Summary

Name **Respond to Questions**

Vendor **BradyPLUS** Status **Submitted**

Response

Benefits of the Firm

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

Frankie Lopez
Director of National Account

7055 S. Lindell Road
Las Vegas, NV 89118
423.612.3360
frankie.lopez@bradyplus.com

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

a. Company size/history

BradyPLUS, established in 2023, is the nation's premier specialty distribution company supplying customers with a diverse selection of essential products including facility care, food service disposables, packaging solutions. BradyPLUS has a robust infrastructure with over 180 locations across the U.S., 6000 associates and 9+ million sq ft of warehouse space to service our customers.

BradyPLUS and its growing family of Affiliates are strategically positioned to help businesses thrive through a multi-faceted approach to make facilities cleaner and people safer, every day. With 61 Affiliates and continuously growing we have combined annual sales of over $5B.

Though BradyPLUS is a newly established company, the 61 affiliates that make up the company have a long business history ranging from 20 to over 130 years of service in this industry. This history comes with a wealth of experience as long-time distributors of public sector clients.

Our key deliverables to our public sector customers are contract compliance, competitive pricing, and a robust product offering. We pride ourselves on our ability to offer onsite solutions and services through our expert and seasoned sales team.

b. US Market Share for solutions related to this solicitation

Collectively through its affiliates, BradyPLUS has gained extensive experience working with public sector customers through national cooperatives. We have and are currently successfully serving numerous educational institutions that enabled us to understand the unique challenges they face and have tailored our products and services to meet their specific needs. Our engagement with public entities has been focused on providing comprehensive solutions that enhance the quality of their environments to the benefit of all that use public resources.

We take pride in our ability to establish long-term partnerships with public entities, consistently providing high-quality products, reliable customer support, and innovative solutions. Our track record demonstrates our commitment to this sector and our ability to adapt to evolving demands in our rapidly changing and unpredictable industry landscape.

We pride ourselves in being on the forefront of innovative products and are continuously developing our own proprietary branding to offer alternatives to national brands. Our proprietary brands are consistent in quality while still offering customers everyday low cost.

BradyPLUS carries the largest national brands including 3M, Diversey, Ecolab, Spartan, Heritage, Inteplast/PITT, GOJO/Purell, HOSPECO, Supply Source (Impact), Georgia Pacific, Kimberly Clark, Essity, Nilfisk-Advance, Karcher/Windsor, National Super Service, ProTeam, ICE and Rubbermaid. CIESC members will have access to over 40,000 catalog products and over 500,000 machine parts.

By offering a large variety of products and system solutions, BradyPLUS affiliates provide our customers with the benefit of having the necessary product choices to outfit their buildings and facilities as they see fit.

c. Scope of clients serviced

We serve and delight customers with solutions for JanSan, Foodservice, and Industrial Packaging, delivering the right **SUPPLIES + SUPPORT** to ensure their businesses are more successful every day. We serve thousands of customers nationwide in end markets, including education, government, healthcare, hospitality, restaurants, building services, food packaging & processing, and grocery.

d. Annual dollar amount of current contracts negotiated

BradyPLUS operates on a National scale across the United States. We do not disclose specific operating results for subsidiary operations. However, we do offer the opportunity for a call with the company's CFO to discuss broader financial results.

e. Industry longevity related to scope of this solicitation

BradyPLUS and its family of affiliates has decades of experience growing and marketing lead agent public sector national programs. BradyPLUS has used national cooperatives to serve as instrumental platforms that fuse the purchasing power of numerous public entities, thereby enabling them to secure more favorable pricing and terms through negotiation.

Through active engagement with esteemed organizations such as yours, we leverage our expertise and comprehensive understanding of the procurement processes to provide highly cost-effective solutions.

We have worked with public entities of various sizes and budgets, addressing their specific needs while adhering to regulatory compliance and industry standards. Our company's experience with cooperatives has enabled us to develop a range of products and services that cater to the diverse needs of this sector.

f. Headquarter’s physical address

7055 S. Lindell Road
Las Vegas, NV 89118

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

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Though BradyPLUS is a newly established company, the 61 affiliates that make up the company have a long business history ranging from 20 to over 130 years of service in this industry. This history comes with a wealth of experience as long-time distributors of customers nationally.

