

## **EXHIBIT G**

### **Interline Brands, Inc. Section 3 - Statement of Work**

An awarded Vendor shall provide goods to eligible Ordering Entities within the terms and conditions as stated below.

3.1 Minimum Specification for Response.

Vendor must demonstrate its ability to perform according to the terms of this RFP. In its response, the Vendor shall describe its company's experience that meets the qualification of having been in business for at least two (2) years, providing MRO type of goods and related services.

**Interline Brands is a leading national distributor of, and direct marketer of, broad-line maintenance, repair and operations ("MRO") products. We have been in this business for over 35 years having incorporated in New Jersey in December 1978. We have one operating segment, the distribution of MRO products. We stock approximately 100,000 MRO products in the following categories: janitorial and sanitation ("JanSan"); plumbing; hardware, tools and fixtures; heating, ventilation and air conditioning ("HVAC"); electrical and lighting; appliances and parts; security and safety; and other miscellaneous products. Our products are primarily used for the repair, maintenance, remodeling, refurbishment and construction of properties and non-industrial facilities.**

**Our highly diverse customer base of over 170,000 individual accounts includes facilities maintenance customers, which consist of multi- family housing facilities, educational institutions, lodging and health care facilities, government properties and building service contractors; professional contractors who are primarily involved in the repair, remodeling and construction of residential and non-industrial facilities; and specialty distributors, including plumbing and hardware retailers. Our customers range in size from individual contractors and independent hardware stores to apartment management companies and national purchasing groups.**

3.2 Subcontracting/Partnering.

Subcontracting and/or partnering is allowed so that a Vendor can engage subcontractor(s) to provide goods and services which can expand the service coverage area.

**Interline Brands intends to fulfill all requirements of this RFP with its internal employees and does not foresee the need to subcontract or partner with another company. As can be seen from the Interline Brands Delivery Map (attachment #1), we have Distribution Centers located in 3 metropolitan areas in the state of Colorado and currently provide delivery throughout the state utilizing our own truck fleet and 3<sup>rd</sup> party carriers.**

3.3 Service Regions.

There are seven (7) regions throughout the State that may receive supplies. A Vendor may submit a proposal for one of more of the seven (7) regions noted below. A Vendor must provide MRO supplies and equipment to ALL counties within a specific region. Vendors are to complete Tab 1 Regions in Attachment 3, Vendor Response Worksheet.

Region 1 - Denver Metro Area

Region 2 - South Central

Region 3 - North Central

Region 4 - West Central

Region 5 - Northwestern

Region 6 - Southwestern

Region 7 -Southeastern.

**Interline Brands can supply MRO supplies and equipment throughout the state of Colorado, so we are submitting this proposal for all seven (7) regions listed.**

3.4 Product Categories.

This RFP includes nine (9) product categories within the "umbrella category" of MRO supplies and equipment for facilities. A Vendor may submit a proposal for one or more of the nine (9) categories noted below.

Category

- 1 Air Filters and Filter Media
- 2 Hand Tools, Power Tools and Accessories
- 3 Lamps, Ballasts and Fixtures
- 4 Electrical
- 5 Heating, Venting, Air Conditioning/Refrigeration (HVAC)
- 6 Plumbing
- 7 Janitorial/Cleaning
- 8 General: includes batteries and flashlights; fasteners; material handling; motors, pumps and accessories; outdoor gardening supplies and equipment; paint and supplies; pneumatics, hydraulics and accessories; safety supplies; security supplies; and welding, soldering and accessories.
- 9 Food Service Supplies.

Interline

**Interline Brands is a leading national distributor of, and direct marketer of, broad-line maintenance, repair and operations (“MRO”) products. We stock and distribute products in all nine (9) categories listed so we are submitting this proposal for all product categories.**

3.5 Ordering and Delivery.

Ordering: The State desires to purchase MRO Supplies and Equipment through various methods such as via telephone, email, FAX, on-line, or in-store with various delivery options. Vendors shall detail in their proposal how customers will be able to receive contract pricing when making in-store purchases. Vendors are expected to have an established business process to enable Ordering Entities to easily set up an account. Preference may be given for Vendors who can offer the ability to set up and maintain internally hosted catalogs (i.e. list of items and unit pricing) and/or punch-out catalogs. The State has the right to implement catalogs in a phased approach. While Ordering Entities are encouraged to use a Vendor's electronic or telephonic ordering methods to reduce visits to the Vendor's stores; the final choice is a business decision by the Ordering Entity. The Vendor is expected to accept payment with procurement cards (credit cards) for orders in addition to other payment methods such as issued checks and/or electronic funds transfers (EFT).

**WEBSITE ORDERING CAPABILITIES**

**Interline’s technology platform is provided by Interline Brands Information Technology who has made significant investments to provide state-of-the-art capability. Interline Technology is the internal IT department that builds technology platforms for all of the Interline brands. We can quickly provide a solution because we have architected our web platform to be scaleable and flexible to manage the procurement process to your unique requirements.**

