



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.

MSC Response and Submittal: Sid Tool Co., Inc. was founded in 1941, and subsequently incorporated as Sid Tool Co., Inc., DBA MSC Industrial Supply Co. in 1946 (MSC). MSC is a nationwide distributor of maintenance, repair, and operations (MRO), industrial, and metalworking products with current annual sales of over \$4 billion. We also provide our customers with a wide range of inventory management solutions and services focused on reducing their supply chain costs. MSC's five Customer Fulfillment Centers (CFCs) house approximately \$700 million

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in inventory and over 2.2 million Stock Keeping Units (SKUs) available for purchase by Participating Entities.

MSC has extensive experience supporting Public Sector customers through national purchasing cooperative programs and state specific contracts. In addition, we partner with agencies at the Federal, State and Local level across the U.S., including military bases, the United States Postal Service, municipalities, higher education, school districts, Public Sector healthcare systems and providers; and with cooperative purchasing organizations including NASPO and other state cooperatives. We proudly maintain an over 44-year relationship with state and local government agencies (For example, we have supported the State University of New York since 1980), a 20-year relationship with General Services Administration (GSA) in support of our Federal Government programs and a 13-year relationship providing industrial products to our NASPO ValuePoint Members.

Examples of government industrial supply contracts and national cooperative programs supported by MSC include but are not limited to those shown below in Table 1.

Table 1: Examples of MSC Public Sector MRO and Industrial Products Contracts

Contract Sector	Type / Contract Examples
State and Local Government Contracts	■ MSC currently holds and supports over 84 separate State / Municipal contracts for MRO and Industrial products. A directory is provided at our website: MSC Industrial Supply Co. State and Local Government (mscdirect.com)
NASPO ValuePoint (8499) MRO and Industrial Supplies	■ 5-year Term with one-year extension. Expires Dec 31, 2024, Incumbent NASPO MRO and Industrial Products supplier since 2011.
United States Postal Service (USPS) MRO Contract	■ Contract No. 3CMROP-21-8-0022: In October 2021, MSC was awarded our third consecutive contract with the USPS. MSC supports four major MRO categories: Industrial, Janitorial, Building and Equipment and Electrical.
GSA MRFS Purchasing Contract and GSA MRFS Requisition Contract	■ Contract No. 47QSHA19A000L / Contract No.47QSHA21A000T: As MSC currently supports both the MRFS Generation 1 Purchasing Contract and the MRFS Requisition GEN II contract, we maintain the relevant experience and knowledge to manage the MRFS Generation 2 BPA according to RFP requirements.

Our dedication to our Public Sector initiatives has led to an increase in revenue within this segment. In Fiscal Year 2023, our Public Sector revenue saw significant growth compared to the previous fiscal year, largely attributed to our customized approach in addressing the requirements of our NASPO ValuePoint Members. Notably, our partnership with the state of New Jersey through NASPO ValuePoint resulted in outstanding growth, as well as Nevada and South Carolina. Additionally, MSC has significantly expanded support of GSA 4PL contracts and USPS.

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MSC maintains decades of experience supporting our Public Sector customers. We have institutionalized dedicated customer service through the development of our knowledgeable and proactive Account Management Teams, our expansive online catalog, Electronic Data Interchange (EDI) integration and punch-out purchasing capabilities as well as our advanced inventory management solutions and analytics capabilities. Our mission is to create customized end-to-end MRO supply chain solutions for our Public Sector customers and their Eligible Users' unique needs. In the process, we strive to generate efficiencies and significant cost savings for their programs. Last year, MSC **documented \$21.9 million in cost savings** for our Public Sector customers.

MSC offers NASPO ValuePoint Members significant capabilities and value-added benefits, as described throughout our response. Additionally, MSC has received industry-leading recognition for Service Excellence. Notably, MSC is the only MRO distributor to have been honored with the USPS Supplier Performance Award in the last decade.

Products Available

MSC offers NASPO ValuePoint Members an extensive selection of MRO and Industrial products for purchase across the NASPO product categories identified in Attachment 02 – Categories of Products and EPP. Below, Table 2 summarizes our offering across NASPO categories.

Table 2: MSC Offers NASPO ValuePoint Members an Extensive Selection of MRO and Industrial Products

#	Product Category	Description	MSC SKU Offering
1	Janitorial & Sanitation Cleaning Chemical	Hand soaps, paper products, trash can liners, adhesives.	60,000 +
2	Fasteners	Thread fasteners, anchors, bolts, cables, clips, hose couplings, inserts, lock nuts, pins, plates, rivets, screws, studs, and washers.	198,000 +
3	Material Handling	Hand trucks, ladders, welding supplies, shop supplies, containers, cabinets, chains, wire rope, pails/drums. Motor rider forklifts, reach trucks, order pickers, pallets jacks, stackers, and tow tractors.	250,000 +
4	Plumbing	Facets, fittings, pipes, water filters, drains, pumps, and plumbing tools.	131,000 +
5	Power Sources	Electric power grid, such as an electrical outlet, energy storage devices such as batteries or fuel cells, generators or alternators, solar power converters, or another power supply, other batteries, electric vehicle charging stations and parts, solar energy, and AC and DC power supply.	1,000 +
6	Landscaping And Outdoor Supplies And Equipment	Seasonal lawn and grounds maintenance supplies.	2,000 +
7	Lamps, Lighting, Ballasts, And Equipment	Lamps, ballasts, fixtures, bulbs, diodes, and tubes.	14,000 +

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8	Heating, Ventilation, Air Conditioning (HVAC)	Air filters, blowers, diffusers, fans, coolant, small heaters, air conditioning units (window and portable), foam coil cleaners, filters, and valves.	31,000 +
9	Hand Tools	Hammers, pliers, rakes, screw drivers, shoves, hand saws, and measuring tools.	183,000 +
10	Power Tools	Drills, saws, table saw, air compressor, band saw, sander.	105,000 +
11	Electrical Supplies and Equipment	Circuit breakers, conduits, electrical boxes, fuses, switches, outlets, cords, and plugs	179,000 +
12	Paint and Related Supplies	Paint interior and exterior, primers, coatings, brushes, paint pans, fire retardant sealants, and stirrers.	38,000 +
13	Security	Cameras, strobes, safes, locks.	6,000 +
14	Safety	Personal protective equipment and related building safety equipment, eye protection, protective clothing, barricades, fire escape ladders, master lock, hearing protection and head and face protection, hand sanitizer, gloves, and sorbents.	354,000 +
15	Other	Metal Working Machinery & Accessories, Saw Blades, Fluids & Raw Materials, Threading: Taps, Dies & Other Threading, Toolholding, Clamping, Workholding, Positioning & Knurling, Abrasives, Files, Deburring, Soldering & Welding, Adhesives & Hardware, Process Equipment and Measuring Instruments	695,000+

MSC Offers Exceptional Value for NASPO ValuePoint Members

MSC has a clear vision of the activities, resources and operational systems required to continue to successfully support NASPO ValuePoint MRO Industrial Supplies Contract and its Participating Entities. Our capabilities and technical approaches will provide NASPO ValuePoint Members with exceptional results, access to the broadest array of MRO, Industrial, Environmentally Preferable Purchasing (EPP), and Metalworking products delivered through a seamless and efficient customer shopping experience that is fully supported with a dedicated account management team for each participating State. Below, Table 3 describes how MSC's core capabilities align to the program to create benefits and value to all participants.

Table 3: MSC Capabilities to Increase Program Value for NASPO Participating Entities

MSC Capability	Benefits to NASPO MRO Industrial Supplies Contract
Organizational Strength and Experience	MSC possesses the resources and financial strength to successfully support all Participating Entities under the NASPO MRO and Industrial Supplies Master Agreement and Participating Addendums. MSC employs over 7,000 associates that support over 372,000 customers. MSC has invested in its Public Sector organization over the last 5 years to become an industry leader. MSC's Public Sector organization is represented by Subject Matter Experts who understand the unique requirements (compliance, cost, service) of the government customer and knowledgeable to deliver solutions.

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MSC Capability	Benefits to NASPO MRO Industrial Supplies Contract
Comprehensive Transportation Network	MSC has comprehensive shipping and transport capabilities and our State-of-the-Art Supply Chain – Information Technology (IT) systems and transportation are fully integrated and supports our proven ability to meet delivery schedules.
Fully Integrated Supply Chain Systems and Interface Capability	MSC systems are integrated fully across all operational areas to implement automated End-to-End integration. This includes integration with Inventory, Order Management, Shipping/Transportation, Online Catalog/eCommerce services, Warehouse Operations, and Quality Inspection and Metric Capture Systems Real-time inventory on-line provides full visibility for all categories of products and Participating Entity pricing, orders, order history, and account details with easy access to supporting product information.
Extensive Warehouse and Distribution Capabilities	MSC's Customer Fulfillment Centers (CFCs) are strategically located throughout the United States. They operate at extremely high-efficiency levels. They deliver a 99% fill rate and an error rate that is less than one line per 1,000 orders. Our team members' labeling and shipment documentation processes comply fully with each of our contracts and Participating Addendum requirements.
National Coverage	MSC's geographic coverage encompasses the locations of all potential Participating Entities under the NASPO ValuePoint Master Agreement.
Ability to Ensure Participating Entities have Access to a Broad Array of MRO Products and EPP Offerings	MSC currently carries over 2.2 million products across all our categories. In total, we provide access to one of the broadest arrays of MRO and Industrial products. Further, NASPO ValuePoint Members have dedicated account management teams and ready access to Product Specialists and experts across all product categories, including EPP products. We also provide an industry-leading, award-winning, ecommerce experience for Participating Entities that makes it easy to quickly identify products from within our extensive catalog of Environmentally Preferred Purchasing (EPP) products as detailed in our response under item C.3.
Marketing and Outreach - Product Support	Outreach promotes the NASPO Facilities MRO and Industrial Supplies contract. We connect customers to our Product Specialists to develop MRO supply solutions with outreach that supports our ability to learn customer needs to optimize their programs and seek cost savings opportunities.
Proactive Emergency and Disaster Support	MSC has an extensive track record in responding to emergency needs for increased quantities of products and accelerated delivery for needs such as natural disasters and has successfully supported numerous emergency procurement situations. During the pandemic, MSC successfully supported state health offices to provide products to ensure safe environments (during return to school for K-12) and other critical locations and government offices nationally. We have provided examples of prior MSC responses under our response to item H.3.
MSC Quality Programs Ensure Customer Satisfaction	Through all aspects of our operations, each process is reviewed by our staff of Quality Assurance auditors. Statistical tools are employed to identify issues and trends that provide focus to continually improve service and value. Out-of-limit process flags or discrepant conditions trigger corrective action. As an ISO 9001:2015 Certified organization, MSC will use Aligned Quality Inspection Plans and incorporate Participating Entity Customer Feedback into all continuous improvement efforts.
Effective Communication	For online orders, product status and information is available using real-time inventory information. Orders placed over the phone will include instantaneous feedback on stock availability from the MSC Associate. Orders that are faxed or sent

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MSC Capability	Benefits to NASPO MRO Industrial Supplies Contract
and Outage Notifications	via other electronic platforms will receive an e-mail notification or phone call as soon as any backorder situation is identified, and each Participating Entities' account management team ensures they make prompt notification of any outages.
Diversity Business Participation	MSC develops business opportunities across all socioeconomic business categories. MSC diversity engagement programs are organized into two tiers; Tier One (Diversity & Small Business Resellers MSC supports through customized Public Sector programs), and Tier Two (Diversity Manufacturers and Vendors from which MSC sources products for resale). See our response to worksheet item H.4 for more details.
Industry Leading Innovations that Save Energy and Costs	MSC is active in identifying ways to save our customers cost and energy. One key example of this is MSC's MillMax™ product, facilitated by cooperative research and developed in partnership with Oak Ridge National Laboratory. This innovation relies on the science of machining dynamics to identify ideal, stable, and optimal cutting speeds for CNC milling machines. In MSC's fiscal year 2023, our specialists' work has resulted in more than 225,000 machine hours saved. These hours equate to over 32,000,000 kilowatt hours saved during that time, or a reduction of approximately 22,680 metric tons of Carbon Dioxide (CO ₂) equivalent (per US EPA Greenhouse Gas Equivalencies Calculator). Additionally, MSC's corporate environmental programs have had substantial results as described in our 2023 ESG Report.

MSC's Comprehensive Focus on Environmental Sustainability

Our focus on environmental sustainability is part of MSC's commitment to environmental stewardship. MSC's sustainability efforts have delivered substantial, measurable results in reducing energy, water, and materials required to support our operations and those of our customers with programs that target specific manufacturing process related opportunities for environmental impact savings and reductions.

For comprehensive details, please see MSC's 2023 ESG Report, which includes the company's sustainability policy, climate action, and other pertinent sustainability information:

<https://cdn.mscdirect.com/global/media/pdf/corporate/2023-msc-industrial-supply-esg-report.pdf>

Key highlights of our initiatives are described in the excerpts from our ESG Report provided in the figures that follow.



Figure 1: MSC ESG Highlights - Statistics on MSC's EPP and Waste Reduction Results



Figure 2: MSC's ESG Pillars (Waste Reduction, Climate Change, Ethical Supply Chain Stewardship, and People & Communities)

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EPP PROGRAM

MSC offers over 20,000 products that carry environmentally preferred certifications or contain environmentally preferable attributes. Beyond third party certifications, MSC works with suppliers to identify other products that reduce water and energy consumption, utilize pre- or post-consumer recycled content, contain biodegradable properties and exhibit other preferable characteristics.

MSC's extensive inventory of green products helps customers achieve their requirements for Environmentally Preferable Products (EPP) purchasing standards through an easy-to-use website, which provides dropdown menus and filters to search eco-friendly product categories and products.

As EPP demand grows, MSC will continue to work with suppliers to identify and market these products.

Building a Greener Workplace

Go green with innovative solutions from MSC. By equipping your personnel and facility with eco-friendly technology, you'll be making a positive impact on the environment while in many cases reducing costs at the same time.

Easily identify environmentally friendly products with green certified icons located on the product detail pages and search results.



- Supports compliance with EPA's Comprehensive Procurement Guideline (CPG)
- Promotes products intended to lessen potentially harmful environmental impacts
- Enables customers to shop for the eco-friendly products they need quickly. [CLICK HERE](#) to search for specific products and certifications.



Environment

MSC strives to have a positive impact on the environment and to manage our business in a sustainable manner.

