



November 19, 2012

The City Of Maricopa City Hall

Furniture Bid Request

FACILITEC
HAWORTH[®]

November 19, 2012

Ms. Patty LaCombe | City of Maricopa
Mr. Jeffrey Maas | Gensler
Mr. Richard Carr | Abacus

RE: City of Maricopa City Hall

Thank you so much for the opportunity to bid on seating for the City of Maricopa City Hall project. Attached is our itemized seating bid per your instructions.

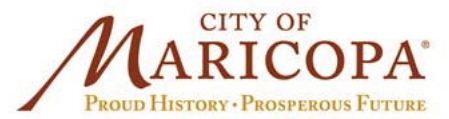
Note, the attached specifications include the revised upholsteries specified.

Pricing is per Haworth's U.S. Communities contract. See Facilitec's terms and conditions in Sec. 6

Thank you again for your time and this opportunity.

Sincerely,

Erin Wilcox
A & D Representative



pricing summary	1
furniture plans	2
specification sheets	3
product brochures	4
dealer information	5
terms and conditions	6



1

pricing summary

FACILITEC
HAWORTH[®]



Seating

	mfg	description	qty.	unit cost	ext. cost
1	Haworth	Very Conference Chair	69	\$379.61	\$26,193.09
2	Haworth	Very Conference Chair	12	\$423.45	\$5,081.40
3	Haworth	Very Task Chair	74	\$987.79	\$73,096.46
4	Haworth Castelli	DSC Axis 106 Chair	143	\$329.81	\$47,162.83
5	Haworth	Very Task Chair	4	\$508.75	\$2,035.00



mfg	mfg	description	qty.	unit cost	ext. cost
6	Haworth	Very Task Chair	73	\$414.45	\$30,254.85
7	Haworth	Very Task Chair	12	\$444.22	\$5,330.64
8	Haworth	Very Conference Stool	1	\$521.10	\$521.10

PRODUCT SUBTOTAL:	\$189,675.37
FREIGHT:	\$590.00
INSTALLATION (During Regular Hours):	\$3,880.00
TAX:	\$17,639.81
TOTAL PRICING:	\$211,785.18

*Labor includes removal of all packing and debris from site

**Pricing is per US Communities Contract effective as of 1/1/2013 - 12/31/2016



2

furniture plans

FACILITEC
HAWORTH[®]

201 E Washington Street
Suite 750
Phoenix, AZ 85004
Tel: 602.523.4900
Fax: 602.523.4949

[illegible]

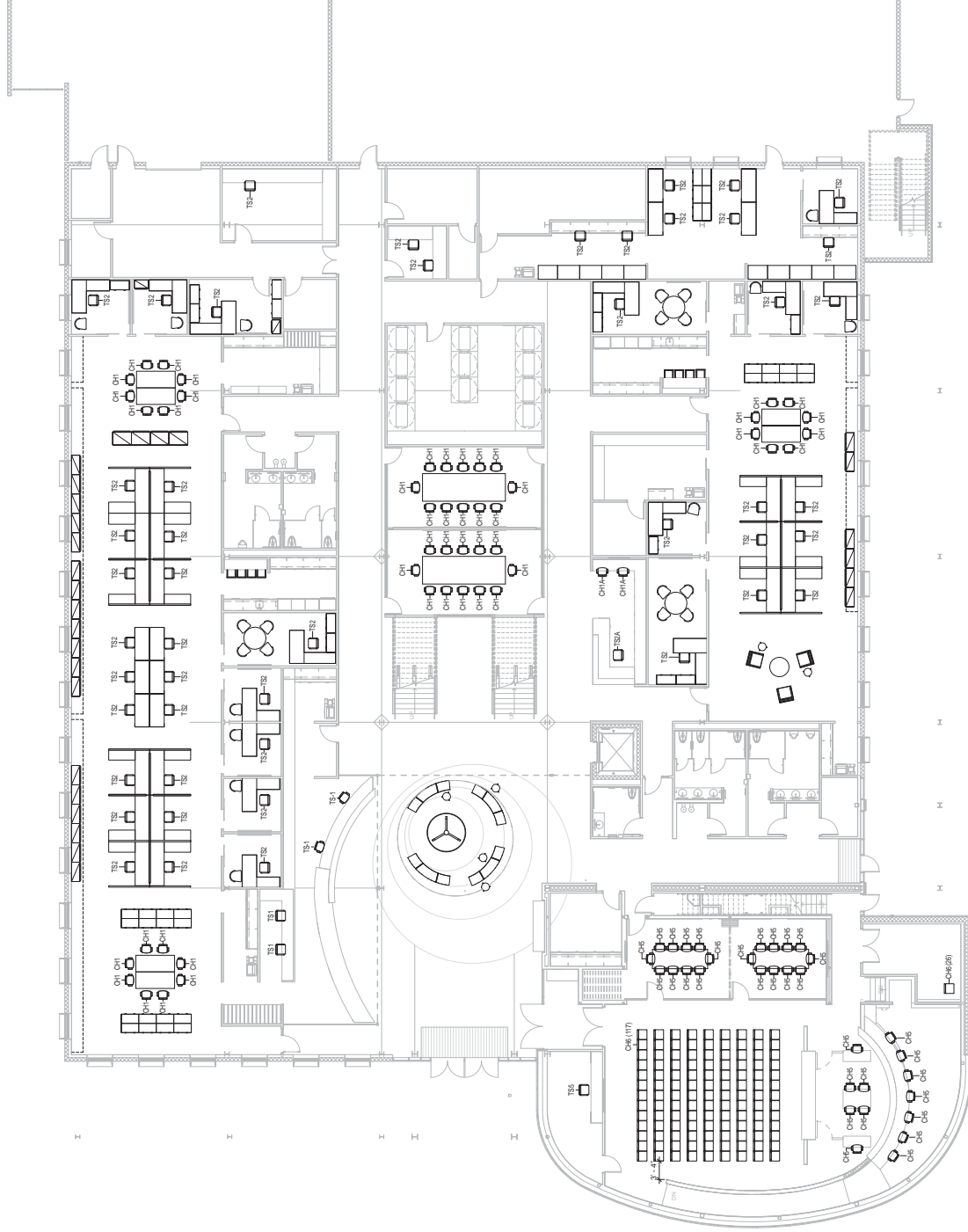
Project Name	CITY OF MARICOPA
Project Number	57,6206,000

