



Attachment 07 OFFEROR RESPONSE WORKSHEET

Offeror must provide complete and succinct responses to each item below. **Insert your responses into this worksheet directly below each question or prompt.** While supplementary marketing materials are neither requested nor desired, Offeror should provide all information necessary to demonstrate Offeror's ability to meet the requirements of this RFP and the RFP's Scope of Work.

I. RESPONSE TO MANDATORY MINIMUM PROPOSAL REQUIREMENTS

To be considered for evaluation, Proposal must contain each of the following:

- Categories of Products and EPP (Attachment 02)
- Offeror Information, Acknowledgements, and Certifications (Attachment 06)
- Offeror Response Worksheet (Attachment 07)
- Percentage off List (Attachment 08)
- Market Basket (Attachment 8-1)
- Proposed Deviations to Sample Master Agreement (Attachment 09)
- Redlined Sample Master Agreement, if applicable (Attachment 04)
- Claim of Business Confidentiality (Attachment 10)

II. RESPONSE TO DESCRIPTION OF PRODUCTS AND SERVICES

A. Attachment 2, Categories of Products and EPP. Offeror must complete the attachment.

Please see completed Attachment 2 within this bid response.

~~B. Describe Offeror's plan for providing the Products and EPP (if applicable) identified in Attachment 02.~~

~~C. Provide evidence of Offeror's ability to provide the Products and EPP (if applicable) identified in Attachment 02.~~

~~D. Describe Offeror's ability to fulfill Contractor Responsibilities and Tasks identified in the Description of Products and EPP, Attachment 02.~~

III. RESPONSE TO TECHNICAL CRITERIA

A. **Description of Products.** Offerors shall provide a full detailed description of their company and the products offered related to this solicitation. The Offeror shall provide a description of its ability to provide the products, supply chain distribution, stock items, outages notifications, environmental efforts within the company, geographic availability, etc.



HD Supply is honored to serve over 250,000 customers nationwide through the delivery of MRO and industrial products and services, many of which fall within the NASPO ValuePoint-defined categories in this RFP.

HD Supply is one of the nation's largest distributors of janitorial, custodial, and MRO supplies, with 3,000+ suppliers and 100,000+ MRO-curated products. Our expansive offering includes products in Janitorial Supplies, Fasteners, Material Handling, Plumbing, Power Sources, Landscaping and Outdoor Supplies/Equipment, Lamps and Lighting, HVAC, Hand Tools, Power Tools, Electrical, Paint, Security, and Safety, among other categories. We have 12,000 associates and our own distribution facilities (180+ geographically-dispersed distribution points), trucks (2,000 company-owned and operated vehicles), and delivery drivers. Our associates, facilities and vehicles are considered vital components of our customer value proposition. With these significant assets, we typically provide delivery on stocked items throughout the continental U.S. within 24 - 48 hours upon receipt of orders. Depending on the distribution site and our customers' specific location, we can also utilize UPS or an LTL (less than truckload) carrier for customers outside our normal delivery area or located in remote locations.

HD Supply is a wholly owned indirect subsidiary of The Home Depot. The Home Depot's environmental, social and governance (ESG) strategy is centered on three key pillars: focusing on our people, operating sustainably, and strengthening our communities. We strive to operate as a company that reflects and supports diversity, equity and inclusion among our associates, suppliers and in the communities we serve. The Home Depot's 2023 ESG Report can be found in its entirety at [2023 Home Depot ESG](#) and includes efforts and programs to support sustainability, carbon emissions reduction, circularity, water conservation, responsible chemistry and more. Furthermore, HD Supply has launched investments into electric vehicles to evaluate additional ways to be good stewards of the environment. We look forward to continuing to develop sustainable alternatives for the future.

HD Supply understands that emergencies happen, and we have a Disaster Recovery plan and team in place prepared for such events. Our Disaster Recovery playbook includes detailed plans for ensuring our associates are safe and accounted for and our distribution centers and transportation fleet is operational to support our ability to serve our customers. Additional features include:

- Backup/redundant systems, functions, distribution facilities, and Customer



Care teams are basic elements of our disaster recovery efforts, as well as relationships with preferred vendors that can provide products when necessary.

- Call centers located in multiple regions throughout the United States so that in the event of an emergency, if one of our locations is affected, we can continue to seamlessly serve our customers with little to no service interruption.
- A national footprint that provides system redundancies throughout our network, along with distribution center backup for product that may be temporarily out of stock in the local DC.
- Pre-planning activities to prepare for potential disasters, including the stocking of emergency supplies in areas that may be affected by a disaster.
- Organizational-wide communication plan to ensure all aspects of the business are operating as one – with focus on meeting our customer’s needs through Sales Team updates on facilities and order status and movement of products from less impacted areas to more impacted regions. This includes a website specifically for communicating with our customers on the status of our network.