[View More](#) | [Shop Products](#)

Figure 3: Summary of MSC's EPP Program

SUSTAINABLE MANUFACTURING

Energy Savings in Manufacturing Businesses

MSC contributes towards environmental sustainability through energy savings and waste avoidance within the durable goods manufacturing marketplace (automotive, general machining, fabrication, medical parts, etc.). MSC's team of Metalworking Specialists and supplier network partner to help customers leverage the latest manufacturing tools, technologies and strategies.



Energy savings from MSC's cycle times testing prove fast, stable tools are a quicker and more productive way to manufacture metal or metal-like products. When successful, this cycle time reduction is multiplied by the number of parts the end user needs, becoming the basis for kilowatts and/or kilowatt hours saved. Our metalworking specialists' work has resulted in more than **225,000 hours** of machine hours saved, equating to a savings of over **32,000,000 kilowatt hours**.

Our Metalworking Specialists also show our customers how to use fewer tools or products when they manufacture their parts, resulting in waste savings or avoidance. Through educated recommendations like operating at a more stable operating speed to better product suggestions, tool life is enhanced with less need for exchanges or resharpening.

In 2023, MSC helped customers reduce the consumption of items such as grinding wheels, metalworking fluids and cutting tools by over **500,000 product units**, resulting in a savings of approximately **88 million cubic inches of waste, or the equivalent of 150 concrete mixer trucks**.

Figure 4: Sustainable Manufacturing Including MillMax™ Machine Optimization and Targeted Waste Reduction Initiatives Results



Figure 5: MSC Leads Innovation and Technology in Durable Goods Manufacturing Savings and Energy Efficiency



Figure 6: Metalworking Tool Regrinding Services Extend Tool Life Significantly – Saving Materials



Figure 7: MSC's Sustainability Initiatives and Programs Have Generated Significant Results and Demonstrate MSC's Commitment to Environmental Stewardship

B. Company Information

MSC Response Introduction: Noted previously, Sid Tool Co., Inc. was founded in 1941, and subsequently incorporated as Sid Tool Co., Inc., DBA MSC Industrial Supply Co. in 1946 and is today a leading North American distributor of a broad range of maintenance, repair, and operations (MRO) products required to support NASPO's MRO and Industrial Supplies contract. As a leader in the distribution of industrial supplies, MSC has significant experience in providing materials to Government and commercial customers nationwide and overseas in support of U.S. Department of Defense (DoD). The following sections respond to your submittal requirements under item 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.

MSC has a history of driving innovation in MRO and industrial product distribution for more than 82 years. We help solve customers' MRO and operational challenges. Through decades of providing technical expertise, inventory management and distinct supply chain solutions, our team of over 7,000 associates helps keep our customers' operations up and running with support for operational, maintenance, sustainment, and emergency product needs. Below, Table 4 provides a brief timeline of MSC's history.

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Table 4: MSC Corporate History – Key Events

1941	Sid Jacobson founds Sid Tool Co., Inc. in New York.
1946	Incorporated as Sid Tool Co., Inc., DBA MSC Industrial Supply Co.
1964	MSC publishes its first catalog, The Big Book™, and moves operations from New York City to Ames Court in Plainview, Long Island – MSC's first Customer Fulfillment Center.
1969	MSC implements computerized inventory management and order processing, one of the first distributors to do so.
1978	The firm establishes a fully integrated Quality Assurance Department, one of the first distributors to do so.
1982	Sid Jacobson's son, Mitchell Jacobson, becomes President of MSC.
1988	MSC begins offering United Parcel Service (UPS) 1- to 2-day delivery.
1988	MSC opens its first branch in Pawtucket, RI.
1989	MSC introduces Total Quality Management.
1990	MSC opens a second Customer Fulfillment Center in Atlanta, GA.
1991	MSC starts the industry's first <u>Same Day Shipping Guarantee</u> .
1994	MSC begins major product expansion into MRO-type product categories.
1995	MSC stock begins trading on the New York Stock Exchange (NYSE, ticker symbol MSM).
1996	MSC opens a third Customer Fulfillment Center in Elkhart, IN.
1997	MSC relocates its Plainview, NY, Customer Fulfillment Center to Harrisburg, PA.
1998	The firm moves its Customer Support Center/Corporate Headquarters to Melville, NY.
1999	MSC opens a fourth Customer Fulfillment Center in Reno, NV.
2000	Big Book™ items are offered on the Internet.
2002	MSC is awarded GSA Contract #GS-06F-0010N.
2003	MSC is awarded USPS MRO Contract #2CMROS-03-B-4457.
2004	MSC starts its West Coast expansion by opening its first sales office in Southern California (the Los Angeles sales office).
2006	MSC acquires J&L Industrial.
2007	The firm successfully merges J&L's systems to MSC's computer systems and completes the integration of the J&L distribution centers, positioning MSC to begin working on full integration and offering customers an expanded offering.
2008	MSC launches its "Get It Next Day...at no additional cost" program with a standard national ordering cut-off time of 8:00PM Eastern Time (ET).
2008	MSC fully integrates J&L and launches a new brand, "MSC/J&L Metalworking," focused on offering technical information and assistance, products and services targeted towards our metalworking customers.
2009	MSC completes the final phase of the brand transition and MSC/J&L Metalworking becomes MSC Industrial Supply – Metalworking's Best Choice. The focus continues to be on metalworking, offering customers best-in-class service and technical assistance.
2010	MSC acquires Rutland Tool and Supply Co.
2011	MSC wins its first NASPO MRO contract (formally called WSCA).
2011	MSC acquires American Tool Supply, Inc., and its affiliate American Specialty Grinding Co., Inc.
2011	MSC makes history and achieves \$2 Billion in revenue for fiscal year 2011.
2013	MSC acquires Barnes Distribution North America.

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2013	MSC opens its co-headquarters office in Davidson, North Carolina.
2018	MSC wins its second NASPO ValuePoint MRO contract.
2018	MSC acquires All Integrated Systems (AIS).
2019	MSC acquires TAC Global Solutions of Mexico, establishing a Mexico CFC and 4 branches.
2021	MSC acquires Wm. F. Hurst, expanding its aerospace industry presence.
2021	MSC NY Corporate headquarters relocates with its Customer Support Center in Melville, NY.
2022	MSC Mexico is further established with its own board of directors.
2022	MSC acquires Engman-Taylor and Tower Fasteners.
2023	MSC acquires Tru-Edge Grinding and Buckeye Industrial Supply.

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

MSC Response and Submittal: At time of proposal submittal, MSC employs over 7,000 associates.

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

MSC Response and Submittal: A publicly owned corporation, MSC trades under the 'MSM' symbol on the New York Stock Exchange.

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.

MSC Response and Submittal: There are no lawsuits that would compromise MSC's ability to perform under the contract. As part of MSC's ordinary course of business as a large, public company, MSC is involved in litigation from time to time; however, any matters having a material adverse effect on MSC's financial position would be mentioned in our quarterly and annual reports filed with the U.S. Securities and Exchange Commission (SEC) as required by law.

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

MSC Response and Submittal: MSC continually innovates and improves our Public Sector product offerings. We are known for many industry firsts and our ability to optimize MRO programs for our NASPO ValuePoint Members. Below, Table 5 summarizes MSC's primary Value-Added Offerings and Capabilities.



Table 5: MSC's Value-Added Offerings and Capabilities Enhance Benefits to Participating States

MSC Value-Added Offerings	Benefit and Value-Added Programs Description
Over 2.2 Million Products – available	Too many suppliers can create a financial and administrative bottleneck. With over 2.2 million SKUs available, we have established a one-stop shop for Participating Entities, eliminating the effort and expense of managing and maintaining numerous relationships with many unnecessary sources of supply.
MRO GO	We have developed a proven, repeatable process that helps our customers overcome the challenges currently affecting their Total Cost of Ownership (TCO). MRO GO is a program where we collaboratively discover areas for improved cost savings, methods to optimize value, volume rebates, and time savings. Through this process we build a customized plan of action for our NASPO ValuePoint Members and report to them on attained cost savings and results.
Same-Day Shipping Guarantee	MSC's Same-Day Shipping Guarantee maintains a 99% fill rate on qualified in-stock orders. If a qualified, in-stock order is placed by 8pm ET, national cut-off time, the order is guaranteed to ship the same day.
ControlPoint Inventory Management Solutions	Our innovative Vending Solutions, Inventory Management Software, Vendor Managed Inventory (VMI) and Customer Managed Inventory (CMI) programs, are amongst the most efficient in the industry and are key to lowering customers' inventory investment, reduce sourcing costs and out-of-stock situations, and increasing customer efficiency. Orders generated through these inventory management solutions are integrated directly with mscdirect.com and many third-party eProcurement software solutions.
Industrial Safety Consultants	MSC maintains a staff of Industrial Safety Consultants dedicated to meeting our customers' safety needs. They partner with our customers' safety teams and bring their expertise to support customer programs by leveraging our supplier relationships to conduct site surveys, personal protection assessments and facility audits. As MSC provides compliance-based training that can be conducted onsite, virtually or on-demand, we can tailor the program to meet Member needs. All MSC Industrial Safety Consultants maintain multiple certifications including Qualified Safety Sales Professional (QSSP) Certification, Occupational Safety and Health Administration (OSHA) 30-Hour Certification, Competent Person, and other certifications.
Product Training	Leveraging our supplier relationships and their Subject Matter Expertise, we offer free product training in conjunction with their products and equipment. Some examples of the free training programs and/or services include Fall protection training; Lock Out/Tag Out Inspections; Harness Inspections; Ladder Safety Training; General Safety Training; Product Use Training; Hand Tool Safety Training; Power Tool Safety Training; Lifting Safety Training; Chemical Storage Safety Training and Inspections; Plant Signage Inspections; Confined Spaces Breathing Training; and Arc Flash Training.
eCommerce Capabilities	Participating Entities can realize a significant decrease in procurement costs when they take advantage of MSC's eCommerce capabilities. MSC provides access to a wide array of functions and information including swift search and transaction capabilities; access to real-time inventory level information;



MSC Value-Added Offerings	Benefit and Value-Added Programs Description
	customer-specific pricing; order tracking; workflow management tools; customized reporting; and much more. Additionally, MSC easily interfaces directly with purchasing portals, such as Ariba, Exostar, and Perfect Commerce in addition to Enterprise Resource Planning (ERP) Procurement Solutions, such as Oracle, System Applications and Products in Data Processing (SAP), Infor, and Jaggaer Autonomous Commerce (formerly SciQuest).
Comprehensive Customer Care Organization	MSC provides a robust network of regional and local sales associates and specialists to support sales, inventory, and category-specific needs. Our experienced team includes customer care associates to provide and/or assist with quotes, provide digital support, support product sourcing, provide real-time inventory status, and order tracking, recommend product alternatives, provide advanced technical support and much more.
Better MRO	Our online information hub provides the go-to-resources customers need to be more productive and safer every day on the job; currently, 12,500 unique users are relying on it every day. (More details can be found at www.mscdirect.com/betterMRO .) The Better MRO portal brings together real-world insights, knowledge, and practical application information from trusted sources including internal expertise, industry leading experts, safety and manufacturing leaders and professionals, supplier partners, and many other sources.

C. Customer Service

MSC Response Introduction: MSC delivers best-in-class customer support and online product shopping experience. MSC and our Public Sector team have been successfully supporting the NASPO ValuePoint program and its Participating States since 2011. From overall program management to regional and local support needs, our robust account management structure is built to support the continued growth and expansion of the NASPO ValuePoint program.

MSC provides their NASPO ValuePoint Members with multiple options for customer support and assistance. These methods include dedicated account management teams, product experts, live support, self-help tools, and one of the industries' best eCommerce sites. The following sections demonstrate our ability to ensure Participating Entities are fully supported and have access to the widest depth of MRO and Industrial products available in ways that make doing business with MSC easy.

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?

MSC Response and Submittal: MSC Public Sector programs are managed by dedicated subject matter experts, both at a contract level (Program Manager, Public Sector), State level (Account

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Manager Public Sector - AMPS), and site level (Key Account Sales Consultant - KASC) as needed. Through this management and customer service structure, MSC delivers effective customer service and consultative sales resources to support product identification, complex order details, and to resolve any (and all) issues promptly. In response to the question regarding account information accessibility, yes, all calls from participating entities are routed to our NASPO Customer Care Team, where calls are answered by associates who have access to all Entity account information and typically solve most inquiries or issues with one call.

In managing the program, **MSC's Program Manager, Public Sector (PMP)** will continue to oversee and ensure program compliance for the NASPO Facilities MRO and Industrial Supplies contract. Our PMP has effectively managed the program since 2011. For each of the Participating States, MSC will assign a team of NASPO ValuePoint Account Managers, Public Sector (AMPS) as the primary point of contact for each Participating State. MSC's AMPS will manage the components of NASPO ValuePoint Participating State programs in their area, including customer support, training, logistics, reporting, and integration. AMPS will always stay up to date with respect to NASPO agreement and Participating Entities terms, conditions, and requirements of their respective Participating Addendums.

Below, Figure 8 depicts MSC's APMS coverage areas for NASPO Participating Entities.



Figure 8: National Coverage – MSC NASPO Account Management Team

The following Table notes the current individuals responsible for the overall NASPO ValuePoint contract management and Account Managers Public Sector by region.



Table 6: MSC Dedicated NASPO ValuePoint Program Managers by Region

Dedicated NASPO ValuePoint Program Managers	
David Haugh - Vice President, Public Sector Sales	
Chuck Love - Director, Public Sector	
Mike Gordon, Austin Kuebler, Michael Butts, Public Sector Team Manager, Public Sector	
Elizabeth Flores – Program Account Manager, Public Sector	
Account Manager Public Sector	Geographic Coverage Area
Andy Blancas	Southern California
Bob Giffin	Florida, South Georgia
Brandon Buell	Arizona, Utah, South Nevada
Damon Perez	Northern California
Ingrid Dykes	Illinois, Indiana, Kentucky
Jason Neal	South Illinois, North Oklahoma, Kansas, Tennessee, Missouri, Arkansas
Jim Miller	East Texas, Louisiana
Jody Davis	Alabama, Mississippi
Joe Reber	Pennsylvania, West Virginia, Maryland, Washington DC, Delaware
Kim McCusker	Maine, Vermont, New Hampshire, Virginia
Mike Holdway	Minnesota, Wisconsin, Iowa, North Dakota
Open	South New Mexico, West Texas, Oklahoma
Open	Ohio, Michigan
Paul Mederios	Massachusetts, Rhode Island, Connecticut, East New York
Paul Von Ravensberg	Washington, Oregon, Idaho, Northern Nevada
Ralph Walton	North Georgia, South Carolina, North Carolina
Rich Lieberman	New York, New Jersey
Tim Woods	Montana, Wyoming, Colorado, New Mexico, Nebraska, South Dakota, West North Dakota

Customer Outreach and Program Optimization

Noted above, MSC's AMPS are dedicated to the Participating States they support and are responsible for customer support, training, logistics, reporting, and integration. Additionally, MSC AMPS will conduct Quarterly Business Reviews with each of their NASPO ValuePoint Participating States. During these reviews, they will provide sales reporting, sales trends, best demonstrated practices, and cost-saving documentation, and discuss areas of improvement for the upcoming quarter along with emerging needs. These reviews are also the ideal time to coordinate emergency and disaster recovery contingency plans and their review to ensure readiness.



