



The Nevada Division of Purchasing  
Department of Administration  
Purchasing Division  
515 E. Musser Street, Suite, 300  
Carson City, NV 89701

Attention: Gail Burchett, Purchasing Officer

Subject: Request for Proposal No. 1862  
Amendment No.: 1, 2 & 3

Enclosures: (1) Part I – Technical Proposal  
(2) Part II – Pricing Proposal  
(3) Part III – Confidential Proposal

Submitted: Delivered according to RFP instructions on submitting proposals

Dear Ms. Burchett,

MSC Industrial Supply Co., (hereafter referred to as MSC) is pleased to submit our response to Request for Proposal No. 1862 A Multi-State Contract for Facilities Maintenance, Lighting Products, Industrial Supplies and Tools.

MSC certifies by submission of its offer that it has received Amendment(s) 1-3 and understands the Scope of Work requirements covered by this solicitation and agrees to comply with all terms, conditions, and provisions of the Request for Proposal (RFP) and to furnish any or all items which prices are offered at the price set opposite each item. Our price proposal shall remain valid for a period of 180 calendar days from October 20, 2010, unless otherwise agreed to in writing by MSC to extend this validity period.

**Contractor – MSC Industrial Supply Co.**

75 Maxess Road., Melville NY 11747  
E-mail Address : Ottenstd@MSCdirect.com  
Telephone : 904-519-6002 - Facsimile : 904-519-9003

**MSC Authorized Negotiators :**

Ron Manning, Director of Government  
20 Blanchard Road, Suite 9  
Burlington, MA 01803  
Telephone: 774-244-1079  
Facsimile: 781-272-8551  
E-mail: manningr@mscdirect.com

David Ottenstein, State Government Team Manager  
8940 Western Way, Suite 13  
Jacksonville, FL 32256  
Telephone: 904-608-8480  
Facsimile: 904-519-9003  
E-mail: ottenstd@mscdirect.com



Peter Biagioli, Vice President National Accounts and Government  
75 Maxess Road  
Melville, NY 11747  
Telephone 516-812-1183  
Facsimile 516-812-1714  
Email: [biagiolp@mscdirect.com](mailto:biagiolp@mscdirect.com)

MSC certifies the Terms, Conditions and Exception are in accordance with the basic multiple award contract and are current and complete to the best of our knowledge at the time of submission and are hereby incorporated into our proposal.

MSC looks forward to working with you and your team. Should you have any questions regarding this submission, please contact David Ottenstein, State Government Team Manager, or by phone at (904) 608-8480

Respectfully,

David Ottenstein,  
State Government Team Manager

Enclosures



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## 1. EXECUTIVE SUMMARY

*MSC Industrial Supply Co. (“MSC”) is pleased to present this solicitation response for consideration for the Multi-State Contract for Facilities Maintenance, Lighting Products, Industrial Supplies and Tools. MSC believes that based on our huge breadth and scope of products, our unmatched logistics platform, and our outstanding customer support, our company is the best value solution to serve as a multi-award winner for this contract.*

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### ***Qualification***

*MSC has extensive experience in implementing programs on a national scale. MSC currently holds a GSA (# GS-06F-0010N) and USPS (# 2CRMOS-03-B-4457) contract, in addition to our recently awarded USSHPLL Serve Mart award (GS-06F-8999) where we have recently implemented and opened Base Stores at Camp Leguene USMC MCB, Albany USMC MCLB and Quantico USMC HQ. Over the past 6 years MSC has been awarded and implemented many State contracts such as New York, California and Texas. In addition to the aforementioned Federal and State Government Accounts, MSC has also been very successful servicing the private sector and has a National Account base in excess of 300 large corporate clients.*

*MSC has been building toward this WSCA opportunity for the past 5 years. Our strategic decision towards this partnership has driven our resources on working with individual states while focusing on brand recognition and choice. Our west coast expansion program has led to an increased level of MSC presence and infrastructure within the western region of the United States which will efficiently service the needs of all the WSCA Participating States.*

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### ***Introduction***

*Founded in 1941, MSC has grown to be a \$1.8 billion dollar publicly traded (NYSE: MSM), financially strong, 5A1 DUNS rated Industrial Products distributor, with 100 Branch Locations in the contiguous United States, 4 state-of-the-art regional distribution centers, and more than 4200 Associates.*

*In addition, to our vast MRO product offering MSC is also the premier Metalworking Supplier in the United States. We stock virtually any type of cutting tool, machine tool accessory, abrasives, measuring instrument, machinery and metalworking fluids. MSC is the leading supplier in the Metalworking market and our catalog features “how to use selection guides” “the basics of technical information and conversion charts”.*

*Our Best-in Class Inventory, both in breadth and depth, consists of over 500,000 industrial products valued at more than \$300 million dollars. This represents 38 different product categories, such as hand tools, safety, cutting tools, material handling, etc. Our world-class logistics are built on a same-day Shipping Guarantee that is supported by a 99.6% fill-rate and an error rate that is less than one line per 1,000 orders. MSC also provides a national ordering cut-off time of 8PM Eastern time for convenient, next day service. Our state of the art logistics program and our huge scope of product proposition are built off our 4 Distribution Center Network in order to deliver product in an expeditious fashion to our end users. MSC’s logistics program eliminates the need for end users to have to physically visit Distributor’s branch locations in order*



*to pick up and order products. We believe that our program is a step above the competition's because our competitor's generally do not have inventory levels in their individual branches that can suit the needs of all their customers which can lead to inefficiencies for the WSCA Participating States.*

*MSC's outstanding customer service is focused on our belief that "our customer is the boss". MSC is prepared to leverage our complete resources in order to support the WSCA program. This customer-focused mission is supported by a team of State Account Managers, Outside Sales Associates, Inside Sales Associates, Telesales Associates and call center personnel located throughout the Branch and Distribution Center network. Each MSC associate is held to rigorous standards for customer satisfaction. MSC is committed to the successful implementation of the WSCA Program across all WSCA States.*

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### ***How does this benefit the Western States Contracting Alliance?***

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#### ***MSC Background***

- Strong Financially Sound Company
- In Business since 1941
- Customer Service Focused Company
- Experienced Government Supplier (GSA schedule since 2002)
- State Government Team in place since 2007

#### ***Logistics Capabilities***

- 8:00 pm Eastern Time order cut-off within the contiguous United States

#### ***Integration Capabilities***

- Experience integrating with hundreds of State, Commercial and Federal Customers
- MSC supports current XML versions
- Workflow Management controls in place on MSCDirect.com
- Personal Lists and Profiles capabilities on MSCDirect.com
- Full line of reporting capabilities

#### ***Eco-Friendly Solutions***

- Eco-Friendly Products and Solutions available
- Eco-Friendly logos displayed on MSCDirect.com
- Eco-Friendly logos displayed within our 2010-2011 Big Book

#### ***Supply Chain System Capability***

- MSC's Supply Chain Systems supports over 379,000 customers
- Fully Integrated Supply Chain Management System through out the entire MSC distribution Network
- Integrated transportation Network consisting of UPS, FedEx, USPS, and other LTL carriers



- Ability to support Sustainment needs, with our breadth and depth of product, and supplier capabilities
- Ability to Process Emergency Orders

#### ***Breadth of Product***

- \$300 Million of on-hand in Inventory
- 500,000 Catalog Items
- 38 different Product Categories

#### ***Price Evaluation***

- Competitively Priced Product Offering

#### ***Past Performance***

- Proven Record of Contract Performance with the following:
- Numerous State Contracts
- National Account base of over 300 large corporate clients
- Global Supply
- USPS
- National Institute of Health

#### ***Socioeconomic Program***

- Strong history of supporting the small business supplier community
- MSC awarded over \$214 Million Dollars in small business contracts last year

*We feel strongly that MSC's experience in dealing with large accounts and its vast breadth of product, strong logistics program, and our integration ability and customer support to be the differentiating factors in evaluating this proposal. MSC is offering WSCA a strong and competitive discount program to support the broad needs of the WSCA end users. We believe that the discount proposal offered in this RFP appeals to the needs of the WSCA States by supporting a solid and competitive General Line discount. This offers a competitive price on the entire 500,000 product offering of the MSC Catalog. Our experience in the State Government Business Segment shows us that a strong and competitive discount off an expansive product offering has more value to our customer's than a specific discount off a less expansive product offering that our competitors often market as a solution. We also have enhanced our discount proposal with 26 specialized manufacturers' discounts to support the additional product needs in key selected product categories. We have included the opportunity to negotiate special programs such as volume rebates and "customized product lists" as part of the individual State Purchasing Addendums which we feel will enhance the implementation of the WSCA Program through the support of each states individual needs and requirements. The MSC proposal is positioned to provide the lowest cost of change and the best value solution for uninterrupted continuous service to the WSCA Participating States.*

*We look forward to your favorable response to the MSC proposal.*



A Multi-State Contract for Facilities Maintenance, Lighting Products,  
Industrial Supplies and Tools  
Request for Proposal No. 1862

1.3.2 A statement verify the total sales amount must accompany the remittance. He remittance will be due not later that 45 days after the last day of each calendar quarter. Please provide a sample statement document s for review.



August 12, 2010

SAMPLE

WSCA  
515 E. Muser Street  
Carson City, NV 89701

Dear WSCA:

Enclosed is a check for you quarterly fee.

According to Contract # XXXXXXXXXXXXXXX between the WSCA and MSC Industrial Supply, you are entitled to a .5% Fee on your total sales every Quarter.

Enclosed is a check for \$2,002.59 for the 2nd Quarter 2010

If you have any questions, please feel free to contact me @ 516-812-1074.

Best Regards,

Cristin Cincotta  
Account Coordinator, National Accounts & State Government

cc: Peter Biagioli – Vice President, National Accounts & State Government  
Dave Ottenstein – State Team Manager  
Mike Jones – WSCA Program Manager





Report Name: Sales & Savings by Location  
 Customer Group: WSCA  
 Period From: 200909 To: 201008

Account Number	Ship to	Ship To Name	Internal Location	Street Address	City	State	Zip	Total Sales	Total Cat Price	Total Savings	% Savings	LY Sales	LY \$ Change	LY % Change	Rep Name	Branch
3853730	4057454	Dredging		1148 PULASKI BOX 459				129.9	156.4	26.5	16.94%	0	129.9	0.00%		
762300	0	HOWARD HUGHS MEDICAL		4000 JONES BRIDGE RD				1356.2	1819.29	463.09	25.45%	488.13	868.07	177.84%		
3582383	0	DOT		HC 82 BOX3A ROUTE 219N				2342.71	3334.76	992.05	29.75%	2013.87	328.84	16.33%		
3582383	3582384	DOC		HC82 BOX 3A ROUTE 219N				640.57	825.2	184.63	22.37%	0	640.57	0.00%		
3592612	0	School		400 NORTH LEE STREET				2983.71	3726.71	743	19.94%	1341.29	1642.42	122.45%		
3592612	3592614	School		400 N LEE ST				301.44	481.2	179.76	37.36%	554.41	-252.97	-45.63%		
<b>FINAL</b>																
<b>TOTALS</b>								<b>1391681</b>	<b>1789530</b>	<b>397849.3</b>	<b>22.23%</b>	<b>1060864</b>	<b>330816.5</b>	<b>31.18%</b>		

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## 2. ACRONYMS/DEFINITIONS

For the purposes of this RFP, the following acronyms/definitions will be used:

<b>Awarded Proposer</b>	The organization/individual that is awarded and has an approved contract with the State of Nevada for the services identified in this RFP.
<b>Authorized Purchaser</b>	A State or other authorized entity participating on this WSCA contract that places orders.
<b>Confidential Information</b>	Any information relating to the amount or source of any income, profits, losses or expenditures of a person, including data relating to pricing or price submitted in support of a proposal or proposal. The term does not include the amount of a proposal or proposal. See NRS §333.020(5) (b).
<b>Division E-Commerce</b>	Department of Administration, Purchasing Division. The buying and selling of products or services over the Internet
<b>Forced Substitution</b>	The act of replacing any item with an alternate item via the use of software or any other method, resulting in the substitution of any item on any order without the prior consent of the purchasing entity.”
<b>Goods</b>	“Goods” means all things (including specially manufactured goods) which are movable at the time of identification to the contract for sale other than the money in which the price is to be paid, investment securities (Article 8) and things in action. NRS §104.2105.
<b>Green Products</b>	“Green products” mean “environmentally preferable products” in this solicitation. Green products are products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison applies to life cycle of a product extraction of raw materials, manufacturing, packaging, distribution, use, reuse, operation, maintenance, and disposal.
<b>LOI</b>	Letter of Intent - notification of the State’s intent to award a contract to a proposer, pending successful negotiations; all information remains confidential until the issuance of the formal notice of award.
<b>Level III Reporting</b>	Detailed Procurement Card reporting consistent with Credit Card industry standards.
<b>MSA</b>	Master Service Agreement
<b>May</b>	Indicates something that is not mandatory but permissible.
<b>NAC</b>	Nevada Administrative Code
<b>NASPO</b>	National Association of State Procurement Officials. NASPO is a non-profit association dedicated to strengthening the procurement community through education, research, and communication. It is made up of the directors of the central purchasing offices in each of the 50 states, the District of Columbia and the territories of the United States.
<b>MSDS</b>	Material Safety and Data Sheets
<b>NRS</b>	Nevada Revised Statutes



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<b>NOA</b>	Notice of Award- formal notification of the State's decision to award a contract, pending Board of Examiners' approval of said contract, any non-confidential information becomes available upon written request.
<b>Participating State</b>	Before award a Participating State refers to those that has signed Intent to Participate and is listed in this RFP. After award a Participating State is one who has signed a Participating Addendum.
<b>Proposer</b>	Organization/individual submitting a proposal in response to this RFP.
<b>Public Record</b>	All books and public records of a governmental entity, the contents of which are not otherwise declared by law to be confidential (see NRS §333.333 and NRS §600A.030 (5) must be open to inspection by any person and may be fully copied or an abstract or memorandum may be prepared from those public books and public records.
<b>RFP</b>	Request for Proposal - a written statement which sets forth the requirements and specifications of a contract to be awarded by competitive selection NRS §333.020(7).
<b>Shall/Must/Will</b>	Indicates a mandatory requirement. Failure to meet a mandatory requirement may result in the rejection of a proposal as non-responsive.
<b>Should</b>	Indicates something that is recommended but not mandatory. If the proposer fails to provide recommended information, the State may, at its sole option, ask the proposer to provide the information or evaluate the proposal without the information.
<b>Sourcing Team</b>	An independent committee comprised of a majority of State officers or employees established to evaluate and score proposals submitted in response to the RFP pursuant to NRS §333.335.
<b>State</b>	The State of Nevada and any agency identified herein.
<b>Subcontractor</b>	Third party, not directly employed by the proposer, who will provide services identified in this RFP. This does not include third parties who provide support or incidental services to the proposer.
<b>Trade Secret</b>	Means information, including, without limitation, a formula, pattern, compilation, program, device, method, technique, product, system, process, design, prototype, procedure, computer programming instruction or code that: derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by the public or any other person who can obtain commercial or economic value from its disclosure or use; and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.
<b>WSCA</b>	The Western States Contracting Alliance (WSCA) is a cooperative group-contracting consortium for state government departments, institutions, institutions of higher education, agencies and political subdivisions (e.g., colleges, school districts, counties, cities, etc.) for the States of Alaska, Arizona, California, Colorado, Hawaii, Idaho, Minnesota, Montana, Nevada, New Mexico, Oregon, South Dakota, Utah, Washington, and Wyoming. WSCA is a cooperative purchasing arm of the National Association of State Procurement Officials (NASPO).



## MSC ACRONYMS/DEFINITIONS

Acronym	Definitions
A/R	Accounts Receivable
AKA	Also Known As
ASN	Advance Shipment Notice
AS400	MSC's Main Computer Platform
ATL	Atlanta
BDP	Best Demonstrated Practices
BEST	Business Enhancement and Support Team
Big Book	Catalog
CC	Call Center
CDA	Customer Direct Access
CFC	Customer Fulfillment Center
CFL	Customer File Life
CI	Continuous Improvement
CMI	Customer Manager Inventory
CR	Community Relations Team
CSC	Customer Support Center
CSD	Customer Savings Documentation
CSPM	Customer Solutions Project Manager
CSR	Customer Service Representative
ECSR	E-commerce Customer Service Representative
EDI	Electronic Data Interchange
EEOC	Equal Employment Opportunity Commission
EHS	Environmental Health & Safety
ELK	Elkhart
Fill Rate	MSC's ability to fill the customer's order
FSR	Field Sales Representative
FY	Fiscal Year
HAZ-MAT	Hazardous Materials
HBU	Harrisburg
HR	Human Resources
HRMS	Human Resource Management System
ISA	Inside Sales Associate
ISP	Industrial Software Publications
Kaizen	Change for the Better
Lean	Continual Improvement Methodology
Mezz	Fast Moving Small Item Inventory Storage Area
MM	Market Manger
MRO	Maintenance Repair Operations
MSDS	Material Safety Data Sheets



A Multi-State Contract for Facilities Maintenance, Lighting Products,  
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Acronym	Definitions
MW	Metal Working
MTA	Machine Tool Accessories
NA	National Accounts
NAM	National Accounts Managers
Net Ops	Network Operations
NII	New Item Induction
O/S	Outside Sales
OSHA	Occupational Health and Safety Administration
ORM	Otherwise Regulated Materials
OSA	Outside Sales Associate
OWA	Outlook Web Access
P-Cards	Corporate Procurement Cards
PA	Purchasing Analyst
PAL	Participate in Associates Learning
PDCA	Plan Do Check Act
PM	Product Manager
PO	Purchase Order
PRISM	Project Review & Implementation of Strategic Milestones
QA	Quality Assurance
QIA	Quick Item Add
RNO	Reno
RTI	Return to Inventory
RTV	Return to Vendor
SAM	State Account Manager
SIC	Standard Industry Code
Six Sigma	Defect Reduction Methodology
SKU	Stock Keeping Unit
SMART	Specific, Measurable, Aligned, Realistic, Time Bound
SOE	Sales Order Entry
SPI	Swiss Precision Instruments
Stakeholders	Associates, Customers, Owners & Suppliers
SVP	Senior Vice President
TQM	Total Quality Management
Value Basket	Value Added Customer Services
VMI	Vendor Managed Inventory
VOC	Voice of the Customer
VSR	Vendor Service Representative
YE	Year End
YTD	Year to Date



### 3 SCOPE OF WORK

*For more than a half century, MSC has continuously supported best industrial supply solution for customers because we are the easiest, simplest, and most efficient place to find and buy industrial supply products. We have the most products in stock anywhere and we guarantee shipment the same day. Our team is the best in the industry because we support our customers through all phases of their needs. MSC customers are backed by a name they can trust.*

#### MSC – Experienced and Ready

- MSC will provide in-depth knowledge and experience to every state.
- Our team is capable of executing the SOW at day one.

*The composition of MSC Team presented in this proposal is understanding the needs of WSCA and providing in-depth knowledge and experience to support every state. We have assembled a high quality team with industry expertise fully capable of executing every aspect of the SOW at day one.*

#### 3.1 ORDERING CAPABILITIES

Orders resulting from this contract will be placed directly with the proposer by the individual Purchasing Entity. The proposer must have toll free telephone and fax numbers for use by those entities located outside of the proposer's toll free area. The proposer will ship and bill as requested by the purchasing agency. The purchasing agency will remit payment directly to the proposer. As an example, there are approximately 1,000 possible separate delivery locations within the State of Nevada. The number of locations will vary by Participating States.

##### 3.1.1 Please supply your toll free telephone and facsimile number.

Telephone – 1-800-645-7270

Facsimile – 1-800-255-5067

Upon Award – MSC will provide dedicated WSCA toll free telephone number

##### 3.1.2 In addition to the items shown on Attachment H, Purchasing Entities will be allowed to order from a successful proposer's catalog(s) and website for delivery anywhere within the Participating States. WSCA requires internet catalogs that are web based or contained on media for use on a personal computer. Any awarded proposer must make catalogs available on CD upon request to any Purchasing Entity.

MSC entire Big Book (over 500,000 items) is available on [www.mscdirect.com](http://www.mscdirect.com) and in addition all customers will receive a MSC catalog (5000+ pages). Upon request customer can receive a copy of the Big Book on CD-Rom. MSC is always adding new products which can be seen on [mscdirect.com](http://mscdirect.com). In addition [www.mscdirect.com](http://www.mscdirect.com) will be customized to display WSCA contract pricing for participating members.

##### 3.1.3 Catalog(s) must be submitted with the proposal as described in the Submittal instructions, Section 9.

MSC Big Book – 2010/2011

### 3.2 F.O.B. DESTINATION

Prices for all items associated with this contract are to be FOB Destination anywhere within the Participating States or geographic area offered. Any exceptions to this provision must be clearly stated on Attachment B of this document.

MSC agrees to the FOB destination terms.

### 3.3 INTERNET ORDERING

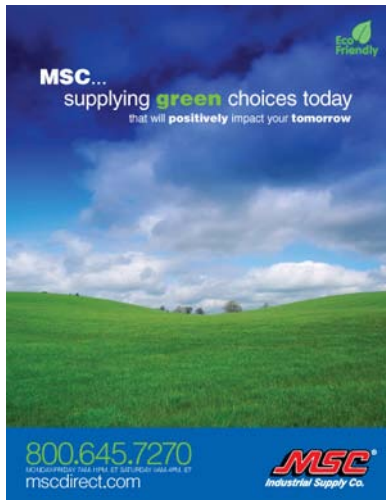
Successful proposer shall provide Internet Catalogs for all agencies as described below.

3.3.1 Internet Catalogs available? Yes  No


Internet Catalogs are available on the website, including the MSC Big Book and monthly sales flyers. Also, the website has over 500,000 searchable SKUs available for our customers' convenience.

3.3.1 Provide a descriptive narrative for the type of internet catalog offered, and a URL link.

MSC best in class web site ([www.mscdirect.com](http://www.mscdirect.com)) provides access to the entire MSC Big Book (Over 500,000 items). In addition customers will have access to other resources such as specialty catalogs, brochures, virtual catalogs, product selection guides, technical data and material safety data sheets.



#### Eco-Friendly

Over 2900 green products to help your State go GREEN and protect the environment. Look for the  while shopping for eco-friendly products such as green cleaning, energy savings and water conservation.





### Emergency Preparedness

Your source for emergency preparedness – Let [www.mscdirect.com](http://www.mscdirect.com) plan and keep you informed for an emergency. From helpful emergency links (EPA, FEMA, HOMELAND SECURITY, CDC, NERT, WEATHER CHANNEL AND RED CROSS) to a huge selection of emergency products to help you through any emergency



### Facility Maintenance & Maintenance Repair

MSC has combined the right combination of maintenance products to create easy access to some of our most popular Maintenance, Repair and Operational products. Through our Maintenance Repair monthly sales flyers to our Facility Maintenance mini catalog we have your one-stop shop.



### HVAC

Let MSC keep you cool and running smooth with our seasonal mini brochure that has all the newest HVAC products and accessories



### Metalworking

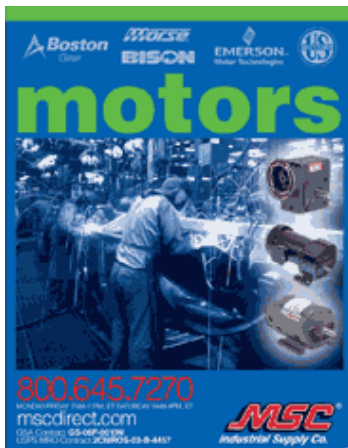
Since 1941 MSC has been a premier Metalworking distributor. We continue to offer customer specialty catalogs focused on Metalworking on a monthly basis in addition to web promos



### Accupro

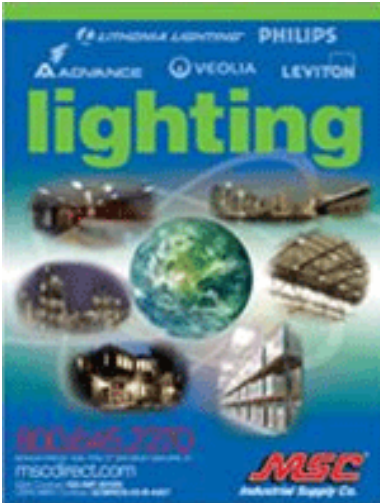
The Accupro product offering includes over 10,000 products and has a high performance tool for all types of applications – drilling, threading, milling, boring, turning & grooving and toolholding. In this section, you will find the Accupro catalog, index of products and technical information.

