GRAINGER INDUSTRIAL SUPPLY, 
a division of W.W. Grainger, Inc.

MRO Supplies Proposal

for

THE COOPERATIVE PURCHASING NETWORK
(TCPN)

March 23, 2010
## Table of Contents

Tab 1 ................................................................................................................................. 3  
Vendor Contract and Signature Form .................................................................................. 3

Tab 2 ................................................................................................................................. 11  
Questionnaire .................................................................................................................. 11

Tab 3 ................................................................................................................................. 16  
Company Profile ............................................................................................................. 16

Tab 4 ................................................................................................................................. 35  
Product / Services ............................................................................................................ 35

Tab 5 ................................................................................................................................. 48  
References ......................................................................................................................... 48

Tab 6 ................................................................................................................................. 52  
Pricing ................................................................................................................................ 52

Tab 7 ................................................................................................................................. 54  
Miscellaneous .................................................................................................................... 54
Tab 1

Vendor Contract and Signature Form
The following pages will constitute the contract between the successful vendor(s) and The Cooperative Purchasing Network (hereinafter referred to as "TCPN"), having its principal place of business at 7145 West Tidwell, Houston, TX 77092. Respondent shall include in writing any required exceptions or deviations from these terms, conditions, and specifications. If agreed to by TCPN, they will be incorporated into the final contract.

This contract consists of the provisions set forth below, including provisions of all attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any attachment, the provisions set forth below shall control.

GENERAL TERMS AND CONDITIONS

1. Customer Support

   The vendor shall provide timely and accurate technical advice and sales support to TCPN staff and TCPN participants. The vendor shall respond to such requests within one (1) working day after receipt of the request.

2. Assignment of Contract

   No assignment of contract may be made without the prior written approval of TCPN.

   Purchase orders and payment can only made to awarded vendor unless otherwise approved by TCPN.

   Awarded vendor is required to notify TCPN when any material change in operations is made that may adversely affect TCPN’s members, (i.e. bankruptcy, change of ownership, merger, etc.)

3. Disclosures

   Respondent affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.

   Include a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in TCPN.

   The respondent affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage.
over other vendors in the award of this contract.

4. **Renewal of Contract**

Unless otherwise stated, all contracts are for a period of one (1) year with an option to renew annually for an additional four (4) years if agreed to by TCPN and the vendor. TCPN shall review the contract prior to the renewal date and notify the current awarded vendor each year of the contract renewal. Awarded vendor shall honor the administrative fee for any sales occurred beyond 30 days on any sales made based on a TCPN contract whether awarded a renewal or not.

**Clarification:** We are uncertain as to the intent of the last sentence. In order for an administrative fee to apply and a customer to purchase under a contract, a contract must be in effect between TCPN and Grainger. If a renewal is not issued, Grainger will still pay all applicable administrative fees under the initial contract term. Please note that this also clarifies the last paragraph on the signature page.

5. **Funding Out Clause.**

Any/all contracts exceeding one (1) year shall include a standard “funding out” clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity’s current revenue only, provided the contract contains either or both of the following provisions:

Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on a best efforts attempt by the entity to obtain appropriate funds for payment of the contract.

6. **Ordering Procedures**

Purchase orders are issued by participating entities to the awarded vendor stating “Per TCPN Contract”.

7. **Shipments (if applicable)**

The awarded vendor shall ship ordered products within seven (7) working days for goods available and within four (4) to six (6) weeks for specialty items after the receipt of the order unless modified. If a product cannot be shipped within that time, the awarded vendor shall notify the entity placing the order as to why the product has not shipped and shall provide an estimated shipping date. At this point the participating entity may cancel the order if estimated shipping time is not acceptable.

8. **Invoices**
The awarded vendor shall submit invoices to the participating entity clearly stating “Per TCPN Contract”. The shipment tracking number or pertinent information for verification shall be made available upon request.

9. Tax Exempt Status
Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the vendor.

10. Reporting
The awarded vendor shall electronically provide TCPN with a detailed monthly or quarterly report showing the dollar volume of all sales under the contract for the previous month or quarter. Reports shall be sent via e-mail to TCPN offices at reporting@tcpn.org. Reports are due on the fifteenth (15th) day after the close of the previous month or quarter. It is the responsibility of the awarded vendor to collect and compile all sales under the contract from participating members and submit one (1) report. Contracts are reviewed monthly; failure to report as stipulated may result in suspension of contract. The report shall include at least the following information as listed in the example below:

Vendor Name
TCPN Report
Month or Quarter

<table>
<thead>
<tr>
<th>Entity Name</th>
<th>Zip Code</th>
<th>State</th>
<th>PO or Job#</th>
<th>Sale Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total

Clarification: Please note that Grainger will submit the reports within forty-five (45) days of the previous month or quarter in order that there is adequate time to compile the information correctly.

11. Payments
The entity using the contract will make payments directly to the awarded vendor.
12. Pricing

The awarded vendor agrees to provide pricing to TCPN and its participating entities that are the lowest pricing available and the pricing shall remain so throughout the duration of the contract. The awarded vendor agrees to promptly lower the cost of any product purchased through TCPN following a reduction in the manufacturer or publisher’s direct cost. Price increases must be approved by TCPN. However, the awarded vendor must honor previous prices for thirty (30) days after approval and written notification from TCPN if requested.

All pricing submitted to TCPN shall include the two percent (2%) administrative fee to be remitted to TCPN by the awarded vendor. It is the awarded vendor’s responsibility to keep all pricing up to date and on file with TCPN. All price changes shall be presented to TCPN for acceptance, using the same format as was accepted in the original contract.

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

Clarification: So that this section properly conveys Grainger’s discount structure, please replace the entire first paragraph with the following: “The prices offered to TCPN for all purchases made under this agreement shall be as low as those currently charged the supplier’s most favored customer for comparable quantities under similar terms and conditions. Additional discounts are available to government and commercial customers based on volume guarantees.” In addition, please change the second paragraph to reflect the following: “It is the vendor’s responsibility to keep all contract pricing terms up to date and on file at TCPN.” Please delete the final sentence in its entirety.

The discounts under this offer will remain firm for the term of this award. Individual prices are subject to change without notice. Prices, in all cases, are those in effect at the time of purchase, which are available on www.grainger.com.

In regard to the administrative fee, currently Grainger provides the report of purchases under the TCPN contract with the calculations and the payment within forty-five (45) days of the end of quarter. Under this offer, Grainger will continue to provide the administration fee to TCPN under the same practices as it has under the previous TCPN/Grainger contract for those customers in the State of Texas.

13. Warranty conditions

All supplies, equipment and services shall include manufacturer’s minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.
14. Indemnity

The awarded vendor shall protect, indemnify, and hold harmless TCPN and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract. Any litigation involving TCPN, its administrators and employees and agents will be in Harris County, Texas. Any litigation involving TCPN’s members shall be in the jurisdiction of the participating agency.

15. Franchise Tax

The respondent hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes.

16. Marketing

Awarded vendor agrees to allow TCPN to use their name and logo within website, marketing materials and advertisement. Any use of TCPN name and logo by awarded vendor must be approved.

Clarification: Please add, "TCPN will utilize any copyright or intellectual property protection notices as requested by Vendor in use of Vendor's name and logo." Grainger can lose the copyright protection of its marks if they are not properly identified.

17. Supplemental Agreements

The entity participating in the TCPN contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. TCPN, its agents, members and employees shall not be made party to any claim for breach of such agreement.

18. Certificates of Insurance

Certificates of insurance shall be delivered to the TCPN participant prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. The awarded vendor shall give the participating entity a minimum of ten (10) days notice prior to any modifications or cancellation of policies. The awarded vendor shall require all subcontractors performing any work to maintain coverage as specified.
19. Miscellaneous

Either party may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order.

TCPN reserves the right to request additional items not already on contract at any time.
SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below.

Prices are guaranteed: 120 days

Company name
W.W. Grainger, Inc.

Address
100 Grainger Parkway

City/State/Zip
Lake Forest, IL 60045

Telephone No.
847-535-1000

Fax No.
847-535-9243

Email address
www.grainger.com

Printed name
Robert Laughlin

Position with company
Vice President, Government Sales

Authorized signature

Accepted by The Cooperative Purchasing Network:

Term of contract 4.13.10 to 3.31.11

Unless otherwise stated, all contracts are for a period of one (1) year with an option to renew annually for an additional four (4) years if agreed to by TCPN and the awarded vendor. Awarded vendor shall honor all administrative fees for any sales made based on a TCPN contract whether renewed or not.

Director of TCPN
JASON WICKER

Print Name

Authorized Signature

Print Name

TCPN Contract Number B4953
Tab 2

Questionnaire
Please provide responses to the following questions that address your company’s operations, organization, structure and processes for providing products and services.

1. States Covered

Bidder must indicate any and all states where products and services can be offered. **Please indicate the price co-efficient for each state if it varies.**

**All States** (Selecting this box is equal to checking all boxes below)

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- West Virginia
- Wisconsin
- Wyoming

2. Minority and Women Business Enterprise (MWBE) and (HUB) Participation

It is the policy of some entities participating in TCPN to involve minority and women business enterprises and historically utilized businesses (HUB) in the purchase of goods and services. Respondents shall indicate below whether or not they are an M/WBE or HUB certified.

**Minority/Women Business Enterprise**
Respondent certifies that this firm is an M/WBE

- Yes
- No

**Historically Underutilized Businesses**
Respondent certifies that this firm is a HUB

- Yes
- No
3. Residency  
Responding Company’s principal place of business is in the city of Lake Forest, State of Illinois.