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

Frankie Lopez

Director of National Account

Amy Jo Kellem

Sr. Manager National Accounts Coordinators

Under the direction of General Managers Sales Associates would be assigned per region. Under National Accounts Coordinators, a select group would be in place to ensure contract compliance and adherence.

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

Horry County Schools

Valiant Sommers

vsommers@horrycountyschools.net

Florida Southern

Chasity Glenn

cglenn@floridasouthern.edu

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

If the Central Indiana Educational Service Center school districts place orders we would deliver from one of the two DC's below. However, as new members join their physical location would deem which one of the over 180 BradyPLUS affiliates would service and deliver.

Brady Industries of Illinois, LLC

825 E 26th St.

LaGrange Park, IL 60526

North American Corporation of Illinois, LLC

2101 Claire Ct

Glenview, IL 60025

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

1% conversion allowance for new to BradyPlus business converted in first 90 days of signup.

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

BradyPLUS and its family of Affiliates embody a vital component that sets us apart. We take great pride in our collaboration with established Affiliates, each boasting an impressive track record in our industry.

With a combined business history spanning from 120 years, our Affiliates bring invaluable experience as longstanding distributors to public sector clients. Throughout challenging periods including recessions, the oil crisis, the global financial crisis, and the COVID-19 pandemic, this strategic partnership has enabled us to harness vast knowledge and expertise, granting us a distinct competitive advantage in catering to our esteemed public sector customers.

At BradyPLUS, we pride ourselves on our depth of expertise, providing tailored solutions and unwavering assistance to each of our valued customers. Our continued success is evident as customers consistently choose us, having experienced the tangible benefits firsthand through the strong relationships we have fostered. We show up every day, ready to work diligently on their behalf. Our commitment is reflected in our dedication to helping our customers achieve their goals.

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

additional value and benefit to participating districts of this RFP.

BradyPLUS, through its affiliates has 129 support centers housed at each distribution center. Customer Service personnel are available to answer incoming calls and email during normal business hours. Each location has a local phone line that is routed to customer service personnel and based on the time zone and location of each center.

Installations

BradyPLUS affiliates provide the coordination of installation for dispensing products sold under this contract. Dispensers and installations are often provided directly from manufacturers or affiliate for toilet tissue, paper towels, hand care products and cleaning chemicals.

BradyPLUS affiliates will provide a complete breakdown of all options available to customers so that they receive the best fit dispensers at the lowest acquisition and installation cost. Note that all available manufacturer's dispenser and installation programs will be made available to every customer. Manufacturers often provide dispensers and installation at low or no cost but will be dependent on refills purchased and size/scope of project.

Reporting Capabilities

The following standard reports are an example of the reporting that can be delivered with reasonable frequency to customer:

Diversity Spend Summary - Percentage of products supplied by diversity suppliers (small business, women-owned business, service-disable veteran-owned business, etc.)
Green Product Analysis - Percentage of sales of green products by product category and the top ten green items sold
Sales Summary - Summary of sales, current month over previous month, current quarter over previous quarter, and rolling thirteen (13) months of sales
Accounts Receivable Information - Summary of total accounts receivable information plus the current amount and aging information
Service Level and Fill Rate - Service Level displays the number of orders delivered 100% complete, and Fill Rate displays the percentage of items filled 100% complete
Fill Rates by Product Category - Percentage of products filled at the product category level for the current and last three (3) quarters
Product Mix - Pie chart displaying the overall product mix by product category
Vendor Mix - Pie chart displaying the overall product mix by vendor category
Order Count - Line chart displaying the total order count over the last thirteen (13) periods
Core Spend as a Percentage of Sales - Sales of core items sold by category over the current and last three (3) quarters
Average Order Size - Line chart displaying the average order size over the last thirteen (13) periods
Backorder Count - Line chart displaying the number of items back ordered over the last thirteen (13) periods
Order Source Statistics - Order count, by the specific order source for the current and last three (3) quarters
Key SKU Information - For example, Top ten (10) items sold for the current and last three (3) quarters

Additionally, BradyPLUS provides a variety of ad hoc and scheduled custom reporting. Examples include electronic billing files and Spend Management. Agencies can work with their affiliates to determine the reporting necessary and what reporting is available at that location.

