



STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT

NOTIFICATION OF STATEWIDE CONTRACT

03/04/11

CONTRACT TITLE: MAINTENANCE, REPAIR, AND OPERATING MRO SUPPLIES

CURRENT CONTRACT PERIOD: March 1, 2011 through April 30, 2011

BUYER INFORMATION: Liz Palazzolo
573-751-4885
Liz.Palazzolo@oa.mo.gov

	Original Contract Period	Potential Final Expiration
RENEWAL INFORMATION	Western States Contracting Alliance (WSCA) Contract	Extended beyond last renewal to allow time for WSCA's rebid

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS **PREFERRED** FOR ALL STATE AGENCIES.
*This contract has been established for the convenience of state agencies.
Local Purchase Authority may be used to purchase supplies included in this contract
from an alternative source at the discretion of the agency.*

~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~.

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C109117001	<u>FOR ORDERS:</u> 3611502801L	Grainger Industrial Supply 2300 E. 18 th Street Kansas City, MO 64127 Account Contact: <ul style="list-style-type: none">Matt Otec 800-994-7950 #3265210 or matthew.otec@grainger.com For Orders Contact: Your local branch. Listing of Branches attached.	No	Yes

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
	<p data-bbox="430 363 623 394"><u>For Payments:</u></p> <p data-bbox="430 430 623 462">3611502801 2</p>	<p data-bbox="691 199 1053 262">For On-Line Orders: www.grainger.com/missouri</p> <p data-bbox="691 298 959 329">FAX: 816-483-8825</p> <p data-bbox="691 365 1136 396">Web Address: www.grainger.com</p> <p data-bbox="691 432 1084 531">W.W. Grainger P.O. Box 419267 Kansas City, MO 64141-6267</p>		

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
03/01/11-04/30/11	03/04/11	Payment address has been changed BACK to the Kansas City address. Sorry for the confusion and miscommunication. The Palantine, Illinois address is Grainger's invoice address – for when the state sends Grainger an invoice. So please do not use the Palantine, IL address for payments TO Grainger.
03/01/11-04/30/11	02/24/11	Payment address has been changed.
03/01/11-04/30/11	02/15/11	Extension of contract through April 30, 2011 to allow for WSCA rebid to conclude.
12/01/10-2/28/11	10/19/10	Extension of contract through February 2011 to allow for WSCA rebid to conclude.
12/01/09-11/30/10	06/21/10	Revised MVE purchases and waiver language in notice.
12/01/09-11/30/10	04/02/10	Added reminder about purchases for products MVE makes.
12/01/09-11/30/10	03/23/10	Effective 03/15/10 the new account representative is Matt Otec (see front page for contact information).
12/01/09-11/30/10	10/21/09	Renewal of contract.
12/01/08-11/30/09	07/06/09	Effective 7/1/09 the new account representative is Brandon O'Connor (see front page for contact information).
12/01/08-11/30/09	12/19/08	Update about www.Grainger.com/missouri website. Also, state agencies can use their existing customer numbers with Grainger on this new contract.
12/01/08-11/30/09	12/15/08	Initial issuance of new statewide contract. The awarded contracts replaces contract C104390006.

Purpose and Use of Contract C109117001:

C109117001 is a preferred use contract established for state agencies to use for the purchase of a wide range of maintenance, repair and operating (MRO) supplies. The contract replaces C10439006 with Grainger. State agencies are advised that two other contracts are to be awarded for the purchase of janitorial and electrical/lighting supplies. Even though these very same items are available from Grainger, state agencies will be advised to check all contracts available to them for the purchase of these items and to choose the best product, best price, best delivery the various contracts make available to them. All contracts are “preferred use” contracts which means that the contracts have been bid with the goal of providing good market pricing and product variety to state agencies. Agencies are encouraged to use preferred-use contracts but in rare instances where the state agency can obtain like or similar products that meet the state agency’s needs at a better price, then the agency has authority to purchase the items from other sources so long as the provisions of the Local Purchasing Authority Delegation is followed. The Delegation can be viewed and downloaded from the internet at this site: <http://oa.mo.gov/purch/agencyinfo/deptpad.pdf>. Please note that the state agency does not have to send DPMM a waiver as previously required under C104390006.