4. Felony Conviction Notice  
Please check applicable box:

☐ A publicly held corporation; therefore, this reporting requirement is not applicable.

☐ Is not owned or operated by anyone who has been convicted of a felony.

☐ Is owned or operated by the following individual(s) who has/have been convicted of a felony.
  • If the 3rd box is checked, a detailed explanation of the names and convictions must be attached.

5. Processing Information  
Company contact for:

Billing

Contact Person: Bob Athey  
Title: District Sales Manager, Government  
Company: Grainger Industrial Supply, a division of W. W. Grainger, Inc.  
Address: 4924 NW Loop 410  
City: San Antonio State: Texas Zip: 78229-5312  
Phone: 210.389.3550 Fax: 210.523.2226  
Email: robert.athey@grainger.com

Purchase Orders

Contact Person: Bob Athey  
Title: District Sales Manager, Government  
Company: Grainger Industrial Supply, a division of W. W. Grainger, Inc.  
Address: 4924 NW Loop 410  
City: San Antonio State: Texas Zip: 78229-5312  
Phone: 210.389.3550 Fax: 210.523.2226  
Email: robert.athey@grainger.com
**Sales and Marketing**

Contact Person: **Bob Athey**  
Title: **District Sales Manager, Government**  
Company: **Grainger Industrial Supply, a division of W. W. Grainger, Inc.**  
Address: **4924 NW Loop 410**  
City: **San Antonio**  
State: **Texas**  
Zip: **78229-5312**  
Phone: **210.389.3550**  
Fax: **210.523.2226**  
Email: **robert.athey@grainger.com**

---

6. **Distribution Channel**

Which best describes your company’s position in the distribution channel:

- [ ] Manufacturer direct  
- [ ] Certified education/government reseller  
- [X] Authorized distributor  
- [ ] Manufacturer marketing through reseller  
- [ ] Value-added reseller  
- [ ] Other

---

7. **Pricing Information**

- In addition to the current typical unit pricing furnished herein, the Vendor agrees to offer all future product introductions at prices that are proportionate to Contract Pricing.  
  - [X] Yes  
  - [ ] No  

  If answer is no, attach a statement detailing how pricing for TCPN participants would be calculated.

- Pricing submitted includes the required TCPN administrative fee.  
  - [X] Yes  
  - [ ] No

- Vendor agrees to remit to TCPN the required administrative fee.  
  - [X] Yes  
  - [ ] No

- Additional discounts for purchase of a guaranteed quantity?  
  - [X] Yes  
  - [ ] No

  Additional volume discounts are available to government and commercial customers based on volume guarantees.

---

8. **Cooperatives**

List any other cooperative or state contracts currently held or in the process of securing

For those customers who meet the minimum purchase requirements to be eligible for a catalog-wide discount, Grainger’s ten percent (10%) discount from its catalog ‘each’ price is the primary catalog discount for such contracts.

Grainger has contracts with nearly all fifty states, and numerous political subdivisions in those states as well as several contracts with the Federal Government and its military branches. In keeping with Grainger policy, all customers’ contracts are confidential unless otherwise approved for disclosure by that customer. Grainger will ask for permission to disclose the existence of its existing cooperative agreements during negotiations provided disclosure can be limited solely to those at TCPN who are involved in this aspect of the bid. Additionally, if approved by the respective organizations, Grainger will also disclose discounts, expiration dates and annual sales volume at that time.
Grainger has multiple cooperative contracts, each of which is targeted with pricing, terms and condition and total offering in order to meet the needs of each individual cooperative and the needs of its constituent members.

<table>
<thead>
<tr>
<th>Cooperative/State Agency</th>
<th>Discount Offered</th>
<th>Expires</th>
<th>Annual Sales Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Tab 3

Company Profile
Please provide the following:

1. Company’s official registered name.
   Grainger Industrial Supply, a division of W.W. Grainger, Inc.

2. Brief history of your company, including the year it was established.
   ("Grainger"), with 2009 sales of $6.2 billion, is the leading North American provider of
   maintenance, repair, and operating (MRO) supplies and related information to businesses and
   institutions. Grainger is a publicly held Fortune 500 company with shares traded on the New York
   and Chicago stock exchanges.

   Grainger Industrial Supply, a division of W.W. Grainger, Inc. serves businesses and institutions
   across the United States through a distribution network of more than 420 branches, located in all
   50 states, and supported by nine (9) distribution centers with a 10th distribution center to be up
   and running in Patterson, California, by mid-2011. This distribution network represents more than
   $1 billion in available inventory.

3. Company’s Dun & Bradstreet (D&B) number.
   Grainger’s Dun & Bradstreet (D&B) number is 005-10-3494.

4. Company’s organizational chart of those individuals that would be involved in the contract.
   Please see Exhibit 1 for Grainger Governmental Sales Chart and Exhibit 1a for key personnel
   bios.

5. Corporate office location.
   100 Grainger Parkway
   Lake Forest, Illinois  60045

   a. List the number of sales and service offices for states being bid in solicitation.
      Grainger Industrial Supply maintains 420+ branches, located in all 50 states, supported
      by a network of nine (9) distribution centers with a 10th distribution center to be up and
      running in Patterson, California, by mid-2011.

      The table below details the number of branches and location of distribution centers by
      state:
<table>
<thead>
<tr>
<th>State</th>
<th>Number of Branches</th>
<th>Distribution Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Alaska</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Arizona</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Arkansas</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>California</td>
<td>49</td>
<td>Mira Loma</td>
</tr>
<tr>
<td>Colorado</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Connecticut</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Delaware</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>District of Columbia</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Florida</td>
<td>25</td>
<td>Jacksonville</td>
</tr>
<tr>
<td>Georgia</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>Hawaii</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Idaho</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Illinois</td>
<td>21</td>
<td>Chicago</td>
</tr>
<tr>
<td>Indiana</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Iowa</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Kansas</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Louisiana</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Maine</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Maryland</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Massachusetts</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Michigan</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Minnesota</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Mississippi</td>
<td>1</td>
<td>Southaven</td>
</tr>
<tr>
<td>Missouri</td>
<td>10</td>
<td>Kansas City</td>
</tr>
<tr>
<td>Montana</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Nebraska</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Nevada</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>New Hampshire</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>New Jersey</td>
<td>12</td>
<td>Robbinsville</td>
</tr>
<tr>
<td>New Mexico</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>New York</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>North Carolina</td>
<td>13</td>
<td></td>
</tr>
</tbody>
</table>
### Grainger Branches and Distribution Centers by State

<table>
<thead>
<tr>
<th>State</th>
<th>Number of Branches</th>
<th>Distribution Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Dakota</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Ohio</td>
<td>16</td>
<td>Cleveland</td>
</tr>
<tr>
<td>Oklahoma</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Oregon</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>Rhode Island</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>South Carolina</td>
<td>5</td>
<td>Greenville</td>
</tr>
<tr>
<td>South Dakota</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Tennessee</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Texas</td>
<td>39</td>
<td>Dallas</td>
</tr>
<tr>
<td>Utah</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Vermont</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Virginia</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Washington</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>West Virginia</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Wisconsin</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Wyoming</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

Please see [Exhibit 2](#) for a more detailed listing of Grainger branches and distribution centers, including addresses, contact information and names of current Branch Managers.

TCPN Members may also locate their closest Grainger branch online at Grainger.com:

**Grainger.com Branch Locator**

b. List the names of key contacts at each with title, address, phone and e-mail address.

Please see [Exhibit 2](#) for a detailed listing of Grainger branches and distribution centers, including addresses and branch contact information and [Exhibit 2a](#) for a Grainger national distribution network map.

6. Define your standard terms of payment.

Grainger’s standard payment terms are net thirty (30) days from date of shipment or invoice.
7. Who is your competition in the marketplace?

**Competitors**

- Fastenal
- Home Depot Supply
- McMaster-Carr
- Manhattan Supply Company (MSC) Industrial Direct
- Regional and local suppliers

8. What is your market share?

Grainger serves a number of diverse markets. Based on available data, Grainger estimates the United States market for maintenance, repair and operating (MRO) products to be more than $125 billion, of which Grainger’s share is approximately 5.5 percent, making Grainger the market leader for industrial supplies. In addition, Grainger’s government sales represent nearly 10% of the U.S. maintenance, repair and operating (MRO) market, placing Grainger as the market leader in the government segment of the overall MRO marketplace as well.

9. Are you gaining market share, losing market share, or maintaining market share?

Grainger is gaining market share. While Grainger was not exempt from the impact of one of the worst economic downturns in the company's 83-year history, 2009 was a year in which we captured market share, extended our leadership position and provided value for customers by choosing to focus on opportunities rather than challenges. Decisions to reduce costs internally, made early in the recession, kept the company financially strong and made it possible to aggressively execute on long term growth objectives.

2009 was a tough year for many of Grainger’s customers. Faced with shrinking budgets, dwindling resources and tightening credit, people responsible for keeping their workplaces safe, efficient and functioning turned to Grainger. Our customers consistently told us that we did not disappoint. In fact, our customer satisfaction scores throughout the year were at all-time highs.

Grainger invested across the company in 2009 to better serve our customers. Examples include, but are not limited to:

- Continuing to add new products to our already broad line at an unprecedented rate. In 2009, we added 74,000 products for the 2010 catalog, the most ever in a single year. And we are not done yet. We believe we can grow the number of products for the next several years, affording customers an even broader array of MRO products
- Launching a new and improved search engine for our Grainger.com Web site as we continue to invest in customer service and our e-commerce capability to make it easier for our customers to find and purchase MRO products.

