

Summary

Name **Respond to Questions**

Vendor **Global Equipment Company Inc.**

Status **Submitted**

Response

Benefits of the Firm

1. The name, address, phone and email address for the authorized agent submitting the proposal.

Global Equipment Company Inc.

11 Harbor Park Drive

Port Washington, NY 11050

Authorized Agent: Brittany Garrett

Email: bgarrett@globalindustrial.com

Phone: 678-745-9817

2. Description of company including: a. Company size/history b. US market share for solutions related to this solicitation, c. Scope of clients serviced d. Annual dollar amount of current contracts negotiated, e. Industry longevity related to scope of this solicitation, f. Headquarter's physical address.

a. Company size/history

Our company, Global Equipment Company Inc., was founded in 1949 and conducts business under the names Global Industrial and Global Industrial.com. Global Industrial is a subsidiary of Global Industrial Company, which is listed on the New York Stock Exchange (GIC). Our world headquarters is located in Port Washington, NY.

For 75 years, Global Industrial has been an industry leader in providing Global Industrial Exclusive Brands™ and leading commercial and industrial equipment and products to government and commercial institutions throughout North America. We carry over 1,700,000 industrial, material handling, janitorial, and maintenance, repair and operations products that are sold through our website, corporate sales associates, and full color catalogs. We are constantly increasing our product offerings to meet the diverse and changing needs of our customers.

Throughout all our operations and business units, Global Industrial is an organization of just over 1,600 associates, with 400 of those associates in customer-facing roles which support customers across all channels.

b. US Market Share for solutions related to this solicitation

While Global Industrial's specific market share within the overall industrial distribution market is not explicitly known, we are a significant player in the national distribution space, particularly for the public sector.

c. Scope of clients serviced

Global Industrial supports clients across a diverse range of verticals. Our public sector account management team specializes in managing federal government, state and local government, K-12 and higher education institutions.

d. Annual dollar amount of current contracts negotiated

Due to the confidential nature of this response, we are unable to provide this information at this time.

e. Industry longevity related to scope of this solicitation

Global Industrial was founded in 1949 as a material handling company and over the last 75 years, has grown into an industry leader in industrial innovation and experience. We have – and continue to be – a leader, and an authority, for supplying industrial-strength equipment that delivers uncompromising quality at an exceptional value.

f. Headquarter's physical address

Global Equipment Company Inc.

11 Harbor Park Drive

Port Washington, NY 11050

3. Capacity to provide products to all participating entities in the United States.

Global Industrial intends to provide the vast range of products and services for janitorial and sanitation supplies requested by Central Indiana Educational Service Center by leveraging over one million products found on our industry leading website, www.globalindustrial.com. Additionally, Global Industrial provides a highly experienced team of sales associates specializing in supporting public sector entities, over 2.5 million square feet of distribution space within the United States and products that keep customers going day after day.

Our public sector account management team is backed by an impressive support network that provides a multitude of services that will enable Global Industrial to provide the products and services requested by CIESC and Edge Public. These include marketing assistance through print, email, web and other verticals from our marketing, creative and web development teams, logistical and distribution support provided by our amazing operations team, value added services such as access to our Global Industrial Exclusive Brands™, Subject Matter Experts, Business Development Managers and Territory Sales Managers, bid and cross reference services, product line sourcing, sales support, technical resources and support, financial support through qualified lines of credit evaluated by our accounting department as well as outreach and training resources for both internal associates and external customers.

4. Name individual staff members in your company that would be assigned to execute this contract and their specific duties as they pertain to the participating entities.

Within Indiana, the following staff members would be assigned to execute this contract:

- Michael Irizary, Public Sector Sales Director – Dedicated solely to the growth, support and management of our Public Sector sales team and key driver of sales initiatives for the agreement
- Brittany Garrett, GPO Partnership Manager – Tasked with establishing and maintaining partnerships with CIESC and Edge Public, reporting functions and management of the Public Sector Bid Specialists, also attends industry events in support of contractual agreements and partnerships
- Brian Amato, Sales Manager – Dedicated solely to the growth, support and management of our Public Sector sales teams located in Buford, GA and Port Washington, NY, day-to-day management of sales initiatives and coaching for usage of the agreement
- Daena Aguilar, Public Sector Account Manager – Exclusively manage public sector and higher education customers, responsible for establishing, building and maintaining relationships with Edge Public members
- Robert Cockrum, Business Development Manager, National Accounts – Responsible for establishing and maintaining strategic partnerships with key customers within the public sector

Nationally, the following staff members would be assigned to execute this contract:

- Public Sector Sales Director – Dedicated solely to the growth, support and management of our Public Sector sales team and key driver of sales initiatives for the agreement
 - Michael Irizary
- GPO Partnership Manager – Tasked with establishing and maintaining partnerships with CIESC and Edge Public, reporting functions and management of the Public Sector Bid Specialists, also attends industry events in support of contractual agreements and partnerships
 - Brittany Garrett
- Sales Managers – Dedicated solely to the growth, support and management of our Public Sector sales teams located in Buford, GA and Port Washington, NY, day-to-day management of sales initiatives and coaching for usage of the agreement
 - Brian Amato
 - Patricia Thurman
- Public Sector Account Managers – Exclusively manage public sector and higher education customers, responsible for establishing, building and maintaining relationships with Edge Public members
 - Daena Aguilar
 - Audrey Camp
 - Joseph Balsam
 - Laura Borrero
 - Brian Britt
 - David Cook
 - John Giannotti
 - Daniel Himelick

