



Attachment 07 OFFEROR RESPONSE WORKSHEET

Offeror must provide complete and succinct responses to each item below. **Insert your responses into this worksheet directly below each question or prompt.** While supplementary marketing materials are neither requested nor desired, Offeror should provide all information necessary to demonstrate Offeror's ability to meet the requirements of this RFP and the RFP's Scope of Work.

I. RESPONSE TO MANDATORY MINIMUM PROPOSAL REQUIREMENTS

To be considered for evaluation, Proposal must contain each of the following:

- Categories of Products and EPP (Attachment 02)
- Offeror Information, Acknowledgements, and Certifications (Attachment 06)
- Offeror Response Worksheet (Attachment 07)
- Percentage off List (Attachment 08)
- Market Basket (Attachment 8-1)
- Proposed Deviations to Sample Master Agreement (Attachment 09)
- Redlined Sample Master Agreement, if applicable (Attachment 04)
- Claim of Business Confidentiality (Attachment 10)

II. RESPONSE TO DESCRIPTION OF PRODUCTS AND SERVICES

- A. Attachment 2, Categories of Products and EPP. Offeror must complete the attachment.
- ~~B. Describe Offeror's plan for providing the Products and EPP (if applicable) identified in Attachment 02.~~
- ~~C. Provide evidence of Offeror's ability to provide the Products and EPP (if applicable) identified in Attachment 02.~~
- ~~D. Describe Offeror's ability to fulfill Contractor Responsibilities and Tasks identified in the Description of Products and EPP, Attachment 02.~~

III. RESPONSE TO TECHNICAL CRITERIA

- A. **Description of Products.** Offerors shall provide a full detailed description of their company and the products offered related to this solicitation. The Offeror shall provide a description of its ability to provide the products, supply chain distribution, stock items, outages notifications, environmental efforts within the company, geographic availability, etc.

Global Industrial intends to provide the vast range of products and services for maintenance, repair and operations requested by NASPO ValuePoint by leveraging over one million products on found 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 full color catalogs that feature the 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 NASPO ValuePoint Participating States and Participating Entities. 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 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 participating entities.

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.

Our multiple distribution centers and offices across the U.S. 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.

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.

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. When a product is regrettably out of stock, our website will indicate this at the top of the product page. Even if an item is on backorder, the website will indicate the estimated lead time. However, if the backorder occurs after an order has been placed our system will automatically email the purchaser to inform them of a change in the estimated shipment date.



Issued by the Commonwealth of Kentucky
Solicitation Number RFP 758 2400000228

In addition to accurate lead times, our website has in-depth product descriptions, details, specifications, and photo galleries for all products. It also boasts new and exclusive content that explains product features and benefits, as well as product videos showcasing the products themselves. These demonstrations and detailed descriptions give customers the chance to put products “in their hands” before an actual purchase is made.

ENVIRONMENTAL SUSTAINABILITY



AT GLOBAL INDUSTRIAL, G.R.E.E.N. IS IN OUR DNA



At Global Industrial, we strongly believe in reducing our carbon footprint and providing an environmentally sustainable workplace. Environmental responsibility is an important aspect of our business mission. In addition to doing our fair share for the global environment, it is our hope that our demonstrated commitment to sustainability initiatives will serve as a positive



Issued by the Commonwealth of Kentucky
Solicitation Number RFP 758 2400000228

model of corporate civic responsibility in the communities in which we serve. Associates at all levels are required to follow Company procedures designed to comply with local, state, and federal environmental laws and regulations. We strive to minimize the environmental impact of our operations in the communities in which we operate, and to be mindful of conservation of natural resources. In addition, we continually work toward reducing our environmental footprint through various sustainability initiatives.



GEOGRAPHICAL IMPACT ON OUR COMMUNITIES

Geographical Impact on Our Communities – One of Global Industrial's product lines includes both indoor and outdoor water bottle filling stations with multiple options for dispensing refrigerated, filtered water. Three of the models in this product line include build-in sensors that measure the number of equivalent, single-use plastic bottles saved for every 20-ounces of water dispensed into a reusable bottle. Using water bottle filling stations such as those offered by Global Industrial enhances sustainability by minimizing dependency on disposable single-use plastic bottles. Additionally, in 2019, Global Industrial completed the installation of electric vehicle charging stations at our corporate headquarters. Our new distribution center in Toronto, Canada, also offers charging stations for electric vehicles. By installing the electric vehicle charging stations, we are encouraging the use of renewable energy while decreasing dependence on fossil fuels.

