses Supplier's Included Solutions with United States federal funds.

- i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements 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.

ii) **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 comply with all applicable Davis-Bacon Act provisions.

iii) **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, 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 Agreement. Supplier certifies that during the term of an award for all Agreements by Sourcwell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

iv) **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 Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

v) **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 Agreement it will comply with applicable requirements as referenced above.

vi) **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.

vii) **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).

viii) **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.

ix) **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.

x) **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.

xi) **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 Agreement 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.

xii) **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.

xiii) **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.

xiv) **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Agreement 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 Agreement or any purchase by an authorized user.

xv) **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 Agreement or any purchase by a Participating Entity.

xvi) **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.

xvii) **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Agreement or any aspect related to the anticipated work under this Agreement 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.

xviii) **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.

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

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

Article 2: Sourcewell and Supplier Obligations

The Terms in this Article 2 relate specifically to Sourcewell and its administration of this Master Agreement with Supplier and Supplier's obligations thereunder.

- 1) **Authorized Sellers.** Supplier must provide Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers which may complete transactions of Included Solutions offered under this Agreement. Sourcewell may request updated information in its discretion, and Supplier agrees to provide requested information within a reasonable time.
- 2) **Product and Price Changes Requirements.** Supplier may request Included Solutions changes, additions, or deletions at any time. All requests must be made in writing by submitting a Sourcewell Price and Product Change Request Form to Sourcewell. At a minimum, the request must:
 - Identify the applicable Sourcewell Agreement number;
 - Clearly specify the requested change;
 - Provide sufficient detail to justify the requested change;
 - Individually list all Included Solutions affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
 - Include a complete restatement of Pricing List with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Included Solutions 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 Agreement and will be incorporated by reference.

- 3) **Authorized Representative.** Supplier will assign an Authorized Representative to Sourcewell for this Agreement and must provide prompt notice to Sourcewell if that person is changed. The Authorized Representative will be responsible for:
 - Maintenance and management of this Agreement;
 - Timely response to all Sourcewell and Participating Entity inquiries; and
 - Participation in reviews with Sourcewell.

Sourcewell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms, administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.

- 5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.
- 6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions 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;
- Sourcewell Participating Entity Account Number;
- Transaction Description;
- Transaction Purchased Price;
- Sourcewell Administrative Fee Applied; and
- Date Transaction was invoiced/sale was recognized as revenue by Supplier.

If collected by Supplier, the Report may include the following fields as available:

- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;

- 7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay a 1.75% Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.
- 8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.
- 9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.

- 10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.
- 11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.
- 12) **Assignment, Transfer, and Administrative Changes.** Supplier may not assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of Sourcewell. Such consent will not be unreasonably withheld. Sourcewell reserves the right to unilaterally assign all or portions of this Agreement within its sole discretion to address corporate restructurings, mergers, acquisitions, or other changes to the Responsible Party and named in the Agreement. Any prohibited assignment is invalid. Upon request Sourcewell may make administrative changes to agreement documentation such as name changes, address changes, and other non-material updates as determined within its sole discretion.
- 13) **Amendments.** Any material change to this Agreement must be executed in writing through an amendment and will not be effective until it has been duly executed by the parties.
- 14) **Waiver.** Failure by Sourcewell to enforce any right under this Agreement 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.
- 15) **Complete Agreement.** This Agreement represents the complete agreement between the parties for the scope as defined herein. Supplier and Sourcewell may enter into separate written agreements relating specifically to transactions outside of the scope of this Agreement.
- 16) **Relationship of Sourcewell and Supplier.** This Agreement does not create a partnership, joint venture, or any other relationship such as employee, independent contractor, master-servant, or principal-agent.
- 17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell, arising out of any act or omission in the performance of this Agreement 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 design, condition, or performance of Included Solutions under this Agreement. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.
- 18) **Data Practices.** Supplier and Sourcewell acknowledge Sourcewell is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. As it applies to all data created and

maintained in performance of this Agreement, Supplier may be subject to the requirements of this chapter.

19) Grant of License.

a) During the term of this Agreement:

i) **Supplier Promotion.** 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, promotional materials, and informational sites for the purpose of marketing Sourcewell's Agreement with Supplier.

ii) **Sourcewell Promotion.** Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising, promotional materials, and informational sites for the purpose of marketing Supplier's Agreement with Sourcewell.

b) **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, partners, or agents (collectively "Permitted Sublicensees") in advertising, promotional, or informational materials for the purpose of marketing the Parties' relationship. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this section by any of their respective sublicensees.

c) Use; Quality Control.

i) 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.

ii) 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. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.

d) **Termination.** Upon the termination of this Agreement 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.

20) Venue and Governing law between Sourcewell and Supplier Only. The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and Participating Entity to negotiate this term to within any transaction documents.

- 21) **Severability.** If any provision of this Agreement 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 Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.
- 22) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement 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:
- a) **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 Agreement.
 - \$1,500,000 each occurrence Bodily Injury and Property Damage
 - \$1,500,000 Personal and Advertising Injury
 - \$2,000,000 aggregate for products liability-completed operations
 - \$2,000,000 general aggregate
 - b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.
 - c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its 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 Agreement 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 Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.
- 23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.
- 24) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

Article 3: Supplier Obligations to Participating Entities

The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

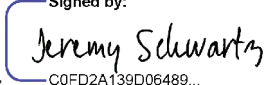
- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within the Suppliers proposal and Included Solutions within transaction documents.
- 2) **Shipping, Delivery, Acceptance, Rejection, and Warranty.** Supplier's proposal may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms of tendered Solutions. Supplier and Participating Entity may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for Included Solutions. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.
- 3) **Applicable Taxes.** Participating Entity is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.
- 4) **Ordering Process and Payment.** Supplier's ordering process and acceptable forms of payment are included within its Proposal. Participating Entities will be solely responsible for payment to Supplier and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.
- 5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier's

standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must include specific reference to this Master Agreement by number and to Participating Entity's unique Sourcewell account number.


- 6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.
- 7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.
- 8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell

Palmer Hamilton LLC

Signed by:

 By: C0FD2A139D06489...

 Jeremy Schwartz
 Title: Chief Procurement Officer
 Date: 5/9/2025 | 5:14 PM CDT

Signed by:

 By: 9732FD9C8E04468...

 John Gardner
 Title: President & CEO
 Date: 5/9/2025 | 4:06 PM CDT

RFP 010725 - STEM Education Solutions and Equipment with Related Accessories, Supplies, and Services

Vendor Details

Company Name: Palmer Hamilton LLC
Address: 143 South Jackson St
Elkhorn, WI 53121
Contact: Pamela Gannon
Email: contracts@palmerhamilton.com
Phone: 800-788-1028 919
Fax: 262-723-5180
HST#: 20-1201862

Submission Details

Created On: Tuesday November 12, 2024 10:35:34
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Submitted By: Pamela Gannon
Email: contracts@palmerhamilton.com
Transaction #: 24bfe7e0-2b15-4c4d-8c7a-22f57c61ca9a
Submitter's IP Address: 128.92.124.254

Specifications

Table 1: Proposer Identity & Authorized Representatives (Not Scored)

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).

Table 1 Specific Instructions. Sourcewell requires identification of all parties responsible for providing Solutions under a resulting master agreement(s) (Responsible Supplier). Proposers are strongly encouraged to include all potential Responsible Suppliers including any corporate affiliates, subsidiaries, D.B.A., and any other authorized entities within a singular proposal. All information required under this RFP must be included for each Responsible Supplier as instructed. Proposers with multiple Responsible Supplier options may choose to respond individually as distinct entities, however each response will be evaluated individually and only those proposals recommended for award may result in a master agreement award. Unawarded entities will not be permitted to later be added to an existing master agreement through operation of Proposer’s corporate organization affiliation.

Line Item	Question	Response *	
1	Provide the legal name of the Proposer authorized to submit this Proposal.	PALMER HAMILTON LLC	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Y	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	Palmer Hamilton LLC will be solely responsible for offering and performing the delivery of solutions outlined in this proposal. No subsidiaries, D.B.A., authorized affiliates, or other entities will be involved in executing the master agreement with Sourcewell.	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	Palmer Hamilton is not required to have a CAGE code or SAM identify number as we are not a government contractor, nor do we do business with the U.S. Government.	*
5	Provide your NAICS code applicable to Solutions proposed.	321210	
6	Proposer Physical Address:	143 S JACKSON ST ELKHORN, WI 53121-1911	*
7	Proposer website address (or addresses):	www.palmerhamilton.com	*
8	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):	JOHN GARDNER, PRESIDENT & CEO 143 S. JACKSON STREET ELKHORN, WI 53121 CONTRACTS@PALMERHAMILTON.COM 800-788-1028	*
9	Proposer’s primary contact for this proposal (name, title, address, email address & phone):	PAMELA GANNON, CONTRACTS MANAGER 143 S JACKSON ST ELKHORN, WI 53121-1911 CONTRACTS@PALMERHAMILTON.COM 800-788-1028 EXT. 919	*
10	Proposer’s other contacts for this proposal, if any (name, title, address, email address & phone):	STEPHANIE HEIN, PROGRAM DIRECTOR – PHABLAB & INVENTORCLOUD 143 S. JACKSON STREET ELKHORN, WI 53121 SHEIN@PALMERHAMILTON.COM 262-274-4910	*

Table 2A: Financial Viability and Marketplace Success (50 Points, applies to Table 2A and 2B)

Line Item	Question	Response *	
11	Provide a brief history of your company, including your company’s core values, business philosophy, and industry longevity related to the requested Solutions.	Palmer Hamilton: A Long and Proud Heritage The Start Palmer Hamilton, a Wisconsin-based company, was founded in 1880 by James Edward Hamilton, a skilled woodworker and entrepreneur. In the fall of 1880, William Nash, the publisher of the Two Rivers Chronicle, approached Hamilton to ask if he could improvise a wood type for his printing press. Hamilton responded by cutting out the words “Grand Ball” with a jigsaw and mounting the letters on another block of	

wood. This innovative and cost-effective approach to typesetting revolutionized the industry.

By 1881, Hamilton had constructed a building, and within the next 11 years, his company grew to employ 200 men with \$500,000 in sales. Recognizing the potential for new product lines, Hamilton diversified into cabinetry for detailed instruments and became the first in the country to produce dental cabinets in 1886. Today, American Dental Cabinets Company continues to be renowned for its high-quality, functional designs.

The next major growth phase came in 1917 when Hamilton designed and manufactured the first-ever drafting tables, a game-changing innovation that helped solidify his company's legacy. Edward Hamilton retired in the early 1920s, passing the torch to his son, E.P. Hamilton, who continued the company's legacy of innovation. Continuing to Innovate and Build: The Mid-Century

In the following decades, Palmer Hamilton continued to expand, adding a medical line of furniture, producing radio cabinets, juvenile furniture under the "Child Craft" brand, and steel laboratory equipment. In 1938, Palmer Hamilton acquired the laboratory furniture line from Invincible Company in Manitowoc, WI. The company's innovation reached new heights when it launched the first-ever automatic clothes dryer in 1938, although the home appliance line was sold in 1968.

In 1959, Palmer Hamilton purchased the mobile folding table line from Hadleman-Homme, Inc., based in Minneapolis. This acquisition revolutionized school cafeterias and laid the groundwork for the company's future success in educational furniture. The company further expanded in 1966 with the Designer line of furniture to complement its growing mobile folding table business.

From 1968 to 1982, the company was part of American Hospital Supply Corporation (AHSC), headquartered in Evanston, IL. After being sold by AHSC in 1982 to Charles Barancik, the company continued to innovate, introducing the MAX, a new table-based system, in 1986. The company's mobile folding table line saw significant growth, prompting Palmer Hamilton to find a new manufacturing plant in Elkhorn, WI. In 1989, production was moved to a 195,000-square-foot facility, which now serves as both the company headquarters and its primary manufacturing facility.

Industry Leader in Education Furniture: The Modern Era

The 1990s marked a period of dramatic change for Palmer Hamilton. After relocating the mobile folding table line to Elkhorn, the company was sold to Jerry Andino and Frank Nuesbaum, who renamed it Mesa Industries. In a few years, Mesa Industries sold the dental cabinet line and entered receivership in 1995. In 1996, Rudolph Stone Investment Group purchased the assets of Mesa Industries and rebranded the company as Palmer Snyder. The company stabilized, and in the late 1990s, Palmer Hamilton entered the K-12 food court market, a core strength that continues to define its success today.