Description	Scale
FURNITURE PLAN-HAWORTH-CITY HALL 01 GROUND LEVEL	AS NOTED

© 2011 Gender

LEGEND

SHEET NOTES



KEYNOTES

LEGEND

SHEET NOTES





Gensler
301 E Washington Street
Phoenix, AZ 85004
Tel: 602.252.4900
Fax: 602.252.4900

△	Date	Issue Description	By	Check
	11/07/17	ISSUE FOR PERMITS	AC	JH

Revisions

Project Name
CITY OF MARICOPA

Project Number
57-6205-000

Location
PHOENIX & AN WASHINGTON CITY HALL 02

Scale
AS NOTED

North Arrow

A06.01.03A

© 2017 Gensler



3

specification sheet

FACILITEC
HAWORTH[®]



Specification



item number:	1
tag number:	CH-1
manufacture:	Haworth
model number:	SCC-24-15
description:	Very Conference Chair - Perforated - Polymer Shell - Standard plastic grey base with upholstered seat pad, hard caster (CH-1A with soft caster)
finishes:	Seat Upholstery - Maharam Octave 466116 011 Navigate Polymer Finish - Slate Arm Cap Trim - Fog Base - Grey Plastic
quantity:	69
unit price:	\$379.61
extended price:	\$26,193.09



Specification



item number:	2
tag number:	Ch-4
manufacture:	Haworth
model number:	SCC-24-11
description:	Very Conference Chair - Perforated - Polymer Shell - standard aluminum base with upholstered seat pad, hard caster
finishes:	Seat Upholstery - Pallas Vespa Paradise 27.181.103 Polymer Finish - Glacier Arm Cap Trim - Fog Aluminum Base - Metallic Silver
quantity:	12
unit price:	\$423.45
extended price:	\$5,081.40



Specification



item number:	3
tag number:	Ch-5
manufacture:	Haworth
model number:	SCT-22-4141
description:	Very Task Height adjustable arms, Aluminum base with lumbar adjustment, Upholstered seat and back jacket, hard caster
finishes:	Seat & Back Jacket - Spinney Beck Leather Acqua AU648 Mesh Back - Snow Very Mesh Arms - Polished Aluminum Base - Polished Aluminum
quantity:	74
unit price:	\$986.79
extended price:	\$73,096.46



Specification

	
item number:	4
tag number:	Ch-6
manufacture:	Haworth
model number:	DSC-NCAW-V
description:	Haworth Collection DSC Axis 106 Narrow Chair without arms; ganging; standard steel under frame with epoxy polyester resin finish, steel legs
finishes:	--
quantity:	143
unit price:	\$329.81
extended price:	\$47,162.83



Specification



item number:	5
tag number:	TS-1
manufacture:	Haworth
model number:	SCT-20-4145
description:	Very Task Height adjustable arms, Plastic base with lumbar adjustment, upholstered seat and mesh back, hard caster (TS-1A with Soft Casters)
finishes:	Seat - knoll Ultrasuede Ambiance QK8625789 Graphite Mesh Back - Snow Arm Cap Trim - Fog Base - Grey Plastic
quantity:	4
unit price:	\$508.75
extended price:	\$2,035.00



Specification



item number:	6
tag number:	TS-2
manufacture:	Haworth
model number:	SCT-20-4145
description:	Very Task Height adjustable arms, standard plastic grey base, upholstered seat and mesh back, hard caster, with lumbar support. (TS-2A with soft casters)
finishes:	Seat - Knoll Hourglass Wire K1523/26 Mesh Back - Slate Arm Cap Trim - Fog Base - Grey Plastic
quantity:	73
unit price:	\$414.45
extended price:	\$30,254.85



Specification



item number:	7
tag number:	TS-3
manufacture:	Haworth
model number:	SCT-20-4141
description:	Very Task Height adjustable arms, aluminum base, upholstered seat and mesh back, hard caster, lumbar support
finishes:	Seat - Pallas Vespa Paradise 27.181.103 Mesh Back - Slate Arm Cap Trim - Fog Aluminum Base - Metallic Silver
quantity:	12
unit price:	\$444.22
extended price:	\$5,330.64



Specification



item number:	8
tag number:	TS-5
manufacture:	Haworth
model number:	SCF-25-16
description:	Very Conference Stool - Perforated Back - with arms, plastic base with upholstered seat pad, perforated polymer back, soft caster
finishes:	Seat - Knoll Hourglass Wire K1523/26 Polymer Finish - Slate Arm Cap Trim - Fog Base - Grey Plastic
quantity:	1
unit price:	\$521.10
extended price:	\$521.10



4

product brochures

FACILITEC
HAWORTH[®]

Very®

HAWORTH®









Very Smart.

By incorporating ergonomics and work style knowledge, Very brings the ultimate in comfort to users. For instance, the Conference and Seminar models intelligently add comfort through a unique intuitive recline.









The sleek Very Task chair's intelligent platform extends its reach from simple elegance to high-intensity performance. Its best-in-class features include an optional asymmetrical lumbar and four-dimensional arms for healthy seating.



Extensive Array of Environments.







Very Versatile.

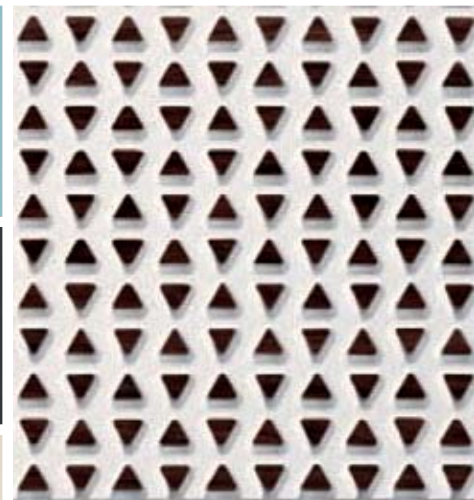
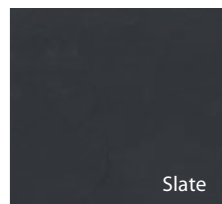
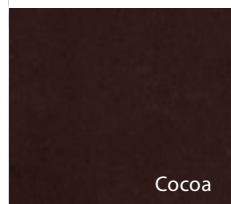
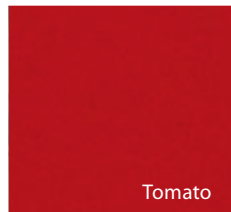
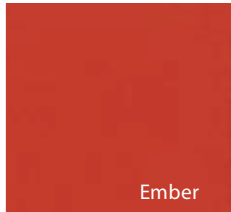
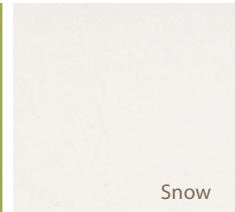
With models and options to support a variety of task and collaborative needs, Very works to bring consistency throughout an organization. Featuring chairs perfect for corner offices, conferencing, cafeterias, medical centers—and all points in between—Very can operate in a wide range of environments.