- George Her
- Nadine Howard-Clarady
- Lushan James
- Christopher Julian
- Tonya Mumford
- Thomas Muratori
- Gail Palmer
- Bruno Pasquali
- Richard Pepe
- Joseph Potenza
- Deonne Richards
- Stephen Romeo
- Robert Smiley Jr.
- Business Development Managers, National Accounts – Responsible for establishing and maintaining strategic partnerships with key customers within the public sector
 - Robert Cockrum
 - Terone Harris
 - Frederick Morabito
- Territory Sales Managers – Assigned by zip codes, our TSM team supports face-to-face sales encounters and teams with our Public Sector Account Managers to prospect and develop high potential accounts within Edge Public members
 - Varies by Region
- Inbound Sales Team – Specializing in customer support, will process quote and order requests from Edge Public members
 - Varies by Region
- Government Reseller Team – Tasked with the facilitation of strategic partnerships with small businesses to enable Edge Public members to meet their socio-economic diversity goals
 - Varies by Region
- Manager, Sales Contracts & Compliance – Located in our legal department, responsible for review, negotiation and compliance with terms of the agreement
- Public Sector Bid Specialists – Charged with making customers aware of the presence of an agreement and availability for usage when responding to independent RFPs for Edge Public members
 - Susan Absher-Allen
 - William Rose

5. Please list at least 3 school districts that can be contacted as references.

Calvert County Public Schools

1305 Dares Beach Road

Prince Frederick, MD 20678

Contact: Joel Parmer

Email: parmerj@calvertnet.k12.md.us

Phone: (443) 550-8135

Lauderdale County School District

P.O. Box 5498

Meridian, MS 39301

Contact: Russell Keene

Email: rkeene@lauderdale.k12.ms.us

Phone: (601) 485-1750

Colorado River Union High School District 2

2251 Highway 95

Bullhead City, AZ 86442

Contact: Dennis Sercu

Email: dsercu@cruhsd.org

Phone: (928) 788-1332

Perry Township Schools

1319 W. Edgewood Avenue, Building C

Indianapolis, IN 46217

Contact: Susie Bandy

Email: sbandy@perryschools.org

Phone: (317) 789-6214

6. Please list the name and address of the distribution center(s) that would serve the contract.

Our multiple distribution centers and offices across the United States and Canada allow our customers to receive quality products at very competitive prices. Global Industrial currently operates seven distribution centers in the following locations: Buford, GA; DeSoto, TX; North Las Vegas, NV; Pleasant Prairie, WI; Robbinsville, NJ; Calgary, Canada and Toronto, Canada. These seven distribution centers comprise a network of nearly 2,500,000 square feet of distribution space. This network enables Global Industrial to provide products to CIESC and Edge Public members across the United States and beyond.

[Global Industrial Distribution Centers](#)

<https://www.globalindustrial.com/distributioncenters>

7. Describe the contractual incentives your proposal will offer to participating entities.

Outside of the items offered on our website, Global Industrial also has the ability to special order products from hundreds of manufacturers, leaving endless possibilities for configuration and compatibility.

In addition to the product categories referenced above, Global Industrial intends to offer our full catalog of products through an award from CIESC and Edge Public using the same discount structure offered. These product categories include:

- Building Supplies
- Carts & Trucks
- Fasteners & Hardware
- Foodservice & Retail
- Furniture & Décor
- HVAC & Fans
- Janitorial & Facility Maintenance
- Lighting & Electrical
- Machining
- Material Handling
- Medical & Laboratory
- Motors & Power Transmission
- Office & School Supplies
- Packaging & Shipping
- Plumbing & Pumps
- Raw Materials
- Safety & Security
- Storage & Shelving
- Tools & Instruments
- Vehicle Maintenance
- Workbenches & Shop Desks

8. What differentiates your firm from your competitors in the K12 school market?

Why should Global Industrial be your source for industrial equipment and supplies?

We provide an extensive selection of hand-selected and tested industrial equipment and supplies.

We understand your business. Regardless of whether you are a SMC, enterprise-size business, or in the public sector, we specialist in providing solutions that meet your specific needs.

75 Year Legacy – 75 years of experience means that both our exclusive brands and the national brands we carry were made, and selected by experts, for professionals.

Global Industrial Brand Values

1. Product Offering: EXTENSIVE SELECTION

Hundreds of thousands of hand-selected and tested industrial equipment and supplies means **we are the source for industrial equipment & supplies.**

2. Our Focus: WE ARE INDUSTRIAL

We are leaders, and an authority, on distributing **industrial-strength** equipment and supplies.

3. Business Classifications: WE UNDERSTAND YOUR BUSINESS

We are specialists in providing industrial equipment, supplies and solutions to businesses ranging from **small to medium size businesses (SMB), to large enterprises**, and to the public sector from **federal, state & local governments to schools nationwide.**

4. Our Legacy: EXPERTISE

Everything we say, sell, design and manufacture is backed by **75+ years of excellence and innovation in industrial equipment and supplies.**

From Global Industrial's Exclusive brands, to the national brands we carry, our customers benefit from our extensive experience in industrial equipment and supplies.

9. Please use this opportunity to describe any/all other features, advantages, and benefits of your organization that you feel will provide additional value and benefit to participating districts of this RFP.

Installation/Service Capabilities

Global Industrial offers third-party installation and enhanced project services for products and/or equipment through partnerships with the best contractors throughout the United States. Through our installation and project support team, Global Industrial creates a full-service solution that is simplified and allows the customer to streamline the number of vendor partners. Our goal is to offer a simple, one-stop experience by providing the products and services needed by our customers.

Our capabilities include:

- Shelving and Pallet Rack Installation

- Mezzanine and Modular In-Plant Office
- Cubicle Configuration
- Office Furniture Layout (desk/chairs/whiteboards)
- White Glove Service and Delivery for Assembled Items

To get started, Edge Public members should contact their assigned public sector account manager and provide a brief description of the project and/or service. Additionally, customers should provide the full site address for the location where the work is to be performed, estimated start and end dates, labor requirements (union or non-union) and working hours.