These safeguards are in place to ensure your orders are delivered when you need them and have allowed us to continue to service the entire country even when a portion of the country is affected by disaster.

B. Company Information

1. **Company History.** Provide a brief history of your company, including the year of its founding and any material acquisitions or mergers in which it has been involved.

HD Supply’s roots extend back to 1974 with the founding of Maintenance Warehouse in San Diego, CA. The Home Depot purchased Maintenance Warehouse in 1997, thus leveraging The Home Depot’s considerable buying power and passing the savings on to customers. With the acquisition of N-E Thing Supply Company and Economy Maintenance Supply, in 2000 and 2003 respectively, we broadened our product offerings, service and sales coverage to customers throughout Texas, the Northeast and surrounding areas. Maintenance Warehouse became The Home Depot Supply company in 2004, and in 2005 the organization



acquired USABlueBook. The Home Depot Supply and Hughes Supply combined to form HD Supply in 2007 and HD Supply was purchased by private equity firms Bain Capital LLC; Carlyle Group; and Clayton, Dubilier & Rice. In 2012, HD Supply acquired Peachtree Business Products and in 2013 HD Supply Holdings, Inc. went public on the NASDAQ. In 2021 HD Supply was acquired by The Home Depot, which resulted in the integration of Home Depot Pro and HD Supply. HD Supply is a wholly owned indirect subsidiary of The Home Depot. In 2023, HD Supply acquired Redi-Carpet.

2. **Company Size.** Identify the number of employees working for your company.

HD Supply has approximately 12,000 employees.

3. **Ownership Structure.** Describe your company's ownership structure.

HD Supply is a Limited Partnership and wholly owned indirect subsidiary of The Home Depot.

4. **Litigation.** List all claims of non-performance or breach from customers in excess of \$5,000, including all pending litigation matters (including civil, criminal, or appellate) or criminal convictions in the past 5 years for the company and all principals. Attach an additional document if necessary.

HD Supply has had lawsuits, claims and complaints as would be expected for a company of its size, but there are no pending claims that would materially affect the company's ability to fulfill the responsibilities that could be awarded to it under this RFP. Any publicly available information is located on the Securities and Exchange Commission website located at <http://www.sec.gov/edgar/searchedgar/webusers.htm>.

5. Any additional information about the Offeror's company that could pertain to this RFP, if applicable.

HD Supply is committed to uninterrupted access to the supplies, people, and tools your members rely on. Our unmatched combination of expertise, convenience, products, programs, and technology allows us to deliver smart solutions that advance the performance of our customers' facilities, while enhancing each facility's health, safety, and perception.



We are uniquely positioned to support end-users and their exclusive needs. With almost 50 years of experience serving State, County and Local governments, a dedicated sales team, a national network of over 100 distribution centers specifically for MRO, cleaning supplies, equipment and custodial related products, 2,000 company-owned delivery vehicles and 12,000 associates, HD Supply provides national reach with a local focus to give unmatched convenience and product availability.

We offer the industry's broadest selection of MRO-related products to meet the diverse and unique needs of various end-users. In addition to our wide selection of national brand products across all product categories, we also offer a comprehensive line of products under our own exclusive brand bringing additional value and options.

C. Customer Service

1. How will the Offeror service a Participating Entity's account if awarded? Does each representative have access to the Participating Entity's account information to best help them?

HD Supply has a full suite of trained sales and customer care teams to provide exceptional customer service to NASPO ValuePoint members and eligible entities. In sole support of Government customers served directly and through large cooperative contracts, this includes a dedicated Customer Care Team, as well as almost 600 associates in roles of National Account Managers, Field Sales and Inside Sales nationwide.

Our facility maintenance experts are available to assist with product selection, order assistance, product training and more. Each representative has access to the Participating Entity's account information to support their ability to assist them.

Specifically, our dedicated Government Customer Care Center is staffed with support agents experienced with State, Federal and Local government entities and will be able to address all questions, concerns, and interactions with participating state accounts. This will be a tailored response with the use of the available account information in our customer relationship management (CRM) platform, based on the appropriate and relevant Participating Addendum.

In addition to our participation in NASPO ValuePoint's eMarketplace, HD Supply can also configure a customized NASPO ValuePoint website for each entity. Business Reviews will be scheduled to support NASPO ValuePoint-specific objectives and reporting requirements.