Comprehensive Product Expertise Available to the NASPO Customer Care Team

MSC's NASPO AMPS and our Customer Care Team have ready access to MSC product category experts for every offered product category. Because of this, NASPO ValuePoint Members will also receive support from our extensive network of local sales associates and sourcing specialists. Below, Table 7 identifies personnel and roles available to support Participating Entities.

Table 7: MSC Customer Care Team Has Ready Access to MSC Product and Category Experts

Roles	Supporting Functional Areas and Responsibilities
Business Team Leader	Will lead the local operations and support team; ensuring contract compliance; and meeting or exceeding Participating State expectations.
Key Account Sales Consultant (KASC)	The KASC's primary focus is sales support and bringing solutions that can help drive cost savings and inventory reduction, as well as the coordination of all sourcing and purchasing needs. The KASC will also serve as project manager for the local Participating State account relationship.
Vendor Managed Inventory Specialists (VMIS)	The VMIS provides vending, VMI, and other inventory management support. Participating State's VMIS interfaces with end users to provide support for our products and to identify continuous improvement activities related to site-specific inventory goals.
Category Specialists	MSC maintains teams of category-specific specialists to meet NASPO ValuePoint Member needs. They are responsible for execution and continuous improvement of supplier management processes.
Industrial Safety Consultants	Our Safety Consultant team is made up of certified safety experts who improve customer safety programs by providing expertise on hazards, safety regulation and best practices.

Access to NASPO ValuePoint Program Information

Regardless of method or location of order, Participating Entities are ensured that all Associates will have access to contract-specific information, including pricing and discounts.

MSC's integrated information systems allow for the centralized management of key functions, including communication among our Customer Fulfillment Centers, inventory, and accounts receivable management, purchasing, pricing, and all other program information.

When a customer places a call to MSC, the Customer Care Associate taking the call has immediate access to the user's program and specific buyer profile, as well as inventory levels by distribution centers on all SKUs offered by MSC. The user's profile includes historical and current billing information, and historical purchasing information.

MSC's Customer Care representatives inform users on a real-time basis of the availability of a product, recommend substitute products, verify credit information, receive manufacturer direct orders, cross-check inventory items, and arrange technical assistance.



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.

MSC Response and Submittal: Participating Entities may contact MSC's dedicated NASPO ValuePoint Customer Care Team via telephone and email. MSC maintains a dedicated toll-free telephone number, (888) 672-9722, and email at NASPO@mscdirect.com for NASPO ValuePoint Participating Members. Below are hours of operations for our NASPO dedicated Customer Care Team.

Time Zone	Monday through Friday	Saturday
Eastern Daylight Time	7 a.m. to 11 p.m.	8 a.m. to 5 p.m.
Central Standard Time	6 a.m. to 10 p.m.	7 a.m. to 4 p.m.
Mountain Standard Time	5 a.m. to 9 p.m.	6 a.m. to 3 p.m.
Pacific Standard Time	4 a.m. to 8 p.m.	5 a.m. to 2 p.m.
Alaska Standard Time	3 a.m. to 7 p.m.	4 a.m. to 1 p.m.
Hawaii Daylight Time	1 a.m. to 5 p.m.	2 a.m. to 11 a.m.

Purchasing Entities may also contact a live Customer Care through our general toll-free number at (800) 645-7270, or via email at customercare@mscdirect.com. Our Call Centers are available Monday through Friday, 7 a.m. to 11 p.m. Eastern Standard Time (EST), and Saturday, 8 a.m. to 5 p.m., EST.

MSC's website, mscdirect.com, and our fax number, (800) 255-5067, are also available 24 hours a day, seven days a week.

If an emergency should arise, your emergency contact is the Public Sector Program Manager, (714) 768-0049. The Public Sector Manager has the ability to re-route an escalated emergency issue to the VP of Customer Care.

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

MSC Response and Submittal: MSC provides multiple methods for NASPO ValuePoint Members to find sustainable and other products. Purchasing Entities can always contact MSC's dedicated NASPO ValuePoint Customer Care Team or our General Customer Care Team via telephone and email or chat for assistance finding sustainable and / or other products. This is often the preferred method when the Purchasing Entity is not sure which products are most appropriate for their application / use, and which of those recommended products are available as EPP product options.

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MSC's Customer Care Team possesses substantial product knowledge and experience along with the ability to reach any of MSC's product and sourcing experts across our entire range of MRO and industrial products.

For customers ordering online, NASPO ValuePoint Members can easily find Environmentally Preferable Products (EPPs) on our website at mscdirect.com.

At mscdirect.com, all EPP items are easily identified with the appropriate icon under **Compliance and Restrictions** (see Figure 9). NASPO ValuePoint Member can also read about the EPP certifications and attributes MSC recognizes by visiting our Eco-Friendly Resources webpage which is located at the following Uniform Resource Locator (URL): <https://www.mscdirect.com/resources/eco-friendly-supplies> - This webpage may also be reached by searching for 'green,' 'EPP,' or 'sustainability' on the MSC homepage and through other methods that rely on our ecommerce sites' enhanced search functionality.

To search for EPP items at our Eco-Friendly Resources site, click **Shop environmentally friendly products** and enter search terms in the search bar at the top of that webpage. Searching from the Eco-Friendly Resources page will return only products with EPP certifications and/or attributes. Clicking on a category or brand will send the buyer to a list of EPP within the category or brand. Once the buyer clicks on a product, EPP attributes and certifications for that product are displayed in the gray box on the right side of the product page under 'Compliance and Restrictions.'

On the following pages, Figure 9 and Figure 10 demonstrate the ease with which NASPO ValuePoint Members can review product EPP certifications, product details, and product documentation like Safety Data Sheets (SDS).

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PRO-SOURCE
Bathroom Tissue: Standard Roll, Recycled Fiber, 2-Ply, White
3.6" Sheet Length, 48,000 Sheets
MSC# 89816441 Mfr# 89816441
★★★★★ 4.5 6 reviews Write a Review
Quantity 1 Web Price \$77.76 ea. Total \$77.76
Order Qty of 1 equals (96)
500 Sheet Rolls
Add to Cart
In Stock
Delivered as soon as Next Business Day*
Hassle Free Guarantee Learn More
We'll exchange or refund any product that doesn't meet your expectations.
Big Book Catalog Page# 2982
View Alternatives
Compliance and Restrictions
Compostable
Green Seal Certified
Biodegradable
Made from Recycled Content
Item is manufactured from recycled materials

Figure 9: Enhanced Search Features at mscdirect.com Enable Customers to Quickly Find EPP Products and Review EPP Certifications and Product Details

Compliance and Restrictions
Compostable
Green Seal Certified
Biodegradable
Made from Recycled Content
Item is manufactured from recycled materials

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ABILITY ONE
Cleaner & Degreaser: 1 gal Bottle
Liquid, Unscented
MSC# 85483550 Mfr# 7930013738848
Write the first review
Quantity: 6 Web Price: \$18.22 ea. Total: \$109.32
Enter in multiples of 6
Order Qty of 6 equals (6)
1 Gallon Containers
Add to Cart

✓ In Stock
Delivered as soon as Next Business Day*
✓ Hassle Free Guarantee Learn More
We'll exchange or refund any product that doesn't meet your expectations

Compliance and Restrictions
✦ Safety Data Sheet (SDS). [Click to View](#)
📄 USDA BIOPREFERRED-Federal Procurement
🌱 USDA BIOPREFERRED-BIOBASED
♻️ Biodegradable

Figure 10: In Addition to EPP Certification Information mscdirect.com Also Enables Customers to Access all Product Details, Including for Example, Instructions and Safety Data Sheets

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

MSC Response and Submittal: MSC's Corporate Quality Management Team ensures that inspection procedures and corrective actions are developed to control the critical work streams and activities of our operations.

Our Quality Management processes ensure our supervisors and associates have the education, training, and dedication to consistently achieve our mission statement: ***"To be the best industrial distributor in the world as measured by associates, customers, owners, and suppliers."*** We regularly participate in training, development, and education in a wide range of disciplines. Customer service and product knowledge are key elements of our training programs, while automated inspections and clear exception-based corrective action procedures prevent defects in our daily fulfillment operations.

Throughout all aspects of our operations - each process output is reviewed continuously by our staff of Quality Assurance auditors and technicians. Statistical tools are employed to identify issues and trends across metrics related to supplier performance, order processing accuracy and timeliness, in-stock availability, shipping operations and a broad range of data points. This provides us with visibility and directional focus to continually improve the service and value our MRO programs provide.

Below, Table 8 identifies the key features and benefits of MSC's quality approach.



Table 8: MSC Quality System Features and Benefits to NASPO Customers

MSC Quality Approach	Benefit to NASPO Customers
ISO 9001:2015 Certified Quality Management System (QMS): MSC is ISO-9001-2015 registered and will implement its ISO based QMS that flows down quality control and assurance responsibility from the Scope of Work (SOW) requirements, Standard Operating Procedures (SOPs), Performance Requirements, Quality Levels, and Monitoring of NASPO contract performance at all levels.	▪ Accountability for quality performance across all levels, including training in performance objectives and standards, quality levels, review, and audits building quality into every performance deliverable and instilling a contract-wide customer-focus.
Aligned Quality Control Inspection Plan: Our quality programs establish the standards for monitoring within the discrete, essential activities of the contract and provides the approach we will use to inspect the output and performance ensuring compliance with standards – this includes leveraging embedded, automated quality checks throughout the MSC Supply Chain.	▪ Leverages end-to-end automated inspection of essential activities. ▪ Quality monitoring and metrics tied directly to the impact activity has on attainment of contract performance requirements. ▪ Ensures consistency of corrective actions.
Defined Performance Management Roles: MSC's quality programs clearly define roles for performance management, inspection, and corrective and preventive actions.	▪ Clear lines of responsibility and roles for efficient contract performance at all levels in MSC's organization.
Incorporates NASPO Customer Feedback: As we have on our current NASPO MRO contract, MSC implements strategies to obtain feedback through communications with NASPO customers through satisfaction surveys and we encourage product and service suggestions.	▪ Direct feedback from NASPO customers provides insight into any areas for improvement in customer service. ▪ Feedback on products and purchasing needs informs decisions on most appropriate products for physical locations.

Supplier Quality Assurance and Evaluation

MSC has implemented an effective scorecard system for evaluating all our suppliers. Suppliers are measured by the following criteria: acceptance at receiving inspection, on-time delivery, invoice accuracy, direct-ship accuracy, and the number of customers' returns of defective items. Results provided to suppliers are used to drive improvements throughout our supplier base.

MSC End-to-End Workflow Quality Inspection Points and Corrective Actions

Many of the quality inspection points used by MSC to support NASPO operations and attainment of high-performance levels are automated checks embedded in our fulfillment IT systems. This includes the ability for us to configure our systems to execute accurately using contract or participating state's business rules or customizations. This includes the incorporation of effective automated and human inspection procedures to ensure steady-state performance adherence. While not all inclusive, we use Table 9, below, to identify examples of relevant quality checks used for all fulfillments by MSC in support of Participating Entities.

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Table 9: Examples of MSC Team Quality Control (QC) Inspection Points for NASPO Participating Entities

Example QC Points	Purposes	Description of Inspection and Corrective Actions
Receiving (Automated & Physical Inspection QC)	Quantity Validation Material Inspections: Damage, Serviceability	We perform a variety of inspections to ensure our customers' orders are accurately filled and delivered. To ensure we are always processing the right item, an inbound inspection is performed as items are received and then verified again by our inbound coordinators. Intake quantities are validated against ordered quantities and reconciled, material inspections are performed to ensure no-damage and product quality. Corrective actions include system quantity adjustments and/or returns of defective products to suppliers. 100% inspection.
Supplier Performance (Supplier Scorecard)	Supplier Reliability Product Quality	Noted previously, supplier scorecards provides us with the continuous capability to monitor supplier performance. We measure receiving acceptance rates, on-time delivery, invoice accuracy, direct-ship accuracy, and customer returns due to defective items – If suppliers fall behind, we offer them opportunities for corrective improvement, or alternate suppliers are sought.
Transactional Accuracy (Automated)	EDI Transaction Support	We leverage EDI for interfacing with State procurement systems. The system includes numerous automated transactional checks and will report failed transmission, inaccuracies through exception reports that are then resolved by our personnel with 100% inspection.
Shelf-Life Inspection (Physical Inspection QC)	Ensuring useful Shelf-Life for Products	Remaining shelf life for products (with shelf-life limitations) are inspected and tracked to ensure that products supplied have adequate shelf life remaining prior to order fulfillment with 100% inspection of items with shelf-life limitations.
Packing & Shipping & Labeling (Automated & Physical Inspection QC)	Order Accuracy	Orders flow through our validation process in which individual items are scanned. Counts are captured in our system to prevent the processing of incomplete or inaccurate orders. After the picking and packing process is complete, our Quality Assurance team performs package audits on a sample basis. Orders are checked for item accuracy, quantity, packaging, and documentation. Packaging and labeling are completed using our packaging and labeling procedures in alignment with the master agreement and/or participating entity labeling requirement. This ensures proper packing methods are followed and enables us to measure the accuracy of outbound shipments. We provide 100% Inspection of all outbound orders on pick and pack, and random inspections on packages prior to transport (quality of packaging).
Customer Returns (Physical Inspection QC)	Return Accountability Damage and/or Cause	All customer returns are sent to designated Return Centers and are inspected 100% for identity, count, packaging, damage, documentation, and reason for return. Credit data associated with the return is captured and used to drive quality improvements and cost of quality measurements.