Essential 8 and Site Assessments

Essential 8 is a comprehensive approach that identifies opportunities in a facility to help our customers achieve cleaner, healthier, safer, more productive, and more sustainable facility management and operations.

There's nothing more important than keeping our community healthy and safe. BradyPLUS recognizes that the supplies we offer help provide a clean, healthy, safe, and sustainable environment for students and staff at the lowest cost. Our Essential 8 approach will enhance your agency's public image and lower operating costs.

BradyPLUS prides itself on having outside Sales Consultants that provide the human element to distribution. Through site assessments our sales team provides solutions and suggestions for providing a clean, healthy, safe, and sustainable environment. We then provide feedback both from our Sales Consultant and the customer on how to improve on the current condition throughout the facility.

Our facility assessments can focus on the entirety of the property or be a continuous effort between the customer and our team by tackling one area of the facility at a time. This approach really allows our sales team to become familiar with your facility and take the guess out of the products you need. This ultimately allows us to be the solution providers and allows customers to focus on other aspects of their business.

Exhibit A: E8 Facility Care Assessment
Exhibit B: E8- K12
Exhibit C: E8 EDU

Green Partner Support

Customers that are interested in working with BradyPLUS to investigate all areas of sustainability in their buildings can utilize or GPS Program. One such example is BradyPLUS's GPS program.

The program is designed to survey and recommend product and process changes that have a lasting positive effect on the environment. The program allows for tracking green product spend as well as employee training on the proper products and processes to reduce the overall impact on the environment of cleaning operations.

Exhibit D: JanSan Green Partner Support Sustainable Product Selection Guide

Training

Several BradyPLUS affiliates have online training which provides basic custodial operations training and testing online. The program allows supervisors to track and archive employee performance. All modules are available in English and Spanish.

Customers can receive customized training programs onsite through BradyPLUS sales professionals and through our manufacturer's representatives and their training staffs.

Equipment and Chemical Specialists

BradyPLUS offers the most knowledgeable and well-trained consulting capacity of any facility supply distributor. BradyPLUS affiliates employ Equipment and Chemical Specialists at all most of our locations to provide answers and best practices regarding utilization and efficacy of the equipment and chemical products we sell.

VMI Capabilities

Some BradyPLUS affiliates have Vendor Managed Inventory capabilities. An example of this is WAXIE's Virtual Managed Inventory (VMI) program provides easy ordering for managed inventory. WAXIE's VMI uses a smart device app to collect and transmit your inventory order. VMI is available for iOS, Android and Windows 8 tablet devices.

VMI uses QR Codes to quickly identify the closet where inventory is required. Par levels are established for each product in the closet for quick and easy ordering. Simply enter the quantity on hand into the VMI app, and the app will calculate the quantity needed to replenish to the Par level. Users will have access to only the closets where they are responsible for the inventory.

Exhibit E: VMI Brochure

Administration

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

Our organization is committed to delivering exceptional customer service and maintaining rigorous quality control standards. Our dedicated National Accounts Coordinators conduct thorough audits of customer pricing files on a monthly basis to ensure compliance and accuracy. Additionally, our ERP system is equipped with advanced parameters to uphold the integrity of the pricing structure.

Customers are encouraged to contact our National Accounts Coordinators through phone or email for any inquiries or concerns. Upon receiving a communication, the coordinator promptly acknowledges the issue and initiates the resolution process. Should the coordinator be unable to resolve the matter or if further assistance is required, the issue is escalated to the National Accounts Manager, who is empowered to provide a comprehensive resolution.

We guarantee a structured and efficient order escalation process, ensuring that all customer concerns are addressed with the utmost priority and professionalism. Our resolution guarantees are designed to uphold our commitment to customer satisfaction and service excellence.

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

a. Time frame of warranty

BradyPLUS affiliates' suppliers and product selection practice combined with our operational and logistical excellence ensure uniform quality and consistency in product performance and customer service. BradyPLUS is a distributor of products and does not manufacture any of the products that we sell, however, all products are backed by a manufacturer's warranty.

b. Lead time on warranty issues

If a customer is dissatisfied with the performance of any product or service, they can call their local affiliates' customer service line to determine the appropriate route for manufacturers' warranty. Use all products as directed, wear personal protection equipment where appropriate, and read and understand all precautionary statements.