Our product offering includes thousands of items from America's #1 brand of metalcutting tools - Kennametal. This section provides several helpful tools, such as the interactive product selector, big book index, technical information and special offers



### Motors

MSC Industrial Supply offers over 5,000 of the most popular replacement motors from Emerson/US Motors. This section will help you select motors via our interactive motor selector, or the online Motors Catalog. you'll also find quick access to complementary products and product information guides.



### Lighting

Discover lamps, fixtures, ballasts, and more from a single lamp to a complete energy-efficient alternative. We are your source for all your lighting needs.



### Safety

More than 15,000 safety items are available in the online Safety Catalog. In this section, you'll also find information to help you meet safety requirements, such as OSHA violation information, safety industry links and product information guides.



### Fasteners

Visit this helpful section to learn more about MSC's comprehensive fastener offering found in the 2nd Edition MSC Fastener Source Book. you'll also find extensive technical information to help you select the right fastener for your application.





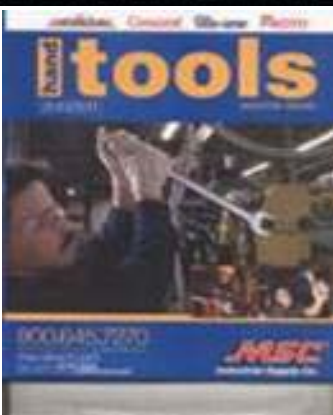
### Utilities

Whether your business is Power Generation or Transmission and Distribution, MSC Industrial Supply is your one-stop source for all your Utility Industrial Supplies. Check out this section to discover the many ways MSC Industrial Supply is providing the best products and solutions to the Utility Industry.



### 3M

This informative section will help you find 3M products and innovative solutions via our 3M Solutions Catalog. The catalog features a broad selection 3M's most popular products in abrasives, adhesives, tapes, safety products and maintenance and repair.



### Hand Tools

MSC Hand tool catalog (220 pages) provides customers with a comprehensive hand tool guide representing over 1,000 sku's from leading brands as well as the introduction of MSC exclusive Paramount brand. The Paramount Hand Tool line represents Superior design coupled with ergonomic features and a lifetime warranty.

Catalogs Home

Choose from our comprehensive library of virtual catalogs that include the Big Book, our monthly sales flyers and specialty brochures, available for viewing in one convenient location.

**MSC Catalogs**

<p style="text-align: center;"><b>Big Book 2010-2011</b></p>	<p style="text-align: center;"><b>V79 MSC Metalworking</b></p>	<p style="text-align: center;"><b>Lighting</b></p>
<p style="text-align: center;"><b>Motor Catalog</b></p>	<p style="text-align: center;"><b>Utilities</b></p>	<p style="text-align: center;"><b>Fastener</b></p>
<p style="text-align: center;"><b>Safety</b></p>	<p style="text-align: center;"><b>Facility Maintenance for Schools &amp; Campuses</b></p>	<p style="text-align: center;"><b>Hand Tools</b></p>

Monthly Sales Flyers

MRO



Metalworking



Super Savers



Supplier Brochures

NMC Utility Catalog



Accupro



Kimberly Clark Washroom Brochure



Kimberly Clark Safety & Industrial Brochure



Norton



3.3.2 Vendors must designate market basket items in their on-line catalogs for ease of ordering. What symbol or marking will you use to identify market basket items?




MSC will use the following symbol

3.3.3 Vendors shall designate all environmental preferable products (EPP) in their on-line catalogs. Describe the designation (symbol) that you will use to identify these EPP products.

MSC has identified items with an eco-friendly icon that can help protect the environment and at the same time reduce your costs. MSC has eco-friendly product category icons as follows: Green Cleaners & Fluids, Energy Conservation, Water Conservation, Renewable Energy Source, Energy Star, NEMA Premium, Recycled Products, Low VOC and Greenhouse Gas Free. To view the MSC Eco-Friendly Product Categories, please visit the site at <http://www1.mscdirect.com/content/solutions/ecoFriendly.html>.

### MSC... Supplying green choices today that will positively impact your tomorrow



Discover how MSC Industrial Supply has made it easy for you and your company to GO GREEN! To benefit your future, we've identified the items that can help protect the environment and, at the same time, reduce your costs. Look for the  icon while shopping MSC Industrial Supply to find environmentally friendly products. Items such as GREEN CLEANING janitorial supplies, ENERGY SAVING lamps & lighting products, or WATER CONSERVING flow-control faucets are now clearly identified. We've even created eight new eco-friendly product categories to help you narrow your search!

Learn more about how MSC Industrial Supply can help you save the environment - check out our new Eco-friendly Flyer  
Click on each icon below to search MSC's NEW Eco-Friendly Product Categories Below:



#### Green Cleaners & Fluids

MSC Industrial Supply offers a wide variety of bio-degradable cleaners, degreasers, and cutting fluids that help maintain a healthy environment and assist in the prevention of ozone depletion.

What is the GREENEST way to clean your facility?



#### Energy Conservation

MSC Industrial Supply carries hundreds of products that can help you conserve energy, conserve natural resources and support our overall goal of protecting the environment. These great products save energy, while reducing your maintenance costs!

Learn more about how Philips ALTO® Technology can SAVE you money on Lighting



#### Water Conservation

MSC Industrial Supply has an extensive offering of plumbing products that promote water conservation. These products help reduce water waste and can translate into real savings for you.





### Renewable Energy Source

Products that can be recycled and kept out of the solid waste stream preserve the environment and sustain natural resources. Check out what types of renewable energy source products are available today!



### NEMA® Premium

NEMA (National Electric Manufacturer's Association) established an energy efficiency motors program that provides highly energy efficient products for consumers. Choosing energy efficient motors will save you money in total energy operating cost and will improve overall system reliability. Search MSC Industrial Supply's NEMA premium products and upgrade your old motors!



### Low VOC

Traditional paints & finishes release low levels of harmful toxins into the air caused by a variety of VOC's (Volatile Organic Compounds). New environmental regulations in many states have prompted the development of low VOC paints and finishes that are less harmful to the consumer and the environment. Search our wide offering of Low VOC items today!



### Energy Star®

Energy Star is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy that promotes energy efficient consumer products. Look for the Energy Star logo on select heating and cooling products and start saving!



### Recycled Products

Every time you purchase recycled products, you are helping to conserve the environment's natural resources including trees, water, electricity, and oil. MSC Industrial Supply can offer you a number of products made from recycled materials such as can liners and various paper products.



### Greenhouse Gas Free

MSC Industrial Supply has over a hundred products that are Greenhouse Gas Free, meaning they do not contain any global warming agents. Try a Greenhouse Gas Free alternative today to help reduce the impact these types of products can have on the environment.

## 3.4 E-COMMERCE DESCRIPTION

The successful proposer shall have a proven record of E Commerce capabilities, with the technology and support personnel to provide content deployment or punch out access to their online catalog, for the purpose of supporting the purchasing web sites of the Participating States. Provide a clear narrative addressing the statement above.

### E-Commerce Capabilities

MSC's diverse customer base has given us vast experiences on implementation and coordination of highly technical e-commerce platforms. Our knowledgeable e-commerce team has worked on programs such as GSA Advantage, USPS e-buy and Virginia EVA to name a few. We have teamed with many purchasing authorities to initiate punch-out, roundtrip, hosted catalogs, customized sites, landing pages and much more. Our e-com support team can be reached by e-mail or 1-800-753-7970.



MSC has successfully integrated with the following third Party Solutions.

Datastream  
Proactis

Great Plains  
J.D. Edwards

Higher Markets  
Vinimaya

IBM/Maximo



### 3.5 E-COMMERCE and WEB CATALOG CAPABILITIES

Proposers must explain their E-Commerce capabilities in detail. Proposers must have, at a minimum, the E-Commerce and web site catalog capabilities listed below. Please provide a brief explanation of how your web site catalog provides these features.



- **Multiple search options from narrow options to specific search criteria;**

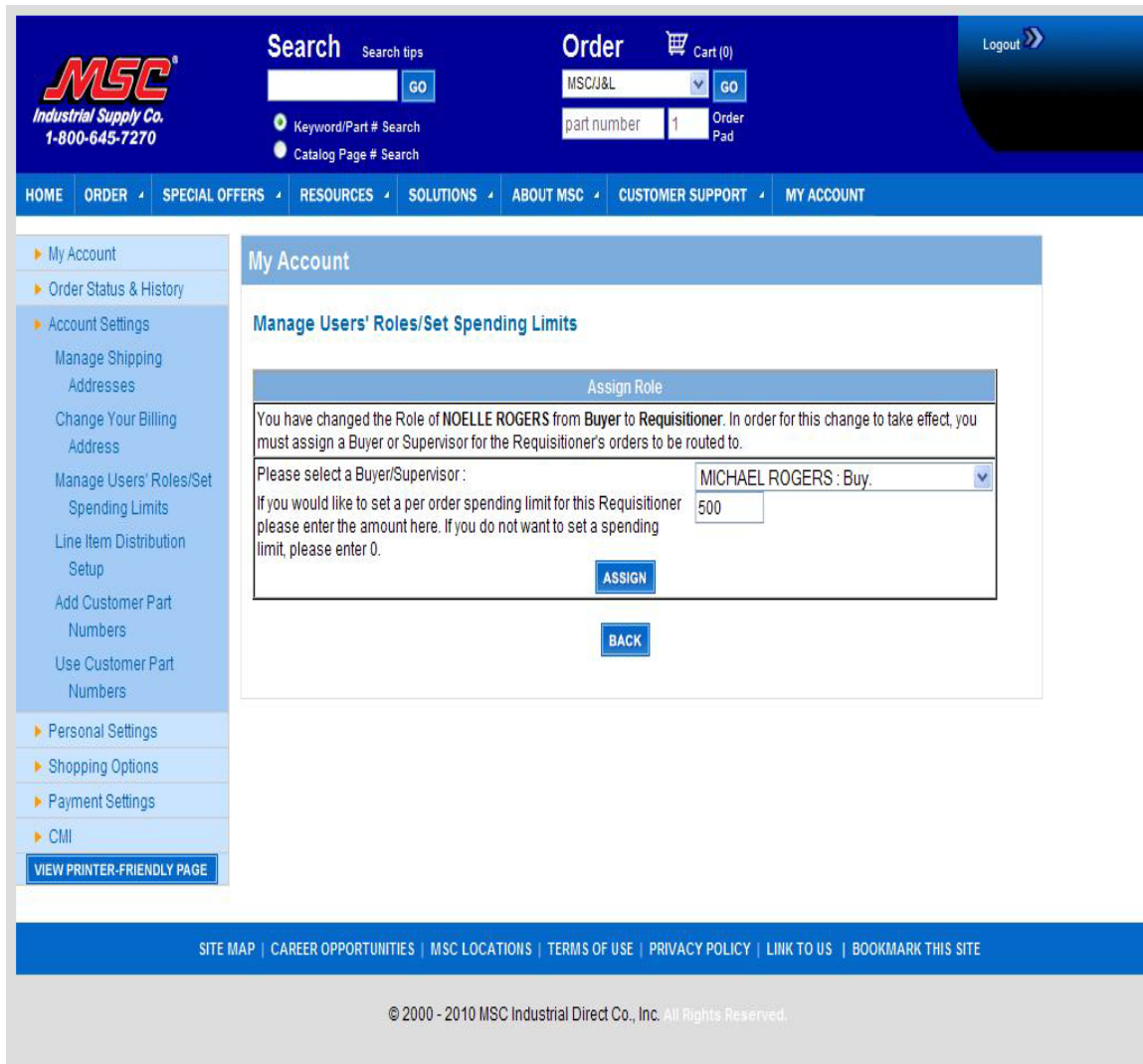
MSC provides an industry leading web site ([www.MSCdirect.com](http://www.MSCdirect.com)) that can be accessed from any computer with an Internet connection. Product searches can be performed using our parametric Google search engine that quickly filters down to the correct item you are looking for. Key Words, MSC Part #s, Manufacturer's Part #s, Customer' Part #s and even Competitors Part #s are used to find products quickly and easily. Our web site also offers a 24 month rolling history with the ability to search for past orders by Purchase Order #, Buyer, Ship to Location, and Date. For each stock item, MSCdirect.com shows the technical information as well as a picture of the item. MSDS sheets are available in PDF format for most items and can be printed directly from the web site. This saves time and money for our customers. Additionally, MSC continuously updates the website, offering new features that help customers find information more easily and efficiently conduct more of their business online.

- **Display contract pricing;**

All WSCA customers will see their actual contract pricing when they log in with their customer information on MSCDirect.com. MSC is committed to providing our new and existing customers with what we believe are the highest service levels in the industry. MSC will provide accurate WSCA on-line pricing and discounts on MSCDirect.com. MSC will also provide quarterly usage reports and cost savings documentation to participating states upon request.

- **Have workflow management controls;**

MSC has functionality that will enable WSCA Members to establish 'roles' and 'spending limits' for users within their entity while shopping on MSCDIRECT.COM. Please note that only the Administrator(s) have the authority to reassign these roles and spending limits shown in **Exhibit 3.5-1, 3.5.-2 and 3.5.-3.**



The screenshot shows the MSC website's user account interface. At the top, there is a navigation bar with the MSC logo, a search bar, and an order cart. Below the navigation bar is a menu with options like HOME, ORDER, SPECIAL OFFERS, etc. The main content area is titled 'My Account' and contains a sidebar with various account management options. The primary focus is on the 'Manage Users' Roles/Set Spending Limits' section, which includes a form for assigning roles and setting spending limits for a user named NOELLE ROGERS.

**Search** Search tips    
 Keyword/Part # Search  
 Catalog Page # Search

**Order**   
 MSCU&L   
 part number

Logout >>

HOME ORDER SPECIAL OFFERS RESOURCES SOLUTIONS ABOUT MSC CUSTOMER SUPPORT MY ACCOUNT

My Account

Order Status & History

Account Settings

Manage Shipping Addresses

Change Your Billing Address

Manage Users' Roles/Set Spending Limits

Line Item Distribution Setup

Add Customer Part Numbers

Use Customer Part Numbers

Personal Settings

Shopping Options

Payment Settings

CMI

**My Account**

**Manage Users' Roles/Set Spending Limits**

**Assign Role**

You have changed the Role of NOELLE ROGERS from Buyer to Requisitioner. In order for this change to take effect, you must assign a Buyer or Supervisor for the Requisitioner's orders to be routed to.

Please select a Buyer/Supervisor:

If you would like to set a per order spending limit for this Requisitioner please enter the amount here. If you do not want to set a spending limit, please enter 0.

SITE MAP | CAREER OPPORTUNITIES | MSC LOCATIONS | TERMS OF USE | PRIVACY POLICY | LINK TO US | BOOKMARK THIS SITE

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**Exhibit 3.5-1. Manage User's Roles/Assigning Roles—Actual Screen Shot of User Account.**

1-800-645-7270

**Search** Search tips

**Order** Cart (0)

Logout >>

---

HOME
ORDER
SPECIAL OFFERS
RESOURCES
SOLUTIONS
ABOUT MSC
CUSTOMER SUPPORT
MY ACCOUNT

- ▶ My Account
- ▶ Order Status & History
- ▶ Account Settings
  - Manage Shipping Addresses
  - Change Your Billing Address
  - Manage Users' Roles/Set Spending Limits
  - Line Item Distribution Setup
  - Add Customer Part Numbers
  - Use Customer Part Numbers
- ▶ Personal Settings
- ▶ Shopping Options
- ▶ Payment Settings
- ▶ CMI
- VIEW PRINTER-FRIENDLY PAGE

### My Account

#### Manage Users' Roles/Set Spending Limits

To assist you with your ordering workflow process, we have provided functionality that will enable you to establish "roles" and "spending limits" for users within your company while shopping in our site.

Please note that only the Administrator(s) have the authority to reassign these roles and spending limits.

These roles are further explained below.

Future registrants will initially be assigned the role of:

Buyer
  Requisitioner

For each new user who registers, the administrator(s) will receive an email to inform them. To verify or set up your email address, [click here](#).

Search for Last Name:

Contact Name	Role	Assigned Buyer/Supervisor	Spending Limit		
MICHAEL ROGERS	Buyer	Self	N/A	UPDATE	DEACTIVATE
MIKE ROGERS	Administrator	Self	N/A	UPDATE	DEACTIVATE
NOELLE ROGERS	Requisitioner	MICHAEL ROGERS : Buy.	500	UPDATE	DEACTIVATE
ROBERT ROGERS	Requisitioner	LARRY LACHER : Buy.	0	UPDATE	DEACTIVATE
MB ROGERSTEST	Buyer	Self	N/A	UPDATE	DEACTIVATE
RICH ROGERS TEST	Buyer	Self	N/A	UPDATE	DEACTIVATE
TERRY ROLL	Administrator	Self	N/A	UPDATE	DEACTIVATE
CARL ROOS	Administrator	Self	N/A	UPDATE	DEACTIVATE
RON ROPER	Buyer	Self	N/A	UPDATE	DEACTIVATE
MARY ROSAMOND	Requisitioner	ED MACKIEWICZ : Buy.	0	UPDATE	DEACTIVATE
RONALD ROSCOE	Requisitioner	STEPHEN LOPEZ : Buy.	0	UPDATE	DEACTIVATE
ANGELA ROSE	Administrator	Self	N/A	UPDATE	DEACTIVATE
ERIC ROSEN	Administrator	Self	N/A	UPDATE	DEACTIVATE
DAVID ROTH	Administrator	Self	N/A	UPDATE	DEACTIVATE
MIKE ROTH	Buyer	Self	N/A	UPDATE	DEACTIVATE

**Administrator:**  
The Administrator has the authority to assign and/or reassign other registered users to their applicable role and set per order spending limits if so desired. The Administrator has full authority to browse and place orders. Multiple Administrators may exist within one company. An Administrator can be changed to a Buyer, a Supervisor or a Requisitioner.

**Buyer:**  
Buyers have full authority to browse and place orders. Buyers may be assigned multiple Supervisors and/or Requisitioner.

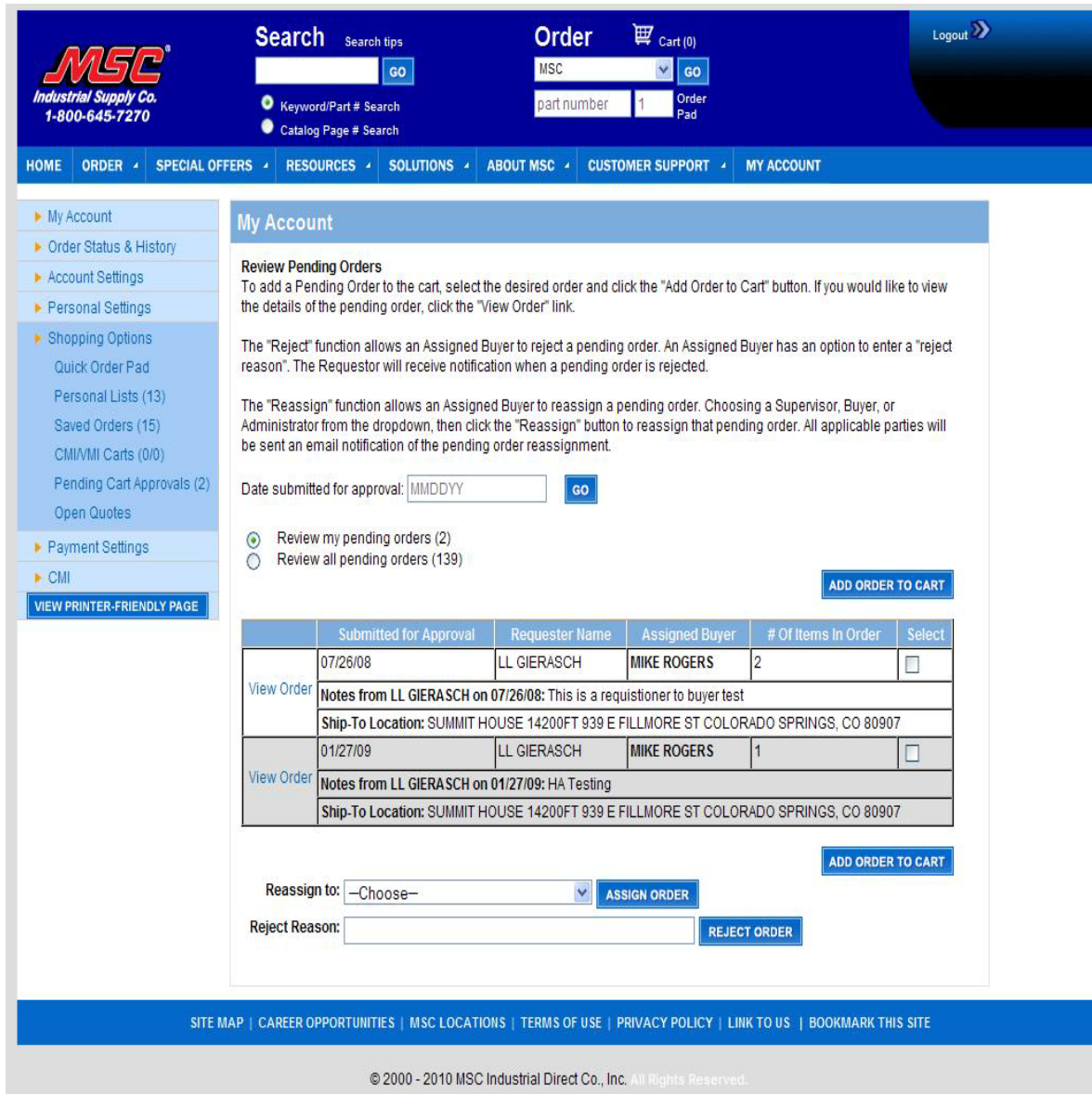
**Supervisor:**  
The Administrator has the authority to redefine the roles of appropriate Buyers to the role of a Supervisor or a Requisitioner. Each Supervisor must be assigned to one Buyer. The Supervisor has the authority to receive shopping carts from Requisitioners and forward the approved cart to their Buyer, or check out if it is within their authority. The Supervisor can shop and fill a cart, and place orders if it is within their authorized spending limit. If the Supervisor's cart is above their spending limit, their cart would then be forwarded to their Buyer. The Supervisor role is an optional approval step in the process between the Requisitioner and the Buyer. If the Supervisor role is for approval purposes only and they will not be placing any orders, their spending limit should be set to zero.

**Requisitioner:**  
The Administrator has the authority to redefine the roles of appropriate Buyers to the role of a Requisitioner or a Supervisor. Each Requisitioner must be assigned to one Buyer or one Supervisor. The Requisitioner has the authority to browse, fill a shopping cart and "send" it to their respective Buyer or Supervisor, or place the order if it falls within the spending limit established by the Administrator. The Buyer or Supervisor will then be sent an email stating either that the Requisitioner has placed an order within their authority, or that a shopping cart has been sent to him/her from their Requisitioner.

**Deactivate:**  
If a user no longer works at your company, the administrator has the ability to deactivate them. The deactivated user will not be allowed to log into our web site anymore. In addition, that user will not receive any more of our monthly promotional brochures. However, please be aware that it can take up 3 months before the catalogs stop coming as our mailing list database is maintained at the printing company.

**Exhibit 3.5-2. Set Spending Limits after Assigning Roles**





The screenshot shows the 'My Account' page with a navigation menu and a sidebar. The main content area is titled 'My Account' and contains instructions for reviewing pending orders. It includes a table of pending orders with columns for 'Submitted for Approval', 'Requester Name', 'Assigned Buyer', '# Of Items In Order', and 'Select'. Below the table are buttons for 'ADD ORDER TO CART', 'ASSIGN ORDER', and 'REJECT ORDER'.

**Submitted for Approval** | **Requester Name** | **Assigned Buyer** | **# Of Items In Order** | **Select**

View Order	07/26/08	LL GIERASCH	MIKE ROGERS	2	<input type="checkbox"/>
Notes from LL GIERASCH on 07/26/08: This is a requisitioner to buyer test					
Ship-To Location: SUMMIT HOUSE 14200FT 939 E FILLMORE ST COLORADO SPRINGS, CO 80907					
View Order	01/27/09	LL GIERASCH	MIKE ROGERS	1	<input type="checkbox"/>
Notes from LL GIERASCH on 01/27/09: HA Testing					
Ship-To Location: SUMMIT HOUSE 14200FT 939 E FILLMORE ST COLORADO SPRINGS, CO 80907					

**Exhibit 3.5-3. Approval Process—Review pending orders.**

**The User Roles available are:**

**Administrator**— The Administrator has the authority to assign and/or reassign other registered Users to their applicable role and to set per order spending limits if so desired. The Administrator has full authority to browse and place orders. Multiple Administrators may exist within a company. An Administrator can be changed to a Buyer, a Supervisor or a Requisitioner.

