

## **Exhibit G**

### **SupplyWorks, Inc.**

**(formerly known as Interline Brands, Inc.; dba Northern Colorado Paper)**

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

### **Section 3 - Statement of Work with Clarifications**

*3.1 Minimum Specification for Response. An awarded Contractor must demonstrate the existence of its business for a minimum period of two (2) years and provide evidence of experience for a minimum of two (2) years in providing the required types of goods/services; prior to submission of a response to a solicitation. The State may require additional information to determine an awarded Contractor's ability to perform. This information may include, but is not limited to, previous experience of company; years in business; quality and condition of equipment; financial condition; references as to size and scope of work done within the last five (5) years.*

**Interline Brands has been in existence since 1978 and has been actively providing laundry and ware washing solutions to our customers for the past 15 years. Sunburst Chemicals, the manufacturer being proposed, has been in existence since 1920 and has been doing business in Colorado for over 25 years. The capability and expertise that Sunburst brings to the Colorado market via Interline Brands is significant in laundry and ware washing. Sunburst Chemicals provides the laundry chemicals and support services to the Hospital Cooperative Laundries in Denver and Pueblo. Sunburst laundry products are also used by many Federal Prisons, including the two facilities in Colo., (Edgewood FCI and Florence FCI). Interline Brands technicians provide the support services at these facilities. Examples of ware washing products and services for Sunburst include the Old Country Buffets nationwide. Interline Brands provides the support services at these accounts in Colo.**

*3.2 Subcontracting/Partnering. Subcontracting and/or partnering is allowed so that an awarded Contractor can engage subcontractor(s) to provide goods and services which can expand the service coverage area.*

**Interline Brands will utilize two subcontractors in order to fulfill delivery obligations to areas in regions 4 and 5. The subcontractors will be:**

**Steve Green Company  
2570 South Copper Frontage Road #14  
Steamboat Springs, CO 80477  
(970) 879-5717**

**Aspen Maintenance Supply Inc.  
133 Park Avenue #1  
Basalt, CO 81621  
(970) 927-4764**

*3.3 Service Regions. There are seven (7) regions throughout the State that may receive supplies. An awarded Contractor must provide laundry and ware wash products (and related services) to ALL counties within a specific region for one or more of the seven (7) regions (noted below), and the regions awarded.*

*Region 1 - Denver Metro Area  
Region 2 - South Central  
Region 3 - North Central  
Region 4 - West Central  
Region 5 - Northwestern  
Region 6 - Southwestern  
Region 7 - Southeastern.*

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

*3.4 Ordering and Delivery. Ordering: The State desires to purchase laundry and ware wash products through various methods such as via telephone, email, FAX, or on-line. Awarded Contractors are expected to have an established business process to enable Ordering Entities to easily set up an account. Preference may be given for awarded Contractors who can offer the ability to set up and maintain internally hosted catalogs (i.e. list of items and*

*unit pricing) and/or punch-out catalogs. The State has the right to implement catalogs in a phased approach. While Ordering Entities are encouraged to use an awarded Contractor's electronic or telephonic ordering methods to have the products delivered to the Ordering Entity and to reduce visits to an awarded Contractor's stores; the final choice is a business decision by the Ordering Entity. The awarded Contractor is expected to accept payment with procurement cards (credit cards) for orders in addition to other payment methods such as issued checks and/or electronic funds transfers (EFT).*

#### **ORDERING:**

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

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

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

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

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

There are 4 roles to select from: Basic, Buyer, Approver, and Administrator. A Basic user can only select items and build a quote. Thereafter, using workflow, the quote is placed in the Approver's work queue. The Approver can review, remove, add and approve the quote for submission as an order. A Buyer has the ability to place items in a quote and follow the same approver workflow while also having the ability to submit order directly. This is used in instances where less restrictive lockout functionality is required and is often accompanied by manual policy. An example may be a buyer who has the rights to place all orders for repair items but is required to obtain approval for capital items. An Approver and an Administrator can create orders, edit and remove line items from an order, approve the order, or send the order back to the Buyer or Basic User to submit the order. In all cases, the Basic User, Buyer and Approver have complete visibility to all work items in their queue, even those submitted for the Approver. Additionally in all cases, each role in the work order approval process will receive email notifications when an action is required and can click on the link in the email to go directly to the action item needing attention.

### **The Interline Online Shopping Experience:**

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

Favorite lists are fully supported, including creating a user-specific favorite list, creating a favorite list to be shared across users, and creating a favorite list shared access users and updated by multiple users. Users can also generate an “Auto-Updated Favorites List” which dynamically rebuilds the favorite list based on recent purchases. This feature can also be used to generate a current “usage report” of spending. Your account representative or customer service can assist with the bulk uploading of favorite lists to all user accounts.