We also have a nationwide service center for equipment repair and services. Our service centers are certified to handle all warranty work for the equipment we sell and can do onsite or pickup services depending on customers' locations. The warranty for all equipment repairs follows the manufacturer's standard warranties.

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

a. Return Policy

Returns on products are only available for new, unused items. The item being returned must be unopened, unused, and not damaged. Product cannot be discontinued or suspended in our system. Custom or special-order items cannot be returned unless preapproval is received from the affiliate.

BradyPLUS affiliates can't take back chemicals that are expired or about to expire, otherwise credits may be given for the returned product dependent on days of purchase and condition of product. Parts that are eligible for return older than 30 days from the date of purchase are subject to a restocking fee and the customer may be charged freight.

b. Restocking Fees

Restocking fees may apply but are between the affiliate and the customer.

c. Product Recalls

The vendor's procedure for notifying customers of a product recall is meticulously structured to prioritize customer safety and satisfaction. Upon identification of a recall, the vendor promptly informs all affected customers through multiple communication channels, including email and a phone call. This ensures that the notification reaches the customer in a timely manner.

The communication includes detailed information about the recall, the potential risks involved, and clear instructions on the steps customers should take. Additionally, the vendor provides dedicated customer support to address any inquiries and facilitate the return or replacement of the recalled product, thereby ensuring a seamless and reassuring experience for the customer.

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

BradyPLUS offers each individual customer access to our customer site training programs for Chemical Safety, OSHA Compliance for Blood Borne Pathogens, Equipment Usage Safety, Slip and Fall precautions, and many other safety related topics. BradyPLUS affiliates can provide onsite surveys and recommendations for improved handling, storage, usage, and disposal of janitorial products and equipment.

Each local affiliate has a website for ordering that has additional information related to safety and compliance. An example is WAXIE's website. All applicable items have Safety Data Sheets available for customer download and records. We also have web pages dedicated to the education and training of products to better equip our customers with on-site safety such as the below slip and fall web page. We can also setup to have each customer with the capability of having SDS sheets delivered with their order.

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

Given the comprehensive servicing capabilities provided by BradyPLUS, and in the absence of a complete list to verify freight-free deliveries via a BradyPLUS fleet vehicle, certain areas may require review during alignment discussions. Options for LTL or common carrier shipping should be considered and discussed collaboratively by all parties involved. In most instances freight is included in the price of the item and will be freight free when delivered on one of our trucks and within our delivery area. If an agency outside of our footprint wants to order from this contract, they can but it will incur freight charges. Any such locations would be disclosed and mutually agreed upon prior to any order shipments.

Below are states where we are not presently servicing freight free on our fleet:

- Montana
- North Dakota
- South Dakota

- Minneapolis
- Nebraska
- Iowa
- Kentucky
- West Virginia
- Maine
- Hawaii
- Northern Wisconsin
- Western PA
- Northeast Wyoming

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

We do not have a coffee or tea service.

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

Marketing, Sales, Partnership Development, and Strategic Promotion Support

During the term of the Agreement, Edge Public will deliver a full-service marketing, sales, partnership development, and administrative support program specifically designed to drive maximum exposure, engagement, and utilization of the Supplier's awarded contract. This comprehensive support will be strategically executed across a national footprint, targeting Participating Public Agencies through an integrated, multi-channel approach.

Dedicated Partnership Management

Edge Public will assign a dedicated **Director of Business Development** to the Supplier. This senior-level professional will serve as the Supplier's primary relationship manager and strategic advisor within Edge Public. The Director of Business Development will be responsible for:

- Crafting and executing a custom go-to-market strategy tailored to the Supplier's products, services, and target audiences.
- Facilitating access to key internal Edge Public stakeholders across Sales, Marketing, Contracting, Training, and Operations & Support teams.
- Monitoring performance metrics and continuously refining marketing and sales efforts to maximize contract adoption and utilization.