**Buyer**— Buyers have full authority to browse and place orders. Buyers may be assigned multiple Supervisors and/or Requisitioner.




**Supervisor** —The Administrator has the authority to redefine the roles of appropriate Users to the role of a Supervisor or a Requisitioner. Each Supervisor must be assigned to one Buyer. The Supervisor has the authority to receive shopping carts from Requisitioners and forward the approved cart to their Buyer, or check out if it is within their authority. The Supervisor can shop and fill a cart, and place orders if it is within their authorized spending limit. If the Supervisor's cart is above their spending limit, their cart would then be forwarded to their Buyer. The Supervisor role is an optional approval step in the process between the Requisitioner and the Buyer. If the Supervisor role is for approval purposes only and they will not be placing any orders, their spending limit should be set to zero,

**Requisitioner** —The Administrator has the authority to redefine the roles of appropriate Users to the role of a Requisitioner. Each Requisitioner must be assigned to one Buyer or one Supervisor. The Requisitioner has the authority to browse, fill a shopping cart and "send" it to their respective Buyer or Supervisor, or place the order if it falls within the spending limit established by the Administrator. The Buyer or Supervisor will then be sent an email stating either that the Requisitioner has placed an order within their authority, or that a shopping cart has been sent to him/her from their Requisitioner.

- **On-line ordering capability;**

MSCDIRECT.COM offers a complete suite of e-commerce tools. Registered users have complete self-service control of their accounts. They can access pricing, check availability of 500,000+ items available in the big book, place orders, track packages and obtain technical data, such as MSDS sheets. After orders have shipped they can view copies of the invoice and print them for convenience. MSC has also initiated our express check out feature (2 clicks and your done) to save customer time and enhanced efficiency shown in Exhibit 3.5-4 and 3.5-5.



**Search** Search tips

**Order** Cart (1)

[Logout](#)

Keyword/Part # Search

Catalog Page # Search

part number

[HOME](#) | [ORDER](#) | [SPECIAL OFFERS](#) | [RESOURCES](#) | [SOLUTIONS](#) | [ABOUT MSC](#) | [CUSTOMER SUPPORT](#) | [MY ACCOUNT](#)

- ▶ My Account
- ▶ Order Status & History
- ▶ Account Settings
- ▶ Personal Settings
  - Modify Your Profile
  - Change Your Password
  - Email Preferences
  - Express Checkout Settings
- ▶ Shopping Options
- ▶ Payment Settings
- ▶ CMI
- VIEW PRINTER-FRIENDLY PAGE

### Express Checkout Settings

#### Step 1 - Order Routing

**Purchase Order Number (PO) (optional)**  
Enter a PO number with each order you placed:

Default PO #:

**Attention Field (optional)**  
Enter Default Attention To:

Default Attention To:

**Ship Order No. (optional)**  
The Ship Order No. field is a customizable 15 character field with each order (i.e.: secondary or blanket PO field, shipping label note, etc.).

Default Ship Order No.:

#### Step 2 - Shipping & Notification Settings

Choose the shipping method you would like to use on all express checkout orders

Shipment Notifications	Yes	No
If items in your order are going to ship from multiple Customer Fulfillment Centers, do you want to consolidate those items into fewer shipments? Depending on the shipping method chosen, this may delay the arrival of items.	<input type="radio"/>	<input checked="" type="radio"/>
... if so, do you want us to contact you prior to shipment?	<input type="radio"/>	<input checked="" type="radio"/>

If your order has a truck item, you may choose either:

**Truck - prepaid** (MSC will bill you).

**Collect (customer carrier)**  
if yes, please enter the Carrier's Name:

Will you require a lift gate service (an additional surcharge will apply)?  Yes  No

Do you want to be notified if your order has one or more items shipping via truck?  Yes  No

#### Step 3 - Payment Settings

Choose the payment type and options to display with your saved payment methods.

Open Account/Net Payment Terms

COD (additional fee per shipment applies)

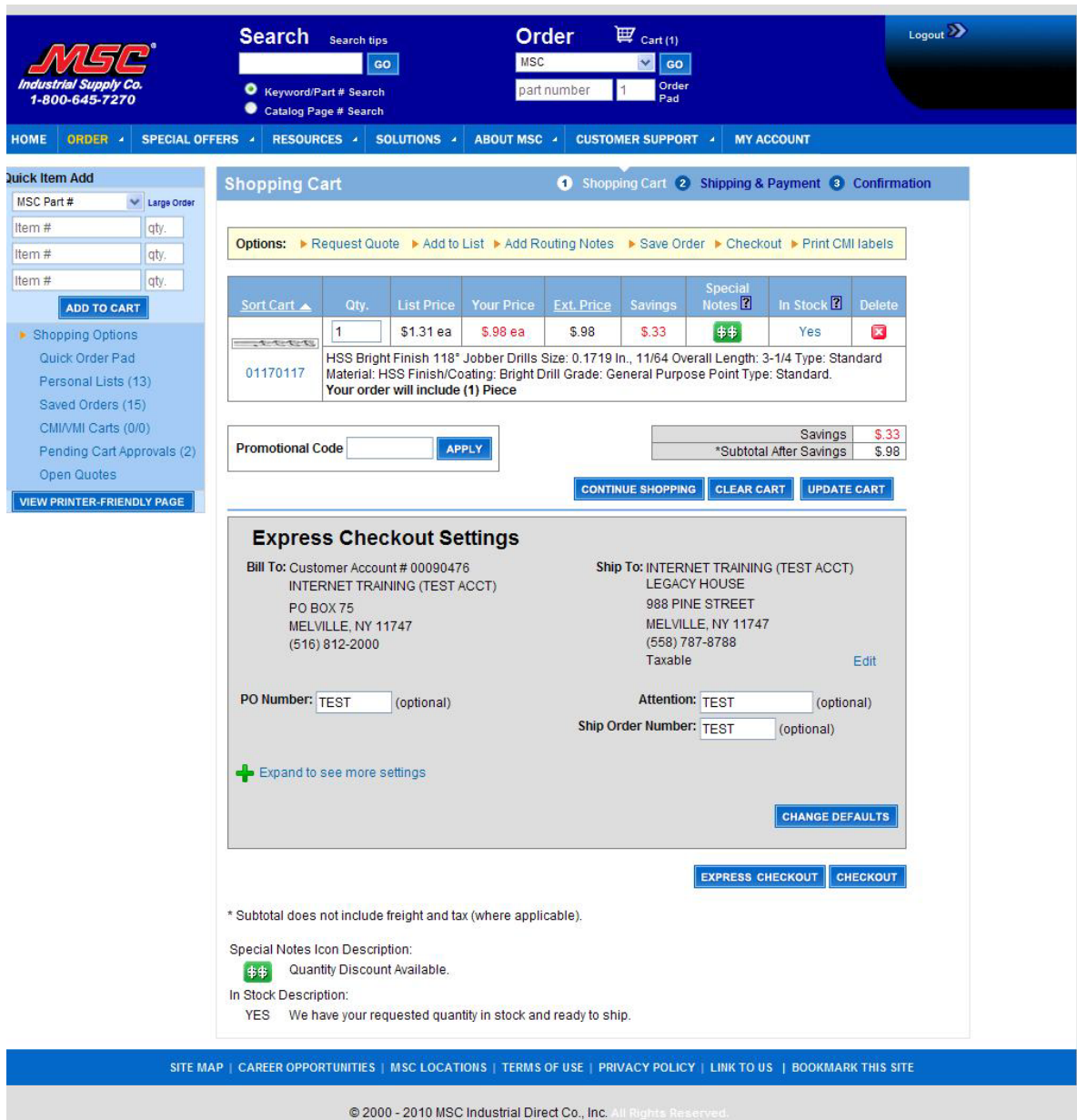
**Credit Card**  [Manage Credit Cards](#)

**Procurement Card**

[SITE MAP](#) | [CAREER OPPORTUNITIES](#) | [MSC LOCATIONS](#) | [TERMS OF USE](#) | [PRIVACY POLICY](#) | [LINK TO US](#) | [BOOKMARK THIS SITE](#)

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**Exhibit 3.5-4. On-line Ordering Capability Feature—Setting up Express Check Out.**



**MSC Industrial Supply Co.**  
1-800-645-7270

**Search** Search tips  
   
 Keyword/Part # Search  
 Catalog Page # Search

**Order**   
 MSC   
 part number

Logout 

HOME ORDER SPECIAL OFFERS RESOURCES SOLUTIONS ABOUT MSC CUSTOMER SUPPORT MY ACCOUNT

**Quick Item Add**  
 MSC Part #  Large Order  
 Item #  qty.   
 Item #  qty.   
 Item #  qty.   
  
 Shopping Options  
 Quick Order Pad  
 Personal Lists (13)  
 Saved Orders (15)  
 CMI/MI Carts (0/0)  
 Pending Cart Approvals (2)  
 Open Quotes

**Shopping Cart** 1 Shopping Cart 2 Shipping & Payment 3 Confirmation

Options: [Request Quote](#) [Add to List](#) [Add Routing Notes](#) [Save Order](#) [Checkout](#) [Print CMI Labels](#)

Sort Cart	Qty.	List Price	Your Price	Ext. Price	Savings	Special Notes	In Stock	Delete
01170117	1	\$1.31 ea	\$0.98 ea	\$0.98	\$0.33	##	Yes	<input type="button" value="X"/>
HSS Bright Finish 118* Jobber Drills Size: 0.1719 In., 11/64 Overall Length: 3-1/4 Type: Standard Material: HSS Finish/Coating: Bright Drill Grade: General Purpose Point Type: Standard. Your order will include (1) Piece								

Promotional Code

Savings **\$0.33**  
 \*Subtotal After Savings **\$0.98**

**Express Checkout Settings**

Bill To: Customer Account # 00090476  
 INTERNET TRAINING (TEST ACCT)  
 PO BOX 75  
 MELVILLE, NY 11747  
 (516) 812-2000

Ship To: INTERNET TRAINING (TEST ACCT)  
 LEGACY HOUSE  
 988 PINE STREET  
 MELVILLE, NY 11747  
 (558) 787-8788  
 Taxable

PO Number:  (optional)

Attention:  (optional)

Ship Order Number:  (optional)

\* Subtotal does not include freight and tax (where applicable).

Special Notes Icon Description:  
 ## Quantity Discount Available.

In Stock Description:  
 YES We have your requested quantity in stock and ready to ship.

SITE MAP | CAREER OPPORTUNITIES | MSC LOCATIONS | TERMS OF USE | PRIVACY POLICY | LINK TO US | BOOKMARK THIS SITE

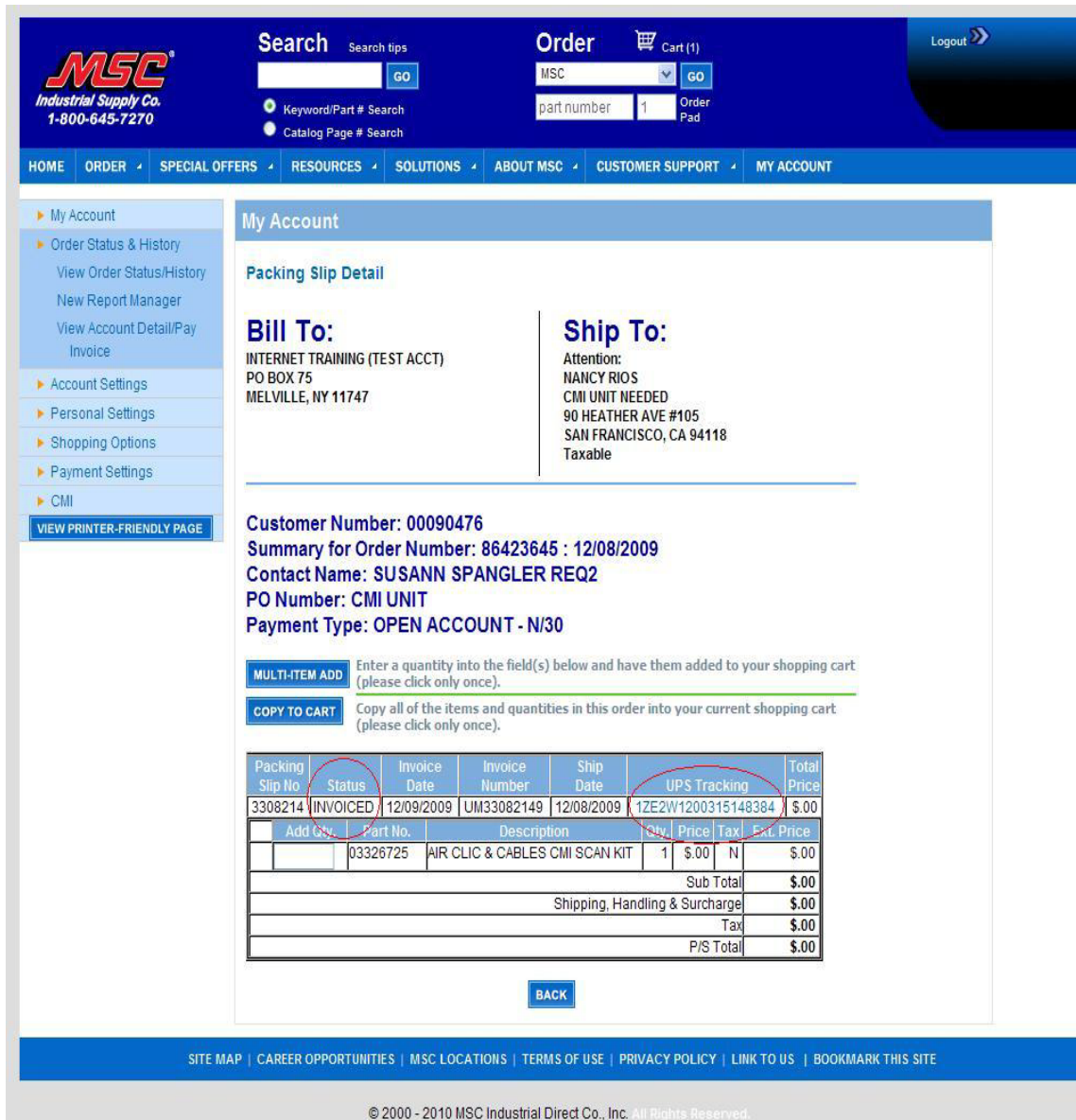
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**Exhibit 3.5-5. On-line Ordering Capability Feature—Sample Shopping Cart.**

- Order status and order tracking capabilities;

Customers are able to check order status and track their orders instantly. WSCA customers can use [www.mscdirect.com](http://www.mscdirect.com), call the local MSC Branch, contact our Call Centers, or communicate with their local Outside Sales Associate (OSA) in order to receive order status and order tracking information. MSC ships orders out of four Giant Customer Fulfillment Centers that stock 99% of our entire product offering at all times. This distribution system allows MSC to delight the customer's expectations of receiving their product the next business day if ordered prior to 8PM Eastern Time shown in Exhibit 3.5-6.





The screenshot shows the 'My Account' page on the MSC Industrial Supply Co. website. The page includes a search bar, navigation menu, and a 'Packing Slip Detail' section. The 'Bill To' and 'Ship To' information is displayed, along with order summary details and a table of items.

**My Account**

**Packing Slip Detail**

**Bill To:**  
INTERNET TRAINING (TEST ACCT)  
PO BOX 75  
MELVILLE, NY 11747

**Ship To:**  
Attention:  
NANCY RIOS  
CMI UNIT NEEDED  
90 HEATHER AVE #105  
SAN FRANCISCO, CA 94118  
Taxable

**Customer Number:** 00090476  
**Summary for Order Number:** 86423645 : 12/08/2009  
**Contact Name:** SUSANN SPANGLER REQ2  
**PO Number:** CMI UNIT  
**Payment Type:** OPEN ACCOUNT - N/30

**MULTI-ITEM ADD** Enter a quantity into the field(s) below and have them added to your shopping cart (please click only once).

**COPY TO CART** Copy all of the items and quantities in this order into your current shopping cart (please click only once).

Packing Slip No	Status	Invoice Date	Invoice Number	Ship Date	UPS Tracking	Total Price
3308214	INVOICED	12/09/2009	UM33082149	12/08/2009	1ZE2W1200315148384	\$0.00

Add Qty	Part No.	Description	Qty	Price	Tax	Ext. Price
	03326725	AIR CLIC & CABLES CMI SCAN KIT	1	\$0.00	N	\$0.00
Sub Total						\$0.00
Shipping, Handling & Surcharge						\$0.00
Tax						\$0.00
P/S Total						\$0.00

[BACK](#)

SITE MAP | CAREER OPPORTUNITIES | MSC LOCATIONS | TERMS OF USE | PRIVACY POLICY | LINK TO US | BOOKMARK THIS SITE

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**Exhibit 3.5-6. On-line Ordering Capability Feature—Packing Slip Before Order is Processed.**

- Order history;

MSC provides order history reports for self auditing purpose. These reports are available by utilizing the Report Manager function on MSCDirect.com or can be obtained by calling any one of our Call Centers, local Branches or Outside Sales Associates shown in Exhibit 3.5-7.

The screenshot shows the 'Order History' section of the MSC website. At the top, there are navigation tabs for 'Home', 'Orders', 'Special Offers', 'Solutions', 'About Us', 'Customer Support', and 'My Account'. Below the navigation is a search bar and a 'Refine Your Search' section with filters for 'All Orders', 'All Product Categories', and 'All Ship-to Locations'. The main content area displays a table of orders with columns for 'Order Number', 'Description', 'Status', and 'Date'. The table lists multiple orders, many of which are marked as 'CANCELLED'. The orders include various items such as '1000 Bright Power 100', '1000 Bright Power 100', '1000 Bright Power 100', etc. The status for most of these orders is 'CANCELLED', while some are 'SHIPPED'. The date column shows dates ranging from 2010 to 2011. At the bottom of the table, there is a 'Displaying 30 of 51 per page' indicator and an 'Add to Cart' button.

Exhibit 3.5-7. On-line Feature—Order History.

- Allow users to develop personal lists and profiles, and a secure means for storing procurement card information;

MSC allows users to develop personal lists and profiles. MSC securely stores encrypted procurement card information shown in Exhibit 3.5-8, 3.5-9 and 3.5-10.

**Personal Lists**

A Personal List enables you to group products together so you check out faster. To create a Personal List, enter a name for your list and click "Go". Once you have named your list, you can start adding products and quantities...it's that easy. If you already have Personal Lists created, you can click on a list name to view the contents or you can select the list and add it to your cart or even delete it.

**IMPORTANT CHANGE NOTICE:** We have renamed the 'Bookmark' Personal List feature to 'Favorites' and it will now be accessible from the top navigation under 'Orders'. This will help you find items even faster to help optimize your time on the site. One click and your favorites appear for easy ordering!

Note: Your Favorites list is a place to keep all your favorite items on our website for quick reference.

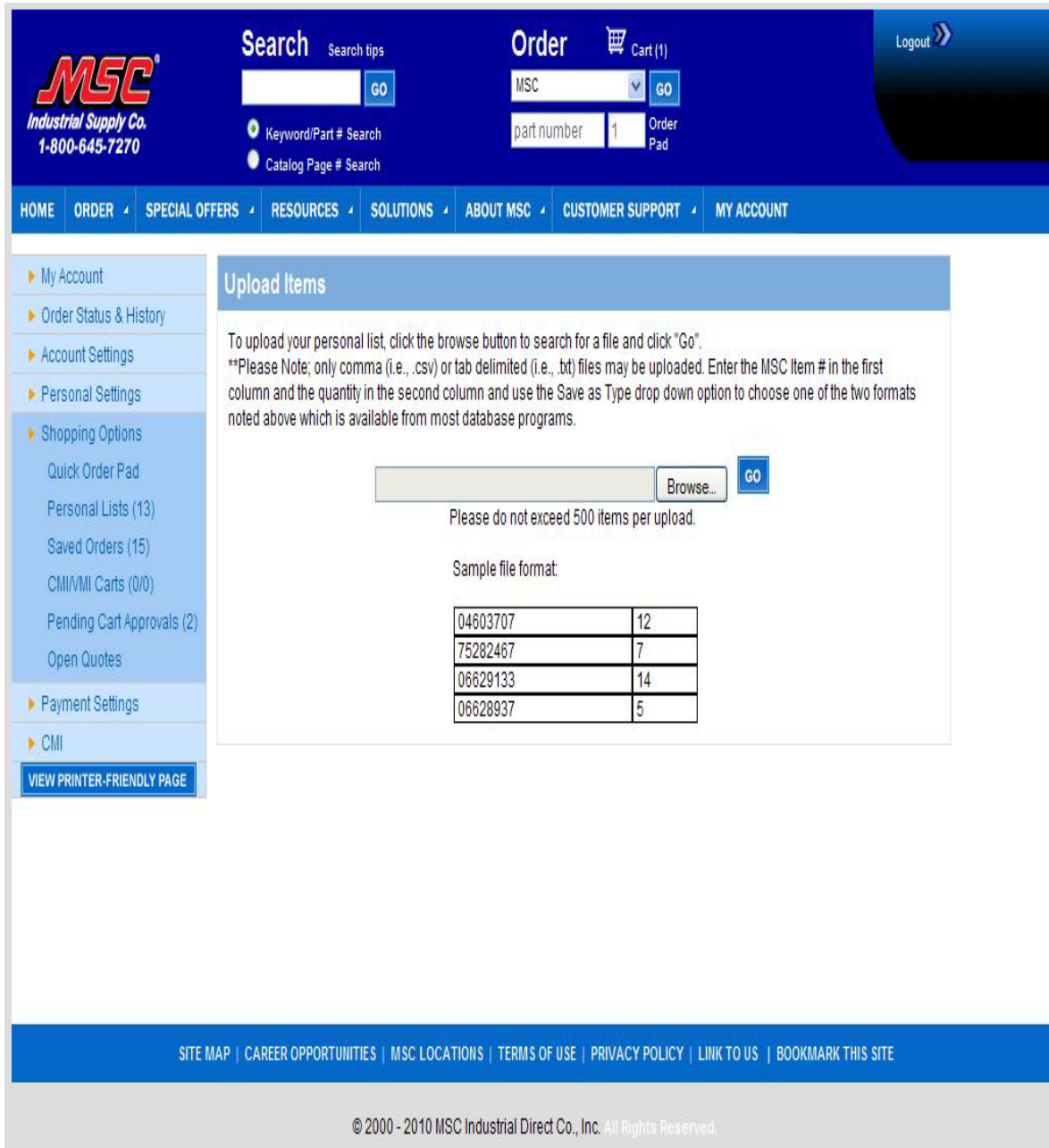
**Start a new list**

List Name:

List Name ▲	Description	Created on	# of Items	Selection	Shared
Favorites	List of your favorite MSC items	05/17/08	1	<input type="checkbox"/>	N
large list test		12/10/08	27	<input type="checkbox"/>	Y
test 11_23		11/23/08	6	<input type="checkbox"/>	N
test 2/10		02/10/09	4	<input type="checkbox"/>	N
test 4 5/17		05/17/08	3	<input type="checkbox"/>	N
test 5/18		05/18/08	3	<input type="checkbox"/>	N
test 6/13		06/13/08	6	<input type="checkbox"/>	N
test 8:05	A: 04/15/2008 9:35:40	04/15/08	1	<input type="checkbox"/>	N
Mike Test 8:37 5/17	test 1 - converted from Cart	05/17/08	5	<input type="checkbox"/>	N
Mngd Ct 1	4/15	04/15/08	3	<input type="checkbox"/>	N
Qty Test		02/12/09	1	<input type="checkbox"/>	N
Test 8_31	test test test	08/31/08	5	<input type="checkbox"/>	Y
3/8 test2		03/07/10	2	<input type="checkbox"/>	N

(72 Shared Lists)


**Exhibit 3.5-8. Online Feature—Creating a Personal List or Favorites List.**



**MSC Industrial Supply Co.**  
1-800-645-7270

Search Search tips  
   
Keyword/Part # Search  
Catalog Page # Search

Order Cart (1)  
 MSC   
 part number

Logout 

HOME ORDER SPECIAL OFFERS RESOURCES SOLUTIONS ABOUT MSC CUSTOMER SUPPORT MY ACCOUNT

My Account  
 Order Status & History  
 Account Settings  
 Personal Settings  
 Shopping Options  
 Quick Order Pad  
 Personal Lists (13)  
 Saved Orders (15)  
 CMI/MI Carts (0/0)  
 Pending Cart Approvals (2)  
 Open Quotes  
 Payment Settings  
 CMI  
 VIEW PRINTER-FRIENDLY PAGE

### Upload Items

To upload your personal list, click the browse button to search for a file and click "Go".  
 \*\*Please Note; only comma (i.e., .csv) or tab delimited (i.e., .txt) files may be uploaded. Enter the MSC Item # in the first column and the quantity in the second column and use the Save as Type drop down option to choose one of the two formats noted above which is available from most database programs.