10. What is your strategy to increase market share?

**Strategic Focus for 2010 and Beyond**

In the years to come, Grainger plans to continue to grow its business and continue to gain market share. Toward this end, Grainger will focus its efforts on becoming not just a better partner, but
the *indispensable* partner to those who keep workplaces safe, efficient and functioning.

Grainger will continue to offer a broad product line with industry leading availability powered by a fully integrated IT network, and a culture of customer service and integrity. In addition, Grainger plans on making it easier for customers to find, purchase and manage their maintenance products. Grainger is committed to making it easier for customers every step of the way.

To meet growing customer demand, Grainger intends to provide more MRO-related services. For example, today Grainger offers inventory management services at more than 8,000 customer sites in the United States and Canada.

**Goals for 2010**

- Continue to invest in e-commerce capability
- Expand Grainger's globally sourced private label program
- Add tens of thousands of new products to our already broad offering
- Continue to optimize our distribution center and branch logistics network, ensuring local branches and regional distribution centers offer MRO products to meet individual marketplace needs
- Support our customers through well trained and highly motivated employees; and
- Help our customers save time and money by innovative solutions to the common problems of finding, buying and receiving indirect materials.

11. What differentiates your company from competitors?

Grainger is set apart by its wide range of product categories to meet all of TCPN Members’ maintenance, repair and operating (MRO) needs, quick and efficient distribution capabilities through its **national distribution network** of more than 420 branches, located in all 50 states, and 9 regional distribution centers. Grainger utilizes an electronic communications network which links together the national branches and regional distribution centers across the country. This results in almost instantaneous transmittal of product inventory and shipment information which can be accessed by any branch with an overnight radius of a Members’ location. If this inventory is insufficient to fill the order, Grainger’s branch network also has access to the national inventory records for the product at each branch and distribution center across the nation.

This total asset visibility permits the representative to draw material from across the Grainger system to immediately satisfy the material needs of the customer. Standard stock product can be stored at the local branch, based on customer needs, on a case-by-case basis.

Listed below are some of the differentiators which comprise Grainger’s competitive advantage:

**Ease of Doing Business**

**Multiple Channel Approach** - Between our branches, call centers, distribution centers and Web sites, TCPN Members can do business with Grainger in whatever way is most convenient.

Grainger accepts orders through the following channels:

- In person product selection assistance and order placement on campus
- Counter Calls at a local Grainger branch
Consistent pricing across multiple ordering channels
Integrated order management system

Breadth of Product

Grainger's General Catalog carries nearly 306,000+ total products from more than 1,600 manufacturers and suppliers; Grainger.com offers customers more than 475,000 products in the following categories:

- Adhesives, Sealants
- Automotive
- Cleaning
- Electrical
- Fasteners
- Fleet/Vehicle Maintenance
- Hand Tools
- Hardware
- HVACR
- Hydraulics
- Lighting
- Lubrication
- Machining
- Material Handling
- Motors
- Office Equipment
- Outdoor Equipment
- Painting
- Plumbing
- Pneumatics
- Power Tools
- Power Transmission
- Pumps
- Safety
- Security
- Test Instruments
- Welding

Inventory

Grainger's standard operations consist of methods to make inventory available to customers on a just-in-time basis. Through Grainger's logistic network, we carry more than $1 billion in inventory. Each branch carries on average $1 million in inventory within 22,000 square feet.

Branches

Our customers rely on Grainger for solutions to their immediate and unpredictable needs. The way we effectively serve many customers is by keeping what they want nearby. Grainger's Industrial Supply division operates 420+ branches, strategically located in all 50 states, to be within 20 minutes of the majority of U.S. businesses and serve the immediate needs of their
local market. Each branch tailors its inventory to local customer preferences and actual product demand. Products are available for immediate pick-up, same-day shipment, or delivery.

Size of Sales Force

In addition to the 2,200+ local account managers employed by Grainger, we maintain a staff of approximately 400 sales personnel dedicated to Government Accounts. These Government Sales Directors, Government District Sales Managers, Government Account Managers and support staff are strategically located across the United States. By utilizing our Government Sales Team and our field sales force, Grainger has the ability and capability to make face to face contact with all participating TCPN Member locations.

eCommerce

By offering access to products through a variety of electronic channels, Grainger can offer customers fast and easy access to facilities maintenance products:

- **Grainger.com – Grainger.com**
  Grainger.com provides on-line ordering capabilities and product search capabilities with full access to branch inventory and services, including but not limited to:
  
  - TCPN Member-Specific Contract Pricing
  - Order Tracking
  - Product Availability
  - Order History

- **Electronic data interchange (EDI) –** Through EDI transactions Grainger can receive orders, send order acknowledgements, create invoices and receive payments from customers.

- **Electronic marketplaces –** Grainger connects to customers through electronic marketplaces, exchanges or enterprise purchasing software systems using universal technology standards.

- **Direct connections to customers’ Enterprise Resource Planning (ERP) systems**
  Grainger offers the ability to integrate its catalog and buying process with customers’ purchasing and ERP systems.

Grainger has a dedicated team of eCommerce developers who have extensive experience with hundreds of B2B eCommerce connections. We work closely with our customers to establish the data requirements for XML transactions to be shared between the customer and Grainger, and implement the application code within our applications that is needed to ensure data flows correctly from the Punchout request to the purchase order, acknowledgement, packing slip / shipping label, and invoice.

Grainger provides a customer acceptance testing region where code can be deployed and tested in near production-quality environment, including a 99.9% availability SLA for the test environment during business hours.
Technical Implementation Department

Grainger’s Technical Implementation Department consists of:

- **eCommerce Consulting Services Team** – 24 consultants performing baseline reviews which include eBusiness platforms and financial baselines; with 15+ years of experience.
- **eCommerce Operations Team** - 22 member team; with 15+ years eCommerce experience.
- **Enterprise Systems Architecture Team** - 15 member team; with 15+ years eCommerce experience.
- **Enterprise Systems Business Systems Team** - 25 member team; 15+ years eCommerce experience.

Overall, Grainger is well positioned to support today’s e-commerce market and to continue to be an innovator in the MRO market servicing the Higher Education Institutions. With its e-commerce capabilities and its distribution support, Grainger’s customers can choose to call, fax, walk-in, EDI order over the Internet through grainger.com, or order through procurement solutions such as SciQuest, Oracle and Ariba, among others, and be confident they are receiving the customer service Grainger has built its business on for more than 80 years.

Technical Support and Training

Technical and product support and training will be offered on an as needed basis at no charge to TCPN Members. Grainger provides direct technical support from knowledgeable field personnel and manufacturers’ field representatives. In Grainger’s key supplier programs, manufacturers’ dedicated field resources work solely with Grainger’s field representatives. Grainger also has an in-house Technical Product Support Department that is the source for answers to product related questions. TCPN Members will have easy access to this service during Grainger’s standard business hours by contacting their local Grainger branch and letting the Customer Service Associate know they require technical support.

**General Training** – Grainger offers training at no charge to TCPN Members, including but not limited to:

- Grainger.com
- Green Products
- Safety Products
- General Catalog products

Emergency

**After Hour 24/7 Emergency Service**

Grainger’s after hours emergency service provides product fulfillment after standard Grainger branch business hours through a toll-free number (1-800-CALL-WWG). Calls are routed to the Grainger Call Center in Waterloo, Iowa. A Call Center employee then contacts a local Grainger branch employee, via pager, and relays the customer information. Grainger’s branch employees are committed to contacting the customer within 60 minutes of the initial customer call to make arrangements to meet the customer at the local Grainger branch to fulfill the emergency order.

a. Grainger’s customary $50 emergency fee is waived for FSU.
b. 94% of emergency calls are generally serviced in 60 minutes or less.
c. 24-hour service and additional personnel are provided during major emergencies to take orders and assist customers.

**Emergency Response & Recovery**
During and after an emergency, Grainger provides special services to our customers and their communities:

**Extended hours and personnel**
During major emergencies, Grainger branches stay open 24 hours (unless curfews are imposed by local authorities). Additional personnel are brought in to take orders, assist customers at the counter, and load trucks. Our Call Centers are able to accept phone orders 24 hours a day.

**Emergency support teams**
When an emergency unfolds, we have a plan in place that quickly mobilizes internal and external resources to assist troubled communities.

**Essential product availability**
Within hours of an emergency, trailers containing critical products are dispatched to support the relief effort. Contingency plans with our suppliers allow us to provide additional equipment quickly.

Information regarding these Emergency Services and Emergency Preparedness is also available online at Grainger.com.

12. Describe how your company will market this contract if awarded.

Grainger will provide the following marketing initiatives upon an awarded TCPN contract:

**Direct Marketing**
The TCPN Vendor Contract and related benefits may be promoted to all current and potential Members through Grainger’s direct mail program. This program has been successfully utilized in the past to communicate contract benefits to Grainger customers. Together, we can build upon this success and drive contract awareness deeper into our respective customer bases. In addition, this communication program may be extended to include other topics of interest. Communications may include specific products, services, and solutions of interest to our target audience.

**Web-Based Marketing**
Grainger’s world class Web site, www.grainger.com, is a proven, effective and efficient marketing tool.