Measurement, Direct Customer Feedback and Continuous Improvement

MSC uses a variety of quality measurements in different areas. Our automated inspection processes capture and make available data that is used to not only track defects and evaluate the effectiveness of corrective action, but also to measure individual associate productivity, and to identify key areas for improvement. Measurements we track include both Internal (inbound item accuracy, inventory, stocking location, and outbound package accuracy, etc.) and External measurements (customer-reported measures, include customer comment cards, customer returns, and on-time delivery).

Quality metrics are audited, and the results are reviewed by Senior Management regularly. Through this process, and as needed to meet the evolving needs of our customers, we identify areas and specific functions for continuous improvement. These initiatives span our organization and all aspects of our fully integrated supply chain. The implementation of new automation that delivers additional capabilities and their associated quality control measures are High Priority for improvement right behind any initiatives designed to improve and eliminate any problems.

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

MSC Response and Submittal: If service-impacting situations occur, MSC is quick to address the situation. Our team is dedicated to ensuring that all customer inquiries and concerns are addressed with the utmost professionalism and care in a methodical approach.

1. **Immediate Assistance:** NASPO ValuePoint Member can reach our NASPO dedicated customer care team through various channels, including phone; (888) 672-9722, email; naspo@mscdirect.com, or online chat; www.mscdirect.com.
2. **Understanding the Issue:** Upon receiving a Member inquiry or complaint, our NASPO dedicated customer care representatives will take the time to understand the nature of the issue thoroughly. They listen to the concerns and gather all necessary information to assess the situation accurately.
3. **Resolution and Support:** Depending on the complexity of the issue, our dedicated team will leverage their expertise and dedicated resources, such as the AMPS, to provide appropriate solutions and support to the member. This may also involve coordinating with other departments within MSC Industrial Supply, such as logistics or product management, to address the issue effectively.
4. **Communication:** Throughout the process, clear and transparent communication is maintained with the NASPO ValuePoint Member. Our team keeps members informed about the progress of the resolution and any actions being taken to address their concerns.
5. **Follow-up and Feedback:** After the issue has been resolved, our NASPO dedicated customer care team follows up with the member to ensure their satisfaction. We value customer feedback and use it to continually improve our products and services. Additionally, we take proactive measures to prevent similar issues from occurring in the future.



In addition to resolution of service issues, MSC also uses a robust customer survey program, designed to help us optimize our customers experience with MSC. Methods include surveys and feedback systems that capture responses regarding transaction experience, MSC as a supplier and feedback on mscdirect.com experience.

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.

MSC Response and Submittal:

Substitutions / Out-of-Stock Items

MSC will not automatically send a Participating Entity a substitute item if the original item is unavailable (i.e. No Forced Substitutions). If we cannot ship the original item, we will contact the NASPO ValuePoint Member to provide alternative product suggestions that will meet their needs and let them decide accordingly. We will also advise the member if ordered items have manufacturer lead time delays, to ensure options can be made available if the lead time is too long for the intended requirement. Further, MSC actively adds new SKUs to replace phased out products to ensure we have the most up to date offerings, including alternative products to offer. Additionally, if Participating Entities desire, MSC has a "fill/kill" process that can be implemented for situations where any item is backordered more than a specific number of days. Using this process, MSC's dedicated Public Sector team will automatically "kill" any order that exceeds the agreed upon threshold for backorder delays, and then proactively reach out to the customer with additional information and options as described above. This process is used at the line-item level, so other items in any specific order are still fulfilled.

Notifications and Availability Information

Backorder / out-of-stock item information for online orders is available immediately as MSC's system includes real-time inventory information. Orders placed over the phone will also include instantaneous feedback on stock availability from the MSC Associate. Any orders that are faxed or sent via other electronic platforms will receive an e-mail notification or phone call as soon as the backorder situation is identified. Each Participating Entities' dedicated account management team will also ensure that notifications of outages are promptly made.

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.

MSC Response and Submittal: For the NASPO Facilities MRO and Industrial Supplies contract, each Participating State will have customized landing pages , which include contract information, pricing and MSC contacts for the territory. Additionally, many States also maintain MSC Punchout

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Catalogs via various integration partners, including Jaggaer (formerly SciQuest), Ariba, Periscope, and others.

User friendly and easy-to-navigate, our website, mscdirect.com, gives Participating States full access to every product we have available and allows Participating States to conveniently manage their entire account online. By using mscdirect.com, MSC provides numerous time and cost-saving tools. Our website facilitates the ability for Participating States to create an efficient and productive procurement environment in collaboration with our Customer Care Team and product experts.

MSC's Catalog Systems and design provide easy-to-use features that deliver a best-in-class shopping experience, educating, and making sourcing the right product easy. This provides significant benefits in customer satisfaction for NASPO Participating Entities. MSC's systems are industry recognized as one of the very best.

Available 24 hours a day, seven days a week, mscdirect.com includes a robust set of features and tools including those described below in Table 10.

Table 10: mscdirect.com Provides a Robust Set of Features and Tools for NASPO ValuePoint Member

mscdirect.com Features	Feature Description
Comprehensive Product Options Across All Categories of MRO and Industrial Products	At mscdirect.com , Participating Entities can view over 2.2 million products and information, including images, real-time inventory availability, item number, price, description, attributes, specifications, quantity in stock and/or available for pick up, manufacturer, unit of measure, manufacturer number, and catalog page. Additional features make finding EPP products easy, and pertinent documentation, for example Safety Data Sheets (SDS) are available directly from the product page as described previously.
Access to Participating State Specific Information	Access to Participating State-specific pricing and the ability to restrict what users can browse based on Participating State agreements. Additionally, Participating States can view 'Features and Benefits', and can also access manufacturer information including manuals, images, videos, warranty information, and documentation like SDS sheets directly from the product page.
Smarter Search Functionality	Utilizing our enhanced search features, results are easily and accurately identified. Participating States can search by keyword, brand, or part numbers (MSC, Manufacturer, Competitor, National Stock Number (NSN) and Universal Product Code (UPC) numbers). We also have the capability to identify Participating States' preferred items.
'Learn More' Feature	Allows for Participating States to make accurate purchasing decisions and identify the right item for the right application.
Research and Compare	Research and Compare items in an easy-to-view format and view specification differences

MSC can also provide online training, virtually or in person, by entity. For example, we currently do this for the Area Technology Center (ATC) schools across the Commonwealth of Kentucky.



Account Dashboard Functionality

NASPO ValuePoint Members have access to convenient dashboard functionality when they log into mscdirect.com. Below, Table 11 describes the information accessible through the dashboard.

Table 11: Account Dashboards Provide NASPO ValuePoint Member with Quick Access to Account Information

mscdirect.com Dashboard Tools	Feature and Functionality Description
Order History	Track shipments, find / reorder prior items, view order history
Account Settings	Manage usernames, passwords, preferences, billing methods, shipping addresses and more
Notifications	Select how order confirmation and shipped order emails are received
People and Purchasing	Manages the workflow processes such as cost allocation management, order approval management and more
My Lists	Access frequently purchased and referenced items in one central location. Create lists by product line, projects, location-specific applications and more
Get Quotes	Participating States can get item quotes right from the shopping cart. An email notifies users when a quote is ready. All quotes can easily be searched within your account.
Download Cart	Eliminate the double work of reentering online orders by downloading your cart and importing it into your ERP or purchasing platform. Users select file formats and choose from over 30 data fields.
Advanced Features and Functionality	Manage purchasing with purchase order (PO) Control, Cost Allocation Management and Workflow Processes where Participating State can assign roles and spending limits for users within the Participating Entity ControlPoint Inventory Management Solutions – Access your ControlPoint Solutions, including carts, labels and more
Virtual Catalogs	Browse our Big Book® along with other specialty catalogs, including seasonal and Safety catalogs
Expert Help	Customer Care Associates are available in via real-time chat, or can be accessed via email or by a toll-free phone call

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Access and User Management

Once Participating State users log into their online account, they will have access to Participating State-specific pricing and discounts. Additionally, msdirect.com allows NASPO ValuePoint Members to identify cost centers. Participating State users can individually code each item within an order for reporting purposes. Items can be allocated to departments, cost centers, general ledger accounts, people, job name, job number, and more.

We provide the ability for members to establish roles and spending limits for users. Participating State can create and manage workflow processes in which user roles and spending limits can be assigned on the MSC website so that Participating State's users can be assigned the appropriate purchasing levels according to the agreement.

Participating Entity User Roles and Rights Management

NASPO ValuePoint Members will be able to self-manage and use the roles-based rights management system. Below, Table 12 identifies these roles and the functions and capabilities they can access at msdirect.com.

Table 12: MSC User Roles, Rights and Online Ordering System Functionality

msdirect.com User Roles	User Role Rights and Functionality
Administrator	Administrators have the authority to assign and/or reassign other registered users to their applicable role and to set per-order spending limits. They also have full authority to browse and place orders. Multiple Administrators may exist within one agency. An Administrator can change users to Buyers with or without spending limitations and / or Buyers with rights to approve orders.
Requisitioners	Requisitioners can send an order reminder directly to their buyers right from order approval. They can view their submitted cart status to see pending, rejected and approved orders.
Buyers	Have full authority to browse, fill a shopping cart, and place orders up to the spending limit established by Administrator. Buyers that exceed spending limitations need to be assigned to an authorized Approver. Buyers can have up to 10 approvers that are assigned to them. This functionality also allows for multiple levels of Buyers / Approvers. For instance, Participating State can permit certain users to requisition products, but the final approval by the authorized designee must be provided before the order is submitted online. The Approver would be notified via email when the order is ready. If the assigned Buyer rejects a pending order, the Buyer would have an option to select "reject reason." Assigned Buyers can also reassign a pending order using the "Reassign" function. An email notification of a reassigned order would be sent to the Approving Buyer, or Administrator (selected from the dropdown menu).
Buyers with Approval Rights	The authorized Approver has the authority to approve Buyer orders that exceed spending limitations.

Below, Table 13 details user rights in MSC's systems by Participating Entity role.

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Table 13: User Rights Details by Roles

	Requisitioner	Buyer/Approver	Administrator
Assign/Reassign User Roles & Spending Limits	—	—	✓
Create/Deactivate Users	—	—	✓
Set Defaults (including Roles and Spending Limits)	—	—	✓
Full Authority to Browse & Place Orders	UP TO A PRE-SET LIMIT	UP TO A PRE-SET LIMIT	UNLIMITED
Flexibility to Assign to Multiple Approvers (up to 10)	✓	✓	—
Assigned Spending Limits (from \$0 to Unlimited)	✓	✓	—
Place Orders within Spending Limit	✓	✓	✓
Approve/Reject Pending Orders	—	✓	✓
View All Carts	—	—	✓
Visibility into Pending Cart Status	✓	✓	✓
Reassign Cart to Alternate Approver	—	✓	✓
Resubmit Cart to Alternate Approver	✓	—	—
Set "Out of Office" Indicator	—	✓	✓
Send email reminders for pending orders	✓	✓	—

Additional Ordering Methods

MSC provides Participating Entity buyers multiple methods to place orders. In addition to utilizing our website, MSC offers a variety of ordering methods to suit each Participating Entity's needs, including those identified below in Table 14.

Table 14: Details on MSC's Additional Ordering Methods for Participating Entities

Additional Order Methods	Description and Details
eProcurement Integration	We offer multiple methods to integrate with customer eProcurement systems to help Participating Entities streamline procurement processes. We partner with many of the largest eProcurement and ERP providers, including SAP, Ariba, Exostar, Perfect Commerce, Oracle, and more. Additionally, we also support EDI (810, 850, 855, 856 and 997 documents) and Extensible Markup Language (XML) (cXML, xubl3, Exam standards) transmissions.
Telephone Orders	Participating Entities may contact our dedicated NASPO ValuePoint Customer Care Team at (800) MSC-9722, or our general toll-free number (800) 645-7270. Monday through Friday 7am-11pm ET and Saturday 8am-5pm ET.
Email	Customers can also order through e-mail at NASPO@mscdirect.com .



8. What is the Offeror's return policy?

MSC Response and Submittal: MSC has a 30-day return policy.

To return merchandise, customers must contact MSC to obtain a Return Authorization (RA) number which can be obtained by contacting their dedicated NASPO Customer Care Service team. Returns will not be accepted without an RA number. Returns should be sent back in the original packaging and condition to the original Customer Fulfillment Center with the RA number on the shipping label. Either an invoice copy or packing slip should also be included.

Any claims for discrepancies in shipment must be made within seven days of receipt of merchandise. C.O.D. returns will not be accepted. Shipping charges for returned items must be prepaid. A restocking charge may apply.

Please note that hazardous materials are not returnable. Participating Entities will be required to inspect all hazardous materials deliveries prior to accepting the delivery. Unaccepted hazardous materials can be returned to MSC through the freight company that delivered the materials by not accepting the delivery. Once hazardous materials are accepted for delivery MSC is unable to take these items back.

Additionally, altered, or etched items cannot be returned. Custom cut-to-length products are a final sale and may not be returned for credit. Unopened computer software can be returned for a credit but will only be replaced if considered defective.

In an instance where a defective item is identified by the customer, a replacement order will be entered immediately. The replacement will be subject to standard lead times if not stocked.

MSC can partner with our strategic suppliers to customize programs such as tool repair and replacement or regrinding. We would be happy to discuss a program based upon individual Participating Entity needs.

Full details are available online at <https://www.mscdirect.com/customer-service/return-policy>.

D. Data Security

MSC Response Introduction: MSC has implemented many advanced technologies and industry best practices to safeguard our systems and the information of our customers and suppliers against various cybersecurity threats. MSC has a Level 2 Cybersecurity Maturity Model Certification (CMMC Level2). This certification guarantees that we have implemented the required cybersecurity practices and controls to protect sensitive information and systems, given by US Department of Defense.

In addition, our cybersecurity processes and capabilities cover threat prevention, detection, response, and remediation. A robust cybersecurity training and awareness campaign, two factor-authentication for external network access, state of the art firewalls, web application firewalls,



tokenization and encryption of sensitive data are just a few of the security measures we have in place.

Authentication to any MSC technology resource requires a unique user id and complex password. Current policies require passwords to expire and be changed quarterly. The level of access to the systems is reviewed on an annual basis and is governed by the role of the user in the organization. Critical systems, i.e., order entry, are audited annually.

MSC's security technologies are architected and configured in a layered security and risk-based manner. Our security posture is constantly monitored both internally and externally by independent third parties. BitSight, a cybersecurity performance benchmarking firm has assessed MSC, with a score of 800, which is near the top of their scale and is higher than MSC's industrial distribution peers. This score is the cybersecurity equivalent of Fair Isaac Corporation (FICO) protocol for credit bureaus.