Integrated Marketing and Outreach Strategy

Edge Public's marketing team will work collaboratively with the Supplier to create and deploy a robust, multi-touchpoint promotional plan. Channels leveraged will include, but are not limited to:

- **Custom Marketing Collateral**: Development of tailored print, digital, email, and presentation materials that align with the Supplier's brand messaging.
- **Website Promotion**: Featured placement and ongoing content updates on Edge Public's high-traffic digital platforms.
- **Trade Shows, Conferences, and Events**: Representation at leading national and regional industry gatherings to increase face-to-face exposure.
- **Targeted Advertising Campaigns**: Focused efforts through digital, print, and programmatic advertising to drive awareness among key decision-makers.

- **Social Media Amplification**: Strategic use of LinkedIn, Twitter, and other relevant platforms to broaden reach and engagement.

Professional Inside Sales Force Engagement

A critical differentiator of Edge Public's support model is the active deployment of our **professional inside sales team**. This dedicated team of experienced sales professionals will:

- Conduct proactive outreach to existing and prospective Public Agencies through account-based marketing identification.
- Deliver customized messaging and education about the Supplier's awarded contract solutions.
- Facilitate connections between public sector buyers and the Supplier's sales team.
- Continuously nurture agency relationships to stimulate contract adoption and maximize contract revenue potential.

Through structured call campaigns, email outreach, and personalized follow-up, the inside sales team significantly amplifies the Supplier's exposure and contract engagement at scale.

Strategic Partnership-Driven Expansion

Edge Public's impact is further strengthened through our **strategic partnerships with Civic Marketplace and the Alliance for Innovation**, two of the most respected networks in the public sector space. Through these valued alliances, Edge Public gains direct marketing access to over **19,000 cities, counties, and special districts across the United States**. Leveraging these networks, Edge Public:

- Promotes Supplier contracts via trusted and credible channels.
- Engages public sector leaders with innovative programming, webinars, and promotional events.
- Drives deeper market penetration and accelerates contract adoption far beyond traditional procurement marketing methods.

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

Pricing and compliance of the contract is managed by our National Account team. This team is responsible nationally for compliance on freight terms, min order fees, payments terms, core list and pricing. Customers that enter the CIESC program and purchase through our online platform are only provided the CIESC pricing as a ceiling and can price below but with system constraints pricing will not go above the contractual requirements of pricing by item.

All pricing is managed by the National Account Team and customers don't have access to use of the program without going through the correct channel for setup. We will also provide price list and evaluations to all agencies upon request to ensure the contract is as expected with the customer upfront and before orders are placed.

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

BradyPLUS can customize reports to be sent over electronically providing total gross dollar volume quarterly or reporting periods to meet the customer needs.

Offering Structure

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

a. Discounts on product categories

Contract Category	Mandatory Minimum Category Discount
Cleaning Supplies - Floor and carpet cleaning tools, window cleaning tools, general purpose cleaning tools, trash cans, floor mats and accessories.	30%
Floor Mats	30%
PPE(Gloves, masks, googles, safety wear)	12%
Soap And Sanitizer	30%
Cleaning Chemicals/Hand Soap/Disinfectants	30%
3M Cleaning Tools	15%
3M Diamond Grit Floor Pads	15%
Spartan Chemical	20%
Dilution Control Cleaning Chemical Systems	30%
Floor Finishes and Floor Sealers	40%
Wood Floor Cleaning and Maintenance Products	30%
Battery Operated Cleaning Equipment	18%
Cord electric Powered Equipment	28%
Tennant	5%
Autonomous - minus technology and services these are pass through sell price at cost	5%
Gas, diesel and propane powered cleaning equipment	10%
Direct Wired Electrical Equipment	10%
Equipment Parts and Accessories	10%
Paper Products - Toilet Tissue, Paper Towels, Facial Tissues	50%
Plastic Can Liners	50%
Heritage	50%
Laundry Products	40%
Ware Washing Products	40%
Food Service Disposable Products	30%
Small Ware	10%
ICE Equipment	List price
Nacecare	5%
Lodging Amenities -Mattress Protector, Box Spring encasement	10%

Lighting	15%
Air Filters	12%
Appliances	10%
Automotive	12%
Building Materials	10%
Electrical Repairs and Equipment	15%
Electronics & Technology	11%
Farm & Ranch	12%
Fasteners	15%
Furniture	10%
General (Halo Items)	7%
Hand Tools	11%
HVAC	10%
Lamps, Ballasts, Fixtures	15%
Lawn & Garden (insecticides)	10%
Material Handling	10%
Office Supplies	10%
Paint and Accessories	7%
Plumbing	15%