Grainger will maintain a landing page dedicated to serving TCPN under the TCPN contract. This dedicated landing page is aimed at encouraging and facilitating high usage of the TCPN contract and includes, but is not limited to, the following features:

- Products
- Contract prices
- Technical specifications
- Quoting capability
- 24/7 online ordering, shipment, tracking and payment
- Facilitation of the Membership participation process
  - This contract will be made available to all Members of TCPN
  - Grainger will extend the TCPN Contract to a TCPN Member upon the completion of the Membership Participation Form.
- No minimum order limits

**E-mail Marketing**

Grainger’s e-mail marketing has demonstrated significant success in alerting our customers instantly of contract updates, new product alerts, and other information of interest. This method of communication allows our customers to make more informed buying decisions quicker.

Grainger also develops and distributes electronic newsletters. These newsletters contain articles and other information of interest to customers. A TCPN-specific electronic newsletter will be developed to further promote the value of both organizations.

**Trade Shows**

Grainger will continue to participate in Vendor Fairs and/or product shows at Member locations. In addition, Grainger will work with TCPN Members to conduct periodic Sustainability Road Shows to assist Members with sustainability initiatives including, but not limited to, the following topics:

- Reduce, Recycle, and Re-use
- Energy Reduction
- How to Clean And Stay Green
- How to save time, money and the environment by going green
- Regulatory Compliance Standards
- How to Monitor Air, Water, Electric and Steam

**Grainger Government Segment Business Team**

- Deb Oler - VP Grainger US Brand
- Meeta Kratz - Director, Segment Strategy
- Ray Douglas - Director, Segment Marketing Strategy
- Melissa Bonney - Associate Manager, Segment Marketing
- Tony Cassano - Manager, Segment Marketing
- Drew Fichter - Associate Manager, Segment Strategy
- Gabrielle Horton - Associate Manager, Product Strategy
- Lisa Balloti - Manager, Distributor Alliance
TCPN Members will often be eligible to purchase from multiple Government agreements that Grainger holds with other cooperatives and government entities. Determination of which eligible agreement is utilized will be solely the decision of the TCPN Member. In any event, TCPN Members may not participate in more than one Grainger agreement at any given time.

Grainger would like to continue to utilize the mutually agreed upon sign-up/enrollment process developed by the parties under the previous contract. This process assists Grainger and TCPN in managing accurate customer contract pricing and proper calculation of the administrative fee. We believe this is a benefit to all parties. All new customers must sign up prior to receiving pricing or being counted in the administrative fee so that Grainger can ensure pricing and fee tracking is accurate.

13. Describe how you intend on introducing TCPN to your company.

Grainger has a proven track record for successfully implementing 300+ formal implementations including TCPN, which meet the needs of both our customers and our contract partners. Immediately upon contract award, Grainger will meet with TCPN to build on a 30-60-90 day plan that will meet the objectives of all parties involved.

Implementation Process
Milestones & Timeline

Planning Session
- Define Project Strategy
- Plan Activities
- Determine Resource Requirements

Project Launch
- Kickoff Call
- Review Plan w/Teams

Implement Plan
- Site Workshops
- Develop Local Plan
- Complete Assessments
- Schedule On-Site Resources

Implement Solutions
- Present & Review Findings
- Implement Findings
- Follow-up On Plan

Transition
- Conduct Business Review
- Document Cost Savings
- DSM Continues Go-Forward Plan

On-going Project Monitoring
Average 120 Days
14. Describe your firm’s capabilities and functionality of your on-line catalog/ordering website.

**Grainger.com** provides customer with on-line ordering capabilities and product search capabilities with full access to branch inventory and services. Some of the benefits that Grainger.com provides are:

- **Access to over 900,000 products**
- **Your specific Grainger Agreement pricing**
- **Up-to-date product information**
- **Search tools** to assist in finding the products needed
- **Ordering 24 hours per day** – Online customers can send orders anytime. Orders are processed during normal Grainger branch hours. This allows for quick and easy ordering when convenient for each of your locations, during or after standard business hours, or during busy Grainger branch times.
- **Up-to-date pricing** - Any customer who then enters the Grainger Online Catalog through the ORDER MODE can see their specific pricing and sale pricing, if they apply, which are in effect at the time. This stops your locations from having to call any Grainger branch or sales person to check prices.
- **Item Comparison** - Customers placing orders through Grainger.com may take advantage of our website’s Item Comparison function. Products and their attributes, including price, are arranged in an easy-to-read chart for fast comparison and selection. Use of your Grainger account number while navigating our website ensures an accurate comparison of your discounted pricing for each item.
- **Product Availability** – Real-time Availability allows you to make informed purchasing decisions during checkout on Grainger. When any of your locations completes an online order, the system will show whether the complete order is or is not available at the selected Grainger branch or branch link cluster. This also assists in eliminating your locations from having to call a Grainger branch or sales person to check product availability.
- **Easy ordering** - Open account or credit card, order confirmation, saved order form – Your locations can pay for their online orders through their already established open account with Grainger or credit card. They will receive an email order confirmation and their online order form is saved for up to 24 hours. This will provide your locations with the payment options they need and the service levels they expect from Grainger. Grainger utilizes an encryption technology, which encrypts a customer’s critical financial information before transmission in order to insure secure online ordering and payment processing. So, even if someone were able to intercept a transmission, they would not be able to use it.
- **Order Status** – Grainger.com customers can check the status of online orders by date, Purchase Order number, online reference number or item number. By using your PO number you can check the status of orders you placed by phone, fax or at a branch. One click transfers your order information to UPS for instant shipping information.
- **Order History** - You have easy access to your Order History from any page on the site. Simply log in and click on the Order History link in the “Your Profile” box. Search for orders containing a particular item number; sort by any column; add previously purchased items to an order or a personal list; or view item details, which now include a product image. The Order History page displays a list of all your online orders within the
past 2 years. (Order History will not reflect orders placed over the phone or at your local branch.)

- **Material Safety Data Sheets (MSDS) and Catalog requests** – Each of your locations can view or print MSDS as well as request the Grainger everyday ‘stuff’ catalog or the CD-ROM catalog right online.

- **Multiple users per customer account** – When any of your locations registers online with Grainger, that person becomes the customer location “agent” and they can add one or more people as “users” to place orders under the same Grainger account number. This allows for efficient ordering by only the properly authorized users within each of your locations.

- **Order Management System** - Customers are able to set up the system so that specified people will have to route orders for approval if the order is over a set amount. Therefore, your managers will have purchase approval if the order is over a set amount.

- **Personal Lists** – Grainger.com offers customers the opportunity to create personalized lists of frequently purchased part numbers for simplicity of repeat ordering.

- **Product technical support** – Any of your locations can email a product question directly to Grainger online. The questions are forwarded by email, to the appropriate subject matter expert, who in turn responds. This type of email product support saves you time and money.

- **Product search capabilities** – Grainger.com’s unique advanced Search feature allows each participating location to search by keywords, brand, product category, or Grainger catalog page number. This feature allows a customer to view the full Grainger catalog page. Other search features allow the search by Grainger item number or manufacturer model number. Enhanced features help customers find items within certain product categories based on specifications needed. This helps customers save significant time by not having to page through a catalog or an index, or having to call for help to find one of these products.

- **Supplier Diversity Products** – Grainger.com offers easy access to a wide range of quality products from small, disabled, minority, and women-owned businesses that participate in Grainger’s Supplier Diversity Program. Simply click on the Supplier Diversity Search button to view a list of Supplier Diversity Products.

- **Custom Air Filters** - Create your own custom sized air filters. Choose from three styles of filters: Fiberglass, Standard Pleated, and High Capacity Pleated. Real time prices and ordering capabilities available online. We’ll ship your custom order within 5 business days.

- **Grainger branch locator** – Any of your locations can enter their zip code, area code, or state, and they will obtain information on the nearest Grainger branch along with the address, telephone and fax numbers, and a map to that location.

In addition, Grainger offers:

- **Electronic data interchange (EDI)** – Through EDI transactions Grainger can receive orders, send order acknowledgements, create invoices and receive payments from customers.
Electronic marketplaces – Grainger can connect to customers through electronic marketplaces, exchanges or enterprise purchasing software systems using universal technology standards.

Direct connections to customers' Enterprise Resource Planning (ERP) systems - Grainger offers the ability to integrate its General Catalog and buying process with customers' purchasing and ERP systems.

Overall, Grainger is well positioned to support today's e-commerce market and to continue to be an innovator in the MRO market. With its e-commerce capabilities and its distribution support, customers may choose to call, fax, walk-in, order over the Internet through Grainger.com, place an EDI order or order through a procurement solution such as SciQuest, Ariba, SAP or Oracle and be confident they are receiving the customer service Grainger has built its business on for more than 80 years.

Grainger has taken several pro-active steps to prepare its customers to implement successful e-procurement systems. The following services have been created to support customers from a business and technical standpoint in moving forward with Internet based procurement:

Technical Implementation Department

Grainger’s Technical Implementation Department consists of:

- eCommerce Consulting Services Team – 24 consultants performing baseline reviews which include eBusiness platforms and financial baselines; with 15+ years of experience.
- eCommerce Operations Team - 22 member team; with 15+ years eCommerce experience.
- Enterprise Systems Architecture Team - 15 member team; with 15+ years eCommerce experience.
- Enterprise Systems Business Systems Team - 25 member team; 15+ years eCommerce experience.

15. Describe your company’s Customer Service Department (hours of operation, number of service centers, etc.)

Overview

At each of Grainger’s more than 420 branches, trained Customer Service Associates (CSAs) assist customers in identifying and filling their product needs. These services are available from 8 am to 5 pm Monday – Friday. Account Managers are assigned to work closely with specific customers to identify product and service needs. These needs are varied but include identification of product alternatives for cost savings, product standardization, vendor consolidation, and the exploration of cost savings opportunities through energy and lighting audits. In addition, Grainger supports its customers with assistance in product application and selection as well as product training.