We understand and commit to training HD Supply's salesforce on how to present the NASPO ValuePoint Master Agreement to eligible entities and will work diligently to ensure all HD Supply sales representatives are trained on the benefits of the program, beyond just offering competitive pricing to participating entities. A dedicated contract owner will be assigned and will ensure training of personnel will be carried out. An updated toolbox will be made available to our entire sales team with all documents, co-branded marketing material and additional information to effectively market and support the Master Agreement nationally.

2. Hours of operation if help is available via phone, a chat function online, etc. 8:00 am to 5:00 PM in EACH time zone would be preferred. Including an emergency contact with phone, email etc. of whom to contact after hours. Include in the response if the Offeror has a dedicated phone line or staffing for government sales.

HD Supply has three Customer Care Centers that can be reached at 1.800.431.3000 and a specialized team within the Customer Care Center dedicated to Government customers which can be reached at 1.877.610.6912. The three Customer Care Centers are located in:

- Santee, CA
- New Braunfels, TX
- Jacksonville, FL

The Customer Care Center hours of operation are Monday through Friday 8am-5pm in all time zones. We have a highly technical call routing system that allows for automatic overflow transfers to the next available representative, whether customers call the general Customer Service line or the dedicated Government line. Calls may be monitored for training purposes, and all Call Center performance is measured daily on key metrics such as time to answer a call, time spent on each call, and the number of dropped calls. By monitoring these metrics closely, we can maintain high standards of service and ensure that we have enough representatives available to assist customers.

In addition to housing our Customer Care teams, our support centers are also home to other department teams such as Credit Services, Account Services, Web Support, Product Support, eBusiness, and many others. By having support centers in multiple locations, we can ensure reliable continued service to our customers, without service interruption, in the event of an emergency if one of our locations is affected.



3. Describe how Customer Service can assist a Purchasing Entity with finding sustainable and/or other products.

Full product purchasing support is available to customers including help finding sustainable products, through the Customer Care team, local Field Representatives, HD Supply's online catalog and the HD Supply Green Team.

Green product resources can be easily found on the HD Supply website (hdsupplysolutions.com) at [Going Green | HD Supply](#) (hdsupplysolutions.com). This site also provides quick links to products available in various categories including energy efficiency, water efficiency, air quality, waste reduction and hazardous material disposal.

Furthermore, search capabilities exist within the HD Supply online site for key product attributes, such as Water Sense and ENERGY STAR, and throughout the HD Supply online catalog users can filter on various product attributes including ENERGY STAR Qualified, Canadian Standards Association (CSA) Certified, Underwriters Laboratories (UL) Certified, and more. Our detailed product descriptions and other product resources (such as material safety data sheets (MSDS) and specification sheets) are also available. HD Supply continues to pursue additional tools to help users search for specific products by key attributes.

4. Describe the Offeror's quality assurance measures for both orders and any other customer service-related quality assurance measures.

Quality assurance processes are in place throughout HD Supply's organization and supply chain. From the start, we maintain and nurture direct relationships with vendors to deliver added value such as direct knowledge of sourcing and manufacturing practices, mitigated risk of counterfeit products, access to manufacturer warranties, and more. Our direct relationships with the vendors, brands and manufacturers ensure our product end users that they will receive authentic items from HD Supply.

During our order fulfillment process, HD Supply uses Systems, Applications and Product's (SAP)'s Warehouse Management (WM) and Extended Warehouse Management (EWM) systems in our Distribution Centers (DCs) to provide order validation during processing. We have quality controls in place to perform audits on order fulfillment and have Customer Experience teams in our larger DCs to monitor specific areas



and provide feedback to DC leaders for continuous coaching opportunities.

HD Supply's online Order Status system provides our customers with real-time order status capabilities throughout the ordering process. Customers can get updates on the following:

- Preparing Order – Your items are being prepared for shipping.
- Out for Delivery – You can see tracking information from HD Supply and UPS delivery services by selecting the carrier name under Shipping Detail.
- Delivered – Your items have been delivered and Proof of Delivery (POD) is available.
- 3rd Party Shipment – Your items are shipped directly from a supplier.

Regarding customer support, we have a highly technical call routing system within our support centers that allows for automatic overflow transfers to the next available representative, whether customers call the general Customer Service line or the dedicated Government line. Calls may be monitored for training purposes, and all Call Center performance is measured daily on key metrics such as time to answer a call, time spent on each call, and the number of dropped calls. By monitoring these metrics closely, we maintain high standards of service and ensure that we have an adequate number of representatives available to assist customers.