In 2005, Palmer Snyder was sold to John Gardner, and the company was rebranded as Palmer Hamilton. Under Gardner's ownership, Palmer Hamilton expanded its product lines, adding outdoor furniture in 2008 and introducing the first-ever battery charging table to the market. From 2005 to 2021, Palmer Hamilton led the way in designing and manufacturing mobile folding tables and became the leader in K-12 food court furniture solutions.

In 2018, the company launched its PHabLAB division, focusing on the design, installation, and maintenance of makerspaces and STEM/STEAM spaces. This expansion into educational spaces reflects Palmer Hamilton's commitment to continuing its legacy of innovation and providing cutting-edge solutions for learning environments.

Core Values and Business Philosophy

Palmer Hamilton has built a reputation for integrity, innovation, quality, and customer satisfaction. The company's core philosophy centers on delivering functional, high-quality solutions to its customers, ensuring that every product is designed with the user's needs in mind. As we move forward, our commitment to continuous improvement remains at the heart of our operations. Through technological advancements and a customer-centric approach, Palmer Hamilton remains focused on creating products that improve educational and commercial spaces.

Key Manufacturing Equipment and Process Investments (2023-2024)

Palmer Hamilton's continued success is driven by substantial investments in manufacturing processes and equipment aimed at enhancing operational efficiency and product quality. These investments reflect the company's ongoing dedication to maintaining its competitive edge and supporting growth across product lines.

Tooling and Process Improvement Investments

1. New Weld Fixtures (2023): Designed and built in-house using the Anderson router, these fixtures enhance welding accuracy and operational efficiency by reducing lead times and increasing tool accessibility.
2. Improved Manufacturing Tools for Assembly Processes (2023): Enhancements to existing tools enable faster changeovers and improved assembly precision, reducing cycle times and minimizing operator errors.
3. Product Carts for Manufacturing (2023): Custom carts streamline material flow, reduce downtime, and support just-in-time manufacturing.
4. Go/No-Go Gauges and Fixtures (2023-2024): Investments in precision gauges and fixtures ensure component consistency, reducing scrap and rework while maintaining exceptional quality.

		<p>5. Check Fixtures for Quality Validation (2023): Custom check fixtures ensure parts meet quality standards before advancing in the manufacturing process.</p> <p>6. Shadow Boards (2023): These boards improve tool organization, reducing downtime and enhancing operational efficiency.</p> <p>7. Cross-Training Boards (2024): These boards help address labor shortages and improve workforce flexibility by tracking employee training progress.</p> <p>8. GEMBA Walks and KPI Boards (2023): Regular walks and real-time KPI boards encourage a culture of continuous improvement and operational accountability.</p> <p>9. Standard Operating Procedures (SOPs) (2023): SOPs standardize processes to improve reliability, reduce errors, and speed up production cycles.</p> <p>10. 5S Initiatives (2024): Enhanced workplace organization increases productivity and reduces waste, supporting a more efficient manufacturing environment.</p> <p>11. Kanban and Visual Management Systems (2023-2024): These systems optimize inventory flow, reducing overstocking and ensuring material availability.</p> <p>12. Laser Operations (2023-2024): The transition to laser-cutting technology improves quality control, reduces setup times, and consolidates multiple operations into single steps.</p> <p>Noteworthy Equipment Improvements</p> <p>1. Updated Bretford Glue Line (Q2-2023): This updated glue line improves adhesive precision, throughput, and material waste reduction.</p> <p>2. New Anderson Router (Q4-2024): This router expands in-house tooling capabilities, accelerating development cycles and reducing external supplier dependence.</p> <p>3. Electric Tube Bender (Q1-2024): This upgrade improves bending accuracy, yield, and quality control for tube-based products.</p> <p>4. Welding Robots (Q2-2024): Two new robots automate repetitive tasks, improving consistency and weld quality.</p> <p>5. Torque-Limited Assembly Tools (2024): These tools ensure precision and digital torque tracking for quality control.</p> <p>6. Assembly Lines for Tables (Q1-2024): New lines increase production speed, reduce lead times, and improve workflow efficiency.</p> <p>Conclusion</p> <p>Palmer Hamilton's long and proud heritage is a testament to the company's resilience, innovation, and commitment to excellence. From its humble beginnings in 1880 to its modern-day leadership in the educational furniture industry, Palmer Hamilton continues to drive progress through cutting-edge manufacturing and a focus on quality. The company's core values of integrity, innovation, and customer satisfaction, combined with its strategic investments in equipment and process improvements, ensure that Palmer Hamilton will remain a trusted partner and industry leader for generations to come.</p>	
12	What are your company's expectations in the event of an award?	<p>Palmer Hamilton has been a proud NJPA/Sourcwell Vendor since 2009, securing four different furniture-related contracts. This longstanding partnership has become a key part of our marketing strategy, especially when working with educational institutions and non-profit organizations. Our commitment to Sourcwell reflects our dedication to being a strong partner and supporter of the Sourcwell community. We remain focused on understanding and addressing the specific needs of Participating Entities, particularly in the areas of makerspaces and STEM/STEAM initiatives. By listening carefully and tailoring our approach to meet their unique requirements, we strive to ensure a seamless and valuable experience for every customer. Our goal is to provide innovative, high-quality solutions that align with their needs—without the necessity of going through the time-consuming and costly bidding process.</p> <p>Moving forward, we will continue to educate our extensive dealer network on the advantages of using Sourcwell, maximizing its benefits wherever possible. Through this effort, we expect to see a significant increase in sales throughout the duration of the new contract. This strategy not only strengthens our partnership with Sourcwell but also contributes to the continued growth and success of Palmer Hamilton and the Participating Entities we serve.</p>	*
13	<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.</p> <p>Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.</p>	<p>Palmer Hamilton is a financially robust and fiscally responsible company, with a revenue of \$69 million in fiscal year 2023. We remain committed to maintaining strong financial discipline while simultaneously increasing investments to strengthen our product quality, manufacturing capabilities, and customer service.</p> <p>For more information, please see Financial Strength and Stability T2A.13 for Palmer Hamilton's 2021 - 2024 Grant Thornton LLP Independent Accountants' Review Report, EEO Statement, and Palmer Hamilton's most current income statement.</p>	*

14	What is your US market share for the Solutions that you are proposing?	<p>While there is no definitive or readily available industry data to precisely determine our market share, Palmer Hamilton, along with our innovative PHABLAB division, is widely regarded as a fast-growing player in the mid-market furniture manufacturing sector. Known for delivering high-quality, stylish designs at affordable prices, we have established a strong presence across various regions. PHABLAB, our cutting-edge design and production hub, plays a key role in driving innovation and enabling customization options that differentiate us in the market. Based on internal analysis and market trends, we estimate that our market share varies significantly depending on geography, ranging from approximately 5% to 40% across different areas of the United States. This variance is influenced by local demand, competition, and regional market dynamics.</p> <p>30-40% Range for Turn-Key K-12 Dining Solutions 20-40% Range for Cafeteria Furniture 10-30% Range for Library Furniture 5-20% Turn-Key Library Environment 15-30% Phab/Steam Lab/Environments 99% of Palmer Hamilton's revenue was in the Americas.</p>	*
15	What is your Canadian market share for the Solutions that you are proposing?	Palmer Hamilton maintains the same commitment to Core Markets in Canada and the United States and the US Territories. Although our Canadian market share is less than 5% of the US market, we will continue to grow and increase market shares on all our "Core Markets".	*
16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	Palmer Hamilton has had no current or completed bankruptcy proceedings for the Proposer or any included possible Responsible Party within the past seven years. We acknowledge and understand the requirement to notify Sourcewell in writing if we enter into a bankruptcy proceeding at any time during the evaluation of this RFP.	*
17	How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b). 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? 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>Palmer Hamilton is highly regarded as a manufacturer of a wide range of high-quality furniture for dining, media, turn-key makerspaces, STEM labs, e-sports, and outdoor spaces augmented with extensive design capabilities and Participating Entity's satisfaction.</p> <p>By providing quality products and services we are committed to building long-term relationships with our Sourcewell Participating Entities. Our client-centric business model is the engine that continues to drive Palmer Hamilton's growth.</p> <p>Palmer Hamilton employs a team of nine experienced designers with over 100 years of total design experience. The designers are also supported by approximately 50+ other dealer employed designers. Palmer Hamilton's sales team is augmented with a network of over 300 educational furniture & technology dealers and teacher professional development firms located throughout the United States and Canada.</p> <p>Palmer Hamilton has five regional sales managers that are supported by four direct sales agents or representatives nationwide who will be available to serve Sourcewell Participating Entity should Palmer Hamilton be awarded a contract under this RFP.</p> <p>Palmer Hamilton also has a business development manager dedicated specifically to PHabLAB projects and other STEM/STEAM-related opportunities. We currently ship to all 50 states and have sales and distribution channels in the United Kingdom and Canada.</p> <p>Regional sales managers, dealers, and sales agents are encouraged to attend Sourcewell "Get to Know Us" Forums. Experienced dealers are encouraged to participate in Sourcewell University and Academy opportunities.</p> <p>Palmer Hamilton's dealers are held to a high level of quality and service, and will perform installation, warranty work, and other valuable services to meet Sourcewell Participating Entity's expectations. The Authorized Dealer Network is the standard operating procedure for Palmer Hamilton. Our dealers help us to respond to the needs of our clients while managing day-to-day relationships with our customers.</p>	*
18	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>Palmer Hamilton authorized installers to adhere to all state, local, and school requirements or certifications. An example of such requirements – Ohio is required to have a drug free workplace program.</p> <p>Select authorized Palmer Hamilton installers have completed the 3M Advanced Installation Training, a three-day hands-on advanced training from 3M Graphics authorized trainers, including smooth and textured walls and floor graphics. Palmer Hamilton does work with third party certified service providers and obtains license verification and insurance certificates for all providers.</p>	*
19	Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	Palmer Hamilton has not had any suspension or debarment instances applied in the past 10 years.	*
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	<p>BUSINESS:</p> <ul style="list-style-type: none"> 2024 Preferred Partner of the Year 2024 - Nickerson 2023 Preferred Partner of the Year 2023 - Nickerson 	

- 2023 FUTURE 50 AWARD WINNER - BIZTIMES MILWAUKEE BUSINESS NEWS
- 2022 Preferred Partner of the Year 2022 - Nickerson

PRODUCT: New Product

- 2021 New Product Award - Spaces4learning Furniture, Fixtures & Equipment Science/Vocational, K-12 Platinum
- Spaces4Learning is a leading publication for education institutions, the architectural community, service providers and others interested in creating high-quality facilities. The brand's magazine, website and digital products bring together a broad array of vital resources and services that keep facilities professionals abreast of current issues, trends and research; provide professional development opportunities; and connect those sharing a common interest.

SAFETY:

- 2021 Encova Safety Recognition Award – Encova Insurance

BROCHURE/SALES:

- Mcan 2021 Manny Award
- B2B Brochure/Sales Sheet
- PHabLAB Process Sheet

PRODUCT: Rally Table with Attached Seating

- 2018 MLA – Modern Library Awards – Honorable Mention
- The MLAs recognize elite products and services that serve the library industry. Companies provide concise write-ups of their products/services and submitted for reviews. These are sent to the LibraryWorks readership – librarians in public, academic, K-12 and special libraries – who then submitted their reviews on a 1 – 10 scoring system. Each judge has to have had experience with the product or service, and each participating company also had to provide three references of library placements to submit their forms. Scoring levels are Silver, Gold and Platinum.

DESIGN: Outstanding Designs – Cafeteria/Food-Service Areas

- American School & University 2018 Outstanding Design – Educational Interiors Showcase (High School in AL)
- Projects that exhibit outstanding designs or qualities will be recognized and selected for publication as Outstanding Designs. The jury will select two Grand Prize winners, one in each of the K-12 and post-secondary categories. The jury will award Gold, Silver and Bronze citations to additional projects exhibiting exemplary features. The jury represents a mix of school administrators and American Institute of Architects (AIA) member architects. Primary consideration will be given to the design firm's solution to the stated educational program requirements. Considerations include problem statement and technical specifications, Architect/Designer response to the program requirements, aesthetic characteristics of the solution, and overall presentation of materials.
- 2017 MLA - Modern Library Awards – Gold Award
- The MLAs recognize elite products and services that serve the library industry. Companies provide concise write-ups of their products/services and submitted for reviews. These are sent to the LibraryWorks readership – librarians in public, academic, K-12 and special libraries – who then submitted their reviews on a 1 – 10 scoring system. Each judge has to have had experience with the product or service, and each participating company also had to provide three references of library placements to submit their forms. Scoring levels are Silver, Gold and Platinum.

