Graybar Emergency Service

Overview:
Today you face the challenge of improving operational efficiencies and procuring more material—all within compressed time frames and with limited resources. With a broad spectrum of products from industry leaders, we stock a comprehensive product offering to support your agency or facility needs. Built on a foundation of quality and reliability, Graybar's customized product and service solutions bring you a high level of performance and return on investment. Our specialized sales and service teams will listen to your needs and provide the product and service solutions to help you work better, smarter, and save money. At Graybar, our goal is simple. We listen to what you need, we connect you to the right solutions and then we deliver on our word. It's how Graybar works to your advantage.

Graybar, a Fortune 500 corporation and one of the largest employee-owned companies in North America, is a leader in the distribution of high quality electrical, energy management, lighting, data/communication, networking & security products, and specializes in related supply chain management and logistics services. Through our network of over 240 North American distribution facilities, we stocks and sells products from thousands of manufacturers, serving as the vital link to hundreds of thousands of customers. Graybar provide the benefits from having both the power and stability of a big corporation and the integrity and drive of a neighborhood business. Graybar's customers include contractors, commercial businesses, manufacturing companies, communication service providers and power utilities, along with federal, state, local government and education entities. Graybar provides a single source for the products and services its customers need to light, power, network and maintain their facilities with speed, intelligence and efficiency.

Graybar is the awarded supplier of these products through the U.S. Communities program. Utilizing the pooled power of public agencies nationwide, the program lowers your overall project & purchasing costs, while providing the quality of service and expertise for which Graybar is known.

Benefits for public sector and non-profits

- Targeted 5% savings for agencies using traditional procurement practices
- Specialized Sales Support: Dedicated to U.S. Communities participating agencies
- 250 plus locations provide local inventory, delivery and will call counter service
  - 7 National Zone Warehouses
  - 7 Regional Service Centers
  - Over $400 million in inventory available
- Energy Management, Audit & Retro-Fit Assistance, Project Management, LEED, Green Purchasing & Sustainability, On-Site services, Material staging, Just-in-time delivery
- E-Business: ShopGraybar, E-Catalog, EDI, EFT, Punch-Out, Hosted Content
- Diversity Business Development (M/WBE)
- Graybar Financial Services offer financing & leasing solutions
- Advanced customer reporting capabilities, summary billing, cross reference files, bar coding
- Smart Stock: Storeroom management commodity management, bin management, vendor managed inventory:
  - Customer technical training
  - Emergency Services: 24/7
  - ISO 9001:2000
Emergency Service
At Graybar there is no such thing as “after hours”. When a customer has an emergency, we are there for them. Simply call 1-800-Graybar for a live operator to assist with your emergency needs. Graybar outside sales resources can also be available to support the needs of our agency customers after hours.

- Emergency Services:
  » Reduces downtime
  » Provides a quick solution
  » Easy to remember toll-free number (1-800-GRAYBAR)
  » Provides a live, local contact

Emergency Preparedness
While disasters or emergencies are not something we like to think about, the reality is they happen, and Graybar is prepared. Graybar has the locations, processes and products available to assist our public agencies in the event of an emergency or disaster.

- 250 plus locations: In the event a location is effected by a disaster or emergency, we can quickly utilize surrounding local branches to assist in servicing our agency and contractor customers. Each location typically holds $2 to $5 million in inventory
  » 250 plus locations provide local inventory, delivery and will call counter service
  » Over $400 million in inventory available
- Zone Warehouses & Regional Service Centers: Zone Warehouses & Service Centers stock large quantities of commonly used commodities to support or replenish local branch inventory along with servicing the local and out-lying territories. Our centers also inventory those lesser used materials we need available to support the national & local markets. Zones and Service centers hold $25 - $50 million in inventory.
  » 7 National Zone Warehouses
  » 8 Regional Service Centers
- Technology: Redundant computer systems, in two locations, ensure our systems will be operational for the field. Each customer is assigned a unique identification number called a Sold To number. All customer specific price, contract terms or agency information is stored under this number. In the event of an emergency, anyone with access to the system, can process a request for the customer that includes accurate customer pricing, contract terms or agency specific terms in place.