Request for Proposals for
Facilities MRO and Industrial Supplies

Issued by the Commonwealth of Kentucky
Solicitation Number RFP 758 2400000228





RECYCLING & WASTE REDUCTION

Recycling and Waste Reduction – All of our distribution centers have a cardboard recycling process in place. Recycling cardboard significantly reduces the volume of waste Global Industrial sends to landfills. Global Industrial is currently exploring an initiative aimed at reducing consumption of single-use plastic bags by instead utilizing certified recycled paper bags that are biodegradable for packaging our hardware included with certain Global Industrial Exclusive Brands™ products. This initiative, once fully implements, could result in the elimination of up to 150,000 single-use plastic bags annual based on the current scale of our business. Global Industrial Exclusive Brands™ include products from the Global Industrial®, Nexel®, and Interior® lines. Finally, Global Industrial has made great strides in its foam reduction initiative. As of June 30, 2023, the packaging of approximately 1,136 Global Industrial Exclusive Brands™ products has been successfully re-engineered to exclude foam. Over the course of a year, the impact of our foam reduction initiative represents a decrease in the amount of foam waste deposited in landfills by over 135,000 pounds, or the equivalent of 97,707 cubic feet.



ENERGY USE & MINDFULNESS

Energy Use and Mindfulness – In our distribution centers, we use a software platform that optimizes and reduces the size of cardboard boxes when packaging our products. The platform endeavors to match product size to box size as closely as possible in an effort to improve space efficiency while reducing consumption of packaging materials. This not only translates into lower freight costs, but also lower and more efficient utilization of transportation-related energy consumption. In addition to using software designed to optimize box selection when packaging our products, Global Industrial also strives to ensure, where possible, that in-stock Global Industrial Exclusive Brands™ products are shipped to our customers, from the distribution center closest to the delivery address. Shipping from the nearest distribution center increases efficiency while decreasing shipping time and fuel emissions. Also, most of our facilities, including our newest distribution center in Toronto, Canada, use programmable thermostats with temperature setbacks to control energy consumption. These thermostats are designed to be eco-friendly in that they help to decrease the greenhouse gas emissions associated with energy consumption at our facilities.



ENVIRONMENTALLY-FRIENDLY SOLUTIONS

Environmentally-Friendly Solutions – One of Global Industrial's product lines includes an outdoor bench and matching picnic tables and trash containers in multiple colors, all of which use post-consumer waste. These products are long-lasting and made primarily from recycled plastic, saving trees and reducing waste in landfills at the same time. Global Industrial also offers sustainable packaging options, such as its line of Global Industrial® corrugated boxes, which come in varying sizes and strengths. Further, Global Industrial is continuing its innovative efforts with plans to introduce additional sustainable options for our customers' packaging needs all while keeping the environment at the forefront. And finally, Global Industrial offers thousands of products with third-party environmental certifications, including: UL GREENGUARD®, UL ECOLOGO®, Green Seal®, EPA WaterSense®, Energy Star®, Safer Choice, and USDA BioPreferred®. By selling these products to our customers, Global Industrial not only helps our customers meet their sustainability goals, but also helps protect the environment as well.



NATURAL RESOURCE CONSERVATION

Natural Resource Conservation – Continuing a strategy that began several years ago, currently 66% of our U.S. distribution centers, our new distribution center in Toronto, Canada, and our corporate headquarters have LED lighting. LED lighting significantly reduces the energy required to light our facilities, while also decreasing attendant costs. Furthermore, when we convert a facility from fluorescent lighting to LED lighting, we recycle the fluorescent bulbs. Additionally, most of our lights are equipped with either motion sensors or timers to further control energy consumption in our facilities. In designing our distribution centers and when upgrading our facilities, we look to use energy-efficient HVAC sources, including split-unit HVAC systems, and high-temperature and direct gas-fired air heaters. By preferentially using energy-saving HVAC systems, we have lowered the amount of greenhouse gases and carbon emitted from our facilities.



5 Locations Throughout the United States

With 5 locations and more than 2.5 million square feet of warehouse space, we are able to house multiple inventories, so we can deliver more products across the country at lower shipping costs and faster delivery time.

- Georgia, Buford 2505 Mill Center Parkway, Buford, GA 30518
- Nevada, Las Vegas 3700 Bay Lake Trail, North Las Vegas, NV 89030
- New Jersey, Robbinsville 24 Applegate Drive, Robbinsville, NJ 08691
- Texas, DeSoto 2119 North I-35E, Building 3, DeSoto, TX 75115
- Wisconsin, Pleasant Prairie 8123 116th Street, Pleasant Prairie, WI 53158

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 NASPO ValuePoint Participating Entities across the United States and beyond.

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.

Last, but not least, Global Industrial is united by the core values of accountability, integrity, and customer service. These three values are heavily entwined in our day-to-day operations on every level. Our associates are experts at creating relationships with customers that are valued and trusted, going beyond providing product information. These attributes are executed with a sense of urgency as part of our commitment to our customer. We further operate with a high level of integrity in our quest to be your go-to destination for solutions that deliver both value and cost efficiency. We don't compromise on ethics, and always strive to honor our obligations to others. We are honest and up-front with our customers because that's what we want as customers. That's why our focus on customer service includes a willingness to evolve to meet the needs of our customers. Finally, as a company, Global Industrial embraces new ideas and relies on collaboration and teamwork to continuously improve on how we meet these core values, and our customers' needs.



B. Company Information

1. **Company History.** Provide a brief history of your company, including the year of its founding and any material acquisitions or mergers in which it has been involved.

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, New York.

2. **Company Size.** Identify the number of employees working for your company.

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.