**E-COMMERCE WEBSITE**

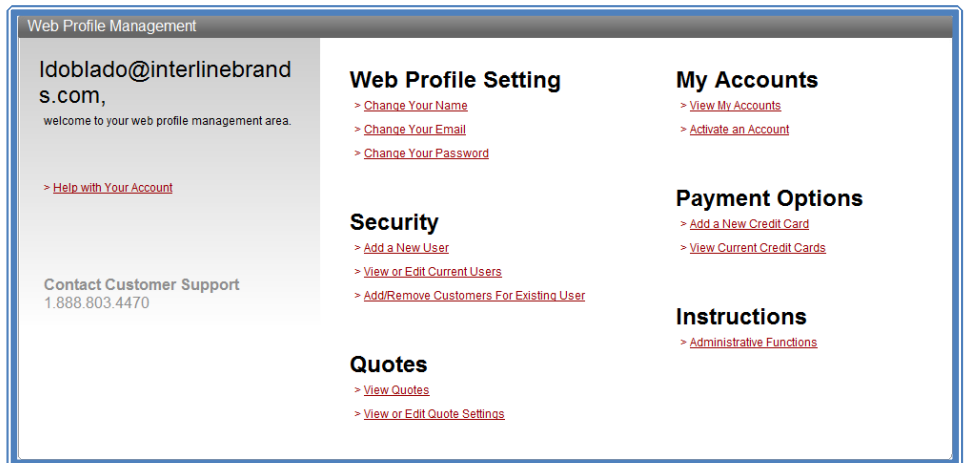
**Our e-commerce website supports the ability to see real-time product availability and your contracted pricing once the user has logged on. The e-commerce website has full access to the broad assortment of JanSan, MRO and facilities maintenance sku offering. If desired, you can host a customized product offering, displaying only the items you elect to publish to the website and displaying the customer’s contracted price. During the setup stage, an IT Analyst will work with your account manager and business leads to demonstrate the platform and walk you through the configurations necessary to launch your website. The process begins by establishing an account with the appropriate properties (or subaccounts / ship to’s) that will be placing orders. Next we will load contract specific item pricing into our backend ordering system. Once the pricing and payment terms are set up, the website configuration process would begin.**

## The Website Setup Process

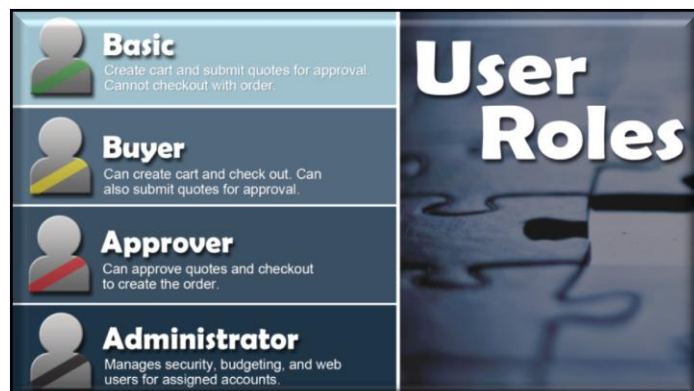
The Administrator has access to all products available. By selecting the "Enable Customized Product Offerings," the website offers step-by-step instructions for the setup and ongoing maintenance of your customized catalog. Administrators can add and remove up to 3,000 items to be published to the users. Because the website is fully integrated with our back end contract pricing and fulfillment system, orders placed on the web adhere to the same pricing rules as orders placed via phone or fax. If you choose to have access to the entire product line, no setup is necessary.



Administrative features allow your Administrator to effectively manage the web experience for all of your users. The Administrator can register a user and deactivate a user if the employee leaves the employment of your company. The Administrator can activate workflow approvals, tying users to approvers. The administrator can set shopping preferences such as requiring PO's on all orders and setting email recipient (i.e., Accounting, sales rep, others) notification upon placement of an order. There can be multiple administrators. This allows local administrators to maintain the security and workflow authorization for a group of accounts.



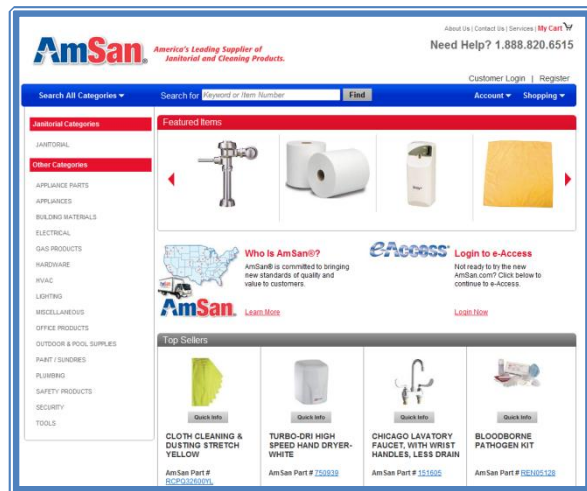
These local administrators can also manage the quote approval process (workflow) which has a multi-level approval process and allows for unlimited number of approvers to be notified that a quote needs approval. The local administrator can set up a user by role and restrict the approval of an order or the submission of an order by role. In addition, the local administrator can set approval limits, with increasingly higher limits as the escalation process progresses. The local administrator can set time-based escalation rules that would automatically send the approval workflow to the next approver level. This is helpful for covering vacation schedules so that the quote gets approved in a timely manner.



There are four roles to select from: Basic, Buyer, Approver, and Administrator. A Basic user can only select items and build a quote. Thereafter, using workflow, the quote is placed in the Approver's work queue. The Approver can review, remove, add and approve the quote for submission as an order. A Buyer has the ability to place items in a quote and follow the same approver workflow while also having the ability to submit order directly. This is used in instances where less restrictive lockout functionality is required and is often accompanied by manual policy. An example may be a buyer who has the rights to place all orders for repair items but is required to obtain approval for capital items. An Approver and an Administrator can create orders, edit and remove line items from an order, approve the order, or send the order back to the Buyer or Basic User to submit the order. In all cases, the Basic User, Buyer and Approver have complete visibility to all work items in their queue, even those submitted for the Approver. Additionally in all cases, each role in the work order approval process will receive email notifications when an action is required and can click on the link in the email to go directly to the action item needing attention.