Please do not exceed 500 items per upload.

Sample file format:

04603707	12
75282467	7
06629133	14
06628937	5

SITE MAP | CAREER OPPORTUNITIES | MSC LOCATIONS | TERMS OF USE | PRIVACY POLICY | LINK TO US | BOOKMARK THIS SITE

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**Exhibit 3.5-9. Online Feature—Uploading Items to Personal List or Favorites List.**



**Search** Search tips

**Order** Cart (1)

[Logout](#)

Keyword/Part # Search

Catalog Page # Search

part number

HOME ORDER SPECIAL OFFERS RESOURCES SOLUTIONS ABOUT MSC CUSTOMER SUPPORT MY ACCOUNT

My Account

Order Status & History

Account Settings

Personal Settings

Shopping Options

Quick Order Pad

Personal Lists (13)

Saved Orders (15)

CMI/MI Carts (0/0)

Pending Cart Approvals (2)

Open Quotes

Payment Settings

CMI

VIEW PRINTER-FRIENDLY PAGE

### Edit Personal List

Here you see the line item details of your selected list. You can easily add personal notes and/or reference your customer part number. You may also add or adjust your quantities and select specific items that you would like to add to your cart for purchase. Click "Save" or "Add to Cart" to continue. If you don't know the part # you would like to add, you can search for an item and you will be able to add an item to your list from the search results.

**List Details**

List Name:

Description:

Share:  No  Yes, within my company

Created: 02/10/09

**Add Products to Your List**

part number  qty.  MSC Part #

part number  qty.  MSC Part #

part number  qty.  MSC Part #

ADD TO LIST

Displaying

	Manufacturer Name:	Customer Part#	Item Add Date	Qty	In Stock	Your Price	Select
Item#: 01208222	Made in USA	<input type="button" value="Add by MSC item"/>	02/10/09	<input type="text" value="8"/>	Yes	\$16.93 ea	<input type="checkbox"/>
<p>Description: Jobber - Drills Size: 0.1570 In., Wire #22 Overall Length: 2-1/2 Type: Standard Material: Solid Carbide Point Type: Standard Flute Length: 1.3750 In.</p> <p>Your order will include (8) Pieces</p> <p>Notes: <input type="text"/></p>							
Item#: 01710151	Interstate		02/10/09	<input type="text" value="10"/>	Yes	\$9.06 ea	<input type="checkbox"/>
<p>Description: Standard - Single End Mills Size: 15/64 Shank Diameter: 3/8 Length of Cut: 1/2 Overall Length: 2-3/8 Number of Flutes: 2 Type: Centercutting Regular Material: HSS</p> <p>Your order will include (10) Pieces</p> <p>Notes: <input type="text"/></p>							
Item#: 09999962	Image Not Available		02/10/09	<input type="text" value="6"/>	Yes	\$.01 ea	<input type="checkbox"/>
<p>Description: FREIGHT CHARGES *****FRT CHARGES*****</p> <p>Notes: <input type="text"/></p>							
Item#: 01170117	Made in USA	<input type="button" value="Add by MSC item"/>	02/10/09	<input type="text" value="4"/>	Yes	\$1.31 ea	<input type="checkbox"/>
<p>Description: HSS Bright Finish 118° Jobber Drills Size: 0.1719 In., 11/64 Overall Length: 3-1/4 Type: Standard Material: HSS Finish/Coating: Bright Drill Grade: General Purpose Point Type: Standard</p> <p>Your order will include (4) Pieces</p> <p>Notes: <input type="text"/></p>							
						*Subtotal: \$231.34	

**INFO**

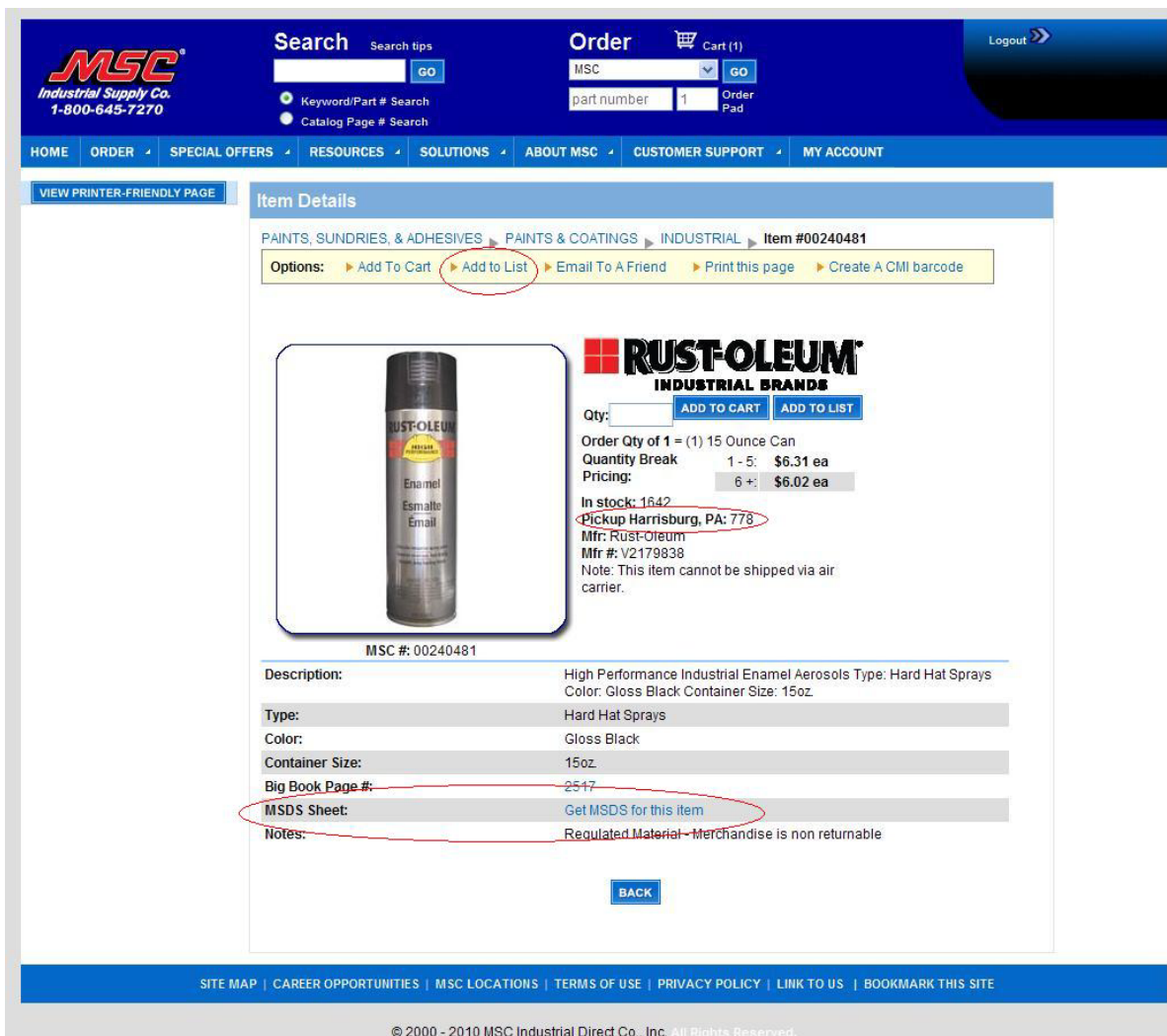
- Subtotal does not include freight and tax (where applicable).
- Promotional pricing will be reflected in the shopping cart, where applicable.

**Exhibit 3.5-10. Online Feature—Editing a Personal List or Favorites List.**

- Online help to use site should be available at minimum during normal work hours. MSC provides Internet, EDI and Ecommerce support via phone between the hours of 7AM-10PM Eastern Time. MSC's associates are seasoned, knowledgeable professionals, dedicated to assisting you with answers, advice, and technical tips.

- Technical data, illustrations, Material Safety Data Sheets, parts availability, and access to web-based product sourcing is required;

Yes, MSC supports all of these requirements



The screenshot shows the MSC Industrial Supply Co. website interface. At the top, there is a search bar and an order section. The main content area displays 'Item Details' for 'RUST-OLEUM INDUSTRIAL BRANDS'. The product is 'Enamel Aerosols Type: Hard Hat Sprays'. The page includes a 'Description' section with technical specifications, a 'MSDS Sheet' link, and a 'Notes' section. A red circle highlights the 'MSDS Sheet' link, and another red circle highlights the 'Pickup Harrisburg, PA: 778' location information.

Exhibit 3.5-11. Technical Data Shows Product Specs, MSDS access, Product Availability.

- Allow viewers to view on line Proposer's product availability by location; and Add aggregate value and servicing location inventory – Screen Shot



MSCDirect.com will provide product availability information to WSCA online users. This information will display product availability for each of our four giant Customer Fulfillment Centers. If the orders are placed by 8PM Eastern Time they will be received the next business day.

- Ability to block certain items or categories.

MSCDirect.com has the ability to block items and categories for the customers

- Ability to accept "P-Card" payments.

3.1.1. Web-based Catalog available?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
3.1.2. Contract pricing available on line?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
3.1.3. Online workflow management?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
3.1.4. Order Status/Tracking Online?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
3.1.5. Order History?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
3.1.6. Personal Lists?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
3.1.7. Online Availability?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
3.1.8. EPP Products identified in Catalog?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No

### 3.6 STORAGE OF ELECTRONIC DATA

Describe in detail how the electronic information for each Participating State shall be stored. Do you have a dual system as a back up in the unlikely event that the main information storehouse becomes unusable? Provide a general description of security protocol including storage of data, ordering security and data file security.

The electronic information from Participating States will be stored at a transaction level in our AS400. MSC currently has an offsite backup system that can be accessed in the unlikely event that the main information storehouse becomes unusable.

MSC has a centralized transaction processing system that stores all transactional data. The transactional data is backed up on a daily basis to tape and stored at an off-site facility. MSC has a secondary, off-site backup system that can be used in the unlikely event the main system becomes disabled.

MSC's security protocol consists of each associate assigned with a unique profile that consists of a unique user id and complex password. Periodically, each associate must change their unique password using strict guidelines. The access that each associate has to the transactional system is reviewed annually. In addition, every sales transaction that an associate enters into MSC's Order Entry system is tracked using their unique profile.



**3.7 CATALOGS**

The successful proposer must provide paper and/or computer media catalogs to all agencies upon request for the duration of this contract.

MSC will provide the MSC BIG BOOK and monthly sales fliers to all agencies.

MSC best in class web site ([www.mscdirect.com](http://www.mscdirect.com)) provides access to the entire MSC Big Book (Over 500,000 items). MSC Catalog CD-Rom is available and will be provided upon request.

**3.8 PROCUREMENT CARD POLICY**

The successful proposer must offer the capability to accept procurement cards as an acceptable form of payment. Level III reporting is preferred.

3.8.1 Procurement Cards Accepted?  Yes  No

3.8.2 Explain in detail your reporting capabilities for procurement card transactions.

MSC is proud to be the first industrial supplier to be Level 3-Certified with all three major procurement card providers: VISA®, MasterCard® and American Express®.

Level I	Level II	Level III
Standard credit card information similar to a consumer card statement. Date, amount, commodity type and establishment.	Adds sales tax amount, accounting cost center or card member reference number. Supplier TIN (Tax Identification Number), 1099 status.	Adds item quantities, unit of measure, part numbers and description, ship-to zip codes.

As a Level 3 supplier, MSC delivers enhanced data, such as cost center/project coding, item quantity, unit of measure, MSC item number and description, sales taxes paid and ship-to zip code, to your bank so that your organization gets the purchasing reports you need to manage your unplanned buys. And, MSC automatically provides you with a faxed/e-mailed price receipt with every P-card order to make your month-end credit card statement reconciliation easier than ever.

**3.9 FORCED SUBSTITUTIONS**

Forced substitutions are not allowed. If an ordered item is out of stock, the vendor must notify the purchasing entity for prior approval before substituting for the out of stock item.

Explain your methodology for items that are discontinued or out of stock. This must include your substitution policy.

MSC AS400 program (MSC's computer platform) alerts our associates when an item is discontinued or out of stock. Our Customer Service Training Manual has processes that train associates how to view subs and the attributes of that sub to ensure specification compliance. If a customer wants the original item requested, MSC associates are trained to call the vendor for availability and direct ship procedures. MSC does not substitute without customer approval.





Explain how you will notify customers about out of stock items and how you will provide information about how the substituted product compares with the product that is out of stock. You should also explain the MSC AS400 program.

WEB Orders – If a customer encounters an out of stock item while ordering through [www.mscdirect.com](http://www.mscdirect.com) MSC will offer the Customer the option of accepting a substitute and/or an 800 # will appear so they can speak to a E-Comm Customer Service representative for further technical information. If an item is out of stock after an order is processed an E-Comm Customer Service Representative will contact the customer and offer a substitute item.

Branch Associates – If an items is out of stock at the time of order entry our system automatically presents a substitute for the Customer Service Representative to review with the customer while on the phone.

### 3.10 CUSTOMER SERVICE REPRESENTATIVES

Proposers shall provide each authorized purchaser with customer service representatives assigned to handle questions and resolve all problems that arise.

3.10.1 Service representatives shall be available, at a minimum, from 8:00 am to 5:00 pm in EACH time zone, Monday through Friday. Service representatives shall be available by phone (via local or toll free number), fax, or email during the required times for each participating state.

MSC complies with this requirement

3.10.1.1. This solicitation is for all States and all time zones. Describe how you will manage the servicing of the contract for each time zone.

MSC One call does it all gives the end user an 800 number to place an order, obtain product information, check on a shipment, open an account or discuss a return. MSC utilizes a system called AT & T Route-it which routes calls/faxes based on Geographical area and time zone.

1-800-645-7270 AVAILABLE Monday- Friday 7AM – 11:00 pm EST

Saturday 8AM – 5:00 pm EST

Upon award MSC will immediately create the following dedicated WSCA e-mail address which will allow WSCA members to reach out directly to MSC with questions and inquires.

3.10.1.2. Provide an Emergency number and contact for after hours use.

MSC will provide WSCA with contact information, post contract award.

Orders designated by WSCA as emergency orders due to natural disasters or threat of war, which are sent to MSC during normal business hours, will be shipped 24 hours a day, seven days a week, and delivered either the same day or the following day as specified. Customer will incur a separate shipping charge for this service.



To meet the emergency demand requirements, MSC will maintain a designated point of contact that is available 24 hours a day seven days a week. MSC will provide WSCA with contact information, post contract award.

Emergency orders may be shipped using manually prepared shipping documents. However, acknowledgement of the orders and other required information will be electronically transmitted back to the purchasing entity.

If the emergency order involves truckload quantities, and the carriers are not able to respond the day the order is received, MSC will contact the person designated on the order for further instructions.

**3.10.1.3. All service representatives shall have online access to account information and provide a timely response to inquiries concerning the status of orders (shipped or pending), delivery information, back-order information, contract pricing, category discounts, product availability, product information, account and billing questions, and contract compliance requirements.**

At MSC one call does do it all. All MSC customer service representatives have access to the information listed above.

You can use this number 1-800-645-7270 or the dedicated WSCA number for all your business with MSC.

We have approximately 1,000 Customer Service Associates at our call centers, distribution centers and branch offices. These Customer Service Associates are highly trained individuals who build relationships with customers, assist customers in reducing costs, provide technical support, coordinate special orders and shipments with vendors and update customer account profiles in our information systems databases. Our "one call does it all" philosophy is predicated on the ability of the telemarketing representative utilizing our information systems' comprehensive databases as a resource to respond effectively to the customers' needs. When a customer places a call to MSC, the Customer Service Associates taking the call has immediate access to the customer's company and specific buyer profile, as well as inventory levels by distribution centers on all SKUs offered by MSC. The customer's profile includes historical and current billing information, and historical purchasing information.

MSC's Customer Service representatives are able to inform customers on a real time basis of the availability of a product, recommend substitute products, verify credit information, receive special customer or manufacturer direct orders, cross-check inventory items using customer product codes previously entered into our information systems and arrange technical assistance. We believe that our simple one-call method of fulfilling all purchasing needs of a customer through highly-trained customer service representatives, supported by our proprietary information systems, results in greater efficiency for customers and increased customer satisfaction.

#### Customer Testimony

Just a quick e-mail to congratulate you on your staff at MSC Falmouth Maine, they are extremely helpful, competent and businesslike, in an era where "near enough" seems to be "good enough." It is a pleasure to deal with the team there. I hope you look after them and they stay, it makes my life so much easier when I know people like them are on the other end of the phone line or the computer screen.

**Susan Vigue**  
*Wunderlich-Malec Services*  
*Winslow, ME*



**3.10.1.4 Describe in detail the process that shall be used to ensure adequate service representatives will be available.**

The WSCA/MSC team will initiate communication and training to all MSC service representatives in a phased in process based on the execution of participation addendums. Based on the execution timeline the MSC WSCA Contract Program Managers will alert the Sales Force of over 2700 associates and conduct the training program with the specific sales teams.

The MSC WSCA Contract Program Manager will commence the Implementation Strategy and coordinate the proper sales resources. In addition the WSCA Contract Program Manager shall immediately exercise [www.mscdirect.com](http://www.mscdirect.com) to leverage WSCA contract pricing, next day delivery and cost saving initiatives.

Each of our four Customer Fulfillment & Call Centers is staffed with a full compliment of Customer Service Representatives and Managers who are ready and able to take your orders. Our standard 800 phone number and the WSCA dedicated number is routed fluidly within our call center network in order to provide seamless custom service support throughout the country.

Each of our Branches is staffed with both trained and experienced Inside Sales Associates and Inside Sales Supervisors as well as trained and experienced Outside Sales Associates and Branch Managers. Each of the branches provides support for customers who prefer local support. Please see our CFC and Branch Listings below.

Concurrently the MSC WSCA Contract Program Management team will strategically and geographically launch the deployment of MSC 1100 plus sales associates. This level of engagement by the MSC dedicated WSCA team will ensure the success launch of the WSCA program. MSC WSCA program managers will have direct alignment to State directors supporting execution actions in addition to weekly or monthly feed back.

The MSC WSCA Contract Program Manager will have quarterly meetings with WSCA State participating contract managers to review sales data, engagement activities and overall best demonstrated practices.

**3.11 TRAINING**

Proposer shall provide all training as necessary at no additional pricing to all Participating States on all aspects of ordering, online ordering, product delivery, product returns, and customer service processes.

**3.11.1 Describe in detail the Proposer's ability to offer training that may be required to ensure purchasing entities have a thorough understanding of all ordering processes including any online systems. No pricing for product training, safety training, or travel and per Diem.**

MSC will implement a variety of training programs to ensure ordering entities have a thorough understanding of the MSC ordering processes. The following options will be offered:

Centralized workshops – Based on the participating state requirements and goals, MSC will schedule centralized custom workshops to ensure WSCA participants have a comprehensive understanding of the MSC offering. Workshop topics are as follows:

- o Overview of the WSCA program and pricing
- o Overview of the MSC website and registration process



- Overview of MSC ordering options and customer service processes
- Introduction to product training resources
- Introduction to, Safety, Emergency and Green resources
- Customized topics

Adobe on line training – For those agencies who were unable to attend a workshop MSC will set up on line training

- Overview of the WSCA program and pricing
- Overview of the MSC website and registration process
- Overview of MSC ordering options and customer service processes
- Introduction to product training resources
- Introduction to, Safety, Emergency and Green resources
- How to contact your dedicated WSCA team

CD-Rom– For agencies that do not have access to the web MSC will send out training packages with contract information

- Overview of the WSCA program and pricing
- Overview of the MSC website and registration process
- Overview of MSC ordering options and customer service processes
- Introduction to product training resources
- Introduction to, Safety, Emergency and Green resources
- How to contact your dedicated WSCA team



## 4. PROJECT SPECIFICATIONS

1000 points is the total amount of points allowed for this solicitation. The desirable section of this RFP shall represent 50% (500 points) of the total points awarded for this solicitation. 50% (500 points) of the total points awarded shall be for the pricing section of this solicitation, i.e. Attachments H and I.

### 4.1 RETURN POLICY

What is your standard return policy?

**Returns**—Except as otherwise provided, no material will be accepted for return after 30 days from date of shipment. To return merchandise, you must call MSC at 800-645-7270 for a Return Authorization number. For machinery returns or repairs, call MSC machinery service at 800-753-7995. No returns will be accepted without a Return Authorization number. Include with your return a copy of your invoice or

packing slip. All merchandise must be returned in its original packaging and condition. Any claims for discrepancies in shipment must be made within 7 days of receipt of merchandise. C.O.D. returns will not be accepted. Shipping charges for returned items must be prepaid. No return of altered or etched items. A restocking charge may be applied. Customers are required to inspect all hazardous materials deliveries prior to accepting the delivery. Unaccepted hazardous materials can be returned to MSC through the freight company that delivered the materials by not accepting the delivery. Once hazardous materials or non-hazardous materials that can become hazardous waste (e.g. broken fluorescent bulbs) are accepted for delivery, MSC is unable to take these items back. The Customer takes ownership and is responsible for proper handling, use and disposal/recycling in accordance with federal, state and/or local regulations. Computer Software: Unopened Software may be returned for credit. Opened Software will be replaced only if defective.

**Repairs**—Please call our Technical Service Department at 800-645-7270 for the address and phone number of the authorized service center nearest you.

Items left after 60 days of notification of repair will be disposed of.

**Cut-to-Length Products:** Because of the special nature of the products, we will be glad to cut products to length per your specifications. We reserve the right to charge a service fee for difficult or multiple cuts per item. Cut-to-length products, however, are considered final sale, and may not be returned for credit.

### 4.2 DISTRIBUTION POINTS

It is desirable that a successful proposer has inside and outside sales staff and distribution facilities located in all Participating States or geographic area offered. Proposers must provide the locations of their distribution points and information regarding sales staff for each Participating States or geographic area offered.

MSC Industrial Supply has over 90 branches and four major Customer Fulfillment Centers strategically located throughout the United States to serve your needs quickly and efficiently. No matter where you are, we can get inventory to you fast.



MSC's business philosophy has been to create a model that provides customers with the right product at the right time that compliments cost saving goals while increasing productivity and minimizing worker risk. Our business model leverages our four centralized stocking giant customer fulfillment centers, outstanding logistics network which deploys product faster with minimum back orders delivering your order at a 99% first pass fill rate. MSC believes that delivering your product directly to your member locations is the most effective way to get the job done. Our goal is to let our procurement system work for your members in order to provide the best overall procurement value.

Each of our four Customer Fulfillment & Call Centers is staffed with a full compliment of experienced Customer Service Representatives, ECSR and Sales Managers who are ready and able to take your orders. Our standard 800 phone number is routed fluidly within our call center network in order to provide seamless custom service support throughout the country.

Each of our Branches is staffed with trained and experienced Inside Sales Associates, Inside Sales Supervisors, Outside Sales Associates, VMI Sales Reps and Branch Managers. Each of the branches provides service for customers who prefer local support. In addition MSC has strategically located specialists (Customer Solutions Project Managers, Metalworking Specialist, Machinery Specialist and to support special request) Please see our CFC and Branch Listings below.



