

### **2.10.3 Technical Requirements:**

**Lowe's customer service supports NASPO ValuePoint customers through multiple avenues to meet their purchasing needs.**

The following outlines Lowe's support teams.

- Order related issues can be resolved by directly contacting one of our local stores:  
Typical Store hours are as follows:  
Monday – Thursday: 7am – 9pm  
Friday & Saturday: 7am – 10pm  
Sunday: 9am – 6pm  
\*Local stores may vary. Please call ahead to avoid any inconvenience.
- Lowe's will offer a dedicated email support mailbox for NASPO ValuePoint customers at [NASPO@lowes.com](mailto:NASPO@lowes.com).
- A dedicated NASPO ValuePoint Hotline - Hours 8am – 5pm EST, 1-888-310-7791
- Customer Care Line for Customer Support, closest store location and hours: 1-800-445-6537

#### **Additional Support:**

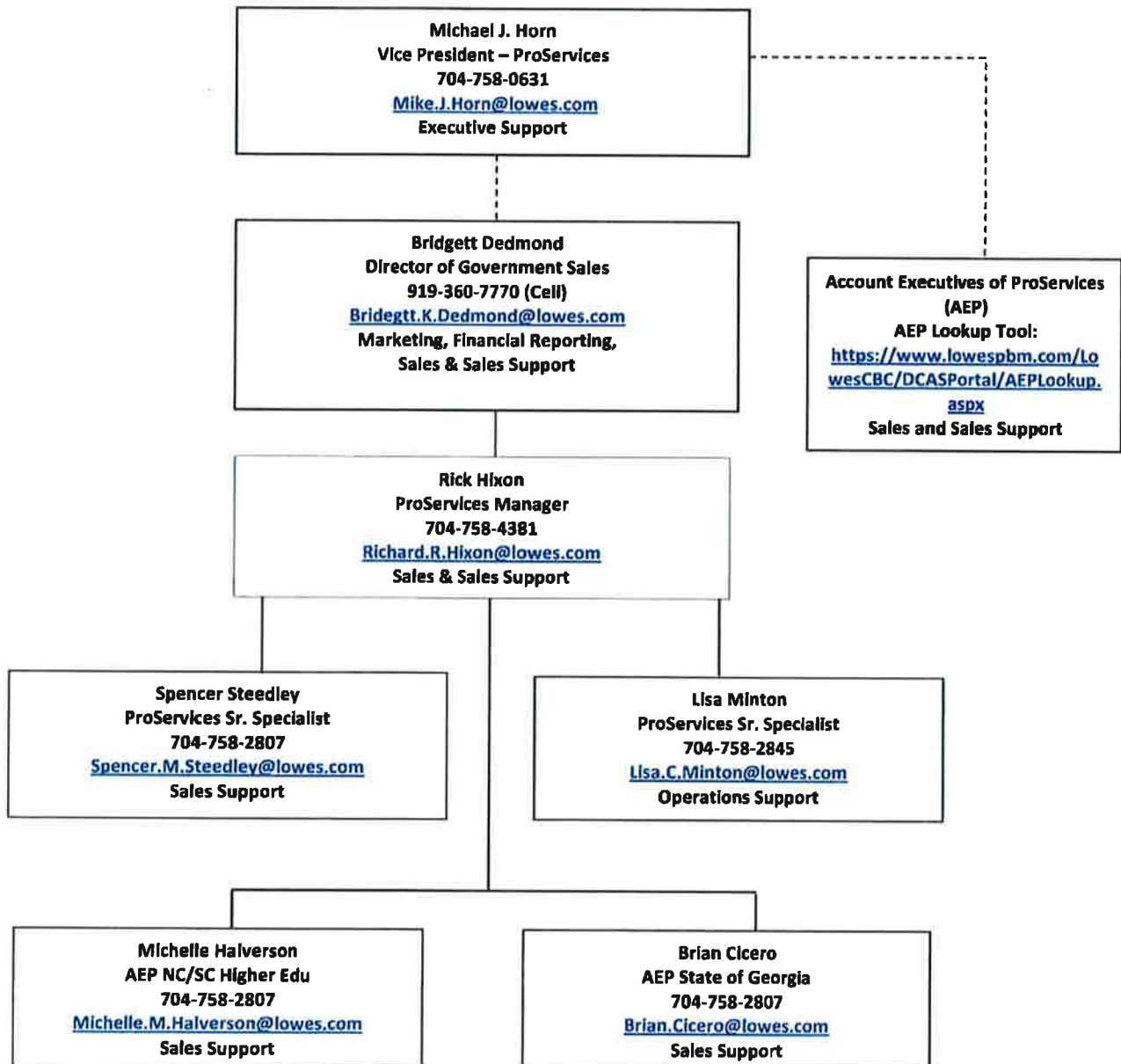
**Lowe's has 14 Regional office locations across the nation along with 15 Regional Distribution Centers.**

Agencies are able to view Lowe's retail stores/storefront locations by visiting the following website:  
[www.lowes.com/storelocator](http://www.lowes.com/storelocator)

For Key Contacts agencies can visit Lowe's Account Executives of ProServices (AEP) Look up at;  
<https://www.lowespbm.com/LowesCBC/DCASPortal/AEPLookup.aspx>

## 2.10.3 Technical Requirements:

### b. Contacts:



Please call the NASPO ValuePoint hotline at 888-310-7791 or email [NASPO@lowes.com](mailto:NASPO@lowes.com) for assistance.

**4.2.4.**

**Implementation**

Implementation of this contract is vital to the Participating States or other Participating Entities. Describe your implementation program including an estimated time line to include the following points:

Describe your implementation plan including all process steps.