## Online Shopping Experience Setup Process

Users log in using an email address and a secured password. Upon authenticating, the user can view your products, contract pricing, and available quantities to ship. Users can search by part #, key work, manufacture #, MSDS and other key indexed fields. Our website uses a state-of-the-art search engine that is configured for the janitorial, plumbing, and maintenance and repair industry. Features such as spelling correction, thesaurus, "did you mean," and most popular search phrases are embedded into the search engine to make finding an item easy. Users can also narrow their search results by price, manufacturer, "green" and other attributes displayed on the left navigation pane.



Favorite lists are fully supported, including creating a user-specific favorite list, creating a favorite list to be shared across users, and creating a favorite list shared access users and updated by multiple users. Users can also generate an "Auto-Updated Favorites List" which dynamically rebuilds the favorite list based on recent purchases. This feature can also be used to generate a current "usage report" of spending.

Your account representative or customer service can assist with the bulk uploading of favorite lists to all user accounts.

While shopping, users can compare up to four items. This allows the user to quickly compare items based on a narrowed item selection process. Item search results also display icons that can visually describe must know information about the item. When hovering over the icon, a descriptor explains the icon meaning. An example is provided herein.



During the shopping and check out process, the user can view available quantities to ship and the expected delivery time. The site is fully integrated with workflow approval for turning a quote into a PO (see above). In the shopping cart, the user can see if the freight minimum has been achieved per the contract terms. When checking out, users are asked to confirm shipping location, payment method and can view items by delivery method (next day, 2 day, drop ship etc.). In this process the user or the Approver can edit the cart. Upon checking out, an email notification will be sent to the user.

A user can place orders for multiple ship-to locations; however, the user cannot direct the same order to multiple locations. The user would create a favorites list of the first order, change the shipping location and convert the favorites list into the second ship to order. Interline Brands

accepts payment with procurement cards (credit cards) for orders, in addition to other payment methods such as issued checks and/or electronic funds transfers (EFT).

## BUDGET MANAGEMENT

Interline has developed a flexible and sophisticated budget management tool that is tightly integrated into the web ordering platform as well as our Customer Service Order Entry platform. There are three types of budgets: Blanket PO, General Ledger Tracking, or General Ledger Tracking against a Budget. Blanket PO and GL Tracking against a Budget allows users to set a spending limit over defined periods and invoke order approval when the budget thresholds are exceeded. Both GL Tracking and GL Tracking against a Budget incorporate your GL accounting codes into the ordering process. For all three budget types, users are able to see spend-to-date while in the cart and using a dashboard to graphically see the open to spend level.

## REPORTING

Users can see all invoices and historical purchase orders for the past two years, regardless of the method ordered (AmSan.com, email, fax, or phone). Users can track the status of their orders online. For products delivered on the Interline fleet of trucks, orders are track through the trucking process and Proof of Delivery is displayed online. Users can also track delivery status of UPS and LTL shipments online.

Clients are able to view various reports online and extract this data to excel, including Top Products, Usage Reports, Green Reports by green certification type, and all Budget Reports,. All of these reports pull from comprehensive sales data regardless of the purchasing platform used.

The screenshot shows a web application interface for a 'Product Usage Report'. At the top, there is a search bar and navigation links. Below the search bar, the report title 'Product Usage Report' is displayed, followed by a 'redacted' label. A brief description of the report is provided. Below this, there are filters for 'All Products' and 'Start Date' (2/1/2013), and an 'End Date' (2/28/2013). A 'View Report' button is visible. The main content is a table titled 'Customer Usage Reporting for [redacted] 2/1/2013 - 2/28/2013'. The table has 13 columns: Customer Ship-To Name, Invoice Date, Invoice #, Order #, PO #, Product #, Product Description, Manufacturer, Qty Shipped, Price per Unit, Total, Category, Attributes, and Ship To. The table contains 8 rows of data, each representing a different product purchase.

Customer Ship-To Name	Invoice Date	Invoice #	Order #	PO #	Product #	Product Description	Manufacturer	Qty Shipped	Price per Unit	Total	Category	Attributes	Ship To
[redacted]	2/5/2013	281873505	5159102	213	18-7181	LIFT AND TURN STOPPER ASSEMBLY FOR GERBER 1-7/8 IN. 11.5 TPI	NATIONAL BRAND ALTERNATIVE	3.00	6.15	18.45	TUB STOPPER ASSEMBLIES		ADDISON PLACE 5100 ABBOTS BR
[redacted]	2/5/2013	281873505	5159102	213	51-0268	PRISMIERE SHOWER HEAD 2.5 GPM WHITE/CHROME PLATED	NIAGARA CONSERVATION	4.00	3.25	13.00	SHOWER HEADS		ADDISON PLACE 5100 ABBOTS BR
[redacted]	2/5/2013	281873505	5159102	213	51-1232	SPRAY HEAD ONLY, BLACK	NATIONAL BRAND ALTERNATIVE	2.00	3.15	6.30	PULL-OUT SPRAY HEADS		ADDISON PLACE 5100 ABBOTS BR
[redacted]	2/5/2013	281873505	5159102	213	52-0290	ALUMINUM SHOWER ROD 6 FT.	NATIONAL BRAND ALTERNATIVE	2.00	2.95	5.90	SHOWER RODS		ADDISON PLACE 5100 ABBOTS BR
[redacted]	2/5/2013	281873505	5159102	213	60-2400	FLUIDMASTER 400-A ANTI SIPHON TOILET FILL VALVE	FLUIDMASTER	5.00	5.43	27.15	BALLCOCK KITS		ADDISON PLACE 5100 ABBOTS BR
[redacted]	2/5/2013	281873505	5159102	213	60-4049	LAVELLE FLAPPER BALL	LAVELLE INDUSTRIES	5.00	1.65	8.25	RUBBER FLAPPERS		ADDISON PLACE 5100 ABBOTS BR
[redacted]	2/5/2013	281873505	5159102	213	60-8253	KOHLER BREVIA™ ELONGATED CLOSED FRONT PLASTIC TOILET SEAT WITH Q2 ADVANTAGE AND LID, WHITE	KOHLER COMPANY	6.00	8.68	52.08	TOILET SEATS		ADDISON PLACE 5100 ABBOTS BR
[redacted]	2/5/2013	281873505	5159102	213	81-1028	SCREW IN HIGH DENSITY WATER HEATER ELEMENT 4500 WATT 240 VOLT	NATIONAL BRAND ALTERNATIVE	2.00	3.98	7.96	ELECTRIC ELEMENTS		ADDISON PLACE 5100 ABBOTS BR