While shopping, users can compare up to four items. This allows the user to quickly compare items based on a narrowed item selection process. Item search results also display icons that can visually describe must know information about the item. When hovering over the icon, a descriptor explains the icon meaning. An example is provided herein. During the shopping and check out process, the user can view available quantities to ship and the expected delivery time. The site is fully integrated with workflow approval for turning a quote into a PO (see above). In the shopping chart, the user can see if the freight minimum has been achieved per the contract terms. When checking out, users are asked to confirm shipping location, payment method and can view items by delivery method (next day, 2 day, drop ship etc.). In this process the user or the Approver can edit the cart. Upon checking out, an email notification will be sent to the user.

A user can place orders for multiple ship-to locations; however, the user cannot direct the same order to multiple locations. The user would create a favorites list of the first order, change the shipping location and convert the favorites list into the second ship to order. Interline Brands accepts payment with procurement cards (credit cards) for orders, in addition to other payment methods such as issued checks and/or electronic funds transfers (EFT).

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

**Reporting:** Interline Users can see all invoices and historical purchase orders for the past two years, regardless of the method ordered ([www.SupplyWorks.com](http://www.SupplyWorks.com), email, fax, or phone). Users can track the status of their orders online. For products delivered on the Interline fleet of trucks, orders are track through the trucking process and Proof of Delivery is displayed online. Users can also track delivery status of UPS and LTL shipments online. Clients are able to view various reports online and extract this data to excel, including Top Products, Usage Reports, Green Reports by green certification type, and all Budget Reports,. All of these reports pull from comprehensive sales data regardless of the purchasing platform used. There are other features available on the site and we welcome the opportunity to demonstrate our site to your team.

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

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

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

Interline has integrated with a variety of platforms and portals including DSSI, SCIQwest, SAP, Oracle, Yardi SiteStuff, Nexus, ePlus, eSpendwise and many others. Regarding a third party solutions provider, Interline Technology employs technical resources on our staff to perform the punchout integrations. We find that utilizing a third-party solutions provider to perform the punchouts and testing causes delays in the integration process, as you must get too many parties involved to solve a technical issue. Therefore, we have opted to maintain those technical skills in house.

**VENDOR ELECTRONIC CATALOG SYSTEM (STATIC CATALOG):** To provide excellent customer service, Interline's sales team has a designated customer contract management team who will maintain the product offering and electronic catalog whether hosted or punchout. In addition to the contract management team and for all integrated ecommerce solutions, we assign a dedicated Ecommerce Specialist. This specialist is knowledgeable in your account, the integration, and the ordering platform. The Ecommerce Specialist is your direct line to ask any questions about orders moving through the platform or to resolve any issues. The Ecommerce Specialist can correct and resubmit orders if rejected by the process. The Ecommerce Specialist also ensures that your system and our system remain in sync across and all orders flow smoothly through the communication channel. If an issue is discovered, the Ecommerce Specialist has a direct line of communication to the Interline Technology Tier III support organization. We dedicate this support person to your account to ensure that orders flow through correctly and you have a business and technical partner not just from the integration point, but throughout the life of our business arrangement. (Interline Technology supports ANSI EDI, cXML, email, and web based protocols. Interline Technology utilizes SPS Commerce for our EDI mapping and onboarding; however, this is managed through an Interline Technology project leader.)

*3.4. Note: An awarded Contractor is NOT expected to have a store front or warehouse located in Colorado; however, such a facility is considered a "value added" feature. An awarded Contractor is required to provide a list to the State showing the number and locations of stores and warehouses it maintains in Colorado; and its employee headcount within Colorado; and is required to provide an updated list to the State at least once a year.*

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

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

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

*3.4. Note: At minimum, the State requires that an awarded Contractor establish new Ordering Entity accounts within two (2) business days of an Ordering Entity's request.*

**By the user contacting any Interline staff, most accounts can be set up within 1-3 business days.**

*3.4 Note: At minimum, the State requires that an awarded Contractor establish a working relationship with the Ordering Entity within ten (10) business days of an Ordering Entity request. Working relationship may mean attending an Ordering Entity's on-site meeting(s) to develop a customized product assortment, strategic delivery plan, service plans, service reports, and other agency-identified and reasonable requirements.*

**Interline Brands will establish a working relationship with the Ordering entity within ten (10) business days of an Ordering Entity request, in the following manner:** Upon receiving an Ordering Entity request we will determine the appropriate sales rep that will cover that account. This may be an internal Interline Brands, Inc. sales professional or a subcontractor, depending on the geographic location of the Ordering Entity. We will then set up a meeting that will include representatives of the Ordering Entity, the sales rep (or subcontractor) and our supplier partners, like Sunburst Chemicals as soon as possible, but within 10 business days. We will have an agenda to ensure that all appropriate issues are discussed, to include

product assortment, service plans, service reports, delivery and installation instructions, safety plans and all other reasonable and appropriate issues.