Account Management
Dedicated Sales Staff

Grainger has a dedicated focus for all of its Government, Commercial and Institutional customers. These internal cross-functional teams support our customers around the country.
In addition to the 2,500+ Government, Commercial and Institutional local Account Managers and Account Relationship Managers employed by Grainger, we maintain a support staff of approximately 400 employees dedicated to Government Accounts. These Commercial and Government Sales Directors, District Sales Managers, local Account Managers, Account Relationship Managers, and branch support staff are strategically located across the United States. By utilizing our national Sales Team, Grainger has the ability and capability to make face to face contact with all participating TCPN Member locations.

All Account Managers and Account Relationship Managers have voice mail, e-mail and mobile phones. In the event they cannot be reached, a local Branch Manager and branch staff will be familiar with your Members’ account so that they may be of assistance. If a situation arises outside of normal business hours, TCPN Members will have access to the Grainger emergency line, 1-800-CALL-WWG. This line is answered live 24/7 and a local branch person will be paged to take care of your immediate need. **Grainger will waive its customary $50 emergency fee for TCPN Members.**

**After Hour 24/7 Emergency Service**

Grainger’s after hours emergency service provides product fulfillment after standard Grainger branch business hours through a toll-free number (1-800-CALL-WWG). Calls are routed to the Grainger Call Center in Waterloo, Iowa. A Call Center employee then contacts a local Grainger branch employee, via pager, and relays the customer information. Grainger’s branch employees are committed to contacting the customer within 60 minutes of the initial customer call to make arrangements to meet the customer at the local Grainger branch to fulfill the emergency order.

d. Grainger’s customary $50 emergency fee will be waived for TCPN Members.
e. 94% of emergency calls are generally serviced in 60 minutes or less.
f. 24-hour service and additional personnel are provided during major emergencies to take orders and assist customers.

**Green Initiatives**

- We’re committed to helping to build a cleaner future!

According to the U.S. Census Bureau, the world population is expanding at a mind-boggling rate. The world reached 1 billion people in 1800; 2 billion by 1922; and over 6 billion by 2000. It is estimated that the population will swell to over 9 billion by 2050. That means that if the world’s natural resources were evenly distributed, people in 2050 will only have 25% of the resources per capita that people in 1950 had.

The world has a fixed amount of natural resources - some of which are already depleted. So as population growth greatly strains our finite resources, there are fewer resources available. If we intend to leave our children and grandchildren with the same standard of living we have enjoyed, we must preserve the foundation of that standard of living. We save for college educations, orthodontia, and weddings, but what about saving clean air, water, fuel sources and soil for future generations?

As our business grows, we want to make sure we minimize our impact on the Earth's climate. So we’re taking every step we can to implement innovative and responsible environmental practices throughout TCPN to reduce our carbon footprint, reduce waste, energy conservation, ensure efficient computing and much more. To that effort, we ask respondents to provide their companies environmental policy and/or green initiative.
Sustainability Overview

Grainger can help with solutions to keep TCPN’s commitment to environmental responsibility. Grainger offers a wide variety of products and solutions that consider the total environmental impact from product manufacture until the useful life of the product is complete. Many of our products are certified by industry-leading organizations and take into account specific environmental benefits.

Grainger offers monthly reporting to capture sales of Green and/or Environmentally Friendly products purchased by TCPN Members. Grainger is determined to set a new MRO standard for sustainable, environmentally safe operations. From adopting Leadership in Energy and Environmental Design (LEED) standards for its new branch construction, to participating in numerous recycling programs, to working with the United States Green Building Council, Grainger is striving to preserve the natural resources within the communities in which it does business.

Please see Exhibit 8, Grainger Sustainability Commitment, for further details.

Training - Green Products (Environmentally Responsible)

**No Odor, Zero VOC, Zero HAP Industrial Coatings:** Rust-Oleum Corporation can assist with a facility coatings analysis to help identify areas where no-odor, water-based industrial coatings can be used. Coatings meet the Green Seal (TM) GS-11 environmental standard and dry in 30 minutes for continued productivity.

**Facility Maintenance VOC Coatings Analysis:** Rust-Oleum Corporation provides information about lower Volatile Organic Compound (VOC) industrial coating options that can be used in and around TCPB Member facilities. This analysis helps determine compliance levels and provides options to lower VOC emissions.

**Occupancy Sensor Layout and ROI Support:** Hubbell representatives are available to meet and discuss any project, large or small. We can provide an occupancy sensors layout based on blueprints, either in electronic or paper form and a bill of material (BOM). Hubbell has also developed a tool, the H-MOSS® ROI (return on investment). This simple-to-use worksheet helps calculate present annual energy costs without sensors and estimated annual costs with sensors.

**Green Restroom/Locker Room Design:** Bradley can assist with the design and specification of sustainable restroom and locker room packages. Solutions focus on water conservation and recycled content products that can help facilities earn LEED Water Efficiency and Material Resources credits.

General Catalog Green Products
(Environmentally Friendly)

Grainger can help with solutions to keep your facility’s commitment to environmental responsibility. We offer more than 2,000 products that consider the total environmental impact from product manufacture until the useful life of the product is complete. Many of our products are certified by industry-leading organizations and take into account specific environmental benefits.

Certified Environmental Categories

**Green Seal Approved** - a non-profit organization that identifies and promotes products and services that cause less toxic pollution and waste, conserve resources and habitats,
and minimize global warming and ozone depletion.

**NEMA Premium™** - The National Electrical Manufacturers Association (NEMA) has established NEMA Premium™ efficiency standards for electric motors as the highest nominal efficiencies to date. These standards specify motor efficiency, temperature, torque, inrush current and power factor. NEMA Premium™ motors will dramatically cut your energy costs, conserve energy and improve motor system reliability.

**Energy Star** - government-backed program that helps businesses and consumers protect the environment through energy efficiency. Energy Star provides a trustworthy label on thousands of products that use less energy and save money.

**CRI - “Green Label” IAQ Testing Programs:** The Carpet and Rug Institute (CRI) has developed and administered the "Green Label" IAQ testing and labeling program for carpet, adhesives and cushion materials. These unique testing programs identify low-emitting products by requiring that representative product samples meet scientifically established standards.

**GreenGuard** - GREENGUARD Environmental Institute (GEI) is an industry-independent, non-profit organization that oversees the GREENGUARD Certification Program. GEI’s mission is to improve public health and quality of life through programs that improve indoor air.

---

**Non-Certified Environmental Considerations**

**Water Conservation:** Available fresh water amounts to one-half of one percent of all water on earth. Global water consumption doubles every 20 years. The current demand for water exceeds supply by 17%. Not only will water conservation help this global challenge, but will also help your bottom line. Ask Grainger for help in your water conservation programs.

**Recycled Content** - The U.S. Environmental Protection Agency (EPA) published the Comprehensive Procurement Guideline (CPG) to encourage the use of materials recovered through recycling with the goal to reduce the amount of disposed waste. The CPG designates items in the following product categories: Paper and Paper products, Vehicular products, Construction products, Transportation products, Park and Recreation products, Landscaping products, Non-paper and Office products.

**Energy Reduction** - The mission of the Office of Energy Efficiency and Renewable Energy (EERE) is to strengthen America’s energy security, environmental quality, and economic vitality in public-private partnerships that: enhance energy efficiency and productivity; bring clean, reliable and affordable energy technologies to the marketplace; and make a difference in the everyday lives of Americans by enhancing their energy choices and their quality of life.

**Green Cleaning Alternatives** - Green cleaning helps decrease air and water pollution, ozone depletion, and global climate change. It also promotes recycling, reduces the use of raw materials and minimizes the use of toxic products that require disposal.

**Some materials**, such as Mercury, have a potentially serious impact to the environment. Grainger has made a conscious effort to offer product choices that have eliminated content of these materials. For example, digital thermostats have eliminated the need for mercury by using electronics. Other examples include paint and cleaning liquids that do not contain environmentally harmful chemicals.
**U.S. Green Building Council** - The U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) has become a standard for green buildings. This standard provides for certification in several categories. Grainger can provide solutions to help achieve your LEED certification goals. Grainger became a National member of this council in 2007. Please note: In June of this year, Grainger’s corporate headquarters facility located in Lake Forest, Illinois, was certified to the LEED-GOLD standard.

**Vendor Certifications (if applicable)**  **Not applicable**

- Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing respondent to perform the covered services including, but not limited to licenses, registrations or certifications. Certifications can include applicable M/WBE, HUB, and manufacturer certifications for sales and service.
Tab 4

Product / Services
TCPN is soliciting proposals from qualified respondents for MRO Equipment, Supplies and Related Items and Services for its member agencies. The Services shall include, but not be limited to:

1. Pricing will be per a Distributor / Reseller Catalog less discount basis.
2. A full line offering of MRO equipment, supplies and related items and services.
3. Items shall be either delivered to the customer’s jobsite or available for pickup as locally available.
4. The successful bidder shall have a fully operational website that enables on-line ordering by the individual member agencies.
5. The successful bidder shall have Government Sales, sales staff representatives in the TCPN member agency states.
6. Hourly services schedules, as applicable shall be included in the proposal.