There are other features available on the site and we welcome the opportunity to demonstrate our site to your team.

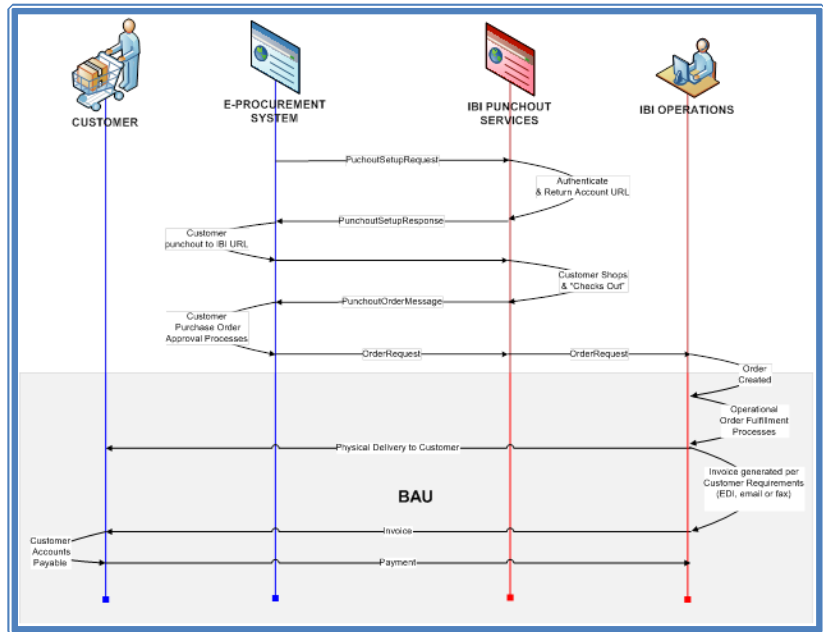
## INTEGRATION CAPABILITIES

For users who would like to purchase from their own procurement platform but integrate into our ordering platform, we offer a variety of integration methods.

## PUNCHOUT INTEGRATIONS

We support both the hosted catalog solution and punchout integration solutions. The diagram depicted herein shows the roundtrip punchout capabilities. IBI has dedicated staff to onboard partners for single and double punchouts (i.e., round trip). Interline Technology follows the published cXML standard, version 1.2.014 and supports the following punchout processes:

- PunchOutSetupRequest ('Create' Function Only)
- PunchOutSetupResponse (IBI URL Provided for Shopping)
- PunchOutOrderMessage (IBI Shopping Cart Returned for PO Approval)
- OrderRequest (Order Submission to IBI)



We have integrated with a variety of platforms and portals including DSSI, SCIQuest, SAP, Oracle, Yardi SiteStuff, Nexus, ePlus, eSpendwise and many others.

Regarding a third party solutions provider, Interline Technology employs technical resources on our staff to perform the punchout integrations. We find that utilizing a third-party solutions provider to perform the punchouts and testing causes delays in the integration process, as you must get too many parties involved to solve a technical issue. Therefore, we have opted to maintain those technical skills in house.

## VENDOR ELECTRONIC CATALOG SYSTEM (STATIC CATALOG)

To provide excellent customer service, our sales team has a designated customer contract management team who will maintain the product offering and electronic catalog whether hosted or punchout. In addition to the contract management team and for all integrated ecommerce solutions, we assign a dedicated Ecommerce Specialist. This specialist is knowledgeable in your account, the integration, and the ordering platform. The Ecommerce Specialist is your direct line to ask any questions about orders moving through the platform or to resolve any issues. The Ecommerce Specialist can correct and resubmit orders if rejected by the process. The Ecommerce Specialist also ensures that your system and our system remain in sync across and all orders flow smoothly through the communication channel. If an issue is discovered, the Ecommerce Specialist has a direct line of communication to the Interline Technology Tier III support organization. We dedicate this support person to your account to ensure that orders flow through correctly and you have a business and technical partner not just from the integration point, but throughout the life of our business arrangement.