Additional questions may be required and may include, but are not limited to, the following:

- Will the site have power?
- Will the customer provide necessary permits?
- Will the customer manage the inspections?
- Will the customer forklift/scissor lifts be available at all times to the installer?
- Will the area be free/clear of obstructions?
- Will there be a staging area available for products until we need them?
- Will trash containers be provided (compactor/dumpster)?
- If trash is collected, will the customer remove it off site?
- Are there special safety concerns and/or needs?
- Are there any specific customer requirements and/or needs?

Installation is not included in the price for any products. If requested, installation can be added as a separate line item on a case-by-case basis.

Products that are delivered as “assembled” are indicated on our website within the product specifications. Products that are not assembled will not include assembly in the pricing unless otherwise indicated.

Territory Sales Managers

Global Industrial offers FREE on-site support for you and your business. Our field team not only has a vast and diverse understanding of our product offerings, but also has direct lines to our entire (and ever-expanding) vendor network for any specialized or specific field of expertise – regardless of how complex. Our team is OSHA 10 certified and will be able to guide you through a focused project, or provide solutions and alternatives to support your efforts at reducing budget impact, increasing operational efficiency, or identifying faster and better sources for your industrial needs. Whether you are new to Global Industrial or have a dedicated Account Manager you work with regularly, we encourage you to utilize your local Territory Sales Manager today as an added resource now available to you.

[Territory Sales Managers](#)

Subject Matter Experts

Interested in having a conversation about safety trends or best practices? Speak with one of Global Industrial’s in-house subject matter experts. With focus on safety, facilities solutions, and JanSan topics, our subject matter experts readily and willingly discuss ways to enhance your business.

The teams of subject matter experts are available for all U.S. customers. Consultation begins with a phone call and can lead to a virtual or on-site meeting.

[Subject Matter Experts](#)

Safety Services

We provide on-site or virtual value-added safety services in order to help our customers maintain a safe and productive workforce and environment.

[Safety Services](#)

Emergency Preparedness and Recovery

Ensure you and your team have the essential safety gear and solutions needed to stay prepared for natural emergencies. From certified protective gear to generators, we have what you need for before, during, and after the impact of an emergency. Get a head start on your emergency prep plan – which should always be sooner than later.

[Emergency Preparedness and Recovery](#)

Small Business Reseller Alliance

[Small Business Reseller Alliance](#)

Free Shipping Every Day. We can supply that.®

At Global Industrial, we know there's nothing like the feeling of scoring free shipping. And now, we're offering free shipping on thousands of products every day*, in categories ranging from material handling and storage, to office supplies and more.

[Free Shipping](#)

Corporate Social Responsibility Report

[CSR Report](#)

Global Industrial Exclusive Brands™

[Global Industrial Exclusive Brands™](#)

Administration

1. Describe your company's problem escalation process, including problem resolution strategies.

Global Industrial's average speed to answer a call to our Customer Service department is twenty (20) seconds and average speed to answer an email inquiry is 4 hours.

Nearly seventy-five (75) percent of issues presented to Global Industrial's customer service team are resolved the same day.

Customers can begin the customer service escalation process by visiting <https://www.globalindustrial.com/contactUs>.

From that same page, customers are able to send an email or start a live chat for Customer Service support.

Additionally, customers can call 1-800-607-8520 for support.

Global Industrial offers an engaging sales team and Account Manager along with a team of around the clock Customer Experience associates to respond to customer inquiries in various means of communication. Additionally, we have organizational metrics where accuracy and delivery statistics are reviewed. Through continuous improvement evaluations, we conduct research to identify preventative solutions.

Global Industrial has an Operations Excellence team which leads the quality assurance program. This team ensures packaging conditions meet or exceed specific standards. Some of these quality standards include using containers of new condition, boxes/packaging are appropriately sized, shipping labels are placed appropriately, and packing lists included. These standards are documented for all shipments (whether those be small parcel, LTL, or TL) to ensure product protection.

2. Please describe your company's warranty terms in as much detail as possible, including: a.Time frame of warranty b.Lead time on warranty issues

All warranties from the original manufacturers are hereby irrevocably assigned to Buyer and all documents evidencing the same will be included with the items. Global Industrial will assist Buyer in maintaining continuity of such warranties and shall take all reasonable steps to assist Buyer in asserting and processing warranty claims directly with the manufacturers. Global Industrial makes no warranties, express or implied, and disclaims all other warranties, including without limitation implied warranties of merchantability, fitness for a particular purpose and conformity to models or samples.

Nearly seventy-five percent of warranty issues presented to Global Industrial's customer service team are resolved the same day.

3. Please provide as much detail as possible about your firm's procedures regarding: a.Return Policy b. Restocking Fees c.Product Recalls

Global Industrial's return policy can be found at the following site: <https://www.globalindustrial.com/shipping>.

If you are not satisfied with a product, please contact us within 30 days of receipt. A refund may be arranged excluding freight charges upon inspection. Returned merchandise must be shipped in original packaging, freight prepaid, unused, and in resalable condition. Returned merchandise is also subject to a 15% restocking fee. Global inspects all returns and reserves the right to refuse credits on damaged, used, or non-resalable items. Your only obligation is the freight charge and stocking fee where applicable, provided your return is complete with original packaging, all documentation, warranty cards, cables etc. Global reserves the right to authorize product returns after 30 days have passed from the invoice date. If the product is accepted after this period, it is subject to a 15% restocking fee and credit will be issued toward future purchases only.