**Product Categories - Included but not limited to:**

1. Appliances
2. Building Materials
3. Electrical Supplies
4. Fasteners
5. General Maintenance Supplies
6. HVAC Supplies
7. Irrigation Equipment & Supplies
8. Janitorial Supplies
9. Landscaping Supplies
10. Motors, Pumps
11. Paint Supplies
12. Plumbing Supplies
13. Swimming Pool
14. Tools (general purpose & machine)
15. Window Treatments
16. Services (installation, glass cutting, rental, etc)

**Products & Services Summary Matrix** – Provide a matrix that will allow TCPN to readily appraise your company’s products and service offering versus other respondents.

*Please see Exhibit 9 for Grainger’s Products and Services Summary Matrix.*
Value Add Services Description – Please include any value add services information you think TCPN should have when making their decision to select your company.

Grainger Consulting Services

Grainger Consulting Services engages with customers to evaluate their MRO Supply Chain. This evaluation utilizes a strategic framework of identified cost drivers to benchmark and provide ideal and cost effective solutions. This strategic framework of cost drivers focuses on:

- Process
- Inventory
- Supplier
- Product
- Technology

The engagement utilizes a proven methodology made up of Baseline Analysis, Strategy Development and Solution Execution.

The Baseline Analysis identifies the behaviors displayed in the procurement and retention of MRO supplies including but not limited to interaction of current processes and systems, inventory and spend dynamics, and product mix and usage patterns. This Baseline Analysis becomes the foundation for establishing a Continuous Improvement program.

A typical scope of work involves the following:

- Process mapping of identified current MRO Supply Chain processes. A key point here is the focus on the whole MRO Supply Chain process from the time a need is identified by a maintenance tech through payment. Some examples of these processes are spot buy and/or inventoried purchases.
- Analysis of inventory dynamics such as value, aging, activity, criticality, and location
- Analysis of spend dynamics identifying supplier utilization, procurement/payment methods, and product mix
- Assessments based on specific customer objectives. Examples are energy, safety, and cleaning

Based on this analysis, strategy and recommendations are developed. These recommendations focus on purchasing process improvement, stockroom and inventory management, and total cost savings programs. Once the Baseline Analysis and Projects are mutually agreed upon, Solution Execution begins.

Based on project prioritization, a master plan identifying sub projects is developed. Specific sub project plans are created identifying milestones, stakeholders, and project dependent specific steps. In Solution Execution, projects are managed to completion with an identified handoff of ownership to the client for continuous improvement. Contract and Project performance are reviewed on a mutually agreed upon schedule. Grainger utilizes a quarterly business review process (QBR) to monitor performance and continuous improvement initiatives. The frequency of
the business review can be modified based on the needs of the customer. The local Sales and Services Team will conduct these reviews with support from appropriate Grainger resources representing their projects, including but not limited to, Grainger Consulting Services.

Inventory Solutions* (Vendor- and Customer-Managed Inventory)

The day-to-day management of building operations is challenging enough—even without the responsibilities of purchasing, managing, and controlling your MRO product and inventory needs to support your maintenance activities. Grainger’s Inventory Solutions are designed to help customers like TCPN Members streamline processes, optimize inventory, save time, reduce the possibility of costly delays and improve productivity.

Solutions include:

**Inventory-Scan** - Inventory-Scan is your turnkey MRO (Maintenance, Repair, & Operations) self-managed solution that helps you streamline your MRO ordering processes. By using this automated tool to order your Grainger inventory, your workers will have more time to focus on their jobs.

**KeepStockSM** - KeepStockSM is your turnkey MRO vendor-managed inventory (VMI) solution. A knowledgeable Grainger professional visits your stock room and utilizes scanning technology to replenish and reorder Grainger products to save you time and money. Plus, with the workflow options, you are in complete control of which products get ordered.

**On-Site Specialist†** - A Grainger professional, on your site to help you manage your Grainger products.

*Availability for Inventory Solutions is subject to certain qualifying criteria.
†Eligibility may require an on-site assessment to be conducted by Grainger’s Consulting Services group.

Further information is available upon request.

Recent Enhancements to Grainger’s Inventory Solutions
(Inventory Management Services
Vendor- and Customer-Managed Inventory)

**Spot Buy (Non-inventoried Items)**

Spot Buy functionality gives those customers that have implemented a Grainger Inventory Solutions program the ability to “punch-out” to the Grainger Electronic Catalog and purchase any Grainger General Catalog non-inventoried (Spot Buy) item.

**Grainger Inventory Track**

Grainger Inventory Track gives those customers that have implemented a Grainger Inventory Solutions program the ability to monitor issuance and receipt of Grainger products and the ability to perform an inventory cycle count.
First Aid Replenishment

Grainger can work with TCPN Members to achieve first aid stations secure solutions for specific projects. An example of a recent customer-specific initiative would be stocking small employee lockers with one (1) week of required safety supplies providing security, accountability and conformance to company safety PPE standards.

Dispensing

Grainger works with several of the nation's leading providers of automated dispensing systems for industrial and safety products, based in the United States. These systems allow high-volume items to be located at the specific point of use while providing automated usage tracking and inventory monitoring through a web-based software platform. Key benefits include 24/7 access to supplies, usage tracking, consumption reduction, avoidance of stock-outs, and strategic stocking at point of use.

Grainger's dispensing program also provides the following:

- Ability to locate production items closer to point of consumption within the facility.
  - These solutions will ensure strategic placement of inventory at the point of use maximizing employee productivity.
- Control consumption
  - High security dispensing solutions will ensure consumption can be tracked at the individual user level and appropriate initiatives implemented to reduce consumption.
- Eliminate the need for supervisors to be involved in managing inventory
  - Deployment of inventory services and solutions will ensure on-site supervisors are not tied up in managing inventory.
- Inventory is to be secured and controlled at each location so that access to the inventory items is restricted to the areas serviced by the items located there.
- Dispensing Cabinets are able to provide secure access to inventory at all times with access requiring a password and predetermined authority levels. Inventory secured areas to be expandable.
- Items to be available 24/7
- Speed (access/response) of your solution
  - Grainger has a dedicated implementation team that would project manage and execute the deployment of all on-site technologies and inventory management solutions ensuring quick and effective installation and operation.
  - The recommended platform strategy (hardware/software) for maximum scalability is to be determined after award.
  - Any recommended strategy for maximum scalability would require an in-depth analysis of TCPN Member specific product usage, SKU profiles and user requirements at a site-specific level.
Grainger will work with its General Catalog manufacturers to provide product safety training to TCPN Members. Please see the list below for sampling of seminars and product training classes conducted by Grainger’s General Catalog manufacturers:

**Arc Flash Awareness Seminar**: Designed to bring awareness to the NFPA 70E Standard. Additional topics reviewed are methods of assessment, PPE equipment, proper electrical tools and labeling for the hazards. Suppliers: WH Salisbury, Square D, Brady and Grainger

**Lockout/Tagout Seminar**: Designed to compliment your current LOTO program. The seminar discusses OSHA standards and compliance, provides handouts and proper use of LOTO devices. Supplier: Brady

**Signs & Identification Systems**: Survey to identify the need for proper in-plant signage. Supplier: Brady

**Hazardous/Flammable Liquid Handling & Storage**: Audit of hazardous/flammable storage, use and handling. Suppliers: Justrite STUDE, Eagle CLAWS

**Hand Protection & Glove Analysis**: An evaluation of the glove program to determine proper selection and use as well as identify cost savings. Suppliers: Ansell, Perfect Fit, Wells Lamont, North

**Hearing Conservation**: Training program designed to assist the customer in becoming compliant with the OSHA Standard 29CFR1910.95 as well as instruction on the importance of proper use of hearing protection devices. Suppliers: EAR, Howard Leight, 3M

**Eyewash Station Analysis**: An evaluation designed to assist the customer with regulatory compliance of the proper operation and locations of eyewash stations. Supplier: Fendall

**Fall Protection**: Survey to determine fall hazards and address solutions. Supplier: Miller

**Respiratory Protection**: Conduct training and fit testing. Suppliers: 3M, MSA, Willson, North

**Confined Space Analysis**: Conduct plant tour to determine potential confined space hazards. Suppliers: MSA, Biosystems, Miller

**Ladder Training**: Information program to provide proper ladder usage as well as how to properly inspect ladders. Suppliers: Werner Ladder

**Coating & Anti-Slip Solutions**: An evaluation based on application, hazard concerns and safety color coded paint requirements. Supplier: Rust-O-Leum

**Hoist & Chain Safety**: Training program to provide instruction on safety hoist practices and the inspection of present hoist equipment. Supplier: CM Hoist

**Power & Hand Tool Safety**: Seminars designed to promote proper use and safety practices for hand and power tools as well as selecting the right tool for the job. Suppliers: DeWalt, Milwaukee, Stanley-Proto

**Multi-meter Training**: Programs designed to emphasize the use and application of multimeters, inspection of the equipment and other safety procedures. Supplier: Fluke
**Fuses & Power Distribution:** Seminars tailored to specific customer requirements in the proper application of fuses in order to protect electrical equipment and power distribution systems. Supplier: Cooper-Bussman

**Electric Safety:** Training program using general electric safety principles coupled with the unique products designed for electrical applications. Supplier: Hubbell, Square D

**Grinding Wheel Safety Training: Program** designed to illustrate the use, care and protection of vitrified and organic grinding wheels. Supplier: Norton

Please see Exhibit 3, Safety Seminars and Training (Occupational Health and Safety Value-Added Education), for further details.