3. **Ownership Structure.** Describe your company's ownership structure.

Global Equipment Company Inc. (Global Industrial) is a wholly owned subsidiary of Global Industrial Holdings LLC, which is a wholly owned subsidiary of Global Industrial Company.

4. **Litigation.** List all claims of non-performance or breach from customers in excess of \$5,000, including all pending litigation matters (including civil, criminal, or appellate) or criminal convictions in the past 5 years for the company and all principals. Attach an additional document if necessary.

Global Equipment Company Inc. ("Global Industrial") is involved in various lawsuits, claims, investigations and proceedings including commercial, employment, consumer, personal injury and health and safety law matters, which are being handled and defended in the ordinary course of business. Although Global Industrial does not expect, based on currently available information, that the outcome in any of these matters, individually or collectively, will have a material adverse effect on its financial condition or results of operations, the ultimate outcome is inherently unpredictable.

5. Any additional information about the Offeror's company that could pertain to this RFP, if applicable.

Global Industrial does not use Manufacturer's Suggested Retail Price, but instead offers a 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. Global Industrial's public sector experience stretches back more than 60 years, and in that time, government specific programs have been developed to facilitate the needs of the public sector and educational customers. Government specific programs are in place to facilitate service, contract vehicles, strategic partnering to meet socioeconomic goals, as well as contract management and compliance.

Our Public Sector team includes the following components:

- 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
- GPO Partnership Manager – Tasked with establishing and maintaining partnerships with NASPO ValuePoint, reporting functions and management of the Public Sector Bid Specialists, also attends industry events in support of contractual agreements and partnerships
- 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
- Public Sector Account Managers – Exclusively manage public sector and higher education customers, responsible for establishing, building and maintaining relationships with NASPO ValuePoint Participating Entities
- 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 NASPO ValuePoint Participating Entities
- Inbound Sales Team – Specializing in customer support, will process quote and order requests from NASPO ValuePoint Participating Entities
- Government Reseller Team – Tasked with the facilitation of strategic partnerships with small businesses to enable Participating Entities to meet their socio-economic diversity goals
- Senior 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 NASPO ValuePoint Participating Entities

C. Customer Service

1. How will the Offeror service a Participating Entity's account if awarded? Does each representative have access to the Participating Entity's account information to best help them?

The primary point of contact for each Participating Entity will be a designated public sector account manager. Purchasing Entities can contact their dedicated Account Manager directly for assistance with product questions, special requests and needs as well as consulting on



Issued by the Commonwealth of Kentucky
Solicitation Number RFP 758 2400000228

larger projects. Account Managers can also aid Purchasing Entities by engaging the support of our certified safety professionals and our Territory Sales Managers. Additionally, Global Industrial's Inbound Sales agents are available to assist a Purchasing Entity during the business hours of Monday through Friday from 7am to 9pm ET. Our Inbound Sales agents can be reached by phone at 1-800-607-8520.

NASPO ValuePoint Participating Entities are assured that each representative of Global Industrial has access to the Participating Entity's account information.

2. Hours of operation if help is available via phone, a chat function online, etc. 8:00 am to 5:00 PM in EACH time zone would be preferred. Including an emergency contact with phone, email etc. of whom to contact after hours. Include in the response if the Offeror has a dedicated phone line or staffing for government sales.

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

Hours of Operation: 6am to 11pm, Monday through Friday (excluding some holidays)
Online Chat is also available on the Global Industrial website (www.globalindustrial.com) from 9am to 6pm on Saturday and Sunday.

Should a customer require assistance regarding an order, our Customer Support team can be contacted in a number of convenient ways:

Call Us: 1-800-607-8520 (dedicated phone line for public sector customers)

Email Us: service@globalindustrial.com

Chat with us on the Global Industrial website (www.globalindustrial.com)

Our chat bot can assist with the following actions:

- Help with Sales, Quote or a New Order
- Product Information / Specifications
- Order Status / Order Tracking Information
- Help with Returns / Replacements
- Copy of Invoice / Pay Invoice
- Need Packing Slip for an Order
- Commercial Invoices
- Other Port Order Inquiries
- More Options

Additionally, customers can access a variety of customer service related functions by logging into their online accounts.



Emergency Contact:
Brittany Garrett
(678) 745-9817
bgarrett@globalindustrial.com

3. Describe how Customer Service can assist a Purchasing Entity with finding sustainable and/or other products.

Global Industrial's Inbound Sales agents are available to assist a Purchasing Entity with finding sustainable and/or other products Monday through Friday from 7am to 9pm ET. Our Inbound Sales agents can be reached by phone at 1-800-607-8520. Additionally, Purchasing Entities can contact their dedicated Account Manager directly for assistance with product questions, special requests and needs as well as consulting on larger projects. Account Managers can also aid Purchasing Entities by engaging the support of our certified safety professionals and our Territory Sales Managers.

4. Describe the Offeror's quality assurance measures for both orders and any other customer service-related quality assurance measures.

First, our underlying pillar is our ACE strategy = Accelerating Customer Experience. 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.