Since the nature of Cybersecurity is constantly evolving, we also take proactive measures to improve our security by testing our technology, processes, and procedures with annual blind third-party penetration testing to nation-state attack standards. Our entire security program is governed by a senior executive review committee with Board level oversight.

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.

MSC Response and Submittal: Standard MSC security measures and compliance efforts are described in the following subsections, along with an example of how we accommodate security needs that are beyond the scope of a project.

Data Security

MSC's ERP system stores all customer and transaction information in a single database. Standard database keyed data access is utilized to ensure that the correct information is processed for the correct customers. At no time does any customer have access to any other customer's information.

Once a user logs in to the MSC website, the same keyed data access is used to restrict the customer-specific information to only the information that belongs to the customer who logged in. MSC encrypts all sensitive data while in transit or at rest. MSC utilizes Transport Layer Security (TLS) for in-transit encryption and AES256 for all-at-rest encryption.

Payment Cards

MSC only collects Payment Card Industry (PCI) information if the customer uses a credit card to make a purchase. MSC also offers purchases on account, which would not require the use of a



credit card to complete an order. Although MSC is not currently in compliance with Payment Card Industry Data Security Standards (PCI-DSS), MSC is currently conforming to PCI-DSS requirements to achieve compliance.

Policies and Governance

MSC has adopted the following relevant policies: Information Security Policy, Incident Response Plan, Data Breach Response Policy, and Use of Company Systems & Resources Policy. MSC reviews relevant policies regularly and makes updates as necessary. Relevant policies are published on the company's intranet site.

Contractors

MSC requires all subcontractors who may require access to MSC systems or data to undergo a security assessment, which includes the completion of a written questionnaire, as well as follow-up interviews and/or testing as necessary. Depending on the data type, MSC will request relevant information from subcontractors about their operations and locations.

Identity and Access Management

MSC associates must enter a user id and password to log into the network from any MSC facility. When accessing the MSC network from the internet, two-factor authentication is required: User ID, password, and RSA token (RSA being the Rivest-Shamir-Adleman encryption algorithm). For access to MSC websites, customers are required to enter a User ID and password to log in and transact business. Shared accounts are not used by MSC to access customer data.

MSC has a standard onboarding and off-boarding process and an annual auditing process that ensures that users have approved levels of access to the system and are disabled within 24 hours of off-boarding.

MSC user access rights to MSC systems are reviewed annually. Privileged MSC accounts, i.e., administrator accounts, are restricted based on job responsibilities. These administrative accounts are also reviewed annually. Critical systems are monitored, and alerts are generated any time a login occurs using a generic user.

Virus Protection

MSC utilizes anti-virus software as well as web filtering, attachment blockers, and other technologies to protect systems from viruses and malware.

Mobile Device Protection

All mobile devices are centrally managed, and storage is encrypted. Tablets and phones are enrolled in our Mobile Device Management solution and can be remote wiped. Laptops are protected with pre-boot encryption technology and receive regular security patches.



Network Perimeter Protection

Firewalls and Intrusion Prevention Software solutions are used at the perimeter of the MSC network to create a 'demilitarized zone' for our internet presence. Within the MSC network, firewalls and VLANs are used to control access to critical areas and systems on our network.

MSC utilizes TLS encryption when sharing ANY customer data across the internet. Certificates for MSC web sites typically expire every two years and are renewed and replaced about 1 month prior to expiration. MSC conducts annual penetration tests, including identification of critical, high, and medium vulnerabilities. Critical findings are remediated within 30 days of being reported. Medium and High findings are added to our project tracking system and the correction is completed based on the risk level of the finding. Security configurations and firewall rulesets are reviewed at least annually.

Threat and Vulnerability Management

All critical systems send their log to MSC's Security Information and Event Management (SIEM) solution. The SIEM correlates events across a myriad of systems and generate offenses based upon rules structured to detect anomalous activity. Those offenses are monitored by our Managed System Security Provider (MSSP). The MSSP escalates items that require attention by our security team. The MSSP solution utilized by MSC is active 24x7x365.

The MSC environment is scanned for external vulnerabilities once a quarter. All new vulnerabilities found are added to our project tracking system and are remediated based on risk. In addition to the external vulnerability scanning solution, we also utilize IBM X-Force exchange for external sources of security intelligence. Vulnerabilities pertaining to the technologies that we have implemented are added to our project tracking system and remediation is prioritized based on the risk level. MSC also utilizes a risk assessment process. MSC uses the Common Vulnerability Scoring System (CVSS) score to determine risk. In situations where a CVSS score is not available, we utilize the risk level identified by the vendor of the solution as our guide.

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

MSC Response and Submittal: MSC's primary data center is an IBM facility in the northeastern U.S. The secondary data center is in the southeast. Further data protection is assured through IaaS and SaaS technology partners. We have built a strong recovery strategy and infrastructure for the mission-critical applications. Our IT team partners with functional business owners on a periodic basis to perform disaster recovery plan testing and we conduct a mock disaster recovery test on an annual basis.

Our approach to crisis management includes the creation of crisis management teams and plans that ensure direction and coordination during an operational disruption. Specific procedures have been developed for incident identification, evaluation, escalation, declaration, plan activation and deactivation. Additionally, the plans outline incident categorization and escalation procedures. MSC regularly performs periodic tests (including structured walk-through tabletop tests, component



tests and simulation tests) to ensure our ability to respond to and manage necessary communications and logistics during crisis events.

In the event a catastrophe impacts an MSC distribution center or customer service resources, telephones and order processing can be rerouted to another distribution center or service location that is not affected by the catastrophe, provided telephone service is available. Assuming telephone lines are open, all calls will still be answered and responded to as quickly as possible. In some situations, shipments may be delayed. Notices would be posted on the MSC website to alert customers to any major closures (i.e., Hurricane Katrina). Participating Entities requiring special attention to service their locations, especially those located in the affected area, should utilize their emergency contact procedure to coordinate their needs.

Backup and Restoration

MSC has a formal backup process. Our systems are backed up to a tape library daily and the backups are stored off site in a secure Iron Mountain storage facility. Data restoration rehearsals and exercises are performed semi-annually by authorized MSC associates. All sensitive information is encrypted on disk and thus also encrypted on the backup medium.

Data Disposal

MSC reuses and overwrites magnetic media. When magnetic media is taken out of service it is degaussed and/or physically destroyed depending on the type of media.

Disaster Recovery

MSC recognizes the need to be prepared to minimize the impact to MSC and its customers/suppliers in the event of a disaster. To fulfill this need, MSC has developed recovery procedures that ensure continuous business operations of critical functions in the event of a disruption of business.

IT Disaster Recovery

We have built a strong recovery strategy for our mission-critical applications. We have an internal disaster recovery "hot-site" with redundant capabilities to our Corporate IT systems, which are in a Tier-2 data center located in the United States. Our IT team partners with functional business owners periodically to perform disaster recovery plan testing.

Business Continuity

MSC, which is a certified CMMC 2.0 organization, we have developed effective Business Continuity plans to address the recovery and continuity of critical business functions required to maintain an acceptable level of operation during an incident. MSC reviews our disaster recovery and business continuity plans on an annual basis and makes updates as necessary.

Examples of Additional Customer Security Requirements

During our normal business with government agencies at all levels, we are often required to conform to additional security requirements that are not applicable to our normal commercial business operations. MSC is adept at meeting these requirements through additional security



controls, monitoring, and reporting depending upon the requirement. For example, on our Federal contracts, MSC often needs to comply with additional security requirements in addition to compliance with NIST – 800 requirements, conformance with Federal Information Processing Standards (FIPS), and Homeland Security Personnel Directive (HSPD-12) personnel security requirements. MSC will meet individual state requirements at time of onboarding according to a mutually agreed plan for implementing any required security controls, measures, reports, and issue escalation.

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.

MSC Response and Submittal: MSC has not had a data breach in the last five years. MSC's security technologies are architected and configured in a layered security and risk-based manner. Our security posture is constantly monitored both internally and externally by independent third parties. BitSight, a cybersecurity performance benchmarking firm has assessed MSC, with a score of 800, which is near the top of their scale and is higher than MSC's industrial distribution peers. This score is the cybersecurity equivalent of FICO for credit bureaus.

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.).

MSC Response and Submittal: MSC Leadership team will ensure that all required reports are delivered accurately and on-time, in accordance with the instructions and timeliness requirements of the Master Agreement. This includes complying with individual state reporting requirements that may be specified in their Participating Addendum / Agreement with MSC. As a current contract holder, MSC has a proven track record of providing accurate and timely reports, ensuring transparency, and facilitating effective contract management.

With our state-of-the-art information systems and online catalog ordering systems, MSC is fully equipped to track and report all required data points. Our robust systems enable us to efficiently collect, analyze, and deliver comprehensive reports, including Sales Data Reports (Summary and Detailed), Customer and Product Crosswalks, Executive Summaries, and EPP Sales Reports. We understand the importance of these reports in standardizing and analyzing sales data, monitoring contract adoption, implementation progress, and promoting environmentally preferable products.

MSC is committed to working collaboratively with NASPO ValuePoint to ensure all reporting requirements are met and exceeded. We will provide reports in the required formats and frequencies, as outlined in the Master Agreement. Our dedicated contract management team will work diligently to keep Customer and Product Crosswalks up to date, reflecting any changes in our member base and product catalog. Furthermore, we will promptly respond to any ad hoc report requests from NASPO ValuePoint, providing the necessary information to support effective

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contract administration. Below, Table 15 summarizes the key reporting requirements under the NASPO ValuePoint Master Agreement that MSC will meet.

Table 15: Acknowledgement of Master Agreement Reporting Requirements

Report Name	Master Agreement Requirement	Submission Frequency
Sales Data Reports (Summary and Detailed)	Section V, Subsection 5.3.1 and 5.3.3	Quarterly
Customer and Product Crosswalks	Section V, Subsection 5.3.4	Upon request by NASPO ValuePoint
Executive Summary	Section V, Subsection 5.3.5	Upon request by NASPO ValuePoint
EPP Sales Reports	Exhibit 2, Section 2	Quarterly

MSC is fully prepared to comply with these reporting requirements and any additional state-specific requirements that may be outlined in individual Participating Addenda. Our commitment to transparency, data accuracy, and timely reporting will contribute to the overall success of the NASPO ValuePoint Master Agreement. MSC's systems track all required reporting elements. MSC reviews reports prior to submission and maintains an accurate submittal register of submitted and pending reports. Sales Data Reports will include each of the following required data fields:

- Field Name
- Year
- Quarter
- Portfolio Name
- Vendor Name
- Contractors Master Agreement Number
- Customer Contract Number
- Buying State
- Customer Account Number
- Customer Type
- Billing Name
- Billing Address
- Billing City
- Billing State
- Billing Zip Code
- Shipping Name
- Shipping Address
- Shipping City
- Shipping State
- Shipping Zip Code Invoice Date
- Invoice Number
- Customer's PO Date
- Customer's PO Number
- Contractor's Order Number
- Contractor's Order Date
- Transaction Type
- Product Number / SKU / Contractor Service ID
- Product Description / Service Description
- Manufacturer Suggested Retail Price (MSRP) Price/Rate
- Contract Unit Price/Rate
- Quantity
- Unit of Measure (UOM)
- Tax Rate
- Tax Amount Total Price
- Currency Category
- Sub-Category
- Universal Standard Products and Services Classification (UNSPSC) Commodity Code
- Electronic Product Environmental Assessment Tool (EPEAT) Compliant
- Energy Star Rating
- Contractor's ID Number for the Distributor/Reseller
- Distributor/Reseller Name
- Payment Method
- Paid Date



Additional Participating State Reporting Requirements

In addition to the Master Agreement reporting requirements, several Participating States have outlined their own unique reporting needs. MSC is prepared to integrate with state procurement systems and develop customized report formats to ensure compliance with these state-specific requirements. Our team will work closely with each Participating State to understand their reporting expectations and deliver the information they need to effectively manage their contracts. By leveraging our advanced technology and expertise in contract reporting, MSC will provide a seamless experience for Participating States. We are committed to maintaining open communication and collaborating with states to meet their evolving needs throughout the duration of the contract. At the present time, MSC meets additional reporting requirements for the states identified below in Table 16.

Table 16: Identification of States MSC Currently Supports with Additional Reporting

State	Frequency	Report Template Type
Alaska	Quarterly	State Specific Template
Arkansas	Quarterly	State Specific Template
California	Quarterly	State Specific Template
Colorado	Quarterly	State Specific Template
Florida	Monthly	State Specific Template
Hawaii	Quarterly	NASPO Template
Idaho	Quarterly	NASPO Template
Iowa	Quarterly	NASPO Template
Kansas	Quarterly	NASPO Template
Louisiana	Quarterly	State Specific Template
Maine	Quarterly	NASPO Template
Massachusetts	Quarterly	State Specific Template
Minnesota	Quarterly	NASPO Template
Missouri	Quarterly	State Specific Template
Montana	Quarterly	NASPO Template
Nebraska	Quarterly	NASPO Template
Nevada	Quarterly	State Specific Template
New Jersey	Quarterly	State Specific Template
New Mexico	Quarterly	State Specific Template
Ohio	Quarterly	State Specific Template
Oklahoma	Quarterly	State Specific Template
Oregon	Quarterly	NASPO Template
South Carolina	Quarterly	State Specific Template
Utah	Quarterly	State Specific Template
Virginia	Quarterly	State Specific Template
Washington	Quarterly	NASPO Template
Wisconsin	Quarterly	NASPO Template



By meeting both the Master Agreement and Participating State reporting requirements, MSC will demonstrate its commitment to transparency, accountability, and the success of the NASPO ValuePoint Facilities MRO contract. MSC has extensive experience in customizing reports for at the cooperative level, state level and agency level procurement.

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:

MSC Response Introduction: MSC has a clear vision of the activities required to successfully execute an on-time implementation for the onboarding of all Participating States and the completion of all eMarketPlace onboarding tasks. As an incumbent NASPO MRO contract holder, we understand the requirements and support MSC will provide for each Participating Entity. MSC has successfully implemented many large industrial supply contracts, including as an incumbent on our NASPO Facilities MRO and Industrial Supplies contract. During the implementation period, MSC's NASPO Account Management Team will facilitate all activities and update NASPO regularly on progress.