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

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

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

If there are products that the customer requests that need to be special ordered, such goods will be ordered through Interline's nationwide Special Order department. If the products ordered are in stock at the special order manufacturer's facility, these products will typically be delivered within 7-10 days of order. If the products requested are not available from that manufacturer within 7-10 days, Interline's Special Order department will check to see if the needed products are available from an alternate manufacturer within 7-10 days and if not, the customer will be notified and given an estimate of when the desired product will be available from the primary or alternate supplier. At the time of order, the customer will also be informed of the cost of the item and any additional delivery charges.

*3.3. Note: Return Policy: There will be instances when an Ordering Entity will have to return a product. Awarded Contractors are required to maintain a written return policy. Such policy shall be provided to the State in writing at least once a year or as updated.*

Products in their original container must be returned within 30 days of receipt. Interline must be contacted through a Sales Associate or Customer Service Associate to receive a Return Goods Authorization (RGA) and schedule a merchandise pick up. Restocking fees will not apply if product is a stock item and returned within 30 days of item delivery, in unused and re-saleable condition or if the wrong product is delivered through no fault of the Ordering Entity.

Returns on Special Order items may be accepted if they are given an RGA and returned within 30 days in original containers and in unused and re-saleable condition, but they may incur a restocking charge, depending on the policy of the Special Order supplier.

Regardless of whether the item is stock or non-stock, returns will not be accepted for partial cases or broken packages. Credits are issued through our invoicing process.

**3.4.B. General Shipping and Delivery Requirements:** All products are to be shipped surface freight prepaid, freight on board (F.O.B.) destination to the Ordering Entity. No additional charges for packing, drayage or any other purpose will be allowed. Prepaid transportation charges will be documented, invoiced, and payable whenever non-surface premium shipping is requested, and shown as part of the cost of the product (freight charges shall not be shown as a separate line item.) Title to and risk of loss on all items shipped by an awarded Contractor to the Ordering Entity shall pass to the Ordering Entity subject to Ordering Entity's inspection and acceptance of such items at Ordering Entity's designated site. Delivery, whether by company vehicle or third party carrier, is expected within **two (2) business days** after receipt of an order for stock items. For special order items, a delivery is expected within seven (7) business days, upon Ordering Entity agreeing to an awarded Contractor's notification of expected delivery time. A variation of delivery methods exists as each Ordering Entity has its own preference. This may include dock or warehouse delivery.

Interline Brands will comply with this requirement. After an account is set up, most orders (stock items) can be delivered within 2 to 3 business days for most areas. More rural areas may take a little longer. Special Order items can take 7 to 10 business days dependent upon the manufacturer. Interline will notify the user in writing (i.e. via email) of any shipping delays and special delivery costs.

**3.5 General Laundry Products Requirements.** *In general, laundry detergents and compounds products offered by an awarded Contractor shall comply with various guidelines established for the industry to include the U.S. Environment Protection Agency (EPA), Designed for the Environment (DfE), Ecologo, or Green Seal. Further, the offered products are to align with the State of Colorado's Environmentally Preferable Purchasing Policies (EPP). Note: During the term of a resulting contract, as products are discontinued other products may be offered as a replacement by the awarded Contractor that meet or exceed the effectiveness of the original product; and may be accepted by the State at its sole discretion. Additionally, as new products and/or formulations are offered due to industry-wide developments and/or required by Federal or State regulations, such products may be offered by an awarded Contractor, and accepted by the State at its sole discretion.*

Interline Brands will comply with this requirement.

- Group 1. Laundry detergent
  - A. Powder (Dry Chemical)
  - B. Laundry Detergent, Heavy Duty
  - C. Liquid
- Group 2. Rust-Removing Sour  
Liquid Laundry Sour
- Group 3. Bleach  
Liquid
- Group 4. Fabric Softener with Bacterial Static Agent
  - A. Liquid
  - B. Liquid Sour & Softener Combined
- Group 5. Liquid Laundry Alkali
- Group 6. Liquid Pre-Soak

**Ozonated Laundering.** Sunburst Chemicals has extensive experience in utilizing products shipped in solid form in ozone laundry operations, including in long term health care chain accounts. DfE certified detergents and oxygen bleaches utilized in these types of laundries are included in the Tab 3-Laundry Products. (Compass and SG55)