## ELECTRONIC DATA INTERCHANGE (EDI)

Interline offers a variety of methods for integration, including full support of EDI transaction sets. If a hosted catalog is implemented, we accept orders vial EDI. We support the following transaction sets:

- 850 (order)
- 855 (order acknowledgement)
- 856 (advance shipping notice)
- 810 (invoice)
- All accompanying 997 EDI functional acknowledgement transaction sets
- We often implement punchouts with an EDI 810 invoice transmission

**Interline Technology supports ANSI EDI, cXML, email, and web based protocols. Interline Technology utilizes SPS Commerce for our EDI mapping and onboarding; however, this is managed through an Interline Technology project leader.**

Note: a Vendor is NOT expected to have a store front or warehouse located in Colorado; however, such a facility is considered a "value added" feature. A Vendor is requested to list the number and locations of stores and warehouses it maintains in Colorado; and its employee headcount within Colorado.

**Interline Brands has distribution centers at the following locations within Colorado:**

- 1953 Gun Club Road, Aurora, CO 80019
- 1301 South Jason Street, Denver, CO 80223
- 295 71<sup>st</sup> Avenue, Greeley, CO 80634
- 2414 4<sup>th</sup> Avenue, Greeley, CO 80631
- 1105-1109 Sante Fe Avenue South, Pueblo, CO 81006

**We also administer Vendor Managed Inventory facilities for contractors at locations in Denver and Thornton, Colorado**

**Interline Brands has 137 employees located within Colorado.**

Stock and Special Order Products: The State desires to contract Vendors who can satisfy the State's MRO needs with exceptional, pricing and customer service. Product pricing shall be set for a defined period of time and at "ceiling pricing" for a single unit. Factors such as quantity, frequency of orders, or vendor offered promotions may enable further discounts to pricing and would be negotiated with the Ordering Entity at the time the order is placed.

**Interline Brands provides its customers with exceptional pricing and customer service for stock and special order products. Our focus is to support our customers, a dedication epitomized by our customer centric program called **E-Cubed, or Exceeding Expectations Every day**, focused on ensuring that we delight our customers (based on their requirements and feedback) each and every day. Each Interline employee is charged to embrace the philosophy and tools of the E-Cubed program with every action taken. As an example of our customer focus, we have an entire department, our Nationwide Special Order Department that can source hard to find or obsolete products, virtually anything that the State of Colorado needs or wants. How far does that commitment go? One of our customers told us they needed ducks for their facility ponds. An Interline Special Order buyer sourced the ducks and had them shipped promptly to the customer's facility. Now that's Exceeding Expectations Every day!**

Stock Products: There shall be no additional cost for delivery, return, or any other services for stock goods.

**Agreed**

Special Orders: Special ordered goods may incur additional costs which the Vendor must disclose at the time the order is placed and agreed to by the Ordering Entity.

**Agreed**

Return Policy: There will be instances when an Ordering Entity will have to return a product. The Vendor is asked to describe its return policy.

**Products in their original container must be returned within 30 days of receipt. Interline must be contacted through a Sales Associate or Customer Service Associate to receive a RGA and schedule merchandise pick up. Restocking fees will not apply if product is returned within 30 days or if the wrong product is delivered through no fault of the State entity. Credits are issued through our invoicing process.**

Delivery: Delivery, whether by company vehicle or third party carrier, is expected within 2 business days after receipt of an order for stock items. For special order items, a delivery is expected within seven (7) business days, upon Ordering Entity agreeing to Vendor's notification of expected delivery time. **All delivered orders are freight on board (FOB) destination.**


## **Agreed**

A variation of delivery methods exists as each Ordering Entity has its own preference. This may include dock or desktop delivery and may include agency reception areas and floors inside State Buildings, or school delivery docks, city government front office, etc. The Vendor shall describe its proposal for a least-cost delivery solution to all locations.

**There are 482 zip codes in Colorado. Interline Brands delivers to 182 of these zip codes with our own fleet, including 35 of the 44 cities with a population greater than 10,000 in the state. Our drivers are familiar with inside deliveries so we are able to meet any of these delivery methods. For those locations where we would be delivering by UPS, all methods listed are achievable with no additional freight cost. Since, third party LTL deliveries would incur additional charges, and in many cases would not be able to deliver on various floors, our solution would be to eliminate LTL deliveries.**

### **3.6 Environmentally Preferable Purchasing.**

Vendors are to review the **State's Environmentally Preferable Purchasing (EPP) Policy, Exhibit E**. The Vendor is expected to provide a solution that supports the State's EPP Policy, identifies and provides Green products in addition to its standard inventory. "Green" is determined by third party certification or registration (no self-certification), such as industry accepted entities like Energy Star, LEED, EPA, Green Seal, etc. The Vendor shall describe in detail how its company supports the State's EPP Policy. If applicable, narrate ability to identify comparable Green products when ordering on-line and in-store. Proposals will be evaluated based on Vendor's ability to support the State's EPP Policy.

**Interline Brands has an extensive product offering of eco-friendly products that support the State's Environmentally Preferable Purchasing Policy and promote sustainable, environmentally friendly facilities. These products are identified on Interline's website with a special icon  which indicates that the product is part of our EcoSource green purchasing program. The products meet our sustainability standards for one or more of the following high performance categories: Water Conservation, Energy Efficiency, Indoor Air Quality, and Material Selection and many include third party certifications to substantiate environmentally preferable claims. Interline sales consultants will be your resource in developing a green solution designed to reduce the environmental impact of your cleaning process and facility's operations while promoting a safer and healthier working environment. Some of our other "green" programs include:**

#### **Distribution site programs/initiatives:**

- Recycling of cardboard/paper/aluminum/scrap metal**
- Water conservation (high efficiency toilets, urinals, faucets)**
- Energy conservation (T8 high efficiency lighting, occupancy sensors, smart/ programmable climate control systems)**