MSC's NASPO Account Management Team will be fully supported by MSC's Vice President (VP) of Public Sector and other corporate resources, and the team will have ready access to other supporting MSC units including IT, Quality, Sourcing, and Product Experts throughout the onboarding process. As part of the implementation plan, MSC's NASPO Account Management Team will leverage a strong cross functional team from our Dedicated Public Sector Sales Operations team, Dedicated Public Sector Sourcing and Cross Reference team, Category Management, Logistics, and Inventory. AMPS that are assigned to specific Participating Entities, will be able to quickly align unique and specific requirements with the appropriate cross functional team to ensure implementation at the state level.

Throughout the onboarding and implementation process, MSC will develop a schedule and task list for each Participating Addendum as they are executed. These activities include planning, communications with State representatives, identification of requirements including additional reporting requirements or State procurement systems integration and address training needs.

MSC will continue to successfully manage the implementation and marketing for the NASPO ValuePoint program as we have for the previous contract. Our AMPS' goal with each Participating Entity is to clearly understand the State's procurement objectives, vision, and challenges, arrange for any required customizations, and will ensure a well-organized, timely enrollment of accounts.

Principal Implementation Activities

The MSC implementation process will be effectively managed, transparent, and non-disruptive for Participating Entities throughout the roll-out process. Collaboration and communications are key to successful implementations. We establish early and effective communications with all NASPO ValuePoint Members and Participating State stakeholders.



Pursuant to the Master Agreement, MSC will begin implementation and onboarding activities within 15 days after receipt of written request to work with NASPO to set up the schedule. Subsequent completion of NASPO eMarketPlace account with at least minimal eQuoting functionality within 30 days of the written request and full functionality timeline will be determined with NASPO and its members as part of the enabling schedule agreed upon. The principal activities of the implantation and onboarding plan are organized by MSC into three phases. These phases and their associated timelines are summarized below in Table 17, and is followed by an example plan for Participating States' roll-out.

Table 17: Principal Activities of MSC's Implementation Plan for NASPO MRO Onboarding

Implementation Phase	Summary of Principal Activities
Phase 1: Discovery and Assessment Phase [First 20 days]	- Execute Participating Addendums, which includes partnering with Participating State site champions to clearly outline the scope of work (inclusive of program goals) and any additional terms, reporting or ecommerce integration requirements. - Initiate the Kick-Off Call with Participating Entity champion and MSC AMPS, identify the key local resources, collaborate, and align with the necessary resource to obtain relevant data, organize a site assessment, and mutually agree upon a proposed project plan. See example below.
Phase 2: Planning Scheduling and Implementation Execution [Days 20-75]	- Align with Participating State to finalize all solutions and project timeline - MSC and local resources review and complete data requirements and establish all reporting mechanisms and state specific reporting templates as needed by participating addendum. - Collaborate with local resources on other key milestones, including initial scope of work development aligning with expectations; proper solution recommendation and document approvals
Phase 3: Go Live [Days 30-120]	- During this phase, the AMPS will work with the Participating Entity's site champion and key local resources to refine the program as necessary. - Business Reviews involving the AMPS, site champion and other Participating Entity resources

Example Roll-Out Plan for Participating States

Pursuant to section 5.4.2 of the Master Agreement, MSC will prepare an onboarding plan for Participating States / Entities. A sample Implementation / Onboarding Plan for Participating States is shown in Table 18 below.

Table 18: Sample Roll-Out Plan for Participating States

TASKS	TASK OWNER
Initial Tasks Upon Award Notification	
Participating State - Customer Kickoff Meeting - List Locations	Participating States / MSC
Establish Implementation First Meeting Date and Team	Participating States / MSC
Establish Weekly Implementation Call Updates with Team	Participating States / MSC
MSC and Participating State Customer to Provide Complete Contact Information for Team Members	Participating States / MSC

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TASKS	TASK OWNER
Order Placement / Account Structure	
Set Up Account Architecture, including Account Number(s) Ship-To / Consignee Addresses, Cost Centers / Budget Codes in MSC System from Participating State Customer - Provided Information	Participating States / MSC
Define Process for Adding New Ship-To Locations and Cost Centers	Participating States / MSC
Apply Appropriate Customer Information Management Notes in MSC System as Needed	MSC
Complete Internal MSC Operations Team Call to Define New Account Parameters and Necessary Information	MSC
Check / Inspect MSC Invoice Set-Up and Make Necessary Adjustments	MSC
Invoicing Requirements	
Apply Appropriate Tax-Exempt Status per Participating State Customer Direction and Receipt of Tax-Exempt Certificate	Participating States / MSC
Define Invoice Format for Participating State Customer A / P and Apply in MSC System	Participating States / MSC
Define Invoice Frequency and Addresses where Invoices Should be Sent	Participating States / MSC
Provide Payment Information to Participating State Customer	MSC
Provide Participating State Customer Necessary Information to Establish MSC as a Vendor	MSC
Define Budgets by Department as Required	Participating States
Check / Inspect MSC Invoice Set-Up and Make Necessary Adjustments	MSC
Set Up Of Internet And Training	
Establish Log-in for Participating State Customer - Provided Users	MSC
Establish Business Rules Required and Defined by Participating State Customer – Approvals / Routing / Views / Limits	Participating States / MSC
Establish Link to msdirect.com for Participating State Customer Intranet	Participating States / MSC
Determine Who Will Have or Need Administrative Rights	Participating States / MSC
Set Up Shopping Lists as Required	MSC
Check / Inspect MSC Internet Set-Up and Make Necessary Adjustments	MSC
Provide Participating State Customer Implementation Team Demo of Established Site after Set Up with Business Rules for Final Review	MSC
Establish User Training Dates for Internet	Participating States / MSC
Provide Participating State Customer End-User Training Documents for Review to Implementation Team	Participating States / MSC
Establish Process for Setting Up New Users or Changing Existing Users	MSC
Communicate Training Dates and Times to Users	Participating States / MSC
Complete End User Training	Participating States / MSC
Delivery	
Determine Security Credentialing Required for Delivery and Complete	Participating States / MSC
Establish Loading Dock Availability and Times	Participating States / MSC
Marketing	
Develop and Complete End-User Announcement	Participating States / MSC
Determine Communication Method for End User Announcement	Participating States / MSC
Develop, Review, and Complete End User Training Materials	Participating States / MSC (Review only)

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TASKS	TASK OWNER
Reporting And Program Management	
Determine Reporting Requirements and Needs from Participating State Customers - Provided Samples	Participating States / MSC
Determine Reporting Frequency	Participating States / MSC
Addendum Execution	
Execute Addendum and Upload to msdirect.com	Participating States / MSC
Vendor Managed Inventory Set Up (If Applicable)	
Determine items Participating State Customer wants managed with Min. / Max. Levels for all Areas	Participating States / MSC
Cross reference VMI items to MSC part numbers	MSC
Organize (existing or new bins) and Label items as required	Participating States / MSC
Setup E-VMI and EDI Orders for VMI through AS400	Participating States
Train Participating State Customer how to use Program	MSC
Crib Crawls And Crib Conversions (If Applicable)	
Implementation Team Onsite Scheduled	Participating States / MSC
Estimate current inventory and inventory value for CSD (cost savings document) baseline	MSC
Perform All Crib Crawls by Area Defined by Assessment	Participating States / MSC
MSC Key Vendors to help with Crib Conversations	MSC
Cross Reference all items to MSC Part Numbers	MSC
Build Complete Data Listing by Department and Crib for Upload	MSC
Upload Complete Data Listing	Participating States

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

MSC Response and Submittal: As an incumbent contract holder, MSC's Dedicated NASPO Customer Care Team is familiar with many of the state level counterparts we support. We expect to transition in place with most of the contract's Participating Entities and will verify whether there will be changes or new requirements under each renewed Participating Addendum. Points of contact and information requirements are summarized below in Table 19.

Table 19: Information Required From Participating Entities to Update Participating Addendum

Requirements	Example
Information	- Establishment of internal and external lines of communication / contact information for all POCs - Direction on questions regarding the products listed, ordering, pricing, and status - Data conducive to collaboration in the implementation of Participating Addendum
Resources	- Reporting - E-procurement Platform
Points of Contact	- Participating Entity's MRO Contract owner - E-procurement Platform owner - Accounts payable - Accounts receivable



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.

MSC Response and Submittal: All pricing and program information for current Participating States will be uploaded upon execution of each State's Participating Addendum and available on MSC's online ordering system within approximately 24 hours after execution.

Additionally, we can also customize the website for each Participating State by creating individual splash pages with contract information and contact links. Our ecommerce team, along with the NASPO Account Management Team, will partner with each Participating State to identify specific needs and outline the process and timeline. If new punchout integration needs to be done, the process is typically completed within 21 days, from start to completion with full functionality.

With respect to implementation for the NASPO eMarketPlace, and as noted in our introduction to item F, MSC will begin implementation and onboarding activities within 15 days after receipt of written request to work with NASPO to set up the schedule. Subsequent completion of NASPO eMarketPlace account with at least minimal eQuoting functionality within 30 days of the written request and full functionality timeline will be determined with NASPO as part of the enabling schedule agreed upon.

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

MSC Response and Submittal: MSC has successfully managed implementations for our Public Sector customers for over 40 years and have effectively administered the NASPO ValuePoint program, which included more than 40 States, for the past 13 years (since 2011). We have been awarded and implemented some of the largest, most complex State contracts including California, Georgia, Virginia, Texas, among others during this same timeframe. As an incumbent NASPO supplier, our implementation activities, and experiences encompass many different supporting functions including all the following:

- Conference calls
- E-commerce integrations
- Regional / national trade shows
- Direct mailing marketing
- How-to guides
- Telesales Program Specialist
- Program Manager Specialist
- Webinars
- Product / training workshops
- Centralized meetings with department heads
- Splash pages
- Partnership rollouts
- E-learning
- Over 2,500 sales and service associates
- Telesales marketing
- Mapping tools

Additionally, MSC supports a variety of Public Sector segments, including Federal, state, and local government agencies across the United States. A relevant Federal contract example requiring national coverage includes for example the United States Postal Service as described below.

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- **United States Postal Service (USPS) MRO Contract No. 3CMROP-21-B-0022:** In October 2021, MSC was awarded our third consecutive contract with the USPS. MSC supports four major MRO categories: Industrial, Janitorial, Building and Equipment and Electrical. The USPS contract requirements are similar in terms of catalog depth, delivery requirements, and leveraging an online buying platform. **Furthermore, in 2020, MSC received the MRO Supplier of the Year Award resulting from our ability to support a network of over 30,000 locations during the COVID pandemic.**

Other Government Customers include military bases, state entities, universities, municipalities, school districts, county governments, and federal agencies, including an over 20-year relationship with General Services Administration (GSA). We also support programs on a national scale from individual machine shops to Fortune 1000 companies.

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

MSC Response and Submittal: MSC's 80 years of experience in the industry enable us to create many customized programs for our diversified customer base. We have a proven ability to customize programs that allow customers to accelerate their needs and goals. Some examples of MSC customization capabilities are listed in Table 20.

Table 20: MSC Customization Capabilities

Customized service enhancements	E-commerce efficiency
Workflow controls	Procurement innovation
Specialized training	Pricing programs
CMI	VMI
Quote to punch out	Vending
Motor audits	Lamp and energy audits

Below, Table 21 provides examples of State Customized Programs implemented by MSC.

Table 21: State Customized Programs

Customer-requested Catalog and Non-Catalog Restrictions	▪ State of Missouri ▪ City of San Francisco ▪ Commonwealth of Kentucky ▪ University of Kentucky
Information Sessions for State Agency-specific Program Training, e.g., supplier fairs, strategic vendor presentations, etc.	▪ State of Colorado ▪ State of California ▪ Commonwealth of Kentucky (various Supplier Fairs) and product (Milwaukee Tool) road shows to ATCs across the State
SafetyWear-Branded CDOT Gear Program for Colorado Department of Transportation	▪ State of Colorado

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eProcurement Platform Integrations	Full listing includes:	
▪ State of Alaska Punch-Out, AK ▪ State of Arkansas Punch-Out, AR ▪ UC Santa Cruz, CA ▪ UCSD Disbursements Division, CA ▪ UC Davis, CA ▪ UCOP, CA ▪ Newport Beach Punch-Out, CA ▪ State Community Cntr Punch-Out, CA ▪ California State University, CA ▪ Bay Area Rapid Transit, CA ▪ City Of Detroit, MI ▪ NASPO Punch-Out - CO ▪ University of Miami Medical, FL ▪ University of Miami, FL ▪ Hillsborough County Punch-Out, FL ▪ Florida Marketplace Punch-Out, FL ▪ College of W. Idaho Punch-Out, ID ▪ Des Moines Area CC Punch-Out, IA ▪ State of Iowa Punch-Out, IA ▪ Liberty University Punch-Out, VA ▪ Louisiana State Punch-Out, LA ▪ State of Maryland Punch-Out, MD ▪ Massachusetts Punch-Out, MA ▪ Minnesota State Punch-Out, MN ▪ City of St. Paul Punch-Out, MN ▪ Minnesota Colleges Punch-Out, MN ▪ State Of Minnesota Punch-Out, MN ▪ Minnesota St. College Punch-Out, MN ▪ East Central College, MO ▪ Missouri Punch-Out, MO ▪ State of Montana Punch-Out, MT ▪ Univ of Nebraska Punch-Out, NE ▪ State of Nevada- Punch-Out, NV ▪ Las Vegas Valley Water, NV ▪ State of Nevada Punch-Out, NV	▪ City of Henderson, NV ▪ Univ Syst of New Hampshire, NH ▪ New Jersey State AGY Punch-Out, NJ ▪ New Jersey (NJIT) Punch-Out, NJ ▪ Montclair State University, NJ ▪ Corinthian College, ND ▪ Saint Louis Univ Punch-Out, ND ▪ Akron Board of Ed, OH ▪ Lakeland Community College, OH ▪ Franklin University, OH ▪ Baldwin-Wallace University, OH ▪ Columbiana County Career Ctr, OH ▪ Youngstown State University, OH ▪ Ohio State Punch-Out , OH ▪ City of Columbus, OH ▪ State of Ohio Punch-Out, OH ▪ Xavier University Punch-Out, OH ▪ Sinclair Comm College Punchout, OH ▪ Miami University Punch-Out, OH ▪ Oklahoma Punch-Out, OK ▪ State of Oregon Procurement, OR ▪ Oregon State University, OR ▪ Reading Area Community College, PA ▪ Lehigh Career & Technical Inst, PA ▪ Harrisburg School Dist, PA ▪ Duquesne University, PA ▪ Venango County Voc Tech, PA ▪ North Hills School District, PA ▪ Towanda Area School District, PA ▪ Villanova University, PA ▪ Messiah College Punch-Out, PA ▪ Pennsylvania Tpke Comm Punch-Out, PA ▪ Dickinson College Punch-Out, PA ▪ Swarthmore College Punch-Out, PA ▪ Harrisburg Area CC Punch-Out, PA	▪ Villanova University Punch-Out, PA ▪ Lehigh Career & Technical Inst, PA ▪ State of Rhode Island Punch-Out, RI ▪ South Carolina State, SC ▪ Univ of Maine Punch-Out, ME ▪ Arlington ISD, TX ▪ Mesquite Ind School District, TX ▪ Texas State University, TX ▪ Texas Southmost College, TX ▪ Texas Tech University, TX ▪ TX Procurement and Support Svc, TX ▪ University of Texas At Austin, TX ▪ Texas University Punch-Out, TX ▪ Ysleta ISD Punch-Out, TX ▪ Texas State Contract Punch-Out, TX ▪ City of El Paso Punch-Out, TX ▪ TX State Univ Punch-Out, TX ▪ Univ of Mass Punch-Out, MA ▪ University of NC Chapel Hill, NC ▪ Univ of NC-Charlotte, NC ▪ University of Tennessee, TN ▪ NASPO-Utah Punch-Out, UT ▪ State of Vermont Punch-Out, VT ▪ Commonwealth of Virginia, VA ▪ Washington Metro Area Transit, WA ▪ Marquette University, WI ▪ University of WI-Punch-Out, WI ▪ Northeast Technical College, WI ▪ County of Milwaukee Punch-Out, WI ▪ Wisconsin Tech Wtcs Punch-Out, WI ▪ Marquette University Punch-Out, WI ▪ Milwaukee County, WI ▪ Wisconsin State Punch-Out, WI ▪ Northcentral Tech College, WI ▪ Wyoming Punch-Out, WY

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.