### Harrisbury Customer Fulfillment Center



Total Facility: 636,602 ft<sup>2</sup>  
Number of Associates: 586  
Annual Lines Shipped: 5.7 Million  
Expandable to 1.5 Million ft<sup>2</sup>  
Servicing the Northeast U.S. down to the Carolinas

### Atlanta Customer Fulfillment Center



Total Facility: 700,619 ft<sup>2</sup>,  
Number of Associates: 447  
Annual Lines Shipped: 3.4 Million  
Expandable to 1.5 Million ft<sup>2</sup>  
Servicing Southeastern US over to the Oklahoma/Texas Region

### Elkhart Customer Fulfillment Center



Total Facility: 527,886 ft<sup>2</sup>  
Number of Associates: 409  
Annual Lines Shipped: 4.3 Million  
Expandable to 1.5 Million ft<sup>2</sup>  
Servicing the Midwestern US over to the Nebraska/Kansas Region

### Reno Customer Fulfillment Center



Total Facility: 419,256 ft<sup>2</sup>  
Number of Associates: 229  
Annual Lines Shipped: 1.3 Million  
Expandable to 1.5 Million ft<sup>2</sup>  
Servicing the Western US over to the Colorado/New Mexico/Arizona Region



**A Multi-State Contract for Facilities Maintenance, Lighting Products,  
Industrial Supplies and Tools  
Request for Proposal No. 1862**

MSC Branch Directory	Branch Location	City	State	Zip Code	Fax	Phone
MSC Industrial Supply Co	119 39th Street North	Birmingham	AL	35222	205-591-9565	205-591-9669
MSC Industrial Supply Co	114 Celtic Road	Madison	AL	35758	256-772-0601	256-772-8385
MSC Industrial Supply Co	1201 Montlimar Drive	Mobile	AL	36609	251-342-5030	251-342-3004
MSC Industrial Supply Co	8120 Scott Hamilton Dr.	Little Rock	AR	72209	501-569-9191	501-569-9922
MSC Industrial Supply Co	230 West Baseline Rd	Tempe	AZ	85283	480-755-0415	480-755-4209
MSC Industrial Supply Co	5715 Kearny Villa Rd.	San Diego	CA	92123	858-505-8608	858-505-0214
MSC Industrial Supply Co	11450 Markon Drive	Garden Grove	CA	92841	714-379-6556	714-379-6694
MSC Industrial Supply Co	4589 North Marty	Fresno	CA	93722	559-307-6052	559-226-0583
MSC Industrial Supply Co	3848 Bay Center Place	Hayward	CA	94545	510-785-9100	510-785-9110
MSC Industrial Supply Co	6100 Stapleton Dr South	Denver	CO	80216	303-935-2022	303-937-1228
MSC Industrial Supply Co	362 Industrial Park Rd.	Middletown	CT	06457	860-632-6001	860-632-6011
MSC Industrial Supply Co	130 Old Gate Lane	Milford	CT	06460	203-877-0065	203-877-9327
MSC Industrial Supply Co	19 East Commons Blvd.	New Castle	DE	19720	302-322-5441	302-328-7024
MSC Industrial Supply Co	2186 Drew Street	Clearwater	FL	33765	727-442-4131	727-441-9214
MSC Industrial Supply Co	8940 Western Way	Jacksonville	FL	32256	904-519-6002	904-519-9003
MSC Industrial Supply Co	8249 Parkline Blvd.	Orlando	FL	32809	407-851-8089	407-855-3676
MSC Industrial Supply Co	1800 North Powerline Rd.	Pompano Beach	FL	33069	954-969-9250	954-969-9452
MSC Industrial Supply Co	2810 N.W. 79th Avenue	Miami	FL	33122	305-406-2556	305-477-6123
MSC Industrial Supply Co	MCLC Maint Center	Albany	GA	31704	229-319-0521	
MSC Industrial Supply Co	6700 Discovery Blvd.	Mableton	GA	30126	770-732-8650	800-255-5067
MSC Industrial Supply Co	4025 Pleasantdale Road	Atlanta	GA	30340	770-248-9944	770-248-9212
MSC Industrial Supply Co	1530 1-A Crescent Ct,	Augusta	GA	30909	706-738-3900	706-738-6866
MSC Industrial Supply Co	3048 104th Street	Urbandale	IA	50322	515-334-0707	515-334-0808
MSC Industrial Supply Co	4231 Grove Avenue	Gurnee	IL	60031	847-782-1656	847-782-1667
MSC Industrial Supply Co	945 Edgewood Drive	Wood Dale	IL	60191	630-787-9904	630-787-1250
MSC Industrial Supply Co	6804 West 183 Street	Tinley Park	IL	60477	708-633-7881	708-633-7955
MSC Industrial Supply Co	9934 N. Alpine Road	Machesney Park	IL	61115	815-877-5779	815-877-7675
MSC Industrial Supply Co	3880 Pendleton Way	Indianapolis	IN	46226	317-541-3764	317-541-0149
MSC Industrial Supply Co	28551 Laura Court	Elkhart	IN	46517	574-295-5708	574-295-5809
MSC Industrial Supply Co	343 Airport N. Office Pk.	Fort Wayne	IN	46825	260-484-3906	260-490-3079
MSC Industrial Supply Co	13252 W.98 Street	Lenexa	KS	66215	913-438-6300	913-438-6309
MSC Industrial Supply Co	11003 Bluegrass Pkwy.	Louisville	KY	40299	502-261-9823	502-261-9727
MSC Industrial Supply Co	1532 Kuebel Street	Harahan	LA	70123	504-733-4744	504-733-2075
MSC Industrial Supply Co	1617 North Market	Shreveport	LA	71107	318-222-4800	318-234-2042
MSC Industrial Supply Co	641 West Boylston St	Worcester	MA	1606	508-797-3131	508-797-5656
MSC Industrial Supply Co	20 Blancard Rd	Burlington	MA	1803	781-272-4884	781-272-8551
MSC Industrial Supply Co	630 Silver Street	Agawam	MA	01001	413-786-9100	413-786-7970
MSC Industrial Supply Co	3051 Washington Blvd.	Baltimore	MD	21230	410-644-1313	410-368-3888
MSC Industrial Supply Co	60 Gray Rd, Unit 20	Falmouth	ME	04105	207-797-9212	207-797-9230
J&L Industrial	20921 Lahser Rd	Southfield	MI	48034	248-200-4200	
J&L Industrial	27690 Groesbeck Hwy	Roseville	MI	48066	810-777-1450	810-777-3663



**A Multi-State Contract for Facilities Maintenance, Lighting Products,  
Industrial Supplies and Tools  
Request for Proposal No. 1862**

MSC Branch Directory	Branch Location	City	State	Zip Code	Fax	Phone
J&L Industrial	13599 Merriman Rd.	Livonia	MI	48150	248-200-4200	248-200-4949
MSC Industrial Supply Co	36082 Industrial Road	Livonia	MI	48150	734-953-8864	734-953-0774
MSC Industrial Supply Co	G-4440 S. Saginaw	Burton	MI	48529	810-743-4296	810-743-8276
MSC Industrial Supply Co	5900 Portage Road	Portage	MI	49002	269-553-0680	269-553-0600
MSC Industrial Supply Co	1811 D Hayes Road	Grand Haven	MI	49417	616-850-0900	616-850-0927
MSC Industrial Supply Co	3718 Buchanan SW	Grand Rapids	MI	49548	616-245-6812	616-245-8067
MSC Industrial Supply Co	7672 Golden Triangle Dr	Eden Prairie	MN	55344	952-995-0102	952-995-0876
MSC Industrial Supply Co	9 Worthington Access Dr.	Maryland Heights	MO	63043	314-205-0266	314-205-2234
MSC Industrial Supply Co	115 Godfrey Rd	Verona	MS	38879	662-566-1125	662-566-2154
MSC Industrial Supply Co	125 Hemlock	Columbus	MS	39702	662-328-0971	662-328-0993
MSC Industrial Supply Co	127 Richardson Dr.	Jackson	MS	39209	601-922-2212	601-922-8945
MSC Industrial Supply Co	235 69th Avenue	Meridian	MS	39301	601-483-2246	601-483-6307
MSC Industrial Supply Co	Building 1606 First	Camp Lejeune	NC	28542	910-451-7970	910-451-7899
MSC Industrial Supply Co	8203H Piedmont Triad Pkwy	Greensboro	NC	27409	336-664-1040	336-664-0039
MSC Industrial Supply Co	2300 Westinghouse Blvd	Raleigh	NC	27604	919-755-9802	919-755-0689
MSC Industrial Supply Co	3410 St.Vardell Lane	Charlotte	NC	28217	704-521-8400	704-521-8414
MSC Industrial Supply Co	204 Elk Park Drive	Asheville	NC	28804	828-232-0448	828-232-0011
MSC Industrial Supply Co	7010 South 108th St	La Vista	NE	68128	402-331-5540	402-331-0783
MSC Industrial Supply Co	1 Perimeter Road	Manchester	NH	03103	603-666-4045	603-666-4841
MSC Industrial Supply Co	105 Newfield Ave	Edison	NJ	8837	732-512-9555	732-512-9595
MSC Industrial Supply Co	2300 East Newlands Dr.	Fernley	NV	89408	775-788-7135	775-788-7344
MSC Industrial Supply Co	75 Maxess Road	Melville	NY	11747	631-586-5600	631-586-5606
MSC Industrial Supply Co	6020 North Bailey Ave	Amherst	NY	14226	716-604-9902	716-604-9911
MSC Industrial Supply Co	270 Denton Avenue	New Hyde Park	NY	11040	516-742-6700	516-742-6777
MSC Industrial Supply Co	75 Maxess Road	Melville	NY	11747	516-812-2000	
MSC Industrial Supply Co	52 Marway Circle	Rochester	NY	14624	585-426-5550	585-426-4116
MSC Industrial Supply Co	9177 Dutton Drive	Twinsburg	OH	44087	330-405-3200	330-405-3263
MSC Industrial Supply Co	819 Busch Court	Columbus	OH	43229	614-785-9198	614-785-9517
MSC Industrial Supply Co	380 West Dussell Drive	Maumee	OH	43537	419-891-0561	419-891-1188
MSC Industrial Supply Co	8166 Market Street	Youngstown	OH	44512	330-965-9098	330-965-9658
MSC Industrial Supply Co	5946 Mayfair Rd NW	North Canton	OH	44720	330-244-9417	330-244-9526
MSC Industrial Supply Co	Southland Park	Tiffin	OH	44883	419-447-0414	419-447-0954
MSC Industrial Supply Co	11500 Century Blvd	Cincinnati	OH	45246	513-671-2738	513-671-2763
MSC Industrial Supply Co	4738 Payne Avenue	Dayton	OH	45414	937-274-3750	937-274-3775
MSC Industrial Supply Co	12211 East 52nd St	Tulsa	OK	74146	918-712-4340	918-712-4347
MSC Industrial Supply Co	304 N. Meridian	Oklahoma City	OK	73107	405-946-9090	405-946-9114
MSC Industrial Supply Co	12207 NE Marx St	Portland	OR	97230	503-535-2822	503-535-2850
MSC Industrial Supply Co	20 Parkway View Drive	Pittsburgh	PA	15205	412-494-4770	412-494-4780
MSC Industrial Supply Co	2730 W 21st St	Erie	PA	16505	814-833-8006	814-833-7411
MSC Industrial Supply Co	100 MSC Drive	Jonestown	PA	17038	717-865-5888	717-861-5810
MSC Industrial Supply Co	2135 Industrial Hwy.	York	PA	17402	717-755-1500	717-757-0665
MSC Industrial Supply Co	9 Bonair Drive	Warminster	PA	18974	215-956-9650	215-956-9654





MSC Branch Directory	Branch Location	City	State	Zip Code	Fax	Phone
MSC Industrial Supply Co	420 Central Avenue	Pawtucket	RI	02861	401-725-4340	401-725-4413
MSC Industrial Supply Co	34 Boland Court	Greenville	SC	29615	864-281-9330	864-627-7922
MSC Industrial Supply Co	4143 Senator Street	Memphis	TN	38118	901-565-9880	901-565-0966
MSC Industrial Supply Co	501 Ligon Drive	Nashville	TN	37204	615-242-3825	615-242-7026
MSC Industrial Supply Co	4295 Cromwell Road	Chattanooga	TN	37421	423-893-7131	423-893-7303
MSC Industrial Supply Co	119 Regional Park Drive	Kingsport	TN	37660	423-349-4410	423-349-4525
MSC Industrial Supply Co	9827 Cogdill Road	Knoxville	TN	37932	865-777-9840	865-777-9847
MSC Industrial Supply Co	1211 Hwy. 641 South	Paris	TN	38242	731-642-7847	731-642-5816
MSC Industrial Supply Co	3914 W Loop 281	Longview	TX	75604	903-291-0664	903-291-1788
J&L Industrial	637 107th St	Arlington	TX	76011	817-705-7605	817-640-6388
MSC Industrial Supply Co	9225 King James Drive	Dallas	TX	75247	214-638-0900	214-638-1621
MSC Industrial Supply Co	2641 Gravel Drive	Ft. Worth	TX	76118	817-590-2637	817-590-0296
MSC Industrial Supply Co	551 N. Shepherd	Houston	TX	77007	713-862-8665	713-864-5646
MSC Industrial Supply Co	2556 Boardwalk	San Antonio	TX	78217	210-930-2912	210-930-3686
MSC Industrial Supply Co	2125 N. 77 Sunshine Strip	Harlingen	TX	78550	956-412-6500	956-412-8131
MSC Industrial Supply Co	10737 Gateway West	El Paso	TX	79935	915-629-8233	915-629-8235
MSC Industrial Supply Co	4403 South 500 West	Murray	UT	84123	801-904-1921	801-904-1919
MSC Industrial Supply Co	4403 South 500	West Murray	UT	84123	801-904-1921	
MSC Industrial Supply Co	7425 Whitepine Rd	Richmond	VA	23237	804-714-2405	804-714-2431
MSC Industrial Supply Co	311 Ed Wright Lane	Newport News	VA	23606	757-249-8989	757-249-0477
MSC Industrial Supply Co	3415 S. 116th Street	Tukwila	WA	98168	206-268-7474	206-268-7475
MSC Industrial Supply Co	N677 Communication Drive	Appleton	WI	54915	920-734-9146	920-734-3586
MSC Industrial Supply Co	N56 W16743 Ridge-wood Dr.	Menomonee Falls	WI	53051	262-703-4000	262-703-0297
MSC Industrial Supply Co	215 Hal Greer Blvd.	Huntington	WV	25701	304-529-4171	304-529-6273

**4.3 CONTRACT MANAGEMENT**

Describe the Proposer’s strategy for contract management and sales support including roles and responsibilities as they relate to each participating state for each of the proposed account teams that will handle contract management issues.

MSC will deploy a team of WSCA Contract Program Managers who will be responsible for all aspects of the MSC-WSCA program for each of their respective territories. These Contract Managers will be the main point of contact for the Participating WSCA States in their area as it relates to customer support, training, logistics, reporting and integration. Each of these WSCA Contract Program Managers will conduct quarterly review meetings with each of their WSCA States in which they will provide sales reporting, sale trends, best demonstrated practices, and cost saving documentation as well as discuss areas of improvement for the upcoming quarter.

**4.3.1** It is desired that proposers have a representative(s) that has the sole responsibility of management of this WSCA contract. Provide a list the name(s) and title(s) of the dedicated WSCA representative(s) per region or State.





David Ottenstein, WSCA Program Manager  
Education: B.B.A , Finance – James Madison University  
Professional Experience: 25 years experience in support business management.  
Responsible: David Ottenstein will manage all aspects of the WSCA program including the MSC team members assigned to support the implementation of a successful award to ensure alignment with goals of each participating state

Michael Jones, WSCA Contract Manager  
Professional Experience: 20 years experience in support of business management.  
Responsibility: Michael Jones will coordinate the daily operations and marketing of the WSCA program within the participating states in the Western USA.

TBD, WSCA Contract Manager  
Responsibility: MSC will also deploy an additional WSCA Contract Manager (based in the Eastern US ) who like Michael Jones will be responsible for the participating states in the Eastern USA.

The MSC State Account Management Team (12 MSC Associates regionally based) will actively support the promotion and implementation of the WSCA program throughout the USA as our primary segment strategy. MSC's State Account Management team will leverage our complete resources in order to support the WSCA program.

4.3.2 Does your contract management include customer training? Please provide a detailed narrative including, at a minimum, the following:

As the worlds largest industrial supply catalog in the industry MSC offer WSCA members access to over 2000 suppliers representing most of the top brands in the world. Our resource section on [www.mscdirect.com](http://www.mscdirect.com) offers you an array of training options of which many will be included in the contract. For additional certification training you can visit our quote training tool for a course listing and outline.

The list below features some of the training modules available to WSCA members.

- Energy efficient lighting;

Lighting and Electrical

Phillips

Cooper Lighting

Hubbell



<input type="checkbox"/> Advance	<input type="checkbox"/> Fluke	<input type="checkbox"/> Ferraz Shaumut
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- New products;

Safety		
<input type="checkbox"/> Emergency Eyewash/Drench Stations	<input type="checkbox"/> Fall Protection	<input type="checkbox"/> Lockout/Tag out
<input type="checkbox"/> Eye Protection	<input type="checkbox"/> Fire Extinguishers	<input type="checkbox"/> Respiratory
<input type="checkbox"/> Spill Containment		

Other		
<input type="checkbox"/> Motors	<input type="checkbox"/> CRC	<input type="checkbox"/> Coilhose
<input type="checkbox"/> Metalworking – Kennametal	<input type="checkbox"/> Norton	<input type="checkbox"/> Everite
<input type="checkbox"/> 3M – Application and Safety Training	<input type="checkbox"/> Standard	<input type="checkbox"/> Werner
<input type="checkbox"/> Rubbermaid	<input type="checkbox"/> Kimberly Clark	<input type="checkbox"/> Go-Jo

- Equipment and operation- Manufacturer/certified set up and training;

MSC Machinery department will handle all your needs for special orders, technical information, set up and training

- Seminars; and

Vendor offered training – Various topics		
<input type="checkbox"/> Stanley Proto	<input type="checkbox"/> CRC	<input type="checkbox"/> Loctite
<input type="checkbox"/> Philips	<input type="checkbox"/> ER Wagner	<input type="checkbox"/> Rust-Oleum
<input type="checkbox"/> Simple Green	<input type="checkbox"/> Knaack	<input type="checkbox"/> Ansell
<input type="checkbox"/> Stockhausen	<input type="checkbox"/> Louisville	<input type="checkbox"/> Bradley
<input type="checkbox"/> National Marker	<input type="checkbox"/> North Safety	<input type="checkbox"/> Pro Safe

**PLEASE VISIT - [WWW.MSCDIRECT.COM](http://WWW.MSCDIRECT.COM) (Resource section) for a complete offering of training options and product basics.**

- Other such as green products

Other		
<input type="checkbox"/> Simple Green	<input type="checkbox"/> CRC	<input type="checkbox"/> Phillips
<input type="checkbox"/> Stockhausen	<input type="checkbox"/> Natures Solution	<input type="checkbox"/> Rubbermaid



4.4 DELIVERY

Delivery time for in-stock items should not exceed 24-48 hours for all points within in the Participating States. Non-stocked items must be delivered within 10 working days. The Participating States reserve the right to impose restrictions. Explain in detail your delivery policy.

**Get it Next Day!\***

**8:00 pm ET cut-off time on qualified orders\***

- o Later Ordering Time\* – We are pleased to offer a national ordering cut-off time of 8 PM ET for this powerful, new, next day service. This will afford you extra time to place your order.
- o Same Day Shipping Guarantee\* – We continue to stand behind the only same day shipping guarantee in the industry.
- o Get it Next Day\* at no additional cost! Order by 8 PM ET you'll get your qualified\* order the very Next Day\* from any of our customer fulfillment centers to anywhere in the contiguous U.S.! MSC is the only industrial distributor with the unique distinction of being able to reach every zip code next day with no charge for the upgrade.

Customer Testimony
Your Get It Next Day* at no extra charge* is very important to us when lack of product threatens to shut us down... Excellent service!
<b>Jewell Plowman</b> Varicore Tech Inc. Prinsburg, MN

**\*SAME DAY SHIPPING GUARANTEE TERMS:**

Provided the order is completed and received at the customer fulfillment centers before the applicable cut-off time on an operating business day, MSC will guarantee same day shipping (qualifying items placed in the carrier's hands) for any in-stock national catalog items (except machinery or items that require customized lengths, set-up or special packaging) if you are a qualified continental U.S. customer. The guarantee does not cover, and MSC shall not be responsible for, computer or electronic interruptions, mechanical or electrical breakdowns, strikes, riots, severe weather conditions, acts of God or any other forces beyond the reasonable control of MSC, LTL shipments and other non-scheduled carriers, branch shipments (due to earlier pickups), back ordered items, replacement orders, new accounts (first order), and orders requiring credit review.

\*Alaska & Hawaii – Shipping 5-7 business days (Hazmat restricted)

**4.4.1 Specify Guaranteed Delivery Time for In-Stock Items.**

**\*Get it NEXT DAY:**

MSC will upgrade qualifying orders to Next Day Air Saver, at no additional charge, at the customer's request. Qualifying orders are orders less than 50 pounds, shipping to customers located in the contiguous U.S., which cannot be delivered to the customer next day through our Ground Network, until 8:00PM ET from our customer fulfillment centers. The Next Day Air Saver upgrade does not apply to hazardous items (Note: Hazardous materials require special handling and are not service level guaranteed and may be subject to local, state and federal regulations which may delay or prohibit shipments.), back ordered items, direct ship items, branch shipments, VMI orders, international orders, items too large to ship air and any order that does not meet the terms of our Same Day Shipping Guarantee.

#### 4.4.2 Specify Guaranteed Delivery Time for Non-Stock Items.

MSC has a first pass fill rate of 99+% that is supported by our enormous Big Book and next day delivery. Out of stock items will be delivered 3-10 business days. In the event delivery cannot be made within 10 days do to un- planned circumstance MSC will notify buyer immediately.

#### 4.4.3 MSDS must accompany all orders at the time of delivery (where applicable).

The Participating States expect high delivery standards from all contractors. Penalties may be imposed on contractors that have continual late deliveries. These penalties may include but are not limited to cancellation of orders, request for discounted pricing, non-use of an offending contractor or cancellation of the contractor's participating addendum(s).

MSC will be happy to assist you with any competitive back order you experience.

#### 4.5 SHIPPING

All shipments are to be delivered directly to the purchasing department/division address. All shipments shall include a packing label that includes at a minimum the following information on the outside of the package:

- Authorized Purchaser; **Yes**
- Delivery Address; **Yes**
- Purchasing entity and floor; **Yes – As long as it's included in the address**
- Contact; and **Yes – Currently included in the attention line**
- Telephone number. **Yes**

A packing slip shall also be included with each shipment, which shall include at a minimum the following information in no particular order:

- Line item description; **Yes**
- Date ordered; **Yes**
- Quantity ordered; **Yes**
- Quantity included in shipment; **Yes**
- Any backordered items; **Yes**
- Unit Price and extension; **Yes**
- Number of parcels; **Yes**
- Purchase Order Number; **Yes**
- Purchasing entity name; and **Yes**
- F.O.B. Destination. **Yes**

#### 4.6 IMPLEMENTATION

Implementation of this contract is vital to the Participating States. Describe in detail your implementation program including an estimated time line to include at minimum the following points.



#### 4.6.1 Describe in detail the Proposer's implementation plan, including all process steps.

MSC's immediate action plan will consist of meeting with the WSCA team to develop a National Marketing plan focused on promoting the value of the new partnership. Upon award MSC will mobilize the MSC WSCA Contract Program Management team to initiate the following actions:

##### MSC/WSCA conference calls

Immediately after award MSC will host conference calls inviting all WSCA participating state's purchasing directors. The purpose will be to introduce the MSC WSCA Contract Program Management team and to highlight the new MSC partnership. The MSC team will contact each WSCA procurement official to immediately execute the participating addendum. In conjunction the MSC WSCA Contract Program Management team will execute a nationwide training program that will educate the MSC's branch network, call center specialist, telesales team, branch sales associates, solution program managers and the MSC WSCA administration team.

##### MSC Strategic Meetings

MSC will schedule appointments with participating states in order to conduct strategy meetings to clearly define State's objectives and vision. Our goal is to develop true partnerships while understanding each State's challenge towards immediate cost saving goals.

##### Marketing

MSC understands that alignment to participating WSCA State's objectives and vision will be essential to effectively executing State Website marketing communications. MSC WSCA Contract Program Management team will work closely with participating State's contract manager and IT departments to expedite Web marketing messages in addition requirements to any e-commerce platforms.

##### Direct Mail Marketing

Upon approval of the MSC direct mail package, MSC will coordinate a mailer program to all WSCA participating States and targeted local government entities. This form of marketing has proven effective in driving contract awareness and contract benefits. Included in the package will be contract specifics, contact information and customization solution cost saving awareness.