Grainger’s “Sourcing” service is not included under this contract for Missouri state agencies. Co-operative procurement agencies which opt to use this contract are eligible to purchase Grainger’s sourcing service at their discretion.

Delivery

24-48 Hours ARO

Minimum Order Quantity: None, \$0

Please note: Grainger has no minimum order dollar requirements; however, certain items may be sold in package quantities. These items are clearly marked in our General Catalog and on our Web site, www.grainger.com. State agencies are encouraged to ask for quantity-purchase discount price breaks if a large quantity of the same item is going to be purchased.

Warranty

Manufacturers' Warranty

Grainger provides a standard manufacturer's warranty on products. For information on manufacturers' warranties, please contact your local branch or contact Customer Care at 1-888-361-8649.

LIMITED WARRANTY: ALL PRODUCTS SOLD ARE WARRANTED BY GRAINGER ONLY TO CUSTOMERS FOR RESALE OR FOR USE IN BUSINESS, OR ORIGINAL EQUIPMENT MANUFACTURE, AGAINST DEFECTS IN WORKMANSHIP OR MATERIALS UNDER NORMAL USE FOR ONE YEAR AFTER DATE OF PURCHASE FROM GRAINGER. ANY PRODUCT DETERMINED BY GRAINGER TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP AND RETURNED TO A GRAINGER BRANCH OR AUTHORIZED SERVICE LOCATION, AS GRAINGER DESIGNATES, SHIPPING COSTS PREPAID, WILL BE, AS THE EXCLUSIVE REMEDY, REPAIRED OR REPLACED, OR AT GRAINGER'S OPTION, THE PURCHASE PRICE REFUNDED.

Contact Info for Orders

Multiple Channel Approach – Grainger offers call centers, distribution centers and websites for State of Missouri orders:

- ➡ Counter Calls at a local Grainger branch
- ➡ Telephone calls
- ➡ Faxes
- ➡ Mail
- ➡ EDI
- ➡ Grainger.com
- ➡ eProcurement