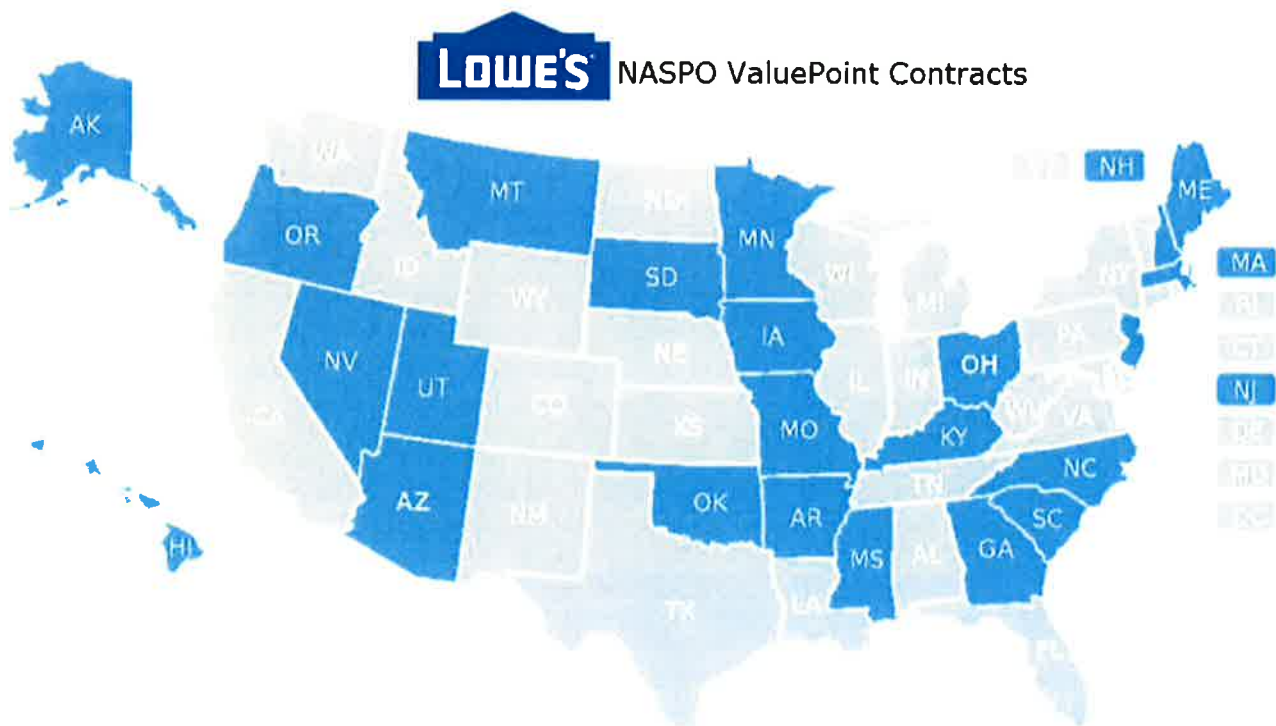
- a. The specific information, resources, and assistance the offeror will require from each Participating State or Participating Entity for implementation.
- b. Describe how soon from execution of the Participating Addendum to the point that end users will be able to utilize the contract.
- c. Describe your experience when implementing customer relationships of equivalent size and complexity.
- d. Describe how you will set up and maintain the customer base and ensure that each end user will be charged the correct price.
- e. Describe any customization abilities that you have for the Participating States or Participating Entity.

## 2.10.3 Technical Requirements

### Section 4.2.4 (a-e) Implementation

A Lowe's NASPO ValuePoint Contract would be managed by the ProServices Government Sales Division of Lowe's Home Centers, LLC. All contract compliance, negotiation; order processing, reporting, and administrative payments will be handled by corporate personnel out of the Mooresville, NC location. For each interested state, the Lowe's Government Sales Director will work with state procurement director to competitively solicit a NASPO ValuePoint Participating Addendum. Upon agreement and signatures, Lowe's will launch the newly signed State Participating Addendums within 2 months of final signatures.

Lowe's has 23 state adopted NASPO ValuePoint Participating Addendums along 2 other competitively solicited cooperative contracts with The Cooperative Purchasing Network (National IPA/TCPN) and Educational & Institutional (E&I). Lowe's will work with each state to negotiate and agree on terms specific to their state. In addition to the 23 states, Lowe's has two NASPO ValuePoint PAs with Clark County, NV and Clemson University, SC.



## 2.10.3 Technical Requirements

Our corporate team is responsible for ProServices and government sales as well as customer partnerships with our team in the field to manage the sales process. Upon award a corporate communication through multiple channels would be distributed to all Regional Sales Directors, Market Directors, Field Directors, Account Executive of ProServices, and in-store ProServices Sales Specialists that would include:

- Contract terms and conditions
- Procedure to process incoming orders and execute pre-negotiated pricing for NASPO ValuePoint customers
- All current NASPO ValuePoint customers are flagged in our internal CRM tool to support proactive marketing of the contract throughout all states with a Participating Addendum with Lowe's.

Lowe's team will be the local points of contact marketing to all NASPO ValuePoint eligible agencies – both current Lowe's NASPO ValuePoint agencies and prospective. The Government Sales Team, Account Executives of ProServices and local store specialist are our sales support for meeting with Government agencies such as colleges & universities, school boards, housing authorities, cities & counties, etc. In addition, Lowe's is over 1,700 stores strong in the U.S. alone with dedicated ProServices Sales Specialists who are also responsible for marketing to and working with Government agencies in their local markets.

Corporately, Lowe's will send a letter of introduction to all existing Lowe's NASPO ValuePoint agencies informing them of our contract. Lowe's maintains an internal information portal with NASPO ValuePoint information and training for all employees to easily access.





1605 Curtis Bridge Rd.  
Mail Code: A3ECS  
Wilkesboro, NC 28697  
Phone: 888-310-7791  
Fax: 877-793-8455

### **2.10.3 Technical Requirements**

Lowe's will disclose the benefits of this contract to eligible entities if awarded in multiple vehicles. These vehicles include:

- Web Page
  - Lowesforpros.com will continue to provide up to date information regarding our NASPO ValuePoint contract and information describing the benefits of purchasing via NASPO ValuePoint walk in solution we offer. Please see current contract benefits posted at: [www.lowesforpros.com/naspo](http://www.lowesforpros.com/naspo)
- Print Publications
- Direct Mail
  - Lowe's markets this agreement to existing government customers
- Banner Advertisement via [www.lowesforpros.com](http://www.lowesforpros.com)
- Tradeshows, examples include:
  - NIGP
  - NASPO Marketing Meeting
  - NAEP
- In-store signage promoting the NASPO ValuePoint contract
- KPI Calling Campaign
  - Calling campaign to newly register Lowe's NASPO ValuePoint agencies
  - Calling campaign for any new state adopted NASPO ValuePoint contract
  - Acquisition campaigns for active state NASPO ValuePoint contract

**4.2.5****Purchase Card and Billing:**

The successful offeror(s) must offer the capability to accept procurement/purchasing cards from the Participating States or other Participating Entities (usually visa or master card) as acceptable form of payment. Level III reporting is preferred.

- a. Explain in detail the account billing process if procurement/purchase cards are not used.



## 2.10.3 Technical Requirements:

### Section 4.2.5 Purchasing Card and Billing:

Lowe's accepts the following tenders for payment: Cash, Check, Visa, MasterCard, Discover, American Express and Lowe's Business Credit Plans

#### a. Lowe's Business Credit Plans:

Lowe's is committed to offering NASPO ValuePoint customers the easiest, most convenient business credit program anywhere. Our business credit offers easy to read itemized billing, secure online account management, customized account setup, employee spending control and a dedicated account representative.