Along with the customer support of specific questions regarding product availability, lead times, and delivery estimates, Global Industrial has organizational reporting of item fill rates, service/delivery performance, and quality tracking. From this data, we can narrow the emphasis on areas of opportunity in the supply chain from vendor through distribution center operations to carrier.

When standards are not met, our Customer Experience team is the first line of direct customer interaction to address the issue. Then, whether a specific situation or general data trends, we categorize metrics such as accuracy and timeliness for review by the proper teams. These departments include Inventory, Product Management, DC Operations, and Operational Excellence who collaborate and deep dive root cause. Options are developed to counteract future failure to strive for improved customer satisfaction.



5. If there is an issue with an order placed or any other customer service issue, how are those addressed?

Should a customer require assistance regarding an order, our Customer Support team can be contacted in a number of convenient ways:

Call Us: 1-800-607-8520 (dedicated phone line for public sector customers)

Email Us: service@globalindustrial.com

Chat with us on the Global Industrial website (www.globalindustrial.com)

Our chat bot can assist with the following actions:

- Help with Sales, Quote or a New Order
- Product Information / Specifications
- Order Status / Order Tracking Information
- Help with Returns / Replacements
- Copy of Invoice / Pay Invoice
- Need Packing Slip for an Order
- Commercial Invoices
- Other Port Order Inquiries
- More Options

Additionally, customers can access a variety of customer service related functions by logging into their online accounts.

6. Describe Offeror's ~~return~~ **substitution** policy that would apply if awarded a Master Agreement. Forced substitutions will not be allowed. Explain how the Offeror notifies customers of an out- of-stock item(s) including if Offeror notifies customers about how the equivalent item compares to the out-of-stock item.

If awarded a Master Agreement, Global Industrial will not substitute any product without the consent of the Participating Entity. Global Industrial does not force substitutions on any customer. If an item or items are out-of-stock, Global Industrial will notify the purchaser by means of email regarding any potential delay or change that impacts delivery of the order. If the customer is unable to wait for the item or items to return to stock, the customer is able to cancel the order provided the item is not marked as non-returnable and/or non-cancellable. Special order and custom items are non-returnable and/or non-cancellable. Optional alternates will be presented to the customer by either our Customer Success team or by the Participating Entity's designated public sector account manager. The customer holds the decision to move forward with a substitute item, which will require placement of a new order. If the customer selects a replacement, the customer will receive a new Sales Order Confirmation via email indicating the new order has been placed that provides an updated expected shipment time frame.



When a product is out of stock, our website will indicate this at the top of the product page. If an item is on backorder, the website will indicate the estimated lead time. However, if the backorder occurs after an order has been placed our system will automatically email the purchaser to inform them of a change in the estimated shipment date. Our system will not automatically substitute an item that is unavailable or backordered. Participating Entities can contact their dedicated Account Manager to obtain information regarding options for an equivalent product as well as product specifications and comparisons.

7. Describe the Offeror's online ordering system that Purchasing Entities would use to create a profile, place orders, track orders and other functions the system could have. If there are other ways to order Products, indicate that as well including connecting to eProcurement systems.

NOW EASIER THAN EVER TO STAY UP-TO- DATE WITH YOUR ACCOUNT

We offer 24/7 self-service capabilities so you can manage everything about your order, delivery, or account – in less time.



Track Your Order

Easily Track Your Order Status on Any Device



Sign in to Receive Text

Easily Track Your Shipment With Text Notifications



Pay Your Invoice

Pay Your Invoice – Easily



Request an Invoice

Request an Invoice, Commercial Invoice or Packing Slip – Easily



Auto Reorder

Convenient Way to Create a Subscription for the Product

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.

Global Industrial offers an extranet buying experience that works like an e-procurement website. This option would allow the member to log into the portal and purchase items similar to a Business-to-Consumer buying environment. Our company's capabilities in terms of automation and e-procurement are as follows: Global Industrial supports many of the e-procurement purchasing platforms available on the market. These purchasing platforms help achieve our customer's goals by streamlining, reducing or completely eliminating paper-based processes; driving contract compliance by encouraging supplier consolidation with key suppliers, such as Global Industrial; allowing the customer increased visibility and control across their entire procure-to-pay process which provides the ability to analyze spending at both the category and item level; and the elimination of multiple and redundant purchasing systems.



 eProcurement Control Global Industrial gives you an iron grip on the entire purchasing process. We are committed to connecting the lines between your business needs and the eProcurement solutions you're looking for.	 eProcurement Products When you shop from Global Industrial you're shopping from a supplier that offers a wide assortment of products from your lobby to your loading dock.	 eProcurement Team We have a dedicated eProcurement team to help us get connected to your eProcurement system. From there, we do the heavy lifting so you can get what you need to finish the job on time.	 eProcurement Integration When you integrate with Global Industrial, you get help with rogue spend plus a direct line of sight into your spend.
--	---	---	---

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.



In addition to using the Global Industrial website to make purchases, Participating Entities are able to place orders using purchase orders and credit cards 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. Customers may also contact their Public Sector Account Manager by phone directly or by calling 1-800-607-8520 to place orders.