##### Web- Based Marketing

MSC website has been voted "Best in Class" for many years. Immediately after award MSC will dedicate resources to implement the following:

- Announcement for the newly awarded WSCA contract and where to call for more information (approval by WSCA team)
- Design and activate a WSCA/MSA Splash page with contract information and MSC/WSCA contact links (approval by WSCA team)
- Creation of a WSCA news letter to be marketed on the MSC/WSCA State splash page (approval by WSCA)
- Various hyper links (connection links) to home pages for WSCA/MSA/STATE websites
- Dedicated WSCA e-mail address allows users access to the MSC WSCA Dedicated Customer Service Team





- Customers will have the option to sign up for e-mail marketing to receive contract updates, product alerts and much more to be house on splash page

### Sales Marketing

Concurrently the MSC WSCA Contract Program Management team will strategically and geographically launch the deployment of MSC 1100 plus sales associates. This level of engagement by the MSC dedicated WSCA team will ensure the success launch of the WSCA program. MSC WSCA program managers will have direct alignment to State directors supporting execution actions in addition to weekly or monthly feed back.

The MSC WSCA Contract Program Manager will have quarterly meetings with WSCA State participating contract managers to review sales data, engagement activities and overall best demonstrated practices.

### Training

Strong partnership begins with understanding the basics. MSC successfully utilizes many tools that have effectively and rapidly provides end users an understanding of how to leverage MSC values and efficient ordering processes. Upon conclusion of the Strategic meetings the MSC WSCA program management team will immediately coordinate the following:

- **State Department Meetings** – MSC will coordinate meetings with Key State department procurement officials (example – DOT, DOC, Facilities) in order to develop specific objectives.
- **Road Shows/Workshops** – MSC will partner with State and local government to initiate centralized training workshops
- **E-Learning**– MSC will customize our e-learning platform for a basic tutorial on the MSC value, the MSC WSCA program, How to navigate and various contact information.
- **CD-Rom**– MSC to distribute training CD-Rom for customers not having internet access

MSC represents over 2000 suppliers. Our field support alignment with those suppliers allows MSC to offer a variety of product training and technical support. The MSC WSCA Contract Program Managers will coordinate and customize quarterly product training upon request.

### See Training Section

### Tradeshows

MSC participates in many national, regional, market segmented and local tradeshows throughout the year supporting many different organizations. The MSC WSCA Contract Program Managers will immediately secure the necessary resources and vendor buy in to support State specific shows where procurement officials are the primary attendees.

#### **4.6.2 Detail the specific information, resources, and assistance the proposer will require from each Participating State to implement the contract.**

The MSC WSCA Contract Program Manager's goal with each Participating State is to clearly understand the State's procurement objectives, vision and challenges. The key resources and assistance required are as follows:

- A kickoff implementation conference call with each WSCA participating state
- A regular schedule time slot on the WSCA director call
- Expeditious execution of a participating addendums by each participating state
- Meeting with the Participating State directors to review State's objectives, vision & challenges
- Coordinated meeting of the major State departments at a central location - used to develop specific department objectives
- State Marketing support – State website/announcements
- Support of the MSC/WSCA monthly news letter
- A designated State contact for on going contract management and quarterly reviews
- Featured participation in State Procurement trade show
- Quarterly update meetings to review contract performance

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

Upon award MSC will begin internal processes that will make our standard website [www.mscdirect.com](http://www.mscdirect.com) available within 21 days for all participating states. Our e-commerce team will create individual splash pages with contract information and contact links. In addition our team will work with WSCA to create hyper links (connection links) to further market the benefits of our new partnership.

**4.6.4 Describe in detail the Proposer's experience when implementing customer relationships of equivalent size and complexity.**

MSC has extensive experience in implementing programs on a National scale. We have been awarded many fortune 500 National Account contracts such as Alcoa, International Paper, General Electric, Coca Cola and Disney.

MSC currently holds a GSA (# GS-06F-0010N) and USPS (# 2CRMOS-03-B-4457) contract, in addition to our recently USSHPLL Serve Mart award (GS-06F-8999) where we have recently implemented and opened Base Stores at Camp Leguene USMC MCB, Albany USMC MCLB and Quantico USMC HQ.

MSC has been building toward the WSCA opportunity for the past 5 years. Our strategic decision towards this partnership has driven our resources on working with individual states while focusing on brand recognition and choice. Over the past 6 years MSC has been awarded and implemented many State contracts such as New York, California and Texas.

Our implementation capabilities encompass many different actions, see some examples listed below:

- Conference calls
- E-commerce integrations
- Training workshops
- Strategic Road shows
- Hyperlinks
- Direct Mailing Marketing
- How to Guides
- Telesales Program Specialist
- Program Manager Specialist
- Webinars
- Product workshops
- Centralized meetings with Department heads
- Splash pages
- Partnership rollouts
- E-learning
- Deployment of 1100 experienced sales associates
- Telesales Marketing
- Mapping Tools



4.6.5 Describe any customization abilities for different States or political subdivisions within a Participating State.

MSC's 65 plus years experience in the industry enables us to create many customized programs for our diversified customer base. We have a proven ability to customize programs that allow customers to accelerate towards their goals and visions.

Some examples of MSC customization capabilities:

- o Customized Service enhancements
- o Work Flow controls
- o Specialized Training
- o CMI
- o Quote to Punch out
- o Motor Audits
- o E- Commerce efficiency
- o Procurement innovation
- o Pricing programs
- o VMI
- o Lamp & Energy Audits

Some examples of State Customized Programs:

- o California State Contract
  - Customized program for California Higher Education
    - E-commerce customization
    - Specialized training
    - Customized pricing
- o Commonwealth of Virginia
  - Customized program for the Commonwealth
    - Electronic **platform integration – EVA Platform**
- o Louisiana Multiple Award Schedule
  - Customized list of 25,000 items
    - Louisiana **DOT – Restricted product access**
- o State of Texas
  - University of Houston
    - Bevco
    - Ecoworx
    - Guardian Industries
  - University of Houston
    - Storeroom **vendor managed inventory solutions**

4.7 REPORTING CAPABILITIES

The proposer shall provide the State of Nevada Purchasing Division information on all reports that are available without charge, to include a brief description of the report and the frequency. The State of Nevada and Participating States will decide which reports are required and notify the suc-



successful proposer(s). If there are other reports available at additional pricing, information on these reports is also required. Please note the reporting requirement in the WSCA terms and conditions.

MSC offers a variety of data categories which enables customers to produce customized reports on [www.mscdirect.com](http://www.mscdirect.com) or through your WSCA contact.

Listed below are the data points in which a customer can request reports

Data Points		
<input type="checkbox"/> Customer Account	<input type="checkbox"/> Invoice Date	<input type="checkbox"/> MSC Base item number
<input type="checkbox"/> Order Number	<input type="checkbox"/> Item order number	<input type="checkbox"/> Contact Name
<input type="checkbox"/> Customer AKA number	<input type="checkbox"/> Catalog Page	<input type="checkbox"/> Catalog Price
<input type="checkbox"/> Customer P.O.	<input type="checkbox"/> Extended item price	<input type="checkbox"/> Item Description
<input type="checkbox"/> Brand Name	<input type="checkbox"/> Extended Catalog price	<input type="checkbox"/> Customer Name
<input type="checkbox"/> Line Item Quantity	<input type="checkbox"/> Line Item Category	<input type="checkbox"/> Net Price
<input type="checkbox"/> Line Item Description	<input type="checkbox"/> Order Date	<input type="checkbox"/> Order Source
<input type="checkbox"/> Payment Method	<input type="checkbox"/> Hazmat Item	<input type="checkbox"/> Unit of Measure
<input type="checkbox"/> Invoice number	<input type="checkbox"/> Order Quantity	<input type="checkbox"/> Packing Slip number
<input type="checkbox"/> Product Line	<input type="checkbox"/> Sales Representatives	<input type="checkbox"/> Ship to Address
<input type="checkbox"/> Ship to number	<input type="checkbox"/> NSN number	<input type="checkbox"/> Merchandise Total
<input type="checkbox"/> Freight Amount	<input type="checkbox"/> Sales Tax	<input type="checkbox"/> Merchandise+Freight+Tax
<input type="checkbox"/> Invoice Number	<input type="checkbox"/> Contact Name	<input type="checkbox"/> Invoice Date

In addition to the reporting capabilities requested above please thoroughly explain your company auditing policy to ensure that pricing and services are in compliance with the contract. Explain your policy for revenue recovery in the event that any auditing reveals incorrect pricing.

MSC is a US Fortune 1000 NYSE publicly traded Company and its audit committee charter are located on the MSC website ([www.mscdirect.com](http://www.mscdirect.com)) under the tab "About MSC" and under the sub-tab "Corporate Governance". The Company has an internal audit department which develops a risk based annual audit plan that is approved by the independent audit committee of the Company. The specific details of the audit plan can not be provided as the information is propriety to MSC; however, sales contract compliance is a component of the "audit universe" from which the annual audit plan is built.

#### 4.8 SUSTAINABILITY/ENVIRONMENTAL PRACTICES

Sustainability and sound environmental practices are important to many of the Participating States. Thoroughly describe your sustainability and environmental practices that you currently have in place. This description should include the following:

MSC has initiated and continues it's efforts to promote sustainability and environmental responsibility both with our product catalog offerings as well as with actions within our facilities and neighboring communities.



MSC has incorporated this commitment for social environmental responsibility into our Code of Conduct. The environmental safety and health (ES&H) sections of the Code of Conduct are provided below.

**Regulatory Compliance**—The Company intends to conduct its business in compliance with all applicable federal, state and local statutes and regulations governing wholesale distribution.

**Safety and Health Standards**—We are all responsible for maintaining a safe workplace by following safety and health rules and practices. MSC is committed to maintaining its workplace free from hazards and to this end will perform risk assessments to identify potential safety and health concerns and take appropriate measures to eliminate or control identified hazards as well as comply with regulations in this regard. We will provide safety training and equipment to protect associates from injury. Associates at all levels are expected to maintain safety awareness, act responsibly and employ sound judgment at all times, including by immediately reporting accidents, injuries and unsafe equipment/practices or conditions to a supervisor or other designated person. We recognize that our ability to serve our customers is enhanced by a safe and healthful work environment. We also recognize that ongoing associate input and education is key to proactively identifying and solving health and safety issues. Safety committees may be used to encourage associate involvement with identifying potential safety issues and developing solutions. We will actively work to continuously improve the safety of our associates.

**Health and Safety standards are:**

**Occupational Safety**—We will identify and control potential safety hazards through proper training, design, engineering and administrative controls, preventative maintenance and safe work procedures. Where hazards cannot be removed or adequately controlled, we will provide personal protective equipment.

**Emergency Preparedness**—We will identify and assess potential emergency situations to minimize their impact on our associates and business through the creation of Emergency Action Plans and associate training.

**Occupational Injury and Illness**—We have procedures and systems in place to manage, track and report occupational injury and illness, including provisions to: encourage worker reporting; provide necessary medical treatment; investigate cases and implement corrective actions to prevent recurrence; and facilitate the return of associates to work.

**Industrial Hygiene**—Associate exposure to chemical and physical agents will be identified and controlled. When hazards cannot be adequately controlled by engineering and administrative means, associates will be provided with appropriate personal protective equipment.

**Product Safety**—We will quickly respond to and cease distribution of any products that have been identified to us with potential or known existing unacceptable health safety or environmental risks or do not comply with applicable law. We will strive to proactively ensure that suppliers provide us with products that are compliant to applicable laws and safe for use.

**Environmental Standards**—Environmental responsibility is an integral part of our business mission. Associates at all levels are required to follow company procedures designed to meet the standards set by applicable environmental regulations. We will strive to minimize environmental impacts from our operations to the communities that we operate in as well as natural resources. We will actively work to continuously improve our environmental protection programs. Our environmental standards are:





**Environmental Permits and Reporting**—We will obtain, maintain and keep current all required environmental permits and registrations necessary to conduct our business.

**Pollution Prevention and Resource Reduction**—We will strive to reduce or eliminate wastes at their source by means of process modifications, maintenance and facility processes, material substitution, conservation, and the recycling and re-use of materials.

**Hazardous Substances**—Chemical and other materials posing a hazard if released to the environment are to be identified and managed to ensure their safe handling, movement, storage, recycling or reuse and disposal.

**Product Content Restrictions**—We will not knowingly sell non-compliant products to our Customers. We will maintain an Environmental Health and Safety department to review products and evaluate their compliance with all applicable environmental laws and regulations regarding prohibition or restriction of specific substances, including labeling laws and regulations for recycling and disposal.

**4.8.1 Describe Proposer’s environmental practices that are applicable to items that Proposer markets. Provide links to your published statements and policies.**

MSC offers products that enable you to reduce water consumption, improve air quality, reduce electric, eliminate and/or reduce landfill waste, and reduce the consumption of natural resources. We continually work with our key manufacturers to understand the latest product developments with environmental issues to help our customers with the aforementioned initiatives.

Please use the link below to view our NINE Eco – Friendly categories

[http://www1.mscdirect.com/content/solutions/ecoFriendly.html?cm\\_re=tpnv-\\_-res-\\_-ecof](http://www1.mscdirect.com/content/solutions/ecoFriendly.html?cm_re=tpnv-_-res-_-ecof)

In addition to our Green offering MSC incorporates an overall community partnership within our culture. Please refer to the following link to learn more about our Community Relations and Corporate Governance.

<http://www1.mscdirect.com/content/aboutmsc/corporategovernance.html>

**4.8.2 Use of single plastic resins in plastic components weighing more than 100 grams; Clear and visible labeling of plastic types in components weighing more than 25 grams.**

MSC is a leading national distributor representing over 500,000 sku's from over 2000+ manufacturers. It is very challenging to determine if all these products support this desirable component. As a distributor we have not been able to confirm our supplier's conformance to the use of single plastic resins in plastic components. MSC utilizes an internal process that analyzes supplier performance and strives to drive supplier improvements.

**4.8.3. Avoidance of paints, including metallic paints on any internal or external plastic housings.**

MSC is a leading national distributor representing over 500,000 sku's from over 2200+ manufacturers. It is very challenging to determine if all these products support this desirable component. MSC utilizes an internal process that analyzes supplier performance and strives to drive supplier improvements.

**4.8.4. Equipment that is assembled in such a way that components may be dismantled easily so that individual components may be disassembled, separated, identified and reused or recycled easily.**













MSC distributes items from Suppliers of electrical equipment who manufacture products that are compliant to the European Union's Directive on Restriction of Hazardous Substances (RoHS). This Directive limits







the amounts of lead, mercury, cadmium, hexavalent chromium, Polybrominated biphenyls (PBB's) and Polybrominated diphenyl ether (PBDE) in electrical and electronic equipment. Generally manufacturers of electronic equipment that manufacture products to meet RoHS compliance also comply with the EU directive on Waste Electronic and Electrical Equipment (WEEE) Recycling which requires not only the take-back at the end of life but mandates that individual components be easily disassembled for reuse and recycling.

4.8.5. Provide a list of products for which you provide end of life take-back and recycling (e.g. fluorescent lamps, batteries, solvents, metals, etc.). List subcontractors if any you use for these services. List any fees or conditions for these services. Certificates of Disposal must be provided for hazardous waste. This is an EPA requirement.

We know how important it is for you to dispose of your old lamps safely and in full compliance with state laws. That is why we have partnered with Veolia Environmental Services to assist you in disposing of your old fluorescent lamps, ballasts, and batteries. MSC has a "turn-key" solution to your waste disposal products ballasts, batteries, lamps, etc. This service provides the hazardous shipping labels, boxes, and pick-up. MSC continually adds products to our catalog which have eliminated and/or greatly reduced the hazardous substances typically used to manufacture those products.

The products shown below represent catalog prices. WSCA Purchase price ( catalog price less WSCA discount) will include the recycling container, a polyliner, instructions, terms and conditions, a prepaid shipping label, processing and a certificate of recycling. Please visit [www.mscdirect.com](http://www.mscdirect.com) for additional information.

Select	Product Details	Sort by: popularity   item   price   mfr.
  <p>Item #: 86043874</p>	<p>Mfr: Recyclepak Mfr #: SUPPLY126 Big Book Page 3395 View similar items</p> 	<p>Recycling Kits Type of Lamp: Mixed Lamps Container Type: 2 Ft. Box Capacity: 22 T12 / 32 T8 U-Tubes, Misc. Lamps</p> <p>Qty: <input type="text"/></p> <p>Price: \$137.85 ea In stock: 62</p> <p>Order Qty of 1 = (1) 3 Piece Kit</p>
  <p>Item #: 86043841</p>	<p>Mfr: Recyclepak Mfr #: SUPPLY065 Big Book Page 3395 View similar items</p> 	<p>Recycling Kits Type of Lamp: Linear Fluorescent Container Type: 4 Ft. Lg. Box Capacity: 68 T12 / 146 T8</p> <p>Qty: <input type="text"/></p> <p>Price: \$98.94 ea In stock: 98</p> <p>Order Qty of 1 = (1) 3 Piece Kit</p>
  <p>Item #: 86043825</p>	<p>Mfr: Recyclepak Mfr #: SUPPLY043 Big Book Page 3395 View similar items</p> 	<p>Recycling Kits Type of Lamp: Linear Fluorescent Container Type: 4 Ft. Box Capacity: 30 T12 / 60 T8</p> <p>Qty: <input type="text"/></p> <p>Price: \$75.45 ea In stock: 84</p> <p>Order Qty of 1 = (1) 3 Piece Kit</p>
  <p>Item #: 86043833</p>	<p>Mfr: Recyclepak Mfr #: SUPPLY044 Big Book Page 3395 View similar items</p> 	<p>Recycling Kits Type of Lamp: Linear Fluorescent Container Type: 8 Ft. Box Capacity: 15 T12 / 30 T8</p> <p>Qty: <input type="text"/></p> <p>Price: \$84.73 ea In stock: 115</p> <p>Order Qty of 1 = (1) 3 Piece Kit</p>

Select	Product Details	Sort by: popularity   item   price   mfr.
<input type="checkbox"/>	 Mfr: Recyclepak Mfr #: SUPPLY041 Big Book Page 3395 <a href="#">View similar items</a>  Item #: 86043890	Recycling Kits Type of Lamp: Battery Container Type: 3.5 Gal. Pail Capacity: 50 Lbs. Qty: <input type="text"/> Price: \$130.13 ea In 60 stock:
<input type="checkbox"/>	 Mfr: Recyclepak Mfr #: SUPPLY040 Big Book Page 3395 <a href="#">View similar items</a>  Item #: 86043882	Recycling Kits Type of Lamp: Ballast Container Type: 5 Gal. Pail Capacity: 69 Lbs. Order Qty of 1 = (1) 3 Piece Kit Qty: <input type="text"/> Price: \$130.13 ea In 42 stock:
<input type="checkbox"/>	 Mfr: Recyclepak Mfr #: SUPPLY068 Big Book Page 3395 <a href="#">View similar items</a>  Item #: 86043858	Recycling Kits Type of Lamp: Mixed Lamps Container Type: 5 Gal. Pail Capacity: 69 Lbs. Order Qty of 1 = (1) 3 Piece Kit Qty: <input type="text"/> Price: \$78.52 ea In 36 stock:

4.8.6. All proposers are encouraged to offer packaging which minimizes or eliminates the use of disposable containers; is made from recycled content; contains a minimum of 25% by weight of post consumer materials; and/or meets or exceeds the minimum post consumer content level for respective packaging in the U.S. Environmental Protection Agency Comprehensive Procurement Guidelines.

The suppliers of MSC boxes provide cardboard boxes made from recycled content which contains a minimum of 25% by weight of post consumer materials.

Proposers are encouraged to provide packaging that does not contain inks, dyes, pigments, adhesives, stabilizers, or any other additives to which any lead, cadmium, mercury or hexavalent chromium has been included as an element during manufacture or distribution in such a way that the sum of the concentrations levels of such lead, cadmium, mercury or hexavalent chromium exceed the following concentration level: 100 parts per million by weight (0.01%).

MSC works with packaging companies that provide cardboard that is made from recycled material and meets with the Coalition of Northeast Governors requirements to reduce toxic substances in packaging. The Toxics in Packaging Clearinghouse (TPCH) was formed in 1992 to promote the Model Toxics in Packaging Legislation. This model legislation was originally drafted by the Source Reduction Council of CONEG in 1989. It was developed in an effort to reduce the amount of heavy metals in packaging and packaging components that are sold or distributed throughout the United States

Describe in detail how your packaging complies with the above criteria. Describe in detail how your shipping promotes environmentally sound practices as listed above.



MSC is extremely concerned about our environment and this point is illustrated by our choices related to our packaging and shipping materials. MSC utilizes plastic air bags as our packaging and shipping material to protect our items from being damaged while in transit. These plastic air bags are made from recycled material and when our shipments are received by our customer these bags can be reused as well as recycled. As a distributor representing over 2000+ of the leading manufactures of MRO and metalworking products it is very difficult to determine which products are packaged using post consumer recycled materials. In speaking with our product management group, they know that some are, however we do not have specific data to provide a percentage.

**4.8.7. Explain on-line search capabilities for products that are environmentally safe.**

MSC offers products that are "Eco-Friendly" and they are available by using the following link:

[http://www1.mscdirect.com/content/solutions/ecoFriendly.html?cm\\_re=tpnv\\_-\\_res\\_-\\_ecof](http://www1.mscdirect.com/content/solutions/ecoFriendly.html?cm_re=tpnv_-_res_-_ecof)

Products are marked in our catalog and on-line with prominent labels that indicate the categories of "Eco-Friendly" that they comply with. Customers are able to search online on [www.mscdirect.com](http://www.mscdirect.com) utilizing a key word search ( green, or eco-friendly) or can use the link above to search by category.

**4.8.8. Describe on-line and catalog descriptions that explain 3<sup>rd</sup> party certifications and in-house green labeling criteria.**

Please see the attached link:

[http://www1.mscdirect.com/content/solutions/ecoFriendly.html?cm\\_re=tpnv\\_-\\_res\\_-\\_ecof](http://www1.mscdirect.com/content/solutions/ecoFriendly.html?cm_re=tpnv_-_res_-_ecof)

MSC offers a wide variety of products that are designed to minimize their effect to the environment. A listing of these various product categories is provided below:

"Eco Friendly" Catalog offerings - we have teamed with our top suppliers to provide products that are cost effective and will also conserve energy and natural resources. We have identified eco-friendly items throughout our product offering in categories such as Janitorial Supplies, Electrical, HVAC, and Safety.

**Green Cleaners and Fluids**

MSC offers a wide variety of biodegradable cleaners, degreasers, and cutting fluids that help maintain a healthy environment and assist in the prevention of ozone depletion. We provide products with the Green Seal® Certification. Green Seal is an independent, non-profit organization that promotes the manufacture, purchase and use of environmentally friendly products and services.

**Conservation**

MSC carries products that can help save energy, conserve natural resources and support our overall goal of protecting the environment. Items include: energy-efficient lamps and lighting, photo-luminescent signage and safety products, HVAC products, automatic hand dryers, and hands-free water faucets and water coolers. In addition, MSC carries recycling kits to assist you in the recycling of products that contain hazardous materials. These products conserve energy and help to ensure that waste products are properly recycled or disposed of to minimize environmental impacts.

**Renewable Energy Source**



Products that can be recycled and kept out of the solid waste stream preserve the environment and sustain natural resources. MSC carries products such as power tools, flashlights, and two-way radios powered by rechargeable batteries. Advantages of these types of products include longer life cycle, greater power performance, and no self-discharge. Other renewable source products include glow-in-the-dark signs, which can be used in your facility to preserve energy and save you money!

### Energy Star®

Energy Star is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy that promotes energy efficient consumer products. Energy Star products will help lower energy costs by using less energy to operate. MSC provides products (heating and cooling) that carry the Energy Star logo.

### NEMA® Premium

NEMA (National Electrical Manufacturers Association) has established an energy efficiency motors program that provides highly energy-efficient products for consumers. Choosing energy efficient motors can reduce energy consumption lowering energy operating cost and improving overall system reliability.

### Recycled Products

Every time you purchase recycled products, you are helping to conserve the environment's natural resources, including trees, water, electricity, and oil. MSC can offer you a number of products made from recycled materials, such as can liners and various paper products. Products made from recycled content help to preserve natural resources.

### Low VOC

Traditional paints and finishes release low levels of harmful toxins into the air caused by a variety of VOCs (Volatile Organic Compounds). New environmental regulations in many states have prompted the development of low VOC paints and finishes that are less harmful to the consumer and the environment.

### Greenhouse Gas Free

MSC Industrial Supply has over a hundred products that are Greenhouse Gas Free, meaning they do not contain any global warming agents. Try a Greenhouse Gas Free alternative today to help reduce the impact these types of products can have on the environment.