HD Supply also has an award-winning Voice of the Customer (VOC) program. We gather feedback from customer calls, emails, sales representatives, customer surveys, and anecdotal customer suggestions. Our team analyzes the data to identify areas where we are performing highly or need improvement. We are always looking for better ways to serve our customers. Our Customer Advocate team of process improvement professionals specializes in Six Sigma to ensure improvement actions are implemented.

All in all, we take a proactive approach to quality and customer satisfaction and strive to design processes and deliver service on a level that enables us to avoid issues, challenges, or complaints. Should any complaint, issue, or challenge arise, swift action will be taken to understand the issue so an agreed upon course of action that best suits all parties involved can be decided. With a wealth of resources dedicated to servicing this contract, we have the bandwidth needed to respond quickly, with the needs of the customer and commitment to the Master



Agreement as the paramount focus.

Additionally, we are continually refining our approach by learning from any issues, challenges, or complaints that do arise, therefore lessening or eliminating future occurrences.

5. If there is an issue with an order placed or any other customer service issue, how are those addressed?

Any issues experienced by an HD Supply customer are addressed rapidly through our multi-faceted customer service program including:

- Our extensive professional sales team with expert, dedicated field and inside representatives assigned to the account who will develop relationships with users and support their specific need
- Exceptional customer service support and formal call center, including a dedicated Government Support Agent
- Live chat
- Product support
- Warranty center

Most customer inquiries are handled by Customer Care Representatives who have been trained to resolve customer issues during the first contact. If they are unable to resolve an issue, our Customer Advocacy group takes over and works with internal departments to achieve a timely resolution. This is supported by documentation and reports to measure the resolution process and drive continuous process improvement action.

6. Describe Offeror's substitution policy that would apply if awarded a Master Agreement. Forced substitutions will not be allowed. Explain how the Offeror notifies customers of an out- of-stock item(s) including if Offeror notifies customers about how the equivalent item compares to the out-of-stock item.

If an order is placed online, the system will notify the purchaser at the time of order if the item is out of stock or discontinued. If alternatives are available, they will be notified at order entry. If ordering over the phone, the customer will be notified at the time of call that the item is out of stock and notified if any alternatives are available.

If an item is out of stock, the customer can choose to have an in-stock



item shipped and out-of-stock items sent when available, remove out-of-stock items from the order, or hold an entire order until all items are in stock. Each of these capabilities are available through our online ordering system within the Back-Order Option.

7. Describe the Offeror's online ordering system that Purchasing Entities would use to create a profile, place orders, track orders and other functions the system could have. If there are other ways to order Products, indicate that as well including connecting to eProcurement systems.

HD Supply provides a fully functional online order platform customers can utilize to place and track orders, research products, review order history, track shipments, request returns, and pay invoices online. HD Supply is also able to connect to outside e-Procurement systems through electronic data interchange (EDI).

HD Supply offers state-of-the-art e-commerce capabilities to our end-users. We understand that e-commerce tools are not one size fits all, so we have created a technology program that allows us to partner and grow with our customers as we develop and implement technology solutions to fit their needs. We can quickly provide a solution because we have designed our web platform to be scalable and flexible to manage the procurement process to meet customers' unique requirements. We can implement e-commerce solutions through:

- Online Ordering Website and mobile app (UPC scanning is supported via mobile app)
- ePro integrations with the industry's leading spend management platforms – both Punchout and Hosted catalog options
- EDI integrations

Through our online ordering site, end-users can implement time-saving tools and resources to help streamline processes. Some of the many tools available include "Favorite" Lists, invoice printing, safety data sheet (SDS) information, budgeting tools and alerts, customized offering options, resource pages and more.

Online ordering is available through our website 24 hours a day for an unlimited number of unique logins for a customer. Once logged into an account, users can easily search for product offerings by product category and attributes, as well as view pricing of each item. Real-time product availability information can be viewed to easily identify the



quantity of a particular item.

8. What is the Offeror's return policy?

We accept returned product in its original packaging up to 90 days from the date of purchase. Damaged items and/or short shipped orders must be reported to HD Supply within three business days of receipt.

D. Data Security

1. Describe the standard security measures, including PCI compliance for the Offeror's company. Some states may have additional data security requirements, which the Offeror must work with each Participating Entity if applicable. Describe an instance that a customer had additional security needs and how the Offeror adapted.

HD Supply is PCI compliant and closely monitors state data security and privacy laws to ensure we maintain compliance with all applicable requirements in the states in which we operate.