Lowe's offers 3 types of business credit program for our Government customers: Lowe's Account Receivable (LAR), Lowe's Business Accounts (LBA), and Lowe's Business Rewards Card (LBR) by American Express. These programs are private label credit programs for Lowe's. The terms and conditions are pre-established and will be between NASPO ValuePoint members who choose to open an account with either Synchrony Bank or American Express. Terms and Conditions can be viewed at the following link:

[http://www.lowes.com/cd\\_Lowes+Credit+Center+Apply+for+Credit+or+Pay+Your+Bill+Online\\_1389368312044?cm\\_sp=NoDivision--Credit|LeftNavContent|Business\\_Terms\\_Conditions](http://www.lowes.com/cd_Lowes+Credit+Center+Apply+for+Credit+or+Pay+Your+Bill+Online_1389368312044?cm_sp=NoDivision--Credit|LeftNavContent|Business_Terms_Conditions)

To review our Business Credit Plans in more detail, please visit:

[https://credit.lowes.com/LowesMarketing/marketing/businessCreditCenter.jsp?cm\\_sp=NoDivision--Credit|LeftNav--Content|Business\\_Manage\\_Business\\_Account](https://credit.lowes.com/LowesMarketing/marketing/businessCreditCenter.jsp?cm_sp=NoDivision--Credit|LeftNav--Content|Business_Manage_Business_Account)  
Home : Business Credit Center



The screenshot shows the Lowe's Business Credit Center website. At the top, there are navigation links: "Lowe's Business Credit Center", "Lowe's Business Account", "Lowe's Accounts Receivable", "Lowe's Business Rewards Card", "Card Selector Tool", and "Special Offers". Below this is a banner for "Lowe's Business Credit Center" with a "5% Off\* Every Day when you use Lowe's® Business Credit" promotion. To the right of the banner is a sidebar with "Online Account Management" options: "Account summary" and "Pay online". Below this are links for "Credit Log In" and "First Time Users". The main content area is divided into three columns, each representing a different credit program:

- Lowe's Business Account:** Ideal for small to medium-size businesses who want Flexible Payment Terms and limit their card usage to Lowe's. Includes an "Apply Now" button and a "Watch Video" link.
- Lowe's Accounts Receivable:** Ideal for medium to large-size businesses with job or invoice accounting needs. Includes an "Apply Now" button and a "Watch Video" link.
- Lowe's Business Rewards Card from American Express:** Ideal for businesses that want Rewards with Flexible Payment Terms and No Annual Fee. Includes an "Apply Now" button and a "Watch Video" link.

At the bottom right, there is a section titled "Having trouble deciding which Lowe's card is right for you?" with a "TRY OUR CARD SELECTOR TOOL" button and an image of a woman.



### **2.10.3 Technical Requirements:**

The following are high level exclusive features and benefits of each of the three business credit programs:

#### **1. Lowe's Account Receivable (LAR)**

- No annual fee
- Ability to issue multiple cards, establish Parent/Child accounts, add authorized purchasers & purchase tracking at card/account level
- Ability to pay by invoice
- Finance charges are not applied on Government Entities accounts
- Purchasing control, can only be used at Lowe's
- Dedicated account representative
- Online account management through [www.Lowes.com](http://www.Lowes.com), Lowe's Credit Cards
- For more information please visit:

[https://credit.lowes.com/LowesMarketing/marketing/businessCreditCenter.jsp?cm\\_sp=NoDivision- -Credit|LeftNav- -Content|Business Manage Business Account](https://credit.lowes.com/LowesMarketing/marketing/businessCreditCenter.jsp?cm_sp=NoDivision- -Credit|LeftNav- -Content|Business Manage Business Account)

#### **2. Lowe's Business Account (LBA)**

- Offers minimum monthly payments
- Itemized statements with product level detail
- Purchase Control; can only be used at Lowe's
- Ability to issue multiple cards
- Minimum monthly payments or pay in full each month
- Online account management through [www.Lowes.com](http://www.Lowes.com), Lowe's Credit Cards
- For more information please visit:

[https://credit.lowes.com/LowesMarketing/marketing/businessCreditCenter.jsp?cm\\_sp=NoDivision- -Credit|LeftNav- -Content|Business Manage Business Account](https://credit.lowes.com/LowesMarketing/marketing/businessCreditCenter.jsp?cm_sp=NoDivision- -Credit|LeftNav- -Content|Business Manage Business Account)

#### **3. Lowe's Business Rewards Cards (LBR)**

- Earn points for purchases at Lowe's and everywhere American Express is accepted
- Make a minimum payment or pay in full each month
- No annual fee
- Online Account Management – Alerts available through mobile device or email
- For more information please visit:

[https://credit.lowes.com/LowesMarketing/marketing/businessCreditCenter.jsp?cm\\_sp=NoDivision- -Credit|LeftNav- -Content|Business Manage Business Account](https://credit.lowes.com/LowesMarketing/marketing/businessCreditCenter.jsp?cm_sp=NoDivision- -Credit|LeftNav- -Content|Business Manage Business Account)

#### **4.2.6**

##### **Sustainability/Environmental Practices**

Sustainability and sound environmental practices are important to the Participating States.

- a. Describe your sustainability and environmental practices that you currently have in place. Please include the following:
- b. Describe your environmental practices that are applicable to the items you market. Provide links to your published statements or policies.
- c. 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 any subcontractors if any you use for these services. List any fees or conditions, if any, for these services (e.g. does the item have to have been purchased from your store?).
- d. Describe how the end users can locate and purchase the most environmentally friendly products.

## **2.10.3 Technical Requirements:**

### **Section 4.2.6 (a & b) Sustainability/Environmental Practices:**

Sustainability involves using resources more efficiently and in ways which benefit the environment, customers, business and local communities. Operating our business more sustainably means considering the environmental impacts of operations in Lowe's stores, offices and supply chain and considering the lifecycle impact of the products and services used and sold.

To operate more sustainably, Lowe's will strive to:

- Provide customers with environmentally-responsible products, packaging and services at everyday low prices;
- Educate and engage employees, customers and others on the importance of conserving resources, reducing waste and recycling;
- Use resources – energy, fuel, water and materials – more efficiently and responsibly to minimize our environmental footprint;
- Establish sustainability goals and objectives;
- Review and communicate progress made toward achieving established goals and objectives; and
- Engage on public policy issues related to sustainability.

To learn more about important topics such as climate change and supply chain resource efficiency, Lowe's will foster relationships with organizations engaged in developing collaborative sustainable business strategies. Through these relationships, we will endeavor to gain a deeper understanding of the opportunities to reduce pollution and greenhouse gas emissions as well as develop a more sustainable approach to our business operations.

To become a more sustainable organization, Lowe's will seek to engage business units and suppliers to improve the environmental aspects of the products sold, services provided and business operations. Our goal is to operate more sustainably, while maintaining a safe and comfortable working and shopping environment. To reach that goal, Lowe's will continue to seek cooperative relationships with appropriate government programs (such as ENERGY STAR® and SmartWay®) and with relevant organizations in the communities we serve.