**4.8.9. All drums shall remain the property of the supplier. Empty drums shall not become the property of the affected state entity under any circumstance or condition. All empty drums, including their respective caps, plugs, or bungs, shall be collected by the supplier within a reasonable time frame specified by the affected state entity for reuse or recycling via the most reasonable transport method.**

In accordance with our Terms and Conditions once hazardous materials or non-hazardous materials that can become hazardous waste are accepted for delivery, MSC is unable to take these items back. The Customer takes ownership and is responsible for proper handling, use and disposal/recycling in accordance with federal, state and/or local regulations. Any type of program to take back empty (as defined by the Federal EPA and/or state or local environmental agencies) will need to be established through a third party as a possible added cost.

## 4.9 DISASTER RECOVERY



Please describe your emergency management plan to aid States during an emergency or disaster recovery. Be specific as to response time, supplies availability and other goods and services that you offer.

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

Emergency response orders due to natural disasters or threat of war, which are sent to MSC during normal business hours, will be shipped 24 hours a day, seven days a week, and delivered either the same day or the following day as specified. Customer may incur a separate shipping charge for this service. To meet the emergency demand requirements, MSC will maintain a designated point of contact that is available 24 hours a day seven days a week.



If the emergency order involves truckload quantities, and the carriers are not able to respond the day the order is received, MSC will contact the person designated on the order for further instructions. Emergency orders may be shipped using manually prepared shipping documents. However, acknowledgement of the orders and other required information will be electronically transmitted back to the WSCA entity.

MSC Industrial Direct has developed its own Emergency Preparedness program (see attached catalog) in which MSC can take the worry out of the storm. From generator's to flashlights, tarps to batteries, wet/dry vacs to pumps, first aid kits to water, MSC has everything you'll need to prepare for any emergency. MSC can help provide WSCA's Participating Members with free consultative services in order to help them prepare for natural disasters in order to minimize the damage during the storm as well as to help them recover after the event. In post-disaster situations MSC will designate specific Company contacts who will be able to arrange the shipment of trailers (working with our Logistics Team) loaded with supplies into disaster stricken areas. The time line for this type of response will be determined by local Authorities. MSC can provide water and other basic necessities as part of our response. The nature of MSC's logistics program will keep it operational and functional regardless of location or severity of the affected geographic area.

Your source for emergency preparedness – Let [www.mscdirect.com](http://www.mscdirect.com) plan and keep you informed for an emergency. From helpful emergency links (EPA, FEMA, HOMELAND SECURITY, CDC, NERT, WEATHER CHANNEL AND RED CROSS) to a huge selection of emergency products to help you through any emergency.

#### 4.10 EMERGING SMALL BUSINESS (ESB), MINORITY BUSINESS ENTERPRISE (MBE), WOMEN BUSINESS ENTERPRISE (WBE), and DISABLED VETERAN OWNED BUSINESS

Some Participating States, may desire to purchase products and services from ESB/MBE/WBE/DV companies. Some Participating States may or may not have an ESB/MBE/WBE/DV program and therefore each state will integrate this desirable into its Participating Addendum, if applicable. In some Participating States, to qualify as an ESB/MBE/WBE/DV supplier the listed companies must be registered with either the government or a recognized certifying entity and provide a certification type and number. Registered ESB/MBE/WBE/DV companies must be operating from a legitimate commercial site, carry all applicable



insurance policies, required business licenses, and have operated continuously for at least two years. Please explain how the Proposer will provide opportunity for, ESB/MBE/WBE/DV companies.

At a minimum, the following policies and practices must be described in detail:

**4.10.1 Describe in detail how the Proposer will work with the registered companies to determine what products can be a part of the contract.**

MSC is dedicated to supporting small business. We currently have a process on [www.mscdirect.com](http://www.mscdirect.com) that allows small business enterprises to become a partner with MSC.

MSC is dedicated to supporting small business. Over the course of the past several years MSC has developed working relationships with many ESB/MBE/WBE companies located across the USA.

**DIVERSITY**

**Become a Small Business Vendor**

If you are a small business and have a new or unique product opportunity that will deliver greater value to our customers and you would like to join forces with MSC Industrial Supply, e-mail us at [cust\\_service@mscdirect.com](mailto:cust_service@mscdirect.com) or write us to request a "New Supplier How-To Package":

Product Management/New Product Inquiries  
MSC Industrial Supply Co.  
75 Maxess Road  
Melville, NY 11747-3151

**Become an Small Business Partner**

If you are a SBA certified small business registered with [ccr.gov](http://ccr.gov) and interested in becoming an MSC Industrial Supply authorized small business, e-mail your request for a small business information package to [diversity@mscdirect.com](mailto:diversity@mscdirect.com).

If you are a customer interested in learning more about our small-business program, or you would like to order MSC Industrial Supply products from an authorized small business, e-mail your request for information to [diversity@mscdirect.com](mailto:diversity@mscdirect.com) or call 1-800-645-7270.

**Small Business Reporting**

MSC Industrial Supply is a GSA Multiple Award Schedule holder on the Hardware Superstore, Schedule 51V. We are also an authorized MRO contract supplier to the USPS, and provide both the GSA and USPS with small business subcontract reporting throughout the year.

For further information on our Diversity Programs, please e-mail us at [govteam@mscdirect.com](mailto:govteam@mscdirect.com).

**4.10.2 Describe in detail how the Proposer will track all ESB/MBE/WBE Products and services, including ordering, delivery, and invoicing.**

MSC currently has a process in place which earmarks and tracks all ESB/MBE/WBE Products and services. This report is available upon request.

**4.10.3 Provide a list of Products that may be available to be purchased from ESB/MBE/WBE companies under the proposed Contract.**

MSC currently has many products available for purchase from ESB/MBE/WBE Companies/ Manufacturers. MSC can provide a list of these products upon request.



4.10.4 Describe how Proposer will make best efforts to increase the number of Products available to Authorized Purchasers under the Contract acquired from ESB/MBE/WBE businesses.

MSC continues to build its ESB/MBE/WBE partnership program as evidenced by our website. As we continue to build out our program the number of products has grown and will continue to grow over time. MSC strives to cultivate key ESB/MBE/WBE relationships with our suppliers and vendors. Our goal is to grow our supplier diversity base while developing new business opportunities for ESB/MBE/WBE companies to partner with MSC.



4.10.5 Describe what other products or services the Proposer can offer within a category that supports ESB/MBE/WBE suppliers.

The goal of MSC's Diversity program is to increase our relationships with ESB/ MBE/WBE businesses by developing additional business opportunities for our suppliers, vendors, and customers

4.11 Community Rehabilitation Program (CRP) / Qualified Rehabilitative Facilities (QRF):

4.11.1 Describe how the Proposer supports the use of products and/or services sourced from QRF and the CRP programs.

MSC is an authorized Ability One (formerly JWOD) distributor and supports its participating agencies. You can see our Ability One product offering by logging on to [mscdirect.com](http://mscdirect.com).

4.12 RETAIL STORE PURCHASES/WILL CALL:

Describe the availability of contracted items through Proposer's branch locations. Please provide a list of branch locations that provide a will call service in each of the Participating States.

Provide a narrative that explains how authorized purchasers will be able to make purchases at will call branch locations, make payment for those items and have those items included in the reporting described as described in Section 4.7.

MSC has over 100 branch locations and 4 Customer Fulfillment Centers (see locations attached) all of which can provide will call service. Our AS400 system allows our associates to enter orders under the proper account which will ensure those items are captured in the desired reporting requested. Customers who wish to pick up from one of our branch locations can call to place an order. Our local associates will inform the purchaser when they can pick up the merchandise. MSC policy is to have customer sign packing slips, record driver license or company ID and keep packing slip documents on file.

Our business strategy is to provide an integrated, lower cost solution to the WSCA participating states. Our business model leverages our four giant customer fulfillment centers, outstanding logistics network which delivers your order at a 99% fill rate virtually eliminating back orders. MSC believes that delivering your product directly to your member locations is the most effective way to get the job done. Our goal is to let our procurement system work for your members in order to provide the best overall procurement value.

Each of our four Customer Fulfillment & Call Centers is staffed with a full compliment of Customer Service Representatives and Managers who are ready and able to take your orders. Our standard 800 phone number is routed fluidly within our call center network in order to provide seamless custom service support throughout the country.

Each of our Branches is staffed with both trained and experienced Inside Sales Associates and Inside Sales Supervisors as well as trained and experienced Outside Sales Associates and Branch Managers. Each of the branches provides support for customers who prefer local support. Please see our CFC and Branch Listings below.



**A Multi-State Contract for Facilities Maintenance, Lighting Products,  
Industrial Supplies and Tools  
Request for Proposal No. 1862**

MSC Branch Directory	Branch Location	City	State		Phone	Fax
MSC Industrial Supply Co	119 39th Street North	Birmingham	AL	35222	205-591-9565	205-591-9669
MSC Industrial Supply Co	114 Celtic Road	Madison	AL	35758	256-772-0601	256-772-8385
MSC Industrial Supply Co	1201 Montlimar Drive	Mobile	AL	36609	251-342-5030	251-342-3004
MSC Industrial Supply Co	8120 Scott Hamilton Dr.	Little Rock	AR	72209	501-569-9191	501-569-9922
MSC Industrial Supply Co	230 West Baseline Rd	Tempe	AZ	85283	480-755-0415	480-755-4209
MSC Industrial Supply Co	5715 Kearny Villa Road	San Diego	CA	92123	858-505-8608	858-505-0214
MSC Industrial Supply Co	11450 Markon Drive	Garden Grove	CA	92841	714-379-6556	714-379-6694
MSC Industrial Supply Co	4589 North Marty	Fresno	CA	93722	559-307-6052	559-226-0583
MSC Industrial Supply Co	3848 Bay Center Place	Hayward	CA	94545	510-785-9100	510-785-9110
MSC Industrial Supply Co	6100 Stapleton Dr South	Denver	CO	80216	303-935-2022	303-937-1228
MSC Industrial Supply Co	362 Industrial Park Rd.	Middletown	CT	06457	860-632-6001	860-632-6011
MSC Industrial Supply Co	130 Old Gate Lane	Milford	CT	06460	203-877-0065	203-877-9327
MSC Industrial Supply Co	19 East Commons Blvd.	New Castle	DE	19720	302-322-5441	302-328-7024
MSC Industrial Supply Co	2186 Drew Street	Clearwater	FL	33765	727-442-4131	727-441-9214
MSC Industrial Supply Co	8940 Western Way	Jacksonville	FL	32256	904-519-6002	904-519-9003
MSC Industrial Supply Co	8249 Parkline Blvd.	Orlando	FL	32809	407-851-8089	407-855-3676
MSC Industrial Supply Co	1800 North Powerline Rd.	Pompano Beach	FL	33069	954-969-9250	954-969-9452
MSC Industrial Supply Co	2810 N.W. 79th Avenue	Miami	FL	33122	305-406-2556	305-477-6123
MSC Industrial Supply Co	MCLC Maint Center	Albany	GA	31704	229-319-0521	
MSC Industrial Supply Co	6700 Discovery Blvd.	Mableton	GA	30126	770-732-8650	800-255-5067
MSC Industrial Supply Co	4025 Pleasantdale Rd.	Atlanta	GA	30340	770-248-9944	770-248-9212
MSC Industrial Supply Co	1530 1-A Crescent Ct.	Augusta	GA	30909	706-738-3900	706-738-6866
MSC Industrial Supply Co	3048 104th Street	Urbandale	IA	50322	515-334-0707	515-334-0808
MSC Industrial Supply Co	4231 Grove Avenue	Gurnee	IL	60031	847-782-1656	847-782-1667
MSC Industrial Supply Co	945 Edgewood Drive	Wood Dale	IL	60191	630-787-9904	630-787-1250
MSC Industrial Supply Co	6804 West 183 Street	Tinley Park	IL	60477	708-633-7881	708-633-7955
MSC Industrial Supply Co	9934 N. Alpine Road	Machesney Park	IL	61115	815-877-5779	815-877-7675
MSC Industrial Supply Co	3880 Pendleton Way	Indianapolis	IN	46226	317-541-3764	317-541-0149
MSC Industrial Supply Co	28551 Laura Court	Elkhart	IN	46517	574-295-5708	574-295-5809
MSC Industrial Supply Co	343 Airport N. Office Pk.	Fort Wayne	IN	46825	260-484-3906	260-490-3079
MSC Industrial Supply Co	13252 W.98 Street	Lenexa	KS	66215	913-438-6300	913-438-6309
MSC Industrial Supply Co	11003 Bluegrass Pkwy	Louisville	KY	40299	502-261-9823	502-261-9727
MSC Industrial Supply Co	1532 Kuebel Street	Harahan	LA	70123	504-733-4744	504-733-2075
MSC Industrial Supply Co	1617 North Market	Shreveport	LA	71107	318-222-4800	318-234-2042
MSC Industrial Supply Co	641 West Boylston St	Worcester	MA	1606	508-797-3131	508-797-5656
MSC Industrial Supply Co	20 Blancard Rd	Burlington	MA	1803	781-272-4884	781-272-8551
MSC Industrial Supply Co	630 Silver Street	Agawam	MA	01001	413-786-9100	413-786-7970
MSC Industrial Supply Co	3051 Washington Blvd.	Baltimore	MD	21230	410-644-1313	410-368-3888
MSC Industrial Supply Co	60 Gray Rd, Unit 20	Falmouth	ME	04105	207-797-9212	207-797-9230
J&L Industrial	20921 Lahser Rd	Southfield	MI	48034	248-200-4200	
J&L Industrial	27690 Groesbeck Hwy	Roseville	MI	48066	810-777-1450	810-777-3663
J&L Industrial	13599 Merriman Rd	Livonia	MI	48150	248-200-4200	248-200-4949
MSC Industrial Supply Co	36082 Industrial Road	Livonia	MI	48150	734-953-8864	734-953-0774





**A Multi-State Contract for Facilities Maintenance, Lighting Products,  
Industrial Supplies and Tools  
Request for Proposal No. 1862**

MSC Branch Directory	Branch Location	City	State		Phone	Fax
MSC Industrial Supply Co	G-4440 S. Saginaw	Burton	MI	48529	810-743-4296	810-743-8276
MSC Industrial Supply Co	5900 Portage Road	Portage	MI	49002	269-553-0680	269-553-0600
MSC Industrial Supply Co	1811 D Hayes Road	Grand Haven	MI	49417	616-850-0900	616-850-0927
MSC Industrial Supply Co	3718 Buchanan SW	Grand Rapids	MI	49548	616-245-6812	616-245-8067
MSC Industrial Supply Co	7672 Golden Triangle Drive	Eden Prairie	MN	55344	952-995-0102	952-995-0876
MSC Industrial Supply Co	9 Worthington Access Dr.	Maryland Heights	MO	63043	314-205-0266	314-205-2234
MSC Industrial Supply Co	115 Godfrey Rd	Verona	MS	38879	662-566-1125	662-566-2154
MSC Industrial Supply Co	125 Hemlock	Columbus	MS	39702	662-328-0971	662-328-0993
MSC Industrial Supply Co	127 Richardson Dr.	Jackson	MS	39209	601-922-2212	601-922-8945
MSC Industrial Supply Co	235 69th Avenue	Meridian	MS	39301	601-483-2246	601-483-6307
MSC Industrial Supply Co	Building 1606 First	Camp Lejeune	NC	28542	910-451-7970	910-451-7899
MSC Industrial Supply Co	8203H Piedmont Triad Pkwy	Greensboro	NC	27409	336-664-1040	336-664-0039
MSC Industrial Supply Co	2300 Westinghouse Blvd	Raleigh	NC	27604	919-755-9802	919-755-0689
MSC Industrial Supply Co	3410 St.Vardell Lane	Charlotte	NC	28217	704-521-8400	704-521-8414
MSC Industrial Supply Co	204 Elk Park Drive	Asheville	NC	28804	828-232-0448	828-232-0011
MSC Industrial Supply Co	7010 South 108th St	La Vista	NE	68128	402-331-5540	402-331-0783
MSC Industrial Supply Co	1 Perimeter Road	Manchester	NH	03103	603-666-4045	603-666-4841
MSC Industrial Supply Co	105 Newfield Ave	Edison	NJ	8837	732-512-9555	732-512-9595
MSC Industrial Supply Co	2300 East Newlands Dr.	Fernley	NV	89408	775-788-7135	775-788-7344
MSC Industrial Supply Co	75 Maxess Road	Melville	NY	11747	631-586-5600	631-586-5606
MSC Industrial Supply Co	6020 North Bailey Ave	Amherst	NY	14226	716-604-9902	716-604-9911
MSC Industrial Supply Co	270 Denton Avenue	New Hyde Park	NY	11040	516-742-6700	516-742-6777
MSC Industrial Supply Co	75 Maxess Road	Melville	NY	11747	516-812-2000	
MSC Industrial Supply Co	52 Marway Circle	Rochester	NY	14624	585-426-5550	585-426-4116
MSC Industrial Supply Co	9177 Dutton Drive	Twinsburg	OH	44087	330-405-3200	330-405-3263
MSC Industrial Supply Co	819 Busch Court	Columbus	OH	43229	614-785-9198	614-785-9517
MSC Industrial Supply Co	380 West Dussell Drive	Maumee	OH	43537	419-891-0561	419-891-1188
MSC Industrial Supply Co	8166 Market Street	Youngstown	OH	44512	330-965-9098	330-965-9658
MSC Industrial Supply Co	5946 Mayfair Rd NW	North Canton	OH	44720	330-244-9417	330-244-9526
MSC Industrial Supply Co	Southland Park	Tiffin	OH	44883	419-447-0414	419-447-0954
MSC Industrial Supply Co	11500 Century Blvd	Cincinnati	OH	45246	513-671-2738	513-671-2763
MSC Industrial Supply Co	4738 Payne Avenue	Dayton	OH	45414	937-274-3750	937-274-3775
MSC Industrial Supply Co	12211 East 52nd St	Tulsa	OK	74146	918-712-4340	918-712-4347
MSC Industrial Supply Co	304 N. Meridian	Oklahoma City	OK	73107	405-946-9090	405-946-9114
MSC Industrial Supply Co	12207 NE Marx St	Portland	OR	97230	503-535-2822	503-535-2850
MSC Industrial Supply Co	20 Parkway View Drive	Pittsburgh	PA	15205	412-494-4770	412-494-4780
MSC Industrial Supply Co	2730 W 21st St	Erie	PA	16505	814-833-8006	814-833-7411
MSC Industrial Supply Co	100 MSC Drive	Jonestown	PA	17038	717-865-5888	717-861-5810
MSC Industrial Supply Co	2135 Industrial Hwy.	York	PA	17402	717-755-1500	717-757-0665
MSC Industrial Supply Co	9 Bonair Drive	Warminster	PA	18974	215-956-9650	215-956-9654
MSC Industrial Supply Co	420 Central Avenue	Pawtucket	RI	02861	401-725-4340	401-725-4413
MSC Industrial Supply Co	34 Boland Court	Greenville	SC	29615	864-281-9330	864-627-7922
MSC Industrial Supply Co	4143 Senator Street	Memphis	TN	38118	901-565-9880	901-565-0966



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MSC Branch Directory	Branch Location	City	State		Phone	Fax
MSC Industrial Supply Co	501 Ligon Drive	Nashville	TN	37204	615-242-3825	615-242-7026
MSC Industrial Supply Co	4295 Cromwell Road	Chattanooga	TN	37421	423-893-7131	423-893-7303
MSC Industrial Supply Co	119 Regional Park Dr.	Kingsport	TN	37660	423-349-4410	423-349-4525
MSC Industrial Supply Co	9827 Cogdill Road	Knoxville	TN	37932	865-777-9840	865-777-9847
MSC Industrial Supply Co	1211 Hwy. 641 South	Paris	TN	38242	731-642-7847	731-642-5816
MSC Industrial Supply Co	3914 W Loop 281	Longview	TX	75604	903-291-0664	903-291-1788
J&L Industrial	637 107th St	Arlington	TX	76011	817-705-7605	817-640-6388
MSC Industrial Supply Co	9225 King James Drive	Dallas	TX	75247	214-638-0900	214-638-1621
MSC Industrial Supply Co	2641 Gravel Drive	Ft. Worth	TX	76118	817-590-2637	817-590-0296
MSC Industrial Supply Co	551 N. Shepherd	Houston	TX	77007	713-862-8665	713-864-5646
MSC Industrial Supply Co	2556 Boardwalk	San Antonio	TX	78217	210-930-2912	210-930-3686
MSC Industrial Supply Co	2125 N. 77 Sunshine Strip	Harlingen	TX	78550	956-412-6500	956-412-8131
MSC Industrial Supply Co	10737 Gateway West	El Paso	TX	79935	915-629-8233	915-629-8235
MSC Industrial Supply Co	4403 South 500 West	Murray	UT	84123	801-904-1921	801-904-1919
MSC Industrial Supply Co	4403 South 500	West Murray	UT	84123	801-904-1921	
MSC Industrial Supply Co	7425 Whitepine Rd	Richmond	VA	23237	804-714-2405	804-714-2431
MSC Industrial Supply Co	311 Ed Wright Lane	Newport News	VA	23606	757-249-8989	757-249-0477
MSC Industrial Supply Co	3415 S. 116th Street	Tukwila	WA	98168	206-268-7474	206-268-7475
MSC Industrial Supply Co	N677 Communication Drive	Appleton	WI	54915	920-734-9146	920-734-3586
MSC Industrial Supply Co	N56 W16743 Ridge-wood Dr.	Menomonee Falls	WI	53051	262-703-4000	262-703-0297
MSC Industrial Supply Co	215 Hal Greer Blvd.	Huntington	WV	25701	304-529-4171	304-529-6273

**4.12 GROWTH INCENTIVES:**

**4.13.1 Describe in detail any contract growth incentives, e.g. larger revenue, different levels of discounts for large orders that may be offered to the Participating States/purchasing agency.**

As part of MSC's normal business practices we offer quote based pricing for large orders. This can be coordinated through your local Sales Associate, local customer service branch and our call centers.

**4.13.2 Describe in detail any incremental pricing incentives for on-line ordering verses fax or call in ordering.**

MSC has the ability to offer discount incentives for on-line ordering as part of our Ecommerce program. This can be negotiated within each State's participating addendum.



## 5. COMPANY BACKGROUND AND REFERENCES

### 5.1 PRIMARY PROPOSER INFORMATION

Proposers must provide a company profile. Information provided shall include:  
Please see [MSC 2009 ANNUAL REPORT](#) in Pricing Proposal.

#### 5.1.1. Company ownership (sole proprietor, partnership, etc).

[MSC is a publicly held company that is traded on the NYSE under the symbol "MSM"](#)

5.1.1.1. Incorporated companies must identify the state in which the company is incorporated and the date of incorporation. Please be advised, pursuant to NRS §80.010, incorporated companies must register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded proposer, unless specifically exempted by NRS §80.015.

[Sid Tool Co., Inc. d/b/a MSC Industrial Supply Co. is incorporated in NY as of 9/1946](#)

5.1.1.2 The selected proposer, prior to doing business in the State of Nevada, must be appropriately licensed by the Department of Taxation, in accordance with NRS §360.780.

[State Registration c6753-1998](#)

[Sales tax license # 010-1001865162](#)

5.1.2 Disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigation pending which involves the proposer or in which the proposer has been judged guilty or liable. Officers of the corporation involved in any litigation?

[MSC is not the subject of any contract failure, contract breach or civil/criminal litigation or investigation that is significant to MSC's business. None of MSC's officers are involved in litigation relating to MSC.](#)

5.1.3 Location(s) of the company offices and location of the office that will provide the services described in this RFP.