PRODUCT: Hive Lounge Furniture

- 2017 MLA – Modern Library Awards – Honorable Mention
- The MLAs recognize elite products and services that serve the library industry. Companies provide concise write-ups of their products/services and submit for reviews. These are sent to the LibraryWorks readership – librarians in public, academic, K-12 and special libraries – who then submitted their reviews on a 1 – 10 scoring system. Each judge has to have had experience with the product or service, and each participating company also had to provide three references of library placements to submit their forms. Scoring levels are Silver, Gold and Platinum.

PRODUCT: Kurpie Chairs

- 2017 MLA – Modern Library Awards – Gold Award
- The MLAs recognize elite products and services that serve the library industry. Companies provide concise write-ups of their products/services and submitted for reviews. These are sent to the LibraryWorks readership – librarians in public, academic, K-12 and special libraries – who then submitted their reviews on a 1 – 10 scoring system. Each judge has to have had experience with the product or service, and each participating company also had to provide three references of library placements to submit their forms. Scoring levels are Silver, Gold and Platinum.
- 2016 MLA - Modern Library Awards – Gold Award
- The MLAs recognize elite products and services that serve the library industry. Companies provide concise write-ups of their products/services and submitted for reviews. These are sent to the LibraryWorks readership – librarians in public, academic, K-12 and special libraries – who then submitted their reviews on a 1 – 10 scoring system. Each judge has to have had experience with the product or service, and each participating company also had to provide three references of library placements to submit their forms. Scoring levels are Platinum, Gold and Silver.

		<ul style="list-style-type: none"> • ALA - American Library Association Best Product for Tables 2015 • The product is submitted to be judged by a panel of industry professionals. Companies provide images and a description of the product for submission in the category. The award represents the best product for design and function in the specific category. <p>PRODUCT: Re-Load Train Mobile Charging Table</p> <ul style="list-style-type: none"> • Edspaces Innovation Award 2015 IIDA - International Interior Design Association • The competition recognizes manufacturers and designers for excellence in product design for the learning environment. The awards program recognizes design excellence across a variety of six categories judged by a sterling panel. Edspaces is the premier event for the educational facilities marketplace exploring how the convergence of technology, space and pedagogy impact learning. <p>PRODUCT: Reload Mobile Charging Table</p> <ul style="list-style-type: none"> • Best of NeoCon Gold Award 2014 • New product entries are submitted for Best of NeoCon with 42 categories. The jurors are architects and designers, as well as corporate, education, healthcare, and government facilities management executives who are responsible for selecting and buying furniture and furnishings for their clients or organizations. Entries are previewed digitally by the jurors who then visit NeoCon showrooms in teams at the Mart. Honors include Gold and Silver awards, as well as Innovation Awards, Editor's Choice Awards and one Best of Competition Award. NeoCon is an annual show serving as the commercial design industry's launch pad for innovation. • Design Journal & Archinterious Best of 2014 Products – ADEX - Award for Design Excellence – Platinum • ADEX is the largest and most prestigious awards program for product and project design in the A&D industry. An anonymous panel of professionals representing a cross section of the design industry conducts all voting for the ADEX Awards. The ADEX Award represents the best product and project designs of the year. Each category has potential for three award levels of Platinum, Gold or Silver. <p>PRODUCT: Hive Collaborative Furniture</p> <ul style="list-style-type: none"> • Best of NeoCon Gold Award 2014 • New product entries are submitted for Best of NeoCon with 42 categories. The jurors are architects and designers, as well as corporate, education, healthcare, and government facilities management executives who are responsible for selecting and buying furniture and furnishings for their clients or organizations. <p>PRODUCT: Kendo Chairs</p> <ul style="list-style-type: none"> • Best of NeoCon Gold Award 2014 • New product entries are submitted for Best of NeoCon with 42 categories. The jurors are architects and designers, as well as corporate, education, healthcare, and government facilities management executives who are responsible for selecting and buying furniture and furnishings for their clients or organizations. Entries are previewed digitally by the jurors who then visit NeoCon showrooms in teams at the Mart. Honors include Gold and Silver awards, as well as Innovation Awards, Editor's Choice Awards and one Best of Competition Award. NeoCon is an annual show serving as the commercial design industry's launch pad for innovation. <p>PRODUCT: PHabLAB Orientation</p> <ul style="list-style-type: none"> • Minot State University approved PHabLAB's 2-day orientation syllabus for continuing education unit for educators. The CEU is good for one credit hour. <p>PRODUCT: AIA Learning Unit</p> <ul style="list-style-type: none"> • The American Institute of Architects (AIA) approves Palmer Hamilton to deliver approved learning unit to AIA members. Educational architects are frequently asked to specify makerspaces in new design or renovation projects for educational institutions. With PHabLAB's AIA-approved Learning Unit, architects are empowered to understand the essentials of creating a meaningful fab lab or makerspace in a school. • Fab Labs and Makerspaces in Education <ul style="list-style-type: none"> o Course number PHD031804 o Provider number 404108412 <p>PRODUCT: Dremel 3D45 3D Printer</p> <ul style="list-style-type: none"> • UL-certified for safety and performance. • PCMAG.COM Editor's Choice Award – 3 years in a row • 2019 All3DP best 3D printer for education award • Exclusive 3D printer of choice for Project Lead the Way's engineering curriculum
21	What percentage of your sales are to the governmental sector in the past three years?	<p>Over the past three years, Palmer Hamilton's sales to the government sector have accounted for approximately 1% to 3% of our total revenue. This range reflects fluctuations in demand and project types within the government market. In comparison, PHABLAB, our specialized division focused on innovative design and customization, has seen a more consistent contribution, with government sector sales representing about 1% of its overall sales during the same period. This distinction highlights the differing levels of government sector engagement between our broader product lines and the more niche, custom offerings from PHABLAB.</p>

22	What percentage of your sales are to the education sector in the past three years?	In the past three years, Palmer Hamilton has consistently seen a substantial portion of its sales coming from the education sector, with this market representing between 92% and 96% of our total revenue. This reflects our deep commitment to providing durable, high-quality, and affordable furniture solutions designed specifically for educational environments. In contrast, PHABLAB, our specialized division focused on custom, innovative furniture designs, has seen an even higher concentration of sales from the education sector, with approximately 99% of its sales in the last three years directed towards this market. This underscores PHABLAB's dedicated focus on meeting the unique and evolving needs of educational institutions through personalized, adaptable furniture solutions	*
23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	Palmer Hamilton leverages a variety of cooperative purchasing agreements and state contracts to enhance its marketing and sales efforts across education, nonprofit, and government sectors. These agreements include key Cooperative and Purchasing Consortium Contracts, such as BuyBoard 667-22 and 683-22, TIPS, KCDA, Choice Partners, MHEC, and COSTARS. Additionally, Palmer Hamilton holds several state contracts across various regions, including the State of Alabama, ESCNJ (Educational Services Commission of New Jersey), State of Mississippi, State of North Carolina, State of New York, State of South Carolina, and State of Utah. Notable 3-year totals for some of these state contracts include: State of Alabama: \$869,000 COSTARS: \$141,000 State of New York: \$2,680,500.87 State of North Carolina: \$604,300 State of South Carolina: \$426,172 State of Mississippi: \$225,009 State of New Jersey: ESCNJ: \$3,025,859 These cooperative contracts and state agreements are essential in helping Palmer Hamilton reach a wide range of customers in the public sector. Over the past three years, the estimated total sales volume through these cooperative agreements is approximately \$29.7 million, with individual annual sales data for each contract contributing to this overall total.	*
24	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?	Palmer Hamilton does not hold any GSA contracts or Standing Offers and Supply Arrangements (SOSA).	*

Table 2B: References/Testimonials

Line Item 25. Supply reference information from three customers who are eligible to be Sourcwell participating entities.

Entity Name *	Contact Name *	Phone Number *	
Hilldale Public Schools/Hilldale High School	Deborah Tennison, Assistant Superintendent	918-683-0273	*
Fontana J8 School District	Annelise Gutierrez, STEAM Teacher & Library Media Specialist	262-275-6881, ext. 212	*
Lakeland School of Walworth County	Hope Winchell, STEM Lab Instructor	608-576-6840	*
Hancock Public Schools	Chris Salani, Superintendent	906-370-1846	
Brazosport Independent School District/Rasco Middle School	Erin Cobb, 6th Grade History Teacher	979-730-7225, ext. 24212	

Table 3: Ability to Sell and Deliver Solutions (150 Points)

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 *	
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26	Sales force.	<p>Palmer Hamilton is fully equipped to sell and deliver solutions through a highly skilled and dedicated team. Our team includes the following key personnel:</p> <ul style="list-style-type: none"> • Vice President of Sales: Oversees all sales operations, strategy, and execution, ensuring alignment with company goals and client needs. • Director of PH Design: Manages the design and customization of solutions to meet specific customer requirements, enhancing product offerings. • Business Development Manager: Focuses on identifying new business opportunities, establishing strategic partnerships, and expanding market presence. • Customer Service Manager: Ensures the delivery of high-quality customer support, addressing client inquiries, issues, and ensuring overall satisfaction. • Seven Customer Experience Representatives: These professionals are dedicated to providing exceptional service, offering guidance, support, and problem resolution across various channels. • Five Regional Sales Managers: Our team includes Sales Managers for the Northeast, Southeast, Midwest, West, and Texas regions, each responsible for sales growth, customer engagement, and support within their designated territories. <p>To further support our sales and delivery capabilities, Palmer Hamilton provides comprehensive resources, as detailed in Additional Documents T3.26. These resources include Sales & Customer Service Territory Maps that clearly define the coverage areas for each regional manager and representative. Additionally, we have included a Dealer Locator, which helps customers easily find authorized dealers and service providers in their area. These tools, combined with our dedicated personnel, ensure efficient sales processes and exceptional customer service across all regions.</p>
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	<p>Palmer Hamilton has established a robust and extensive network of Authorized Sellers to deliver our solutions, ensuring nationwide coverage and comprehensive customer support. Our network includes:</p> <ul style="list-style-type: none"> • 11 Independent National Rep Groups: These groups represent Palmer Hamilton across the United States, comprising a total of 68 experienced salespeople who actively engage with customers and drive sales. • Over 300 Active Dealers: Palmer Hamilton partners with a wide network of over 300 dealers, each equipped with the expertise and resources to handle diverse, large-scale, and complex projects. These dealers are strategically located to provide regional support, ensuring timely delivery and service excellence. • Skilled Labor and Local Support: Palmer Hamilton's dealers serve as local points of contact for customers, offering significant scalability and a high level of expertise in project execution. These dealers are equipped with knowledgeable staff, skilled labor, and the capability to handle workplace installation, ensuring projects are completed on time and within budget. <p>In addition to our dealers, we also collaborate with distributors, resellers, and utilize other distribution methods to reach customers more effectively. This multi-channel approach enables Palmer Hamilton to deliver tailored solutions that meet the specific needs of each customer, ensuring customer satisfaction, quality installations, and ongoing support."</p> <p>This enhanced description underscores the depth of Palmer Hamilton's distribution network and highlights the scalability, expertise, and support available to customers.</p>