The Full Spectrum.

Whether exuding a quiet sophistication or a colorfully eclectic personality, the Very line can highlight any style with its impressive array of colors.



Perforated back. Allows chair to breathe and promotes flexibility and torsional movement. Available on Conference, Seminar, and Side.

Mesh Colors. Available on Task chairs.



Glacier



Fog



Snow



Black



Cocoa



Slate



Ember











Very Responsible.

Each Very family member can be disassembled quickly and returned to Haworth at the end of life through Haworth's Take Back program. Very seating has earned Gold and Silver Cradle to Cradle® certification by MBDC. The seating line achieves BIFMA level™ 2 and GREENGUARD® Children and Schools certification and may contribute to LEED® credits. Very Task is an industry-benchmark made with up to 65% recycled content and is up to 98% recyclable.

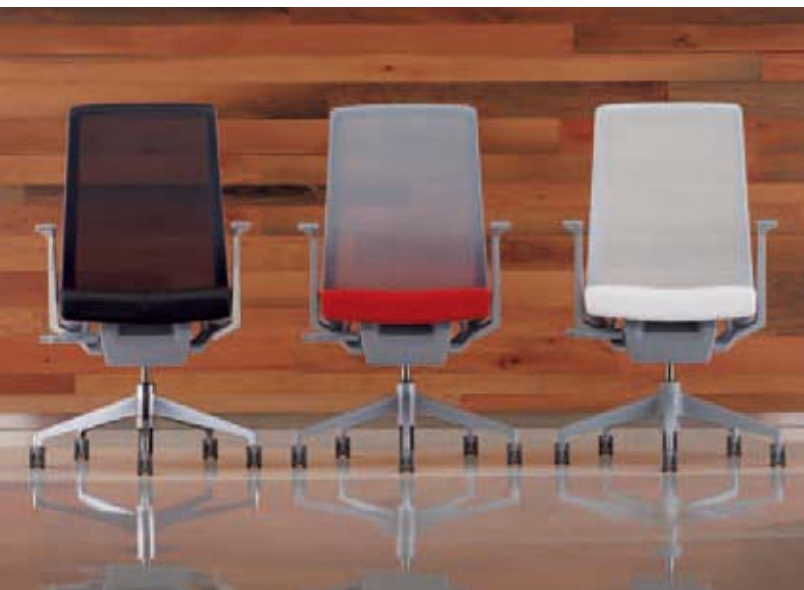
Features and Specifications.



Stacking Cart. Store and move up to 40 Wire Stacking Chairs with the Very Stacking Cart. Seminar and Side Chairs can also stack 8 high on their cart.



Stacking. Wire Stacking Chairs stack 10 high on the floor. Seminar and Side Chairs stack 5 high on the floor.



Task and Conference Bases.

Aluminum: Painted Metallic Silver, Painted Metallic Champagne, Painted Metallic Gunmetal, Painted Black, Polished Aluminum

Plastic: Black or Fog

Seminar, Side, Wire Stacker Bases.

Painted Metallic Silver, Painted Metallic Champagne, Painted Metallic Gunmetal, Painted Black, Trivalent Chrome

Arm Caps. Black or Fog

Upholstery.

Collaborative Seating: Optional upholstered seat and/or back pad

Tetro Back: Optional upholstered seat

Task Seating: Optional upholstered back jacket



Casters or Glides. Casters: Black (Hard or Soft) or Two-Tone Fog (Hard)
Glides: Black or Fog



Asymmetrical Lumbar (Optional). Only Haworth offers side-independent adjustable lumbar support. This is the highest performance available in lumbar support.

Supportive Mesh. Supports the spine while providing breathability and comfort.

Four-Dimensional (4D) Arms (Optional). To meet the size range of users and functional needs, Very offers 4D arms that are height-adjustable, front-to-back adjustable, width-adjustable, and pivot. Also available are height-adjustable arms, fixed arms, and armless.

Back Lock (Standard) and Forward Tilt (Optional). The back lock is an important feature for users who are more comfortable working in an upright position. A forward tilt of the seat pan and back can support users in task-intensive applications while promoting a healthy posture.

Tilt-Tension Adjustment (Standard). Unrestricted ability to adjust the tilt tension based on user preference in any position.

Pneumatic Seat-Height Adjustment (Standard). Accommodates a wide range of users, adjusting 16-21"

Seat-Depth Adjustment (Standard). 3" sliding seat reduces the pressure behind the knees and does not restrict blood flow.

Featured Fabrics and Finishes.



Cover

Very Task: Haworth Nature Leather White Seat, Snow Mesh Back, Fog Trim, Polished Aluminum Base, Two-Tone Casters

Very Conference: Luna Urban Grid Watts Seat, Tetro Slate Back, Fog Trim, Polished Aluminum Base, Two-Tone Casters

Very Side: Ember Poly Seat, Ember Poly Back, Fog Trim, Trivalent Chrome Frame and Base, Fog Glides



Page 4

Very Seminars: Glacier Poly Seat, Glacier Poly Back, Fog Trim, Trivalent Chrome, Fog Glides

Page 5

Very Conference: Maharam Repeat Dot Ring Seat, Fog Poly Back, Fog Trim, Polished Aluminum Base, Two-Tone Casters



Page 8

Very Task: Haworth Nature Leather White Seat, Snow Mesh Back, Fog Trim, Polished Aluminum Base, Two-Tone Casters

Page 9

Very Tasks: Maharam Divina by Kvadrat 562 Seat, Ember Mesh Back, Fog Trim, Polished Aluminum Base, Two-Tone Casters



Page 3

Very Task: Haworth Nature Leather Ink Seat, Black Mesh Back, Fog Trim, Polished Aluminum Base, Two-Tone Casters

Very Task: Luna Gizmo White Ground Seat, Black Mesh Back, Black Trim, Black Plastic Base, Black Casters