Local Branch Listing

Columbia/Jefferson City Area

Branch 691 - Columbia

1406 Vandiver Drive
Columbia, MO 65202-3920
Phone: (877) 423-7087
Fax: (573) 474-1895

Springfield Area

Branch 804 - Springfield

808 North Cedarbrook Avenue
Springfield, MO 65802-2522
Phone: (417) 831-4059
Fax: (417) 866-6997

St. Louis Area

Branch 689 - Maryland Heights

2535 Metro Blvd
Maryland Heights, MO 63043-2409
Phone: (314) 569-1630
Fax: (314) 569-1610

Branch 686 - O'Fallon

9 Commerce Drive
O'Fallon, MO 63366-4413
Phone: (636) 696-4040
Fax: (636) 696-4010

Branch 690 - Fenton

Branch 687 - Brentwood

1780 Gilsinn Lane
Fenton, MO 63026-2004
Phone: (636) 343-0893
Fax: (636) 343-0688

281 Hanley Industrial Court
Brentwood, MO 63144-1507
Phone: (314) 655-3000
Fax: (314) 655-3004

Branch 688 - Saint Louis

2227 Clark Lane
St. Louis, MO 63103-2539
Phone: (314) 231-5031
Fax: (314) 231-6506

Kansas City Area

Branch 408 - Kansas City

2300 East 18th Street
Kansas City, MO 64127-2543
Phone: (816) 241-5600
Fax: (816) 483-8825

Branch 411 - North Kansas City

1443 Swift Avenue
North Kansas City, MO 64116-3921
Phone: (816) 241-5600
Fax: (816) 483-8825

Branch 410 - Grandview

13820 South US Highway 71
Grandview, MO 64030-3685
Phone: (816) 448-5556
Fax: (816) 448-5558

Branch 409 - Lenexa

14790 West 99th Street
Lenexa, KS 66215-1109
Phone: (913) 492-8550
Fax: (913) 492-2614

Product Offering

Grainger's General Catalog carries nearly 139,000+ total products from more than 1,300 manufacturers and suppliers; Grainger.com offers customers more than 300,000 products in the following categories:

- ✓ Adhesives, Sealants
- ✓ Automotive
- ✓ Cleaning
- ✓ Electrical
- ✓ Fasteners
- ✓ Fleet/Vehicle Mainte
- ✓ Hand Tools
- ✓ Hardware
- ✓ HVACR
- ✓ Hydraulics
- ✓ Janitorial
- ✓ Lighting
- ✓ Lubrication
- ✓ Machining
- ✓ Material Handling
- ✓ Motors
- ✓ Office Equipment

- ✓ Outdoor Equipment
- ✓ Painting
- ✓ Plumbing
- ✓ Pneumatics
- ✓ Power Tools
- ✓ Power Transmission
- ✓ Pumps
- ✓ Raw Materials
- ✓ Safety
- ✓ Security
- ✓ Test Instruments
- ✓ Welding

Replacement Parts

Grainger provides access to parts for certain products in the Grainger General Catalog, including hard-to-find and discontinued items. Parts list and exploded-view diagrams are available online 24 hours per day at www.grainger.com. Click on “Repair Parts” to access Grainger’s online Repair Parts center.

Catalogs

Hardcopy

This is referred to as Grainger’s General Catalog. Copies are available upon request to Grainger.

Website

Grainger.com - allows on-line ordering and full access to branch inventory and services. The State currently orders via a customer-specific home page at www.grainger.com/missouri. The current web site is still live and Grainger is updating it with Missouri’s WSCA-specific information.

Some of the benefits that Grainger.com provides are:

- **Access to over 300,000 products**
- **Missouri contract pricing**
- **Up-to-date product information**
- **Search tools** to assist in finding the products needed
- **Ordering 24 hours per day** – Online customers can send orders anytime. Orders are processed during normal Grainger branch hours. This allows for quick and easy ordering when convenient for each of your locations, during or after standard business hours, or during busy Grainger branch times.
- **Up-to-date pricing** - Pricing by specific customer is updated monthly on the website. Any customer who then enters the Grainger Online Catalog through the ORDER MODE can see their specific pricing.
- **Item Comparison** - Customers placing orders through Grainger.com may take advantage of Grainger’s website’s Item Comparison function. Products and their attributes, including price, are arranged in an easy-to-read chart for fast comparison and selection. Use of the state agency’s Grainger account number while navigating the Grainger website ensures an accurate comparison of contract discounted pricing for each item.
- **Product Availability** – Real-time Availability allows informed purchasing decisions during checkout on Grainger. When any state agency completes an online order, the system will show whether the complete

order is or is not available at the selected Grainger branch or branch link cluster. This also aids the state agency customer by eliminating a call to a Grainger branch or sales person to check product availability.