#### **Client focused programs/initiatives:**

**-Green Cleaning Program (CleanGreen ScoreReport –comprehensive and complete green cleaning program including pre-certified products, on-site building assessments, staff training, green cleaning manual, etc. (visit [www.cleangreenschools.org](http://www.cleangreenschools.org) to learn more)**

**-Water Conservation Program – Corporate partnership with Kohler to provide no-cost water usage audits to reduce water consumption**

**-Lighting Conservation Program – Corporate partnership with Hubbell to provide no-cost assessment for placement of occupancy sensors to reduce energy consumption**

**Recognition for Achievement/Contribution:**

**-CleanGreen ScoreReport endorsed by Green Schools. Green Schools is a non-for profit organization dedicated to improving the health of students and advancing environmental stewardship**

**Interline Brands Promotes Preferable Product Packaging and Shipping Strategies for End Users**

- Concentrated formulas with appropriate handling safeguards**
- Efficient packaging (e.g. light weight, reduced volume)**
- Recyclable packaging**
- Refillable bottles**
- Pump sprays rather than aerosols**
- Packaging and dilution systems designed to reduce exposure to the product**
- Consolidated shipments to reduce number of deliveries**
- Clear labeling and information on use and disposal**

**Interline Brands, Inc. is one of the Nation’s largest distributors of janitorial supplies and offers an extensive line of nationally branded chemical products including Spartan Chemical, Diversey, 3M, and GOJO. In addition, Interline offers an exclusive line of Renown products to help customers reduce cost without compromising quality.**

**Interline Brands does extensive internal and external, independent testing to ensure the quality and design of the chemical products are of the highest efficacy and the safest possible solutions for both the users and the building occupants. Third party certifications are utilized to validate environmentally preferable and safety standards (Green Seal, Eco-Logo, LEED, EPA, CDC, UL, ASTM). Scientific evidence, which is based on published literature, guidance documents and unpublished data from independent laboratories are also considered.**

**3.7 Points of Contact and Hours of Operation**

Point of Contact – Contract: Vendor will designate a single representative to serve as the central point of contact for the State account. At a minimum, the Vendor's contact person must be available Monday- Friday, 8 a.m. to 5 p.m. {MT). The Vendor shall provide contract representative's name, title, phone number, and email address.

**Karen Eicher will be Interline Brands single representative to serve as the central point of contact for the State account. She is available Monday-Friday 8am to 5pm (Mountain Time). Her contact info is:**

**Karen Eicher, Sales Support, phone # - 800-530-2428 x141750, email address is:  
Karen.eicher@ncpaper.com**

Point of Contact – Services: Vendor will designate a single representative to serve as the central point of contact for day-to-day customer services. This person is responsible for the overall relationship between Vendor {and its subcontractors, if applicable) and the State, and may be involved in high-level activities, such as account reviews. At a minimum, the Vendor's contact person must be available Monday-Friday, 8 a.m. to 5 p.m. {MT). The Vendor shall provide services contact representative's name, title, phone number, and email address.

**Karen Eicher will be Interline Brands single representative to serve as the central point of contact for day-to-day customer services. She is available Monday-Friday 8am to 5pm (Mountain Time). Her contact info is:**

**Karen Eicher, Sales Support, phone # - 800-530-2428 x141750, email address is:  
Karen.eicher@ncpaper.com**

Hours of Operation: At a minimum, Vendor services are expected to be provided during the following work hours: Monday through Friday, 8:00 a.m. to 5:00 p.m. {Mountain Time). It is preferable the Vendor have a 24 hour a day/ 7 days a week ("24/7") emergency contact number. Answering services, pagers and/or answering machines are not an acceptable means of communication for awarded Vendors. The Vendor shall describe in detail its solution for optimal customer access.

**Karen Eicher will be the representative as the central point of contact for contract and services. She currently handles Interline's State customers and has a long relationship with most of them. The Regional Sales Manager, Tim Warde will back up Karen and provide 24/7 emergency services at cell phone number 970-590-6588. Karen and Tim are both physically located in Greeley, CO as well as additional support staff. In addition to this staff dedicated to customers in Colorado, Interline also has a nationwide, world-class customer service network that will provide additional back-up for State customers. This customer service team is ready to serve Interline's customers from 6am to 6pm Mountain Time Monday thru Friday and 6am to 2:30pm Saturdays.**

**3.8 Transition Plan.**

Many Ordering Entities using current price agreements will have to transition from their current accounts to the new Vendors awarded as a result of this RFP. The Vendor shall describe in detail how its company will handle the transition from existing agreements {i.e. new account set-up, transfer of existing accounts, etc.) and how it can assist in making the transition smooth and timely.