Page 6

Very Sides: Luna Sparkle Sangria Seat, Snow Poly Back, Fog Trim, Trivalent Chrome Frame and Base, Fog Glides

Page 7

Very Tasks: Luna Embarcadero Hawthorne Seat, Snow Mesh Back, Fog Trim, Polished Aluminum Base, Two-Tone Casters



Page 10

Very Task: Luna Embarcadero Hawthorne Seat, Snow Mesh Back, Fog Trim, Polished Aluminum Base, Two-Tone Casters

Very Conference: Glacier Poly Seat, Glacier Poly Back, Fog Trim, Polished Aluminum Base, Two-Tone Casters

Very Seminar: Luna Hoop Optic Cho Seat, Haworth Wuhl Black Back with Black Poly, Black Trim, Polished Aluminum Base, Black Casters

Page 13

Very Side: Luna Whimsy Allure Seat, Ember Tetro Back, Fog Trim, Trivalent Chrome Frame and Base, Fog Glides

Very Wire Stacker: Haworth Nature Leather Cream Seat, Canvas Poly Back, Fog Trim, Trivalent Chrome Frame



Page 14 / 15

Very Tasks: Haworth Nature Leather White Seat, Snow Mesh Back, Fog Trim, Polished Aluminum Base, Two-Tone Casters



Page 16

Very Side: Tomato Poly Seat, Tomato Poly Back, Fog Trim, Trivalent Chrome Frame and Base, Fog Glides

Page 17

Very Wire Stackers: Shown in variety of available colors



Page 18 / 19

Very Seminar: Cocoa Poly Seat, Cocoa Tetro Back, Fog Trim, Trivalent Chrome Frame and Base, Two-Tone Casters

Very Side: Ember Poly Seat, Ember Tetro Back, Fog Trim, Trivalent Chrome Frame and Base, Fog Glides

Very Conference: Snow Poly Seat, Snow Tetro Back, Fog Trim, Polished Aluminum Base, Two-Tone Casters

Very Wire Stackers (Lower Level): Grass, Glacier, Snow Poly, Fog Trim, Trivalent Chrome Frame



Page 20 / 21

Very Seminars: Luna Whimsy Allure Seat, Luna Whimsy Allure Back with Fog Poly, Fog Trim, Trivalent Chrome Frame and Base, Fog Glides



Back Cover

Very Wire Stackers: Snow Poly Seat, Snow Poly Back, Fog Trim, Trivalent Chrome Frame

Very Tetro Back— Coming Summer 2011.

Shown on Cover, Page 11/12, Page 13, Page 18/19

Very Collaborative Seating Awards

2010 IDEA Gold (International Design Excellence Award)

2010 reddot (International Product Design Prize)

2009 FX International Interior Design Award

2009 GOOD DESIGN

Best of NeoCon® 2008 Gold Seating Stacking / Seminar, Side, and Wire Stacking Chair

Best of NeoCon® 2008 Silver Seating Conference / Conference Chair

Very Task Seating Awards

Best of NeoCon® 2010 Gold Seating Conference and Silver Seating Task / Task Chair

Very Designers

Very Task was designed by the Haworth Design Studio.

Very Collaborative Seating was designed by the Haworth Design Studio and Simon Desanta.



HAWORTH®

For more information call 800.344.2600 or 616.393.3000.
Download additional copies at haworth.com.

This brochure is printed on FSC® certified U2®:XG™ paper, manufactured with electricity in the form of renewable energy (wind, hydro, biogas) and contains a minimum of 30% post-consumer recovered fiber. FSC is the global benchmark for responsible forest management.



Haworth is a registered trademark of Haworth, Inc.
Printed in USA ©Haworth, Inc. 2011 1.11 Item #0383

Haworth.com | Haworth-europe.com | Haworth-asia.com



HAWORTH®

For more information call 800.344.2600 or 616.393.3000.

Haworth is a registered trademark of Haworth, Inc.

Printed in USA ©Haworth, Inc. 2009 09.09 Item #0100

haworth.com | haworth-europe.com | haworth-asia.com

Printed on Finch Premium Blend which contains a minimum of 30% post-consumer recovered fiber.

CASTELLI

for Haworth



DSC Axis 106 | Castelli for Haworth



The DSC Axis 106 is a pure, ergonomic stacking chair. Generations of architects and interior designers have recognized the chair as being extremely functional and long-lasting. This chair proves that Italian design is based on more than just aesthetics and creativity. Functionality, longevity, cost-effectiveness, and usefulness are all joined to create a beautiful, highly efficient chair.

Imported from Europe

DSC Axis 106

Dimensions:	Standard Chair	Narrow Chair
TW:	22.0 in	21.0 in
TD:	22.0 in	21.0 in
TH:	30.0 in	30.0 in
SW:	19.0 in	17.0 in
SD:	18.0 in	17.0 in
SH:	19.0 in	19.0 in
BH:	15.0 in	15.0 in



DSC Axis 106

A design classic, the DSC Axis 106's seat and backrest are constructed of molded plywood in either upholstered fabric over polyurethane foam padding or a natural beech veneer. The armrests are upholstered over polyurethane foam.

Accessories include armrests, folding writing tablets, document racks, place markers, and chair dollies. Also available with an anti-panic, fold-away writing tablet that allows users to easily exit the chair.



Giancarlo Piretti, 1965

Over 40 years ago a brilliant yet unknown designer worked in the research and design department of the Castelli (now Haworth) furniture manufacturer. Giancarlo Piretti's belief in simplicity and his thoughtful use of materials eventually made his name synonymous with Italian furniture design. During his twelve years with Castelli, Piretti developed countless innovative furniture designs, primarily in seating, including the legendary Plia® chair. In 1988, he introduced his Piretti Collection, a series with over 50 different office chairs and seating ensembles.



5

dealer information

FACILITEC
HAWORTH[®]

dealer profile

"As a team of accomplished professionals from various disciplines, we at Facilitec work collaboratively and strategically to deliver a comprehensive package of fully integrated interior products and services to the Architectural, Design, Construction, and Corporate communities."



our history

Facilitec has been a full-service office furniture dealership providing high performance work environments combined with installation and project management services in the Phoenix metropolitan area since 1983. In February 2011, we further expanded our territory through the acquisition of Numark Office Interiors based in Seattle, Washington. We are very excited about this acquisition. Our exclusive affiliation with Haworth® has led to a responsive and accountable partnership. We have a 26,000 square foot working showroom in Phoenix featuring modular interior architectural products and an adjacent 40,000 square foot warehouse located at 4501 East McDowell Road. Facilitec is an Employee Stock Ownership Plan (ESOP) corporation staffed with over fifty employees providing "Best of Class" customer service to our clients. Collectively, the employee shareholders strive to provide the highest level of interior products and services available in the industry.

