**EXHIBIT G**

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**IFB-CM-15-001 Laundry and Ware Wash Products**

**Section 3 Statement of Work with Clarifications**

**3.1 Minimum Specification for Response.**

WAXIE has been the industry leader in the distribution of quality janitorial, laundry, ware wash, sanitation supplies and equipment to the commercial, government, industrial, contractor and institutional markets in our geographic footprint for 69 years. Our vendor partner Ecolab has been providing product and service in fulfillment of public sector contracts for laundry and ware washing for over twenty years. Ecolab’s products, service, value-added services and systems contribute to our customer’s success. WAXIE and Ecolab together provide a thorough communication, education and training, program for our valued customers. Our success is driven by our knowledgeable consultants (most have tenure in excess of 10 years), quality products, timely delivery and technical capabilities. WAXIE is one of the most technologically robust companies in our industry with a comprehensive e-commerce platform that includes EDI & punch-out capability as well as sophisticated routing software to reduce delivery costs.

WAXIE has been operating in the Colorado market for 14 years and qualifies as a Resident Bidder with locations in both Aurora and Colorado Springs. We have extensive experience in providing laundry and ware wash products and services. In addition to various State Entities, WAXIE counts the Jefferson County School District, Adams County School District 14 and Lockheed Martin Marietta amongst their customers for the last five years or more. WAXIE has all the required agency and system registrations required by this RFP.

**Financial Viability** – WAXIE Sanitary Supply is an Arizona Corporation wholly owned by Charles and David Wax. The company has been in existence for 69 years and is considered the premier company of its type in the United States. WAXIE does not disclose financials to anyone other than our bank. However, we can provide comfort letters from our CPA and bank to satisfy this requirement. Upon request WAXIE Sanitary Supply will provide financial statements.

**3.2 Subcontracting/Partnering** – (*with Clarifications*) WAXIE will utilize Ecolab as our only subcontractor in the performance of this contract.  Ecolab will provide installation, maintenance and repair of chemical dispensing equipment and other services. WAXIE is an authorized distributor of Ecolab products and services.  Ecolab personnel will work alongside WAXIE personnel in all phases of contract execution as vendor-distributor partners.

**3.3 Service Regions** –WAXIE intends to provide all Laundry and Ware Wash supplies/equipment to all 7 regions throughout the State.

**3.4 Ordering and Delivery**– WAXIE has a very comprehensive order entry module that allows our customers to place orders in a number of different manners which include traditional methods such as via **phone calls** and talking with knowledgeable customer service representatives, placing orders via a **fax** order entry form, online EDI and Web@Work to name a few. WAXIE current State of Colorado customers will continue to be able to use their online access to order goods and services. (Although Orders can be accepted by email to either the designated sales representative or assigned customer service representative, online ordering is preferrable.)

WAXIE capabilities for electronic invoicing include traditional EDI, XML, flat file and email.  Invoices sent via EDI, XML, and flat file can be custom tailored to meet the customer’s requirements.  Invoices sent via email will be a .pdf format of the WAXIE invoice and can be accompanied by the signed proof of delivery. WAXIE is capable of interfacing with ERP systems such as SAP, PeopleSoft, Sciquest, Ariba etc. Web@Work uses cXML language to create a punch-out catalog for seamless integration into the State’s procurement system.

**Least Cost Delivery** – As mentioned above, WAXIE will work with the State to maximize ordering through quantities and frequency of delivery to reduce cost. WAXIE Sanitary Supply always seeks the lowest cost transportation method. In 96% of our sales freight is included so it is in our interest to use the lowest cost method. WAXIE ships product on four different modes; WAXIE truck (82%), UPS (15%), common carrier (2%) and courier (1%).

Customers requiring specialized delivery options can receive product at their designated receiving area as long as the area is adequate in space and location to receive the materials ordered, there is an authorized person available to receive and sign for all goods delivered. WAXIE will consider further customizations including inside delivery, drop off to secured/locked locations and other methods based on mutual assent of the customer and WAXIE. As an example WAXIE delivers to locked storage shed in State Department of Transportation rest areas in several states. This allows for timely delivery of supplies on a trusted basis without the necessity of a Department of Transportation employee present. WAXIE welcomes these types of customized delivery arrangements to help service the customer’s needs. [Is there additional cost for this service? Is the customer required to sign any Waxie documents for custody of Waxie’s asset?]

Inside building delivery to departments, reception areas and other work areas is permitted as long as the areas have the necessary space to deliver, have adequate safety equipment in the event hazardous materials or ORMD products are being delivered and do not require delivery up or down stairs.

**Stock Products** – Pricing is being offered for stock products that is fixed from the start date of the contract and valid for one year.

**Special Order Products** – WAXIE will assist customers with special order needs following the discount by item type. Additional charges for delivery will only be passed through when they are actual and quantifiable and outside the normal charges from the manufacturer.

**On-time delivery** – WAXIE prides itself on providing deliveries the next scheduled delivery day for orders received by 4:00 PM, within WAXIE’s vehicle delivery area, unless shipped UPS which will deliver second-day. Shipment of special order items will be next scheduled delivery day upon receipt of the product at the WAXIE warehouse. All freight is FOB destination in the State of Colorado. As mentioned above WAXIE has two warehouse locations, one in Aurora and one in Colorado Springs to service the State.

**Returns** – There is no charge for return of stock items and the State will receive a full credit for products in unopened packaging that can be sold as new merchandise, while the product is still active, has not undergone significant label changes, and for chemicals that have not reached their expiration date. For non-stock returns products must be eligible for return to the manufacturer and there will be a 20% restocking charge after 30 days.

**Section Recap** – WAXIE will provide a contract web page on our website [www.WAXIE.com](http://www.waxie.com) for the State of Colorado contract with links to our seminars, ordering systems, green consulting programs, product information and safety data sheet (SDS) information.

