STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX - ROOM 102
25 CAPITOL ST
CONCORD NH 03301-6398

DATE: 03/18/2019

CONTRACT #s:
8002486 8002487 8002488 8002489
8002490 8002491 8002492 8002493
8002494 8002495 8002496 8002497
8002498 8002501 8002502 8002503
8002504

NIGP CODE: 450-* and 150-*

CONTRACT FOR: Building Materials and Hardware

CONTRACTOR: Multiple – See Attached

VENDOR CODE #: Multiple – See Attached

SUBMITTED FOR ACCEPTANCE BY:

Liz Moskalenko
PURCHASING AGENT
BUREAU OF PURCHASE AND PROPERTY
DATE 3/18/19.

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RECOMMENDED FOR ACCEPTANCE BY:

mtS
PURCHASING MANAGER/ADMINISTRATOR III
DATE 3/18/19

****

APPROVED FOR ACCEPTANCE BY:

GARY LUNETTA, DIRECTOR
DIVISION OF PROCUREMENT & SUPPORT SERVICES
DATE 3/19/19

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ACCEPTED FOR THE STATE OF NEW HAMPSHIRE UNDER THE AUTHORITY GRANTED TO ME BY NEW HAMPSHIRE REVISED STATUTES, ANNOTATED 21-I:14, XII.

CHARLES M. ARLINGHAUS, COMMISSIONER
DEPARTMENT OF ADMINISTRATIVE SERVICES
DATE 3/19/19

Revised 6/12/18 MTS

Request for Proposal from Lawson Products, Inc.

ORIGINAL

Prepared For:

State of New Hampshire
Invitation for Contract: Building Materials and Hardware

Bid No.: 2182-19

Prepared By:

Government Sales
govsales@lawsonproducts.com
800-890-8198

Hello,

I'm pleased to present State of New Hampshire with the following proposal for Building Materials and Hardware. By choosing Lawson Products, you'll benefit from cost savings, expert technical support, vendor management of product and visibility and accountability into spend on a strategic level. We strive to make your end-users more productive and focused on the tasks that are most critical to your business success.

Our proposal offers a full-service approach by integrating the following elements into a cohesive, cost-reducing procurement program:

- Specialized pricing for your unique items.
- Dedicated, ***local*** account management, providing consultative, expert support
- Proven strategies that reduce both your product and process costs
- Vendor Management of Inventory (VMI)
- Superior distribution capabilities through our low-cost, strategic fulfillment center network
- Flexible reporting and billing options to meet your needs
- A relentless focus on continuous improvement and quality assurance

Lawson is more than a supplier: our goal is to be a true business partner for the State of New Hampshire. We are committed to developing innovative solutions that will result in long-term benefits for you.

Thank you for giving Lawson the opportunity to demonstrate our capabilities. If you have any additional questions, please do not hesitate to contact me directly.

Best regards,

Matt Brown

Senior Vice-President, Sales

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1) Our Company

Lawson History

Sidney L. Port founded Lawson Products in 1952 with a simple goal—to provide for his family. He accomplished that and much more.

After early careers as a publisher and an attorney, Mr. Port joined his father-in-law's company, Lion Auto Parts. During his time there he recognized an opportunity and confirmed its potential by first selling fasteners out of the trunk of his car. That experience convinced him that no one else was effectively supplying businesses with small, consumable parts necessary to keeping their operations running.

At the age of 40, with a $25,000 loan, Mr. Port opened Lawson Products. For those who knew Mr. Port they'd say, "his word was his bond," and customers and suppliers quickly recognized his integrity. That, combined with Mr. Port's knack for finding the right people, helped continue the Company's growth.

Lawson Products went public in 1970 (currently traded on the NASDAQ – LAWS), but Mr. Port retained a very active role until his death in 2007. When asked about founding his Company, Mr. Port often replied that he simply wanted to create an organization that offered employees a way to make a good living and support their families. As an entrepreneur himself, Mr. Port encouraged that spirit by offering employee benefits such as profit sharing, which was unusual at the time.

Mr. Port named Lawson Products after Victor Lawson, owner of the Chicago Daily News and a philanthropist whom he admired. As the Company's success grew, so did Mr. Port's generosity and philanthropic efforts in the arts, medical research and education.

Today, Lawson Products in North America…

- is a wholly owned subsidiary of Lawson Products, Inc. with other divisions of Kent Automotive, a Delaware Corporation ("Lawson Delaware") and Bolt Supply (Canada only);
- is a publicly held company traded on the NASDAQ as LAWS;
- carries over 240,000 consumable MRO products like fasteners, electrical supplies, fluid power fittings and hoses, cutting tools, safety supplies, maintenance chemicals and more;
- serves over 80,000 public and private sector customers in the areas of vehicle and automotive repair, manufacturing equipment repair, facility maintenance, food processing, construction, oil and gas, mining and others;
- maintains a 98%-99% fill rate and ships 99% of all products complete within 24 hours from six strategically located distribution centers in North America and 13 branch locations in Canada via its subsidiary Bolt Supply;
- has over 1,500 employees, 1,000 of which are local sales representatives that monitor, put away, and manage inventory levels at the site-level for state and local government entities.

Core Values

Under the leadership of President & CEO Michael G. DeCata, Lawson Products continues to value the entrepreneurial spirit, **results-driven** attitude and **integrity** of its employees and customers alike. At the same time, the Company continues to evolve, recognizing that now more than ever, success depends on **teamwork** and being **progressive** in response to meeting customers' needs.

Business Philosophy

Lawson Products delivers a full range of consumable MRO products coupled with on-site inventory management services that help fleet and facility maintenance personnel keep their operations up and running without interruption. Our goal is to be sure the right products are on hand at the moment they're needed so vehicles and facilities can operate at their full capacity and avoid downtime. Said otherwise, we strive to be sure our customers have "the right part, in the right place, at the right time."

Following the principles of 5S methodology (a workplace organization method) approximately 1,000 Lawson sales representatives partner with maintenance and repair personnel to maximize their operational effectiveness and efficiency. Our ultimate goal is to develop a fully integrated maintenance supply and inventory management partnership with State of New Hampshire and participating state, local and education entities to provide quality products and vendor-managed inventory services for consumable maintenance and repair products across the U.S. and Canada.

Longevity

Lawson Products has been continuously in business since its founding in 1952. Over the last three years, Lawson Products' sales reflect a company-wide average of 10% growth, with the Government sector comprising 12% of total 2017 revenue. Lawson's four-year annual sales include:

- 2015 - $257,834,000.00
- 2016 - $276,573,000.00
- 2017 - $305,907,000.00
- 2018 Projected Year End - $325,000,000.00+

Government Business

- In 2017, the government sector garnered 10% of total company sales with this year's projection being 12% of total sales.
- Lawson has over 250 direct contracts around the world with government agencies that include: contracts at the state and/or city/county level in every U.S. state, the Federal Government, USPS and the Department of Defense.
- In the state, local government and education sectors (SLED) Lawson Products does business in the U.S. and Canada directly with entities and via cooperative agreements. The SLED sectors comprise 75% of our total government business.
- Some examples of government agencies and departments that use our products and services include: K-12 schools, higher education institutions, vocational and technical schools, Departments of Public Works, Parks Departments, Departments of Transportation, Transit Authorities and more.

Lawson currently has contracts with six cooperatives serving the U.S. and Canada. Our contracts with these cooperatives have grown 364% over the last 2 years. Our largest cooperative, National IPA, was awarded in 2015 (as TCPN) and in a 2 year timeframe has grown from no sales to comprising over 25,000 publically funded sites around the U.S. with annual sales projected to exceed $7M by Dec. 31, 2018.