"Our goal is to profitably expand the presence of Facilitec in the Phoenix, Seattle and Portland markets to become the undisputed leader in integrated product and service solutions."

our performance

Facilitec has consistently been ranked among the nation's Top 10 Haworth® Dealerships. We have also been ranked by the *Business Journal of Phoenix* in the top 5 office furniture dealerships with our sales volume over the past five years averaging \$25 to \$30 million. Facilitec plans to implement all of our best practice methodologies within our newly acquired locations in Seattle and Portland.

Our long standing client relationships include:

- JP Morgan Chase
- Wells Fargo
- Charles Schwab
- Tri-West
- Banner Health
- Apollo Group
- Avnet

services

As a full-service provider, Facilitec offers the best quality and range of services available in the industry today. From project management to installation, all services are provided in-house, not by outsourced or subcontracted personnel. In addition, Facilitec is an equal opportunity employer striving to maintain a high level of proficiency by enforcing a drug-free workplace.



sales

The Sales and Marketing group's primary goal is to provide clients with the most appropriate products and services that will meet both short-term and long-term objectives. They assist clients throughout the entire procurement process and work closely with each of the various on-staff specialized departments including Designers, Project Managers, QPM Administrators, and Facility Services to provide a full-service advantage.

design / planning

The Design / Planning group is a professional service department offering space planning, workspace consultation, programming, furniture specification, install documentation and facility interior management services. Their main objective is to provide clients with the expertise to develop, design, implement, and maintain effective solutions for their office environment.

facility services

The Facility Services department was developed to help clients address the immediate and long-term goals of maintaining their facilities and protecting their investment. A range of services are offered that can be provided individually or in concert to meet a customer's specific requirements. They are committed to providing clients with the facility resources they need, whether it's installing new furniture or managing what they already have, Facilitec is the single-source solution.



installation

Facilitec's installation services are performed by in-house, factory certified installers. As a full-service provider, we are staffed and equipped to furnish the required labor, parts, materials, vehicles, tools, and equipment necessary to perform tasks related to major facility projects and routine moves, adds, and changes. To enhance efficiency, we provide dedicated management to act as the single point of contact for all project and order related processes. Technology is integrated into our communication strategy to ensure all parties involved are kept informed throughout the entire project life cycle.



training & safety

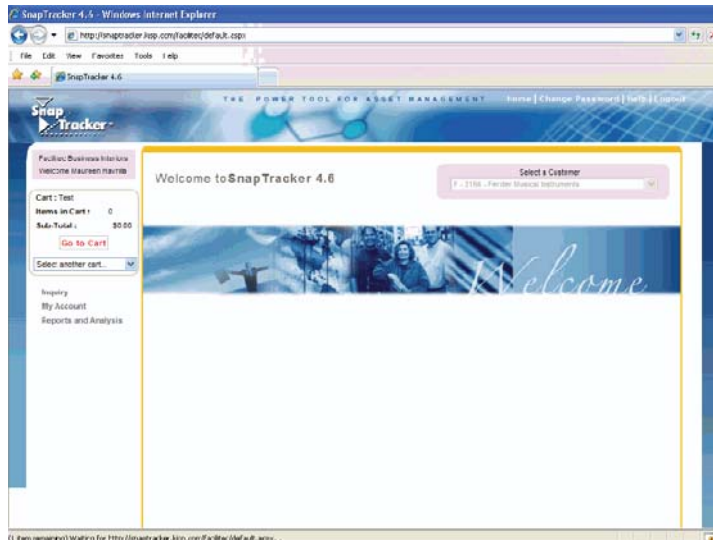
Facilitec employs over forty installation technicians, certified to install various furniture lines. Manufacturer field engineers consistently certify Facilitec's technicians and introduce new processes to improve installation performance. In addition, Facilitec strives to provide a safe work environment for our employees and customers by adhering to the rules and guidelines dictated by the Occupational Safety and Health Act (OSHA) of 1970. All installers are trained by certified OSHA instructors on a regular basis.



warehousing & asset management

Facilitec's 40,000 square foot Phoenix warehouse is fully racked and ready to accommodate client's temporary and long-term storage needs. Facilitec utilizes SnapTracker™ to implement successful asset management solutions. With complete integration of bar code technology, manual data recording of asset additions, relocations, or deletions is eliminated. SnapTracker™ supports SIF files, providing compatibility with industry standard specification tools. The result is increased data consistency and accuracy, which is crucial to utilization of inventory. SnapTracker™ is also web-enabled, allowing customers real-time access to their data.

"We immerse ourselves into our client's business to fully understand their culture, image, and vision. As a result, you can create a whole that is fully integrated, efficiently installed, and aesthetically coherent."



service strategy

Whether an organization grows gradually over time or fully reinvents itself from the ground up, change is a business reality. Facilitec is ready to embrace that change at every level, from simplifying tasks as common as data and electrical connections to converting collaboration areas to individual workstations and back again. In order to fully meet the servicing requirements of clients, we developed and utilize the Move/Add/Change (MAC) Services Delivery Model.

MAC services delivery model

All projects regardless of size are expedited using virtually identical processes, however, customer service sometimes can be compromised on small projects when traditional large project resources are applied. For that reason, Facilitec developed the MAC Services Delivery Model - a leveraged resource approach to managing new building projects and routine furniture moves, adds, and changes.

When new projects are initiated, the scope is assessed and teams are assigned according to the requirements of the project. By applying the appropriate resources to specific tasks, we are able to offer prompt, quality service for large volumes of projects that vary in scale and complexity. From small repair requests and employee moves to complete reconfigurations, the MAC Services Delivery Model is efficient and cost effective. It enables quick responses to customer needs, which leads to shorter project duration, reduced downtime, and improved customer satisfaction.



"Adaptable design helps you create great spaces while understanding three key principles: People are your most important asset. Change is inevitable. And businesses exist to perform."

project teams

Project Teams are capable of handling any major interiors project and are established based on specific requirements for each project, offering a single-source solution throughout the project life cycle. A typical Project Team consists of members from Facilitec's Product Application, Planning & Management, and Facility Services departments.