WAXIE shall make available an online catalog to allow authorized users to make purchases from this contract. The features and functions of any online ordering catalog that is created for use by the State under this contract shall include but shall not be limited to the following:

* Access by standard web browsers – *WAXIE Web@Work is accessible through all standard web browsers including Internet Explorer, Firefox and Safari.*
* Product information such as unit of measure, item status, price, description, photos, SDS sheets, detailed product information, suggested alternate or replacement items, etc. – *All product information is visible on the Product Detail Page.*
* Item status inquiry functionality that provides stock availability – *Stock availability is displayed for each item based upon the appropriate WAXIE warehouse.*
* Customers ordering program may include custom shopping lists, ability to have multiple order approval levels and budget control by month or order.
* Order tracking – *Order status is displayed for each order including Entry Date, Estimated Ship Date, Ship Confirmation Date, UPS Tracking Number if applicable, Invoice Number, Invoice Date and Invoice Amount. Email confirmations are also available.*
* Accounts Receivable information, open invoices, paid invoices with detailed payment history*. All are available through WAXIE Web@Work and WAXIE Integrated Supply ordering systems.*
* Help functionality – *WAXIE Web@Work is supported via “support@WAXIE.com”.*
* Reflect current catalog/price list and contract pricing – *All items will display the current State pricing.*
* Restricted to only those items that may be purchased under this contract by being identified as core items or are within the general product categories establish by this contract – *All items on the State contract will display an “NPL” icon to the left of the item indicating it is a core item. Product ordering can be restricted to only the core items. There is also the ability to utilize general ledger numbers for each item.*
* Timeframe – The “online catalog” capability shall be functional within the first thirty days of the notice of award date. *WAXIE Web@Work is currently functional and already in use. New users can be established within the timeframe given.*
* Cost – The cost associated with the seller’s set-up, maintenance and support shall be borne by the Seller. *WAXIE Web@Work is provided at no cost to the State.*
* Use of P-card/ACH/EFT – use of electronic and paperless forms of financial transactions reduces unnecessary printing, mailing and processing. – *WAXIE accepts Visa, Master Card, American Express and Discover p-cards and credit cards at the time of purchase only.  Statements may not be paid by credit card.*
* Customers will receive contract pricing whenever they are making in store purchases by referencing their account number at the time of purchase. *Each account is linked to an internal contract code. For state employee purchases WAXIE will establish an account tied directly to the state contract code in our system.*

**Overview of Services:** (*with Clarifications*) WAXIE has 21 Regional Inventory Centers and two of our Centers are located in Colorado, Aurora and Colorado Springs Nearby locations will also provide support including Arizona, Utah, Nevada, Idaho and California. WAXIE’s own fleet of delivery vehicles provides the ability to make deliveries as scheduled as well as in the event of an emergency.

WAXIE offers over 100,000 products in its online catalog. There are 265 stocked laundry and warewash products and access to over 300 additional products. WAXIE is also the leader in green options for our clients. WAXIE provides consulting services which include forecasting techniques, training, LEED certification and product optimization amongst many others.

WAXIE prides itself on serving its customers through customized programs that meet their needs. To accomplish this WAXIE has numerous unique systems and programs to offer its customers, allowing us to provide Best in Class Service. WAXIE’s Spend Management Program contains multiple elements that will benefit the State and its employees. Elements of WAXIE’s Spend Management Program:

* Scheduled Deliveries – Results in a significant reduction in direct delivery resources (fuel, labor, trucks) and indirect benefits such as reduced traffic, labor and management.
* Impact to the Full Life-Cycle Management – returns, repair and recycling of equipment. (Note: Purchase and lease of laundry and ware wash equipment is not part of this price agreement.)
* Right Order Size – Receiving only the right amount of product at the right times reduces inventory and waste. By having multiple locations use the same product users tend to not over order.
* Order Consolidation – We can offer a no minimum order size option and achieve low cost by consolidating orders throughout the ordering period (typically weekly or twice-weekly). Not only does this allow for multiple orders to be placed, but it also supports the option of modifying orders after placement but before shipment date. Ultimately this leads to a further reduction in the number of orders placed because an existing order can be added to, rather than create a separate order.
* Product Mix and Optimization – WAXIE offers customized training programs on-line, in our facilities and in person that can drive reductions in product and labor utilization. WAXIE utilizes innovated products, practices and product rationalization to drive product cost down. Product rationalization can be described as paring down items ordered to drive savings such as hands free products, high dilution rate products and matching product to local water chemistry.

**Contract Compliance and Reporting** – Contract Compliance/Measurement (*with Clarifications*). WAXIE’s proactive approach to contract compliance and ongoing KPI (Key Performance Indicators) measurement reduces much of the customer burden of contract management. Our performance dashboard, focused account team, balanced scorecard and phased approach are some of the tools utilized. WAXIE utilizes a dashboard to follow the metrics that are agreed upon regarding financial success. The dashboard analyzes sales for month, order size, diversity sales, core vs. non-core spend, service level, fill rate and green spend. The dashboard is a visible scorecard that drives positive behavior for both the customer and our organization.

WAXIE shall provide monthly summary and detailed location level sales reporting to the State as needed per the contract reporting requirements. These reports will be automated and delivered to the State based on the agreed upon schedule. All ad-hoc (on demand) reports can be automated and delivered on a scheduled basis if they provide on-going benefits to the State. Ad-hoc reports will be delivered on demand as the State’s date and reporting requirements change. Below are examples of these capabilities. Performance Metric Online Dashboard available to contract administrator and all customers.

1. **Green/Sustainability** – (*with Clarifications*) WAXIE is heavily invested in an overall commitment to the environment while providing the largest number of Green Seal Certified products available anywhere. We have the strongest and broadest environmentally friendly and third party certified green product offering available. WAXIE also brings the most knowledgeable and well trained consulting capacity of any facility supply company. We are proud to employ 14 LEED Accredited Professionals and 34 CIMS Certified Professionals on our staff. There are 9 Chemical Specialists that are expert at Laundry and Ware Wash product application. WAXIE has developed the “WAXIE-GREEN” line of products which include cleaning chemicals, sanitary paper, trash liners, and hand soaps. WAXIE provides a compelling combination of product innovation, performance, price and a more environmentally preferable profile.  WAXIE Sanitary Supply distributes over 4,600 stocked products, and close to 20% of those products can be identified as either being third-party certified or having an environmentally preferable attribute. Many of these products contain post-consumer recycled content meeting EPA guidelines, contribute to water conservation (waterfree urinals), or help to divert waste from landfills (recycling containers).