Some of Lawson's more substantial contracts include:

Contract	Approximate Annual Value	Held Since
The Federal Government through General Services Administration	$5,000,000	2001
The United States Postal Service	$1,100,000	2011
The State of California	$625,000	2016 (3rd contract)
The State of Mississippi	$5,000	2018
The State of Louisiana	$383,000	2004

Product Offering

Our product offerings are listed on our websites and in catalogs distributed to our customers. Sales percentages by broad product categories of our product mix in 2017 were as follows:

Fastening systems (nuts, bolts, screws, etc.)	21%
Fluid power (hoses and fittings)	15%
Chemicals (adhesives, coatings, paints, drain maintenance)	14%
Cutting tools and abrasives (drill bits, saw blades, grinding discs)	14%
Electrical (adapters, wire, connectors, battery maintenance)	11%
Aftermarket automotive accessories (repair clips, wheel weights, bulbs)	9%
Safety (personal protective equipment, apparel, signs, logout tag-out)	4%
Welding and metal repair (welding rods, helmets and accessories)	2%
Other (shop supplies and hand tools)	10%

2) Lawson Spend Management

Business Objectives for the State of New Hampshire

1. Hard and soft cost savings
2. Vendor consolidation
3. Customized and standardized inventory
4. Improved MRO inventory management and productivity
5. Improved MRO reporting and transparency
6. Long-term MRO solution

Lawson Products' proven track record of business credibility, reputation and decade-long international commerce experiences with key suppliers is an important strength. Our philosophy is to provide *"the right part, in the right place, at the right time"*. Service and cost effectiveness is one of our primary considerations.

We work at increasing customer productivity in several ways including:

- Reduce the amount of time searching for / purchasing parts.
- Avoid emergency off-site trips for a part by insuring adequate inventory is available at all times.
- Assign a knowledgeable Sales Professional who will inventory, review, and order for those areas where authorized the responsibility.

Lawson Products offers over 350,000 standard products in our current offering and over 60,000 products within our automotive group (Kent Automotive). As we strive to meet all our customers' needs, we continue to add new lines to our offerings.

In addition, we offer our Find MRO group (Specials) to support any product needs outside of our current offering for State of New Hampshire, if need be. This group is able to source any and all products for support of future Building Materials and Hardware for the State of New Hampshire.

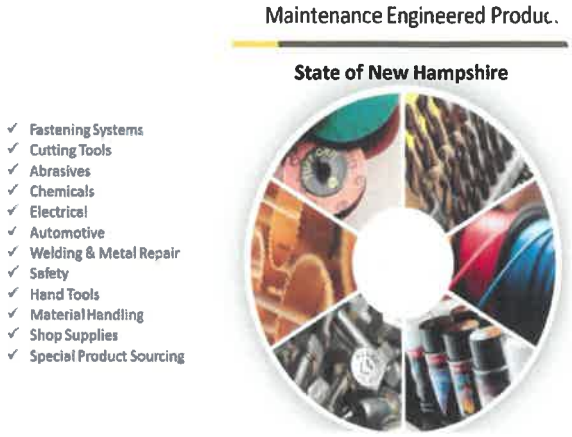
In general, Lawson Products strategic product sourcing involves the following phases:

- Current usage requirements.
- General evaluation of the needs for product sourcing, their feasibility and related industrial intelligence.
- General research on product availability, technological achievability, cost feasibility and potential operation issues.
- Facilitating communications for the State of New Hampshire with selected suppliers or the manufacturers regarding technical specifications, engineering plan if needed, cost estimation, contract or agreement term negotiation, production and logistic arrangements and other import/export issues.
- Developing and implementing new and improved product sourcing solutions, including purchasing plan, production plan, quality control measures, supply chain monitoring and management, and logistic solutions.

Demand-Based Planning

Lawson Product Demand-based planning is a forecasted system that has the ability to use up to 26 different algorithms to generate a raw forecast based on historical data, seeing this would be new business to Lawson Products and not part of our current history we would control demand planning through communication/ forecasting data provided by your location and the sales rep. After 60 days of historical demand from the new account the system will detect sales trend increase and automatically start to increase the raw forecast, at the same time the communication with your locations / sales representative and the government team will continue to identify the items in demand and future forecast needs. We do have the flexibility to adjust or hard key safety stock levels to protect or control inventory levels, we have found in the past that a combination of forecast and safety stock level adjustments best support the customer needs.

Lawson Products will use Customer Demand Planning (CDP) that enables sales teams (and the State of New Hampshire) to develop demand forecasts as input to service-planning processes, production, inventory planning and revenue planning for the State of New Hampshire. Customer Demand Planning is a vital aspect of managing value chains for our customers. The first step is to forecast product demand determined by your past and present usage history. A Lawson Product Manager can plan resource deployment in accordance with the resulting forecasts. In other words: it's a bottom-up approach vs. the top down planning. Customer Demand Planning coupled with Lawson's current VMI program will ensure product availability for the State of New Hampshire's usage history at each location.



Lawson Products demand management for Building Materials and Hardware products strives to manage all the activities associated with discovering the customer location needs, planning products or services for those locations and then fulfilling the customers 'demand'. It is an integrative set of processes across, not just the enterprise, but the trade partner network and ensures that we truly understand the market; we know who the State of New Hampshire is and what draws them to doing business with us. It also ensures that they are happy with their product assortment, our product offering and our service. To do this, we will use Customer Demand Planning for forecasting that will take into account such things as product awareness, distribution, price, fulfilling unmet needs and competitive alternatives.

Lawson Products will also examine brand preference for your locations. By examining the brand preference for each brand within our contracts, preference shares for each brand can be determined and Lawson Products will then plan, forecast and provide those items to each location.

Cost Reduction

A company's ability to reduce transaction cost and control spend have become increasingly important in today's economy. Lawson Products can help the State of New Hampshire with their spend management initiatives by using one of our E-Business Solutions. We have several advantages such as:

- A dedicated E-Procurement website which offers one of the fastest integrations in the industry.
- A standards-based E-Procurement Solutions for hassle free integration.
- E-Invoicing capabilities.
- Ariba-Ready certification for Catalog and "punch-out" options.
- Customized catalog.
- Customer-specific pricing.
- A knowledgeable team of seasoned professionals for supporting implementations.

Lawson Products Cost Reduction plan uses these methods to help reduce costs within the supply chain through a four-step total cost of ownership process. Value-add distributors such as Lawson Products can demonstrate how we impact a customer's total cost of ownership by following this four-step process:

1. Identify value-added services
2. Determine the total cost of ownership
3. Determine the impact on the customer's bottom line
4. Report the results

Here are some ways we manage these four steps:

- Revenue Focused: Lawson Products help customers get back on-line quicker. Reduce turnaround time. Provide efficiencies in output. Provide new products to each customer market.
- Asset Focused: Lawson Products provide system optimization. Overstock reduction. Obsolete inventory removal. Re-allocation of space.
- Process focused: Lawson Products provide Vendor Managed Inventory (VMI) options. Self-service inventory monitoring systems. EDI & EFT efficiencies.
- Expenditure Focused: Lawson Products offers integrated purchasing. Price protection. Product substitution options.
- Service Focused: Lawson Products offers 24/7 service. Technical and Product support. Seminar & Training options for all our customers is the form of Fastener Safety Seminar, Cutting Tool Safety Seminar, Pneumatic Safety Seminar, Electrical Safety Seminar, Hydraulic Safety Seminar, and Unique Customer Requests for any seminar or training your facilities would need.
- Customer Focused: Lawson products offers additional cost savings opportunities. Environmental cost reduction, and equipment cost reduction / exchanges.

Lawson Products commitment to our customer, the State of New Hampshire, on this proposal for Building Materials and Hardware, is that we will continue to work with you and to continue to provide and improve your organization, and locations, overall costs within the supply chain to help save you money, time, and improve efficiencies.

Although Lawson Products does not have a retail location or brick and mortar storefront in the state of New Hampshire, Lawson Products Distribution Centers are full stocking. Lawson Customer Pick-Up service in an emergency to pick up the necessary parts is available at our Distribution Centers through our will-call window with hours until midnight. Lawson Products will staff a dedicated Emergency Hotline Representative that will collect customer information, take note of the caller's issue, and get the caller in contact with the correct On-Call Lawson Products Representative for each State of New Hampshire location. Our Customer Service Center will record and review an electronic history of each contact and keep it available for the State of New Hampshire reference to ensure a proper crisis response has been made.

Lawson Products takes pride in shipping 99% of all lines order complete within 24 hours and stands behind all products with satisfaction guaranteed. However, emergencies arise and while Lawson Products stands by the mantra of "Always Be Prepared," during an emergency or critical situation, a 24 hour 7 days a week approach for each customer in every State for emergency services. Lawson ships FOB Destination for standard shipping methods. Lawson can guarantee next day delivery in an emergency utilizing air freight services, if necessary.

The following illustration demonstrates the geography serviced by each distribution center.