"Our goal is to provide clients with a wide spectrum of services that can be packaged to appropriately meet their needs."

Facilitec partners with other professionals, such as, architects, designers, project management groups, and facility managers to enhance our services and theirs. Our dedication to furnishing quality work environments has provided the opportunity to service a wide variety of clients.

quick response team

Within the service model, the primary method of managing moves, adds, and changes is the utilization of Facilitec's Quick Response Team (QRT). The QRT is an assembly of personnel with diversified skill sets who are dedicated to managing large volumes of reconfiguration and relocation projects. By dedicating a team to manage routine MAC requests that have to meet specific criteria, the QRT concept works much like a grocery store "ten items or less lane", offering customers an express method of check-out as an alternative to the significantly slower, large order check-out.

QRT Project Coordinators serve as single point of contact throughout the project life cycle, and possess the necessary skills to meet completion successfully. Their skills are comprised of AutoCAD space planning and the ability to coordinate a variety of contracted services including movers, electricians, and telecommunications vendors. The QRT is a turn-key operation that, in addition to design services, incorporates all aspects of installation, delivery, warehousing, inventory management, and furniture repair and maintenance into the project process. Our streamlined procedures allow us to maintain a consistently high level of customer service for virtually any scope with seamless proficiency.

quality process management

Quality Process Management (QPM) monitors all resources and activities necessary in a project's life cycle. In 1986, Facilitec developed QPM as a value-added service with a scheduling philosophy unique to the contract furniture industry. It offers clients a process-oriented approach to project administration and promotes quality service and customer satisfaction by emphasizing strategic planning, communication, and proactive problem solving. QPM Project Administrators track and communicate information regarding project milestones, such as, order entry, shipping, installation, and punch list completion. They also develop workable, realistic schedules at the start of the project which allow a clear road map to be created to meet project objectives. This important information is then delivered to our customers through various means, including QPM Online.

network of service providers

Facilitec's service strategy employs centralized management and localized implementation. Consequently, we are able to deliver consistently high service levels to our customers, wherever they may be. Our network of preferred service providers enables us to offer a turn-key solution anywhere in the country. The key to our success is the ability to augment our own in-house capabilities with industry professionals like architects, developers, voice & data analysts, cable vendors, electricians, and other complimentary dealers.

"We take advantage of the latest in e-business technology to ensure effective communication and efficient delivery of goods and services locally, regionally, or nationally."



e-capabilities

In an increasingly internet-driven economy, customers are demanding immediate access to a company's product and service information. Quality information supported by technology is expected to reflect a high standard of consistency and accuracy while portraying a company's unique offerings and expertise. Facilitec does just that by embracing leading-edge technology to provide customer specific solutions every time.

Our in-house personnel are trained in the latest technologies, including:

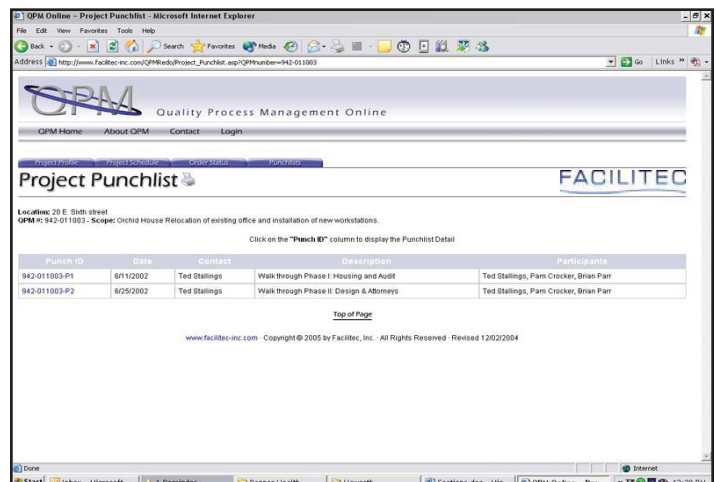
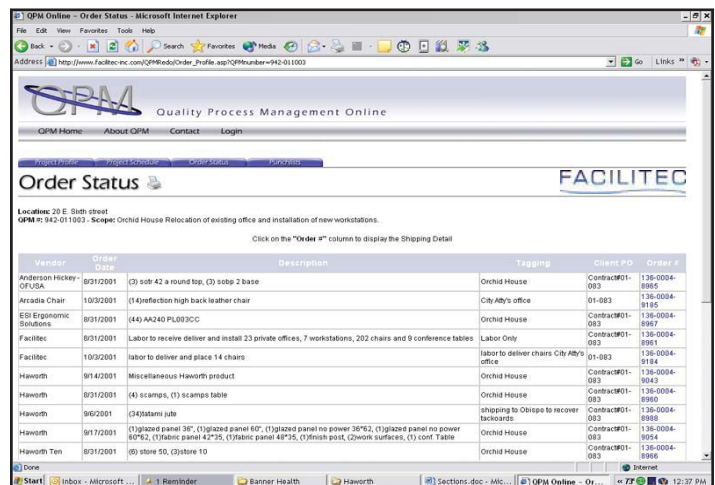
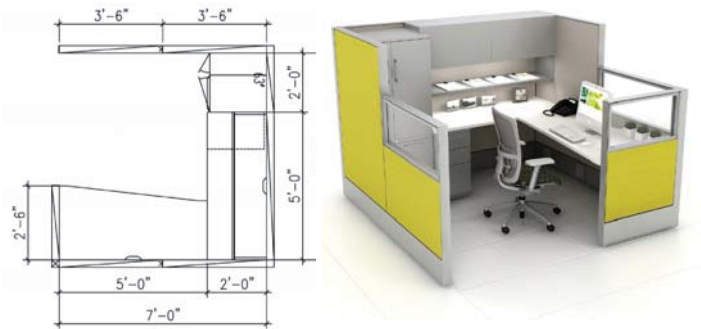
- website design & publishing
- project oriented website development
- customer graphics creation & optimization
- database design, development, & integration
- 3-D renderings & animation
- back-end internet server programming

"Facilitec's collective goal is to supply customers with the expertise to develop, design, implement, and maintain effective solutions for their office environment."

Facilitec prides itself on employing the latest technology in order to provide the products, services, and results our customers want and need. In-house capabilities give an advantage that further separates us from the traditional furniture dealership.