WAXIE continually evaluates its product mix and has proactively converted products to a more environmentally preferable alternative while simultaneously phasing out the more “traditional” incumbent products. Our goal is to provide our customers with product options which can contribute to an effective green cleaning program and do not compromise on performance, health and safety, environmental impact or price.  Historically WAXIE has achieved overall green spend on public sector GPO contracts in excess of 40% through focused sales efforts and incentives for customers to purchase green products. WAXIE has achieved green spend in excess of 80% at several customers that have focused their environmental services departments toward a complete green strategy.

**Service Consistency** – Globally WAXIE utilizes CRM (Customer Relationship Management) to measure touches (meetings, calls, service visits, deliveries, etc.) at a field level for each location. WAXIE also utilizes CRM to drive initiatives for each location that can be customized depending on the need of each customer. These initiatives include; new innovative product announcements, contract program changes, manufacturer special pricing programs and others.

**Focus on Customer Service** – WAXIE will designate a single point of contact (SPOC) for the State of Colorado, Dan Bauer, Sales Manager in our Denver location. Sales Consultants, Sales Management, and General Manager will be onsite as often as required. Our Senior Corporate Accounts Director, Steve Thomas will be available as necessary to ensure quality service and end-user satisfaction. The WAXIE Team will educate appropriate end user staff on best practices, industry innovation, and product applications. You will also have a Market Segment Specialist at our headquarters that will be responsible for administering pricing and performing account maintenance. WAXIE will tailor customer service support to meet each customer’s requirements.

**Vendor Management Inventory/Customer Managed Inventory (VMI/CMI) program** – An electronic process that is based on location level inventory which is conducted via hand held device and transmitted electronically for order processing, reporting and displaying inventory par levels ultimately reducing product size and displaying a cost savings. Depending on the customer’s environment this program can be managed by the customer or WAXIE.

**WAXIE Deliver Clean Savings Program –** The Deliver Clean Savings program is a cost savings program that includes Spend Management, Contract Compliance, Communication, Optimizing Product Mix, Production, Mechanization and Automation, as well as Service Consistency. Currently, the program has been implemented in a number of facilities and has resulted in significant savings.  The program’s capabilities include identifying supply chain factors contributing to the total operational costs of our customers. Areas of emphasis include the following:

* Reducing risk
* Human resource cost, labor cost
* Worker safety and regulatory compliance
* Inventory efficiencies
* Labor inefficiencies
* Worker training
* Sustainability programs
* Product performance
* Supply chain inefficiencies

Please be aware that our cost saving initiatives are flexible and can be implemented based upon each customer’s desired prioritization.  The program requires us to go and spend several days at a facility working with the staff. The information we gather is confidential.

**Support Staff** – WAXIE will provide a highly trained team of professionals to support the State and its employees. This team includes:

* Dedicated training and development team in WAXIE Denver and Colorado Springs Inventory Centers that can be deployed to customer locations to support a variety of training needs including use of products, energy efficiency, new features and opportunities. Topics determined by WAXIE and the State mutually.
* WAXIE Equipment and Chemical Specialists – Dedicated staff members to support, train and consult on cleaning procedures and efficiencies. The most comprehensive training and education program for staff that incorporates on the job training tools to support your green products and green cleaning procedures.
* Healthy High Performance Cleaning Program (HHPC) – Includes job performance checklists, HHPC procedures and training posters as well as onsite training from a HHPC professional.
* The State will have access to the WAXIE SPOC and designated backup, the Denver Sales Manager 24/7. Please note our buildings are open 24 hours a day Monday through Friday. An emergency plan is in place from 6:00 AM Saturday till 6:00 AM Monday. During this time we are on call to facilitate the delivery of necessary product to State personnel from Will Call at the WAXIE warehouses in an emergency.
* Complete analysis and consulting on all products used by the State to streamline, economize and suggest alternatives based on the emerging needs of the State. This includes, but is not limited to addressing sustainability, purchases from manufacturers, working with the disadvantaged business community, mutually devising programs with the State and addressing the most effective cleaning processes available from the industry.

**3.5 General Laundry Products Requirements** – (*with Clarifications*) WAXIE offers a proposal for all items in part A. All products will be new. No repaired or refurbished products will be offered. All products offered will be in compliance with the requirements of 3.5. *(With clarifications.)*

Group 1. Laundry detergent

1. Powder (Dry Chemical)
2. Laundry Detergent, Heavy Duty
3. Liquid

Group 2. Rust-Removing Sour

Liquid Laundry Sour

Group 3. Bleach

Liquid

Group 4. Fabric Softener with Bacterial Static Agent

1. Liquid
2. Liquid Sour & Softener Combined

Group 5. Liquid Laundry Alkali

Group 6. Liquid Pre-Soak

**3.6 Ware Wash Detergents and Compounds Requirements** (*with Clarifications*) **-** WAXIE offer a proposal for all items in Part B. All products will be new. No repaired or refurbished products will be offered. All products offered will be in compliance with the requirements of 3.6. *(With clarifications.)*

Group 1. Machine Detergents

Group 2. Manual Detergents

Pre-soaks

Group 3. Rinse Additives

A. Solid Rinse Additives

B. Liquid Rinse Additives

Group 4. Germicidal Detergents

A. Idophor Liquid Germicidal Detergent

B. Quaternary Liquid Germicidal Detergent

Group 5. Food Service Cleaners

A. Scale/Lime/Iron Removal Detergent

B. General Purpose Degreaser Concentrate

**3.7 Product Specifications, Labeling and Safety Data Sheets** –WAXIE understands and will comply with the labeling and safety data sheet requirements for the entire term of the Price Agreement. Safety Data Sheets are located on our website at [online.WAXIE.com](http://www.online.waxie.com)).