USA

Lawson McCook – USA
size: 420,000 SF
8801 W. 47th St.
McCook, Illinois 60525
708-225-0100

Lawson Suwanee – USA
size: 101,800 SF
1197 Satellite Blvd.
Suwanee, GA 30024

Lawson Reno – USA
size: 111,248 SF
1381 Capital Boulevard
Reno, Nevada 89502

Canada

Lawson – Canada
size: 79,980 SF
7315 Rapistan Court
Mississauga, Ontario

Lawson – Canada
size: 15,000 SF
Calgary, Alberta
Canada T1X0L3

Lawson – Canada
Surrey, British Columbia
Canada V1M3G5

3) Vendor Managed Inventory (VMI)

The goal of onsite distribution and supply stocking services is to provide a mutually beneficial relationship where both sides will be able to more smoothly and accurately control the availability and flow of goods for the State of New Hampshire. In onsite distribution and supply stocking services, Lawson assumes the role of inventory planning for the customer. Extensive information sharing between Lawson and customers is required so that the Lawson can maintain a high degree of visibility of goods / requirements at your location. Instead of the customer reordering when its supply has been exhausted, Lawson is responsible for replenishing and stocking the customer location at appropriate levels. Lawson has mastered onsite distribution and supply stocking services and Lawson takes the lead against many other organizations and how they benchmark themselves.

Lawson does this through our current Rep Service Model and our Onsite distribution and supply stocking services, also known as Vendor Management of Inventory (VMI) at no cost to State of New Hampshire locations.

Onsite distribution and supply stocking services, also known as Vendor Management of Inventory (VMI)

Onsite distribution and supply stocking services, also known as Vendor Management of Inventory (VMI) is a business model where the buyer at the State of New Hampshire locations provides information to Lawson Products and Lawson then takes full responsibility for maintaining an agreed upon inventory of the material, based off of the State of New Hampshire location's consumption mid/max levels at each location.

Onsite distribution and supply stocking services (VMI) makes it less likely that the State of New Hampshire will ever unintentionally become out of stock of our products needed and it will reduce the State of New Hampshire's inventory in the supply chain.

Onsite distribution and supply stocking services (VMI), is a process where the Lawson Products Rep creates orders for the State of New Hampshire locations based on demand information provided by the State of New Hampshire at the site specific locations. Lawson and State of New Hampshire are bound by an agreement which determines the inventory levels, fill rates and costs. This arrangement can improve supply chain performance but reducing inventories and eliminating stock-out situations.

Why Use Onsite distribution and supply stocking services (VMI)?

One of the benefits of Onsite distribution and supply stocking services (VMI) is that Lawson is responsible for supplying the State of New Hampshire locations the items that are needed. This removes the need for the State of New Hampshire to have significant "safety stock". Lower inventories for the State of New Hampshire can lead to significant cost savings. To ensure that the State of New Hampshire locations has the right product, at the right time, when State of New Hampshire needs it, Lawson provides a dedicated Sales Rep to your locations that will come out weekly, check inventory, restock and label bins, and provide a "drop bucket" that will be restocked by the Lawson Sales Rep weekly. This is also a significant cost savings to State of New Hampshire as Lawson takes on those costs during the life cycle of this contract.

Lawson Products, Onsite distribution and supply stocking services (VMI) capabilities:

Lawson's Onsite distribution and supply stocking services (VMI) programs goal is to minimize any capital investment in inventory while providing "package friendly" quantities that assure maximum productivity to the customer locations. To do this, Lawson Products first establishes acceptable min/max service levels at each customer location. Lawson Products then reviews the condition and status of all bin equipment and the disposition of current inventory levels with each location. A site-specific plan will be developed between Lawson products and customer shops individually. During these site-specific planning's it will also be determined needs if any new equipment such as bins and cabinets are required. Lawson Products will use current best practices and ensure they are followed; this provides a minimum inventory investment and improved inventory turns and will provide a reduction in cost of ownership for the customer. Lawson's current Onsite distribution and supply stocking services (VMI) program also provides opportunities for obsolete inventory reduction within the customers' current locations where applicable. Current inventory consolidation, inventory standardization and reduced risks results in an overall cost savings to the Lawson customers.

How Lawson works with our Customers to make Onsite distribution and supply stocking services (VMI) work:

1. ***Clarify expectations.*** There needs to be thorough discussion between Lawson and State of New Hampshire locations at time of award about how the system will benefit both organizations in the long term. Ensure the objectives are clear, and, ensure there is constant communication between Lawson and the State of New Hampshire locations. When our two parties work in conjunction we can be assured that the planning function, for both sides, will be successful for both short and long term.

2. ***Agree on how to share information.*** When Lawson and the State of New Hampshire locations can agree to share information vital to restocking in a timely manner, then the odds of a synchronized system will dramatically improve. Proprietary information would not have to be shared between Lawson and the State of New Hampshire locations, but enough information to maintain a steady flow of goods is necessary. The State of New Hampshire should be willing to share production/work schedules and/or forecasts to provide some visibility for Lawson.

3. ***Keep communication channels open.*** When our two parties set out to implement an Onsite distribution and supply stocking services (VMI) program, we need to meet and discuss our goals and how we need to proceed in order to realize those goals at monthly and quarterly. By having open and weekly/monthly communication any miscues that may happen can be studied as opportunities for learning and then used to avoid repetitive problems in the future.

Qualifications

1. Ability to Service Locally
   - Lawson's distribution centers are located strategically throughout North America. Our McCook facility location is over 300,000 square feet and is the center point of all our other distribution centers. The McCook location feeds product into all our other centers which allows Lawson the ability to always ensure there is a ready available of stock on hand at all times.

2. Extensive experience
   - Lawson has been in business since 1952. Our ability to service our customers with just in time VMI inventory set us apart for our competitors. State of New Hampshire will have access to our full distribution centers, their staff, our dedicated customer service staff, Sales Reps/Agents that have unparalleled MRO experience (most with over 25+ years in this industry), a fully supported engineering staff and training staff at the ready to service State of New Hampshire locations, and a full Specials Team that has the ability to source product needed that may fall outside of this proposal. A dedicated sales staff, distribution staff, management staff and support staff will be in place to service the State of New Hampshire.

3. VMI / JMI Capabilities
   - The goal of Vendor Managed Inventory is to provide a mutually beneficial relationship where both sides will be able to more smoothly and accurately control the availability and flow of goods for the State of New Hampshire locations. In VMI Lawson assumes the role of inventory planning for the customer. Extensive information sharing between Lawson and you is required so that the Lawson can maintain a high degree of visibility of goods / requirements at each location. Instead of the customer reordering when its supply has been exhausted, Lawson is responsible for replenishing and stocking the customer location at appropriate levels. Lawson has mastered VMI and Lawson takes the lead against many other organizations and how they benchmark themselves.
   - The State of New Hampshire locations will benefit when Lawson can see that you are about to exhaust its inventory. Lawson can better prepare to replenish them because we can then better schedule our production/distribution. Your locations will/do reduce/eliminate stock-outs because they will not have to reorder goods at the last minute without knowing whether Lawson has the ability to restock without interrupting operations. Therefore, part of VMI's goal is to reduce uncertainty that arises when the supplier is blind to the customer's inventory status.

4) Lawson Products Service Model for the State of New Hampshire

Implementation

A critical component to the installation of an effective system is labeled storage equipment to minimize search time. Lawson Products will work with each location to identify the unique requirements, determine the necessary bins / cabinets, label, transfer stock, and minimize disruption.

Lawson Products offers additional value-added programs. They demonstrate our commitment to service, and they will reduce our customer's acquisition, possession and application costs:

Bin & Cabinets Storage System - Lawson Products sales teams can offer and provide your locations with high quality steel storage bins and cabinets when and where appropriate. These labeled, organized bins and cabinets will enable your staff to locate parts easily, reducing "search time". To determine if a customer is eligible the Lawson sales team upon award will provide the locations an in depth analysis of the locations needs and requirements and provide that location with an overall estimation of what is needed and any potential costs incurred.

A local Lawson Products Sales Representative - Personally maintains the integrity of your storage system. In addition, the sales person will write recommended orders, and stock the previous order in the proper location.

There is no question that this storage system--with its built-in customer service--will help your locations achieve their uptime goals. As part of our continued improvements efforts as an ISO organization, Lawson Products is enhancing our inventory management systems, software crib management systems, and state-of-the-art cabinets that offer scales and RFID to provide real time inventory management and help improve costs and efficiencies within an organization.