To review Lowe's Policy on Sustainability, please visit:

[http://www.lowes.com/cd\\_Lowes+Policy+on+Sustainability\\_1286385507?storeId=10151&langId=-1&catalogId=10051](http://www.lowes.com/cd_Lowes+Policy+on+Sustainability_1286385507?storeId=10151&langId=-1&catalogId=10051)

## **2.10.3 Technical Requirements:**

### **Green Initiatives**

As Lowe's continues to grow globally, we are working harder to preserve and protect our environment. At the heart of sustainability is sustained effort, and doing our part brings a renewed sense of purpose each year.

We believe building a healthier business and a healthier environment go hand in hand. Lowe's cares about how our company's activities impact the Earth's ability to provide natural resources to future generations. For that reason, we continually examine opportunities to reduce our environmental impact while providing the products and services our customers have come to expect.

We value being in a position to affect widespread change and consider each of our more than 234,000 employees a vital part of that mission. In 2010, our employees' success promoting energy and water conservation brought Lowe's unprecedented recognition from the Environmental Protection Agency and the Department of Energy. Lowe's was named the first winner of the ENERGY STAR® Sustained Excellence Award in Retail and became the first retailer to win the WaterSense® Retail Partner of the Year Award in consecutive years.

Our focus remains fixed on our collective progress. Our recycling numbers have grown each year, and we expanded our appliance recycling program companywide in 2010. We also installed recycling centers in more than 1,700 U.S. stores to help customers recycle rechargeable batteries, cell phones, compact fluorescent light bulbs and plastic shopping bags. We also expanded our Energy Center nationwide to provide a one-stop destination for energy-saving products. By increasing our purchase of green power and spreading energy awareness across all our facilities through our store efficiency program, we continue to take steps to minimize our carbon footprint.

Lowe's is committed to exploring opportunities to reduce waste, carbon emissions and energy and water use throughout our operations. We completed a five-year sales-floor lighting retrofit in 2010 that put more than 3 million new energy-efficient fluorescent lamps in our stores. Sustaining the momentum of that effort, we are upgrading the lighting at 34 distribution facilities.

Driving all of these upgrades is our passion for our customers, and we remain dedicated to providing products that benefit their homes, their bottom line and the environment. We continue to expand our selection of ENERGY STAR qualified and WaterSense labeled products and offer a growing number of solar-powered solutions. As we look to the future, we will seek new and better ways to serve our customers and continue to be responsible stewards of the environment.

To learn more about Lowe's Green Initiatives, please visit:

[http://www.lowes.com/cd\\_Lowes+And+The+Environment\\_883249746](http://www.lowes.com/cd_Lowes+And+The+Environment_883249746)

### **2.10.3 Technical Requirements:**

#### **c. List of Products and Subcontractors:**

- Haul away appliances
  - Vendors used – Emergency Liquidation, Mahan & Huff, Appliance Recycling Outlet, Interstate Home Services, and Paul's Appliance
- Lowe's leverages 6 Appliance Recycling vendors for appliances that we haul-away
  - 2 of the vendors are MWBE's and represent coverage for 1,300+ Lowe's Stores.
- Miscellaneous items that contain metal (i.e. racking, Outdoor Power Equipment (OPE) (includes string trimmers, lawn mowers, grills, etc.), Return To Manufacture (RTM) items (ceiling fans, etc.))
  - Vendors used – Emergency Liquidation, Mahan & Huff, Appliance Recycling Outlet, Interstate Home Services, and Paul's Appliance
- Non-treated wood which includes pallets, broken pallets, wood scraps, etc.
  - Vendors used – Northwest Pallets, Pallet Express, Taylor Pallets, Monison Pallets
- Cardboard
  - Vendor used – Republic Services
- Plastic which includes shopping bags, shrink wrap, plastic bottles, etc.
  - Vendors used – Emergency Liquidation, Mahan & Huff, Appliance Recycling Outlet, Interstate Home Services, and Paul's Appliance
- CFL bulbs
  - Vendor used – Stericycle
- Rechargeable batteries
  - Vendor used – Call2Recycle
- Styrofoam in 55 stores, with the goal of rolling out to all stores by the end of 2016
  - Vendors used – Emergency Liquidation, Mahan & Huff, Appliance Recycling Outlet, Interstate Home Services, and Paul's Appliance

There are no fees associated with the recycling services stated above. The only exceptions is the CFL bulbs where Lowe's pays a per pound fee to have them removed.

These products do not have to be purchased from a Lowe's store in order to be recycled by Lowe's. The haul away of an existing appliance occurs when Lowe's delivers a new unit.

All-In-One Bin makes it easy for customers to recycle CFLs, Rechargeable Batteries, Plastic Bags.



### 2.10.3 Technical Requirements:

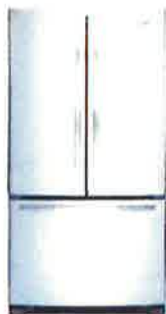
#### **d. Locate and Purchase Environmentally Friendly Product:**

You can review the description, Energy Guide and specifications of the item on Lowes.com to review more information about Energy Star and WaterSense products.

Each item will be labeled with signage in the Lowe's store so you can easily identify the items as Energy Star and WaterSense.

If you need any additional information on the items, please see the Lowe's associate in the local store or call the Customer Care Hotline at 1-800-445-6537.

On Lowes.com, you can identify an Energy Star or WaterSense product by the symbols showed below:



You can review the description, Energy Guide and specifications of the item on Lowes.com to review more information about Energy Star and WaterSense products.



#### **4.2.7**

##### **Storage of Electronic Data**

Describe in detail how the electronic information for each Participating State or Participating Entity shall be stored. Do you have a dual system as a backup in the unlikely event that the main information storehouse becomes unusable? Provide a general description of security protocol including sales and purchasing card data file security.



1605 Curtis Bridge Rd.  
Mail Code: A3ECS  
Wilkesboro, NC 28697  
Phone: 888-310-7791

### **2.10.3 Technical Requirements:**

#### **Section 4.2.7 Storage of Electronic Data:**

Sales are stored in Teradata with dual systems in Winston-Salem (production) and San Antonio (disaster recovery). Purchasing card data is protected with encryption via Protegrity. Data access is role based on job codes and requires multiple levels of reviews in the business, security groups and IT. All access is monitored and audited in a monthly or quarterly review process.

#### **4.2.8**

##### **Return Policy and Warranties**

- a. What is your standard return policy?
- b. Describe any warranties you offer in addition to manufacturer warranties.

## **2.10.3 Technical Requirements:**

### **Section 4.2.8 Return Policy and Warranties:**

We hope you love what you purchased, but if something isn't right, let us know. We want you to be completely satisfied with your purchase from Lowe's.

#### **a. Lowes Return Policy:**

In most instances, your receipt can be retrieved by using the original credit card, checking account number, MyLowe's card or by your phone number. For returns without a valid receipt, in-store credit may be issued for the item's current selling price. Lost or stolen gift cards can only be replaced for the remaining balance by presenting the original receipt.