**3.8 Environmentally Preferable Product Attributes and Ceritications**

|  |
| --- |
| WAXIE Core Products with Third Party Certification |
| **Item #** | **Supplier** | **Product Name** | **Certification** |
| **17905** | **Ecolab** | **Solid Surge Plus NP** | **Green Seal** |
| **16016** | **Ecolab** | **Solid Oxy-Brite** | **Green Seal** |
| **6100320** | **Ecolab** | **Liquid Pot and Pan Det.** | **DFE** |
| **17708** | **Ecolab** | **Oasis 146** | **EPA** |
| **6100823** | **Ecolab** | **Limeaway Select** | **DFE** |
| **6100322** | **Ecolab** | **Degreaser** | **DFE** |
| **6100322** | **Ecolab** | **Degreaser** | **DFE** |
| **16811** | **Ecolab** | **Apex Rinse Add** | **DFE** |
| **6100322** | **Ecolab** | **Degreaser** | **DFE** |
| **6100320** | **Ecolab** | **Liquid Pot and Pan Det.** | **DFE** |
| **6100823** | **Ecolab** | **Limeaway Select** | **DFE** |
| **6100320** | **Ecolab** | **Liquid Pot and Pan Det.** | **DFE** |
| **6100320** | **Ecolab** | **Liquid Pot and Pan Det.** | **DFE** |
| **6100316** | **Ecolab** | **Apex Chlor. Free Det** | **DFE** |
| **17708** | **Ecolab** | **Oasis 146** | **EPA** |
| **17708** | **Ecolab** | **Oasis 146** | **EPA** |
| **17708** | **Ecolab** | **Oasis 146** | **EPA** |
| **6100322** | **Ecolab** | **Degreaser** | **DFE** |
| **6100322** | **Ecolab** | **Degreaser** | **DFE** |
| **17708** | **Ecolab** | **Oasis 146** | **EPA** |
| **6100322** | **Ecolab** | **Degreaser** | **DFE** |
| **6100320** | **Ecolab** | **Liquid Pot and Pan Det.** | **DFE** |
| **6100034** | **Ecolab** | **Heavy Duty Low Odor Floor Finish Remover** | **Green Seal** |
| **6100316** | **Ecolab** | **Apex Chlor. Free Det** | **DFE** |
| **6100823** | **Ecolab** | **Limeaway Select** | **EPA** |
| **6100322** | **Ecolab** | **Degreaser** | **DFE** |
| **6100322** | **Ecolab** | **Degreaser** | **DFE** |
| **6100322** | **Ecolab** | **Degreaser** | **DFE** |
| **6100823** | **Ecolab** | **Limeaway Select** | **DFE** |
| **6100320** | **Ecolab** | **Liquid Pot and Pan Det.** | **DFE** |
| **6100320** | **Ecolab** | **Liquid Pot and Pan Det.** | **DFE** |
| **13979** | **Ecolab** | **EcoSan** | **DFE** |
| **380204** | **WAXIE** | **Waxie Elegante Foaming Hand Soap** | **Ecologo** |

**3.9 Company Sustainability Practices** – Please see our response to Section 3.15. WAXIE Sanitary Supply is committed to being a leader to promote responsible business practices that support sustainable communities that are secure, economically prosperous, environmentally responsible and healthy places in which to live and work. Sustainability has emerged as a global theme of the 21st century, it is a concept that balances the interconnectedness of the environment, the economy and our quality of life, and that recognizes the importance of our stewardship over each. WAXIE shares the goal of establishing partnerships to advance education, communication, business best practices, policies, research, technologies and programs to support a more sustainable region for all generations.

WAXIE’s commitment to sustainability in general, and green cleaning (or effective cleaning that protects human health without harming the environment) in particular is demonstrated by a number of actions, including:

* WAXIE is a member of the US Green Building Council (USGBC) – with two (2) company buildings earning LEED Silver certification
* WAXIE San Diego Headquarters and Inventory Center earned Energy Star certification
* WAXIE Santa Ana Inventory Center installed solar panels
* A WAXIE employee sits on the Board of Directors for the San Diego chapter of USGBC, and serves as the chapter’s Immediate Past President and point of contact for LEED EBOM
* Ten (10) WAXIE employees are LEED® Accredited Professionals and three (3) are LEED GA
* Thirty-one (31) WAXIE employees are CIMS-GB ISSA Certification Experts
* WAXIE is a charter signatory of the San Diego Regional Sustainability Partnership
(www.sdrsp.org)
* WAXIE has a broad selection of environmentally preferable products (including numerous WAXIE private labeled cleaning products) that have received certifications from Green Seal, EcoLogo and Scientific Certification Systems, or have been formulated in partnership with EPA Design for the Environment (DfE).
* WAXIE has developed Green Partner Support™ (GPS®) to assist green-committed end-user customers implement more effective green cleaning programs
* WAXIE was on Technical Committees for development of ISSA Cleaning Industry
Management Standard (CIMS and CIMS-GB), and a participating stakeholder in the
Standard Development Team for the Green Seal “Green Cleaning Services Standard” (GS-42)
and revision of Industrial and Institutional Cleaners (GS-37)
* WAXIE has conducted numerous “Green Cleaning Seminars” at WAXIE branches in San Diego, Santa Ana, Ontario, Los Angeles, Palm Springs, San Francisco, Tempe, Tucson, Las Vegas, Salt Lake City, Portland, Seattle, Colorado Springs and Denver
* WAXIE representatives have been asked to speak at functions for organizations such as USGBC, BOMA, IFMA, PABSCO, ISSA, SCSSA, SDEP, HPSI and CURB on the subjects of green cleaning, LEED or sustainability
* WAXIE consultants have assisted with green cleaning needs of several LEED projects
* WAXIE Desk Calendars and Product Catalogs and product literature printed with post- consumer recycled content using soy based inks; Green section of catalog and website developed to provide customer education and promote green purchasing
* Sponsor and host for LEED for Existing Buildings Technical Review Workshops and other
LEED EBOM Educational Series in partnership with USGBC chapter
* Delivery routes planned with routing software that minimizes travel time, resulting in less fuel consumption and vehicle emissions – also pilot in place for CNG and hybrid delivery trucks for some routes to further decrease fuel consumption and vehicle emissions
* Recycling and waste diversion program for corrugated, shrink wrap and pallets, as well as other ongoing consumables, durable goods and facility alterations
* Green Cleaning Policy, Recycling Policy, and water conserving devices installed in restrooms
* Video conferencing technology utilized to decrease need for face-to-face meetings
* Web@Work e-commerce platform and eInvoicing promoted to minimize paper usage
* RFP technology utilized for inventory control to minimize paper usage.