### Additional Green Value-Added Services

**GE Electrical Energy Audit** - A team of experienced professionals will provide, upon request, as part of service under this contract, a thorough and comprehensive energy audit that will assist TCPN Members to achieve environmental and sustainability goals and initiatives. The team should be able to recommend and implement lighting solutions to include lamp conversions, retrofits, and controls, along with motor retrofits that reduce kilowatt consumption without sacrificing performance of the system and maintaining IES and OSHA standards. The team should provide a documented outline of current system and recommended system to include expected cost savings, return on investment, and impact on the environment. Cost savings should address the recommended lighting system including product/materials, labor to perform the installation, on-going maintenance during the life of the system, disposal cost, and environmental impact.

**Electrical Product Cost Reduction / Process Improvement** - In addition to methods such as standardization and/or substitution of product, eCommerce initiatives and vendor consolidation strategies, which can be engaged across multiple commodities, Grainger offers specific ideas based solely on usage of electrical products. Grainger also offers tips on standard electrical processes, designed to save time and money by reducing errors and time spent on repairs. From controls and circuit protection to wiring devices and connectors, Grainger offers you everything you need to get - and stay – connected.

### “On The Job” Webinars

Grainger’s "On The Job" Webinars are a series of free monthly sessions, hosted by Grainger and often featuring keynote speakers from noted organizations to provide actionable business insight to our customers. Recent topics have included:

- OSHA; What’s New in 2009
- Green Building 101
- Ergonomics & The Aging Workforce
- eCommerce Solutions for MRO Procurement
- Occupational Noise Exposure
- Environmental Labeling & Going Green in a Weak Economy
- Are You Prepared? Stay or Go?
- Small Business & Safety
Please see Exhibit 4, Grainger on the Job, for further details.

**Grainger Parts and Sourcing**

Grainger’s sourcing team procures those facilities maintenance products not found in the Grainger General Catalog. Grainger’s sourcing team leverages Grainger’s buying power for miscellaneous facilities maintenance related products and provides customers with a total cost solution for acquiring infrequently ordered items. Through this channel, Grainger provides quick access to over sixty-five hundred suppliers and more than five million products beyond the Grainger catalog offering. Additionally, this channel provides access to line extensions (non-Grainger General Catalog product from Grainger General Catalog suppliers) and some discontinued product catalog lines.

Please see Exhibit 5 for further details and Exhibit 6 for Grainger’s Sourced Product Terms and Conditions.

**Clarification:** In regard to Section 14, Indemnity, of the General Terms and Conditions Please note that under this agreement, any manufacturers which may provide product under through the Grainger Sourcing Department (non-catalog product) will not be considered ‘subcontractors’ under this clause due to the different terms and conditions of purchase for these products. Please see attached Grainger Sourced Product Terms and Conditions, Exhibit 6 for further information. We believe that this will be acceptable to TCPN because these manufacturers will supply product and will not be “on-site” subcontractors. Please contact me to explain further if this is a concern.

**ARRA Compliance**

The ARRA is a highly complex piece of legislation, placing strict requirements on funds recipients. Grainger has developed a set of new capabilities to help customers who receive funding through the American Recovery and Reinvestment Act (ARRA) comply with Transparency and Accountability Reporting. In addition, Grainger has the ability to provide country of origin information for the products customers need when placing an ARRA order. Please see Exhibit 7 for further details.

**Supplier Diversity and Distributor Alliance**

**Supplier Diversity**

Grainger is deeply committed to Supplier Diversity. Grainger affords historically under-represented businesses the maximum practicable opportunity to do business with Grainger. We have a viable Supplier Diversity Program, which is a corporate initiative. Periodically we conduct Product Line Reviews to see where we can be inclusive of MBE/WBE firms. As a part of each Product Line Review conducted, we search the following databases for certified MBE/WBE firms:

- National Minority Supplier Development Council (NMSDC)
- Women’s Business Enterprise National Council (WBENC)
- Small Business Administration/PRO-Net (SBA)

Diversity made products are identified within the Grainger catalog and on our website with the Supplier
Diversity symbol shown below. Reporting of your purchases of diversity products is available upon request. These reports, which can be generated monthly or quarterly, identify dollars spent with certified M/WBE by ethnicity and/or Small Businesses.

For more information about our program, please visit us online at:

The Grainger Model

By distributing products made by certified minority and woman owned businesses, Grainger helps to create an inclusive supply chain for customers. The model is truly a win/win because diverse manufacturers can concentrate on what they do best and leave the logistics and distribution of their products to Grainger. Grainger’s customer benefits from one-stop shopping, and receives detailed reports upon request. The economic impact of this program continues to increase. The more than 50 diverse manufacturers in the 2009 Grainger catalog employ over 4,000 individuals.

Grainger is proud to be a member of the NMSDC. In addition, we also hold seats on four NMSDC Regional Councils. We are corporate members of the Woman’s Business Enterprise National Council. Our Manager of Supplier Diversity, Nancy Conner, holds a seat and chairs a committee on the National Board of Directors of this organization.

Good Faith Efforts

Supplier recruitment continues to be a priority for Grainger. We continuously seek opportunities to meet diverse suppliers at Business Opportunity Fairs and other events that support M/WBE businesses. At these events, we feature products from our diversity suppliers and invite these suppliers to Appendix in the Grainger booth.

To increase exposure of our current suppliers, we host a National Sales and Services Meeting each year. At this event suppliers have an opportunity to meet Grainger sellers, thereby increasing the exposure of their products. We feature our diversity suppliers with special signage at this event, and host a VIP reception for our diversity suppliers to meet Grainger senior business leaders.

To keep diverse suppliers in our catalog, we monitor performance with a monthly balanced scorecard, provide feedback and offer assistance in any performance areas where improvement is needed.

Internal Efforts

Communication with Grainger’s 18,000 employees is an ongoing process. We deliver training and communicate the company’s objectives throughout the year. We conduct bi-monthly meetings with business unit and department representatives to drive results and increase effectiveness of internal marketing efforts.

Within our enterprise wide ERP system, we have built in tools and processes to improve our procurement tracking and reporting. Listed below are some examples of the internal efforts to increase awareness and drive accountability:

- Company policy statement
- Quarterly executive leadership meetings to identify upcoming procurement opportunities and monitor progress towards goals
• Communicate new diversity product suppliers to the field personnel via employee website
• Periodic employee communications on the importance and progress of Grainger’s supplier diversity program through feature articles in Network News
• Inclusion of diverse suppliers at National Sales Meeting (NSSM) for maximum exposure to Grainger sellers. Participation fees were reduced to provide additional opportunity for diverse suppliers to attend
• Develop individual “Smart Sheets” and box stuffers featuring diversity suppliers products
• Web-enabled sourcing tool with company-wide access hosted by DIR/Supplier Gateway

Grainger Distributor Alliance Program

Grainger has developed a program to utilize small, diverse, disadvantaged, and women owned businesses to bring its offering directly to more customers; this program is called Grainger’s Distributor Alliance. This program includes select small, diverse and disadvantaged businesses with experience and expertise in the procurement space. The program matches specific businesses with targeted customers in selling all Grainger General Catalog products.

In the pursuit of promoting and achieving its socio-economic goals, customers can be assured they will receive the same quality products and service in the same timely fashion that they have become accustomed to with Grainger. Similarly, the association between Grainger and its Distributor Alliance members will allow customers to consolidate MRO purchasing while supporting a small, diverse or disadvantaged business.

Implementation Team

Implementation

Grainger has developed a team of Implementation Project Managers to assist in facilitating driving contract Implementations. The goal of this team is to focus its employees on ensuring speed-to-cost savings for TCPN Members utilizing scalable and repeatable processes.

The implementation plan could include one or more of the following strategies. Grainger will continue to provide training to TCPN Members as it relates to this contract.

Implementation Workshop

- Initial site visits will occur and may include your District Sales Manager, Bob Athey, local Account Managers and local Grainger Branch Managers and branch personnel to review contract benefits as well as to present the overall implementation strategy. This session will put in place a detailed plan including time lines, roles and responsibilities, and action steps to meet TCPN’s expectations.
- Data collected based on historical usage and critical product needs will be reviewed and analyzed for cross-referencing, pricing and inventory planning
- Crib cross-referencing will occur, if necessary, to further identify critical parts to be stocked locally at the Grainger branch.
- Depending on the final strategy selected by the TCPN Member, numerous additional steps will occur.
**Account Manager Sales Calls**

- An initial site visit will occur, with the local Account Manager, to review the contract benefits.
- The Account Manager will create a plan locally to meet individual TCPN Member needs.
- Additional calls will be made with key suppliers and Grainger employees as needed.

**Account Relationship Manager**

- An Account Relationship Manager / Branch representative will also be available to present the agreement and answer any questions individual TCPN Members may have about Grainger and the awarded contract.

Implementation plans are generally unique to each Member. A sample implementation plan for TCPN Members may consist of the following:

**Prework**

- Review Scope of Work
- Document a preliminary implementation strategy
- Determine number of TCPN Member sites
- Identify relevant internal employees
- Determine TCPN Member contacts
- Identify required suppliers

**Planning Session**

- Confirm implementation strategy with planning team
- Develop implementation checklist including dates with TCPN Members and Grainger team
- Develop communication documents
- Align internal and external resources
- Develop workshop agenda

**Key Actions**

- Conduct conference calls with Grainger team
- Conduct conference calls with TCPN Members facility champions
- Conduct implementation workshop at TCPN Member sites
- Assign workshop objectives and timelines unique to each TCPN Member location
- Conduct site assessments
- Establish team barrier removal process
- Identify functional process
Grainger cross-referencing engages at TCPN Member sites
Grainger cross-referencing builds reports of SKU level data
Deliver data back to each TCPN Member

Monitoring
- Implementation Project Manager and Government Sales Manager reviews
- Measure compliance
- Develop Standardization Strategy
- Identify gaps / remove barriers
- Develop a plan

Product-specific training will be mutually determined through the post-award implementation process. The existing product ordering process will remain in place to purchase product from Grainger. In the event TCPN Members require training on the use of the various ordering channels Grainger will provide such training upon request.