Ongoing Support

Lawson Products believes customer service is critical to conducting a mutually beneficial business partnership to meet the needs of our valued customers. Lawson Products is poised to provide the State of New Hampshire members with three different support levels depending on the nature of each member's need:

1) Customer Service Team
2) Technical and Engineering Support Team
3) Government Customer Support Team
4) Unified Support Team

Customer Service Team

The State of New Hampshire members will be supported by a highly-trained and empowered Customer Service Team. Each customer service representative is equipped for one-touch resolution, resulting in limited to no hold times or call transfers for State of New Hampshire members. They also have full access to the State of New Hampshire members' order history, order status, delivery information, back-order information, contract pricing, category discounts, product availability, product information, account and billing information, and contract compliance requirements. Because e-commerce is a requirement of today's consumer and business customers we have a subset of our Customer Service Team that specializes in web support.

Our Call Center Service capabilities include:

Inbound Services	
• Order taking, processing, questions or tracking • Product Knowledge • Technical Support • Hot transfer • Product Inquires • TPV (Third party verification)	• Returns Processing • Pre/post sales service • Level 1 and 2 Tech Support • Credit Card Sales Support • Help Desk

The primary goal of our vendor managed inventory business model is for our customers to have, "the right part, in the right place, at the right time" and customer satisfaction is of primary importance to Lawson. The Lawson Products Customer Service Team consistently meets the service level goal of answering phone calls in less than 45 seconds 90.32% of the time.

Four metrics/pillars: Each Customer Service Representative (CSR) is accountable for shaping the overall customer experience and maintaining their performance metrics.

- Daily Ready/Not Ready Report (Timeliness Metric) – YTD average 94%
  - Measures each CSR is available to answer the phones for 6.5 hours a day
  - Lists the number of calls each CSR takes on a daily basis
  - Gauges how much "offline" time a CSR spends
- Login/Logout Report (Timeliness Metric) – YTD average 98%
  - Displays the login and logout times for each CSR
  - Attendance is key to make sure each phone call that is handled in a timely manner
- Transaction Audits (Accuracy Metric) – YTD average 91%
  - Each CSR has 8 transactions audited on a weekly basis and the goal is to score 75% or above on first-time resolution
  - Producing error free work is our purpose with weekly transactional audits
- Call Coaching & Development (Quality Metric) – YTD average 90%
  - Each CSR has 1 call monitored on a weekly basis and the goal is to score 90% or above
  - Scorecard has 20 marks they have to hit during the call
  - Measures the greeting, solution, soft skills, and ending during a call

Done-in-one calls: Customer Service Representatives are trained and equipped to answer all inquiries and handle every task without having to transfer callers to other departments. As a point of contact for the State of New Hampshire, the Lawson Products Customer Service Team will address any questions, issues or concerns in regards to catalog inquires, orders or order inquiries, special order requirements, special delivery requirements, emergency ordering, and product returns.

Lawson Products' Customer Service Team can also provide a large offering of safety brochures, charts, and useful information to improve shop operations, productivity, and safety. Lawson's Customer service representatives will serve as the State of New Hampshire and its member's single point of contact for your locations. Lawson's Customer Service Team will be responsible for ensuring that the State of New Hampshire and its members receive an impeccable level of service to help with your questions and inquiries. Lawson's customer service representatives will interact via 800 #, email, fax, etc. to provide information in response to inquiries about products or services and to handle and resolve concerns.

Lawson's Customer Service Team will also coordinate any Product Training and application needs as required by the State of New Hampshire its members by determining what types of products or services would best suit their needs.

Lawson's Customer Service Team can also provide a large offering of safety brochures, charts, and useful information to improve shop operations, productivity, and safety.

Lawson is capable of accepting order via phone, fax, online or directly through the State of New Hampshire's dedicated local Lawson's Sales Representative.

Lawson's Customer Service Team is available during the following times to the State of New Hampshire members: 7:00 AM to 7:00 PM, CST; Monday-Friday at 1-866-Lawson-4U (866-529-7664) or via email and fax.

Technical and Engineering Support Team

Lawson's Technical and Engineering Support Team is available to answer any product application or usage questions. They can also address safety requirements and concerns. Consider them the ultimate MRO product experts when enhanced technical experience and knowledge is needed.

To ensure they have "the right part" Lawson offers product application and safety training to all customers, including the State of New Hampshire members. Training is offered by one of two individuals or teams: 1) our industry-seasoned Lawson sales representatives or 2) our Technical and Engineering personnel. Training can be offered on-site in an interactive, hands-on format or virtually depending on each customer's unique needs.

Some popular topics for product application and safety training are:

Fastener Safety Seminar	Pneumatic Safety Seminar
Cutting Tool Safety Seminar	Electrical Safety Seminar
Hydraulic Safety Seminar	Custom Requests

Additionally, Lawson offers various other forms of training and safety documentation and reference materials for customers free of charge. These include SDS sheets, product selection and safe use brochures and wall charts, and how-to videos.

When products are appropriately selected and safely used based on their application and operating environment not only is the life of the product extended, but the safety and security of maintenance personnel is further ensured.

Lawson's Technical and Engineering Support Team is available during the following times to the State of New Hampshire members: 7:00 AM to 7:00 PM, CST; Monday-Friday at 1-866-Lawson-4U (866-529-7664) or via email and fax.

Government Customer Support Team

Government Customer Support Team is available to help answer specialized contract and compliance questions. They are available to the State of New Hampshire members to ensure the requirements of the contract are met by both Lawson and member entities.

Lawson's Government Customer Support Team is available during the following times to the State of New Hampshire members: 6:00 AM to 5:30 PM, CST; Monday-Friday at 1-800-890-8198 or via email and fax.

Unified Support Team

Over the years of implementing hundreds of government contracts, Lawson has honed our ability to thoroughly and efficiently train our internal teams in order to prepare them to effectively service the State of New Hampshire members. Our government sales and operations team, comprised of 10 individuals dedicated to managing and growing Lawson's government contracts, creates and rolls out contract training programs that include the following teams:

- Sales representatives (off-site team)
- District sales managers (off-site team)
- Regional sales managers (off-site team)

- Technical and engineering support (corporate team)
- Customer service (corporate team)
- Marketing (corporate team)
- Accounting (corporate team)

Additionally a district-level Lawson rep will be appointed as their district's local State of New Hampshire "expert" and ambassador available to assist their peers with any ongoing day-to-day questions.

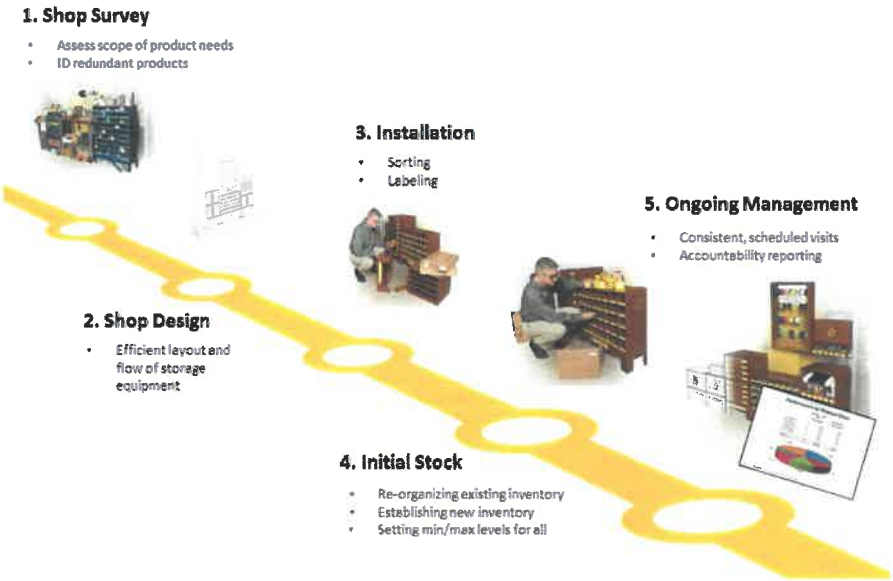
The government sales and operations team is ultimately responsible for ensuring the State of New Hampshire contract award is successfully created and implemented in a timely fashion. The sales and operations team implements the same roll-out strategy as with our large nationwide contracts to ensure all customers and contracts are roll-outed and implemented within the first 7 days of contract award successfully. Lawson implementation goals for customer of equivalent size:

- Pre-work upon award – online and system loads fully completed to contract spec within 7 business days
- Contract and Catalog Loads
- Review Scope of Work
- Draft an implementation strategy
- Determine number of sites and locations in each location
- Identify internal resources
- Determine customer contacts
- Identify suppliers needed if there are special requests by individual locations
- Planning Session
- Confirm implementation strategy with planning team
- Develop implementation checklist including dates with customer and team
- Develop communication documents
- Align internal and external resources
- Develop site workshop agenda
- Key Actions put in place
- Fully engage overall field teams and get all contract detail and requirements in their hands with required timelines
- Conduct implementation workshop at customer location sites
- Assign workshop objectives and timelines unique to that location
- Conduct customer location site assessments
- Establish team barrier removal process
- Identify functional process
- Engage Lawson cross-referencing at customer sites, if necessary
- Reports built by Lawson cross-referencing of SKU level data
- Deliver data back to customer
- Monitoring
- Implementation Project Manager and Government Sales Manager reviews
- Measure compliance
- Develop Standardization Strategy
- Identify gaps / remove barriers
- Weekly Call Cycle reviews at each location
- Weekly and Monthly reporting, review, and Best Practices

Lawson has nationwide contracts currently with other cooperative agencies that include: National IPA, Kinetic, Health Systems and many other contracts around the USA and oversees with GSA, the Navy, the Airforce, and the Department of Defense. Lawson Products also has 100's of contracts with large strategic customers around the USA and in Canada and include: Schlumberger, United Rentals, Delta, Ameriquest, Motion Industries, Camping World and more. The government sales and operations team will retain this award with the same momentum and attention to detail for the State of New Hampshire.

Lawson's Team Commitment

- The local Lawson representative will meet with the State's Team to establish an agreed upon cadence for field visits
- Lawson will handle all labor necessary to transition to the Lawson storage system (if needed)
- Reduce your capital output for supplies while increasing your service levels
- Provide reporting and visibility into your purchase trends
- Product demonstrations, safety seminars
- Access to product engineers and chemists
- Focus on inventory turns
- Single Government Account Management contact for the State of New Hampshire locations
- Site surveys, savings analysis reports, and best practice sharing

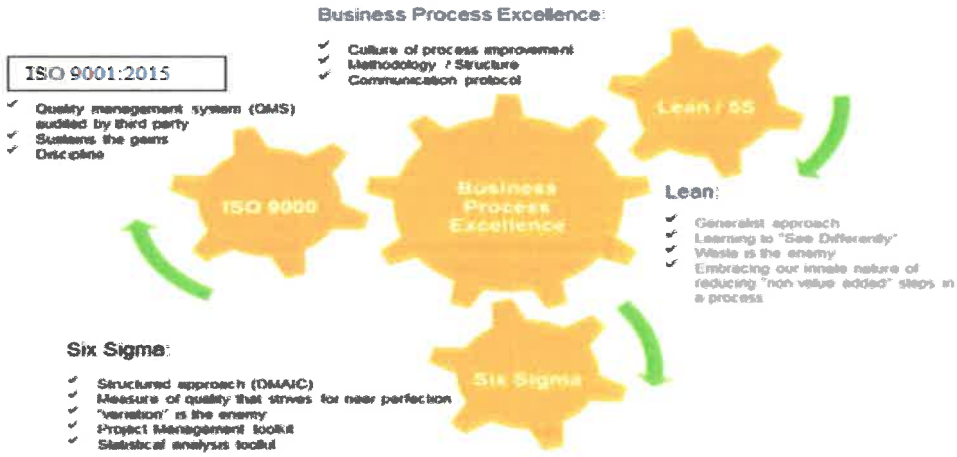


The State of New Hampshire understands Lawson Products' Value Proposition: we maintain your inventory levels and turns as part of our "smarter maintenance" strategy – which leads to less time and money maintenance for the State.

5) Quality

Lawson Products Family of Businesses has developed a quality management system to better satisfy the needs of our customers and to improve management of our operations. The scope of our Quality System encompasses the distribution of expendable maintenance repair and replacement supplies including Lawson Products, Kent Automotive, and Find MRO Group (Special Sourcing), to orders specified by field sales. This includes the purchasing, inspection, warehousing and order processing of catalogued and special order items.

Lawson incorporates the 5S process into our site assesments which minimizes inventory cost and provides a consistent, efficient and organized environment for our customers. Lawson is ISO certified. The International Organization for Standardization establishes processes and practices intended to ensure compliance with the requirements of ISO 9001:2015.



ISO 9001:2015 is an important piece of Lawson's Quality Management System which also includes Lean and Six Sigma methodologies. One of the key functions in scope of our ISO registration is quality control. Although Lawson is not a manufacturer, we understand the importance of validating products against set specifications. To ensure that procedures developed from our Lean and Six Sigma methodologies are being followed correctly, internal and external audits are performed at regular intervals. Lawson has a trained staff of internal auditors that perform monthly audits on all quality-related procedures. External audits are performed by our registration company (UL/DQS) twice a year.

Lawson's Quality Manual addresses each section of the quality system requirements of the ISO 9001 standard. Within the Quality Manual, procedures and work instructions are referenced when appropriate. This Quality Manual has been reviewed and approved by the management of Lawson Products who are committed to implementing the policies stated, striving for total customer satisfaction, identifying areas for improvement, and encouraging communication between ourselves, our customers and our suppliers.

In addition to ISO certification, Lawson Products has trained over 100 employees to meet black and green belt levels of Six Sigma certification in order to improve our processes and affect better efficiencies and outcomes. It has streamlined and reduced process variation leading to improved customer experiences and customer retention.

Return Policy

Lawson has a standardized return policy. Returns must have a Return Material Authorization (RMA), which can be obtained through email, Customer Service, or you're local Sales Rep. RMA's and Pre-Paid Shipping labels will be provided to the customer. Once the products are returned, Lawson will credit the customer immediately.

Warranty

Limited warranty: all products sold are warranted by Lawson only to customers for: (i) resale; or (ii) use in business, government or original equipment manufacturer. Lawson warrants products against defects in materials and workmanship under normal use for a period of one (1) year after the date of purchase from Lawson, unless otherwise stated. Provided that Lawson accepts the product for return during the limited warranty period, Lawson may, at its option: (i) repair; (ii) replace; or (iii) refund the amount paid by customer. Customer must return the product to the appropriate Lawson location, as designated by Lawson, shipping costs prepaid. Lawson's repair, replacement, or refund of amounts paid by customer for the product, shall be customer's sole and exclusive remedy.

Warranty disclaimer: (a) no warranty or affirmation of fact, express or implied, other than as set forth in the limited warranty statement above, is made or authorized by Lawson. Lawson disclaims any liability for claims arising out of product misuse, improper product selection, improper installation, product modification, miss-repair or misapplication. Lawson expressly disclaims any warranty that the products: (i) are merchantable; (ii) fit for a particular purpose; or (iii) do not and will not infringe upon other's intellectual property rights. (b) Lawson makes no warranties to those defined as consumers in the magnuson-moss warranty-federal trade commission improvement act.

Limitation of liability: Lawson expressly disclaims any liability for consequential, incidental, special, exemplary, or punitive damages. Lawson's liability in all circumstances is limited to, and shall not exceed, the purchase price paid for the product that gives rise to any liability.