- Emergency Warehouse: Processes are established to support implementation of an emergency branch to support operations in the affected area. This could be in another Graybar location, customer location, available building space, tent or on-site truck.
- Legal Contracts: U.S. Communities cooperative contracts for electrical, lighting, data / communication, networking & security products.
- Material – Graybar can quickly provide the materials necessary in a emergency situation to set up command centers, power up shelters, set up security systems, repair or replace damaged electrical and communication systems. We supply the products you need to get your facilities back up and running,
  » Wire, Cable and Power Cord
  » Data / Communication, Wireless and Networking Products
  » Power Distribution & Control, Motors, Generators, Utility Products and General Electrical Commodities
  » Lighting & Lighting Controls including Portable Lighting
  » Security, Notification & Safety
  » Other MRO materials

Examples of Success: Graybar has experience with Emergency Preparedness or Response through our FEMA BPA and providing support for the MERS (Mobile Emergency Response Support) units. MERS are pre-positioned and the first on the scene. We provide material in advance so they can begin setting up a communications structure. We also provide data / communication, networking, lighting, electrical and security materials to set up JFO’s (Joint Field Office): FEMA finds a vacant store close to disaster and set up JFO which is the command and control for FEMA.

- Examples of Past Performance:
  » 2008 Hurricane Ike, Texas – Joint Field Office Galveston, TX
  » 2008 Hurricane Gustav, LA – Joint Field Office Baton Rouge, LA
  » 2009 Tsunami, American Samoan Islands – Provided $1.2M in electrical infrastructure products.
  » 2010 Flooding Nashville, TN – Joint Field Office
  » 2011 Tornado Joplin, MO – Joint Field Office
  » 2011 Flooding Hurricane Irene New Hampshire – Joint Field Office
  » 2011 Flooding Hurricane Irene Harrisburg, PA – Joint Field Office
Pricing:

Pricing was established through competitive solicitation process with Los Angeles County, CA. Graybar’s U.S. Communities price is our lowest overall pricing to State & Local Government and Education agencies nationally. Our goal is to save an agency 5% or more in the procurement of commodity products and solutions represented within our contracts. Savings vary based on the current procurement methods in place or mix of commodity items purchased through our program. Our contracts represent pricing discounts from an extensive list of best-in-class suppliers offering unique opportunities to streamlining your supply chain and find innovative or integrated solutions. Graybar cannot sell at levels above the base contract price and reserves the right to offer a lesser discount where large quantity discounts or localized supplier negotiations are available. Pricing applies to normally stocked Graybar materials. Discounts are based on Graybar List Price or Cost in effect at time of order. The majority of pricing on the Graybar contracts is based on a list less discount structure. Cost-Plus discounting is used for market sensitive commodities and lighting fixtures.

Graybar Contract Information

Electrical Products
County of Los Angeles, California
3 years, Feb. 01, 2008 to Jan. 31, 2011
Option extended through March 31, 2013

Contract Documents
- Electrical Contract:
- Master Agreement No. MA-IS-1140130
- Contract Attachments
- RFP Documents
- Electrical Contract:
- Request For Proposal
- RFP 229796 Attachment
- RFP 229796 Posting Document

Telecommunications Supplies
County of Los Angeles, California
4 years, Jan. 01, 2010 to Dec. 31, 2013
Option to renew for one (1) additional one (1) year period

Contract Documents
- Telecommunications Contract:
- Master Agreement No. MA-IS-1-040222
- Contract Attachments 1A Amendments
- Contract Attachments Exhibit 1 Amend. 1
- Letter of Intent to Award
- RFP Documents
- Telecommunications Contract:
- Request For Proposal RFP-IS-1057-1
- RFP-IS-1057-1 Attachments
- RFP-IS-1057-1 Posting Document

Graybar/ U.S. Communities Strategic Account Managers

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