MSC Response and Submittal: MSC's extensive breadth of products stands as one of our core value added propositions. Our Public Sector customers consistently recognize the value in MSC's diverse product offerings. It's worth noting that the items listed below fall outside of the required exclusions: Automatic External Defibrillator (AED) and Accessories, Ground Maintenance Equipment, Automotive Parts, Professional Grade Tools and Diagnostic Equipment Master Agreements, Office Furniture, Office Supplies, Audio Video Equipment and Supplies, Computer Equipment, Peripherals & Related Services, Copiers & Managed Print Services, Laboratory Equipment and Supplies. In addition to the exclusions, the items listed below fall outside of 14 specified categories: Janitorial, Fasteners, Material Handling, Plumbing Equipment, Power Sources, Landscaping & Outdoor Supplies and Equipment, Lamps, Lighting, Ballasts, and Equipment, Heating, Ventilation, Air Conditioning (HVAC), Hand Tools, Power Tools, Electrical Supplies and Equipment, Paint and Related Supplies, Security, Safety.



Table 22: Other Category 15 Products Included

Other Products – Category 15	
Process Equipment	Controllers, float/level switches, heat exchangers, hydrometers, IR thermometers/imagers, meters, pH, pressure/temperature gauges, scales, tank mixers, thermocouples, timers & totalizers.
Power Transmission:	Bearings, couplings, linear motion slides, pulleys, roller chain, shafting, sheaves, sprockets, v-belts.
Lubrication:	Air tool oils, contact cleaners, corrosion inhibitors, grease/guns, lubricants, lubrication equip., oilers & penetrants
Holemaking:	Solid & Indexable Drills, Reamers & Counterbores
Drills:	Carbide, carbide-tipped, center, circuit board, coolant fed, drill & reamer blanks, extension, gun, indexable, indexable spade, jobber, masonry, metric, micro, parabolic, screw machine, S&D, sets, spade, spotting, step, straight flute, taper length, taper shank & threaded shank.
Countersinks:	Chamfer, counterbores, indexable, porting tools & power tool bits.
Milling:	Solid Carbide, HSS & Cobalt End Mills, Cutters & Saws
End Mills:	Ball, corner radius/rounding, double, half round, high performance, keyway, metric, miniature, roughing, routing, sets, shell, single, straight flute, tapered variable helix/index. Milling Cutters: angle, blanks, broaches, chamfer, dovetail, gear, keyseat, plain, radius, side & t-slot; saws.
End & Face Mills:	Square-shoulder, chamfer & angle, high feed, copy & ball nose, slotting milling cutters, concave/ convex end mills, carbide inserts, replaceable milling tip inserts & shanks. chamfer, dovetail, gear, key seat, plain, radius, side & t-slot; saws
Indexable:	Turning, Boring, Grooving, Cut-Off & Threading
Carbide Inserts & Indexable Tools:	Boring bars, cut-off blades, blocks and toolholders, grooving systems, grooving/ threading tools, spare parts, tool bits & turning toolholders
Adhesives & Hardware	
Adhesives:	Caulk/epoxies/ glue/sealants/tape/thread lockers.
Hardware:	brackets/catches/door closers/drawer slides/electronic/ handles/hasps/hinges/key blank/cabinets/ latches, lockset/pulls
Abrasives, Files, Deburring, Soldering & Welding	
Abrasives:	Bonded; bench & pedestal/cut-off wheels, cutting, diamond, dressing tools
Grinding:	Points, stones, surface grinders & toolroom
Coated:	Belts, discs, pads, rolls & sheets
Non-Woven:	Belts, buffing products, discs, hand pads, rolls & wheels
Files:	Diamond, hand, needle, rasps & rifflers
Deburring:	Burrs, hand deburring & wheels
Wire Brushes:	Cups, end, hand scratch brushes, nylon & tube
Sandblasting:	Machines, media & vibratory tumblers
Soldering:	Stations, supplies, tips & tools
Welding:	Consumables, chemicals, cylinder trucks, electrode ovens, gauges, storage, welders (arc, MIG, plasma, stick, TIG) & accessories



Other Products – Category 15	
Toolholding, Clamping, Workholding, Positioning & Knurling	
Toolholding: CNC toolholders, collets, drill chucks, quick change tooling, tapping heads & acc., live tooling	
Clamping: C, F, L; bar, clamping systems & assemblies, hydraulic / pneumatic, levers, pipe, spring & toggle	
Positioning: Components; die & mold components; eye bolts; handwheels; hoist rings; knobs; knurls & holders; lathe chucks & jaws; leveling devices; live/dead centers; locating components; machinery mounts; magnets (clamping/positioning); rotary tables; stock springs & vises	
Threading: Taps, Dies & Other Threading	
Taps: Forming, hand, high performance, holders, metric, pipe, sets, spiral flute, spiral point, STI, surface treated, wrenches & accessories	
Dies: Chasers & die heads	
Thread Repair: Extraction tools, hand/power installation tools, inserts, kits, strip feed reels, tang break-off & thread mills	
Machinery & Accessories, Saw Blades, Fluids & Raw Materials	
Machinery: 3D printers, CNC mills, lathes & controllers, knee mills, bench & engine lathes, drill presses, bandsaws, cold saws & cut-off saws, dust collection & filtration, brakes, shears & rolls, power feeds & drawbars, phase converters, sanders, bench & surface grinders, DROs & linear scales, bandsaw blades, sawing fluids, EDM wire; battery chargers, cleaners & degreasers, creepers, diagnostic tools, gasketing, filters, fuses, hitches, jacks/lifts, lighting, lubricants, oils, paints, tire gauges & repair, tools, truck boxes & wipers; cleaners & degreasers, creepers, diagnostic tools, gasketing, filters, fuses, hitches, jacks/lifts, lighting, lubricants, oils, paints, tire gauges & repair, tools, truck boxes & wipers	
Fluids: cutting & grinding fluids, coolants, oil skimmers, coolant systems	
Raw Materials: aluminum, brass, copper, felt, foam, metal balls, plastics, rubber, gasketing, shim stock, stainless steel, steel, wire, key stock, flat stock & drill rod	
Power Tools: angle & die grinders, reciprocating & circular saws, cordless batteries & charger platforms, drills, impact drivers/ wrenches, hammer drill/drivers, rotary hammers, sanders & polishers, nailers/staplers, combination kits and tool balancers	
Pneumatics: air blow guns/recoil hose, air valves, compressors, cylinders, filters, lubricators & regulators,	
Hydraulics: cylinders, filters, valves	
Measuring Instruments	
Calipers, micrometers, indicators, magnetic base holders, SPC wireless/wired systems, bore gages, height gages, linear scales, parallels & sets, pin/plug/ring gages, thread gages, gage block sets, surface plates, hardness testers, roughness & thickness gages, CMM probes & styli, magnifiers, microscopes, optical comparators, stroboscopes, tachometers, force/tension/compression gages, measuring rules, combination squares, levels and plumb bobs, measuring tapes, distance wheels, chalk reels, laser levels, measuring calculators, calibration labels.	



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 Agreement. 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.

MSC Response Introduction: In the sections that follow, MSC identifies value added solutions as offerings in accordance with the areas identified in the worksheet. We note that our capabilities in disaster recovery and emergency procurement are comprehensive and proven. Likewise, we have an extensive set of programs for the engagement of diversity and small business suppliers along with discount and cost reduction strategies for Participating States.

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 Additional Services that Add Value if Awarded in the Offeror's response, if there are any instances a warranty may be voided if not installed by the Offeror.

MSC Response and Submittal: When applicable, MSC will assist with installation of products to include, not limited to the following items: shelving, mezzanines, portable offices, and cages. MSC will take the lead in coordination of the project from start to finish which may include scheduling a site survey, coordinating with the customer an installation date and final walk through of the finished product. MSC currently supports and coordinates installation with our 4PL, USMC customers for both US and overseas locations. Additionally, MSC offers installation for our ControlPoint Vending Systems. Installation of our vending solutions is described as follows:

When Participating States chose to implement one of MSC's value adding vending solutions, we will execute an extensive, in-depth process beginning with site analysis all the way through to monitoring the continuing performance of our solutions after installation so that we can ensure complete customer satisfaction. Our process includes:

1. **Discovery and Assessment** – MSC's supply chain experts will partner with local teams to thoroughly analyze the existing environment and identify any individual location challenges. Upon completion of the site analysis, our experts will determine the appropriate solution for each location and review recommendations.
2. **Finalize an Agreement** – MSC and Participating States will work together to document our understanding of the project and create the final agreement, which includes a detailed Item Plan outlining all the products to be included in the units.



3. **Installation and Training** – Every step of the implementation process will be closely monitored by our expert implementation team to ensure that each individual location program is properly installed and fully functional. MSC’s highly qualified team will provide hands-on training to the dispensing unit’s operators and managers so that the system can be up and running in as little time as possible to create a more efficient, cost-effective environment. Prior to implementation closure, a Customer Sign-Off Form will be presented and reviewed to ensure full satisfaction.
 4. **Monitoring and Support** – Once a Participating Entity’s vending solutions are fully functional; MSC provides ongoing support through our Vending Service Center, which functions very similarly to local support. Along with phone-in customer service support, customers will have access to Product and Technology Teams and Vending Equipment inventory monitoring. It is MSC’s mission to fully support our programs from their inception and installment and through the provision of ongoing assistance. We will also monitor the products in our Inventory Management Vending Solutions Programs.
2. **Warehouse Management Solutions.** If applicable, describe a warehouse management solution that the Offeror has the ability to offer a Participating Entity.

MSC Response and Submittal: ControlPoint Inventory Management Solutions enable our members to achieve a clear view of what inventory is on hand, where it is and track how and when items are used. Note, MSC would conduct a site-specific analysis to determine the solution(s) best suited to each Participating State’s needs. These solutions include:

- **ControlPoint Vending Systems:** MSC’s unique leading-edge approach to vending employs specialized intelligent ‘Point-of-Use’ control and dispensing systems, which maximize flexibility, visibility, reliability, availability, and inventory control. Using our systems, products are carefully and safely dispensed to eliminate breakage and tool degradation. All systems also include a comprehensive real-time management and reporting system that enables Participating States to obtain all necessary information whenever needed.
- **ControlPoint Inventory Management Software:** MSC’s standalone crib management software is a powerful and cost-effective solution for tool crib inventory control and management. It can track inventory levels and incoming and outgoing products from the crib to the floor. The system dashboard is accessed using user-friendly touch-screen technology; and is capable of tracking issues, returns, stock moves, rework requirements, scrap, and material expiration dates; and provides a complete audit trail of all item activity. Consolidated or individual POU replenishment orders can be automatically, or manually generated and transmitted electronically. A robust, comprehensive suite of standard and customizable reports improves visibility and enables Participating State to make informed decisions based on real-time data. The system maximizes automation, streamlines your purchasing process, and reduces operating costs.
- **ControlPoint Vendor Managed Inventory (VMI) Programs:** Items within MSC VMI programs are identified as “free issue” types of products. The program typically manages



fasteners and fittings or select MRO product that needs to be easily accessible via bins, and inventory counts are based on visual evaluations. We can provide extensive VMI reporting that includes order counts, line-item counts, and average order size at a summary or item level. Participating Entities will be assigned a dedicated MSC Associate to manage inventory through the identification, labeling, establishing a minimum/maximum level, and providing a recommended requisition. Participating Entities will maintain control by selecting the approval process which works best: fax, e-mail, shopping cart on mscdirect.com, eProcurement, or a blanket purchase order. You will also be able to review and edit orders prior to placing them. MSC will work with you to design a program that meets your specific procurement or replenishment needs.

- **ControlPoint Customer Managed Inventory (CMI) Programs:** CMI is a simple, easy-to-use, flexible requisition tool for frequently ordered MSC products. Designed to save Participating States time and money, CMI eliminates unnecessary paperwork, time-consuming inventory scans, and stock shortages or overages. MSC will work with Participating States to establish minimum/maximum levels and reorder quantities. This program will then enable Participating Entities to scan all barcode labels, download list of scanned items into a virtual shopping cart, and place orders online with minimal effort. The system allows Participating Entities to decide what gets ordered and how much gets ordered, enabling you to manage your spending limits.
- **In-Plant Associates:** MSC can provide dedicated, on-site associates located at customer facilities to support inventory management, sourcing, and procurement of all products.

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.

MSC Response and Submittal: MSC has developed a Disaster Contingency Plan (DCP) that enables our business to continue services while supporting our ability to quickly react to our members' preparatory and recovery efforts when natural disasters strike, or other emergency situations are encountered. We have leveraged this Plan extensively for client agencies at the local, State, and Federal level. Highlights are summarized in Table 23, below.