Shipping and handling charges are non-refundable for all returns. The customer may also be responsible for return shipping charges, insurance, and shipment tracking for returned merchandise. For certain returns, UPS Shipping Labels are provided. Please note that while shipping labels may be issued for your convenience, return shipping charges may be incurred depending on the reason(s) for the return request. If you require an estimate of these return shipping costs, please call Customer Service at (800) 645-2986. If an order ships prior to the cancellation request, the customer is responsible for any freight charges incurred.

Certain Products are Non-Returnable and/or Non-Cancellable.

Once you place an order for custom-cut, customer built, or special-order items (such as matting, slings, cranes, prefab offices, buildings, mezzanines, assembled lockers and regularly stocked items such as generators, pressure washers, water and trash pumps, snow throwers, radio headsets, striping paint, line strippers, floor care machines, vacuums, custom fabric chairs, or forklifts) your order is considered non-cancelable. Any custom-cut, customer built, or special-order items purchased by you are also non-returnable. Leased and hazardous items are also non-returnable. Contact customer service for a complete list of applicable products.

How to Return

Call in Returns

We have an online return center designed to make returns easy and hassle-free. If you decide to not use the online return center, you can call Customer Service at (800) 607-8520 to process your return. Please have the following information on hand when calling or using our Online Returns Center:

- Customer Name
- Invoice Number
- Serial Number (if applicable)
- Reason for return

Information pertaining to product recalls can be found on our website at: <https://www.globalindustrial.com/productSafetyInfo>.

This page will detail product recalls conducted in accordance with regulations from the US Consumer Product Safety Commission.

For more information and guidance on the handling of each recalled product, please adhere to the details shown in the link above. For additional assistance, visit the CPSC website at www.cpsc.gov or call the 24-hour toll-free Consumer Hotline at 1-800-638-2772.

4. Please describe how the cleaning/care/SDS information for items is distributed.

In most cases, cleaning, care and/or SDS information for items is readily available within the product information on our website, www.globalindustrial.com.

In the two samples from our website shown below, all information pertaining to the floor scrubber referenced is shown under "User Documentation", including the User manuals/guides, brochure(s), warranty, and floor care support. In the second image provided, all information pertaining to the floor cleaner and deodorizer is shown under "User Documentation, including the User manual/guides (SDS Sheet), Specifications (Tech Sheet) and Ingredient.

In the event that cleaning, care and/or SDS information is not provided on our website for a specific product, customers should reach out to their assigned account manager or contact customer service at 1-800-607-8520 to obtain the required information.

5. Please list any and all states where your company's products and services CANNOT be offered.

Global Industrial intends to offer products from this contract in all states within the United States.

6. Describe any anticipated issues in servicing participating agencies from this RFP and how you plan to manage these issues.

Global Industrial does not anticipate encountering any issues in servicing participating agencies from this RFP.

We pride ourselves on our high level of customer service and are known for our exceptional sales staff, which includes dedicated account managers, strategic account managers and support associates. Our mantra, We Can Supply That®, is proven by our focus on our customers' experience. We are dedicated to one-call resolution for any question or issue our customer may have because we truly want our customers to be delighted with us and our products. Our highly personalized digital and high-touch customer interaction has given us a strong and loyal customer base with a truly differentiated customer experience.

7. Describe how your company will work with Edge Public to market the awarded contract to eligible entities Nationally. How will your team differentiate this contract from other contracts your company might have with other cooperative purchasing agencies?

Global Industrial is one of the largest value-added industrial distributors of industrial and maintenance, repair and operations (MRO) products in North America.

Our mission of Accelerating the Customer Experience (ACE) guides our actions across the business, and specifically in our customer end-to-end purchase, service, and delivery experience. Our ACE strategy at its core focuses on the building of customer loyalty and trust by addressing unique customer needs through a responsive and tailored sales, product, and service experience. We build customer loyalty and trust through personalized and high-touch customer interactions that often feature strong one-to-one relationships.

Global Industrial offers varying integration capabilities and can customize the solution to meet the purchasing needs of eligible entities nationally. Global Industrial's range of available contract vehicles demonstrates our ability to adapt to the specific requirements of each lead agency and present a valuable partnership to our customers and contractual partners.

Within the first 10 days of award, Global Industrial's executive leadership will announce to the sales and support staff their endorsement and sponsorship of the award as our newest public sector partnership.

Global Industrial presents the following marketing plan for 30, 60, 90 days and beyond (subject to mutual agreement of both parties).

Within 30 days, Global Industrial commits to engaging our Marketing department to develop and distribute a customized and co-branded contract award announcement to include Global Industrial and Edge Public logos. The contract award announcement will be sent via email to Global Industrial's existing public agency customers.

Our marketing department will incorporate the following elements into the contract award announcement:

- Contract name
- Contract number
- Major product categories covered by contract
- Interactive links to the Global Industrial and Edge Public websites
- Contact information for their respective Global Industrial Public Sector Account Manager

Global Industrial Account Managers will follow up with existing public agency customers using phone calls and directed emails with the goal of further educating our customers regarding the contract award and benefits to using the contract for their purchases.

Within 60 days, Global Industrial commits to engaging our marketing department to design co-branded marketing pieces that can be used to promote the contract in both electronic and printed formats. These additional marketing pieces are intended to be used during training sessions, customer meetings or at public sector conferences.

Additionally, during this time period Global Industrial's web development team will be tasked with adding the Master Agreement details and contact information to our dedicated Global Industrial Public Sector webpage: <https://www.globalindustrial.com/public-sector>.

Within 90 days, Global Industrial's marketing department will develop additional materials promoting the contract. These materials are intended for use at public sector and educational conferences nationwide.