Documentation Requirements

The quality system uses three levels of documentation. The top level, the quality manual, describes the policies, objectives and interaction between processes of our quality system. The second level, the procedures, defines specific steps, instructions, authorities and responsibilities for implementing activities. The third level, the work instructions explain in detail how to perform certain tasks. Procedures govern the issue, approval and revision of all documentation. Lawson has the ability to create any kind of report for the State of New Hampshire. Reporting can include the following:

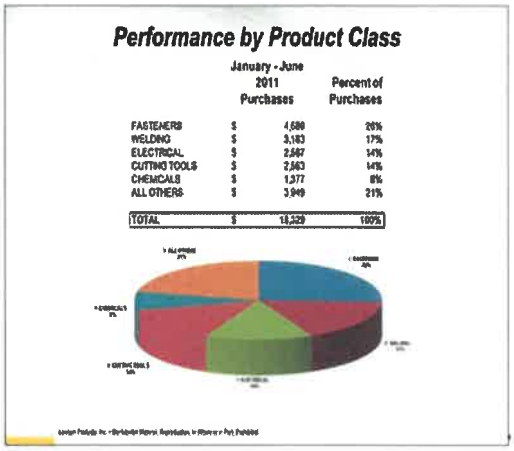
#1 – Cost Savings Reports monthly & quarterly
#2 – Performance by Product Class monthly & quarterly
#3 – Year-Over-Year / Month-Over- Month monthly, quarterly & annually
#4 – Fill Rate Report

Sample Report #1: Cost Savings Reports:

	Unit of Measure	2015	2016	%
Purchases	$	$877,396	$1,044,681	19.07%
Avg Order	$	$69.46	$117.58	69.28%

Cost Savings Reports			
Category	2015	2016	2 Year Investment
Bins/Cabinets/ Crimpers	$30,594	$36,305	$66,899
Freight	$52,644	$62,681	$115,325
TOTAL	$83,238	$98,986	$182,224

Sample Report #2: Performance by Product Class:

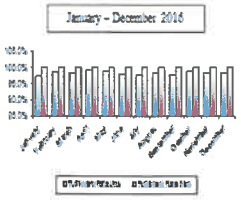


Sample Report #3: YOY Comparison Reporting:

2014 Sales	2015 Sales	2016 Sales	2015 over 2016 Change
$911,032	$877,396	$1,044,681	+19.07

Sample Report #4: Fill Rates
Monthly Fulfillment Rate

2016	Lines Ordered	Lines Back Ordered	Items	Fulfillment Rate Line	Fulfillment Rate Item
January	152	4	4,593	97.4%	99.9%
February	296	4	10,331	98.6%	100.0%
March	176	3	6,932	98.3%	100.0%
April	250	2	13,030	99.2%	100.0%
May	230	3	8,933	98.7%	100.0%
June	261	5	10,804	98.1%	100.0%
July	210	5	9,226	97.6%	99.9%
August	241	4	8,277	98.3%	100.0%
September	280	6	11,545	97.9%	99.9%
October	257	3	11,509	98.8%	100.0%
November	226	4	9,214	98.2%	100.0%
December	187	3	7,999	98.4%	100.0%



Lawson has multiple abilities to provide reporting at the high level and drill down into a local member level/line item level reporting. Upon award of this contract, Lawson will immediately begin working with the State's needs, desires and wants on a monthly, quarterly and annually.

Below, a typical example of a Lawson intial setup (before/after) :

Before and After

Assessment & Shop Design

- Priority of products and frequency of turnover
- Space allocation
- Ease of identifying parts
- Integrity of storage
- Quotation for all recommended parts
- Shows ideal flow to work area and quantifies your potential savings

Before

Install, Stock & Manage

- Install new bins and cabinets
- Label all holes for fast and easy identification
- Unpack and put away orders
- Re-stock when new order is delivered
- Review inventory regularly
- Adjust orders based on usage

After

Lawson Assortment Selection Lawson can accommodate any custom parts and supplies that meet your special needs.

Mix Assortments to Fit Your Needs Pre-packaged drawers have been assembled to accommodate commonly used sizes and styles or customized assortments can be built to suit your maintenance operation.

Pre-stocked Storage Systems Built for Use & Abuse Lawson Storage Systems are constructed of heavy gauge steel and designed to assemble easily and use a minimum amount of floor space.

Easy to Identify Parts Back-plates conveniently identify parts. Bins are clearly marked with easy to read labels.

On-line Presence

Lawson has a full and complete on-line system. Lawson Products has a full functional state of the art website that offers our customers, and the State of New Hampshire, access to over 350,000 items and 60,000 Kent Automotive items. Immediately upon award of the State of New Hampshire contract, Lawson Products will update our existing website for all locations on the State of New Hampshire contract to offer each location access to their own State of New Hampshire Online Customer Catalog so each location may have the ability to log onto www.lawsonproducts.com sign in with their account number and see all items awarded on this contract, specific price points offered on this contract, and all other necessary requirements needed to successfully fulfill all terms of this contract with the State of New Hampshire and each location.

Lawson Products also offers a full virtual catalog that replicates our print-based catalog and lists all of our products. Our virtual catalog is located on our website at www.lawsonproducts.com .Lawson Products ability to reduce transactional cost and control spend has become increasingly important to our customers in today's economy.

Lawson's full functional web capabilities allow users to develop personal lists and save their own profiles. Lawson has a true B2B/B2G website where multiple users can be associated with the same account number if requested. For the safety and security of our customer's procurement cards information, Lawson Products does not currently store credit cards information on our website. Purchases can be made on our e-commerce sites however; all credit card information is submitted to a secure third party credit card company for safe keeping and to preserve the integrity of our customer's data.

Catalog Information via www.lawsonproducts.com:

- The catalog is available in print, online or digital formats.
- The updated online catalog includes sections for updated Body Hardware products, New Products and Product Information Reports.
- You can browse products, including proprietary brands, core-stock items and select core non-stock products for Safety and Material Handling.
- New Products are featured with these icons and .
- Search lawsonproducts.com for our complete line of products when you see this icon in the catalog.
- View the updated online catalog today.
- Download a digital copy to your PC, Mac or mobile device.

IN PRINT - on your desk

Quickly find the products you use most by marking them with the convenient adhesive flags located at the back of the book.

HOW TO GET IT

Contact your Lawson Representative or customer service at 866-529-7664. Add it to your order from the product page. Contact us with any questions or comments.

ONLINE - interactive flipbook

Search for products by category, keyword or page number and click to the website to order.

HOW TO GET IT

Browse the digital catalog online by clicking "View Catalog" on the homepage and footer of the website, or by selecting the catalog page number links on the product detail pages.

DOWNLOADED - to your laptop or mobile device*

Access our catalog anytime, anywhere, on the device of your choice* – no internet connection necessary to search and browse.

HOW TO GET IT

Download the digital catalog to your PC or Mac by clicking "View Catalog" on the website home page, then selecting the download button from the catalog menu.

Lawson Products is able to provide an electronic catalog to the State of New Hampshire specifications (excel, CSV, etc.). Catalogs can be provided via FTP (File Transfer Protocol) or other methods. Updates can be provided in a timely manner.

Lawson will maintain the contract system consistently to reflect any changes in our product line, or within the awarded terms of the State of New Hampshire and its member's proposal. Lawson's printed catalog is revised annually, and can be provided to the State of New Hampshire and its locations anytime upon request. However, for the most up-to-date catalog information, look towards our website, www.lawsonproducts.com.

Lawson is able to provide up-to-date order information when the State of New Hampshire and its locations register online. Additionally, tracking information can be provided through contacting customer service at 866-529-7664. Customers can also track orders by logging onto: www.lawsonproducts.com. Lawson offers both keyword and browse search capabilities with attributes filters to narrow search results. www.lawsonproducts.com also affords our customer the ability to search by brand, items description, trademarks, attributes, filters, sizing, environmental products, and many other search criteria to make their customer experience on www.lawsonproducts.com easy and user friendly.

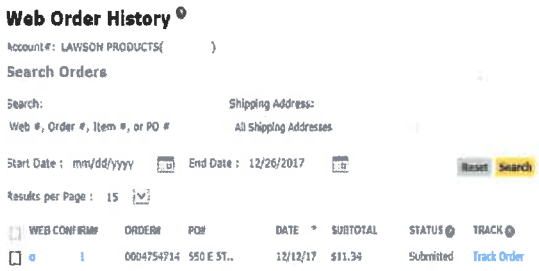
When placing an order through the Lawson website, the buying entity will log into Lawson's website using their customer user ID and password. Each location has custom attributes tied to their log in profile which includes identifying contract items and contract prices tied to the State of New Hampshire Award. Once logged in, the participating location customer will have the capability to search Lawson's full contracted catalog, review awarded contracted prices for each item as deemed by the State of New Hampshire contract, review all appropriate detail of each item for the customer to make an educated buying decision (such as description, technical specs, restrictions set-forth by any state, MSDS sheets, etc.). The customer will also have the ability to place the State of New Hampshire contracted items in a shopping cart and will be able see the items within the market basket "contract" items and can acknowledge and check off items that are that are appropriate to their on-line purchase.

Through the use of Workflow Management System (WfMS), a system that defines, creates and manages the execution of workflows through the use of software, State of New Hampshire users can build carts, hold carts, and approve online shopping carts by designated users.