8. What is the Offeror's return policy?

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 is also 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.

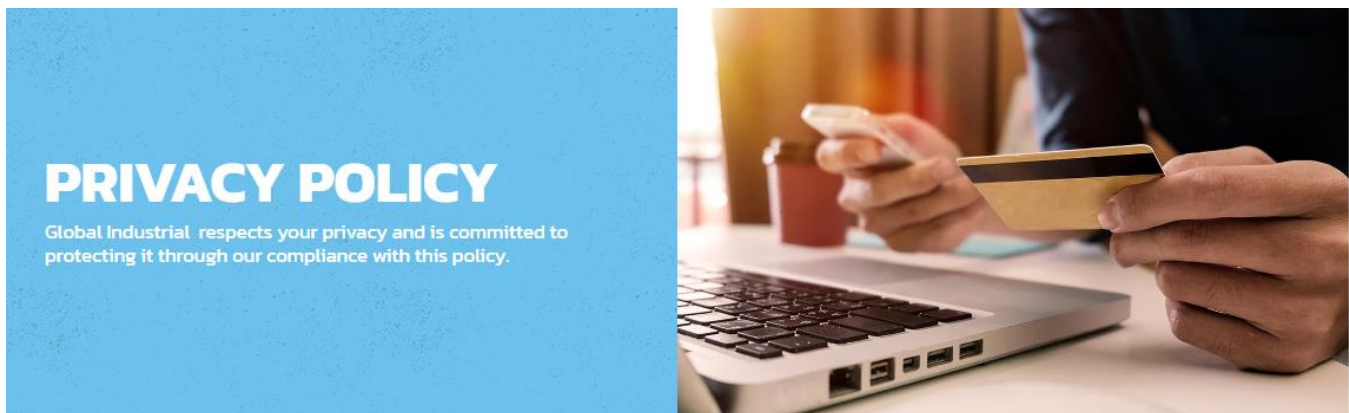


Certain Products are Non-Returnable and/or Non-Cancelable.

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.

D. Data Security

1. Describe the standard security measures, including PCI compliance for the Offeror's company. Some states may have additional data security requirements, which the Offeror must work with each Participating Entity if applicable. Describe an instance that a customer had additional security needs and how the Offeror adapted.



Global Industrial is PCI, Sox & Nist Compliant. Our website is dedicated to ensure a secure shopping experience for each and every customer. We take every measure to protect the loss, misuse, and alteration of the information under our control.

We employ 128-bit encryption technology in all areas of the Site which require you to provide your personal or account information, including those areas related to online ordering and order status. The Site utilizes industry-standard firewalls and Secure Sockets Layer (SSL) technology to allow for the encryption of potentially sensitive Personal Information, such as your name, address and credit card number.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Website, you are responsible for keeping this password confidential. We ask you not share your password with anyone. You should recognize, however, that no computer system is fully secure and that there are inherent risks associated with Internet transactions. Unfortunately, the transmission



of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our website. Any transmission of Personal Information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website. To make sure you have the latest security features on your browser, you may want to download the most recent version of your favorite browser, which should have full SSL support.

Global Industrial's full Privacy Policy can be viewed on our website at the following link:
<https://www.globalindustrial.com/privacy>

2. Included in the response include where data is stored including any back up servers.

All of Global Industrial's cloud datacenters are located within the United States.

3. Has the Offeror had a data breach within the last 5 years? How quickly was the end user notified, the issue resolved and talk about any other outcomes.

Global Industrial has not had a data breach within the last 5 years.

E. Reporting

Participating Entities will have different needs when it comes to reporting. Describe Offeror's reporting capabilities including customization. (e.g., sales reporting, sustainability reporting, sustainable labeling available, usage reports, any other state reports needed by a Participating Addendum etc.).

Global Industrial can meet and exceed the reporting requirements as requested by the NASPO ValuePoint terms and conditions.

Global Industrial aims to be a valued partner for our customers 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	Brand	Account Manager
Account Name	Unit of Measure	Freight Amount
Order Number	UNSPC Code	Sales Tax
Order Date	Category	Invoice Total
Quote Number	Parent Category	
Quote Date	Carrier	
Item Number	Tracking Number	
Item Description	Ordered By	
Quantity	Email	
Extended Item Price	Ship to Address	
Invoice Number	Ship to City	
Invoice Date	Ship to State	
Order Type	Ship to Zip Code	
Order Status	Ship to County	
Manufacturer Part Number	Payment Method	
Manufacturer Name	Customer PO	

F. Implementation Plan

Implementation of a Master Agreement, if awarded is vital to the Participating Entities. Describe in detail the Offeror's implementation plan including an estimated timeline to include at minimum the following points:

1. Detailed specific information, resources, and assistance the Offeror will require from each Participating Entity to implement the Participating Addendum.

Global Industrial has the resources available to implement a Master Agreement and Participating Addendums in a timely manner. Once a Participating Addendum has been executed with a Participating Entity, Global Industrial will require information from the Participating Entity with regards to their purchasing trends. We will meet with the Participating Entity to discuss their high run rate purchases, as well as their usage history with regards to MRO products. Additionally, we



will review their purchasing process to gain understanding of how their users will choose to interact with Global Industrial.