HD Supply operates a mature security program based on the ISO 27001 framework with oversight and involvement at all levels of the company. We undergo 3rd party security assessments every two years to ensure we maintain best business practices and keep in line with expectations of Fortune 500 companies.

We also take customer security requests seriously and partner with customers as needed to meet expectations. One example of meeting a customer's needs above and beyond those typical of a client/customer relationship is our "shared responsibility" approach to incident and threat management. On more than one occasion our security operations team identified indicators that a customer's enterprise was compromised. In these cases, our incident responders and threat intelligence experts collect all relevant evidence and quickly escalate to our Chief Information Security Officer (CISO), who reaches out to our customer to notify them of the event. Our CISO will partner with the customer and make all HD Supply resources available to the customer to ensure all threats are remediated and damages to both entities are minimized.

2. Included in the response include where data is stored including any back up servers.

All data is hosted/stored in Google Cloud. All backups are encrypted and access to production data and backups are limited to only those associates with a need to know.



3. Has the Offeror had a data breach within the last 5 years? How quickly was the end user notified, the issue resolved and talk about any other outcomes.

HD Supply has not had a data breach within the past five years. However, our Incident Response Plan clearly dictates that all security incidents are our top priority to contain. Our customer contracts define strict requirements for notification to impacted parties.

Our plan also clearly defines a postmortem process for all significant incidents in which the incident response team reviews all aspects of the event and response to identify the cause of the incident, weaknesses that allowed it to occur, and opportunities for improvement in our security controls and response capabilities.

E. Reporting

Participating Entities will have different needs when it comes to reporting. Describe Offeror's reporting capabilities including customization. (e.g., sales reporting, sustainability reporting, sustainable labeling available, usage reports, any other state reports needed by a Participating Addendum etc.).

HD Supply tracks and maintains numerous data elements across multiple systems. All data elements noted by NASPO ValuePoint within this RFP (NASPO ValuePoint Master Agreement, Exhibit 4) are available to support custom and pre-defined reporting requirements.

Below is a list of sample reports, all of which are available without charge, along with a brief description of the report. HD Supply can supply these reports in various formats, including both summarized and detailed versions, for Participating Entity under the Master Agreement. All reports are available at any requested account structure level based on account set up. Frequency is determined mutually between the customer and HD Supply. Most are typically requested monthly, quarterly or annually in accordance with either the customer's fiscal year or by calendar year. This list includes our most requested report types. Other custom reports may be available upon request.

90 Day Purchase Summary – This report provides a snapshot of spend occurring within the most recent 90-day period. A monthly summary is provided as well as prior year, current year-to-date, prior year year-to-date and projected spending.



Average Order Size (AOS) Reporting – This report displays the average order size at any desired account structure level within a specific date range.

Product Purchase Report (PPR) – This report details purchases made at any account structure level. Reports can be customized to show product category (e.g. HVAC), sub category (e.g. Air Filters) and part level as well as any specified date range with PO detail, invoice detail, etc.

ideallygreenSM PPR – This report shows purchase detail of all identified sustainability products from our ideallygreenSM selection of products. Reports can be customized to show product category (e.g. HVAC), sub category (e.g. Air Filters) and part level as well as any specified date range with PO detail, invoice number detail, etc.

Product Category Purchase Report – This report shows purchase detail summarized at the product category level.

Property List Report – This report displays the property/facility profile detail at any account structure level. This report would typically show Customer ID, Name of Customer, Address, Phone Number, Fax Number, Email, Purchaser Names, etc.

Service Performance Summary Report – This report can be generated only at the highest level of any given account structure. It is based on the HD Supply fiscal year, defined as February through January. The report provides an overview of active accounts, meaning only accounts with sales activity within the defined timeframe. Performance metrics are displayed for spend ordering characteristics and HD Supply performance of operational metrics such as fill rate and delivery.

Waterline Report – This report provides an analysis of accounts performing at or below the average spend rate amongst their account structure. The waterline is highly detailed providing information on customer account information, first sale date information, credit representative, credit limit data, terms of payment, master service agreement (MSA), company type, sales representative information, units, prior year sales, year-to-date sales, current year year-to-date sales, year-to-date sales growth +/-, projected purchases, projected spend per unit and sales growth +/-.

Aging Summary – This report provides a summary of outstanding invoices of a specific customer with HD Supply and displays their outstanding credit that a customer holds. This report is in summary format and contains the customer name, account number, invoice number, invoice date, age of invoice, amount, and purchase order.



Customer Credit Detail – The function of this report is to display the customer's outstanding credit with HD Supply.