QPM Online

QPM Online delivers real-time, critical project data to customers via the World Wide Web. Facilitec's technology team develops custom applications that facilitate the distribution of important project related data. QPM Online is a key component of our communication strategy. From simple product orders to complex relocations, QPM Online enables project team members to immediately access important information anywhere in the world, including project homepage, project schedules, order status, service requests, custom reporting and punch list details.



project life cycle

In order to fully demonstrate the tools and methods that Facilitec utilizes for inspection, ordering, scheduling, and installation, it is important to examine these processes in the context of a project life cycle.

The typical project life cycle consists of four primary phases:

- initiation
- planning
- implementation
- close-out

Facilitec's project life cycle supplements the typical project life cycle with three additional control points to keep the project on track and bring timely closure to ensure total customer satisfaction. It consists of the following phases:

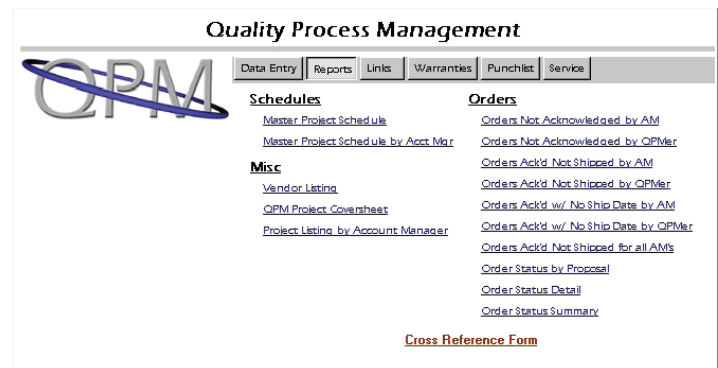
- initiation
- planning
- pre-site inspection
- implementation
- project quality control & review
- close-out
- continuous process improvement (CPI)

As illustrated by the MAC Services Delivery Model, Facilitec focuses on leveraging resources and applying them according to tasks that are defined by the nature of the client's request. This is the case whether the request is a major interiors project or a simple MAC project. Regardless of the scope, Facilitec accounts for all necessary phases by adhering to our unique and innovative Project Life Cycle Process.

project initiation

When new projects are initiated, a Facilitec Project Manager is designated to serve as the main point of contact throughout the project. A QPM Project Profile is also setup in the QPM Intranet and a QPM Project Number is generated. The number is associated with all related data and activities for tracking purposes. Then, in collaboration with the client and various other service contractors, a project kick-off meeting is held where a schedule is agreed upon that outlines all activities and milestones necessary to meet project objectives.

The QPM Intranet is Facilitec's own back-office database application designed to track all project related data. The QPM Intranet is a powerful tool providing integrated management of orders, service requests, schedules, punch list items, inventory, and extensive job costing for services. This important information is then delivered to our customers through various means, including QPM Online.



QPM Intranet Modules include:

- project tasks
- order shipping & receiving
- service requests
- warranties
- punch lists
- inventory management
- job costing
- custom reporting

planning & pre-site inspection

After a client approves a final space plan and furniture configuration generated from Facilitec's Planning services, a fully specified furniture proposal is submitted to the client for purchase order processing. Once the client's purchase order is received, the order is entered through an electronic data interface (EDI). From this point forward,

all orders are tracked to ensure installation remains on schedule. A pre-site inspection is made at least 72 hours prior to installation to review project status and assess site conditions. Pre-site inspections include evaluating dock and elevator availability, forklift requirements, establishing security access, setting up floor and wall protection, room for staging, double-checking critical dimensions, status of other trades on-site, and verifying overall site readiness. A pre-installation inspection is a critical control point to ensure a smooth transition into the implementation phase.



implementation

The Facilitec Project Manager oversees all activities and resources required during the implementation phase. These activities include order tracking, receiving, delivery, and installation of products. QPM meetings are held weekly to review order and project status. Schedules and status reports can be distributed electronically to the customer and the project team or viewed on the web via QPM Online.

QPM Online Modules include:

- project homepage
- project schedules
- order status
- punch list status
- custom reporting
- service requests

project quality control & review

Facilitec understands that project duration and attention to punch list items are a primary concern to our customers.

Projects plagued with long lists of action items extend project duration, exhaust resources, increase costs and create inconvenience. Through proper planning and employment of Quality Process Management, Facilitec minimizes project deficiencies and limits punch list items. When deficiencies do occur, however, we are prepared to expedite the corrective action process.

After installation occurs in the Implementation phase, the Project Manager conducts a site walk-through with the customer and the lead installer or foreman. During the walk-through, a thorough inspection of the installation and product quality is conducted. The lead installer will attend to as many items as possible during the actual walk-through, then the outstanding action items and deficiencies are included on a punch list, which receives client approval prior to departing the site. The Project Manager submits the punch list to the QPM Quality Document (QDOC) Administrator for tracking in the QPM Intranet database.

In QPM, each punch list item is automatically assigned a unique tracking number and electronically forwarded to the appropriate resource for completion. At this point, comprehensive status reports are generated and distributed via email to key project team members. Punch list reports are also available on QPM Online, enabling the customer to review status at any time. These status reports are examined weekly in the QPM project team meetings to expedite completion. Warranty and punch list items are processed at no additional charge to the customer.



project close out & continuous process improvement

Once action items are completed and closed out in the database, a hyperlink to our web-based Customer Satisfaction Survey is emailed to the customer as part of the feedback process. Survey results and performance reports are generated and distributed to interested parties and are used for Continuous Process Improvement (CPI). During the CPI phase, the project team reviews the informal and formal feedback received from the customer, and a collaborative effort takes place to identify areas in the project life cycle that need improvement. Our focus is aimed at specific areas such as efficiency, effectiveness and impact to the customer.

Facilitec quality assurance

The tools and methodology Facilitec has developed to govern activities within the project life cycle promote accountability and role definition - two crucial elements that contribute to the success of any project. Facilitec's MAC Services Delivery Model provides a means for project success, which is ultimately measured in customer satisfaction.

"It is our firm conviction that the utilization of this innovative approach to managing furniture projects distinguishes us from all other service providers. We are confident that this model offers the best range and quality of services available in the industry today."

sustainability



At Facilitec, we believe striving for sustainability is our corporate responsibility. For us, a sustainable approach to business is one that preserves and restores the natural environment, supports and strengthens communities, and continually creates economic value. Whether you are an employer or employee, supplier or end user, current or potential customer, architect or designer, your environmental aspirations are as varied as the business you represent. Facilitec understands there are different milestones in the journey to sustainability and one way we can successfully approach our destination is by working together to design great spaces and adapt to change. The Facilitec team is looking to continue to build partnerships in construction and build long lasting relationships in our community.