BradyPLUS and its affiliates will only pass along price changes based upon the manufacturer changes, given there are no extreme circumstances beyond and above our control. Any such circumstance will be discussed and approved by the lead agent and the passing along of cost increases will be accompanied by documentation from our manufacturers. Pricing on imports is subject to change due to tariffs.

b. Discounts on services

BradyPLUS affiliates may offer agencies additional discounts and rebates but that will be negotiated between the agency and the BradyPLUS affiliate directly and is not included in this master agreement. BradyPLUS at the discretion of the affiliate is proposing a minimum order fee of $40 for orders under $400.

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

N/A

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

It is BradyPLUS's intent to offer discount from list on our entire catalog offering with the exception of:

Dispensers for each category will be added at market value and will not follow the category discount. Most proprietary dispensers can be offered free of charge and will be negotiated between the BradyPLUS affiliate and the end-user.

ICE equipment.

BradyPLUS would like to put exceptions to publishing our response on any catalog list provided as well as our exhibits.
Some of the exhibits provided are proprietary to our affiliates and are not to be used on public websites.

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

We will be proposing a discount from list structure and the discount percent offered by category, subcategory or manufacturer will continue to be the same if not better overtime.

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

BradyPLUS prides itself in being on the forefront of innovative products and continuously developing our own proprietary branding to offer alternatives to national brands. As a specialized distributor of janitorial and food service disposable products we offer an extensive and robust assortment of products. For these reasons we anticipate that through the life of this contract, the addition of new products and categories will be requested.

All new items will follow the discount from list percent provided in the pricing section of this solicitation. List price will be based on manufacturers' list price (if available), or the list price published by BradyPLUS if a manufacturers' list price does not exist.

If an item does not fall in any of the current categories or if the introduction of a new category is needed and within the scope of this solicitation, we will reach out to CIESC to discuss the addition of the items/category and will request to add through an addendum.

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

BradyPLUS is a distributor and doesn't manufacture the products, the specific pricing for warranties would actually come from the individual manufacturers of those products. These warranties are usually included in the purchase price of the item. Similarly, for equipment repair services, the warranty on that work would align with the standard warranties offered by the equipment manufacturers.

Therefore, BradyPLUS itself doesn't have a separate price list for warranties on products or services. The warranty terms and conditions, including any associated costs (if an extended warranty is available from the manufacturer), would be specific to each product and manufacturer.

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

BradyPLUS affiliates have put together a competitive discount from list structure for this solicitation. As this is a discount from list contract, we are committed to providing agencies more competitive pricing that meets their individual assortment, volume, and requirements when needed and to stay competitive in this market through the life of the contract. If an agency is eligible for lower pricing through another national, state, regional or local cooperative, BradyPLUS affiliates are committed to discussing this with the agency and determining best path forward.

If the customer would like to continue to use CIESC over the other contract, BradyPLUS affiliates will offer the same pricing as the contract being compared but cannot allow an agency to use multiple contracts at the same time. This will only be done if the volume by product, annual spend by agency and assortment are identical to the contract being compared. Furthermore, if the contract in comparison has differences in freight, min. service fees, etc., BradyPLUS affiliates would be able to add these into the order to make comparable to the best offer.

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

Pricing and compliance of the contract is managed by our National Account team. This team is responsible nationally for compliance on freight terms, min order fees, payments terms, core list and pricing. Our dedicated National Accounts Coordinators conduct thorough audits of customer pricing files on a monthly basis to ensure compliance and accuracy. Additionally, our ERP system is equipped with advanced parameters to uphold the integrity of the pricing structure.

Customers that enter the CIESC program and purchase through our online platform are only provided the CIESC pricing as a ceiling and can be offered pricing below the max sell price but with system constraints pricing will not go above the contractual requirements of pricing by item. All pricing is managed by the National Account Team and customers don't have access to use of the program without going through the correct channel for setup.