Custom Reports – Custom reports can be generated upon request and can include purchasing at any account structure level for a specific time period. HD Supply representatives will be happy to assist if you have a request for a custom report.

F. Implementation Plan

Implementation of a Master Agreement, if awarded is vital to the Participating Entities. Describe in detail the Offeror's implementation plan including an estimated timeline to include at minimum the following points:

Akin to HD Supply's execution of similar large, national multi-customer contracts, upon award of the NASPO ValuePoint MRO and Institutional opportunity, HD Supply's Sales, Accounts, Contracts and Legal teams will partner with eligible entities interested in entering into a Participating Addendum under the NASPO ValuePoint contract. We will verify entity eligibility with NASPO ValuePoint prior to entering into an agreement. HD Supply has proven processes in place to quickly initiate and support these activities while ensuring Participating States/Entities receive the individual support they require.

Initial kickoff activities may include a joint press release with NASPO ValuePoint, marketing material to be shared with NASPO ValuePoint members, and specific contact information for customer inquiries.

Upon a mutually signed Participating Addendum with a NASPO ValuePoint Participating State/Entity, the implementation phase will include marketing material that can be used to communicate the opportunity with eligible entities and the configuration of an online website with dedicated customer access, that can be limited to products that fall within the Participating Addendum awarded product categories.

Customers will receive exceptional service through our National Account Team, Field Representatives, and/or Inside Sales Managers. HD Supply's Sales and Customer Care Team will be educated on the NASPO ValuePoint award, as well as Participating Addenda, to provide value-added support to each customer. HD Supply's extensive national footprint, delivery capabilities and product mix will be immediately available to support the specific needs of each Participating Entity. On-going account support will include collaboration between HD Supply and Participating Entities to meet required reporting needs and program objectives.

The following graphic shows key steps involved in HD Supply's implementation of this Master Agreement.



Implementation Plan for NASPO ValuePoint Contract

	Days 1 – 30	Days 30 - 90	On-Going
NASPO ValuePoint	Kickoff Meeting(s) with NASPO ValuePoint leadership to collaborate on program objectives, layout communication and logistic plans, etc.	Defining of NASPO ValuePoint desired reporting and the development, as required, of reports	Meetings/reviews with NASPO ValuePoint leadership to discuss program objectives and measure success Annual contract performance review between HD Supply, Commonwealth of Kentucky and NASPO ValuePoint
Participating Agencies	Introductory communication to State Procurement Officers of NASPO ValuePoint award, benefits and process to enter a Participating Addendum with HD Supply		
	Enter negotiation of Participating Addenda with HD Supply		
	Define and implement State-specific contracts, as required		
	Define reporting needed by Agency		
HD Supply	Formal press release and development of marketing collateral		
	Oversight of NASPO ValuePoint program by HD Supply Senior Account Representative and National Account team		
	Training of HD Supply Contract Admins, Sales/Account Teams and Customer Support Center staff on NASPO Agreement, contract terms and conditions, objectives, etc.		
	Account Set-up (for each new purchasing agency) and alignment with NASPO agreement for organizations already with an HD Supply account		
	Configuration of NASPO customized catalog in alignment with award		
	Operationalize Participating Agency access to defined catalog/pricing, upon executed Participating Addenda		
		Revise customized catalog with additional site configurations, if necessary	On-going Customer Support Center support to each NASPO Participating Agency, as needed
		Set-up reporting and report cadence for Participating Agencies	Timely reporting to meet customer requirements
			Internal auditing to ensure on-going contract compliance
			HD Supply's processing/payment of admin fees

1. Detailed specific information, resources, and assistance the Offeror will require from each Participating Entity to implement the Participating Addendum.

In alignment with the above Implementation Plan, HD Supply suggests the following involvement from each Participating State:

- Access to and dialogue with the Chief Procurement Officer for each Participating State to discuss the program and benefits of the award
- Communication with appropriate state employees to negotiate a Participating Addendum
- Discussion with Chief Procurement Officer related to communication of the contract with eligible state, local and educational entities
- Dialogue related to any special configurations/requirements related to the NASPO ValuePoint customized catalog
- Review of Participating Entity’s reporting requirements and how



HD Supply's capabilities can meet their needs

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

Upon award of this opportunity, HD Supply will immediately begin the configuration of a customized catalog for NASPO ValuePoint members, based upon categories awarded, to meet NASPO ValuePoint's requirement of allowing members access/viewability to only those products that fall into the product categories awarded. This configuration of catalogs will support almost instantaneous access to Participating States, upon completion of Participating Addendum negotiation activities between HD Supply and the Participating State. However, if further customization of the standard NASPO ValuePoint experience is desired by a Participating Entity, such as personalized homepage content, site co-branding, built-in approval workflows, state level "Saved Lists", quotes, additional site restrictions, etc. more time may be required to define how these capabilities should be configured for each individual Participating Entity. HD Supply will work closely with each Participating State to ensure they understand the timeframe needed for such customized capabilities.