Lowe's reserves the right to refuse or limit the number of returns permitted without valid receipts. No returns for purchases made with checks will be made if you have outstanding checks with Lowe's. Lowe's may require valid picture ID (state driver's license, state ID card or military ID) for any return. Lowe's stores use refund and check verification systems. All returns are subject to system approvals. Valid picture ID information or phone number may be entered into these systems where authorized by law.

These remedies are your exclusive remedies. All other remedies are hereby excluded. All warranties, express or implied, including the implied warranties of merchantability and fitness for a particular purpose are expressly excluded. The exclusions herein are subject to and may be limited by applicable law and you may have additional rights that vary from state to state.

If you have questions, contact Lowe's Customer Care toll-free at 1-800-445-6937 or by email at [customercare@lowes.com](mailto:customercare@lowes.com).

\*30 days on major appliances (including but not limited to refrigerators 9 cubic feet or larger, washing machines, dryers and range hoods), outdoor power equipment (including but not limited to mowers, chain saws, generators, pressure washers, trimmers and blowers) and highway trailers.

For manufacturer defects in these items, please call Lowe's Service Advantage hotline toll-free at 1-888-77-LOWES (56937) to set up a factory-certified service appointment in your home or for general assistance. If the repair is covered by the manufacturer's warranty, it will be repaired at no cost to you. For repairs not covered under the manufacturer's warranty, repairs may be offered by the technician, but at your expense.

Highway trailer returns must occur in original state of purchase with original paperwork.

Excludes merchandise in Installation Services programs — see contract for details.

**The original shipping charges incurred on your purchase are not refundable as part of your return or exchange.**

## 2.10.3 Technical Requirements:

### **b. Lowe's Warranties and Extra Protection Plan:**

For manufacturer defects, please call Lowe's Service Advantage hotline toll-free at 1-888-77-LOWES (56937) to set up a factory-certified service appointment in your home or for general assistance. If the repair is covered by the manufacturer's warranty, it will be repaired at no cost to you.

#### **Extra Protection Plans:**

##### ***Protection You Can Depend On***

Investing in a Lowe's Extended Protection Plan means you'll receive peace of mind knowing your product is covered after a manufacturer's warranty expires. We'll make repairs on the covered product, including those made due to mechanical or electrical failure, at no additional cost to you. And it's hassle-free — your product will be serviced by an authorized Lowe's technician for the life of your plan.\*

##### ***Choose a Replacement Plan***

For products costing less than \$200 before tax, Lowe's [Replacement Plans](#)\* provide you with additional protection. While a manufacturer's warranty typically expires after one year, a Replacement Plan\* keeps you covered for an additional one or two years.

##### ***You Made the Right Choice***

Typically, manufacturers provide parts and labor protection on qualified products for one year after purchase. With your Lowe's Extended Protection Plan\*, you'll receive additional coverage for years to come.

Type	Manufacturer (typically up to 12 months)	Lowe's Extended Protection Plan
Functional Parts	1st Year Only	✓
Labor	1st Year Only	✓
Surge Protection		✓
Normal Wear and Tear		✓
No Lemon		✓

\*All plans may be subject to limitations and exclusions. See Terms and Conditions for complete details. Replacement may be with new, rebuilt or refurbished product of equal or similar features and functionality or by payment (including merchandise credit) equal to purchase price plus tax. Plan ends upon replacement or payment.

To review the terms and conditions, please visit:

[http://www.lowes.com/cd\\_service+advantage\\_923014150](http://www.lowes.com/cd_service+advantage_923014150)

**4.2.9**

**Scope of Work**

Offerors shall demonstrate in their Proposal how they meet or exceed the requirements of each section of the Scope of Work in Attachment B. Offerors shall show each requirement and its response in their Proposal.



## Attachment B: Scope of Work

### 4.2.10 SCOPE OF WORK

#### A. **Pricing**

The pricing will be a percentage off the current retail price at the time of purchase for all items available. If the item purchased is on sale or under another promotional term NASPO ValuePoint will expect to receive the lower of the two prices at the time of purchase. The percentage off will remain constant during the duration of the contract and all renewals. Sales tax or other fees shall be determined by the Participating State or Participating Entity in the Participating Addendum.

#### B. **Categories**

The RFP consists of 13 categories. This proposal has been divided into categories with items that generally represent those most frequently purchased from qualified offerors that can provide all products at minimum of one entire category listed below and be able to supply the products to a minimum of one entire State.

To better describe each category, the United Nations Standard Products and Services Code (UNSPCSC) code has been used.

<u>Category:</u>	<u>UNSPCSC Code(s)</u>
Appliances	5214
Electrical Tools/Supplies	3912
Exterior Finish Materials	3015
Fasteners	3116
Hand Tools	2711
Interior Finishing Materials	3016 and 3017
Lighting, Ballasts/Fixtures	3910 and 3911
Material Handling	2410 and 3019
Outdoor Garden Supplies and Equipment	27112
Paint and Accessories	3121
Plumbing Tools/Supplies	3018 and 4014
Power Sources/Accessories	2610
Power Tools (corded and cordless)	2700 and 2711
Miscellaneous	

#### C. **Purchases**

Purchases resulting from this contract will be initiated by the end user with the awarded offeror(s). The offeror must generate an invoice with the correct retail price and the appropriate percentage off amount listed. The offeror must be willing to accept the various purchasing cards of the

- d. A Participating Addendum allows for each Participating State or Entity to add terms and conditions that may be unique to their state.
- e. The Participating State or Entity and the Offeror shall negotiate and agree upon any additional terms and conditions prior to the signing and execution of the Participating Addendum.
- f. States are not mandated to sign a Participating Addendum with all awarded Offerors.

## 2.10.3 Technical Requirements:

### Section 4.2.9 Scope of Work:

*Refer to Attachment B*

#### **A. Pricing:**

We work hard to save you money every day. We strive to offer you low prices every time you shop. We call these Everyday Low Prices, and we do our best to provide you with the best values, whether at your local Lowe's store or online at Lowes.com.

For more details, please visit [http://www.lowes.com/cd\\_Everyday+Low+Prices\\_787241445](http://www.lowes.com/cd_Everyday+Low+Prices_787241445)

**Lowe's Home Center's LLC offers the following pricing discount structures to meet your purchasing needs:**

**Government agencies will receive a of 7% discount when purchasing under the NASPO ValuePoint contract.**

You have more reasons than ever to choose Lowe's ProServices—with more than 1,700 locations and over 40,000 items in stock and 500,000+ Special Order. Order ahead and we'll fulfill your order for in-store pick up or delivery to your location or work site. And it's all backed by 68 years of experience helping construction, trade and business professionals get the job done.

For a complete listing of Lowe's product offerings, please visit [www.lowes.com](http://www.lowes.com). This represents Lowe's electronic file of catalog/product offering and pricing.