- **Easy ordering** - Open account or credit card, order confirmation, saved order form are all available. The state agency can pay for their online orders through their already established open account with Grainger or credit card. The State agency will receive an email order confirmation and their online order form is saved for up to 24 hours. This will provide the state agency with the payment options they need and the service levels they expect from Grainger. Grainger uses an encryption technology which encrypts a customer's critical financial information before transmission in order to insure secure online ordering and payment processing. So, even if someone were able to intercept a transmission, they would not be able to use it.
- **Order Status** – Grainger.com customers can check the status of online orders by date, Purchase Order number, online reference number or item number. By using your PO number you can check the status of orders you placed by phone, fax or at a branch. One click transfers your order information to UPS for instant shipping information.
- **Order History** – There is easy-access to the state agency's order history from any page on the site. Simply log in and click on the Order History link in the "Your Profile" box. Search for orders containing a particular item number; sort by any column; add previously purchased items to an order or a personal list; or view item details, which now include a product image. The Order History page displays a list of all your agency's online orders within the past 2 years. Note: the on-line Order History will not reflect orders placed over the phone or at the Grainger local branch location.
- **Material Safety Data Sheets (MSDS) and Catalog requests** –Material Safety Data Sheets (MSDS) are available on-line as well as request for "the Grainger everyday stuff" catalog (also available on CD-ROM).
- **Multiple users per customer account** – When an authorized state agency employee registers on-line with Grainger, that person becomes the customer location "agent" and they can add one or more people as "users" to place orders under the same Grainger account number. This allows for efficient ordering by only the properly authorized users within each of your locations. PLEASE CHECK WITH YOUR STATE AGENCY SUPERVISOR BEFORE DOING SO.
- **Order Management System** - Customers are able to set up the system so that specified people will have to route orders for approval if the order is over a set amount. Therefore, your managers will have purchase approval if the order is over a set amount.
- **Personal Lists** – Grainger.com offers customers the opportunity to create personalized lists of frequently purchased part numbers for simplicity of repeat ordering.
- **Product technical support** – Any state agency can e-mail a product question directly to Grainger on-line. The questions are forwarded by e-mail, to the appropriate subject matter expert, who in turn responds.
- **Product search capabilities and Matchmaker selection guidelines** – Grainger.com's unique advanced Search feature allows the state agency to search by keywords, brand, product category, or Grainger catalog page number. This feature allows a customer to view the full Grainger catalog page. Other search features allow the search by Grainger item number or manufacturer model number. Enhanced features such as MotorMatch, LampMatch, and CasterMatch help find products within these product categories based on specifications needed. This helps customers save significant time by not having to page through a catalog or an index, or having to call for help to find one of these products.
- **Supplier Diversity Products** – Grainger.com offers easy access to a wide range of quality products from small, disabled, minority, and women-owned businesses that participate in Grainger's Supplier Diversity Program. Simply click on the Supplier Diversity Search button to view a list of Supplier Diversity Products.
- **Custom Air Filters** - Create your own custom sized air filters. Choose from three styles of filters: Fiberglass, Standard Pleated, and High Capacity Pleated. Real time prices and ordering capabilities available online. We'll ship your custom order within 5 business days.

Grainger branch locator – Any of your locations can enter their zip code, area code, or state, and they will obtain information on the nearest Grainger branch along with the address, telephone and fax numbers, and a map to that location.

Freight

Prepaid Standard Ground Delivery; FOB Destination Freight Prepaid and Allowed, i.e., no charge.

Emergency Service

When after-hour emergencies occur, call
1-800-CALL-WWG to open up your branch – anytime
evenings and weekends.

This is free service under the Grainger WSCA contract.

Grainger.com Resource Center on- line provides assistance with the following information

Matchmakers Grainger's MatchMakers simplify the process of finding the perfect product that suits your needs in the following categories

(Motor Match, Lamp Match & Caster Match) – Search for Casters, motors, lamps in our extensive database

Safety Center- One Stop shop for safety products, OSHA/Safety regulations

Custom Air Filters – Create custom-sized air filters

Lighting Center grainger.com/lighting – Helps find the right light every time

Fastener Selection Guide

Electrical Connection – helpful instructions, checklists and additional on-line safety resources

MSDS – locate Material Safety Data Sheets on hazardous chemicals. Print outs available

Custom Signs Center – Create your own signs & tags

Disaster Preparedness & Recovery – products for emergency disasters

Green Products – products & services to support environmental program

Product Problems

Grainger offers technical support and training at no additional charge:

Technical Support

Grainger provides direct technical support from knowledgeable field personnel and manufacturers' field representatives. In Grainger's key supplier programs, manufacturers dedicate field resources to work solely with Grainger's field representatives. Grainger also has an in-house Technical Product Support Department that is the source for answers to product related questions. Customers have easy access to this service during standard business hours; contact your local Grainger branch and let your Customer Service Associate know you require technical support.