**3.6 Ware Wash Detergents and Compounds Requirements:** *In general, ware wash detergents and compounds products offered by an awarded Contractor shall comply with various guidelines established for the industry to include the U.S. Environment Protection Agency (EPA), Designed for the Environment (DfE), Ecologo, or Green Seal. Further, the offered products are to align with the State of Colorado's Environmentally Preferable Purchasing Policies (EPP). Note: During the term of a resulting contract, as products are discontinued other products may be offered as a replacement by an awarded Contractor that meet or exceed the effectiveness of the original product; and may be accepted by the State at its sole discretion. Additionally, as new products and/or formulations are offered due to industry-wide developments and/or required by Federal or State regulations, such products may be offered by an awarded Contractor, and accepted by the State at its sole discretion.*

Interline Brands will comply with this requirement.

- 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.*

Interline Brands and Sunburst Chemicals understands and will comply with the labeling and safety data sheet requirements for the entire term of a Price Agreement. Safety Data Sheets (SDS) are located on our website at [www.SupplyWorks.com](http://www.SupplyWorks.com) or on Sunburst's website at [www.sunburstchemicals.com](http://www.sunburstchemicals.com).

### 3.8 *Environmentally Preferable Product Attributes and Certifications.*

For Interline, many of Sunburst Chemicals products are EPA DfE certified for both laundry and ware wash. These are identified in the Tab 3 of the Bidder Response Workbook. For the purpose of the Cost Proposal, liquid formulations were provided. Additionally, the majority of the Sunburst products are packaged in a solid form. The solid packaging is the most effective in addressing the Goals of Green Procurement called out in the State of Colorado Environmental Preferable Purchasing Policy in that it specifically addresses all of the Goals called out. The solids packaging squarely address the Priorities called out in the EPP of Safety, and reduce, reuse or recycle. Solids packaging far surpasses liquid packaging in all these regards.

**3.9 *Company Sustainability Practices.*** *Awarded Contractors are expected to have company sustainability practices in place. Sustainability practices may include, but are not limited to, efforts to reduce adverse effects on human health and the environment for the entire product lifecycle, including energy, water, safety, delivery, storage, packaging, and training. Practices may also include where practicable, numeric measures of progress made to meet established sustainability goals, objectives, and targets. To support its claims of environmentally preferable attributes, an awarded Contractor shall provide a comprehensive description of its company's corporate and local sustainability practices for the entire scope of Laundry and Ware Wash products and related services. Such practices shall be provided to the State in writing at least once a year or as updated.*

#### Interline's Distribution site programs/initiatives:

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

#### Client focused programs/initiatives:

- Green Cleaning Program (CleanGreen ScoreReport –comprehensive and complete green cleaning program including pre-certified products, on-site building assessments, staff training, green cleaning manual, etc. (visit [www.cleangreenschools.org](http://www.cleangreenschools.org) to learn more).
- Water Conservation Program – Corporate partnership with Kohler to provide no-cost water usage audits to reduce water consumption.
- Lighting Conservation Program – Corporate partnership with Hubbell to provide no-cost assessment for placement of occupancy sensors to reduce energy consumption

#### Recognition for Achievement/Contribution:

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

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

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

**3.10 General Laundry and Ware Wash - Chemical Dispensing Systems Requirements.** *(Related Service).*

*In addition to Section 2 (Overview, Background, and General) above, an awarded Contractor is responsible to provide a secure, tamper-proof chemical dispensing system sufficient for an Ordering Entity's use, when applicable, as a related service to the purchase of product. An awarded Contractor shall furnish, install, and maintain, at no cost to the Ordering Entities, the appropriate chemical dispensing system to the known facilities, and any others that may be added throughout the duration of the State Price Agreement or no less than the term of the Ordering Entities' continuous orders for product. Chemical dispensing systems required to transport and accurately dispense product shall be designed and provided by an awarded Contractor, at its own expense, and subject to the Ordering Entity's written approval (email is acceptable.) An awarded Contractor shall be responsible for coordinating with each Ordering Entity's laundry/kitchen manager in writing (via email is acceptable), for the installation of new chemical dispensing system(s), if applicable to the product. When an awarded Contractor installs a dispensing system and/or upgrades an existing system, all equipment and parts are the property of that Contractor. An awarded Contractor shall be or become familiar with varied types and brands of laundry and ware wash equipment to include adjustment of the Ordering Entity's laundry or ware wash equipment to maximize efficiency of the product provided.*

Interline Brands will be utilizing Sunburst Chemicals dispensers with all Sunburst Chemicals solid products and will be utilizing industry standard dispensers that meet the requirements called out in the IFB for all liquid products. Sunburst dispensers are by the nature of solids closed loop, and tamper resistant. Sunburst also provides Tamper-Proof options for all ware wash and laundry dispensing that has been utilized in other correctional facilities, including the Federal Bureau of Prisons. Sunburst has also implemented a remote dispensing system that has been used in correctional facilities that require storage of chemicals in a remote storage area (for both ware wash and laundry). Sunburst laundry dispensers are modular and do have the option for add-on detergent pumps and incorporate load counters.