**Interline Brands has extensive experience in transitioning customers from existing agreements. Upon contract award, Interline will request info from the State on existing accounts to be transitioned (in whatever form is available from the State, including Departmental lists, the General Ledger reports used to create the annual spend by category lists, etc.). That info will be supplemented by additional research by Interline thru 3<sup>rd</sup> party sources like Onvia as well as thru State Agency listings available at [www.colorado.gov](http://www.colorado.gov). A new customer form (as shown below) will be completed for each agency eligible to buy off the contract. Interline will use any Contract Award announcement as a lead-in informational package to all eligible agencies. Each agency will be contacted to inform them of the contract award, the Interline point of contact, determine ordering preferences, provide Interline website access instructions (include logon and password), and obtain all relevant information as shown below. Each agency will be asked to provide product needs and buying patterns so all relevant products can be stocked in the appropriate local warehouse. Each agency will be offered whatever assistance is necessary to make the transition smooth, as transparent as possible, timely, and economically advantageous.**

Interline Brands, Inc

Toll Free Phone: (866) 412-6726  
Toll Free Fax: (877) 712-6726  
eOrdering: [www.amsan.com](http://www.amsan.com)

**New Customer Form**

LEGAL BUSINESS NAME OF APPLICANT: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_ PCARD OR CREDIT CARD: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_ CITY/STATE \_\_\_\_\_ ZIP \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_ CITY/STATE \_\_\_\_\_ ZIP \_\_\_\_\_

BILLING ADDRESS: \_\_\_\_\_ CITY/STATE \_\_\_\_\_ ZIP \_\_\_\_\_

COUNTY: \_\_\_\_\_ BUSINESS PHONE: \_\_\_\_\_ BUSINESS FAX: \_\_\_\_\_

SALES TAX EXEMPT: YES NO (IF YES, EXEMPTION CERTIFICATE MUST BE ATTACHED)

CREDIT LINE REQUESTED: \_\_\_\_\_ ESTIMATED MONTHLY PURCHASES: \_\_\_\_\_

PURCHASE ORDER REQUIRED: YES NO FEDERAL TAX ID#: \_\_\_\_\_

A/P CONTACT: \_\_\_\_\_ PHONE: \_\_\_\_\_

FAX: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

SALES CONTACT: \_\_\_\_\_ PHONE: \_\_\_\_\_

FAX: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

ADDITIONAL SHIP-TO'S: YES NO

STREET ADDRESS: \_\_\_\_\_ CITY/STATE \_\_\_\_\_ ZIP \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_ CITY/STATE \_\_\_\_\_ ZIP \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_ CITY/STATE \_\_\_\_\_ ZIP \_\_\_\_\_

DELIVERY CONTACT: \_\_\_\_\_ PHONE: \_\_\_\_\_

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INTERNAL USE ONLY

BRANCH: \_\_\_\_\_ ACCOUNT #: \_\_\_\_\_ SALES REP#: \_\_\_\_\_

SIC CODE: \_\_\_\_\_ D&B: \_\_\_\_\_ CREDIT LINE: \_\_\_\_\_

**ALL NEW ACCOUNTS WILL BE ESTABLISHED WITHIN 24 HOURS**

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**3.9 Employee Purchase Program.**

This is NOT a mandatory element in the Vendor's proposal. It is a "value added" element. There are programs that enable government employees (state or local) to purchase vendor products at a discounted rate. If offered, Vendor shall describe its program in outline and in detail. Employee qualification and verification are the Vendor's responsibility.

**Not Offered**

**3.10 Value-Added or Optional Programs.**

This is NOT a mandatory element in the Vendor's proposal. However, the intent is to enable Vendors to offer other buyer incentives where using that Vendor is advantageous. If Vendor has any additional benefits/programs to offer the State (i.e. delivery incentives, discount programs, etc.), the Vendor will be asked to describe in detail and outline them. If the Vendor has any

additional benefits/programs to offer the State, Vendor shall describe them in outline and detail.  
Note: pricing or cost discounts/incentives are to be shown in the Cost/Pricing Proposal.

- **EcoSource MRO**, Interline's Green Purchasing program offers over 1,100 green products which span each of the United States Green Building Council's MRO related categories for sustainable buildings: Energy and Atmosphere, Water Conservation, Indoor Environmental Quality, and Material Selection. EcoSource MRO is designed to help Interline's customers select the best products to help them improve their facilities' level of efficiency while improving their environmental impact. With our full selection of eco-friendly products, we can help the State retrofit its facilities for simple repairs, upgrades, or even comprehensive facility renovations. Our green purchasing program is designed to help the State "go green" at the pace that is right for it. All of our EcoSource products are identified on our website.
- Interline's **True Cost Saving Advantage Programs** offer a variety of custom solutions to help the State with overall inventory management. With choices ranging from bin label programs, custom catalogs, and history reports to special sourcing and product standardization, you can choose the program that best fits each State's agency's needs. Look to Interline for a variety of customized, strategic supply chain solutions services that will result in significant soft cost savings while enhancing overall productivity.
- Interline also has a team of manufacturers' representatives that, upon request, can provide product training and consultation. As an example, on several occasions we have asked representatives from Sloan, Chicago Faucet, and Moen to perform on site training. Many of our manufacturers are willing to provide this type of training, and it will always be at no cost to the State. These type of training sessions are not always available through other suppliers but are made available through Interline due to our volume of business and unique relationships with these manufacturers.
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- Through our partnerships with companies such as Kohler and Sylvania, Interline can offer, at no charge, water conservation (Kohler) and/or energy (Sylvania) audits. These audits can provide very valuable information to the State for purchase planning, especially as conservation for all forms of energy becomes more and more important, not only because of cost implications but also as responsible corporate citizens. These audits provide ROI (Return On Investment) information so the State can see how quickly the purchase of these energy conserving parts and fixtures can be recouped in energy savings.
- The life-cycle costs of HVAC air filters is made up of several components and only 18.5% is the cost of the filter itself. 81% is the energy use for the equipment associated with the filter. So, an initial savings on the purchase of the improper air filter may save a few dollars, but increased energy expenditures caused by excessive pressure drop could cost the state many times the savings. Interline's partnership with its proprietary filter manufacturer allows Interline to help the State select the right filter for each application and optimize life cycle costs for all HVAC equipment.
- Additionally, HVAC filters are often changed on a routine schedule and industry studies show that filters are often changed with 50% of life remaining. This has negative implications for both cost (obviously by buying new filters more often) and for environmental impact caused by the filters. Regardless of the recyclability of filter media, almost all filters end up in landfills after use (most recyclers won't accept used filters with recyclable material since the dirt embedded in a used filter makes recycling impractical). Hence, to reduce environmental impact of HVAC filters it is imperative to use each filter to as near its useful life as possible. With our filter manufacturer partner we can help the State develop better replacement/preventative maintenance (PM) schedules by conducting Expected Life Testing, where filters from specific environments can be removed from use at the current replacement schedule and undergo testing to determine remaining life. Then PM schedules can be adjusted and tailored for the actual environment rather