Table 23: MSC Disaster Support Plans – Key Features and Operational Advantages

MSC DCP Feature	Operational Advantages
Same-Day Shipping for Emergency Response Orders	Emergency response orders due to natural disasters or threat of war that are sent to MSC during normal business hours will be shipped and delivered either the same day or the following day as specified for in-stock items. To meet the emergency demand requirements, MSC will maintain a designated point of contact that is available 24 hours a day, seven days a week.
Established MSC Emergency	MSC publishes guides and quick reference shopping links to support our customers' Emergency Preparedness programs and purchasing. These

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Preparedness Program	resources can be found at the following link on msdire.com as shown below at https://www.msdirect.com/resources/emergency-prep These tools link to necessary emergency products from generators to flashlights, tarps to batteries, wet/dry vacuums to pumps, and first aid kits to water. MSC can help provide Participating Entities with free consultative services to help them prepare for natural disasters to minimize the damage during the storm, as well as to help them recover after the event.
Close Coordination with State Emergency Preparedness Offices	In the event of a natural disaster, MSC's AMPS will work with individual State Emergency Preparedness Offices to support and meet the needs of the states. MSC partners with State Emergency Management Departments before, during, and after emergencies occur.

Emergency Preparedness Corporate Support Task Force: A cross-functional team of corporate support personnel meets before, during (when feasible), and after a crisis or natural disaster to support our customers, our teams, and our communities. Team members are “decision-makers” for their business units. Their mission is to protect company assets, which include our associates, customer experience, buildings, merchandise, data, and our brand. In addition, we also have extensive Emergency Preparedness checklists available in the Resources section of our website which States, and Municipalities find valuable before, during, and after and events. Visit <https://www.msdirect.com/resources/emergency-prep> for more information.

Telecommunications System Plan: We operate multiple Customer Service Centers located in separate geographical areas to ensure complete network dispersion. These centers are equipped with state-of-the-art communications equipment and protected by an Uninterruptible Power Supply (UPS) system. The Customer Service Centers are also equipped with generators to power the facility in the event of an extended commercial power failure.

Distribution Contingency Plan: A Distribution Contingency team addresses the potential dangers in the event of a catastrophic disaster that could damage a Customer Fulfillment Center (CFC) to the extent that orders can no longer be shipped. The Distribution Contingency team will make arrangements through our fulfillment systems and CFC operations to reroute customer shipments from the affected site to the nearest alternate location.

Example Response for State Agency Client

MSC Response to Hurricane Michael: When Hurricane Michael hit the Eastern United States on October 10, 2018, it caused major flood and wind damage. Immediately, the AMPS began reaching out to his main contacts within the Georgia State Procurement Office to help in meeting their emergency needs. The State was in extreme need of MREs (meals ready to eat). As soon as the request was received, the AMPS began working with our product team to identify what we had in stock. Available inventory was in New York and driven by another team member – on two trips – directly to the airport. Due to the entire team’s quick action, MSC was able to get the available products delivered to the State within hours. Simultaneously and throughout the weekend, the AMPS researched and identified another supplier to meet the additional orders needed by the State. The AMPS and several other team members worked to arrange the shipping instructions and ensure the orders were released so that they would be delivered as expeditiously as possible.



Expediting Deliveries for Disaster Recovery Efforts

With our inventory depth and supply chain capabilities, we are fully capable of meeting emergency demand requirements that may arise outside of these planned schedules. Below are recent examples of our relevant experience in managing expedited delivery:

- In August 2023 Hurricane Hilary, a powerful Pacific Hurricane, brought torrential rainfall and high winds to Mexico's Pacific Coast, the Baja California Peninsula, and the Southwestern U.S., resulting in widespread flooding and mudslides. MSC expedited sandbag orders to ship from Reno, Nevada and arrive at Camp Pendleton and 29 Palms Marine Base. There were many road closures, including the main Freeway 10. Our Reno CFC, MSC Logistics team, and dedicated Sales Operations team worked closely with the freight carrier to ensure delivery was made in time for the customers' requirements.
- In support of the Federal Governments Covid Test Kit roll-out (COVIDTests.gov) in March 2022, the USPS was tasked with setting up facilities country-wide to process orders. Utilizing our diverse logistic partner network, MSC coordinated the delivery of 205 pallet jacks and 316 antifatigue mats across 13 USPS sites in less than a week.
- In support of the USPS after the October 2001 Anthrax mailing events, MSC assisted the USPS in setting up air quality alarms and strategically placing decontamination areas in safe spaces on each premises in case of detection. MSC also assisted in creating new maintenance procedures since USPS had to discontinue the use of compressed air that would disturb the dust and set off alarms.

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.

MSC Response and Submittal: MSC is committed to creating, fostering, and sustaining a resilient supply chain with a broad network of domestic and international suppliers, businesses of all sizes with diverse ownership and products manufactured across geographical locations. We serve as a trusted partner to our customers in ensuring that the products they buy are manufactured and sourced responsibly.

Supply Chain Inclusivity

To help our customers meet their needs and procurement goals, MSC partners with suppliers of all sizes and ownership. In FY2023, MSC spent over \$500M on purchases from small businesses, including woman-, minority-, veteran-, and service-disabled veteran-owned businesses, HUBZone, Labor Surplus and other disadvantaged or historically underrepresented enterprises.

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Business Opportunity Development

MSC is committed to developing business opportunities across all socioeconomic business categories. MSC operates a highly effective program for meeting our goals. MSC's Diversity Supplier program is organized into two tiers, as shown below in

Table 24.

Table 24: Benefits of MSC's Two-Tiered Diversity and Small Business Programs

Program Tier	Operational Benefits
TIER 1 – Diversity and Small Business Solution [Product Suppliers]	• MSC's network of diverse and small businesses work with MSC as a distributor of over 2.2 million metalworking and MRO products to Public Sector end consumers in all 50 states and territories across the country • MSC customers reach their procurement goals with certified diversity and small businesses • MSC customers are empowered to reach their procurement goals with certified Diversity & Small Businesses who have sophisticated eCommerce solutions and bring MRO & Industrial experience to the marketplace • MSC's authorized diversity and small businesses are backed by a leading metalworking and MRO distributor with 80+ years of experience
TIER 2 – Supplier Diversity Solution	• MSC purchases products directly from a diverse community of suppliers and offers reporting on procurement spend to customers • The MSC supplier network includes ~4,400 small businesses, of which 600 have diverse ownership • MSC supplier diversity and sustainability team continues to invest in meeting our customers' needs for diversification and sustainable products

MSC effectively and proactively generates awareness of our Tier I and Tier II programs to reach the widest possible range of strategically aligned Diversity and Small Business qualified partners. Below, Figure 11 provides an example of one of MSC's program promotional communications.

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**BUILT
TO MAKE
YOU BETTER®**

HELPING YOU UNLOCK MORE VALUE WITH SUPPLIER DIVERSITY

MSC'S BUSINESS DIVERSITY SOLUTIONS – MEETING
CUSTOMER DIVERSITY PROCUREMENT NEEDS



MSC BUSINESS DIVERSITY SOLUTIONS

MSC's Business Diversity Solutions help customers to diversify their supply chain with a nationwide network of experienced small and diverse suppliers in two key areas.

TIER 1 – DIVERSITY AND SMALL BUSINESS SOLUTION

- MSC's network of diverse and small businesses work with MSC as a distributor of 2 million+ metalworking and MRO products to end customers across the country
- MSC customers reach their procurement goals with certified diverse and small businesses
- MSC's authorized diverse and small businesses are backed by a leading metalworking and MRO distributor with 80+ years of experience

TIER 2 – SUPPLIER DIVERSITY SOLUTION

- MSC purchases products directly from a diverse community of suppliers and offers reporting on procurement spend to customers
- The MSC supplier network includes ~4,400 small businesses of which 600 have diverse ownership
- MSC supplier diversity and sustainability team continues to invest in meeting our customers needs for diversification and sustainable products

**Let MSC's Business Diversity Solutions assist in diversifying your
supply chain and meet your procurement diversity goals.**

To learn more and get started, contact your MSC sales associate or for
Tier 1, contact DiversityandSBprogrammgr@mscdirect.com.
For Tier 2, contact SupplierDiversity@mscdirect.com

Figure 11: MSC Business Diversity Solutions Overview – Example Promotional Communications Messaging

MSC's Tier 1 Diversity Suppliers Programs

MSC Industrial has invested in a dedicated Public Sector Diversity & Small Business Team. This team consists of a Director reporting directly to the VP of Public Sector and Program Managers for State, Local, Education, & Federal Government. These programs align with the diversity and inclusion elements MSC builds into the culture and goals of the organization.

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MSC empowers Diversity & Small Business resellers to exceed customer expectations by including many elements to our programs.

- Extensive breadth and depth of product offering with over 2.2M SKUs available.
- Co-branded sales and marketing tools
- Product training, lunch and learns, and joint sales calls with a MSC representative
- Resellers may leverage solutions available
- State-of-the-art eCommerce shopping experience is delivered by the small business in one of two ways: A co-branded MSC-Small Business punch-out or the small business hosts their own website leveraging the rich data and product attributes from MSC's data base

Program Managers work side by side with the MSC field sellers to assure the small business partner can meet all compliance requirements of the end-user and the contract. All resellers complete agreements with MSC which include minimum requirements for their organization, key business indicators and expectations are called out in these agreements and visited quarterly to mitigate compliance risk.

The reseller is thought of as an extension of the MSC Sales Team, we aim to be a supportive resource to assist in their organization's growth. In some cases, there are mentor protégé agreements in place. Many of the diversity and small businesses are bidders of record and awarded direct contracts, in these instances they leverage MSC as a wholesale provider of products and services to support their contract requirements.

Strategically aligned Diversity and Small Business resellers working with MSC offer a wide range of capabilities, including but not limited to the following commercially useful functions:

- Contract- and market-specific customer care teams to support buyers
- In-the-field and virtual sales and marketing individuals
- Specialists support for complex category sales such as metal working, fluid connections, vending and vendor managed inventory with control-point software solution, safety and business needs analysis
- On-site management of store fronts and tool cribs
- Sophisticated On-line ordering platforms delivering an easy shopping experience with approval capabilities and order tracking
- Electronic exchange of documents such as advanced shipping notifications and invoicing (EDI capable)
- Punch-out capabilities include integration with the customer's ERP
- Advanced procurement reporting
- Disaster Relief Support when the unexpected occurs and product is needed quickly
- Full access to inventory at the MSC Industrial customer fulfillment centers in the U.S. and MSC logistics for drop shipping of product directly to the end user
- Direct ship program allows the reseller to leverage the relationship MSC has with over 3,000 Manufacturers across all MRO, Industrial, Safety, and Janitorial categories enabling sales over 2.2 million products
- Price quotes available for large one-time buys, blanket purchase agreements, site level market-basket pricing, special order items and more

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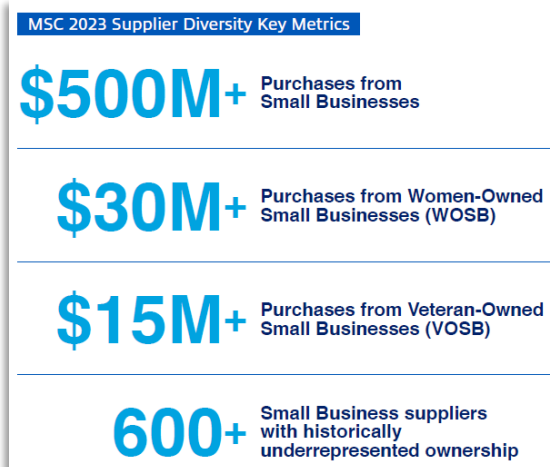
MSC Diversity & Small Business Partners vary in size, location, and socio-economic status. Our teaming partners include the following certifications:

- Small Business (SB)
- Veteran Owned (VOSB) & Service-Disabled Veteran Owned (SDVOSB)
- Woman Owned Small Business (WOSB) and Women Business Enterprise (WBE)
- Historically Underutilized Business Zones (HUBZone)
- 8(a) Business Development, Small Disadvantaged Enterprise (SDBE; SDB; DBE)
- Minority Business Enterprise (MBE)
- Specific State and Local Certifications are also held by many.
 - Examples include Texas HUB, Micro-Small Business, and more.

MSC's Tier II Diversity Partners

MSC understands how much value is realized by forming partnerships with Certified Diversity and Small Businesses that tie our strengths together. Teaming with small businesses can enhance an overall business relationship with an increased level of expertise and specialization, while also supporting local economies and communities. This is a priority for MSC, as our associates live, work, and play in these communities.

MSC's Supplier Diversity program reflects our commitment to source high-quality and innovative products. We partner with suppliers of all sizes and ownership, creating a robust and inclusive supply chain that supports the needs of our customers and their supplier diversity procurement goals. Diverse businesses are identified as for-profit enterprises with at least 51% ownership, management and control by individuals or groups who are United States citizens in traditionally underrepresented and socially or economically disadvantaged groups.



In Fiscal Year 2023, MSC spent just over \$501 million with suppliers that qualify as Small Business entities.

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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.

MSC Response and Submittal: MSC offers a number of standard and customized incentives to our customers. For NASPO, customized incentives include:

- Collaboration with members to create "Hot Lists" of highest used items and guarantee prices for specific periods using individual State/Participating Agency custom market baskets.
- MSC will offer a tiered "E-Commerce rebate incentive" to all states that utilize a statewide E-Commerce platform that is integrated with MSC. This rebate will be tabulated and paid annually after the one-year anniversary of the Participating Addendum signing. The additional rebates will start at 1% and range up to 3% based on e-Commerce sales volume growth.
- MSC is prepared to offer volume discounts to NASPO ValuePoint Members based on the quantity of a product purchased in each transaction.
- Incremental growth incentive for a 12-month period.
- Special Pricing agreements for leveraged MSC Supplier Partners.

Other strategies we use include:

1. **Product Standardization:** We work with Participating Entities and authorized users to consolidate SKUs within specific categories to drive consistency, promote safety, and achieve cost savings by leveraging volume to achieve better product costs when Participating Entities direct purchasers to select specific products based on requirement.
2. **Exclusive Brands:** MSC positions Exclusive Brands to provide quality products and drive cost savings for Participating Entities and authorized users. Categories include Janitorial, Safety and Filtration, among others.
3. **Spend Consolidation:** MRO provides the ideal group of commodities of spend to consolidate spend, which then drives cost savings. Through this process, MSC builds additional customized discounts and rebates for agencies and authorized users on a case-by-case basis.