Transition plan – Key to a successful transition is a thorough site survey. Interline Brands technicians will conduct surveys at all facilities and coordinate with the laundry/ware wash manager with regards to specific needs and installation dates and times. The Ordering Entity will order and receive product and the IBI installation team will arrive for the installation with all the equipment needed for the installation. All equipment will be programmed and adjustments made to assure quality results. If results cannot be verified during the installation (not operating) then a follow up visit will be conducted to verify quality results and make appropriate adjustments. Upon completion of installation we will conduct training with the facility staff on proper operation of dispensing equipment, formula selection as well a review of proper operational procedures, or “best practices”.

**3.11 Periodic Chemical Dispensing System Inspections and Status Reports.** *(Related Service)*

*At a minimum, an awarded Contractor shall inspect its chemical dispensing system(s) at the Ordering Entity's site at least once a month, at no charge to the Ordering Entity, as a related service to the purchase of product.*

Interline will work closely with our National chemical manufacturing partners, we provide a comprehensive chemical maintenance program. A thorough calibration and evaluation of metrics and results is performed at the time of the initial installation. This will be followed up with a preventive maintenance program at no cost to the Ordering Entity. We provide monthly preventive maintenance service calls based on your needs and availability. This includes maintaining the provided dispensers by testing and adjusting them to ensure their proper function and calibration to all applicable industry standards.

During each P.M. service, our trained technicians test and/or perform the following:

- Check dispenser operation.
- Titration levels of detergents.
- Concentration levels on sanitizers.
- Water quality issues such as temperature, hardness and contaminants.
- Observe mechanical issues and check that the equipment is operating normally.
- Identify any potential issues that we find and recommend preventative corrections.
- Offer and provide training to users and staff as needed.
- Recommend best cleaning practices and procedures
- Fill out a complete Service Report

A copy of the signed and completed Service Report will be given to the customer and a copy is kept on file by IBI/Amsan for future reference.



### **3.12 Emergency Service Calls on the Chemical Dispensing System. (Related Service)**

As many of the Ordering Entities have 24/7 operations, it is likely that an awarded Contractor will receive an emergency service call about the chemical dispensing system. As a related service to the purchase of product, an awarded Contractor's technical service representative shall respond to emergency service calls on problems with the Contractor's dispensing system, on an as-needed basis by an Ordering Entity. A verbal response from the awarded Contractor to the Ordering Entity is required within two (2) hours of the first emergency contact initiated by the Ordering Entity. The awarded Contractor's on-site response to an emergency service call is required within a maximum of one (1) business day, or as mutually agreed between the Ordering Entity and the awarded Contractor. In addition to an initial emergency phone call, the Ordering Entity is required to send a notification via email to the awarded Contractor's main business email address which also addresses the awarded Contractor's on-site response time, if different from the one business day requirement. An awarded Contractor's technical service representative shall provide a written inspection report to the Ordering Entity's representative upon completion of each emergency chemical dispensing system inspection. The format of the inspection report will be mutually agreed upon.

**As an Interline Brands customer, the Ordering Entity has available 24/7/365 access to our trained service technicians for business hour repairs as well as emergency after hour and weekend service needs.**

**The following procedure is offered to Interline customers for service calls:**

- A phone call can be placed to 970-978-7262 during regular business hours, Monday through Friday from 8 a.m. to 5 p.m. (Mountain Time)
- A phone call can be placed to 1-855-886-3688 (24/7) to our Technical Service line for after business hour emergency needs. They will gather the required information from the Ordering Entity and dispatch a service technician to repair or schedule an agreed upon appointment time with the Ordering Entity to conduct the service call.
- A return call from an Interline technician will be placed to the number provided by the Ordering Entity within the required 2 hours from the initial Ordering Entity call.
- All on-site repair calls will be dispatched/completed within the 1 business day requirement unless otherwise agreed upon in writing (via email) by both parties.
- The required email from the Ordering Entity can be sent to [Service273@interlinebrands.com](mailto:Service273@interlinebrands.com)
- An emergency service report will be filled out and provided to the customer at the time of the repair.