28	Service force.	<p>Palmer Hamilton's service work is performed by our 300 dealers. Our sales force monitors and will process claims on behalf of Sourcewell Participating Entities. Our dealers, in partnership with Palmer Hamilton's PHabLAB team, are the main points of contact for Participating Entities and are responsible for sales and after-sales services.</p> <p>Design Services - Provides professional design consultation services to help clients optimize their spaces, including STEM-related spaces and makerspaces. Our experienced team collaborates closely with clients to understand their goals, functional requirements, and aesthetic preferences. We provide detailed design books with complete space layouts, including graphics, equipment & furniture selections, 2D and 3D design renderings, room elevations and everything else that helps our clients visualize the overall room design and layout.</p> <p>Project Management - Ensures a smooth and hassle-free experience, Palmer Hamilton offers comprehensive project management services. From initial planning and procurement to logistics and installation, our dedicated project managers oversee every aspect of the furniture implementation process. They work closely with clients, architects, and contractors to ensure timely delivery and successful execution of projects.</p> <p>Delivery - Includes all aspects of un-boxing, inspection, and warranty services, along with repairs when needed. Reconfiguration of existing products available in certain markets.</p> <p>Installation and Assembly - Trained professionals that handle the installation and assembly of equipment, decor, and furniture products to ensure all equipment, decor, and furniture is installed correctly, securely, and in compliance with industry standards. Our team is skilled in managing large-scale installations, minimizing disruptions, and ensuring efficient workflows.</p> <p>Equipment Warranty, Parts, and Maintenance – Palmer Hamilton's equipment vendor partners offer warranty coverage on their respective equipment products to provide peace of mind to their clients. Sourcewell Participating Entities may directly contact the equipment vendors for warranty-related issues or contact Palmer Hamilton's PHabLAB team for assistance contacting the equipment vendors. Included in Additional Documents T3.28 is an Equipment Warranty Coverage document that outlines the warranty terms for each equipment vendor.</p> <p>Furniture Warranty, Parts, and Maintenance – Offering warranty coverage on their furniture to provide peace of mind to our clients. Palmer Hamilton stands behind the quality and durability of their products. In late 2022, Palmer Hamilton implemented online case management to improve responsiveness to warranty, parts, and maintenance requests. The implementation of this process has dramatically reduced the backlog of service requests and has reduced the time it takes to resolve customer issues.</p>
29	Describe your service and support standards for your products (e.g., replacement plans, parts, etc.).	<p>Palmer Hamilton offers an optional annual technical support service for makerspace and STEM equipment purchased from Palmer Hamilton. This service includes level one troubleshooting and technical support, a single point of contact for all equipment vendors, a limited extended warranty on a case-by-case basis, and six hours of additional virtual training. For Participating Entities who have purchased this service, Palmer Hamilton's PHabLAB team members serve as the primary points of contact for technical support issues. If the issue escalates beyond the PHabLAB team's capabilities, our equipment vendor partners will be brought in to provide further troubleshooting assistance.</p> <p>For Participating Entities who did not purchase the annual technical support service, the primary contact for technical support will be Palmer Hamilton's network of equipment vendor partners. Each vendor has a dedicated technical support team that can assist with troubleshooting, repairs, and replacement parts. Participating Entities may directly contact the equipment vendors or contact Palmer Hamilton's PHabLAB team to obtain the appropriate contact information for the relevant vendor.</p> <p>In addition to our technical support services, Palmer Hamilton offers warranty coverage for our furniture to ensure peace of mind for our clients. We stand behind the quality and durability of our products. Details regarding the furniture warranty can be found in the additional documents, specifically T3.29, which outlines our furniture warranty coverage.</p> <p>To improve responsiveness to warranty, parts, and maintenance requests, Palmer Hamilton implemented an online case management system in late 2022. This system has helped reduce the backlog of service requests and has significantly shortened the time required to resolve customer issues.</p> <p>For further details on the furniture warranty and technical support, please refer to the PHabLAB Annual Technical Support Service and Furniture Warranty documents in Additional Documents T3.29.</p>
30	Describe the ways in which your products are scalable to the size of an eligible participating entity.	<p>Palmer Hamilton's team of accredited interior designers are experienced in creating inspiring and collaborative PHabLABs (makerspaces/STEM labs) for all sizes and types of spaces, including standard classroom makerspaces, library-based makerspaces, mini makerspaces, and more. No matter the Participating Entity's available space or budget, Palmer Hamilton can provide a PHabLAB solution that meets their goals. In addition to providing turn-key PHabLAB spaces, Palmer Hamilton can also provide the individual components (furniture, equipment, graphics, supplies, etc.) of the turn-key PHabLAB to Participating Entities who are looking to build out or add to an existing makerspace/STEM lab.</p>

31	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>Over the past few years, Palmer Hamilton has had the opportunity to serve Sourcewell Participating Entities and have honed our order process to the point where we propose to continue to use the current order process. Contract quotes are prepared by Palmer Hamilton for Sourcewell Participating Entities' specific projects based on the information provided by our dealers or directly by the Participating Entity. Since 2022, Palmer Hamilton has introduced a few new tools to make it easier for Sourcewell Participating Entities to provide STEM-related & makerspace projects to Palmer Hamilton. For example, included in Additional Documents T3.31 is the PHabLAB Consultation Form, which allows Participating Entities to provide Palmer Hamilton's PHabLAB team with important information to guide their turn-key makerspace projects.</p> <p>If the Sourcewell Participating Entity is working with a dealer, the dealer has "sold" the project through our contract and is referenced in the body of the contract quote. The Palmer Hamilton dealer presents the contract quote to the Participating Entity and reviews it with them. Should changes be requested, Palmer Hamilton creates a revised/updated contract quote reflecting the requested changes, which the dealer then presents and reviews with the Sourcewell Participating Entity.</p> <p>For Sourcewell Participating Entities working directly with Palmer Hamilton instead of through a dealer, Palmer Hamilton presents the contract quote to the Participating Entity and reviews it with them. Should changes be requested, Palmer Hamilton creates a revised/updated contract quote reflecting the requested changes and reviews the changes with the Sourcewell Participating Entity.</p> <p>Palmer Hamilton's dealer network plays an integral role in marketing our current Sourcewell contract by working closely with current and prospective Sourcewell Participating Entities, explaining the solutions the contract provides to meet their unique needs. Should Palmer Hamilton be awarded a contract from this RFP our dealers will continue to play an integral role.</p> <p>Purchase orders are issued directly to Palmer Hamilton by the Sourcewell Participating Entity. We are able to streamline the process by preparing detailed contract quotes to the Participating Entities' needs. The purchase orders are directly issued to Palmer Hamilton providing Palmer Hamilton with any specifics needed to report quarterly sales to Sourcewell as described in the Contract template.</p> <p>Incoming purchase orders are reviewed by a member of Palmer Hamilton's PHabLAB team, forwarded to Palmer Hamilton's contract manager for review and coding, and once again reviewed by our production planning manager prior to entering our system. The incoming purchase order is coded as a Sourcewell contract purchase order and is entered into our production system accordingly. Monthly reports are generated internally from Sourcewell contract purchase orders that have been invoiced in that specific month. These reports provide the information that is needed for creating the quarterly contract sales activity report listed in the Contract template.</p> <p>Included in Additional Documents T3.31 is Palmer Hamilton Order and Delivery Process.</p>
32	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>Palmer Hamilton's customer service program is designed to provide timely, efficient, and high-quality support for all our clients. We employ eight dedicated customer experience representatives and three in-house project managers, alongside a Program Director for the PHabLAB division, who oversees the maintenance and management of our contracts with Sourcewell and Participating Entities. This role ensures all inquiries are addressed promptly, and business reviews are conducted with the contracts manager.</p> <p>Our team utilizes Microsoft Dynamics 365 CRM to track and manage all service requests, ensuring that each service issue is handled transparently and effectively. Inside sales representatives, designers, and project managers are all trained to manage service concerns swiftly and consistently.</p> <p>Palmer Hamilton is committed to delivering quotations within 48 hours of receiving a request. All service and warranty issues are handled directly with the end user, and we engage our dealers as necessary to resolve issues. Our customer support and warranty employees are also available to travel to customer sites as needed to resolve any issues efficiently.</p> <p>As detailed in the Palmer Hamilton Delivery and Installation Provisions in the additional documents T3.32, we ensure that our installation and delivery services meet the highest standards, ensuring that products are installed correctly and customers experience minimal disruptions.</p> <p>Furthermore, our customer service team is incentivized to meet our service goals through regular performance reviews and continuous training. The team prioritizes customer satisfaction and ensures that all service commitments are met or exceeded.</p> <p>At Palmer Hamilton, we are committed to providing exceptional service, from the initial quotation to delivery, installation, and ongoing support, ensuring that every customer has a superior experience.</p>

33	Describe your ability and willingness to provide your products and services to Sourcewell participating entities.	<p>Palmer Hamilton is fully committed to providing our products and services to Sourcewell participating entities across the United States. In addition to actively marketing the Sourcewell STEM Contract, we take a multi-faceted approach to promote its benefits and reach potential customers. We leverage the Participating Agency List to target organizations that can benefit from the Sourcewell STEM Contract, ensuring we stay engaged with key decision-makers across various sectors. Palmer Hamilton's marketing efforts extend beyond direct outreach. We participate in several high-profile events, conferences, and trade shows throughout the year, where we promote and advertise the Sourcewell STEM Contract. These events provide an excellent platform for us to connect with participating entities, demonstrate our products and services, and highlight the advantages of working with Palmer Hamilton under the Sourcewell agreement.</p> <p>Additionally, we utilize a variety of digital marketing strategies, including email campaigns, online advertising, and social media, to spread awareness of the contract and the value it brings to participating agencies. Palmer Hamilton's team is trained to provide support and guidance to potential clients, ensuring that they understand how Palmer Hamilton's products and services can help them meet their needs under the Sourcewell STEM Contract.</p> <p>For further details, please refer to the comprehensive Marketing Plan, which outlines our strategies for outreach, engagement, and promotion of the Sourcewell STEM Contract. This plan ensures that we continue to actively engage with Sourcewell participating entities and drive the success of the contract across the country.</p>	*
34	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>Palmer Hamilton is fully prepared to provide our products and services to Sourcewell Participating Entities in Canada, and we have established processes in place to ensure seamless and efficient service.</p> <p>Our proposed pricing includes freight to the requested delivery location in Canada, with tailgate delivery and a ramp provided. However, off-loading, inside delivery, setting-in-place, and assembly services are not included in the base price. These services can be quoted separately on a case-by-case basis, depending on the needs of the Sourcewell Participating Entity.</p> <p>Due to the logistics involved in international shipments, special pricing applies for deliveries to Canada. This includes additional costs for packaging, freight, duties, and other related expenses. These charges will be calculated based on the specific products ordered and the delivery location, ensuring an accurate and transparent pricing structure.</p> <p>Given the variety and complexity of our products, installation is not included in the standard pricing. Installation services will be quoted separately on a per-project basis and will be performed by trained, factory-authorized installers to ensure the highest standards of quality and expertise.</p> <p>Palmer Hamilton is committed to serving Sourcewell Participating Entities in Canada with professionalism and reliability, ensuring that all aspects of delivery, pricing, and installation are handled with the utmost care and attention to detail.</p>	*
35	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	Palmer Hamilton services all North America, and US Territories	*
36	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	Palmer Hamilton services all sectors of educational and public entities.	*
37	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	<p>Palmer Hamilton does not impose any specific restrictions on Participating Entities within the Continental U.S. beyond our standard terms and conditions regarding delivery and freight. All quoted prices include delivery to a single destination within the Continental United States. U.S. List Prices are applicable solely for shipments within the Continental U.S. Please note that off-loading, inside delivery, setting-in-place, and assembly services are not included in the base price and can be quoted on a case-by-case basis.</p> <p>For Alaska, Hawaii, and U.S. Territories, additional freight charges will apply due to the extended shipping distances and unique logistics involved. These areas require special pricing considerations due to increased packaging expenses, freight costs, and applicable duties. Such charges will be calculated on a case-by-case basis, based on the specific products ordered and the delivery location requested by the Sourcewell Participating Entity.</p> <p>Our detailed pricing data includes both the standard U.S. List Prices and the discounted prices available to Sourcewell Participating Entities. We also offer further discounts based on project size and location, ensuring competitive pricing for projects in Alaska, Hawaii, and U.S. Territories.</p>	*
38	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Palmer Hamilton will extend the terms of any awarded master agreement to nonprofit entities. We are happy to offer the same terms and benefits to nonprofits.	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
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39	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>Executive Summary: Palmer Hamilton is a leading provider of innovative furniture solutions for educational environments, including STEM, STEAM and other collaborative spaces. This marketing plan outlines the strategies and tactics to enhance Sourcewell's visibility into these collaborative educational environments, expand contract usage, and increase sales. By leveraging digital marketing channels, strengthening customer relationships, and emphasizing the benefits of purchasing via Sourcewell, Palmer Hamilton aims to achieve significant growth and establish Sourcewell as the go-to contract in the public purchasing sector.</p> <p>Company Overview: Palmer Hamilton is a well-established company with a strong reputation for delivering high-quality, durable furniture solutions for K-12 schools, colleges, and universities. The company's products include cafeteria tables, mobile folding tables, seating, and other flexible furniture options designed to enhance collaborative learning environments.</p> <p>Palmer Hamilton Marketing Objectives for Sourcewell Contract:</p> <ul style="list-style-type: none"> a. Increase awareness: Integrate Sourcewell STEM contract information into existing digital marketing campaigns to increase Sourcewell contract visibility among educators, administrators, and other decision-makers in the education sector. b. Expand customer base: Target new segments within the education industry, such as charter schools and vocational training centers, to grow Palmer Hamilton's and Sourcewell's customer base. c. Enhance customer retention: Strengthen relationships with existing customers through personalized communication, exceptional customer service, and by making it easy to purchase via the Sourcewell contract. d. Drive sales growth: Increase overall sales by promoting the unique features and benefits of Palmer Hamilton's products, emphasizing their durability, versatility, and customization options and the benefits of purchasing through Sourcewell. <p>Target Market: Palmer Hamilton's primary target market includes:</p> <ul style="list-style-type: none"> K-12 schools: Public and private schools seeking unique and distinctive solutions to not only enhance educational outcomes, but increase student participation in STEM, STEAM and other collaborative activities. Colleges and universities: Higher education institutions looking to implement or expand spaces dedicated to STEM, STEAM or other vocational learning environments. Charter schools: Non-traditional educational institutions that require solutions tailored to their unique needs. Vocational training centers: Facilities providing specialized training programs where technology and furniture must support practical applications and adapt to changing configurations. <p>Marketing Strategies and Tactics:</p> <p>a. Digital Marketing: Continually update and enhance our informative website that showcases Sourcewell's and Palmer Hamilton's product range, features customer testimonials, and provides easy access to resources and specifications. Utilize search engine optimization (SEO) techniques to improve the company's relationship with Sourcewell online visibility, ensuring Palmer Hamilton and Sourcewell rank highly in relevant search engine results. Leverage social media platforms, such as LinkedIn and, to share industry insights, product updates, and engage with the education community. Launch targeted digital advertising campaigns, utilizing platforms like Google Ads and Facebook Ads, to reach key decision-makers in the education sector.</p> <p>b. Content Marketing: Create educational and engaging content, such as blog posts, whitepapers, and case studies, that incorporates the benefits of purchasing via Sourcewell and highlight the benefits of Palmer Hamilton's products in enhancing learning environments. Where appropriate, collaborate with influencers, educators, and industry experts to create compelling content that resonates with the target audience.</p> <p>c. Trade Shows and Events: Participate in prominent education-focused trade shows and exhibitions to showcase Palmer Hamilton's products as well as our relationship with Sourcewell. We constantly host seminars and workshops at our Elkhorn, WI headquarters to educate educators, administrators, and architects about the latest trends in educational furniture design and the benefits of Palmer Hamilton's solutions. During these events, we highlight the benefits of purchasing via Sourcewell.</p> <p>d. Customer Relationship Management: We use Microsoft Dynamics for our CRM system. We routinely send personalized communication to customers through targeted email campaigns, addressing their specific needs and providing relevant product recommendations. Much of this content directs customers to our website, where Sourcewell is prominently displayed.</p> <p>By following this comprehensive marketing plan, Palmer Hamilton can successfully position Sourcewell as a contract leader in the public education furniture sector, attracting new customers, fostering strong relationships with existing clients, and driving significant sales growth.</p>
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40	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Palmer Hamilton is on Facebook, Instagram, YouTube and LinkedIn. We post information weekly including product information, full installation examples, design layout examples, upcoming tradeshow/events, and before and after videos of full design projects. We have a set list of hashtags we use per branding guidelines. See Additional Supporting Document T4.40 for an example social media post.</p> <p>On the Palmer Hamilton website, Meta Keywords, and Meta Descriptions are used for Search Engine Optimization (SEO) on every web page. Google AdWords and similar may also be activated.</p> <p>CHAT is a feature on the Palmer Hamilton website that generates leads and invites people to engage with our brand and ask questions. These contacts are then funneled to the appropriate contacts in our company for customer service and support.</p> <p>Email marketing and campaigns continue to nurture contacts in our Microsoft Dynamics database. Samples are attached in the additional documents T4.40. Microsoft Dynamics is our CRM platform to organize and manage customer development and ongoing relations.</p> <p>The Palmer Hamilton YouTube Channel is used for product videos and before and after installation videos and other news videos. All videos have a title, description and tags for search engine optimization.</p>	*
41	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	<p>Sourcewell's role is to collaborate with us as to how we can best serve the Members and how we can promote our products and services best through Sourcewell. Sourcewell should continue their efforts to gain acceptance on state, local, regional and district contracts.</p> <p>What sets Palmer Hamilton apart is our continued incorporation of Sourcewell in every customer contact, including all sales presentations, in-house training seminars and all customer proposals. We have demonstrated significant growth in Sourcewell sales, year after year.</p> <p>We will continue to integrate the Sourcewell contract through training of our sales team, informing end users about Sourcewell, including the Sourcewell logo on all marketing literature, and displaying the Sourcewell logo at tradeshow, if in attendance.</p>	*
42	Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	<p>Palmer Hamilton's solutions are available through an e-procurement ordering process. Our e-procurement system is designed to streamline the ordering process, making it easy for governmental and educational customers to place orders efficiently and securely. Customers can access our products through platforms that integrate with their existing procurement systems, ensuring a seamless experience.</p> <p>Governmental and educational organizations have successfully used our e-procurement system to simplify the purchasing process, eliminate paperwork, and speed up order fulfillment. Our system supports purchase orders, invoicing, and contract management, enabling customers to order directly from approved catalogs without the need for additional bidding. This process ensures compliance and transparency while making it easier for these entities to access our solutions quickly and accurately.</p>	*