**3.10 General Laundry and Ware Wash-Chemical Dispensing Systems Requirements Transition Plan -** All current State of Colorado customers will be surveyed on site within thirty days of contract award. Each customer will be given a detailed analysis of their current laundry and or ware washing products and systems. Customers will be given a specific product and equipment program utilizing as many third party verified green products as is feasible. All customers wishing to change to WAXIE/Ecolab will be changed to the appropriate equipment and products within sixty days of contract award. Customers may request a faster or slower transition as it fits their individual needs.

**3.11 Periodic Chemical Dispensing System Inspections and Status Reports -** All customer premises with laundry or ware washing equipment will be serviced at a minimum of once per month and a detailed monthly service visit report will be emailed to the customers contact upon completion of the visit. The status of all dispensing systems and recommendations for changes to product mix will be included on all monthly reports.

**3.12 Emergency Service Calls on the Chemical Dispensing System** – (*with Clarifications*) Technical support in the field is available 24 hours per day, seven days per week for emergency situations. Customers should expect a maximum of four hours delay from the time of request until a technician is on site to repair or replace problem equipment. Waxie will respond within twenty four hours of a request for emergency service and will respond to the ordering entity both in written report form at the site, and by email to the ordering entity’s designated representative. Emergency response covers all days and hours without exception. Most emergency repsonses are addressed within four hours of the initial request for service. Standard reports and inspection forms are included. Ordering entities may require additional information and that information will be integrated into our reporting for each ordering etitiy.

**3.13 Training** – In an industry where supply costs account for only 5 to 10 % of total cleaning budgets, and labor costs represent 90 to 95 %, the importance of properly trained personnel becomes very apparent. Laundry and ware wash systems are nearly always a mission critical part of the services our customers provide to their customers. We understand this and have committed substantial resources to the development of our people as well as the responsibility to provide this value-added service to our customers. We make the commitment to design (with your input) and provide in-service training that allows people to move forward. Our goal is to make your people more effective. All training is offered free of charge to WAXIE customers. We are confident in our ability to maximize your staff’s efficiency, with the support of our training staff, Ecolab managers and technicians and our team of Sales Managers and Sales Consultants.

For training programs for administrative and operational staff that intend to use Waxie’s electronic commerce systems, these tools are well developed and available both onsite and via webinar based training. New customers and those customers not currently using Waxie’s electronic ordering system, will be encouraged to utilize the online training programs as a resource so they can take advantage of the built in budget controls, approval hierarchy and reporting programs available with Web@Work. Product training is being made available to all existing and new customers based on their needs and schedules. WAXIE and our manufacturing partners are available at any time convenient for our customers. There may be a need for training and retraining of customer employees to make certain that all products, equipment and methods are being adopted correctly.

WAXIE is providing our complete Green Partner Support program to all contract end users free of charge. This program provides a step by step process to analyze their facilities product conversion requirements, training requirements and tracking required to develop a completely green cleaning program. WAXIE is providing our own online custodial training program as well as the Diversey (Sealed Air, formerly SC Johnsons’ Professional) online training program. Both programs offer training, testing, and employee education tracking online.

Our training programs include onsite training, seminars at our various company locations which are 2-4 hours each, as well as various pieces of literature. All training classes and materials are available in English and can be available in Spanish upon request to the Waxie sales representative. WAXIE’s training materials deliberately utilize written information and instructional icons specifically to accommodate staff with learning disabilities or language barriers. These icons are universal and easily understood. WAXIE and its manufacturing partners currently have on hand an extensive offering of training materials that are available in various formats such as brochures, CD’s, DVD’s, YouTube videos, wall charts, job cards, online tutorials and printed training manuals. Training can be accomplished in a variety of methods. Hands-on classroom training is available at either the WAXIE location or the customer’s site. Alternate training methods include webinar classes and self-study tutorials on the WAXIE website.  Training materials can be provided in either electronic or print formats. WAXIE supports a telephone help desk system for potential questions and also has onsite support available. We are currently in the process of developing E-Learning as a development tool as well. Custodial training is conducted by WAXIE Sales Consultants, Chemical and Machine Specialists as well as by our vendor partners. We have a full complement of training available to meet all customer training needs including procedures, products and solutions. For Web@Work customers we offer both onsite and WebEx training in how to order online using our system.

**Onsite Product Training -** Onsite training is available to all customers for any and all products they purchase from WAXIE. Training is routinely performed on an around the clock basis in order to meet the facility requirements of our clients. WAXIE and Ecolab utilize product training specialists for laundry, and ware-wash chemicals, hand care and dispensing equipment to provide specialized training to contract customers. In addition WAXIE utilizes other manufacturer’s representatives for specialized product training.

WAXIE will provide seminar programs to individual clients to help those clients meet their internal training needs. WAXIE provides outside customer service representation to all contract customers for the purposes of demonstrating new products, providing training on all products and samples of more efficient and green products, how dispensing systems work and their safe operation to completely train a customer’s staff on all aspects of cleaning and maintenance.

1. WAXIE will provide onsite training for product use, equipment operation, and cleaning techniques to any customer purchasing their Laundry and Ware Wash products through the contract from WAXIE.
2. Training can be customized to meet the customer’s requirements for content and schedule. Our customers operate 24/7/365 and we provide training when the employees are present including nights and weekends.
3. WAXIE offers seminars at all of our locations open to all customers. These seminars provide in depth information on a variety of cleaning topics and related areas. A Laundry and Ware Wash seminar will be added to the schedule next year.
4. Additional training is offered though our use of dedicated Chemical Specialists and Equipment Specialists at each Waxie location. These experts can provide training at customer locations on topics related to cleaning, safety, and equipment.