Approximately 4,000 times a day, technically trained product specialists answer questions regarding the following:

- Product selection
- Application assistance
- Troubleshooting/problem solving
- Installation
- Product specifications (available through an automated "fax-on-demand")
- Performance data/wiring diagram
- Government requirements and agency approvals

Subjects:

- Electric Motors and Gear Drive Components
- Engines and Generators
- Heating, Air Conditioning, Refrigeration, Air Treatment, HVAC Controls
- Fans, Blowers, Ventilation, and Air Filters

- Electrical Supplies, Transformers, Relays, Motor Starters, Timers
- Lighting Fixtures, Lamps, Ballasts, Flashlights, and Batteries
- Pumps, Water Heaters, and Plumbing Products
- Air Compressors, Hydraulic, and Pneumatic Products
- Safety and Security Equipment
- Cleaning Supplies and Maintenance Equipment
- Paints and Paint Sprayers
- Material Handling and Storage
- Office and Communication Equipment
- Hand and Power Tools
- Outdoor Equipment
- Test Instruments and Precision Measuring
- Cutting Tools, Abrasives, Fasteners
- Lubrication
- Welding

Technical Training

Grainger will work with our customers to identify products and product categories for which they would like additional training. Grainger will work with our Technical Support Department, our Engineering Department and manufacturers and suppliers to develop training programs as required to meet your needs.



Value Added
Education / Training

PRICING:

WSCA pricing offers Missouri state agencies both catalog discount pricing and firm, fixed pricing on a long listing of items. Pricing can be found in two separate pdf files on the Statewide Contracts website along with this narrative about the contract.

State agencies making large volume purchases of the same item should never hesitate to ask Grainger for a better discount specific to that large order.

MVE WAIVER REQUIREMENTS: In the event products or services available on Contract C109117001 are also available from Missouri Vocational Enterprises (MVE), the state agency must acquire the items from MVE as required by section 217.575 RSMo unless the state agency has obtained a waiver from MVE (<http://oa.mo.gov/mo/samii/fin/bulletins/MVEReleaseForm021805.pdf>). It is the agency's responsibility to check the MVE catalog (<http://doc.mo.gov/mve/html/1.htm>) prior to making a purchase from Contract C109117001. If the products/services are available from MVE, the state agency must place the order with MVE.

**State of Missouri - Office of Administration
Division of Purchasing and Materials Management
Contract Performance Report**

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve products and services available to state agency users. **Comments should include those of the product's end user.**

Contract No.: C109117001
Contractor: W.W. Grainger

Describe Product Purchased (include Item No's., if available): _____

Rating Scale: 5 = Excellent, 4 = Good, 3 = Average, 2 = Poor, 1 = Fails to meet expectations

Product Rating	Rate 1-5, 5 best
Product meets your needs	
Product meets contract specifications	
Pricing	

Contractor Rating	Rate 1-5, 5 best
Timeliness of delivery	
Responsiveness to inquiries	
Employee courtesy	
Problem resolution	
Recall notices handled effectively	

Comments: _____

Prepared by: _____ Title: _____ Agency: _____

Date: _____ Phone: _____ Email: _____

Address: _____

Please detach or photocopy this form & return by FAX to 573/526-9816, or mail to:

Office of Administration
Division of Purchasing and Materials Management
301 West High Street, RM 630
PO Box 809
Jefferson City, Missouri 65102
You may also e-mail form to the buyer as an attachment at
liz.palazzolo@oa.mo.gov