Immediately upon award of the State of New Hampshire Contract, Lawson Products will update our existing website for all locations on the State of New Hampshire contract to offer each customer access to their own Online Customer Catalog so each customer may have the ability to log onto www.lawsonproducts.com sign in with their account number and see all items awarded on this contract, specific price points offered on this contract, and all other necessary requirements needed to successfully fulfill **all terms** of this contract with the State of New Hampshire and each customer.

Ordering online with Lawson is easy, seamless, traceable and tractable and offers reduced costs to the customer. Lawson state-of-the-art website provides full web order status for orders placed online, as well as order tracking for all orders. Order status and order tracking can be done on www.lawsonproducts.com by each customer logging into the website with their unique customer number and ID. This will take them to their dedicated online custom catalog page where they may view contracted pricing, status of their order, and track orders.

Lawson website provides full web order history for orders placed online, as well as order tracking for all orders. Order history can be done on www.lawsonproducts.com by each customer logging into the website with their unique customer number and ID. This will take them to their dedicated online custom catalog page where they may view contracted pricing, track orders and view order history. Orders history may also be tracked by working with Sales Reps who have state-of-the-art Order Pad tracking capabilities for each customer through Lawson's full and comprehensive SAP System.



Lawson's web capabilities allow users to develop personal lists and save their own profiles. Lawson has a true B2B website where multiple users can be associated with the same account number if requested. For the safety and security of our customer's procurement cards information, Lawson Products does not currently store credit cards information on our website. Purchases can be made on our e-commerce sites however; all credit card information is submitted to a secure third party credit card company for safe keeping and to preserve the integrity of our customer's data.

Lawson Products e-commerce site is available to our customers 24 hours a day 7 days a week. Lawson has a Web Customer Care team available during the extended working hours of 6:00 AM – 7:00 PM central standard time. This Web Customer Care team is available to answer and assist with all questions pertaining to registrations, on-line ordering, etc.

Lawson Products virtual web catalog offers a complete description page, a technical specifications page and the Material Safety Data sheets, for all items within Lawson's catalog. MSDS Sheets can also be requested by calling the dedicated The State of New Hampshire 800 Number: 866-529-7664, customer service, and/or provided by The State of New Hampshire's dedicated sales representatives 24 hours a day 7 days a week.

Lawson's state-of-the-art on-line ordering site offers the ability to see stock status within Lawson's Distribution Center Network which includes Lawson's 6 Distribution strategically locations throughout the USA and in Canada. This on-line ability to check for stocked items availability around the USA is accessible and available to all state locations using this contract.

Lawson Products' ability to reduce transactional cost and control spend has become increasingly important to our customers in today's economy. Along with Lawson's overall state-of-the-art ability to offer a full custom catalog to each customers and each contract that includes contract pricing for those registered customers, we also have the ability to block items and/or categories for each customer as needed at the site level request to meet that customer's contractual, state and local obligations.

It is Lawson's policy to invoice orders within 24-48 hours of the complete shipment of the order. In the event of an incomplete order shipment, Lawson offers a combined invoice solution that consolidates invoices. In these cases, an invoice will be generated when the final items of the order ship within ten days after the order is processed. In instances where a backorder takes longer than the holding period, a unique invoice will be generated for that backorder. Invoices can be mailed or sent electronically via email to any and all State of New Hampshire and its locations. Payments can be remitted electronically and the customer can benefit with a 1% discount if payment is made within 10 days; otherwise, net due in 30 days.

Conclusion

Lawson Products is very versed in the Government Sales/Public Sector space. With over $40 million dollars in Government Sales spend annually and over 250 contracts within the USA, overseas and with several cooperatives around North America, Lawson is looking forward to a long-term partnership with the State of New Hampshire. Helping the State of New Hampshire hit their strategic goals with our partnership is something we are excited to take on. By working with Lawson, State of New Hampshire can be assured a real partnership - grounded in organization, satisfaction, and service.

Industry Press & Recognition

6) Exceptions to Bid No.: 2182-19 Building Materials and Hardware

- **Page 5 – Purpose Response**
- **Page 8 – Purchases Response**

Exceptions:

Per Page 5 – PURPOSE:
The purpose of this bid invitation is to establish a contract for supplying the State of New Hampshire agencies with the items indicated in the "Offer" section of this bid invitation to be ordered or purchased as needed during the term of the contract, in accordance with the requirements of this bid invitation and any resulting contract. *The intent of this contract is for walk-in convenience purchases at any listed retail outlets.* …

LAWSON PRODUCTS' RESPONSE:
Although Lawson Products does not have a retail location or brick and mortar storefront in the state of New Hampshire, Lawson Products Distribution Centers are full stocking. Lawson Customer Pick-Up service in an emergency to pick up the necessary parts is available at our Distribution Centers through our will-call window with hours until midnight. Lawson Products will staff a dedicated Emergency Hotline Representative that will collect customer information, take note of the caller's issue, and get the caller in contact with the correct On-Call Lawson Products Representative for each State of New Hampshire location. Our Customer Service Center will record and review an electronic history of each contact and keep it available for the State of New Hampshire reference to ensure a proper crisis response has been made.

Our ability to service our customers with just in time VMI inventory set us apart for our competitors. The State of New Hampshire will have access to our full distribution centers, their staff, our dedicated customer service staff, Sales Reps/Agents that have unparalleled MRO experience (most with over 25+ years in this industry), a fully supported engineering staff and training staff at the ready to service New Hampshire, and a full Specials Team that has the ability to source product needed that may fall outside of this proposal. A dedicated sales staff, distribution staff, management staff and support staff will be in place to service New Hampshire 24 hours a day.

The goal of Vendor Managed Inventory is to provide a mutually beneficial relationship where both sides will be able to more smoothly and accurately control the availability and flow of goods for the State. In VMI Lawson assumes the role of inventory planning for the customer. Instead of the customer reordering when its supply has been exhausted, Lawson is responsible for replenishing and stocking the customer location at appropriate levels. Lawson has mastered VMI and Lawson takes the lead against many other organizations and how they benchmark themselves.

The State of New Hampshire will benefit when Lawson can see that you are about to exhaust its inventory, Lawson can better prepare to replenish them because we can then better schedule and production/distribution. Your will/do reduce/eliminate stock-outs because they will not have to reorder goods at the last minute without knowing whether Lawson has the ability to restock without interrupting operations. Therefore, part of VMI's goal is to reduce uncertainty that arises when the supplier is blind to the customer's inventory status.

Lawson Products takes pride in shipping 99% of all lines order complete within 24 hours and stands behind all products with satisfaction guaranteed. However, emergencies arise and while Lawson Products stands by the mantra of "Always Be Prepared," during an emergency or critical situation, a 24 hour 7 days a week approach for each customer in every State for emergency services. Lawson ships FOB Destination for standard shipping methods. Lawson can guarantee next day delivery in an emergency utilizing air freight services, if necessary.

Per Page 8 – PURCHASES:
Purchases resulting from this contract will be initiated by the end using State Agency with the Vendor. The Vendor must generate an invoice with the correct retail price and *the appropriate percentage off amount listed.*…

LAWSON PRODUCTS' RESPONSE:
At this point in time, Lawson Products does not have the ability to provide the "appropriate percentage off amount listed" on its invoices. However, we *can* provide the State of New Hampshire an extensive product listing of all items offered and their associated list price / discount percentage / item price. Lawson Products can provide **reporting** for the State of New Hampshire showing the required retail price and discount percentage at the item level .

7) Required Documents

- **Bid No.: 2182-19 Building Materials and Hardware the State of New Hampshire**
  - **Page 1 – General Conditions and Instructions Document (signed)**
  - **Pages 10 – 11 – Participating Vendor Locations and Normal Operating Hours / Products Listing with Discounts / Vendor Contact Information / Delivery Locations / Emergency Services**
  - **Lawson Products Core Catalog Discounts**

Division of Procurement and Support Services
Bureau of Purchase and Property
25 Capitol Street, Room 102, State House Annex
Concord, NH 03301-6398

Date: 2/26/19

Bid No.: 2182-19

Date of Bid Closing: 03/08/19
Time of Bid Closing: 11:00 AM (EST)

PLEASE DIRECT ANY QUESTIONS REGARDING THIS BID TO Liz Moskalenko: E-mail Elizabeth.Moskalenko@das.nh.gov
EMAIL YOUR BID TO: NH.Purchasing@DAS.NH.Gov

BID INVITATION FOR CONTRACT: BUILDING MATERIALS AND HARDWARE

[Insert name of signor] Matthew Brown, on behalf of Lawson Products Inc [insert name of entity submitting bid (collectively referred to as "Vendor") hereby submits an offer as contained in the written bid submitted herewith ("Bid") to the State of New Hampshire in response to BID 2182-19 at the price(s) quoted herein in complete accordance with the bid.