**Professional Seminar Series -** WAXIE is constantly working with customers to change to more efficient products, cleaning processes and procurement practices. Training on products, processes, technologies, and materials management are incorporated into all of our spend management programs. Our intention with this vast array of seminars and training is not only to reduce the total cost of ownership (TCO) for our customers, but also manage risk as improvements to products and processes are developed. Ensuring a safe and cost effective janitorial solution is paramount for us at WAXIE. We offer monthly training and seminars in areas such as:

|  |  |
| --- | --- |
| • Bloodborne Pathogen Cleanup | • Hard Floor Care |
| • Carpet Care | • How to read an SDS  |
| • Cleaning Chemistry 101 | • “LEED” Overview |
| • Cost Saving Site Survey | • OSHA Regulations |
| • Employee “Right-to-Know” Law | • Patient Room Cleaning |
| • Equipment Training | • Laundry & Ware-wash Systems and Chemicals |
| • “GREEN” & Environmentally Friendly  Product Overview | • Software for Cleaning Management |
| • Team Cleaning Concept |
| • Hand Washing Awareness | • Washroom Care |

These seminars are conducted by WAXIE personnel and our manufacturers’ representatives, and can be conducted in any our locations or within your facilities.

* Dedicated Training and Development team in WAXIE offices that can be deployed to your facility to support a variety of training needs – topics determined by WAXIE and the Ordering Entities mutually.
* WAXIE Equipment and Chemical Specialists – Dedicated staff members to support, train and consult on cleaning procedures and efficiencies.
* Healthy High Performance Cleaning Program (HPPC) – The most comprehensive training and education program for staff that incorporates on the job training tools to support your green cleaning procedures. Includes job performance checklists, HHPC procedures and training posters. Onsite training from HHPC professional.

**3.14 Agency-Specific Service Requirement** –(*with Clarifications*) During the survey process each customer’s specific service requirements will be discussed and addressed. Certain state agencies, particularly correctional facilities have a more critical need for support and will be provided with more frequent service visits. Technicians will keep back up equipment on hand for these customers as well as an emergency supply of product.

Waxie will comply with all aspects of 3.14 regarding service requirements and back up equipment. Customers service requirements are based on both the quanitity of product used, the scope of the customers needs and the critical nature of the customers mission. Waxie’s intent is to meet all of the reasonable requirements of ordering entities throughout the State.

**3.15 Environmentally Preferable Purchasing** – WAXIE has reviewed the (EPP) and supports the policy. Green products are identified in our online and paper catalogs by printing the product name in green. Product descriptions will include the type of certification (ie EPA, Green Seal, etc.). Our catalogs also include a green section which includes green offerings in all available categories.

WAXIE Sanitary Supply is committed to being a leader in promotion of responsible business practices that support sustainable communities that are environmentally responsible, economically prosperous, and healthy places in which to live and work. Sustainability has emerged as a global theme of the 21st century. It is a concept that balances the interconnectedness of the environment, the economy and our quality of life and that recognizes the importance of our stewardship over each. WAXIE shares the goal of establishing partnerships to advance education, communication, business best practices, policies, research, technologies and programs to support a more sustainable world for all generations. WAXIE’s commitment to sustainability and green cleaning is demonstrated by a number of company actions that follow the prescriptions of the State of Colorado Environmentally Preferable Purchasing Policy.

1. Source and Waste Reduction
2. WAXIE Desk Calendars and Product Catalogs and product literature printed with postconsumer recycled content using soy based inks; green section of catalog and website developed to provide customer education and promote green purchasing.
3. Delivery routes planned with routing software that minimizes travel time resulting in less fuel consumption and vehicle emissions. WAXIE also employs two hybrid delivery trucks for some routes to further decrease fuel consumption and vehicle emissions.
4. Recycling and waste diversion program for corrugated, shrink wrap, pallets, as well as other ongoing consumables, durable goods and facility alterations. Recycling programs for each Inventory Center to divert waste from the landfills. Water conserving retrofits for each Inventory Center to conserve water.
5. Products sourced from local vendors and warehouses when possible to minimize shipping costs impacts.
6. Reduction of Toxic Elements, Energy Consumption, Generated Emissions, Pollution, and Waste
7. Green Cleaning Policy, Recycling Policy, and water conserving devices installed in restrooms.
8. Video conferencing technology utilized to decrease need for face-to-face meetings.
9. Solar panels have been installed in both Santa Ana Inventory Center, and the San Diego Corporate headquarters.
10. Web@Work e-Commerce platform and e-Invoicing promoted to minimize paper usage.
11. RF technology utilized for inventory control to minimize paper usage.
12. Hand held devices signatures for Proof of Delivery are used to minimize paper and speed invoicing.
13. Recycled Content Products
14. WAXIE has added a complete line of plastic can liners with 10% Post-Consumer Recycled Content (PCRC) and up to 75% Post Industrial Recycled Content (PIRCHeritage Bag Company offers 10% PCRC in all low density liners thicker than 0.7ML.
15. Americo offers floor pads and hand pads with 75% PCRC.
16. 3M now offers Scotchbrite Floor Pads with a minimum of 30% PCRC.
17. All WAXIE branded aerosols are made with 100% recyclable steel.
18. WAXIE Sanitary Supply vendors are required to package their goods in materials that meet the 2007 Comprehensive Procurement Guidelines. All WAXIE branded products are packaged in materials that are made from 100% PCRC. All WAXIE labels are made from non-toxic ink, all WAXIE product literature and that of most of our vendor partners apply the same rules to their packaging and literature.
19. Energy and Water Saving Products
20. WAXIE is a leader in the provision of water saving retrofit products including waterless urinals, auto flush urinals, automated faucets and automated soap dispensers.
21. Ecolab solid laundry and ware washing compounds reduce the amount of water necessary for cleaning and sanitizing processes. These products reduce waste by shrinking the size of products using super concentrated solid products rather than liquids and powders.
22. WAXIE provides lighting lamps including a large assortment of LED products. In addition WAXIE provides LED retrofit services. All of WAXIE’s owned facilities have been equipped with LED lighting.
23. Green Building – New Construction, Renovations, Operations and Maintenance
	1. WAXIE’s newest inventory centers in Mesa, AZ and Salt Lake City, UT are both LEED Silver Certified and WAXIE’s Livermore CA is in the process of acquiring LEED Silver certification after extensive renovations and expansions. WAXIE’s building policy for all future owned buildings is to achieve a minimum of LEED Silver Certification.
	2. WAXIE is beginning to acquire trucks in the Los Angeles market that are CNG powered to reduce emissions. As fueling stations proliferate more trucks will be added.
	3. In 2010 we went green in our data center and virtualized our server and data environments.  The number of physical servers in San Diego dropped from 25 down to five.  We repurposed three of the servers to Mesa for DR (disaster recovery) purposes rather than buying new machines.  This project achieved many benefits for us which are highlighted below.
		1. Reduction in electrical consumption of our physical servers.
		2. Reduction of cooling requirements needed for the data center.
		3. Very big time savings in managing existing applications/users as this is now centralized.
		4. Much easier to implement new applications and products.
		5. Decreased physical space requirements for our data center by two thirds (70%).
24. Landscaping and Xeriscaping – WAXIE’s LEED Silver Certified buildings are Xeriscaped.
25. Forest Conservation – Several of WAXIE’s paper manufacturers and particularly Kimberly Clark provide the majority of their products from FSC Certified forests.
26. Agricultural and Bio-based products – WAXIE has developed several bio-based products for sale primarily to the federal government due to federal requirements. Those products are offered under our response and are labeled as meeting the requirements to be identified as bio-based.
27. WAXIE has retrofitted our San Diego and Santa Ana facilities with photovoltaic solar power that now provides 80% of the electricity necessary run those facilities. Our Ontario and Livermore California facilities will be next, and eventually all WAXIE owned facilities will be outfitted with solar power systems.