**3.13 Training. (Related Service)** An awarded Contractor is expected to have a training program for the products it provides and for the chemical dispensing systems it maintains at an Ordering Entity's site, as a related service for the purchase of product. An awarded Contractor shall train ONLY Ordering Entity personnel in the proper function and use of all products provided. Ongoing training opportunities shall be offered within a schedule identified by the Ordering Entity and mutually agreed upon by the awarded Contractor.

Interline's philosophy is that a significant component of training is the use of signage at the point of use. The Sunburst products are supported with a complete offering of signs that include topics such as, product identifiers, dispenser use instructions and operational instructions. Most signs are either bi-lingual with English and Spanish or graphical with no words. A complete installation of a ware wash 3-bin sink can be supported with as many as 11 signs. Sunburst also provides training materials in other mediums, including paper/binders and digital media. (Can provide an example of a procedural training video for a proper process for cleaning silverware in a dish washer.)

**3.14 Agency-Specific Service Requirements.** An awarded Contractor will encounter a varied pool of Ordering Entities, many of which will require special considerations unique to a particular Ordering Entity or group. Such is the case with the Colo. Dept. of Human Services and with the Colo. Dept. of Corrections (CDOC). The Ordering Entity is responsible for notifying the awarded Contractor in writing (email is acceptable) of its unique requirements. For the purpose of example, below is a brief synopsis of some of the requirements CDOC has had and which may change as CDOC management or policy requires. An awarded Contractor has a responsibility to comply with such requirements and to ensure its personnel are also informed of each Ordering Entity's special requirements.

Interline is very familiar with the unique requirements of both the Colorado Department of Human Services and the Colorado Department of Corrections, having done business with both entities for over 25 years. Interline will accommodate any special needs they require and will comply with any Agency-Specific Service Requirements for any ordering entity.

**3.15 State of Colorado Environmentally Preferable Purchasing (EPP) Policy.** Awarded Contractors are required to review and promote the **State's Environmentally Preferable Purchasing (EPP) Policy, Exhibit E.** The awarded Contractor is expected to provide products and services that supports the State's EPP Policy; and identifies and provides Green products in addition to its standard inventory. "Green" is determined by third party certification or registration (no self certification), such as industry accepted entities like Energy Star, LEED, EPA, Green Seal, etc.

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

**3.16 Points of Contact and Hours of Operation.**

Point of Contact – Contract: An awarded Contractor shall designate a single representative to serve as the central point of contact for the State account. At a minimum, the awarded Contractor's contact person must be available Monday through Friday, 8 a.m. to 5 p.m. (MT). The awarded Contractor shall provide the contract representative's name, title, phone number, and email address; and shall provide in writing to the SPO any periodic updates (email is acceptable).

**Kevin Conley will be Interline Brands single representative to serve as the central point of contact for the State account: Kevin Conley, Bid Coordinator, 800-530-2428 x141771, [kevin@supplyworks.com](mailto:kevin@supplyworks.com). Available: Monday-Friday 8am to 5pm (Mountain Time).**

Point of Contact – Services: The State requires that the level of representation, meaning the number of awarded Contractor representatives and their experience level, is maintained to the State's satisfaction throughout the term of a Price Agreement. An awarded Contractor shall provide and maintain a contact sheet (list) that identifies the name, title, location, geographic coverage area(s), phone, and email address for all company representatives assigned to support the resulting Price Agreement; and shall notify the SPO with periodic written updates. The State reserves the right to approve changes in an awarded Contractor representation levels through the optional years of renewal of a resulting Price Agreement. Additionally, an awarded Contractor shall designate a single representative to serve as the central point of contact for day-to-day customer services. This person is responsible for the overall relationship between an awarded Contractor (and its subcontractors, if applicable) and the State, and may be involved in high-level activities, such as account reviews. At a minimum, the awarded Contractor's contact person must be available Monday-Friday, 8 a.m. to 5 p.m. (MT). The awarded Contractor shall provide the contact point's name, title, phone number, and email address; and shall provide in writing to the SPO and periodic updates.

**Sales and Services Contact:** Karen Eicher will be Interline Brands single representative to serve as the central point of contact for sales and services:

**Karen Eicher, Sales Support, 800-530-2428 x141750, [Karen.eicher@ncpaper.com](mailto:Karen.eicher@ncpaper.com). Available: Monday-Friday 8am to 5pm (Mountain Time).**

Hours of Operation: At a minimum, an awarded Contractor's services are expected to be provided during the following work hours: Monday through Friday, 8:00 a.m. to 5:00 p.m. (Mountain Time). An awarded Contractor is required to have a 24 hours a day / 7 days a week ("24/7") emergency contact number and shall notify the SPO of periodic written updates. Answering services, pagers and/or answering machines are not an acceptable means of communication for awarded Contractors. An awarded Contractor shall provide the hours of operation in writing to the SPO and periodic updates..