3. Describe in detail the Offeror's experience when implementing customer relationships of equivalent size and complexity.

HD Supply has in-depth knowledge and experience in the implementation and on-going management of Master Agreement/Participating Entity purchasing relationships. We currently manage and support a number of nationwide group purchasing organizations (GPO) and cooperatives with similar, in-depth structures. Implementation and administration of these programs include Participating Entity contract negotiation, account set-up and management, sales team training and support, website portal and reporting development, contractual compliance and more.

4. Describe any customization abilities for different States or political subdivisions within a Participating Entity.

HD Supply offers state-of-the-art e-commerce capabilities to our end-users. We understand that e-commerce tools are not one size fits all, so we have created a technology program that allows us to partner and grow



with our customers as we develop and implement technology solutions to fit their needs. We can quickly provide a solution because we have architected our web platform to be scalable and flexible to manage the procurement process to meet customers' unique requirements. We can implement e-commerce solutions through:

- Online Ordering Website and mobile app (UPC scanning is supported via mobile app)
- ePro integrations with the industry's leading spend management platforms – both Punchout and Hosted catalog options
- EDI integrations

HD Supply also offers customers value-added services including:

- Customized project pricing
- Inventory Management Solutions
- Renovations services, including product installation, unit turns, unit upgrades, customized products, fabrication and more

G. Other Products: If proposing for Category 15, Offerors must provide a detailed description of the product categories they are proposing and why they do not fit into the already defined categories. The Lead State reserves the right to approve/deny any additional Product Categories proposed. Offerors should note that not all Participating Entities may adopt Category 15 in their Participating Addendum.

HD Supply proposes the addition of an "Appliances" category under Category 15 of our Cost Proposal in Attachment 08. We believe the current RFP lacks a category for this set of products, of which HD Supply is uniquely positioned to support and provide to NASPO ValuePoint members.

H. Additional Services that Add Value if Awarded (not scored)

This Section is required to be part of the Offeror's response. This information will be used if the Offeror is awarded a Master Agreements. However, this area is not scored as part of the evaluation of the RFP.

Offerors are encouraged to include value-added solutions that may improve or enhance a Participating Entity and Purchasing Entity's use of the Master Agreement, including products, services or both offered, if awarded.



1. **Installation of Products (if applicable).** Describe the Offeror's ability to provide non- third-party installation services of products or equipment that a Participating Entity(ies) may choose to award in their Participating Addendum. Some States may be limited by State rules when it comes to installation of equipment, for instance, electric vehicle charging stations are a Public Improvement. Include in the Offeror's response, if there are any instances a warranty may be voided if not installed by the Offeror.

The HD Supply RenovationsPlus® Team simplifies renovations by being your single-source supplier. We specialize in housing authority, student housing and military housing, but our experience extends to the unique needs of a wide variety of government entities. We provide experience, product standardization solutions, personalized support and flexibility to meet the specific needs of our customers. Our renovations subcontractor partners are carefully vetted and chosen and provide the ability to comply with the Davis-Bacon Act prevailing wage provisions, as necessary.

We can also aid with building your sustainability plan and can support customers with utility rebates and free lighting audits to ensure environmentally preferable government renovations. Additionally, with our recent acquisition of Redi Carpet, HD Supply furthers our renovation capabilities in the flooring space.

2. **Warehouse Management Solutions.** If applicable, describe a warehouse management solution that the Offeror has the ability to offer a Participating Entity.

HD Supply offers a suite of tools to optimize the management of inventory for organizations. These solutions are designed to help improve inventory visibility for end-users, reduce product shrinkage, increase productivity, enhance product standardization, reduce carrying costs and manage overall costs.

HD Supply Inventory Solutions offered include:

- **Supply Ware** - Cloud based inventory management/replenishment at the Location/Truck/SKU level via App
- **PPI (Pre-positioned Inventory)** - Product consignment at a customer's location, audited quarterly
- **SMP (Shop Management Program)** - Design and implementation of MRO products at a customer's location to include shelving, bins and



labels

- **VMI (Vendor Managed Inventory)** - Elite customer partnerships where HD Supply has assets and a full-time associate on site at a customer's location

The HD Supply Inventory Solutions Team is manned by Project Managers, an in-house Support Team, Field Services and Customer onsite team members experienced in the implementation and management of inventory solutions.