Additional Market Initiatives in support of Sustainability:

WAXIE is a member of the U.S Green Building Council (GBC) – with two company buildings earning LEED Silver certification.

A WAXIE employee sits on the Board of Directors for the San Diego chapter of USGBC, and serves as the chapter’s Immediate Past President and point of contact for LEED EBOM. A significant portion of the sales team has been trained to support customer environmental initiatives, 34 CIMS-GB ISSA Certification Experts, 12 LEED AP O+M’s and 2 LEED GA’s out of a total of 200 on sales team.

WAXIE is a charter signatory of the San Diego Regional Sustainability Partnership (www.sdrsp.org).

WAXIE has a broad selection of environmentally preferable products (including numerous WAXIE private labeled cleaning products) that have received certifications from Green Seal, EcoLogo and Scientific Certification Systems, or have been formulated in partnership with EPA Design for the Environment (DfE).

WAXIE has developed Green Partner Support™ (GPS®) to assist green committed end-user customers implement more effective green cleaning programs. Please see [WAXIE GPS® Catalog](http://www.waxie.com/catalog/gps/index.html), [WAXIE GPS Building View](http://info.waxie.com/green/waxie-gps-building-view/) and [WAXIE GPS Overview](http://info.waxie.com/green/waxie-gps/) for more information.

WAXIE was on Technical Committees for development of ISSA Cleaning Industry Management Standard (CIMS and CIMS-GB), a participating stakeholder in the Standard Development Team for the Green Seal “Green Cleaning Services Standard” (GS-42) and revision of Industrial and Institutional Cleaners (GS-37).

WAXIE has conducted numerous “Green Cleaning Seminars” at WAXIE branches in San Diego, Santa Ana, Ontario, Los Angeles, San Francisco, Tempe, Tucson, Las Vegas, Salt Lake City, Portland, Seattle and Denver. Please see [http://info.WAXIE.com/events/WAXIE-arizona-events/](http://info.waxie.com/events/waxie-arizona-events/) for a sample schedule. WAXIE representatives have been asked to speak at functions for organizations such as USGBC, BOMA, IFMA, PABSCO, ISSA, SCSSA, SDEP, HPSI and CURB on the subjects of green cleaning, LEED or sustainability.

WAXIE consultants have assisted with green cleaning needs of several LEED projects.

These company actions combined meet and exceed the requirements of State of Colorado Environmentally Purchasing Policy.

**3.16 Points of Contact and Hours of Operation** – As mentioned above on page five, WAXIE will designate a single point of contact (SPOC) for the State of Colorado. Sales Consultants, Sales Management, and General Manager will be onsite as often as required. Our Contract Compliance Director David Harrison will be available as necessary to ensure quality service and end-user satisfaction. The WAXIE Team will educate appropriate end user staff on best practices, industry innovation, and product applications. You will also have a Market Segment Specialist at our headquarters that will be responsible for administering pricing and performing account maintenance. WAXIE will tailor customer service support to meet each customer’s requirements. The Corporate Account Director and Denver Sales Manager are available 24/7 as your emergency contacts. Customer Service and the Account Administrator are available Monday through Friday 8:00 a.m. to 5:00 p.m. Mountain Time. Contacts are as follows:

Single Point of Contact – Michael Muscara, Corporate Account Director (480) 213-1709 mmuscara@WAXIE.com available 24/7.

Emergency Contact Backup – Dan Bauer, Sales Manager Denver (303) 886-1934 dbauer@WAXIE.com available 24/7.

Customer Service – Gabe Salazar, Monday – Friday 8am – 5pm (720) 216-6600 ext. 222 gsalazar@WAXIE.com.

Account Administrator – Amanda Mascarenas, Monday – Friday 8am – 5pm (720) 216-6600 ext. 410 amascarenas@WAXIE.com.

Market Segment Specialist – Aldo Preciado, Monday – Friday 8am – 5pm Pacific (858) 292-8384 ext.649 apreciado@WAXIE.com.

Equipment Service and Repair – Jared College – Service Center Manager (720) 216-6601 ext. 370 jcollege@WAXIE.com.

**EMERGENCY RESPONSE TEAM**

Michael Muscara – Listed above.

Dan Bauer – Listed above.

Operations – Authorized to open, order, pull and deliver merchandise in case of an emergency.