Table 5A: Value-Added Attributes (150 Points, applies to Table 5A and 5B)

Line Item	Question	Response *
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43	<p>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>	<p>Palmer Hamilton supports training in a variety of ways across the main divisions of the company.</p> <p>PHabLAB (makerspace/STEM) customers are supported with extensive training options. For turn-key makerspace customers, PHabLAB orientation is a standard, on-site, two-day training for 10-15 educators that occurs after the installation of a turn-key makerspace. The orientation charge is included on the contract quote to the Sourcewell Participating Entity. Orientation is facilitated by two members from Palmer Hamilton's PHabLAB team and provides hands-on operational training for each piece of makerspace equipment purchased. It also includes activities and conversations around the implementation of the makerspace equipment into the school's specific programs. Uploaded in Additional Documents T5A.43 is a typical PHabLAB Orientation Agenda. For customers who purchase a la carte equipment or desire additional training, we also offer optional in-person or virtual training for a fee.</p> <p>Palmer Hamilton partners with the National Coalition of Certification Centers (NC3) to provide third-party, industry-recognized certifications. Upon completing the NC3 training at a nominal fee, educators have the necessary credentials and curriculum access to certify an unlimited number of students at no additional cost. NC3 certifications are available for the Dremel 3D40/3D45 3D Printer, Tormach xsTECH Desktop CNC Router, and Tormach 24R CNC Router. Uploaded in Additional Documents T5A.43 are brochures for the NC3 certification training programs.</p> <p>PHabLAB (makerspace/STEM) customers are also supported with a standard, one-year, renewable technical support service. The annual service charge is included on the contract quote to the Sourcewell Participating Entity. The annual technical support service includes unlimited access to the PHabLAB team for "Level One" equipment troubleshooting and support. For example, educators may reach out to the PHabLAB team with questions on proper equipment settings, Wi-Fi connectivity issues, broken or malfunctioning parts, etc. The annual technical support service also includes six hours of virtual equipment training to be used at the Participating Entity's discretion. Annual technical support also covers the cost of replacement of non-consumable parts, to be reviewed on a case-by-case basis. Please refer to previous answer Table 3, Line 29 for detailed information on the annual technical support service.</p> <p>For mobile furniture, both customers and dealer representatives are trained in the operation and maintenance of our products. Customers are provided with written operating and maintenance documents with every shipment. These documents are also readily available on the Palmer Hamilton website. Customers are trained by Palmer Hamilton experts upon delivery and/or installation of our products. Operational videos are available on our website. Customers can also arrange for on-site training, specific product training, or company-specific training.</p>
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44	Describe any technological advances that your proposed Solutions offer.	<p>In terms of PHabLAB equipment, the 3D printers, CNC machines, laser cutters, and electronics kits all come with built-in and/or cloud-based software, which allows virtually any operating system to utilize the equipment via a Wi-Fi connection. This allows schools that use Chromebooks to use the fabrication equipment without the added cost of purchasing new devices.</p> <p>For the electronics kits, the MakeCode for micro:bit is available in a sandbox environment where students can code in real-time with virtual outputs of their code. The sandbox environment allows students to test their code without a physical micro:bit.</p> <p>For the Tormach CNC machines, PathPilot HUB from Tormach is a virtual CNC simulator that allows students to access the PathPilot program virtually while away from the physical equipment. This allows students to write and test their code without needing physical equipment.</p> <p>The Dremel 3D printers use RFID technology on the filament rolls to automatically adjust the 3D printer's settings to the appropriate temperature and speeds. The automatic adjustment lowers the barriers to entry substantially by eliminating the knowledge needed for choosing filament settings. This feature is exclusive to Dremel DigiLab products.</p> <p>Since the previous Sourcewell STEM application, Palmer Hamilton has added several technology solutions to the PHabLAB offering.</p> <p>In terms of 3D printing, there are several new 3D filament types and colors from our vendor partner 3PI Tech/Dremel. These new filament options include metallic PLA, matte PLA, and TPU, which allows schools to use 3D printing technology for a wider variety of applications.</p> <p>Palmer Hamilton has onboarded multiple sizes of Samsung TVs and a variety of Logitech computer accessories to bring video conferencing and presentation capabilities into the PHabLAB offering.</p> <p>In terms of CNC machines, there are now a wider variety of tools and accessories for the Tormach xsTECH router.</p> <p>The annual technical support service now includes six hours of virtual training that a school can use on an as-needed basis for any piece(s) of equipment purchased from Palmer Hamilton. Additional training hours were added to further ensure that schools receive the support they need to successfully and sustainably integrate their fabrication/makerspace equipment into their schools.</p> <p>The PHabLAB orientation training now includes physical and digital copies of all training resources so schools can easily replicate the training for other employees and reference the training materials as they practice on the equipment.</p> <p>In addition to the flagship turn-key makerspace offering, there are now mini lab options for schools with smaller budgets or smaller spaces. Mini labs are a scaled-back version of the turn-key makerspace. Like the turn-key offering, mini labs offer several customizable elements, and they typically include a couple pieces of equipment & furniture, one custom wall graphic, and on-site training. Like the turn-key offering, customers receive a design book that includes room layout, 2D & 3D renderings, equipment & furniture selection, and wall elevations. See Supporting Document T5A.44 for an example of a mini lab design book.</p>
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45	Describe what innovations you are bringing to the market, and how these innovations align with future trends in STEM Education.	<p>Palmer Hamilton's PHabLAB solution includes several pieces of innovative equipment, each of which is relevant to future trends in STEM education, including:</p> <p>3D Printing: Palmer Hamilton offers Dremel's full line of 3D printers, which are ideal for education because of their safety features and ease-of-use. 3D printing, also known as additive manufacturing, is a technology that is becoming increasingly vital across many industries, including aerospace, automotive, construction, medical, dental, and more. As a response to the industry demand for 3D printing, 3D printing has also become widely popular in education and research institutions. While 3D printing is often thought of as a STEM-related technology, it can also be used to enhance a wider range of subject areas. For example, social studies students can design and 3D print artifact models from ancient civilizations. Art students can take their 2D artwork and create 3D versions of their creations. In the future, 3D printing will continue to be integrated into education to prepare students for industry, encourage creative thinking & problem solving, provide hands-on learning opportunities, and teach vital technology skills such as 3D modeling & CAD design.</p> <p>Laser Cutting: Palmer Hamilton offers several types of CO2 laser cutters from Full Spectrum Laser. Laser cutting technology is used in industries such as aerospace, automotive, architecture, electronics, manufacturing, and more in order to create both prototypes and final parts. In education, laser cutters offer a variety of benefits from preparing students for the workforce to encouraging hands-on learning and creativity. Similar to 3D printing, laser cutters can be used beyond STEM-related courses. For example, a marketing course can laser engrave dog tags to sell at events or in a school store. Another laser cutting application in education is robotics. Robotics teams are becoming increasingly popular in K12 schools and laser cutters can be used to produce both prototypes and parts for students' robots.</p> <p>CNC: Palmer Hamilton offers three different sizes of CNC machines from Tormach, the xSTECH Desktop CNC Router, 24R Router, and 440 PCNC Mill. Computer-numeric control (CNC) machines are a widely used manufacturing technology that use a computer program and automated tools to remove material from a larger block of material to create a finished part or product. CNC machines are used in industries such as aerospace, automotive, medical, electronics, oil & gas, renewable energy, construction, agriculture, consumer goods, and more. Given the demand for skilled labor, CNC machinists are highly sought after and well-compensated. Rapid changes in advanced manufacturing processes are shifting how CNC machining is used across industries. Future innovations in CNC machining include the integration of artificial intelligence (AI) to optimize CNC processes and predict potential issues before they occur. Another future innovation is the integration of machine learning, which will allow for machines to make automated adjustments in real-time to increase productivity and efficiency. The integration of the Internet of Things (IoT) is also a future innovation that will allow manufacturers to analyze large data sets, which will help them optimize their machining processes. To ensure an adequately prepared future workforce, these trends in advanced manufacturing are driving the popularity of CNC machining courses in K12 and higher education.</p> <p>Vinyl Cutting: Palmer Hamilton offers vinyl cutting & heat press equipment from US Cutter. One of the trends in STEM education is to integrate "soft skills" such as collaboration, creativity, and problem solving. Vinyl cutters and the associated design process are a great option for encouraging these skills because there is a low barrier of entry to learn the technology for both educators and students. Another trend is cross-curricular collaboration, which means that STEM is integrated into other subject areas such as art, social studies, English, and more. Vinyl cutters and the associated design process can be used as tools to facilitate this collaboration. For example, social studies students could recreate historical propaganda posters or art students can apply their 2D art to surfaces like tote bags, mugs, or windows.</p> <p>Electronics & Coding: Palmer Hamilton offers a variety of electronics & coding kits using platforms such as micro:bit, Arduino, Raspberry Pi, and more. One of the main trends in STEM education is the integration of coding across all disciplines. This may look like using coding to compose a musical piece or to create a website for business class. Another trend in education is introducing gamification into the classroom. Gamification allows for more interactive learning experiences and coding can be used as a tool to help facilitate this process. Coding also has a direct link to many in-demand career paths, including software development, app development, engineering, UI/UX design, data analysts, and more.</p>
46	Describe how your solutions align with state education standards for STEM subjects.	<p>INVENTORCLOUD is a library of makerspace projects & resources for schools to utilize with their PHabLAB equipment. The projects are aligned to Common Core, Next Generation Science, and International Society for Technology in Education standards. Select projects are also aligned to Texas Essential Knowledge & Skills and Florida CPALMS standards. The standards are listed at the beginning of each project and within each individual lesson in the project.</p> <p>The Dremel 3D printers come with access to a library of lesson plans for elementary, middle, and high school. All the lesson plans from Dremel are aligned to Common Core, Next Generation Science, and Texas Essential Knowledge & Skills standards. The individual standards are listed at the beginning of each lesson plan document. Supporting Document T5A.46 shows an example of a lesson plan from Dremel.</p> <p>Tinkercad is PHabLAB's computer-aided design software of choice and is a solution that is widely used in K-12 education for 3D printing and digital design. Tinkercad has a library of lesson plans for elementary, middle, and high school. All the lesson plans from Tinkercad are aligned to Common Core, Next Generation Science, and International Society for Technology in Education standards. The individual standards are listed at the beginning of each lesson plan.</p>