Vendor attests to the fact that:

1. The Vendor has reviewed and agreed to be bound by the Bid.
2. The Vendor has not altered any of the language or other provisions contained in the Bid document.
3. The Bid is effective for a period of 180 days from the Bid Closing date as indicated above.
4. The prices Vendor has quoted in the Bid were established without collusion with other vendors.
5. The Vendor has read and fully understands this Bid.
6. Further, in accordance with RSA 21-I:11-c, the undersigned Vendor certifies that neither the Vendor nor any of its subsidiaries, affiliates or principal officers (principal officers refers to individuals with management responsibility for the entity or association):
   a. Has, within the past 2 years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:4, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;
   b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 638:20;
   c. Has previously provided false, deceptive, or fraudulent information on a vendor code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;
   d. Is currently debarred from performing work on any project of the federal government or the government of any state;
   e. Has, within the past 2 years, failed to cure a default on any contract with the federal government or the government of any state;
   f. Is presently subject to any order of the department of labor, the department of employment security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;
   g. Is presently subject to any sanction or penalty finally issued by the department of labor, the department of employment security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged or fulfilled;
   h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in this section;
   i. Has failed or neglected to advise the division of any conviction, plea of guilty, or finding relative to any crime or violation noted in this section, or of any debarment, within 30 days of such conviction, plea, finding, or debarment; or
   j. Has been placed on the debarred parties list described in RSA 21-I:11-c within the past year.

This document shall be signed by a person who is authorized to legally obligate the responding vendor. A signature on this document indicates that all State of New Hampshire terms and conditions are accepted by the responding vendor and that any and all other terms and conditions submitted by the responding vendor are null and void, even if such terms and conditions have terminology to the contrary. The responding vendor shall also be subject to State of New Hampshire terms and conditions as stated on the reverse of the purchase order.

Authorized Signor's Signature _____ **Authorized Signor's Title** SVP of Sales

NOTARY PUBLIC/JUSTICE OF THE PEACE

COUNTY: Cook **STATE:** Illinois **ZIP:** 60631

On the 8 **day of** Mar, **2019, personally appeared before me, the above named** Matt Brown, **in his/her capacity as authorized representative of** Lawson, **known to me or satisfactorily proven, and took oath that the foregoing is true and accurate to the best of his/her knowledge and belief.**

In witness thereof, I hereunto set my hand and official seal.

Penny Giovanni
(Notary Public/Justice of the Peace)

OFFICIAL SEAL
PENNY GIOVANNI
NOTARY PUBLIC, STATE OF ILLINOIS
My Commission Expires June 05, 2022

My commission expires: 6/5/22 **(Date)**

Form P31-B

Unless specifically amended or deleted by the Division of Procurement and Support Services, the following General Terms and Conditions apply to this Bid and any resulting Purchase Order or Contract.

OFFICIAL SEAL
PENNY GIOVANNI
NOTARY PUBLIC, STATE OF ILLINOIS
My Commission Expires June 05, 2022

GENERAL CONDITIONS AND INSTRUCTIONS:

Participating Vendor Locations and Normal Operating Hours
Participating vendors, please see below:

Bid/contract is approved for discounting at all State locations for the term of the contract and/or approved contract extension: _X_ Yes ___ No

If vendor is a smaller participating vendor, please include all vendor locations (town) and DBA's:

Lawson Products e-commece site is available to our customers 24 hours, 7 days a week. Lawson has a Web Customer Care team Mon – Fri: available during the extended working hours of 6:00 am to 7:00 pm central standard time. The Web Customer Care team is Weekend: available to answer and assist with all questions pertaining to registrations, on-line ordering, etc. Lawson Products will staff a Holidays: dedicated Emergency Hotline Representative that will ensure a proper crisis response has been made.

Building materials and hardware are considered any products planned or structurally consumable and shall meet or exceed requirements as defined by NH Agency standards.

Product Listing	Discount %
Regular List Price Product	79 %
Sale Priced Product	79 %
Volume Purchased Product (no min.)	79 %
Volume Purchased Product (min. order qty.)	79 %
Material Handling	31 %
Paint	NB %
Plumbing	NB %
Lighting	72 %
Electrical	72 %
Power Source	NB %
Lumber and Composites	NB %
Plywood	NB %
Drywall	NB %
Hardware	79 %
Flooring	NB %
Cement and Masonry * Masonry/Fasteners/Cutting Tools	*79/47 %
Metal Sheets & Rods **Rods/Fasteners	**79 %
Heating and Cooling	NB %
Hand Tools	59 %
Security	NB %
Safety	43 %
Outdoor/Garden	NB %
Other - Cutting Tools	47 %
Other -Auto	54 %
Other-Welding	31 %

PLEASE INDICATE ANY ADDITIONAL OFFER OF DISCOUNT OFF PUBLISHED PRODUCT PRICING LIST N/A.

PLEASE INDICATE DELIVERY CHARGE PER MILE OR OTHER DELIVERY RATES AND METHOD OF CALCULATION N/A.

IF ITEMIZED PRODUCT LIST IS PREFFERED, PLEASE ATTACH AND REFERENCE BID NUMBER, DATE AND AUTHORIZED PRINTED NAME AND SIGNATURE.

VENDOR CONTACT INFORMATION:

The following information is for this office to be able to contact a person knowledgeable of your bid response, and who can answer questions regarding it:

Dave Lifford, District Sales Manager Contact Person	518-664-0178 Local Telephone Number	800-890-8198 Toll Free Telephone Number
312-267-1734 Fax Number	govsales@lawsonproducts.com E-mail Address	www.lawsonproducts.com Company Website

Lawson Products Inc
Vendor Company Name

005438890
DUNS #

8770 W Bryn Mawr Ave, Suite #900, Chicago,IL 60631
Vendor Address

DELIVERY LOCATIONS:

If you are awarded a contract, you are expected to service all current State of New Hampshire agencies/institution locations within the facility's normal delivery area. This listing **does not** include any eligible participants.

**********Informational Purposes Only**********

Disaster Recovery

Do you provide an emergency preparedness plan to aid the State during emergency or disaster recovery efforts with specifics to response time, available supplies and other goods/services that may be offered (circle one)?

Yes or No

The State may request a hard copy and/or link to Contractor's emergency preparedness plan or website. Is this readily available (circle one)?

Yes or No

Emergency Services:

Explain customer service policy and/or emergency services available:

Lawson Customer Pick-Up service in an emergency to pick up the necessary parts is available at our Distribution Centers through our will-call window with hours until midnight. Lawson Products will staff a dedicated Emergency Hotline Representative that will ensure a proper crisis response has been made. Lawson ships FOB Destination for standard shipping methods. Lawson can guarantee next day delivery in an emergenc utilizing air freight services, if necessary.

Where are your Emergency locations?

Although Lawson Prodcuts does not have a retail location or brick and mortar storefront in the state of New Hampshire. Lawson Products Distribution Centers are full stocking. Lawson Products takes pride in shipping 99% of all lines order complete within 24 hours and stands behind all products with satisfaction guaranteed.

Emergency Operating Hours

Mon – Fri:	6:00 am through 12:00 am
Work week after hours:	6:00 am through 12:00 am
Weekend:	6:00 am through 12:00 am
Holiday:	6:00 am through 12:00 am

LAWSON Products

8770 W. Bryn Mawr Ave Suite 900 Chicago, IL 60631 1-800-458-3222
www.lawsonproducts.com

State of New Hampshire

LAWSON PRODUCTS CORE CATALOG DISCOUNTS

Discount taken from List Price

Product Category	Average Discount Offered
Automotive	54%
Cabinets	90%
Cutting Tools	47%
Electrical	72%
Fluid Power	67%
Fasteners	79%
Hand Tools	59%
Material Handling	31%
Safety	43%
Shop Supplies	43%
Welding	31%

For pricing questions or to request a quote, please contact:
govsales@lawsonproducts.com