Mike Midas, General Manager (971) 533-5800

Tiffany Simmons, Operations Manager (303) 859-2081

Severo Rivera, Warehouse Manager (303) 565-6212

**3.18 Value-Added or Optional Programs** – As mentioned above on page one, WAXIE will offer many value-added programs to the State of Colorado, including numerous spend management elements as well as sustainability programs such as WAXIE GPS, WAXIE Deliver Clean Savings, WAXIE Online Training and others, all available to contract participants. In addition to the programs above WAXIE is offering the following contract specific pricing programs:

1. Full truckload quantity pricing: WAXIE is offering an additional discount for all purchases of full truck quantities. Truckload quantities are based solely on manufacturer’s truckload standards. Additional discounts will be negotiated with each manufacturer. Customer must agree to take shipment directly from manufacturer. This discount will be a minimum of 3% off the contract price. No other discounts will apply. Actual pricing for the product will be negotiated with the manufacturer at the time of sale to take advantage of the seasonal and other market fluctuations.
2. WAXIE-GREEN Chemical Discount: Customers committing to buying Ecolab green laundry and Warewashing products as a complete program for cleaning, hard floor care, carpet care and restroom care will receive an extra 1% off WAXIE-GREEN chemicals. Participating customers will have their prices for WAXIE branded products automatically reduced in our system based on their customer number. WAXIE can add customer specific pricing to a customer that is below their contract code.
3. WAXIE Sustainable Supply Chain Discount Program: Customers are urged to do everything they can to minimize the impact on the environment as part of this program. To qualify a customer must order electronically, receive invoices electronically, pay invoices electronically, schedule deliveries to maximize order cycle and inventory efficiencies. Customers that meet these criteria will receive an additional 1% off all contract prices.

**3.17 Transition Plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **Transition Activity** |  |  |  |
| **Contract Start Date** | **Within 30 Days of Award** | **Within 60 Days of Award** |
| Installation of all required equipment and training of personnel |  |  | For all existing state customers |
| Pricing available | Prior to award |  |  |
| Electronic Price Spreadsheets sent to current users  | Day One |  |  |
| Electronic Catalog available to all current users | Day One |  |  |
| Program Highlights & Price Spreadsheets sent to all non-participating State Purchasing Cooperative members | Day One for all current clients | For all new customers |  |
| Posting of contract highlights & .pdf of pricing on WAXIE Sanitary Supply website contact page | Day One |  |  |
| Site visits to all state agency customers to introduce WAXIE and conduct facility survey. |  |  | Completed |
| Site visits with all participating State Purchasing Cooperative members |  | Starts upon notice of award completed within 30 days |  |
| Requests for meetings with all non-participating State Purchasing Cooperative members | Requests will be communicated the first day of the contract |  | Meetings will be completed within 60 days |

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**3.19 Administration of Resulting Contract - Reporting** – (*with Clarifications*) WAXIE currently provides the Summary Quarterly Volume Report (Exhibit D) to the State based on current sales activity. All data is collected from our ordering system which is instantly updated. Reports can be scheduled to deliver at a specific time or can be ad-hoc. Reporting and invoicing can be sent to a central State-wide endpoint or can be dispersed individually by Division or Department.

WAXIE can provide detailed monthly sales data by customer and ship to location including all data collected in the order to fulfillment process. WAXIE can create a customized program for the State or provide the State with an online metrics dashboard that summarizes data and provides an easily downloadable Excel file with all contract sales data on a line item basis. Some of the key indicators reportable are service levels, fill rates, green analysis, order analysis, sales analysis and diversity supplier sales. Waxie utilizes a intelligence system that captures customers by class (CO= Colorado), subclass (LD= Laundry), and Group (varies by agency or end user). We can categorize by several additional fields if there are additional contract user requirements.

WAXIE agrees to a formal quarterly contract performance meeting with the State of Colorado Contract Administrator. We urge the State of Colorado Contract Administrator to invite one or more contract users or eligible customers not using the contract to participate in these quarterly contract performance meetings. In addition WAXIE provides State Administrators a view only customer account so they can see contract pricing in our system at any time. This allows the State to perform a pricing audit at any time. The State Administrator can request access to any State account using WAXIE’s Web@Work internet ordering system to monitor pricing and discount compliance.

Administrative Fee – WAXIE acknowledges this fee and pricing has taken this into consideration. All pricing offered including unit pricing and category discount pricing includes the 1% administrative fee.

Contract Term – WAXIE acknowledges the initial term and renewal options.

Confidential and/or Sensitive Information – WAXIE accepts responsibility for handling of such information. Waxie has in place strict controls on what information each level of employee can access and export. Usage data, pricing, email addresses and other customer data cannot be downloaded or emailed out of our systems. Credit Card data is not stored in our system to avoid the possiblitly of lose of credit card information. Waxie can put in place additional information security restraints at the request of the contract ordering entity.

Point of Contact After Award – WAXIE understands this requirement and has provided names and contact information above. The single point of contact for all contract business is Michael Muscara, Corporate Account Director, available at (480) 213-1709 or mmuscara@WAXIE.com.

**3.20 Cost Bid-Pricing** – Pricing and category discount information have been included in this proposal per Section 4.3.4. Pricing includes delivery, shipping, service costs, training, consulting services as well as the Administrative Fee addressed in Section 3.19.

1. Price Increases – WAXIE is in agreement with all aspects of the RFP requirements for price increases.
2. MSRP Pricing or List Pricing – WAXIE utilizes the manufacturers current list price for all manufacturers that publish a single national list price. Ecolab List prices are included in the bid package. WAXIE establishes a list price for all manufacturers that do not publish a single national list price as well as for all WAXIE branded products. WAXIE produces monthly Price Pages for all items stocked in all Inventory Centers. WAXIE’s prices for this RFP response are based on the WAXIE published Price Pages for September 2014.
3. Price Decreases – WAXIE shall pass along all manufacturers’ price decreases immediately to Ordering Entities.
4. Discount Changes-WAXIE agrees.
5. Bidder Discount Structure and Market Basket Pricing – Core Product pricing is based on a fixed price per item valid for one year. WAXIE is also offering a complete catalog for all categories for noncore items that is based on the minimum discount by category. Each line item in each category will be priced at or below the category discount. This assures that customers will receive an aggressive contract price regardless of whether they choose one of the Market Basket products or a product from outside the Market Basket. This strategy also ensures that customers are not penalized if moving from one product group or manufacturer to another.

Pricing Issues -There are several categories where additional discounting is available if the State of Colorado can agree to further divide the categories to take advantage variances in price structure. For example in these categories there is room for adjustment.

1. Non Market Basket Discount Structure – WAXIE agrees and has provided a Non Market Basket Discount structure that is inclusive of all charges. All products offered with the exception of some special order, non-catalog items, are FOB any customer location in the State of Colorado.

G. Market Basket Pricing has been completed on the appropriate contract forms.

*---end----*