47	Provide information on the availability and accessibility of state education standards within your offered solutions. If the standards are integrated and searchable on your website, describe the search functionality and the resources available to help educators easily locate and apply the relevant standards within your offered solutions.	<p>The projects on the INVENTORCLOUD website are able to be filtered by subject area, grade level, difficulty level, equipment type, and project length. Once a project has been selected, the standards are clearly listed at the beginning of each project and within the individual lessons in the project.</p> <p>The Dremel lesson plans are able to be filtered by grade level. Once a lesson plan has been selected, the standards are clearly listed at the beginning of each downloadable lesson plan document.</p> <p>The lesson plans on Tinkercad's website are able to be filtered by subject area. Once a lesson plan has been selected, the standards are clearly listed at the beginning of each lesson plan.</p>
48	Describe the ways in which your offerings may be customized and deployed.	<p>Palmer Hamilton's PHabLAB solution can be customized and deployed in many ways, including:</p> <ul style="list-style-type: none"> • Graphics & Decor: Palmer Hamilton offers makerspace- and STEM-themed graphics and decor to bring excitement and engagement to makerspaces and STEM labs. The individual graphics can be customized to reflect a Participating Entity's school logo, colors, motto, important phrases, and more. Palmer Hamilton's experienced team of designers can also work with Participating Entities to create custom logos and graphics from scratch. Supporting Document T5A.48 shows PHabLAB's customizable makerspace graphics themes. • PHabLAB Size: A PHabLAB solution can be easily customized to fit into any size space, from large library & media centers to a single wall of a classroom. Our ability to work with spaces of all sizes is beneficial to Participating Entities with varying budgets or space limitations. • Furniture & Equipment Selections: The furniture and equipment that goes into a PHabLAB space are all customized to fit the goals, space size, and budget of the Participating Entity. Palmer Hamilton's team of designers recommend furniture selections & finishes and the PHabLAB team guides schools through the equipment selection process. Schools often have existing furniture and/or equipment that they would like to incorporate into their new makerspace, and we can easily accommodate those requests. • Phased Implementation: If a Participating Entity has a tight budget, they can take a phased approach to PHabLAB implementation. Typically, a phased implementation includes three phases. The first phase includes graphics and furniture. The second phase includes equipment and supplies. The final phase includes training and other support services. This approach spreads the purchases out over a period of time so schools can gradually build out their PHabLAB when they have the proper funds.
49	Describe how your offerings integrate with other curricula, platforms, or solutions.	<p>Palmer Hamilton's PHabLAB equipment can integrate with other curricula, platforms, and solutions in a variety of ways, including:</p> <p>Project Lead the Way: The Dremel 3D45 3D printers are the exclusive 3D printer of choice for Project Lead the Way's Introduction to Engineering Design (IED) and Engineering Essentials (EES) courses.</p> <p>NC3 Certifications: The National Coalition of Certification Centers (NC3) is a nonprofit organization that offers industry-recognized certifications to educators and students. In terms of PHabLAB equipment, there are certifications available for the Dremel 3D printers, Tormach xsTECH Desktop CNC Router, Tormach 24R Router, and Tormach 440 PCNC Mill. After educators complete NC3's Train-the-Trainer training, they can use NC3's curriculum to certify their students on the equipment at no additional cost to the student or school. Each certification shows that the students know how to safely and effectively operate the equipment.</p> <p>Computer-Aided Design Software: The Dremel 3D printers can easily integrate with popular computer-aided design (CAD) software solutions for education, including Tinkercad, Autodesk Fusion 360, Onshape, Inventor, AutoCAD, and more. CAD software allows for the creation of three-dimensional digital objects and is increasingly taught in K-12 and higher education. Students can use the Dremel 3D printers to bring their digital creations to life as a physical 3D printed object.</p> <p>Graphic Design Software: The US Cutter vinyl cutters and Full Spectrum laser cutters/engravers can easily integrate with popular graphic design software including Canva, CorelDraw, Adobe, and more. Graphic design software is used to create two-dimensional designs and is commonly taught in K-12 and higher education. Students can download their designs from graphic design software and upload them to the vinyl cutter or laser cutter/engraver to bring their designs to life.</p> <p>Other Curriculum: PHabLAB equipment can be easily integrated into a school's existing curriculum for a wide variety of subject areas. Teachers can take existing lessons and add a hands-on project that incorporates the PHabLAB equipment. For example, a social studies teacher could use a laser cutter to create a diorama or model of a famous landmark or battle scene. A biology teacher could use a 3D printer to create models of organelles. A marketing teacher could use a vinyl cutter to create decals of the school logo to sell at sporting events or a pep rally.</p>

50	Describe any "green" initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	<p>Palmer Hamilton is committed to supporting initiatives which focus on sustainability, and eco-friendly practices. Examples of these initiatives are:</p> <ul style="list-style-type: none"> • Most Palmer Hamilton products are GREENGUARD Gold Certified through UL. This endorsement assures our customers that Palmer Hamilton is committed to maintaining the highest standards for indoor air quality. • Products which utilize our SMARTedge are constructed with 30% vegetable oil and are UV resistant. Because of the materials used, designers often specify SMARTedge in LEED accredited facilities. • Palmer Hamilton is a zero-discharge facility. No production fluids are dumped into the sanitary sewer systems or waterways. • Palmer Hamilton utilizes a powder paint system. Powder paint is considered non-hazardous and un-used overspray is reclaimed and reused. • Raw, unpainted steel and aluminum are recycled. • Sawdust from wood processing is recycled locally, used for animal bedding. • Damaged or scrap skids are sent to a skid re-manufacturer for reuse and building of new skids. • Office paper, magazines, cardboard, packaging, printer ink cartridges, copier toners, aluminum cans, plastic containers, fluorescent lights, ballasts and other hazardous lamps are recycled. • Palmer Hamilton's PHabLABs are designed to utilize standard 110-volt power, which saves energy utilization. <p>Palmer Hamilton's equipment vendor partners also have initiatives that focus on sustainability and eco-friendly practices. Examples include:</p> <ul style="list-style-type: none"> • SparkFun values minimizing environmental impact. It is essential to SparkFun's business. By recycling industrial waste, composting, donating materials to local educators, and harnessing solar power, SparkFun strives to get greener every year. • 3PI Tech/Dremel's PLA filament is plant-based and made from renewable resources such as corn starch and sugar cane. It is a natural polymer designed to substitute widely used petroleum-based plastics like PET (polyethylene terephthalate). • 3PI Tech/Dremel's 3D printers have fully enclosed build chambers and active carbon filters to protect classroom environments from potentially harmful VOCs. • BOFA's HEPA filtration solutions for laser engraving extract toxic fumes with an efficiency of 99.997%. The advanced carbon filter captures and removes hazardous fumes. These initiatives demonstrate Palmer Hamilton's commitment to environmental responsibility, sustainability, and eco-friendly practices, both within our company and through our vendor partnerships. Certifications are provided in Additional Documents T51.50. 	*
51	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the Solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>Palmer Hamilton is compliant with and/or holds the following certifications related to ecolabels, ratings, or certifications on some of or all our products:</p> <ul style="list-style-type: none"> • GREENGUARD Gold Certification • ANSI-BIFMA M7.1 / X7.2011 Compliant • California Section 01350 Compliant as outlined by the California Department of Public Health (CDPH) • Forest Stewardship Council (FSC) certified wood use only • UL Listed Product 	*
52	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>Palmer Hamilton's value proposition for Sourcewell Participating Entities is centered on our unique ability to provide a comprehensive, turn-key experience to transform a variety of spaces, including STEM labs & makerspaces.</p> <p>We have established an industry-leading reputation for fostering a collaborative approach to designing each space to the individual needs of the client. Palmer Hamilton's objective is to create spaces that end users desire to be a part of, and that allow for a return on investment.</p> <p>When a Sourcewell Participating Entity requests Palmer Hamilton to transform their space, they will experience the collaborative turn-key experience understanding they will receive the finest and most durable furniture and equipment in the industry today. Backed up by an industry-leading warranty, allowing for peace of mind when it comes to purchasing the product. Palmer Hamilton is the only Sourcewell vendor that provides turn-key environment solutions in education and the public and private sector, from design to installation & post-sale services.</p> <p>A unique attribute of Palmer Hamilton's PHabLAB solution is that PHabLABs allow schools to effectively integrate 21st century technology across a wide variety of subject areas. This is accomplished not only by providing a flexible and collaborative learning environment, but also by incorporating critical professional development and training for educators. This allows all educators to incorporate STEM & technology-based projects into their academic disciplines. Additionally, we offer ongoing technical support to create a sustainable makerspace program within the school.</p>	*

Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment	
53	Select 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 and a listing of dealerships, HUB partners or resellers if available. Select all that apply.		<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Palmer Hamilton actively engages with a variety of organizations seeking diverse suppliers, including small business entities and minority-owned businesses. As an equal opportunity employer, we implement fair labor and business practices.</p> <p>We have collaborated with our hub partner, April Mize Callahan DBA ADS Design Solutions. However, Palmer Hamilton does not retain ownership of any WMBE or veteran-owned business certifications.</p> <p>For reference, please see the WMBE/NBE/SBE or Related Certificates T5B:53 for April Mize Callahan DBA ADS Design Solutions, which includes their WBENC Certification.</p> <p>Additionally, our Equal Opportunity Policy Statement is included under Related Certificates T5B:53.</p>	*
54		Minority Business Enterprise (MBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
55		Women Business Enterprise (WBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>We have collaborated with our hub partner, April Mize Callahan DBA ADS Design Solutions. However, Palmer Hamilton does not retain ownership of any WMBE or veteran-owned business certifications.</p> <p>For reference, please see the WMBE/NBE/SBE or Related Certificates T5B:53 for April Mize Callahan DBA ADS Design Solutions, which includes their WBENC Certification.</p> <p>Additionally, our Equal Opportunity Policy Statement is included under Related Certificates T5B:53.</p> <p>We have collaborated with our hub partner, April Mize Callahan DBA ADS Design Solutions. However, Palmer Hamilton does not retain ownership of any WMBE or veteran-owned business certifications.</p> <p>For reference, please see the WMBE/NBE/SBE or Related Certificates T5B:53 for April Mize Callahan DBA ADS Design Solutions, which includes their WBENC Certification.</p> <p>Additionally, our Equal Opportunity Policy Statement is included under Related Certificates T5B:53.</p>	*
56		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
57		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
58		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
59		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
60		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
61		Women-Owned Small Business (WOSB)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>We have collaborated with our hub partner, April Mize Callahan DBA ADS Design Solutions. However, Palmer Hamilton does not retain ownership of any WMBE or veteran-owned business certifications.</p> <p>For reference, please see the WMBE/NBE/SBE or Related Certificates T5B:53 for April Mize Callahan DBA ADS Design Solutions, which includes their WBENC Certification.</p> <p>Additionally, our Equal Opportunity Policy Statement is included under Related Certificates T5B:53.</p>	*