#### **1. Walk-In Solution:**

- Customers can check out through any cashier attending register in the store. Cashiers – scan the Customer's Government Contract Savings card (see image below) and receive a **7% discount** at time of tender from Lowe's everyday low price.
- Important Note: Purchases through Lowes.com are not eligible for Contract Savings card discounts.
- The Government Contract Savings card works with any tender type.
- Government Contract Savings card usage is tied to contract compliance and must be scanned with each contract transaction

Contract Savings Card:



## 2.10.3 Technical Requirements:

### 2. Quote Support program- (QSP) for walk-in solution

Lowe's agrees to allow agencies to request purchases over \$1,500 to be submitted into Lowe's Quote Support Program (QSP) to receive deeper discounts. The QSP discounts will apply to walk-in solution only and will not stack with the Government Contract Savings Cards. However, the Government Contract Savings Cards will need to be scanned at point of sale to ensure contract compliance. See image below for example of Lowe's Quote Support Program structure. (Includes Tier 1 to Tier 3)

					Tier 1 QSP Walk-In		Tier 2 QSP Walk-In		Tier 3 QSP Walk-In	
					For Walk-In Quotes \$1,500-\$20k		For Walk-In quotes ≥ \$20k and < \$50k		For Walk-In quotes ≥ \$50k	
	Item #	Item Description	Qty	MSP	NASPO Net \$	% Disc.	NASPO Net \$	% Disc.	NASPO Net \$	% Disc.
Appliances	2E+05	FR 15CF TM LFHT1513LW	1	\$499.00	\$461.58	7.5%	\$396.99	20.4%	\$361.70	27.5%
	2E+05	FR 24-IN DISHWASHER FFBD2406NW	1	\$299.00	\$263.12	12.0%	\$226.88	24.1%	\$206.71	30.9%
	4E+05	WP ELEC FS RNG WFC150MLAW	1	\$359.00	\$333.87	7.0%	\$292.50	18.5%	\$266.50	25.8%
	5E+05	WP FL WASHER WFW8640BW	1	\$999.00	\$924.08	7.5%	\$806.61	19.3%	\$734.91	26.4%
Commodit	12140	REBAR 1/2" X 20' GRADE #40 (#4)	1	\$7.47	\$6.72	10.0%	\$7.33	1.9%	\$6.60	11.6%
	12242	19/32" X 4X8 RTD SHEATHING	1	\$21.23	\$19.74	7.0%	\$18.02	15.1%	\$17.25	10.8%
	10385	CONCRETE MIX 80# QUIKRETE 1410	1	\$3.95	\$3.67	7.0%	\$3.53	10.6%	\$3.33	15.6%
	12212	7/16IN X 4FT X 8FT OSB SHEATHING	1	\$7.12	\$6.76	5.0%	\$6.63	6.9%	\$6.63	6.9%
Misc	91812	5GL VALSPAR DURA EXT SATIN BSE 4	1	\$175.00	\$148.75	15.0%	\$122.50	30.0%	\$116.20	33.6%
	54195	24X48 CEILING PANEL FASH TONE 942	1	\$40.80	\$36.72	10.0%	\$31.27	23.4%	\$31.27	23.4%
	2E+05	10 OZ ALEX PLUS WHITE	1	\$2.28	\$1.94	15.0%	\$1.56	30.0%	\$1.60	29.8%

Note: Pricing shown is for Lowe's store #0595 in Mooresville, NC; identical orders at different Lowe's stores may have different retail and QSP pricing. For illustrative purposes the comparisons are based on a qty of 1 for each item & product mix shown is a sampling of how savings would be applied in the various tiers.

For a complete listing of Lowe's product offerings, please visit [www.lowes.com](http://www.lowes.com). This represents Lowe's electronic file of catalog/product offering and pricing

### 3. Delivery

Lowe's has one of the largest fleets of supply and construction delivery vehicles in the business to provide NASPO ValuePoint customers with what they need when they need it. With our extended business hours, our delivery fleet runs 7 days per week, except major holidays, to ensure we meet the needs of our valuable business customers. Lowe's also offers next day delivery service for in-stock major appliances, when requested by the entity. Entities that choose to order product that are not in-stock (Special Order) the delivery time frame will be adjusted to accommodate for product arrival. Lowe's will make every effort to deliver Special Order products within the entities time frame however, the local stores will communicate with the entities to schedule acceptable deliveries.

Delivery charges will be standard charges per each stores policy for deliveries of 0 to 20 miles one way. For deliveries of more than 20 miles, the delivery charge is an additional \$1 per mile, one way.



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### **2.10.3 Technical Requirements:**

Lowe's also offers free local next day delivery on all in-stock major appliances when requested by the entity. Please see exception below:

Major In-Stock Appliance delivery within a 75 mile radius qualifies for free delivery. If the entities delivery location is outside of the 75 mile radius, the default charge will be \$75 if less than or equal to 150 miles. If the entities delivery location is greater than 150 miles (one way), the local store must approve the delivery and establish the applicable delivery charges.

For Lowe's Accounts Receivable (LAR) Lowe's Business Account (LBA), and Lowe's Business Rewards Card by American Express (LBR), agencies will receive a reduced delivery fee of \$20.00 when requested by the entity, unless the purchase includes in-stock major appliances to be delivered locally, then the charge will be free. The entities must also be charged for any additional services incurred such as excess mileage charges.

Link: [#http://www.lowes.com/cd\\_Shipping+and+Delivery\\_378641591 #](http://www.lowes.com/cd_Shipping+and+Delivery_378641591)

#### **4. Contractor Packs**

Save on your next job-lot purchases with bulk quantity discounts from Lowe's. Save 10%-50% off on 1,000 items in store when you buy in bulk, look for contractor pack labels in our store.

## **2.10.3 Technical Requirements:**

### **National Coverage:**

Agencies are able to view Lowe's retail stores/storefront locations across the nation by visiting the following website: [www.lowes.com/storelocator](http://www.lowes.com/storelocator)

For Key Contacts, agencies can visit Lowe's Account Executives of ProServices (AEP) Look up at; <https://www.lowespbm.com/LowesCBC/DCASPortal/AEPLookup.aspx>

### **B. Categories:**

You have more reasons than ever to choose Lowe's ProServices—with more than 1,700 locations and over 40,000 items in stock and 500,000+ Special Order. Order ahead and we'll fulfill your order for in-store pick up or delivery to your location or work site. And it's all backed by 68 years of experience helping construction, trade and business professionals get the job done.

For a complete listing of Lowe's product offerings, please visit [www.lowes.com](http://www.lowes.com). This represents Lowe's electronic file of catalog/product offering and pricing. The Lowe's walk-in NASPO ValuePoint contract supports all categories throughout our store including the 13 categories listed on page 47 of Attachment B.