Global Industrial has in the past supported and typically maintains a presence at governmental and educational trade shows throughout the United States. In a continuing effort to market the contract to current members, Global Industrial commits to considering attendance and participation at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.), Association of School Business Officials International (ASBO), National 8(a) Association as well as those focused on MWBE and National Veteran Small Business Engagement, and supplier-specific trade shows, conferences and meetings throughout the term of the contract.

Beyond the 90-day mark, Global Industrial will create quarterly marketing campaigns exclusively for eligible entities. These marketing campaigns may include elements such as the following:

- Special promotional pricing on items beyond standard agreed upon discounts
- Seasonal campaigns in the summer and winter highlighting applicable products

Using case studies, collateral pieces, presentations, promotions and various other marketing efforts, Global Industrial is fully committed to the ongoing marketing and promotion of the contract throughout its term.

Upon the award from CIESC and Edge Public, the Global Industrial Sales Enablement team, in conjunction with our executive leadership, will design and implement a comprehensive training program to educate its national sales force about the contract.

These training sessions will include the following key elements:

- Explanation of the solicitation process
- Pricing standards established by an agreed upon contract
- Thorough examination of product categories covered by the contract
- Educating new and existing public agency customers as to how and where to use the agreement
- Range of public agencies that can utilize the contract
- Positioning of contract as a contract vehicle option for customers
- Benefits of the use of cooperative contracts
- Global Industrial's internal order process to insure compliance with all terms of the contract
- Contract terms as applicable to the sales functions performed by our sales team
- Review marketing support campaigns for the contract developed by Global Industrial with approval from Edge Public
- Participation and training provided by Edge Public, if applicable

Additionally, each entity can have a dedicated secure e-commerce connection with Global Industrial that links to the Master Agreement pricing structure. Global Industrial has the functionality to customize our e-commerce site by limiting categories and sub-categories as well as adding an entity logo to the page.

8. Describe how customers can verify they are receiving contract pricing pertaining to this awarded contract.

Upon request, Global Industrial will provide participating agencies information necessary to verify contract pricing.

If a customer creates a new account on the Global Industrial website, contract pricing will not be available to the customer. If a customer wishes to receive contract pricing, they should contact Global Industrial at 1-800-607-8520 or contact their assigned Public Sector Account Manager to ensure that the pricing agreement is applied to the account prior to ordering.

If a customer wishes to verify they are receiving contract pricing, they can log into their dedicated account on the Global Industrial website. When viewing an item on the website, the original price will be crossed out and the contract price is visible below.

Participating agencies can also access sales history when logged into their dedicated account on the Global Industrial website.

9. Describe your company's ability to provide quarterly reports of total gross dollar volume generated from this contract to CIESC and Edge Public.

Global Industrial has the ability to provide quarterly reports of total paid gross dollar value generated from this contract to CIESC and Edge Public.

Global Industrial aims to be a valued partner for our customers and contractual partners and recognizes that part of that partnership is making sure our customers receive as much intelligence regarding their buying as they desire. The combination of accessible sales data from within the Global Industrial website and our analytics capabilities outside of the website provides our customers with powerful information to better understand their purchasing trends.

Global Industrial has the ability to create, upon request, dedicated accounts for each individual Participating Entity as well as consolidated accounts that may encompass multiple departments that use the same centralized billing address.

From within a customer's dedicated account on the Global Industrial website, customers can view their order history and spending savings. Our site enables our customers to review and report on all of their orders from within different time ranges, along with providing details into the cost savings they have generated with their purchases from Global Industrial.

Outside of our website, our capabilities expand. We have the ability to create reports in both PowerBI and our internal CRM tool. These reports are used daily by every department within Global Industrial and can be created and updated quickly. Our team is also proficient in querying data directly from our databases. In turn, we can also quickly create analyses in a variety of formats, including Excel, Tableau and PowerBI.

Additionally, Global Industrial offers business reviews, scheduled at the cadence established by the customer and the Account Manager. These business reviews can highlight spend by different views such as purchases by category, Global Industrial Exclusive Brands™ purchases, spend year over year or for a predetermined timeframe.

Global Industrial can provide customized reporting for each customer using a variety of data points included, but not limited to the following:

Account Number	Order Type	Ship to Zip Code
Account Name	Order Status	Ship to Country
Order Number	Manufacturer Part Number	Ordered by
Order Date	Manufacturer Name	Email
Quote Number	Brand	Payment Method
Quote Date	Unit of Measure	Customer PO
Item Number	UNSPC Code	Account Manager
Item Description	Category	Freight Amount
Quantity	Parent Category	Sales Tax
Extended Item Price	Carrier	Invoice Total
Invoice Number	Ship to Address	
Invoice Date	Ship to City	
Tracking Number	Ship to State	

1. Please provide as much detail as possible to describe your company's pricing structure as part of this proposal including: a.Discounts on product categories b.Discounts on services

a. Discounts on product categories

Global Industrial does not use Manufacturer's Suggested Retail Price, but instead offers a 10% discount off its already reduced web price. "Web price" is defined as the price shown on our website, www.globalindustrial.com, on the date of purchase. Please note that pricing on our website is fluid and changing dependent upon market conditions. Any discount offered within this proposal shall remain the same for the life of the contract. The prices shown on Buyer's personalized online account, or provided by its dedicated representative, on the date of purchase will be inclusive of this discount. Products already reduced in price for inventory reduction or promotional purposes, as well as special order or custom products, may not be eligible for additional discount. Shipping and handling charges are also ineligible for discount.

b. Discounts on services

Services are not eligible for discounts.

2. Please describe any/all manufacturer/category rebates to customer i.e. Branded / non-branded Paper Towel (i.e. GP) yields "x" rebates by purchasing tier.