Table 6A: Pricing (400 Points, applies to Table 6A and 6B)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *
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62	Describe your payment terms and accepted payment methods.	Palmer Hamilton's payment terms are net 30.	*
63	Describe any leasing or financing options available for use by educational or governmental entities.	<p>Palmer Hamilton partners with National Cooperative Leasing (NCL) #091423-NCL to offer financing flexibility when budget is a concern offering municipal financing to the cooperative membership. Specifically designed for public entities and their legal requirements.</p> <ul style="list-style-type: none"> • Helps Maximize Budgets. The total project cost doesn't need to fit into the budget, just the annual lease payments, which usually multiply purchasing power by 3 to 5 times. • Simple and fast approval process (same/next day). • Lease-to-own: No residual or buyout at the end of the lease. • Typically, Zero Down: No payments required upfront. • Non-Appropriation Language is included. Think of this as an annual out clause and as a result, voter approval is not needed. • No debt is created. You can pay with your operating budget. • Customized payment plans <p>Under Additional Document T6A.63 please find our Palmer Hamilton / National Cooperative Leasing Brochures.</p>	*
64	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.	<p>Over the past few years, Palmer Hamilton has had the opportunity to serve Sourcewell Participating Entities and have honed our order process to the point where we propose to continue to use the current order process. Contract quotes are prepared by Palmer Hamilton for Sourcewell Participating Entities' specific projects based on the information provided by our dealers or directly by the Participating Entity. Since 2022, Palmer Hamilton has introduced a few new tools to make it easier for Sourcewell Participating Entities to provide STEM-related & makerspace projects to Palmer Hamilton. For example, included in Additional Documents is the PHabLAB Consultation Form, which allows Participating Entities to provide Palmer Hamilton's PHabLAB team with important information to guide their turn-key makerspace projects.</p> <p>If the Sourcewell Participating Entity is working with a dealer, the dealer has "sold" the project through our contract and is referenced in the body of the contract quote. The Palmer Hamilton dealer presents the contract quote to the Participating Entity and reviews it with them. Should changes be requested, Palmer Hamilton creates a revised/updated contract quote reflecting the requested changes, which the dealer then presents and reviews with the Sourcewell Participating Entity.</p> <p>For Sourcewell Participating Entities working directly with Palmer Hamilton instead of through a dealer, Palmer Hamilton presents the contract quote to the Participating Entity and reviews it with them. Should changes be requested, Palmer Hamilton creates a revised/updated contract quote reflecting the requested changes and reviews the changes with the Sourcewell Participating Entity. Palmer Hamilton's dealer network plays an integral role in marketing our current Sourcewell contract by working closely with current and prospective Sourcewell Participating Entities, explaining the solutions the contract provides to meet their unique needs. Should Palmer Hamilton be awarded a contract from this RFP our dealers will continue to play an integral role.</p> <p>Purchase orders are issued directly to Palmer Hamilton by the Sourcewell Participating Entity. We are able to streamline the process by preparing detailed contract quotes to the Participating Entities' needs. The purchase orders are directly issued to Palmer Hamilton providing Palmer Hamilton with any specifics needed to report quarterly sales to Sourcewell as described in the Contract template.</p> <p>Incoming purchase orders are reviewed by a member of Palmer Hamilton's PHabLAB team, forwarded to Palmer Hamilton's contract manager for review and coding, and once again reviewed by our production planning manager prior to entering our system. The incoming purchase order is coded as a Sourcewell contract purchase order and is entered into our production system accordingly. Monthly reports are generated internally from Sourcewell contract purchase orders that have been invoiced in that specific month. These reports provide the information that is needed for creating the quarterly contract sales activity report listed in the Contract template.</p> <p>Please find the following documents uploaded in the Standard Transaction Document Samples, T6A.64: Palmer Hamilton's Service Agreement, PHabLAB Program Agreement, PHabLAB Consultation Form, Contract Quote Order Form, Full Design Agreement, along with Palmer Hamilton's Terms & Conditions, Rights, and Delivery & Installation Provisions.</p>	*

65	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	Yes, Palmer Hamilton does accept the P-card procurement and payment process. There is a 3% additional cost to Sourcwell's Participating Entities for using this process.	*
66	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcwell discounted price) on all of the items that you want Sourcwell 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.	Palmer Hamilton is committed to providing the most competitive pricing for Sourcwell Participating Entities. Our pricing model is structured around a percentage discount off list prices, which are outlined in the price lists included in our proposal. These discounts apply uniformly across the United States, with a ceiling that ensures consistent pricing for all entities nationwide. However, there are some exceptions to the standard pricing for specific locations, including Alaska, Hawaii, U.S. Territories, and international destinations. For these locations, additional freight charges will be applied due to the unique logistical requirements. We have included detailed pricing data, which includes both list prices and Sourcwell discounted prices, for all items we wish to be considered as part of this RFP. The pricing structure may offer further discounts based on factors such as project size, volume, and location. For a comprehensive breakdown of these prices, along with relevant SKU information for each item, please refer to the detailed pricing documents uploaded under "Palmer Hamilton Sourcwell STEM Bid RFP #010725 Price List 0124." We are confident that this pricing structure, coupled with our flexible discount options, will provide significant value for Sourcwell Participating Entities.	*
67	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	The discount range provided in our response is 30% off the list price, which includes freight to the requested delivery location and tailgate delivery. This discount is ceiling-based. Palmer Hamilton also offers additional discounts depending on the project size and specific delivery location.	*
68	Describe any quantity or volume discounts or rebate programs that you offer.	Palmer Hamilton offers a range of quantity and volume discounts and rebate programs to provide our customers with the best possible pricing based on the scope of their projects. These discounts are determined by factors such as the product mix, models involved, order quantities, and the requested delivery location. For larger or more complex orders, additional discounts may be applied, ensuring cost savings for projects of any size. In fact, in over 95% of Sourcwell orders, we offer an additional discount, demonstrating our commitment to providing competitive pricing and value to our customers. These discount programs are designed to reward bulk purchases, long-term partnerships, and specific customer needs, helping ensure that Palmer Hamilton solutions remain cost-effective while meeting project requirements. Our flexible discounting structure ensures that customers receive the most competitive pricing based on their unique order specifications." This enhanced answer highlights how Palmer Hamilton's discount and rebate programs are customized for each project and further emphasizes the value provided in Sourcwell orders.	*
69	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". 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.	Palmer Hamilton offers Sourced Goods / Open Market items to Sourcwell Participating Entities. These will be identified in all contract quotes so Sourcwell's Participating Entities may determine the quoted prices for the products are fair and reasonable. We encourage Sourcwell Participating Entities to use this option as it facilitates complimentary products and streamlines the procurement process. Non-Standard options will be easily identified on contract quotes for Sourcwell's Participating Entities to determine that the quoted price is fair and reasonable.	*

70	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.	<p>Our proposed pricing includes freight to the requested delivery location, tailgate delivery, ramp included. Off-loading, inside delivery, setting-in-place and assembly where required are not included and can be quoted on a case-by-case basis at the request of the Sourcewell Participating Entity.</p> <p>Due to the wide variety, complexity and site-specific nature of our products, installation is not included and will be quoted on a per-project basis. Installation quotes reflect installation by trained and factory-authorized installers.</p> <p>Different levels of Design Services are available to Sourcewell Participating Entities. Design fees are as follows:</p> <ul style="list-style-type: none"> • PHabLAB Agreement <ul style="list-style-type: none"> o \$4,995 per project, \$1,500 for all additional schools in a district –1 revision o \$125 per hour for additional revisions • Modernization Projects: Base fee beginning at \$5,000 per project scope, based on a 40-hour scope. or \$2,000 for multiple schools in one district – 2 revisions <ul style="list-style-type: none"> o Any additional hours will be billed at \$175 per hour. o New Construction Projects: Base fee beginning at \$5,000 per project scope, based on a 40-hour scope. Any additional hours will be billed at \$175 per hour. o Design-Build Services: Base fee beginning at \$5,000 per project scope, based on a 40-hour scope. Any additional hours will be billed at \$175 per hour. <p>Includes project management</p> <ul style="list-style-type: none"> o Mini Design No design fee – 1 revision <p>Additional revisions: \$175 per hour</p> <ul style="list-style-type: none"> • Black and White Layout <ul style="list-style-type: none"> o No charge 	*
71	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Palmer Hamilton's pricing includes freight to the requested delivery location, tailgate delivery, and ramp service, with no additional cost for Sourcewell Participating Entities in the 48 contiguous states. For Alaska, Hawaii, U.S. Territories, and locations outside the United States, special pricing will apply due to increased packaging, freight, and duty costs. These charges will be determined on a case-by-case basis, considering the specific products and the delivery location requested by the Sourcewell Participating Entity.	*
72	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	As noted above, due to the distance and shipping requirements for Alaska, Hawaii and outside of the United States special pricing will apply due to the increased packaging, expense, freight expense, duties, etc. These charges will be calculated on a case-by-case basis based on the products involved and Sourcewell's Participating Entities requested delivery location.	*
73	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>Palmer Hamilton understands each Sourcewell Participating Entities' needs will vary and are proud to provide a complete solution to meet their needs. Many large, unique turn-key projects involve furniture, décor, wall art, painting, project management and installation. These unique turn-key functions are performed by Palmer Hamilton directly.</p> <p>If there are unique customer requirements our dealers and inside project managers are happy to discuss these with the customer to come up with a solution that will meet their needs. Our solutions are tailored to meet each Sourcewell Participating Entities' unique transportation needs. Emergency or rush deliveries will be fulfilled on a case-by-case basis, depending on the availability of parts and upholstery selections. Special handling requirements may be subject to additional delivery charges.</p>	*

74	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	<p>Palmer Hamilton's dedicated Sourcewell customer experience representative created a series of checks and balances to promptly examine for accuracy. Palmer Hamilton current self-audit process begins with a review of quotes to Sourcewell Participating Entities or potential customers entered. We plan to continue this process to ensure reporting speed, accuracy, and contract compliance. All purchase orders are reviewed for pricing accuracy, as well as for required information needed, e.g., the Sourcewell Participating Entities ID number, Sourcewell Contract Number, the number of the Sourcewell contract quote, and the specific "ship to" location by a dedicated Sourcewell representative and forwarded to our contract manager for review and signature.</p> <p>All incoming purchase orders are coded to reflect our Sourcewell contract before being entered into the production schedule. Monthly reports are generated internally of the Sourcewell contract purchase orders that have been invoiced in that specific month. The specific and detailed order information is entered into a spreadsheet. After the end of the quarter, Palmer Hamilton sends the quarterly sales report and administration fee payment to Sourcewell.</p>	*
75	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	<p>Palmer Hamilton takes a proactive, data-driven approach to managing quotes and orders for our national, state, and local contracts. For the Sourcewell STEM contract, we utilize years of historical data and generate detailed monthly reports to track all quotes and sales awarded. We carefully monitor the conversion rate of quotes to orders and follow up on every quote to improve our win ratio.</p> <p>Our primary goal is to maintain open, consistent communication with Sourcewell to ensure we exceed the expectations of Sourcewell Participating Entities. By closely monitoring these metrics, we can identify areas for improvement and take proactive measures to drive success.</p> <p>To evaluate our performance, we conduct year-over-year comparisons, both nationally and regionally, enabling us to assess our results and make informed adjustments. If awarded the 2025 contract, we are committed to meeting or exceeding our historical performance, further strengthening our partnership with Sourcewell and delivering outstanding value to Participating Entities.</p>	*
76	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	Palmer Hamilton proposes an Administration Fee of 1.0% to be calculated as a percentage of sales to Sourcewell for all contracted equipment, products, and/or services. This fee will be payable to Sourcewell on all completed transactions with Participating Entities utilizing this Agreement. The fee will be applied to sales during the Reporting Period as defined in the agreement, in consideration for the support and services provided by Sourcewell.	*

Table 6B: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
77	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	Palmer Hamilton offers Sourcewell Participating Entities discounts that are significantly better than those typically available to non-member or private purchasers. In more than 95% of cases, Sourcewell Participating Entities receive an additional discount, ensuring that our pricing is consistently lower than that of other Group Purchasing Organizations (GPOs), cooperative procurement groups, or state purchasing departments. This commitment to providing superior pricing demonstrates Palmer Hamilton's dedication to delivering exceptional value to Sourcewell Participating Entities, helping them achieve cost savings that are not typically accessible through other procurement channels. Please reference our price list 0124.