**Karen Eicher will be the Interline representative as the central point of contact for contract and services. She currently handles Interline's State customers and has a long relationship with most of them. The Regional Sales Manager, Tim Warde will back up Karen and provide 24/7 emergency services at cell phone number 970-590-6588. Karen and Tim are in Greeley, CO as well as additional support staff. In addition to these staff dedicated to customers in Colorado, Interline also has a nationwide, world-class customer service network that will provide additional back-up for State customers. Interline's customer**

service team is ready to serve customers:

- 6 am to 6 pm (Mountain Time) Monday thru Friday
- 6 am to 2:30 pm Saturdays.

**3.17 Administrative Transition Plan.** *Many Ordering Entities using current Price Agreements will have to transition from their current accounts to the new awarded Contractor. An awarded Contractor is expected to have an administrative transition plan where it manages the transition from existing Price Agreements and customer base (Ordering Entities) from a current Contractor to the awarded Contractor's accounts. These services may include, but are not limited to, new account set-up, transfer of existing accounts, etc.; and can assist in making the transition smooth and timely.*

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

**3.18 Value-Added or Optional Programs.** *This is NOT a mandatory element in the Bidder's response. However, the intent is to enable Bidders to offer other buyer incentives where using that Bidder's products is advantageous. It may include, but is not limited to, discount programs such as offering additional discounts that are based on timeliness of payments; frequency of orders; size of orders (by quantity or total cost and associated break points); buying store or house brands; by customer type (ie. higher education, schools, etc.); online/internet orders; reaching a certain level of sales per quarter or year; or delivery incentives such as for central delivery to, and redistribution of Bidder's product by, a State warehouse operation; or for consolidating order shipments, etc.*

Interline's True Cost Saving Advantage Programs offer a variety of custom solutions to help the State with overall inventory management. With choices ranging from bin label programs, custom catalogs, and history reports to special sourcing and product standardization, you can choose the program that best fits each State's agency's needs. Look to Interline for a variety of customized, strategic supply chain solutions services that will result in significant soft cost savings while enhancing overall productivity.

Another cost savings opportunity for Interline's customers is our state of the art automated system website, which allows users to place orders, search by product category, keyword or item number, check availability, and access customer pricing, all in a "real time" setting. In addition to our On-Line catalog, Interline has a Master Catalog (viewable on line as a "virtual" catalog) which provides technical schematics, additional utilities savings products and enhanced laundry/ware wash offerings. Recent enhancements now allow us to offer workflow management features as well as other web spending controls.

**Online Procurement Management:** Interline also will provide to the each Ordering Entity the ability to plan, maintain and manage its budgets online. This functionality has 3 different options to suit each agency's needs. The 3 options include a one-time purchase or project function, an ability to track all purchases under the each Ordering Entity's General Ledger codes, as well as General Ledger Code tracking with a budget aspect that will allow agencies to establish budgets, input into Interline's system that then can interact with all purchases and control spend per each Ordering Entity's General Ledger codes. Each budget option includes the ability to set and send alerts to the administrator(s) of the agency's choosing, and other stakeholders, based on the controlled thresholds. All of these operational capabilities are based on the customer's accounting periods or project timelines. Setting start and end dates for any budget is in each Ordering Entity's control. The budget periods can be set up by week (up to 53), by month, or by quarter, or they can be customized based on the agency's needs. This online tool has endless benefits, has the capability to deliver significant savings, and helps set Interline apart from the competition.

### **3.19 Administration of Resulting Contract.**

Reporting: Awarded Contractors are expected to establish a means to track and collect that detailed sales information necessary for all Ordering Entities which are for four (4) distinct customer types: State Agencies "SA", Institutions of Higher Education "HE", Political Subdivisions "PS", and eligible Non-Profits "NP"; in addition to the specific products being purchased. An awarded Contractor is required to submit dollar volume quarterly reports that indicates aggregate totals for all the Ordering Entities (SA, HE, PS, NP). One of the reports required is a Summary report. The other report is one that supports the Summary and it is the detailed sales transactions that show "who is buying what and at what price".

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

Administrative Fee: The State of Colorado is authorized by statute to collect a fee for the administration of the resulting contract. The administrative fee is one percent (1%) of the total purchases made by all Colorado Ordering Entities. An awarded Contractor may adjust the unit pricing to include the State's administration fee by adding the fee to the price for the goods that would be billed on its invoice to Ordering Entities. (Note: the administrative fee shall not be listed as a separate line item on the invoice.) Payment of the administrative fee is made quarterly and is calculated from the reported quarterly sales (source documents- detailed and Summary reports).