Global Industrial does not pass manufacturer incentives to customers nor provide credits off invoices or rebate checks to districts.

3. Please list all products and services that are not eligible for discounts.

Products already reduced in price for inventory reduction or promotional purposes, as well as special order or custom products, may not be eligible for an additional discount.

4. Will this pricing structure be guaranteed for the term of the contract?

Any discount offered within this proposal shall remain the same for the life of the contract.

5. How will new products and services be priced to be aligned with this contract?

New products added to our website, www.globalindustrial.com, that fall within the proposed product categories will be aligned to the contract using the same discount structure proposed above.

6. Please provide pricing for warranties on all products and services.

All warranties from the original manufacturers are hereby irrevocably assigned to Buyer and all documents evidencing the same will be included with the items. Global Industrial will assist Buyer in maintaining continuity of such warranties and shall take all reasonable steps to assist Buyer in asserting and processing warranty claims directly with the manufacturers. Global Industrial makes no warranties, express or implied, and disclaims all other warranties, including without limitation implied warranties of merchantability, fitness for a particular purpose and conformity to models or samples.

Limited Warranty Information: <https://www.globalindustrial.com/limitedWarranty>

Industrial Strength Products Need Industrial Strength Protection

Our Extended Service Plans offer an added layer of toughness to protect your tools and equipment from the unforgiving climates of commercial and industrial work areas.

With a low cost extended coverage plan, you'll get 100% coverage on parts and labor, accidental damage coverage, and fast replacements. Our plans are renewable with full customer service support and no deductibles.

**Some products are eligible for Extended Service plans which protect your purchase beyond the manufacturer's warranty.*

7. Is your proposed pricing structure equal to or lower than pricing your company offers to individual entities or cooperatives with equal or lower volume?

Global Industrial represents and warrants that the pricing being offered in this proposal is market competitive. No further representations or warranties are made with respect to pricing.

8. Describe how your firm conducts pricing audits including frequency.

Global Industrial regularly conducts pricing audits for products on our website. The frequency depends on a variety of matters, including but not limited to market conditions, product availability, product elimination, restricted inventory, etc.

9. How does your firm report and manage pricing discrepancies?

If a customer unfortunately encounters a pricing discrepancy, the first action is to reach out to either their assigned public sector account manager or Customer Service at 1-800-607-8520.

If a pricing discrepancy is verified, Global Industrial will promptly issue a credit to the customer's account in the amount of the discrepancy.

10. Please include any other pricing proposals you may want to propose.

Global Industrial does not use Manufacturer's Suggested Retail Price, but instead offers a 10% discount off its already reduced web price for our full catalog of products described previously. "Web price" is defined as the price shown on our website, www.globalindustrial.com, on the date of purchase. Please note that pricing on our website is fluid and changing dependent upon market conditions. Any discount offered within this proposal shall remain the same for the life of the contract. The prices shown on Buyer's personalized online account, or provided by its dedicated representative, on the date of purchase will be inclusive of this discount. Products already reduced in price for inventory reduction or promotional purposes, as well as special order or custom products, may not be eligible for additional discount. Shipping and handling charges are also ineligible for discount.

Standard shipping and handling charges will be reflected on all quotes, orders, and invoices as prepay and add, FOB Origin, unless otherwise indicated. Standard LTL shipments shall be dock to dock. Standard small package shipments shall be dock to door. Additional fees may be incurred for any special services including, but not limited to, the following: liftgate services, white glove services, 24-hour advance notifications, delivery area surcharges, hazardous material surcharges, residential deliveries, Saturday charge deliveries, inside delivery (threshold only).

Global Industrial may provide additional quoted discounts for orders greater than \$50,000.00.

11. Provide any additional information relevant to this section.

Outside of the items offered on our website, Global Industrial also has the ability to special order products from hundreds of manufacturers, leaving endless possibilities for configuration and compatibility. Our distribution model includes shipping from our own distribution centers across the United States and Canada, as well as drop-ship items direct from manufacturers' facilities. Shipping direct from the manufacturer often eliminates lengthy lead times by getting the products directly in the customer's hands quickly instead of waiting for the products to come through our distribution centers. Our website clearly indicates the expected lead times for all products, setting realistic expectations for our customer, and aiding in better project and product planning.

Orders & Deliveries

1. Please outline how the current CIESC accounts would be transitioned into a new Cooperative programs account. What will the user experience be in the transition?

Should a current CIESC or Edge Public account (member) desire a transition into a new Cooperative programs account, they should contact their designated public sector account manager by phone or email to request the transition. The account manager will follow our internal process to action the request and the customer will be notified when the transition is complete.

2. What is your firm's order lead time and order cut off time? What is the process to add an item to an order after the order has been submitted? Please give as much detail as possible. (for online/call in orders)

We know that receiving product in a timely manner is of paramount importance to our customers, especially when it concerns products necessary for maintenance, repair and operations of facilities and environments within the public sector. Each and every product on the Global Industrial website displays a clear lead time expectation when the customer inputs the destination zip code within the designated field.

Global Industrial will make a good faith effort to deliver products within the requested timeframe. However, factors such as product origin, quantity requested, and availability and production times may influence the delivery times. Please contact your assigned Account Manager for specific information regarding lead times.

If a customer needs to add to an order after the order has been submitted, please immediately contact Customer Service via phone at 1-800-607-8520, email at service@globalindustrial.com or through the chat feature on the Global Industrial website (www.globalindustrial.com).

Items held in stock in our distribution centers usually ship same day, provided the order is received by 4pm ET.

3. Can individual order guides be created for school districts? (for online/call in orders)

Absolutely. Global Industrial has the capability for creating custom order guides for individual schools and school districts. These guides can include valuable resources such as the ordering process, account number, account manager contact information and a "who to call protocol" that aids when customers have questions related to order placement, customer service, contract questions, etc.