Global Industrial will also request a time to conduct a webinar introduction with the Participating Entity to review implementation steps and expectations.

2. Describe how soon from execution of a Participating Addendum the online ordering system will be available to each Participating Entity. If a phased implementation is planned in terms of limited functionality vs. complete functionality, please specify.

Global Industrial has an e-procurement team solely dedicated to the development and maintenance of e-commerce environments for our customers.

Global Industrial can typically complete online ordering integration through a dedicated punchout environment in four weeks or less, dependent upon the testing results and the scope of the requirement.

We have the ability to block out categories and sub-categories from being seen by users within our punchout environment. Users are also able to view their quotes, track their orders and create re-orders if needed. The Global Industrial punchout also provides users with the ability to create a shopping list for continually purchase items instead of creating new carts each time a purchase is required. There is also functionality to add a logo to the right-hand side of our landing page if warranted.

3. Describe in detail the Offeror's experience when implementing customer relationships of equivalent size and complexity.

Global Industrial has years of experience implementing agreements of varying sizes and complexities. We offer a variety of contract vehicles to our public sector customers that are similar in scope to that of the requirements of NASPO ValuePoint. Our contracts are with a wide range of public sector entities, from national and regional cooperatives to local cooperatives and state contracts.

4. Describe any customization abilities for different States or political subdivisions within a Participating Entity.

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 the Participating Entity. 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 Participating Entities.

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 in the Participating State.

Global Industrial will engage our marketing department to develop and distribute a customized and co-branded contract award announcement to include logos from both Global Industrial and the Participating State. The contract award announcement will be sent via email to Global Industrial's existing public agency customers in the Participating State. This announcement will incorporate the following elements:

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

Global Industrial Account Managers will follow up with existing public agency customers within the Participating State 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.

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, NASPO ValuePoint and Participating State 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 Participating State websites



- Contact information for their respective Global Industrial Public Sector Account Manager

Global Industrial Account Managers will follow up with existing public agency customers within the Participating State 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 Global Industrial Public Sector webpage: [Global Industrial Public Sector Webpage](#).

GLOBAL INDUSTRIAL
We can supply that.

Enter a keyword or part number

Track Order Sign in/Register My Cart

SHOP ALL CATEGORIES SHOP BY INDUSTRY DEALS EXCLUSIVE BRANDS NEW PRODUCTS PUBLIC SECTOR KNOWLEDGE CENTER

NEWLY REDUCED FLAT RATE SHIPPING STARTING AT \$9.99*. Terms and conditions apply.

Home > Public Sector

GLOBAL INDUSTRIAL PUBLIC SECTOR.

From Education to Government, and beyond, we have the products and solutions to keep your agency running efficiently.

Get In Touch With Us

Get Started Here | Contract Vehicles | Benefits | Contact us | Small Business Reseller Alliance, Resources | Government Resources

Industry-Leading Ecommerce Solutions

From federal, state, and local government offices, public and private educational institutions, healthcare, and military facilities, we have the means to support thousands of Public Sector agencies across North America.

Account Management Solutions

Our sales representatives, dedicated account management team, and partners are standing by to ensure you receive the products and services you need most.



Within 90 days, Global Industrial's Marketing department will develop banner stands promoting the contract. These new banner stands, along with the co-branded marketing pieces are intended for use at public sector and educational conferences nationwide. Additionally, Global Industrial will insure that the co-branded marketing pieces and banner stands are present at the Global Industrial National Trade Show.

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 Participating Entities, 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 Participating 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 NASPO ValuePoint and Participating States, 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.

The 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 NASPO ValuePoint and Participating States
- Participation and training provided by NASPO ValuePoint and Participating States, if applicable

Additionally, each Participating State, political subdivision or entity can have a dedicated secure e-commerce connection with Global Industrial that links to the Master Agreement and Participating Addendum 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.

G. Other Products: If proposing for Category 15, Offerors must provide a detailed description of the product categories they are proposing and why they do not fit into the already defined categories. The Lead State reserves the right to approve/deny any additional Product Categories proposed. Offerors should note that not all Participating Entities may adopt Category 15 in their Participating Addendum.

H. Additional Services that Add Value if Awarded (not scored)

This Section is required to be part of the Offeror's response. This information will be used if the Offeror is awarded a Master Agreements. However, this area is not scored as part of the evaluation of the RFP.

Offerors are encouraged to include value-added solutions that may improve or enhance a Participating Entity and Purchasing Entity's use of the Master Agreement, including products, services or both offered, if awarded.

- 1. Installation of Products (if applicable).** Describe the Offeror's ability to provide non- third-party installation services of products or equipment that a Participating Entity(ies) may choose to award in their Participating Addendum. Some States may be limited by State rules when it comes to installation of equipment, for instance, electric vehicle charging stations are a Public Improvement. Include in the Offeror's response, if there are any instances a warranty may be voided if not installed by the Offeror.