**Interline Brands will comply with this requirement. The unit price does include the 1% admin. fee.**

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

**Interline Brands may require Non-profit Organizations to sign a Mutual Non-Disclosure Agreement.**

Interline Brands has an employee handbook which discusses Confidentiality and sets standards for all employees. Each employee is trained on these requirements. An excerpt of the Interline Employee Handbook follows: "CONFIDENTIALITY. Interline Brands, Inc. is in a competitive business. As such, the information and knowledge may have regarding the Company's financial affairs, as well as those of our clients, is strictly confidential. Information on pricing, status of bids, proposals and all customer accounts constitutes confidential information and shall not be commented on or discussed by employees without express approval by the President of Interline Brands, Inc. Any employee who discloses proprietary business information will be subject to disciplinary action, up to and including termination, and possible legal action. Every employee's desk is to be cleared at the end of each workday and all confidential documents (including, but not limited to contracts, pricing, checks, etc.) are to be placed in a secured area."

**3.20 Cost Bid – Pricing.** An awarded Contractor is required to hold its Market Basket pricing for the first 12 months of its initial award. Pricing must include all delivery, shipping, service costs associated with the product, as well as the Administrative Fee addressed in **Section 3.19 (Administration of Resulting Contract)** above. Estimated prices are not acceptable and pricing must be in United States funds. Any costs not included are disallowed. The awarded Contractor's Non-Market Basket Discount percentages may not decrease in the first 12-month period of its initial award.

**Interline Brands will comply with this requirement.**

*A. Price Increases: An awarded Contractor may amend pricing once in each 12-month period thereafter the initial term of the contract. The awarded Contractor shall request any price increase in writing to the SPO at least 60 days prior to the anticipated increase, and such request shall justify the increase by describing verifiable awarded Contractor cost increases. Such requests shall contain complete documentation, and cost justifications may be based on Producer Price Index, Consumer Price Index, or similar industry pricing guides. Such price changes must be accepted by the SPO and become effective by amendment to the awarded contract.*

**Interline Brands will comply with this requirement.**

*B. MSRP Pricing or "List Pricing": MSRP pricing will be identified by the awarded Contractor's identified manufacturer's catalog effecting discounts and will establish a baseline of pricing. In the event MSRP pricing is increased, it will be held to no more than a 5% increase during a 12-month period and the State reserves the right to accept the change. Exceptions to MSRP price increases may be considered due to extraordinary events or force majeure.*

**Interline Brands will comply with this requirement.**

*C. Price Decreases: An awarded Contractor shall pass any price decreases immediately on to Ordering Entities.*

**Interline Brands will comply with this requirement.**

*D. Discount Changes: An awarded Contractor's offered product discount percentages are expected to be stable and cannot decrease more than 5% during the entire term of the contract. However, deeper discounts (increases) offered by an awarded Contractor can take effect immediately and shall be passed on to Ordering Entities.*

**Interline Brands will comply with this requirement.**

*E. Bidder Discount Structure and Market Baskets Pricing. The goal is to address Ordering Entity needs with focused lists of Market Basket items for each product category (**laundry and ware wash**), which represent the most cost-effective and highest use items. For needs beyond the Market Basket, the State expects a highly competitive net price utilizing a discount from an awarded Contractor's List Price on all the different product categories it is awarded.*

**Interline Brands will comply with this requirement.**

*F. Non-Market Basket Discount Structure: In addition to the Market Basket, an awarded Contractor must provide a discount structure reflecting its discount off List Price percentage for each category for non-market basket items. An awarded Contractor shall identify the discount for items that are not included in the Market Basket but are offered for other items within that category. Pricing must include all delivery, shipping, service, and administrative costs associated with the product. Throughout the term of a contract, an awarded Contractor is expected to review its discount structure with the SPO, at least once a year.*

**Interline Brands will comply with this requirement. (Submitted in Attachment 3, Tab 2 Cost proposal.)**

*G. Market Basket Pricing. An awarded Contractor is expected to provide a **Market Basket for laundry and ware wash** products. Throughout the term of a contract, an awarded Contractor is expected to review its Market Basket product make up with the SPO, at least once a year. This enables the SPO and the awarded Contractor to consider making product additions or deletions for high volume sales and/or low volume sales of specific products, and to update and publish a pricing list accordingly. A CD of all products offered by the awarded Contractor, updated to be kept current with product changes, shall be available upon Ordering Entity or SPO request.*

**Interline Brands will comply with this requirement. (Submitted in Attachment 3, Tab 3 Cost proposal.)**

**--- end ---**