Regional Program Managers (Safety, Sustainability)

Grainger’s team of Regional Safety and Sustainability Program Managers bring category expertise, cost-savings proposals, and program standardization strategies to our customers. Your assigned Regional Program Manager will direct Supplier Representatives and/or local Grainger Account Managers to your facilities for selection of appropriate product use and subsequent training. Use of the Regional Program Manager team helps maximize supplier engagement to drive proper product mix and contract compliance through use of on-site surveys, product use analysis and product standardization.

On-site Audits and Analyses

Lighting
Our network of experienced professionals can provide a simple energy audit that will benefit your company in several different ways. First, you’ll learn how much money you can save by upgrading your lighting products to energy-efficient models. Then we’ll show you which items from our catalog will best meet your particular needs. In addition, we’ll provide a plan that outlines your initial costs for these items and projects the payback you can expect.

Janitorial
In addition to reducing product and labor cost, minimizing waste and maximizing cost savings, Grainger’s sales professionals team up with key supplier product experts such as GoJo, Ramsey, 3M, and Georgia Pacific to perform materials analysis at your location. Through its General Catalog manufacturers and suppliers, Grainger offers non-fee based training to assist FSU with OSHA compliance and fee-based training to assist with OSHA certification. Costs may vary by manufacturer, type of training and number of attendees, among other factors.

Firestorm
Grainger has forged a strategic relationship with Firestorm Solutions, a Consulting firm specializing in Business Continuity planning. Upon request, Grainger’s Consulting Services team will conduct a baseline assessment of the customer’s current readiness. Subsequently, a no-fee call may be arranged with Firestorm to discuss the results and receive recommendations from Firestorm. If the customer desires to engage Firestorm's services after the initial evaluation, the customer will then contract directly with Firestorm.
BRG Wireless Mass Notification System

Historically, publicly shared communications systems become overwhelmed during a mass emergency. Primary systems are typically unaffected by the scale of the emergency. The other advantage of the primary method, and perhaps the most important, is speed. The BRG Wireless Mass Notification system is a primary notification method. Examples of secondary notification methods are cell phones, text messaging, email, telephone dialers, etc. The difference between primary and secondary methods are, speed and reliability. This is because primary communication methods are not accessible to the general public. The secondary methods use publicly shared systems not designed to handle massive communications during an emergency. There is no practical limit to the number of people that can be notified in 30 seconds or less with a BRG Wireless Mass Notification System).

Utilizing a FCC dedicated frequency, the BRG wireless emergency mass notification system offers wireless moving message displays for sending alphanumeric messages throughout your facility and wireless PA speakers to broadcast verbal messages and alerts indoors or out. The wireless PA speakers and the moving message displays can be addressed to cover different zones on your facility. Zone one could encompass the offices, zone two classrooms, Zone three equipment buildings, etc. You can send messages to individual zones, or all of the zones at the same time. There are 256 different zones that can be set-up on the system. The BRG Wireless Software allows you to pre-program 16 messages into the software. These messages can be audio only, text only or both. The system comes with over 90 pre-recorded sounds, tones and messages. Using your own PC, verbal messages and commands can easily be recorded and stored on the Compact Flash (CF) card. This CF card is then plugged into the digital audio player. The Message Displays will display time, date and any message that is sent to it from the BRG Wireless Software. The message displays are available in a variety of sizes.

For additional information, please contact your local Account Manager or branch personnel for procurement of these Wireless Mass Communication Systems.
Tab 5

References

Minimum of ten (10) customer references for product and/or services of similar scope dating within the past 3 years.
Provide a minimum of ten (10) customer references for product and/or services of similar scope dating within the past 3 years. Please try to provide an equal number of references for K12, Higher Education and City/County entities. Provide the following information for each reference:

- **Entity Name**: Dallas ISD  
  - **Contact Name and Title**: Jerome Pilgrim, Senior Buyer (Manages MRO Contracts for School District)  
  - **City and State**: Dallas, TX  
  - **Phone Number**: 972-925-4177  
  - **Years Serviced**: Since 1968  
  - **Description of Services**: General Catalog offering  
  - **Annual Volume**: Approximately $426,000

- **Entity Name**: Brownsville ISD  
  - **Contact Name and Title**: Reynaldo Arteaga (Director of Facilities Maintenance) and Oscar Tapia (Director of Facilities)  
  - **City and State**: Brownsville, TX  
  - **Phone Number**: 956-548-8081  
  - **Years Serviced**: Since July of 1982  
  - **Description of Services**: Keepstock\textsuperscript{SM} in Maintenance Warehouse, ADA Renovation Projects, District Wide Grainger.com usage  
  - **Annual Volume**: Approximately $302,000

- **Entity Name**: City of Lubbock  
  - **Contact Name and Title**: Victor Kilman, Director  
  - **City and State**: Lubbock, TX  
  - **Phone Number**: 806-775-3150  
  - **Years Serviced**: Since December 1969  
  - **Description of Services**: 3 KeepStock\textsuperscript{SM} projects  
  - **Annual Volume**: Approximately $188,000

- **Entity Name**: Fort Worth ISD-TCRN  
  - **Contact Name and Title**: Jonathan Bey, Director of Purchasing  
  - **City and State**: Fort Worth, TX
• Phone Number: 817 871-2153
• Years Serviced: Since October 2000
• Description of Services: KeepStock in two shops: Plumbing and Electrical
• Annual Volume: Approximately $297,000

Entity Name: Cypress Fairbanks ISD
• Contact Name and Title: Greg Segura, Purchasing
• City and State: Houston, TX
• Phone Number: 281-807-8143
• Years Serviced: June, 1968
• Description of Services: General Catalog Offering
• Annual Volume: Approximately $200,000

Entity Name: Austin Community College
• Contact Name and Title: Anthony (Tony) Owens, Director Procurement & Materials Management
• City and State: Austin, TX
• Phone Number: 512-223-1127
• Years Serviced: November of 1974 - present
• Description of Services: BRG Mass Notification System, AED's, OSS all locations managing all Custodial Items
• Annual Volume: Approximately $563,000

Entity Name: Houston ISD
• Contact Name and Title: Stephen Pottinger, Director of Purchasing
• City and State: Houston, TX
• Phone Number: 713-556-6555
• Years Serviced: January 1968 - present
• Description of Services: Punchout catalog via SRM/SAP. Go live Q2
• Annual Volume: Approximately $700,000
• Entity Name: **YSLETA ISD P/P**
  • Contact Name and Title: Christine Gerlach, Director of Procurement
  • City and State: El Paso, TX
  • Phone Number: 915-434-0050
  • Years Serviced: January 1968 - present
  • Description of Services: OSS-Non Technology
  • Annual Volume: Approximately $512,392

• Entity Name: **El Paso Public School C/S P/P**
  • Contact Name and Title: Jim Endlich, Interim Director of Procurement
  • City and State: El Paso, TX
  • Phone Number: 915-887-5479
  • Years Serviced: January 1968 - present
  • Description of Services: Grainger.com, Vendor Consolidation
  • Annual Volume: Approximately $310,247

• Entity Name: **Socorro ISD P/P**
  • Contact Name and Title: John Alarcon (Director of Maintenance Operations and Facilities) and Jose Chacon (Continuous Improvement and Safety)
  • City and State: El Paso, TX
  • Phone Number: John Alarcon 915-937-0700
  Jose Chacon 915-937-0778
  • Years Serviced: March, 1975 - present
  • Description of Services: Consulting Services, OSS Non-Technology, Vendor/Commodity Consolidation
  • Annual Volume: Approximately $184,000
Tab 6

Pricing
Paper and/or Electronic Price Lists

- Respondents must submit products, services, warranties, etc. in price list.

- Prices listed will be used to establish the extent of a manufacturer’s product lines, services, warranties, etc. that are available from a particular bidder and the pricing per item.

- Paper and electronic price lists must contain the following:
  - Manufacturer part #
  - Vendor part # (if different from manufacturer part #)
  - Description
  - Manufacturers Suggested List Price and Net Price
  - Net price to TCPN (including freight)

Media submitted for price list must include the respondents’ company name, name of the solicitation, and date on CD, DVD or Flash Drive (i.e. Pen or Jump Drives).

Please see Exhibit 9 for Grainger’s Products and Services Summary Matrix and Exhibit 10 for Grainger’s completed Price Proposal.

Not to Exceed Pricing

- TCPN requests pricing be submitted as not to exceed for any participating entity.

  Grainger offers firm fixed discounts. Individual prices are subject to changes but are be available at time of purchase at Grainger public website, www.grainger.com. Net pricing with discounts incorporated will be available on TCPN’s customized account on Grainger.com.

- Unlike fixed pricing the awarded vendor can adjust submitted pricing lower if needed but, cannot exceed original pricing submitted for solicitation.

  Please see answer above.

- Vendor must allow for lower pricing to be available for similar product and service purchases.

  Additional discounts are available to government and commercial customers based on volume guarantees. Please contact Grainger for quotes on volume purchases.
Tab 7

Miscellaneous
Please include any additional products and/or services not included in the scope of the solicitation you think will enhance and add value to this contract for TCPN participating agencies.

Please see Tab 3, Question 11 and Tab 4 for Grainger differentiators and Value Added Services.