### **PRODUCTS**

We offer a complete line of products for maintenance, repair, remodeling, and decorating, including the following categories:

Appliances

Fashion Fixtures

Flooring

Home Fashions

Kitchens

Lawn & Garden

Lumber & Building Materials

Millwork

Outdoor Power Equipment

Paint

Rough Plumbing & Electrical

Seasonal Living

Tools & Hardware



### **C. Purchases:**

Each Lowe's receipt will show the price point after the 7% discount has been given. The receipt will show item 155670-Promotional Discount Applied when the NASPO ValuePoint card has been scanned or entered by the cashier.

Lowe's accepts the following tenders for payment: Cash, Check, Visa, MasterCard, American Express, Discover, Lowe's Accounts Receivable(LAR), Lowe's Business Account (LBA) and Lowe's Business Rewards (LBR).

Lowe's does not charge any fee for accepting the payment types listed above.

Lowe's will negotiate with each Participating State through the Participating Addendum about account billing and forms of tender accepted based on the states preference.



### **2.10.3 Technical Requirements:**

#### **D. Administrative Fees (a-c):**

- a. Lowe's does not pass the administrative fee on the NASPO ValuePoint contract to the agency by increasing the price point.
- b. Lowe's will report all sales under the NASPO ValuePoint contract by state into <http://www.naspo.org/WNCP/Calculator.aspx> each quarter no later than 30 days following the end of the quarter reporting.
- c. Lowe's will pay administrative fees to Participating States per their Participating Addendum based on the states preference.

#### **E. Contract Participants & Participating Addendums (a-f):**

Lowe's will work with each state indicated in Attachment G if they are interested in negotiating a Participating Addendum with Lowe's. Lowe's will also welcome any states that are not listed on Attachment G to utilize the NASPO ValuePoint contract with Lowe's by completing/negotiating the Participate Addendum based on their terms and conditions.

## **2.10.3 Technical Requirements:**

### **Value Add Programs**

#### **Lowe's Services**

Get What You Need, When You Need It. At Lowe's we've learned a lot about business customers since we began in 1946. Our services are designed to help you save time and money and make your business run smoother. Everything you need to make Lowe's ProServices work harder for you is right here.

#### **The Services:**

##### **Pro Appreciation Events**

From product demos to free lunch, Lowe's provides a variety of events throughout the year just for our pro customers. Visit our events page to learn more.

##### **Lowe's Business Credit**

- ) The Lowe's Business Credit program gives you the flexibility, convenience and financial power to get the job done. Learn more about our Business Credit choices. (See section 4.2.5 under Tab3)

##### **Easy Ordering & Delivery**

Lowe's offers you three ways to get what you want, when you need it. We make contractor ordering easy, no matter what size job. Learn more about our ordering and delivery services. (See section 4.1.3 for ordering under Tab 2 and section 4.2.9 for delivery under Tab 3)

##### **Continuing Education**

Learn about continuing education opportunities through Wilkes Community College, the National Association of Home Builders, and the U.S. Small Business Administration.

#### **The Supplies You Need:**

##### **Business Replenishment Program**

Whether you work in the office, on the jobsite or out of a service vehicle, we can keep you stocked with the supplies you need and replenish when and where you need it.

##### **Contractor Packs & Bulk Discounts**

Save on your next job-lot purchase with bulk quantity discounts from Lowe's. Save 10%-50% off on 1,000 items in store when you buy in bulk, look for contractor pack labels in our store.

##### **Material Take-Off & Project Guide (PDF)**

- / Review project plans and materials lists, and order blueprints using this guide (PDF).

## **2.10.3 Technical Requirements:**

### **MRO Supplies**

In addition to the items on our shelves, Lowe's offers more than 200,000 maintenance, repair and operations (MRO) supplies to meet your needs.

### **Energy Industry Supplies**

Lowe's has partnered with several energy supply partners to bring you the specialty supplies, tools and items you need. Learn how to order them in-store or online.

### **The In-Store Services You Deserve:**

#### **Blueprint Estimates**

Every successful project begins with a blueprint estimate from Lowe's. Bring in your blueprints and get the industry's most comprehensive list of materials available. Learn more about our blueprint estimation service on [Lowe'sforpros.com](http://Lowe'sforpros.com)

#### **Lowe's Paint Color Matching Service**

Bring us a sample of fabric, carpet or flooring, and we'll locate or create a matching paint color in seconds. Lowe's paint color matching service is designed to help you find the right color and shade for any project.

#### **In-Store Translation Services**

The Lowe's Language Line phone service provides high-quality, live translation of more than 140 languages.

#### **Free Computer Project Design**

The experienced technicians at your local Lowe's will produce computer-generated designs for kitchens, decks and storage buildings.

#### **Lowe's In-Store Consultation and Design Services**

We offer in-store consultation and design services on building materials, plumbing supplies, roofing materials, home furnishings and landscaping.

#### **Pipe Threading & Cutting**

Lowe's offers free pipe threading and cutting for any size galvanized or black iron pipe. The process involves a machine-based cutting operation with a metal wheel that creates threads in the ends of pipes. This service is specifically designed to both thread and cut pipes. No blade is involved in the process.

For more information, please visit: <http://www.lowesforpros.com/Services>

## **2.10.3 Technical Requirements:**

### **Porch.com**

The partnership with Porch is the latest in a series of technology initiatives Lowe's has introduced to enhance the in-store support employees can offer customers, including equipping employees with iPhones to help customers access information, view how-to videos, or locate product in the store efficiently. By bringing Porch to its stores, Lowe's will continue to simplify home improvement for its customers - homeowners and pros.

For more information, please visit:

<http://porch.com/>  
<http://porch.com/about/press/>

### **Lowesforpros.com**

Our new ecommerce website Lowesforpros.com brings efficiency to Lowe's customers who are now able to take advantage of an even more powerful efficient online website to procure for their business, organization, or institution. Lowesforpros.com will support punch out via cXML.

## **Community Relations:**

### **Lowe's ToolBox for Education**

Our signature education grant program is Lowe's Toolbox for Education® (Toolbox). The Toolbox program provides schools and communities with the necessary resources to make improvements where they're needed most. Our grants enable schools to make renovations and safety enhancements as well as upgrade technology and learning materials. Since the program began in 2006, we've provided \$45 million in grants to improve more than 10,000 schools across the country. As a result, more than 6 million schoolchildren have benefited.

### **Lowe's Hero's Projects**

We have a strong tradition of volunteering. Our employees are committed to improving their communities, and they show their support by volunteering thousands of hours each year. Whether participating in community revitalization efforts after a disaster, conducting how-to clinics to help community members develop construction skills, helping out at K-12 schools or simply cleaning up local parks and beaches, Lowe's employees are always there to lend a hand.

### **Lowe's Community Partners Grants**

Lowe's Community Partners grant program helps build better communities by providing monetary assistance to nonprofit organizations and municipalities looking for support of high-need projects such as: building renovations/upgrades, grounds improvements, technology upgrades as well as safety improvements.