3. **Disaster Recovery Plans and Services.** Describe Offeror's emergency management plan to aid Participating Entities during an emergency or disaster recovery. Be specific as to response time, product availability, how to best contact the Offeror during an emergency and other services offered. Include an example of a time the Offeror assisted a State during an emergency. DO NOT include the Offeror's disaster recovery plan for Offeror's own company.

HD Supply has safeguards in place to proactively monitor emergency situations to ensure customers affected by an emergency are able to contact HD Supply, place orders and receive deliveries, including a website accessible by customers on the status of our network. Our extensive network of distribution centers and inventory of products allows us to quickly push orders to alternate facilities, if necessary, to continue to serve customers in areas affected by disaster. HD Supply proactively ramps up inventory for highly sought products in areas susceptible to emergency situations. When needed, calls are made to customers to ensure deliveries can be accepted. Customer Care calls are also routed to other contact centers, if appropriate, where additional HD Supply associates address customer needs. These processes were in play last year when HD Supply's Disaster Recovery Team played a lead role in supporting our customers during a week-long Tulsa power outage, ensuring delivery of orders was a central focus.

4. **Use of Diverse Suppliers.** Each State has different reporting, statutes and rules that apply to ensure the use of diverse business's (e.g., small business, woman owned, veteran owned, disadvantage and other business's). How does the Offeror intend to use and of these businesses? Provide a plan including how the use of a small business or other identified types would be used if a Master Agreement was awarded. This will be addressed at the Participating Addendum level with States that have requirements may vary.



Providing opportunities for diverse businesses is part of our commitment to being a good corporate citizen; it is also vital to our business objectives.

It is HD Supply's goal to provide opportunities for small, minority-owned, women-owned, and other historically disadvantaged businesses to compete in a fair and equal environment to supply the high quality, competitively priced products and services required by our customers. HD Supply understands the value a diverse supplier base has on our business, and we are constantly assessing the market for certified, diverse-owned vendor-partners who offer value-added, quality and innovative products and services that are competitively priced and meet the varied needs of our customers. Because our purchasing structure is aligned with thousands of local markets and market segments, such businesses are encouraged to research the needs of HD Supply businesses and make their status known as part of sales presentations to local purchasing contacts.

As a distributor, we are driven by the need to provide our customers with the high quality, competitively priced, innovative products they demand. We are always looking for opportunities to do so by awarding business to suppliers with certified diversity status. We provide these businesses the maximum practical opportunity to participate in our sourcing process, while maintaining all our standard vendor and product selection criteria that allow us to fulfill our customers' requirements. HD Supply can provide a purchase history report reflecting purchases that have been made from suppliers that are part of our diversity program as requested. We monitor our purchasing activity with the following diversity classifications:

- Disadvantaged Business Enterprise
- Hub-Zone Business
- Minority-Owned Business (African American, Asian-Pacific Island, Hispanic, Indian Subcontinent, Native American, Alaska Native)
- Minority Business Enterprise
- SBA 8(a) Business
- Small Business (Hub-Zone small, Service-Disabled Veteran small, Veteran Owned small, Women- Owned small, all other small)
- Small Disadvantaged Business
- Veteran-Owned Business (Disabled Veteran, Service-Disabled



- Veteran, Vietnam Veteran, other Veteran)
- Women-Owned Business

We encourage participation in local, regional and national diversity trade fairs, seminars, and other networking opportunities where we can expand opportunities to make our needs known and learn about the capabilities that diverse suppliers can bring. HD Supply is a National Corporate Member of the National Minority Supplier Development Council (NMSDC) and the Women's Business Enterprise National Council (WBENC) and uses the resources of those organizations to help us locate high quality certified MWBE vendor-partners. We also strive to create a culture of diversity and inclusion which starts with making sure every associate feels part of the HD Supply family. We offer resources to promote individual and collective growth and help all associates achieve their ultimate potential. HD Supply also partners with organizations including Hiring Our Heroes, Young Women's Club of America, and Association of Latino Professionals for America to help strengthen diversity within our talent pipeline.

- 5. Discounts or Other Incentives.** Additional discount options are encouraged, which can distinguish between individual order minimum quantities and other discount terms that may be defined by the Offeror for the evaluation committee to consider. Extensions of additional discounts past the Master Agreement's initial term are not required but may be offered. If an Offeror has other incentive programs than discounting product, for instance a rebate program that could be offered, include that in the Proposal response as well.