Global Industrial now offers third-party installation and enhanced project services for products and/or equipment to Participating Entities through partnerships with the best installers 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 products and services needed by Participating Entities.



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, Participating Entities 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 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?

Note: 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.

Note: 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.

2. **Warehouse Management Solutions.** If applicable, describe a warehouse management solution that the Offeror has the ability to offer a Participating Entity.

Global Industrial does not provide a warehouse management solution at the time of submittal.



3. **Disaster Recovery Plans and Services.** Describe Offeror's emergency management plan to aid Participating Entities during an emergency or disaster recovery. Be specific as to response time, product availability, how to best contact the Offeror during an emergency and other services offered. Include an example of a time the Offeror assisted a State during an emergency. DO NOT include the Offeror's disaster recovery plan for Offeror's own company.

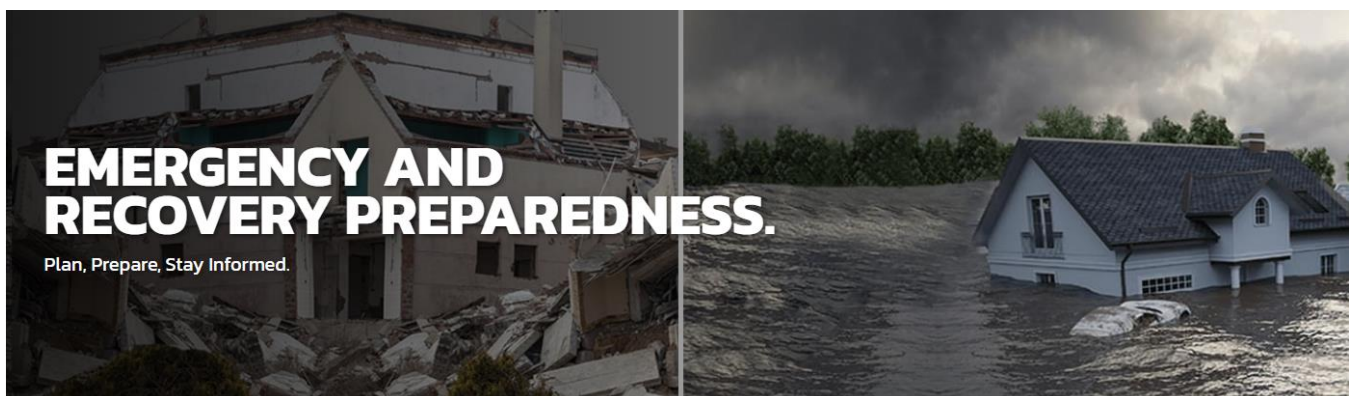
Global Industrial makes every effort to respond to emergency orders as quickly as possible. However, DPAS rated orders receive special designation within our operational systems and are given the highest priority.

In the event of an emergency outside of our normal working hours, Global Industrial can be reached by calling 1-800-607-8520 or engaging the chat services through www.globalindustrial.com.

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.

Emergency or rush deliveries requested by the Participating Entity that require special accessorial charges will be added to the invoice on a separate freight line. This information is available upon request as it is dependent upon the type of products, quantities, point of origin as well as the destination. We understand that at times there is a need for an expedited shipment for various factors ranging from project deadlines, the start of school to important visitors coming to the facilities. For some products, depending on their size, quantity, point of origin and destination, we may have options available to ship next day, second day or third day air. Please be sure to ask your Public Sector Account Manager before the order is placed so we can make sure our Customer Service teams are notified and ready to assist.

Due to customer confidentiality requirements, we are unable to provide an example of a time Global Industrial assisted a State during an emergency.





Global Industrial's website also features helpful information for customers related to emergency and recovery preparedness:

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

4. **Use of Diverse Suppliers.** Each State has different reporting, statutes and rules that apply to ensure the use of diverse business's (e.g., small business, woman owned, veteran owned, disadvantage and other business's). How does the Offeror intend to use and of these businesses? Provide a plan including how the use of a small business or other identified types would be used if a Master Agreement was awarded. This will be addressed at the Participating Addendum level with States that have requirements may vary.

Global Industrial is here to partner with Participating Entities to help them achieve their socioeconomic goals by working with small business, woman owned, veteran owned, and other disadvantaged resellers.

With that in mind, Global Industrial created our Small Business Reseller Alliance to benefit suppliers with small business, woman owned, veteran owned and other certifications who are interested in connecting with public sector entities. Global Industrial provides valuable key resources to suppliers that are part of our Small Business Reseller Alliance such as marketing assistance, logistical and distribution support, value added services, bid and cross reference services, product line sourcing, a private label program, sales support, technical resources and support, financial support through qualified lines of credit, outreach and business development training and co-marketing plans. Our Small Business Reseller Alliance partners are able to leverage the vast resources of Global Industrial to reach customers within the public sector.

Global Industrial intends to partner with our Small Business Reseller Alliance to aid Participating Entities in meeting their purchasing requirements.