“Research suggests, our planet is being negatively impacted by human activities. Yet, we can be a catalyst for positive change. For Facilitec, many of these changes are interrelated. Climate change has increased awareness of the need for green building, which in turn drives demand for more sustainable products.”

Facilitec works hard to do their part by having a trash recycling program in our warehouse and offices. Clients are also offered the option to recycle steel and other product from installations as a form of disposal. In addition, Facilitec has two Toyota Prii for employees to utilize for day to day travel and long distance small installations.





6

terms & conditions

FACILITEC
HAWORTH[®]



4501 E. McDowell Rd. ♦ Phoenix ♦ Arizona ♦ 85008

Tel: 602-275-0101

Fax: 602-275-0202

Terms & Conditions

(Net 30)

The following Terms and Conditions apply to all orders for products and services that Customer purchases from Facilitec, Inc.

Customer warrants it is financially able to meet its commitments to Facilitec, and agrees to pay all invoices promptly when due. Orders for product that are not fully pre-paid will be invoiced on the date the product is shipped from the manufacturer or received in Facilitec's warehouse or at the customer's designated site, whichever is earlier. Invoices for services, fees, and expenses will be invoiced monthly or upon completion of the project, as appropriate.

Facilitec will include adequate information on all invoices to allow Customer to match invoices to the appropriate proposal, purchase order, and/or product order. Multiple invoices may be generated for a single proposal.

All amounts invoiced for product orders are due net thirty (30) days from date of invoice. All amounts invoiced for services only are due upon receipt. Any balances past due will be subject to finance charges at the rate of 1.5% per month (annual percentage rate of 18%), and Customer agrees to pay all such finance charges due. If invoices are not paid in a timely manner, Facilitec may decline to provide additional services and declare amounts under all invoices immediately due and payable. Facilitec, Inc. reserves the right to charge Customer's credit card, if originally provided, in case of non-payment of invoice. In addition to these and any other remedies available, Customer grants Facilitec a purchase money security interest in all product ordered as security for Customer's obligation to pay all invoices and other amounts due to Facilitec. If Customer does not promptly pay any amounts due, Facilitec may retake possession of product. Customer authorizes Facilitec to prepare and file appropriate forms UCC-1 to perfect the security interest created herein in accordance with the Arizona Uniform Commercial Code. Customer agrees to pay all finance charges, costs of collection, and reasonable attorney's fees incurred by Facilitec to collect outstanding balances.

If Customer wishes to cancel an order, Facilitec will use its best efforts to cancel the order with the manufacturer. If the order cannot be cancelled, Customer must fulfill its purchase obligation. If the order can be cancelled, Customer will pay all applicable cancellation, handling, and delivery charges.

For Specials, Customer's Own Materials (COM) finished matches, custom colors, and custom products, no changes or cancellations are allowed. All other products require approval for changes or cancellations made less than four (4) weeks before the ship-date; must be submitted to Facilitec, INC for approval; and a minimum fee of 25% of net, and all related customer specific materials costs affected by the change or cancellation of an order will apply. Any changes/cancellations for these products will not be accepted once the product has been placed into the production schedule unless otherwise agreed in writing. Any changes may cause the order or portion affected to be rescheduled with new shipment dates as determined by Facilitec, INC.

Facilitec will use its best efforts to insure delivery of all products together on the quoted delivery times, or as otherwise agreed. However, manufacturing or shipping delays beyond Facilitec's control may cause multiple deliveries and/or multiple invoices, or result in delivery and installation delays.

If Customer's designated site is not ready in time to allow delivery/receipt of product as scheduled, Facilitec will store the product in its warehouse at Customer's request. Customer agrees to pay a warehousing charge of 4% of the purchase price per month, as well as for any additional handling and delivery costs created by the delay.

Customer will notify Facilitec of its scheduled construction dates and/or move-in date at least ten days in advance so Facilitec can schedule delivery and installation of product. Customer will also provide Facilitec with the delivery address, the site contact's name, and site contact's telephone number.

Facilitec will conduct a pre-installation check to insure that the site complies with installation readiness guidelines and that Facilitec will have unencumbered access to the site. Unless otherwise provided in the project proposal, installation readiness includes, but is not limited to the following:

- a) All delivery and installation will be during normal business hours (M-F 8:00 am to 5:00 pm),
- b) Facilitec will have adequate access to the site for delivery and staging product, including access to a loading dock, access to a freight elevator with adequate capacity for movement of product, ability to stage product adjacent to where it will be installed, and clear passageways from the loading dock to the site,
- c) Other than trades necessary for furniture installation, all construction on the site must be complete and all construction debris, trash, and other obstructions must be removed from the site prior to installation of product,
- d) All carpet, tile, ceiling track, ceiling tiles, lighting, electrical installations, overhead installations (such as HVAC, cabling, and cableways), painting, wallcoverings, crown moldings, wall base trim, and other items must be complete prior to furniture installation,
- e) All personal items, files, computers, and other contents of offices/workstations, files, and storage areas, etc. must be packed and removed from the work area prior to furniture installation.

Whether or not identified during Facilitec's pre-installation check, failure to meet site readiness guidelines may result in project delays and/or additional costs to the Customer. Facilitec will use its best efforts to work with Customer and Customer's contractors and vendors to minimize any such additional costs. Customer agrees to hold Facilitec harmless in the event the site is not ready. Customer will accept all change orders necessary and will pay all invoices relating to those change orders when due, whether or not recoverable from its other contractors or vendors.

Facilitec will provide a punch list after delivery and installation but before Customer's use of the product, and will promptly follow up on shortages, damages, and warranty items. If any such items are material to Customer's ability to use the product, Customer may retain up to 10% of the appropriate invoice(s) until all such items have been completed.

The contractual agreement between Customer and Facilitec shall be interpreted under the laws of the State of Arizona. Any controversy or claim arising from or relating to any contract arising from this proposal or the breach thereof that the parties cannot resolve through negotiation shall be settled by arbitration administered by the American Arbitration Association and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.

Agreed and Accepted:

Customer Company Name

Signature

/_____
Date

Print Name

Title