Table 7A: Depth and Breadth of Offered Solutions (150 Points, applies to Table 7A and 7B)

Line Item	Question	Response *
78	Provide a detailed description of all the Solutions, including used, offered in the proposal.	<p>Palmer Hamilton's Product and Service Offerings.</p> <p>Palmer Hamilton is a highly respected company that specializes in providing innovative and high-quality products and services in the furniture industry, with a particular focus on educational, public entities, including dining environments and STEM labs/makerspaces. With a commitment to superior craftsmanship, functional design, and customer satisfaction, Palmer Hamilton offers a wide range of products and services tailored to meet the specific needs of their clients.</p> <p>Product Offering:</p> <p>Furniture: Palmer Hamilton offers a comprehensive range of furniture solutions designed to enhance the environment and a cohesive culture. We provide a variety of collaborative seating options that promote comfort, flexibility, and ergonomic support. Our furniture is crafted using durable materials to withstand the demands of educational settings while promoting productivity and engagement.</p> <p>Dining Furniture: Palmer Hamilton is a leading provider of dining furniture for schools, colleges, universities, and other foodservice establishments. Our dining tables, chairs, booths, and seating solutions are designed to create functional and aesthetically pleasing spaces for students and patrons to enjoy meals. The furniture is built to be durable, easy to clean, and customizable to suit various dining atmospheres.</p> <p>Mobile Furniture: Recognizing the importance of flexibility and adaptability in modern learning environments, Palmer Hamilton offers a range of mobile furniture solutions. These include folding tables, nesting chairs, and portable seating options that can be easily rearranged or stored when not in use. This mobility allows for quick room reconfigurations and versatile space utilization.</p> <p>Outdoor Furniture: Expanded in 2023, Palmer Hamilton caters to outdoor environments with a comprehensive line of furniture designed for patios, courtyards, and other open spaces. We offer picnic tables, benches, umbrellas, and other outdoor seating options that are weather-resistant, durable, and aesthetically pleasing. These products are ideal for schools, parks, and outdoor dining areas.</p> <p>Customization: Palmer Hamilton understands that every client has unique needs and preferences. As such, we offer customization options to create furniture solutions tailored to specific requirements. From choosing materials and finishes to incorporating branding or school logos, clients can personalize their furniture to align with their vision and brand identity.</p> <p>E-sports / Gaming: Added in 2023, Palmer Hamilton now offers full space design, furniture manufacturing and installation for e-sports / gaming spaces in K-12, higher</p>

education environments, and public entities.

STEM / STEAM Spaces: Since launching our industry leading turn-key fab lab solution in 2018, Palmer Hamilton has continually expanded our partnerships. In fact, in 2022, Palmer Hamilton added Logitech and Samsung collaboration products to our PHabLAB offering.

Under 7A.78 please find Palmer Hamilton's brochures long with our PHabLAB Sell Sheet, Learning Resource Brochure, Design Process and Overview Information Sheet. PHabLAB TURN-KEY PROJECT MANAGEMENT includes:

- Initial consulting with our team of industry experts and your team to define goals.
- Facility and staff readiness assessment.
- Intake Process – field measure space, determine equipment and furniture requirements, including age-appropriate equipment, quantities, and furniture to support equipment and students.
- Design Space/Graphics - identifying the layout that will best utilize the equipment creating the most engaging learning environment for students. Create custom designs and graphics that enhance school pride.
- Design presentation with lifelike 3D rendered room layout with complete design book, including wall elevations, furniture & equipment renderings, color finishes and graphics.
- Organizational & Management Plan – develop a written plan describing equipment application, additional supply ordering, lab sustainability, tracking usage, and more.
- Preliminary curriculum planning – discuss what projects are best for your school and staff. Assist in aligning to your state standards, if needed.
- Implementation timeline - Map out a timeline for the installation of the lab at the school. Discuss timeframe for installation, orientation, soft launch, and hard launch.
- Budget & Sustainability - We work with the school to create the initial budget for the space and develop a plan on what the costs will be on an ongoing basis.
- Board presentation materials - Detailed implementation plan, complete visual 3D renderings of space, initial budget and ongoing costs to sustain the lab, comprehensive executive summary of all consultation findings.
- On-site staff training of equipment and software.

Service Offering:

Design Consultation and Development: Palmer Hamilton provides professional design consultation services to help clients optimize their spaces. Our experienced team collaborates closely with clients to understand their goals, functional requirements, and aesthetic preferences. We provide detailed design books with complete space layouts, including graphics, 2D and 3D design renderings, room elevations and everything else that helps our clients visualize the overall room design and layout. **Project Management:** To ensure a smooth and hassle-free experience, Palmer Hamilton offers comprehensive project management services. From initial planning and procurement to logistics and installation, our dedicated project managers oversee every aspect of the furniture implementation process. They work closely with clients, architects, and contractors to ensure timely delivery and successful execution of projects.

Installation and Assembly: Palmer Hamilton's employees trained professionals that handle the installation and assembly of their furniture products. They ensure that all furniture is installed correctly, securely, and in compliance with industry standards. Our team is skilled in managing large-scale installations, minimizing disruptions, and ensuring efficient workflows.

Warranty, Parts, and Maintenance: Palmer Hamilton stands behind the quality and durability of their products. We offer warranty coverage on their furniture to provide peace of mind for our clients. In late 2022, Palmer Hamilton implemented online case management to improve responsiveness to warranty, parts, and maintenance requests. The implementation of this process has dramatically reduced the backlog of service requests and has reduced the time it takes to resolve customer issues. Overall, Palmer Hamilton's comprehensive product and service offering makes us a trusted partner for public entities, educational institutions, foodservice establishments, and other organizations seeking high-quality, functional, and customizable furniture solutions. Our commitment to innovation, design excellence, and customer-centric approach sets them apart in the industry.

79	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>Subcategory titles that best describe Palmer Hamilton products and services include:</p> <ul style="list-style-type: none"> • Dining, Library, and Fab Lab Design, Furniture & Installation • Turnkey design for cafeterias, media libraries, common spaces, maker spaces, Fab Labs, and STEM labs • Furniture for cafeterias, media libraries, common spaces, outdoor areas, and maker spaces • Makerspace equipment • Graphics, signage, and menu boards • Décor and accessories • E-Sports / Gaming space design • Furniture manufacturing (cafeteria tables, custom tables, and chairs) • Custom table artwork and wall graphics (with installation) • K-12 cafeteria and makerspace design and installation • Media center design and installation • Elementary school tables and chairs 	*
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Table 7B: Depth and Breadth of Offered Solutions

Indicate below if the listed types or classes of Solutions are offered within your proposal. Additionally, provide a brief description and any relevant comments in the text box provided, as necessary.

Line Item	Category or Type	Offered *	Comments	
80	Teaching resources, curriculum, kits, videos, and Do-it-Yourself (DIY) activities.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Teaching resources include INVENTORCLOUD learning resources website and Dremel 3D printing lesson plans. Kits include SparkFun electronics & coding kits, which come with curriculum & resources from SparkFun.	*
81	Sight, sounds, and sensory learning tools.	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
82	MakerSpace and fabrication laboratory (Fab Lab) equipment and products.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Makerspace and fabrication equipment include Dremel 3D printers, Full Spectrum Laser laser cutters & engravers, Tormach CNC machines, and US Cutter vinyl cutters.	*
83	Robotics, Artificial Intelligence (AI), and coding equipment and products.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Robotics and coding products include SparkFun kits .	*
84	Design tools and educational or production-grade 3D printers.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Educational 3D printers include Dremel's line of 3D printers.	*
85	Virtual reality, augmented reality, or simulation devices and applications.	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
86	Industrial and technical equipment or tools.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Industrial and technical equipment include Tormach CNC machines and Full Spectrum Laser's Pro-Series laser cutters & engravers.	*
87	Agricultural or plant science equipment and products.	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
88	Renewable or alternative energy educational products.	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
89	Technology and services to the extent that they are complementary and directly related to the solutions described in 80 - 88 above, including hardware and software, training, professional development, accreditation, certification or credentialing, installation, maintenance or repair, support, and warranty programs. However, this solicitation should NOT be construed to include "service-only" or "software-only" solutions.	<input checked="" type="radio"/> Yes <input type="radio"/> No	All equipment purchased from Palmer Hamilton comes with access to the necessary operating software. Palmer Hamilton offers training, professional development, installation, and technical support for all equipment on the price list.	*

Exceptions to Terms, Conditions, or Specifications Form

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

Documents

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

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."
 - [Pricing](#) - Palmer Hamilton Price List 0125.pdf - Friday December 27, 2024 11:08:14
 - [Financial Strength and Stability](#) - Palmer Hamilton Financial Strength and Stability.zip - Tuesday December 31, 2024 13:02:44
 - [Marketing Plan/Samples](#) - Palmer Hamilton Marketing Plan - Samples.zip - Monday December 30, 2024 13:39:34
 - [WMBE/MBE/SBE or Related Certificates](#) - Palmer Hamilton WMBE-MBE-SBE or Related Certificates.zip - Monday December 30, 2024 16:33:21
 - [Standard Transaction Document Samples](#) - Palmer Hamilton Standard Transaction Document Samples.zip - Monday December 30, 2024 16:32:44
 - [Requested Exceptions](#) - Palmer Hamilton Requested Exceptions - RFP_10725_STEM_Education_Master_Agreement_1.pdf - Monday December 30, 2024 16:54:04
 - [Upload Additional Document](#) - Palmer Hamilton Additional Documents.zip - Tuesday December 31, 2024 13:13:38

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

I certify that I am an authorized representative of Proposer and have authority to submit the foregoing Proposal:

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 award.
3. The Proposer certifies that:
 - (1) The prices in this Proposal have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Proposer or competitor relating to-
 - (i) Those prices;
 - (ii) The intention to submit an offer; or
 - (iii) The methods or factors used to calculate the prices offered.
 - (2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before award unless otherwise required by law; and
 - (3) No attempt has been made or will be made by Proposer to induce any other concern to submit or not to submit a Proposal for the purpose of restricting competition.
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 is created when a current or prospective supplier is unable to render impartial service to Sourcewell due to the supplier's: a. creation of evaluation criteria during performance of a prior agreement which potentially influences future competitive opportunities to its favor; b. access to nonpublic and material information that may provide for a competitive advantage in a later procurement competition; c. impaired objectivity in providing advice to Sourcewell.
5. Proposer will provide to Sourcewell Participating Entities Solutions in accordance with the terms, conditions, and scope of a resulting master agreement.
6. The Proposer possesses, or will possess all applicable licenses or certifications necessary to deliver Solutions under any resulting master agreement.
7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
8. 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, 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. - John Gardner, President & CEO, Palmer Hamilton LLC

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 obligations contemplated in the solicitation proposal.

☒ 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
Addendum_11_STEM_Education_RFP010725 Mon December 30 2024 04:34 PM	<input checked="" type="checkbox"/>	2
Addendum_10_STEM_Education_RFP010725 Fri December 27 2024 09:18 AM	<input checked="" type="checkbox"/>	1
Addendum_9_STEM_Education_RFP010725 Tue December 24 2024 11:10 AM	<input checked="" type="checkbox"/>	3
Addendum_8_STEM_Education_RFP010725 Fri December 20 2024 03:10 PM	<input checked="" type="checkbox"/>	2
Addendum_7_STEM_Education_RFP010725 Fri December 13 2024 03:07 PM	<input checked="" type="checkbox"/>	2
Addendum_6_STEM_Education_RFP010725 Wed December 11 2024 03:32 PM	<input checked="" type="checkbox"/>	2
Addendum_5_STEM_Education_RFP010725 Mon December 9 2024 08:40 AM	<input checked="" type="checkbox"/>	1
Addendum_4_STEM_Education_RFP010725 Thu December 5 2024 08:38 AM	<input checked="" type="checkbox"/>	1
Addendum_3_STEM_Education_RFP010725 Tue December 3 2024 03:36 PM	<input checked="" type="checkbox"/>	1
Addendum_2_STEM_Education_RFP010725 Tue November 26 2024 11:31 AM	<input checked="" type="checkbox"/>	2
Addendum_1_STEM_Education_RFP010725 Tue November 12 2024 03:04 PM	<input checked="" type="checkbox"/>	2