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### **2.10.3 Technical Requirements**

Grants range from \$2,001 to \$100,000, with most projects falling between \$10,000 and \$25,000. Our Lowe's Heroes employee volunteer program is another opportunity for support, which Lowe's can provide

to some grant recipients to help supplement the labor of projects. We encourage applicants to speak to their local store manager to see if this is a possibility before applying.

**The Community Partners 2016 cycle dates are:**

- Spring Cycle: March 21, 2016 – May 23, 2016
- Fall Cycle: July 1, 2016 – August 26, 2016

Grants can only be applied for during the cycle dates. It is during this time that a link for the application will be available. For more information, visit our [Giving Guidelines](#) or read our [FAQ's](#). The review process takes 90 days from the close date. Once reviewed, applicants will receive a status e-mail.



**NASPO ValuePoint Proposal**

**Solicitation AS16040**

**Due: 8-3-16**

**Tab 4**

**Section 2.10.4**

# **EXCEPTIONS AND/OR ADDITIONS TO THE STANDARD TERMS AND CONDITIONS**



4. **Exceptions and/or Additions to the Standard Terms and Conditions.** As described in Section 2.13, proposed exceptions and/or additions to Attachment A must be submitted in this section. Offeror must provide all proposed exceptions and/or additions, including an Offeror's terms and conditions in Microsoft Word format for redline editing. Offeror must also provide the name, contact information, and access to the person(s) that will be directly involved in terms and conditions negotiations.

If there are no exceptions or additions to the Standard Terms and Conditions, write "None" in this section.



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## **2.10.4 Exception and/or Additions to the Standard Terms and Conditions:**

### **Exception to Section 21 – Insurance**

*Refers to section c*

- Lowe's will not be able to comply to five (5) business days to notify the Participating State of expiration, cancellation or nonrenewal or expiration otherwise may occur.
  - Lowe's will be able to notify the Participating States within 30 business days of any expiration, cancellation or nonrenewal or expiration otherwise may occur.

#### **2.15. NASPO ValuePoint Master Agreement Statement of Compliance**

NASPO ValuePoint Master Agreement(s) resulting from this RFP will constitute the final agreement except for negotiated terms and conditions specific to a Participating Entity's Participating Addendum.

The Master Agreement will include, but not be limited to, the NASPO ValuePoint Standard Terms and Conditions in Attachment A and Lead State specific terms and conditions required to execute a master agreement, the scope of work (Attachment B) and selected portions of the Offeror's Proposal.

Offerors will be bound to all the terms and conditions when executing a Master Agreement as shown in Attachment A. Offerors must include a statement in their Proposal that they have read and understand all of the terms and conditions as shown in the Master Agreement (Attachment A).



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## 2.10.15: NASPO ValuePoint Master Agreement Statement of Compliance

Lowe's has read and fully understand the terms of Attachment A: NASPO ValuePoint Master Agreement Terms and Conditions.

A handwritten signature in blue ink, appearing to read "Michael J. Horn", written over a horizontal line.

Michael J. Horn  
VP ProServices

Dated: July 29, 2016



SYSTEM FOR AWARD MANAGEMENT

Username

Password

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# Search Results

Current Search Terms: lowe's company\*

**Notice:** This printed document represents only the first page of your SAM search results. More results may be available. To print your complete search results, you can download the PDF and print it.

No records found for current search.

1

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Exclusion

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By Record  
Status

By Record  
Type



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- Search Records

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Password

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# Entity Dashboard

[Entity Overview](#)[Entity Registration](#)[Core Data](#)[Assertions](#)[Reps & Certs](#)[POCs](#)[Exclusions](#)[Active Exclusions](#)[Inactive Exclusions](#)[Excluded Family Members](#)[RETURN TO SEARCH](#)

## Lowe's Home Centers, LLC

DUNS: 018810275 CAGE Code: 1HFY9

Status: Active

Expiration Date: 12/26/2017

Purpose of Registration: Federal Assistance Awards Only

1605 Curtis Bridge Rd  
Wilkesboro, NC, 28697-2231,  
UNITED STATES

### Entity Overview

#### Entity Registration Summary

**Name:** Lowe's Home Centers, LLC  
**Doing Business As:** Lowe's  
**Business Type:** Business or Organization  
**Last Updated By:** Jeffery Gaines  
**Registration Status:** Active  
**Activation Date:** 12/26/2016  
**Expiration Date:** 12/26/2017

#### Exclusion Summary

Active Exclusion Records? No

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WWW4

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[GSA.gov](#)  
[USA.gov](#)



Ann Schliep &lt;aschliep@utah.gov&gt;

---

**Fwd: Attached Image**

1 message

**Shannon Berry** <sberry@naspovaluepoint.org>

Fri, Dec 9, 2016 at 4:20 AM

To: Ann Schliep &lt;aschliep@utah.gov&gt;

Hi Ann,

Looks like Lowe's exception is acceptable.

Thanks,,

Shannon Berry, CPM

Cooperative Development Coordinator [Sberry@NASPOValuePoint.org](mailto:Sberry@NASPOValuePoint.org)

(775) 720-3404 PST

[www.naspovaluepoint.org](http://www.naspovaluepoint.org)

----- Original message -----

From: Richard Pennington &lt;RPennington@NASPOValuePoint.org&gt;

Date: 12/8/16 4:31 PM (GMT-06:00)

To: Shannon Berry &lt;sberry@NASPOValuePoint.org&gt;

Subject: RE: Attached Image

Shannon,

That insurance exception is fine. We actually removed that notice from our most recent version of the ValuePoint Master Agreement Terms and Conditions.

Richard Pennington  
General Counselrpennington@naspovaluepoint.org  
303-324-7333  
[www.naspovaluepoint.org](http://www.naspovaluepoint.org)

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**From:** Shannon Berry  
**Sent:** Thursday, December 8, 2016 9:48 AM  
**To:** Richard Pennington <RPennington@NASPOValuePoint.org>  
**Subject:** Fwd: Attached Image

Hi Richard ,

Attached are Lowe's exceptions.

Thank you,

Shannon Berry, CPM  
Cooperative Development Coordinator 

[Sberry@NASPOValuePoint.org](mailto:Sberry@NASPOValuePoint.org)

(775) 720-3404 PST

[www.naspovaluepoint.org](http://www.naspovaluepoint.org)

----- Original message -----

**From:** Ann Schliep <aschliep@utah.gov>  
**Date:** 12/8/16 7:02 AM (GMT-08:00)  
**To:** Shannon Berry <sberry@NASPOValuePoint.org>  
**Subject:** Fwd: Attached Image

The Lowe's exception is attached.

Ann Schliep  
Purchasing Agent  
State of Utah Division of Purchasing

(801) 538-3421

----- Forwarded message -----

From: <noreply@utah.gov>

Date: 2016-12-08 6:00 GMT-07:00

Subject: Attached Image

To: Ann Schliep <aschliep@utah.gov>