MSC Branch Directory	Branch Location	City	State		Phone	Fax
MSC Industrial Supply Co	119 39th St. North	Birmingham	AL	35222	205-591-9565	205-591-9669
MSC Industrial Supply Co	114 Celtic Road	Madison	AL	35758	256-772-0601	256-772-8385
MSC Industrial Supply Co	1201 Montlimar Dr.	Mobile	AL	36609	251-342-5030	251-342-3004
MSC Industrial Supply Co	8120 Scott Hamilton Dr.	Little Rock	AR	72209	501-569-9191	501-569-9922
MSC Industrial Supply Co	230 West Baseline Rd	Tempe	AZ	85283	480-755-0415	480-755-4209
MSC Industrial Supply Co	5715 Kearny Villa Rd.	San Diego	CA	92123	858-505-8608	858-505-0214
MSC Industrial Supply Co	11450 Markon Drive	Garden Grove	CA	92841	714-379-6556	714-379-6694
MSC Industrial Supply Co	4589 North Marty	Fresno	CA	93722	559-307-6052	559-226-0583
MSC Industrial Supply Co	3848 Bay Center Pl.	Hayward	CA	94545	510-785-9100	510-785-9110



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MSC Branch Directory	Branch Location	City	State		Phone	Fax
MSC Industrial Supply Co	6100 Stapleton Dr South	Denver	CO	80216	303-935-2022	303-937-1228
MSC Industrial Supply Co	362 Industrial Park Rd.	Middletown	CT	06457	860-632-6001	860-632-6011
MSC Industrial Supply Co	130 Old Gate Lane 19 East Commons Blvd.	Milford	CT	06460	203-877-0065	203-877-9327
MSC Industrial Supply Co		New Castle	DE	19720	302-322-5441	302-328-7024
MSC Industrial Supply Co	2186 Drew Street	Clearwater	FL	33765	727-442-4131	727-441-9214
MSC Industrial Supply Co	8940 Western Way	Jacksonville	FL	32256	904-519-6002	904-519-9003
MSC Industrial Supply Co	8249 Parkline Blvd. 1800 North Powerline Rd.	Orlando Pompano Beach	FL	32809	407-851-8089	407-855-3676
MSC Industrial Supply Co			FL	33069	954-969-9250	954-969-9452
MSC Industrial Supply Co	2810 N.W. 79th Ave.	Miami	FL	33122	305-406-2556	305-477-6123
MSC Industrial Supply Co	MCLC Maint Center 6700 Discovery Blvd.	Albany	GA	31704	229-319-0521	
MSC Industrial Supply Co		Mableton	GA	30126	770-732-8650	800-255-5067
MSC Industrial Supply Co	4025 Pleasantdale Road	Atlanta	GA	30340	770-248-9944	770-248-9212
MSC Industrial Supply Co	1530 1-A Crescent Ct.	Augusta	GA	30909	706-738-3900	706-738-6866
MSC Industrial Supply Co	3048 104th Street	Urbandale	IA	50322	515-334-0707	515-334-0808
MSC Industrial Supply Co	4231 Grove Avenue	Gurnee	IL	60031	847-782-1656	847-782-1667
MSC Industrial Supply Co	945 Edgewood Drive	Wood Dale	IL	60191	630-787-9904	630-787-1250
MSC Industrial Supply Co	6804 West 183 St.	Tinley Park	IL	60477	708-633-7881	708-633-7955
MSC Industrial Supply Co		Machesney Park	IL	61115	815-877-5779	815-877-7675
MSC Industrial Supply Co	9934 N. Alpine Road		IL	61115	815-877-5779	815-877-7675
MSC Industrial Supply Co	3880 Pendleton Way	Indianapolis	IN	46226	317-541-3764	317-541-0149
MSC Industrial Supply Co	28551 Laura Court 343 Airport N. Office Park	Elkhart	IN	46517	574-295-5708	574-295-5809
MSC Industrial Supply Co		Fort Wayne	IN	46825	260-484-3906	260-490-3079
MSC Industrial Supply Co	13252 W.98 Street 11003 Bluegrass Pkwy.	Lenexa	KS	66215	913-438-6300	913-438-6309
MSC Industrial Supply Co		Louisville	KY	40299	502-261-9823	502-261-9727
MSC Industrial Supply Co	1532 Kuebel Street	Harahan	LA	70123	504-733-4744	504-733-2075
MSC Industrial Supply Co	1617 North Market 641 West Boylston St	Shreveport	LA	71107	318-222-4800	318-234-2042
MSC Industrial Supply Co		Worcester	MA	1606	508-797-3131	508-797-5656
MSC Industrial Supply Co	20 Blancard Rd	Burlington	MA	1803	781-272-4884	781-272-8551
MSC Industrial Supply Co	630 Silver Street 3051 Washington Blvd.	Agawam	MA	01001	413-786-9100	413-786-7970
MSC Industrial Supply Co		Baltimore	MD	21230	410-644-1313	410-368-3888
MSC Industrial Supply Co	60 Gray Rd, Unit 20	Falmouth	ME	04105	207-797-9212	207-797-9230
J&L Industrial	20921 Lahser Rd 27690 Groesbeck Hwy	Southfield	MI	48034	248-200-4200	
J&L Industrial		Roseville	MI	48066	810-777-1450	810-777-3663
J&L Industrial	13599 Merriman Rd	Livonia	MI	48150	248-200-4200	248-200-4949
MSC Industrial Supply Co	36082 Industrial Rd.	Livonia	MI	48150	734-953-8864	734-953-0774
MSC Industrial Supply Co	G-4440 S. Saginaw	Burton	MI	48529	810-743-4296	810-743-8276
MSC Industrial Supply Co	5900 Portage Road	Portage	MI	49002	269-553-0680	269-553-0600
MSC Industrial Supply Co	1811 D Hayes Road	Grand Haven	MI	49417	616-850-0900	616-850-0927
MSC Industrial Supply Co	3718 Buchanan SW 7672 Golden Triangle Drive	Grand Rapids	MI	49548	616-245-6812	616-245-8067
MSC Industrial Supply Co		Eden Prairie	MN	55344	952-995-0102	952-995-0876
MSC Industrial Supply Co	9 Worthington Access Dr.	Maryland Heights	MO	63043	314-205-0266	314-205-2234



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MSC Branch Directory	Branch Location	City	State		Phone	Fax
MSC Industrial Supply Co	115 Godfrey Rd	Verona	MS	38879	662-566-1125	662-566-2154
MSC Industrial Supply Co	125 Hemlock	Columbus	MS	39702	662-328-0971	662-328-0993
MSC Industrial Supply Co	127 Richardson Dr.	Jackson	MS	39209	601-922-2212	601-922-8945
MSC Industrial Supply Co	235 69th Avenue	Meridian	MS	39301	601-483-2246	601-483-6307
MSC Industrial Supply Co	Building 1606 First 8203H Piedmont	Camp Lejeune	NC	28542	910-451-7970	910-451-7899
MSC Industrial Supply Co	Triad Pkwy 2300 Westinghouse Blvd	Greensboro	NC	27409	336-664-1040	336-664-0039
MSC Industrial Supply Co	3410 St.Vardell Lane	Raleigh	NC	27604	919-755-9802	919-755-0689
MSC Industrial Supply Co	Charlotte	NC	28217	704-521-8400	704-521-8414	
MSC Industrial Supply Co	204 Elk Park Drive	Asheville	NC	28804	828-232-0448	828-232-0011
MSC Industrial Supply Co	7010 South 108th St	La Vista	NE	68128	402-331-5540	402-331-0783
MSC Industrial Supply Co	1 Perimeter Road	Manchester	NH	03103	603-666-4045	603-666-4841
MSC Industrial Supply Co	105 Newfield Ave 2300 East Newlands Drive	Edison	NJ	8837	732-512-9555	732-512-9595
MSC Industrial Supply Co	Fernley	NV	89408	775-788-7135	775-788-7344	
MSC Industrial Supply Co	75 Maxess Road 6020 North Bailey Ave	Melville	NY	11747	631-586-5600	631-586-5606
MSC Industrial Supply Co	Amherst	NY	14226	716-604-9902	716-604-9911	
MSC Industrial Supply Co	270 Denton Avenue	New Hyde Park	NY	11040	516-742-6700	516-742-6777
MSC Industrial Supply Co	75 Maxess Road	Melville	NY	11747	516-812-2000	
MSC Industrial Supply Co	52 Marway Circle	Rochester	NY	14624	585-426-5550	585-426-4116
MSC Industrial Supply Co	9177 Dutton Drive	Twinsburg	OH	44087	330-405-3200	330-405-3263
MSC Industrial Supply Co	819 Busch Court 380 West Dussell Dr.	Columbus	OH	43229	614-785-9198	614-785-9517
MSC Industrial Supply Co	Maumee	OH	43537	419-891-0561	419-891-1188	
MSC Industrial Supply Co	8166 Market Street	Youngstown	OH	44512	330-965-9098	330-965-9658
MSC Industrial Supply Co	5946 Mayfair Rd NW	North Canton	OH	44720	330-244-9417	330-244-9526
MSC Industrial Supply Co	Southland Park	Tiffin	OH	44883	419-447-0414	419-447-0954
MSC Industrial Supply Co	11500 Century Blvd	Cincinnati	OH	45246	513-671-2738	513-671-2763
MSC Industrial Supply Co	4738 Payne Avenue	Dayton	OH	45414	937-274-3750	937-274-3775
MSC Industrial Supply Co	12211 East 52nd St	Tulsa	OK	74146	918-712-4340	918-712-4347
MSC Industrial Supply Co	304 N. Meridian	Oklahoma City	OK	73107	405-946-9090	405-946-9114
MSC Industrial Supply Co	12207 NE Marx St	Portland	OR	97230	503-535-2822	503-535-2850
MSC Industrial Supply Co	20 Parkway View Dr,	Pittsburgh	PA	15205	412-494-4770	412-494-4780
MSC Industrial Supply Co	2730 W 21st St	Erie	PA	16505	814-833-8006	814-833-7411
MSC Industrial Supply Co	100 MSC Drive	Jonestown	PA	17038	717-865-5888	717-861-5810
MSC Industrial Supply Co	2135 Industrial Hwy.	York	PA	17402	717-755-1500	717-757-0665
MSC Industrial Supply Co	9 Bonair Drive	Warminster	PA	18974	215-956-9650	215-956-9654
MSC Industrial Supply Co	420 Central Avenue	Pawtucket	RI	02861	401-725-4340	401-725-4413
MSC Industrial Supply Co	34 Boland Court	Greenville	SC	29615	864-281-9330	864-627-7922
MSC Industrial Supply Co	4143 Senator Street	Memphis	TN	38118	901-565-9880	901-565-0966
MSC Industrial Supply Co	501 Ligon Drive	Nashville	TN	37204	615-242-3825	615-242-7026
MSC Industrial Supply Co	4295 Cromwell Road 119 Regional Park Drive	Chattanooga	TN	37421	423-893-7131	423-893-7303
MSC Industrial Supply Co	Kingsport	TN	37660	423-349-4410	423-349-4525	
MSC Industrial Supply Co	9827 Cogdill Road 1211 Hwy. 641 South	Knoxville	TN	37932	865-777-9840	865-777-9847
MSC Industrial Supply Co	Paris	TN	38242	731-642-7847	731-642-5816	
MSC Industrial Supply Co	3914 W Loop 281	Longview	TX	75604	903-291-0664	903-291-1788





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J&L Industrial	637 107th St	Arlington	TX	76011	817-705-7605	817-640-6388
MSC Industrial Supply Co	9225 King James Dr.	Dallas	TX	75247	214-638-0900	214-638-1621
MSC Industrial Supply Co	2641 Gravel Drive	Ft. Worth	TX	76118	817-590-2637	817-590-0296
MSC Industrial Supply Co	551 N. Shepherd	Houston	TX	77007	713-862-8665	713-864-5646
MSC Industrial Supply Co	2556 Boardwalk 2125 N. 77 Sunshine	San Antonio	TX	78217	210-930-2912	210-930-3686
MSC Industrial Supply Co	Strip 10737 Gateway	Harlingen	TX	78550	956-412-6500	956-412-8131
MSC Industrial Supply Co	West 4403 South 500	El Paso	TX	79935	915-629-8233	915-629-8235
MSC Industrial Supply Co	West	Murray	UT	84123	801-904-1921	801-904-1919
MSC Industrial Supply Co	4403 South 500	West Murray	UT	84123	801-904-1921	
MSC Industrial Supply Co	7425 Whitepine Rd.	Richmond	VA	23237	804-714-2405	804-714-2431
MSC Industrial Supply Co	311 Ed Wright Lane	Newport News	VA	23606	757-249-8989	757-249-0477
MSC Industrial Supply Co	3415 S. 116th Street N677 Communica-	Tukwila	WA	98168	206-268-7474	206-268-7475
MSC Industrial Supply Co	tion Drive N56 W16743 Ridge-	Appleton	WI	54915	920-734-9146	920-734-3586
MSC Industrial Supply Co	wood Dr.	Menomonee Falls	WI	53051	262-703-4000	262-703-0297
MSC Industrial Supply Co	215 Hal Greer Blvd.	Huntington	WV	25701	304-529-4171	304-529-6273

5.1.4 Number of employees both locally and nationally.

Total MSC Associates nationally 4033.

Total MSC Associates in the State of Nevada 251.

5.1.5 Location(s) from which employees will be assigned.

Employees will be assigned from all locations listed above.

5.1.6 Name, address and telephone number along with their years of industry experience and years of employment with Proposer's organization for the following personnel that will be overseeing the entire WSCA Contract at the Management Level.

Ron Manning, Director of Government  
20 Blanchard Road- Suite 9  
Burlington, MA 01803  
774-244 1079

Industry Experience – 20 years  
MSC Experience – 6 years

David Ottenstein, State Government Team Manager  
8940 Western Way – Suite 13  
Jacksonville, FL 32256  
904-608 8480

Industry Experience – 25 years  
MSC Experience – 10 years

Michael Jones, State Govt Business Development Manager  
115 Godfrey Road  
Verona, MS 38879



601-954-4335  
Industry Experience -20years  
MSC Experience – 8 years

5.1.7 Company background/history and why proposer is qualified to provide the services described in this RFP.

MSC Industrial Supply Co. is a \$1.8 billion nationwide distributor specializing in providing MRO and Metal-working supplies to the industrial, commercial and government segments. MSC was founded in 1941, and for more than 68 years has been the most dependable and responsive team in the business. MSC consistently provides its customers with the best quality, value and service. This is accomplished by leveraging our world class logistics system, our enormous buying power, best in class e-commerce capabilities and our unbelievable breadth of over 500,000 items that are in stock and ready to shop today. In addition, an integral part of MSC's Mission Statement, and single focus of every associate, is "To be the best industrial distributor in the world." In other words, we strive to every day to be the BEST supplier you work with.

The MSC Difference:	
o 99+% Fill Rate	o www.mscdirect.com – e-commerce integration
o Same day shipping	o Flexible ordering options
o Good-Better-Best Product offering	o Flexible billing options
o Big Book – World's largest Industrial Supply catalog	o 4 Giant, Fully stocked customer fulfillment centers
o Over 500,000 plus sku's	o Emergency preparedness
o Inventory Solutions	o Technical Support
o Local Sales Team Support	o Non-Catalog Items Support
o Enhanced shipping until 7pm	o Green Product offering

MSC Timeline	
1941:	Sid Jacobson founded Sid Tool in New York
1964:	Published its first catalog, The Big Book™. Moved operations from New York City to Ames Court in Plainview, Long Island - MSC's first Customer Fulfillment Center
1969:	Entered into computerized inventory management and order processing, one of the first distributors to do so
1978:	Established a fully integrated Quality Assurance Department, one of the first distributors to do so
1982:	Sid Jacobson's son, Mitchell Jacobson, became President of MSC
1988:	Offered UPS 1- to 2-day delivery
1988:	Opened its first branch in Pawtucket, RI
1989:	Introduced Total Quality Management
1990:	Opened a second Customer Fulfillment Center in Atlanta, GA
1991:	Started the industry's first Same Day Shipping Guarantee
1994:	Began major product expansion into MRO type product categories
1995:	Began trading on the NYSE (ticker symbol MSM)
1996:	Opened a third Customer Fulfillment Center in Elkhart, IN
1997:	Relocated its Plainview, NY, Customer Fulfillment Center to Harrisburg, PA
1998:	Moved its Customer Support Center/Corporate Headquarters to Melville, NY
1999:	Opened a fourth Customer Fulfillment Center in Reno, NV



## MSC Timeline

- 2000:** "Big Book" items offered on the Internet
- 2002:** Awarded GSA Contract #GS-06F-0010N
- 2003:** Awarded USPS MRO Contract #2CMROS-03-B-4457
- 2004:** Started the West Coast expansion by opening our first sales office in Southern California (the Los Angeles sales office)
- 2005:** David Sandler promoted to CEO. Launched New Keyword Search on mscdirect.com.
- 2006:** MSC acquires J&L Industrial
- 2007:** Successfully merged J&L's systems to MSC's computer systems. Completed the integration of the J&L distribution centers, positioning MSC to begin working on full integration and offering customers the best of both worlds.
- 2008:** MSC launched its "Get It Next Day...at no additional cost" program with a standard national ordering cut-off time of 8:00PM ET.
- 2008:** MSC fully integrated J&L and launched a new brand, "MSC/J&L Metalworking", focused on offering technical information and assistance, products and services targeted towards our metalworking customers.
- 2009:** MSC completed the final phase of the brand transition and MSC/J&L Metalworking became MSC Industrial Supply - Metalworking's Best Choice. The focus continues to be on metalworking - offering customers best-in-class service and technical assistance.

Our business strategy is to provide an integrated, lower cost solution to the purchasing, management and administration of our customers' MRO needs. We add value to our customers' purchasing process by reducing their total costs for MRO supplies, taking into account both the direct cost of products and the administrative, personnel and financial cost of obtaining and maintaining MRO supplies.

We reduce our customers' costs for their MRO supplies in the following manner:

Our extensive product offerings allow customers to reduce the administrative burden of dealing with many suppliers for their MRO needs;

We guarantee same-day shipping of our core business products and offer next day delivery on qualifying orders placed up until 8:00 P.M. Eastern Time, which enables our customers to reduce their inventory investment and carrying costs;

We consolidate multiple purchases into a single order, provide a single invoice relating to multiple purchases over varying periods of time and offer direct shipments to specific departments and personnel within a single facility or multiple facilities, allowing our customers to reduce administrative paperwork, costs of shipping and personnel costs related to internal distribution and purchase order management;

We have extensive eCommerce abilities that enable our customers to lower their procurement costs. This includes many features such as swift search and transaction abilities, access to real-time inventory, customer specific pricing, workflow management tools, customized reporting and other features. We can also interface directly with most purchasing e procurement platforms

We offer inventory management solutions with our Customer Managed Inventory ("CMI"), Vendor Managed Inventory ("VMI") systems and vending solutions that can lower our customers' inventory investment, reduce sourcing costs and out of stock situations and increase business efficiency.

Our customers include a wide range of purchasers of industrial supply products, from individual machine shops to Fortune 100 as well as Fortune 1000 companies, to government agencies such as the General Services Administration ("GSA") and the Department of Defense. We have approximately 379,000 active customers (companies that have purchased at least one item during the past 12 months).



5.1.8 Length of time proposer has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

MSC Industrial Supply Co. has been providing Metalworking supplies to the industrial, commercial and government segments since our inception in 1941. In 1994 we expanded our product offering to include MRO and were awarded our first State contract in 2001 (NY). In the following years we secured our GSA contract (2002) and our USPS contract (2003). Since 2007 MSC has had a Dedicated State Government Team that has successfully secured and serviced many State, City, Municipal, Educational, State Agency and State Contracts.

Has the proposer ever been engaged under contract by any Participating State?

Yes [ ] No If “Yes,” specify when, for what duties, and for which agency.

Date of Contract	Type of Contract	State	State Agency
6/30/2011	PSS Cooperative Contract MRO Supplies	Arkansas	Entire State
6/21/2007	MRO Contract	Connecticut	Entire State
10/1/2010	Tools, Hand Held, and Hand Held Power Tools ITB #24-445-00-Z	Florida	Entire State
11/1/2009	Misc. hand & power tools	Iowa	Iowa DOT
3/11/09 - 02/28/11	LaMAS Contract Machinery and Industrial Hardware, Hand Tools	Louisiana	Entire State
2/1/2010	Catalog	Minnesota	Entire State
09-01-10 Renewal	Negotiated Industrial Equipment & Supplies Contract	Mississippi	Entire State
445A - 3	Hand Tool Contract	North Carolina	Entire State
7/1/2007	Catalog	Ohio	Entire State
2006 - expires 2011	MA for Industrial, Commercial Equipment, Operating Supplies	South Carolina	Entire State
6/28/2010	Industrial Equipment & Supplies	Arizona	Entire State
7/10/2006	Industrial Supplies GSA Schedule BDA # 1	Vermont	Entire State

5.1.10 Is the proposer or any of the proposer’s employees employed by a Participating States or any of its political subdivisions?

[ ] Yes  No If “Yes,” is that employee planning to render services while on annual leave, compensatory time, sick leave, or on his own time?

5.1.11. Financial information and documentation to be included in Part III of your response in accordance with the Submittal Instructions.

5.1.11.1. Dun and Bradstreet number  
932619265

5.1.11.2. Federal Tax Identification Number  
13-5526506

5.1.11.3. The last two - (2) years and current year interim: Profit and Loss Statement, Balance Statement

[See MSC 2009 Annual Report in the Price Proposal](#)

5.1.12. Is the proposer currently under litigation in any Participating State? If the answer is yes please briefly describe.



MSC is not the subject of any contract failure, contract breach or civil/criminal litigation or investigation that is significant to MSC's business. None of MSC's officers are involved in litigation relating to MSC.

5.1.13. Has the proposer been party to any litigation in the past? If the answer is yes please briefly describe.

MSC is not the subject of any contract failure, contract breach or civil/criminal litigation or investigation that is significant to MSC's business. None of MSC's officers are involved in litigation relating to MSC.



**5.2 REFERENCES**

Proposers shall provide a minimum of three (3) references from similar projects performed for private, state and/or large local government clients within the last three years. Proposers are required to submit Attachment D, Reference Form to the business references they list. The business references must submit the Reference Form directly to the Purchasing Division. It is the proposer's responsibility to ensure that completed forms are received by the Purchasing Division on or before the proposal submission deadline for inclusion in the evaluation process. Business References not received, or not complete, may adversely affect the proposer's score in the evaluation process. The Purchasing Division may contact any or all business references for validation of information submitted.

- 5.2.1. Client name;
- 5.2.2. Project description;
- 5.2.3. Project dates (starting and ending);
- 5.2.4. Staff assigned to reference engagement that will be designated for work per this RFP;
- 5.2.5. Client project manager name, telephone number, fax number and e-mail address.

References				
5.2.1 Client Name	State of Oklahoma	State of Massachusetts	State of Minnesota	International Paper
5.2.2 - Project Description	MRO RFP/AWARD	Industrial/Commercial Equipment & Supplies	MRO Supplies	GIS RFP/AWARD
5.2.3 - Project Start Dates & Ending	2/2010 - 2/2012 + renewals	2/10/2003 - 6/30/2011 Statewide Contract #FAC28	2/2010 - 11/2011 + renewals	11/2008 - Current Chris Seitz Kevin Mehr Steve Baruch Chris Ricker
5.2.4 - Staff Assigned	Matt Stump/Mike Jones	Mike O'Connor Deborah Combra, Procurement Manager	Vince Contini	
5.2.5 - Client Project Manager Name	Lisa Bradley		Chris Marquette	Billy Phillips
Client Telephone Number	405-522-4480	617-720-3139	651-201-2427	901-419-1477
Client Fax Number	405-521-4475	617-727-4527	651-297-3996	901-419-4539
Client e-mail Address	<a href="mailto:Lisa_Bradley@dcs.state.ok.us">Lisa_Bradley@dcs.state.ok.us</a>	<a href="mailto:debra.combra@state.ma.us">debra.combra@state.ma.us</a>	<a href="mailto:chris.marquette@state.mn.us">chris.marquette@state.mn.us</a>	<a href="mailto:billy.phillips@ipaper.com">billy.phillips@ipaper.com</a>





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## 6. SUBCONTRACTOR INFORMATION

6.2 Does this proposal include the use of subcontractors?

Yes \_\_\_\_\_ No **XX**\_\_\_\_\_ Unknown \_\_\_\_\_

If “Yes”, proposer must:

- 6.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.
- 6.1.2 Provide the same information for any proposed subcontractors as requested in the Primary Proposer Information section.
- 6.1.3 References as specified above must be provided for any proposed subcontractors.
- 6.1.4 The State may require that the awarded proposer provide proof of payment to any subcontractors used for this project. Proposals should include a plan by which, at the State’s request, the State will be notified of such payments.
- 6.1.5 Primary proposer shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the using agency.
- 6.1.6 Primary proposer must notify the using agency of the intended use of any subcontractors not identified within their response and receive agency approval prior to subcontractor commencing work.



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A Multi-State Contract for Facilities Maintenance, Lighting Products,  
Industrial Supplies and Tools  
Request for Proposal No. 1862

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## Appendix A

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A Multi-State Contract for Facilities Maintenance, Lighting Products,  
Industrial Supplies and Tools  
Request for Proposal No. 1862

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