5. **Discounts or Other Incentives.** Additional discount options are encouraged, which can distinguish between individual order minimum quantities and other discount terms that may be defined by the Offeror for the evaluation committee to consider. Extensions of additional discounts past the Master Agreement's initial term are not required but may be offered. If a Offeror has other incentive programs than discounting product, for instance a rebate program that could be offered, include that in the Proposal response as well.

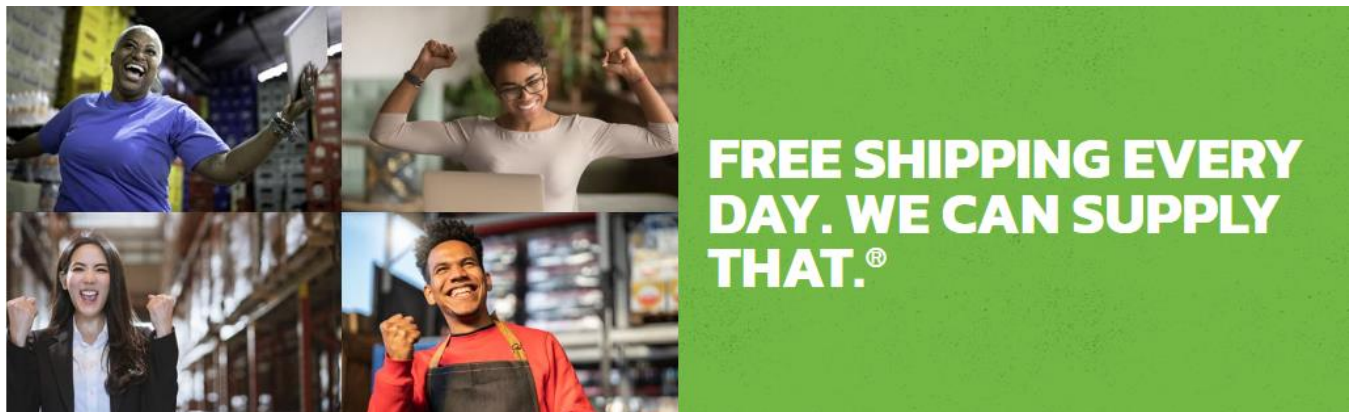
In addition to the proposed discount percentage off list per category described in Attachment 08 – Cost Proposal, Global Industrial does not use Manufacturer's Suggested Retail Price, but instead offers a 10% discount off its already reduced web price for all categories of products not described in Attachment 08 – Cost Proposal. "Web price" is defined as the price shown on our website, www.globalindustrial.com, on the date of purchase. Please note that pricing on



Issued by the Commonwealth of Kentucky
Solicitation Number RFP 758 2400000228

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.

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



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

It couldn't be easier: products with a green free shipping icon will ship for free. No eligibility requirements. No questions asked.



**Free Shipping on orders
\$75+**

Select products require a purchase of \$75 or more to be eligible* for free shipping — we'll let you know on the product detail page and during checkout. Once you meet this threshold, your item will ship for free.

Request for Proposals for Facilities MRO and Industrial Supplies

Issued by the Commonwealth of Kentucky
Solicitation Number RFP 758 2400000228



TERRITORY SALES MANAGER

...Did you know?



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.

TSMs currently cover all or portions of the following states:

(More details can be found in the Current Territory coverage field below.)

- Georgia
- New York
- Texas
- Florida
- Illinois
- Nevada
- Wisconsin
- Massachusetts
- New Jersey
- Pennsylvania
- California



SUBJECT MATTER EXPERTS



Interested in having a conversation about safety trends or best practices? Sign up below to 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 ready and willing discuss ways to enhance your business.

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



Safety

A strong safety culture will help save time and money in all facets of your business. Here at Global Industrial, we have subject matter experts to help you evaluate and determine the most effective and cost-efficient solution for your safety needs. From replacing a piece of personal protective system for your facility, Global Industrial has the knowledge needed to support your safety initiatives.



Facilities Solution

Have a project on your radar? Having issues getting started? Need a second pair of eyes or ears? Get it right the first time, and call an expert, with over 70 years of experience working in the industry, we've been able to assist our customers through the most challenging constraints – and we're confident we can assist you, too.



JanSan

At Global Industrial, we help janitorial teams run like building services contractors and building services contractors become world class organizations. Our in-house JanSan experts can assist you with all facility – related janitorial challenges, from best practices in selecting the right cleaning products for the job at hand to finding ways to optimize your team's day-to-day cleaning routines.

Request for Proposals for
Facilities MRO and Industrial Supplies

Issued by the Commonwealth of Kentucky
Solicitation Number RFP 758 2400000228



SAFETY SERVICES

Offering greater value with a fast, simple, and effective portfolio of safety industry leaders.



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

Current Vendor Partners



Guardian glove audit; both industrial and chemical use.



Eyewash compliance audits, inspection, and training.



Respiratory, fall protection, and PPE audits and training.



LOTO audits, training, and procedure writing.



PPE audits using MCR 360 Program.



Gas detection, fall protection, and respiratory protection audits and training.



Site SPCC audits, spill containment, and hazardous waste training.



Ladder audits and ladder/fall protection training.



Respiratory, fall protection, and PPE audits and training.