Global Industrial also offers virtual or on-site training (when available) for school districts.

4. What is your firm's minimum order amount and what is the shipping/delivery fee if the minimum order amount is not met?

Minimum order requirements vary by product and manufacturer. Please refer to the product information provided on our website, www.globalindustrial.com or contact your designated public sector account manager for detailed information.

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Special Services Charges (subject to change without notice):

Accessory Charges	Value
Additional Handling	\$6.50
C.O.D.s	\$9.00
Delivery Area Surcharge	\$2.30
Delivery Confirmation Response - Signature Required	\$2.00
Hazardous Materials Surcharge, Ground	\$20.00
Residential Differential	\$2.20
Saturday Charge Delivery	\$12.50
UPS Returns Plus: Call Tag	\$7.00
Call Prior to Delivery (24-hour notification)	\$10.00
Liftgate Delivery (no dock)	\$63.00
Residential Delivery	\$85.00
Inside Delivery (threshold only)	\$66.00
White Glove Service	Call for Pricing

5. Please indicate if there is a fuel surcharge, tracking charge, truck charge, or trip charge associated with your proposal.

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UPS Returns Plus: Call Tag	\$7.00
Call Prior to Delivery (24-hour notification)	\$10.00
Liftgate Delivery (no dock)	\$63.00
Residential Delivery	\$85.00
Inside Delivery (threshold only)	\$66.00
White Glove Service	Call for Pricing

6. Does your firm have any miscellaneous charges the CIESC should be aware of?

Global Industrial will present complete pricing for products on quotations provided by the account manager.

7. How does your firm handle items that districts order that are not stocked in the distribution center servicing that school district?

Our distribution model includes shipping from our own distribution centers across the United States and Canada, as well as drop-ship items direct from manufacturers' facilities. Shipping direct from the manufacturer often eliminates lengthy lead times by getting the products directly in the customer's hands quickly instead of waiting for the products to come through our distribution centers. Our website clearly indicates the expected lead times for all products, setting realistic expectations for our customer, and aiding in better project and product planning.

If a district orders a product that is not stocked in the closest distribution center, our warehouse management program is optimized to automatically ship the item from the next closest distribution center. The customer will receive an email with tracking information as soon as the order ships along with an updated lead time.

Global Industrial fills orders shipping from our distribution centers in the order in which they are received. Drop-ship orders are shipped with the same urgency by our partners.

8. Will school districts have access to online ordering and viewing invoices/statements online?

Global Industrial offers a state-of-the-art ordering experience through our website. Once an account is created, managing multiple tasks such as ordering and inventory checks can be completed quickly and easily. We offer features that enable order management power such as auto reorder, online returns, replacement parts and order tracking.

Account management tools on our site truly make our customers' businesses more successful and lives easier. By accessing their dedicated account, customers can manage billing and payments, change or update account information, view orders, create shopping lists, retrieve quotations and more.

In addition to 24/7 availability and creation of shopping lists, customers can also order inventories, making it easier and faster for subsequent orders throughout the year. Using shopping lists is a convenient option for

customers to manage multiple users who are purchasing a predetermined selection of product.

Global Industrial has incorporated powerful web-based tools that provide the ability to approve or deny purchases from authorized users within the account. This is accomplished through user roles and spending limits.

User Roles and spending limits turn our website into a customer managed portal. By providing administrator the ability to add users and control their access / spending while maintaining an approval hierarchy, customers can now leverage our site across their entire organization without the bottleneck of only one user purchasing.

An **Administrator** user can create and manage contacts with any role, view and approve all orders placed for the account, and manage billing addresses and credit card information. Since Administrators can place orders without any spending limit, your account holders want to be very careful if they assign this to anyone but themselves.

A **Buyer** user can also place orders without any spending limit, manage the profile and update the shipping address. They cannot create or manage contacts.

A **Jr. Buyer** can place orders within assigned spending limits. Orders over the spending limit will be suspended until the assigned buyer or administrator approves the order. A Jr. Buyer can approve orders placed by an Associate as long as they are within the Jr. Buyer's spending limit.

An **Associate** user can place orders within set spending limits. Orders over the spending limit will be suspended and subject to assigned buyer for approval. Associate cannot approve orders by other contacts. They can manage the profile and update the shipping address, and can set an associate's spending limit to zero dollars in order to put all orders on hold.

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9. Describe in detail your firm's method for tracking a.Orders b.Rebates c.Deliveries d.Invoices

Global Industrial maintains a customer support team of over 140 associates located in Buford, GA and Milwaukee, WI as well as a dedicated chat support team.

Our customer support team as well as account management teams have access to all orders placed by customers as well as any customer support inquiries that may have been made, including, but not limited to: order status, tracking requests, invoices, return requests, service requests, parts information, etc.

10. Describe ease of use of your website for school districts including: a.Search Capabilities b.Pricing c.Lead Times d.Reporting Capabilities at the Building and District Level

Searching for products on the Global Industrial website (www.globalindustrial.com) is made easy by accessing the search field conveniently located at the top of our home page.

The applicable results will populate just below the search field and also by simply clicking "Enter".

If a customer creates a new account on the Global Industrial website, contract pricing will not be available to the customer. If a customer wishes to receive contract pricing, they should contact Global Industrial at 1-800-607-

8520 or contact their assigned Public Sector Account Manager to ensure that the pricing agreement is applied to the account prior to ordering.

If a customer wishes to verify they are receiving contract pricing, they can log into their dedicated account on the Global Industrial website. When viewing an item on the website, the original price will be crossed out and the contract price is visible below.