than a hypothetical situation or an arbitrary (every 3 months) replacement schedule. This can yield great savings for the State as well as reduce environmental impact.

- **Another cost savings opportunity for Interline's customers is our state of the art automated system website, which allows users to place orders, search by product category, keyword or item number, check availability, and access customer pricing, all in a "real time" setting. In addition to our On-Line catalog, Interline has a Master Catalog (viewable on line as a "virtual" catalog) which provides technical schematics, additional utilities savings products and enhanced MRO offerings. Recent enhancements now allow us to offer workflow management features as well as other web spending controls.**
- **Online Procurement Management: Interline also will provide to the State the ability to plan, maintain and manage its budgets online. This functionality has 3 different options to suit State agency needs, as it sees fit. The 3 options include a one-time purchase or project function, an ability to track all purchases under the State's General Ledger codes, as well as General Ledger Code tracking with a budget aspect that will allow State agencies to establish budgets, input into Interline's system that then can interact with all purchases and control spend per the State's General Ledger codes. Each budget option includes the ability to set and send alerts to the administrator(s) of the State's choosing, and other stakeholders, based on the State's controlled thresholds. All of these operational capabilities are based on the customer's accounting periods or project timelines, as chosen by State users. Setting start and end dates for any budget is in the State's control. The budget periods can be set up by week (up to 53), by month, or by quarter, or they can be customized based on the State's needs. This online tool has endless benefits, has the capability to deliver significant savings, and helps set Interline apart from the competition.**

### **3.11 Administration of Resulting Contract.**

Reporting: If awarded a contract, the SPO requires a dollar volume quarterly report that indicates aggregate totals for all the Ordering Entities (i.e. State Agencies, Institutions of Higher Education, Political Subdivisions, and eligible Non-Profits). The reports required are a Summary report with supporting detailed sales information. A sample of a Summary report is attached as **Sample Summary Quarterly Volume Report, Exhibit D.** (See **Sample Model Contract, Exhibit C** for additional information.) Vendor shall describe in detail how it will handle customer accounts for the purpose of collecting the data needed for quarterly reporting of dollar volume for all the Ordering Entities. Vendor is to provide a sample of a report that would meet the reporting needs.

**Interline Brands has an Enterprise Resource Planning (ERP) system that houses all account information. In this system are located individual account numbers with all relevant account information. For accounts that should be grouped together with the same pricing, same basket of goods, and/or other key information the system allows accounts to be chained together. Interline will create a State of Colorado chain and annotate all eligible State of Colorado agency accounts to reflect this chain number. This way pricing is consistent within all accounts within this chain and spend is easily traced so it can be reported back to the State. Interline Brands will use the format of the report provided in the RFP to report back to the State on a quarterly basis. Sample reports from our ERP system (Chain Account with Sub Accounts and Chain Level Usage Report), that will be used to provide the data to transcribe onto the State's Quarterly Report, are attached to this RFP response.**

Administrative Fee: The State of Colorado is authorized by statute to collect a fee for the administration of the resulting contract. The administrative fee is one percent (1%) of the total purchases made by all Colorado Ordering Entities. Vendor may adjust the unit pricing listed in its proposal response to include the State's administration fee by adding the fee to the price for the goods that would be billed on its invoice to Ordering Entities (the administrative fee shall not be listed as a separate line item on the invoice.) Any pricing and discount level provided in the Vendor's proposal must include this fee. Payment of the administrative fee is made on a quarterly basis. (See **Sample Model Contract, Exhibit C** for additional information.)

**Interline agrees to terms. Agreed.**

Contract Term: The resulting State awards from this solicitation will be an initial term ending 6/30/2015 and four 1-year renewal options for a maximum term of five (5) years, at the sole discretion of the State.

Confidential and/or Sensitive Information: An awarded Vendor will come into contact with confidential information contained in the records and/or files of the State and Ordering Entities in the performance of its obligations under any resulting contract. Such records and information shall be kept confidential, secure and in compliance with all laws and regulations. The Vendor shall notify its employees that they are subject to the confidentiality requirements before its employee is permitted access to confidential data. The Vendor shall provide and maintain a secure environment that ensures data confidentiality. The confidentiality of all information will be respected and no confidential information shall be distributed or sold to any third party nor used by the Vendor or its assignees and/or retained in any files or otherwise by the Vendor. Disclosure of such information may be cause for legal action and defense of any such action shall be the sole responsibility of the Vendor.

**Interline agrees to terms. Agreed.**

Point of Contact After Award: If awarded a contract, Vendor inquiries regarding the price agreement are to be directed to the Sourcing Specialist at the State Purchasing Office managing the price agreement. Further, questions regarding orders are to be directed to the appropriate Ordering Entity as indicated on orders/purchase orders.

**Interline agrees to terms. Agreed.**

**--end--**