We will also provide price list and evaluations to all agencies upon request to ensure the contract is as expected with the customer upfront and before orders are placed. In the event that an agency would like to audit their pricing or orders, we can provide history sales with the pricing and quantity ordered at the time of purchase, this allows customers the ability to validate pricing from orders against the master price list for the contract.

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

BradyPLUS prioritizes accurate and transparent pricing. We have a structured process for reporting and managing price discrepancies, which includes a dedicated reporting system, clear escalation procedures, and a root cause analysis to identify the source of any errors. We also utilize pricing software and implement error-proofing measures to prevent future discrepancies. We communicate all pricing discrepancies clearly and transparently to relevant parties, and we are committed to working with clients to resolve the pricing discrepancies. Our goal is to ensure that all pricing is accurate, reliable, and consistent.

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

Not applicable.

11. Provide any additional information relevant to this section.

BradyPLUS has several affiliates with on-site maintenance programs for equipment repair and services. For areas that we do not have in-house services, we have contracted with a 3rd party to help handle all equipment repair and services. BradyPLUS affiliates will work with each customer to customize their onsite programmed maintenance service to help provide the highest equipment availability time at the lowest cost. All equipment repairs and services as well as the parts needed in order to service the equipment will be offered at a 10% discount from list.

Exhibit F: Repair Services Brochure – Attached exhibit showcases Waxie's equipment repair services and preventive maintenance guide. This is a great example of the additional services most of our affiliates offer. Not only do we provide a large assortment of equipment brands and options, but we offer all the necessary services and parts necessary for repairs. This ensures that the product you purchased is maintained and working as expected.

Orders & Deliveries

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

We use a multi-staged approach that begins with account identification and set up, IT connectivity, inventory positioning, account assignment and account introductions/rollout.

The user experience during the transition will be seamless, well-supported, and designed to minimize disruption. We understand that change can be challenging so our approach focuses on clear communication, intuitive onboarding, and proactive support.

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

BradyPLUS affiliates offer a variety of ways for customers to order, including online ordering, email, fax, and phone. We have over 1500 sales associates nationally that can help you develop solutions for all your Janitorial Supplies, Equipment and Services.

BradyPLUS' average delivery time is 2 days from order cut-off time of order. This delivery time may be longer for drop ship or special order items. BradyPLUS will communicate with customers directly regarding items expecting to take longer than the average.

Cut-off times vary by location and will be communicated to each member ordering at time of transition to BradyPLUS.

Customers can call in prior to cut-off time to make any additions, deletions, or any other order related changes. If changes are needed beyond order-cut off time it is recommended that the customer call in to speak with their dedicated point of contact to discuss all options for the quickest resolution.

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

Yes

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

BradyPLUS at the discretion of the affiliate is proposing a minimum order fee of $40 for orders under $400.

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

Emergency or Rush Deliveries – Emergency or rush deliveries requested by the customer that require special shipping and handling charges may be at the customer's expense, but only with prior approval. Emergency or rush shipping charges shall be added to an invoice as a separate line item. BradyPLUS strives to accommodate our customers' emergencies and does everything in our power to deliver a rush order the next business day after it is received.

Although not the norm, expedited delivery can sometimes be accommodated via no-charge, same day deliveries. BradyPLUS does not anticipate the need for any emergency deliveries as a result of our error. However, should such a situation arise, BradyPLUS will cover the associated shipping and handling charges.

Under no circumstances shall our affiliates increase their profit margin through shipping charges. Special Order items will be charged the actual freight incurred, if any. Orders for delivery outside our affiliates' normal delivery area are charged for the actual additional freight from the most cost-effective location.

BradyPLUS and its affiliates are able to provide services for the Continental United States. BradyPLUS has facilities in Alaska. Customers in Alaska pay an additional fee of $0.40 per pound over the CIESC price, for delivery on a BradyPLUS truck in Anchorage and Fairbanks.

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

All miscellaneous fees and charges have been outlined and discussed in earlier responses.

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

In the event that an item is not available at the servicing distribution center, BradyPLUS has a proactive sourcing strategy in place that includes fulfilling orders through a central warehouse, alternate distribution centers, or directly from suppliers. These processes are supported by dynamic inventory management systems, contingency planning, and close collaboration with supply chain partners to ensure uninterrupted service and timely fulfillment and delivery all while maintaining service levels.