Participating agencies can also access sales history when logged into their dedicated account on the Global Industrial website.

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Global Industrial aims to be a valued partner for our customers and contractual partners and recognizes that part of that partnership is making sure our customers receive as much intelligence regarding their buying as they desire. The combination of accessible sales data from within the Global Industrial website and our analytics capabilities outside of the website provides our customers with powerful information to better understand their purchasing trends.

Global Industrial has the ability to create, upon request, dedicated accounts for each individual Participating Entity as well as consolidated accounts that may encompass multiple departments that use the same centralized billing address.

From within a customer's dedicated account on the Global Industrial website, customers can view their order history and spending savings. Our site enables our customers to review and report on all of their orders from within different time ranges, along with providing details into the cost savings they have generated with their purchases from Global Industrial.

Outside of our website, our capabilities expand. We have the ability to create reports in both PowerBI and our internal CRM tool. These reports are used daily by every department within Global Industrial and can be created and updated quickly. Our team is also proficient in querying data directly from our databases. In turn, we can also quickly create analyses in a variety of formats, including Excel, Tableau and PowerBI.

Additionally, Global Industrial offers business reviews, scheduled at the cadence established by the customer and the Account Manager. These business reviews can highlight spend by different views such as purchases by category, Global Industrial Exclusive Brands™ purchases, spend year over year or for a predetermined timeframe.

Global Industrial can provide customized reporting for each customer using a variety of data points included, but not limited to the following:

Account Number	Order Type	Ship to Zip Code
Account Name	Order Status	Ship to Country
Order Number	Manufacturer Part Number	Ordered by
Order Date	Manufacturer Name	Email
Quote Number	Brand	Payment Method
Quote Date	Unit of Measure	Customer PO

Item Number	UNSPC Code	Account Manager
Item Description	Category	Freight Amount
Quantity	Parent Category	Sales Tax
Extended Item Price	Carrier	Invoice Total
Invoice Number	Ship to Address	
Invoice Date	Ship to City	
Tracking Number	Ship to State	

11. Does your company require the customer to place a deposit when placing an order? Please outline all the details about your company's policy regarding deposits.

In some unique instances, prepayment may be required for purchases due to credit worthiness.

Based on the requirements of the vendor/manufacture, some special orders may require pre-payment.

12. Describe your company's payment terms as well as any quick pay discounts offered.

Terms of payment are within Global Industrial's sole discretion, and otherwise agreed to by Global, payment must be received by Global Industrial prior to our acceptance of an order. Payment for the products will be made by credit card, wire transfer, or ACH unless credit terms have been agreed to by Global Industrial. Invoices are due and payable within the time period noted on the invoice, measured from the date of the invoice. Invoices issued by Global Industrial shall be in accordance with its standard form.

Global Industrial does not permit the set off of any payments under any circumstances.

Global Industrial does not offer a Prompt Payment Discount program.

[Global Industrial Credit Application System](#)

13. Please describe the different types of payment your company accepts including but not limited to: a.Purchase orders b.Procurement card c.Credit card/Debit card

Global Industrial accepts purchase orders from customers with approved credit. Members are able to place orders using purchase orders through their dedicated Public Sector Account Manager or through our Inbound Sales

team. Purchase orders can be emailed directly to the assigned Public Sector Account Manager for processing as well. The Global Industrial website (www.globalindustrial.com) also allows customers to enter their purchase order number when placing an order on their designated account.

Visa, MasterCard, American Express and Discover procurement cards, credit cards and debit cards are accepted by Global Industrial.

14. Does your company have any additional charges for customers for using different types of payment forms (i.e., credit card fees)?

Global Industrial does not assess additional charges for customers using different types of payment forms.

15. Describe your company's ability to integrate with an e-procurement system for participating entities to utilize if they choose.

Global Industrial has a robust e-procurement team, specializing in customer and large-scale integrations. This team, backed by our IT department, is comprised of the following roles:

- Manager, E-Procurement
- Manager, E-Procurement Integration
- Specialist, E-Procurement Integration
- Implementation Specialist, Customer Success

Global Industrial can support either EDI or CXML implementation which ultimately lowers our customers' transactions costs by eliminating manual, paper-based procurement processes. Additionally, we have full integration with some of the biggest online marketplaces. This includes, but is not limited to, eBay, Amazon, Shopping.com, and Pricegrabber.

Global Industrial has EDI integration with most of our top vendors and that keeps our inventory information fresh. We also have the ability to provide and process any type of data feed, such as product, inventory, orders, etc. in multiple formats (ex. CSV or XML).

Provisioning an e-procurement system with data is one of our core strengths. We have a large roster of customers that currently shop directly through our extranet portal. We are on the Ariba Supplier Network and have created punch-out catalogs for customers on that platform. Our punch-out catalog technology provides paperless purchase orders, a self-service solution, and strong accountability, and it allows buyers to seamlessly purchase online through their procurement application without limitations of set business hours.

Global Industrial's punch-out catalog offers many features and benefits. The most common are being able to offer a large selection of products, reflecting preferred pricing as the buyer is shopping, outstanding quality, same day shipments on most orders, shopping convenience, in depth product information with photo galleries, callouts and videos, exclusive Global Industrial branded products, extended service plans, and customer reviews. Our sales professionals are able to maintain high standards of customer service and support with outstanding product knowledge because Global Industrial thrives on giving our customers best-in-class service and we want to ensure we are confident in doing so.

The timeline for full e-procurement integration and implementation varies based on the customer's platform as well as their specific requirements. Global Industrial excels at speed of service and communication; therefore,

customers will remain informed of progress and any potential delays throughout the e-procurement implementation process.

[Global Industrial E-Procurement](#)