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

Yes, through our web ordering platform customers can place their orders as well as view their invoices for payment.

BradyPLUS affiliates offer a variety of ways for customers to order, including online ordering, email, fax, and phone. We have over 1500 sales associates nationally that can help you develop solutions for all your Janitorial Supplies, Equipment and Services.

BradyPLUS and our affiliates have several different web-based solutions to support order fulfillment. Our main tool is our full-featured online ordering website. Our online website contains real-time pricing, product availability, historical order lookup, contract price lists, product images, extended product descriptions, and SDS (formerly MSDS) sheets.

Additionally, our websites contain advanced functionality of ship-to-level budgeting through Spend Management and the ability to set up a user's customized shopping list. Orders placed via the web are submitted to our warehouses immediately, ensuring no delay for delivery cut-off times with cut-off times varying by location.

A second tool available to customers is BradyPLUS' Punch Out functionality. Most of our affiliates have this capability and will be set up as requested by customers and based on the size and scope of the account. This functionality allows a customer to access the affiliates online ordering website through a cXML-based integration between the customer's system and our web servers. The Punch Out protocol ensures the customer's backend systems have visibility of the items being ordered and
the expected delivery dates.

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

a. Orders

Our ERP system allows us to track every stage of the order process up to the point that the fleet leaves our warehouse. Once the delivery is enroute, BradyPLUS uses a fleet management software solution called Omnitracs which provides live time updates per delivery vehicle.

b. Rebates

BradyPLUS affiliates may offer agencies additional discounts and rebates but that will be negotiated between the agency and the BradyPLUS affiliate directly and is not included in this master agreement.

c. Deliveries

Our ERP system can automatically trigger delivery status updates at each milestone with customers utilizing our eCommerce platform:

- Order Place
- In Transit
- Out For Delivery

- Delivered

Proof of Delivery (POD)

Our delivery personnel are able to capture electronic Proof of Delivery (ePOD), which includes:

- Recipient signatures
- Timestamped delivery confirmation
- Optional photo documentation
- Geolocation data

This information is immediately uploaded to our system and accessible for verification and audit purposes.

d. Invoices

BradyPLUS has an Accounts Receivable subledger of all invoices by customer and the corresponding payment history.

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

a. Search Capabilities

At BradyPLUS while we offer over 40,000 items in our offering, each school and even down to the department level can have customizable shopping list to make their ordering process easier to manage.

If they would like to search for items outside of the customizable list, they can search via keywords to narrow their selection down.

BradyPLUS also offers a live chat to assist in product selection.

b. Pricing

Pricing and compliance of the contract is managed by our National Account team. The discount list categories will be applied to the entire catalog and when items are selected through the customer specific online assigned account, the correct pricing will be applied.

c. Lead Times

BradyPLUS has a long history of meeting customers' expectations when it comes to on-time delivery. Our drivers are consistent with the same route daily and we work hard to customize our customers' delivery needs.

BradyPLUS' average delivery time is 2 days from time of order. This delivery time may be longer for drop ship or special order items. BradyPLUS will communicate with customers directly regarding items expecting to take longer than the average.

Routing days are loaded for all customers based on the geographic location.

d. Reporting Capabilities at the Building and District Level

The dedicated Sales Associate can have customized reporting setup at the Building or District Level to automatically be sent at requested intervals as desired.

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

Our company policy regarding deposits is as follows: Customers with credit terms are not required to place a deposit for standard orders. For customers without credit terms, a deposit may be required depending on the order specifics. Please contact our sales team for more detailed information based on your order requirements.

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

Our terms are Net 30 days.

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

a. Purchase orders

BradyPLUS accepts purchase orders which allows the buyer to place the order without immediate requirement of payment.

b. Procurement card

BradyPLUS affiliates accepts P-cards.

c. Credit card/Debit card

BradyPLUS affiliates accepts debit and credit card payments.

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

There may be a fee of 3.5% applied to the account for the use of P cards/credit cards. This will be negotiated between the individual affiliate and the end user.

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

BradyPLUS offers extensive integration capabilities with various e-procurement systems. Our existing connections may already support your specific system. Our dedicated EDI team is available to assess and facilitate the integration process, ensuring seamless connectivity between the two systems.